

# ANNUAL REPORT

## 2018



**DAV**<sup>®</sup>

FULLFILLING OUR PROMISES  
TO THE MEN AND WOMEN WHO SERVED

## MISSION STATEMENT



We are dedicated to a single purpose: empowering veterans to lead high-quality lives with respect and dignity. We accomplish this by ensuring that veterans and their families can access the full range of benefits available to them; fighting for the interests of America's injured heroes on Capitol Hill; and educating the public about the great sacrifices and needs of veterans transitioning back to civilian life.

This mission is carried forward by:

- ▶ Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs and other agencies of government;
- ▶ Providing outreach concerning its program services to the American people generally, and to disabled veterans and their families specifically;
- ▶ Representing the interests of disabled veterans, their families, their widowed spouses and their orphans before Congress, the White House and the Judicial Branch, as well as state and local government;
- ▶ Extending the DAV's mission of hope into the communities where these veterans and their families live through a network of state-level departments and local chapters; and
- ▶ Providing a structure through which disabled veterans can express their compassion for their fellow veterans through a variety of volunteer programs.

**National Adjutant and Chief Executive Officer**  
J. Marc Burgess

**National Headquarters Executive Director,  
Chief Financial Officer and Chief Operating Officer**  
Barry A. Jesinoski

**Washington Headquarters Executive Director**  
Edward R. Reese, Jr.

**Comptroller**  
Anita F. Blum

**National Communications Director**  
Daniel J. Clare

**Deputy National Communications Director**  
Ashleigh Byrnes

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# A MESSAGE FROM OUR LEADERSHIP

Dear Friends of DAV,

A lot has changed since Judge Robert Marx and his fellow World War I veterans started DAV in 1920, but one thing has remained the same: our unwavering commitment to the single purpose of empowering veterans to lead high-quality lives with respect and dignity.

When the time comes for a Marine, soldier, sailor, airman or Coast Guardsman to hang up the uniform for the final time, it's too often easier to physically shed the uniform than the lingering impacts of service to one's physical or mental health. When service members are forever changed by their wartime military experience, DAV is there to ensure our promises to them are kept. We accomplish that in a variety of ways.

DAV service officers are in the trenches every day, sitting kneecap to kneecap with veterans and transitioning service members, providing free, professional representation and empowering them to lead their fullest lives. And while claims assistance remains the heart of DAV's mission, we provide service in a number of important ways.

For example, DAV plays a critical role in helping veterans get to and from VA medical appointments, supporting those impacted by natural disasters through emergency relief services, and assisting our heroes and their spouses in finding meaningful employment. In 2018, DAV's employment department sponsored 145 traditional and virtual career fairs for veterans and their spouses, resulting in more than 52,000 attendees. Our volunteer drivers logged almost 17.7 million miles last year, making sure veterans can access the life-saving care they've earned. Furthermore, DAV's Disaster Relief Program provided more than 3,500 emergency relief drafts, totaling more than \$1.2 million and roughly 305 supply kits.

All of these services provide a direct and positive influence on veterans' lives and their families when they need it most.

Additionally, DAV is also a leading voice on Capitol Hill, amplifying the voice of veterans on key legislative issues. As we move forward with the 116th Congress, we will call to strengthen veterans health care, improve care for women veterans, help veterans exposed to burn pits, enhance survivor benefits, advocate for Blue Water Navy veterans and ensure a sufficiently funded Department of Veterans Affairs.

We know you want to see how your contributions help veterans, their families and survivors, and we believe this annual report reflects both sound fiscal management and a clear focus on returning the highest amount possible toward direct services to veterans. We're proud that 85 cents of every dollar we spent in 2018 was dedicated to program services, and we are always happy to answer any questions you have regarding DAV's financial status or the work we do on behalf of America's injured and ill veterans and their families.

The work we have accomplished this past year and throughout our nearly 100-year history is important, but more work is needed. Thank you for all you have done, and we hope you continue to assist us in bringing more victories to veterans.



*J. Marc Burgess*

**J. Marc Burgess**  
National Adjutant,  
Chief Executive Officer



*Dennis R. Nixon*

**Dennis R. Nixon**  
National Commander



*Delphine Metcalf-Foster*

**Delphine Metcalf-Foster**  
Chair, Board of Directors



Carmen McGinnis  
DAV national service officer

**MY VICTORY WAS  
LEARNING TO ENJOY  
LIFE AGAIN.**

# SERVICE PROGRAM

Keeping our promises to America's veterans, their families and survivors is accomplished through service. Always at the heart of what we do, the largest endeavor in DAV's mission is our National Service Program. In more than 100 offices throughout the United States and in Puerto Rico, we employ a corps of 261 national service officers (NSOs) and 32 transition service officers (TSOs) who counsel and represent veterans, their families and survivors with claims for benefits from the Department of Veterans Affairs, Department of Defense and other government agencies.

Since being chartered by Congress in 1932, DAV has submitted over 11.5 million claims for benefits. With outlays of \$42.6 million in 2018, these direct services make up a large component of the budget for program activities. In 2018, DAV's professional veterans advocates—all wartime injured or ill veterans—provided representation for more than 212,000 pending claims for veterans and their families before the VA, resulting in more than \$20.7 billion in benefits. Veterans do not have to be members to take advantage of our complimentary assistance.

Service officers function as attorneys-in-fact, assisting veterans, their families and survivors in filing claims for VA disability compensation, rehabilitation and education programs, pensions, death benefits, and employment and training programs. They provide free services, such as information seminars and counseling and community outreach activities through the Mobile Service Office

(MSO) Program in order to educate and inform veterans on the benefits they have earned through service. They also advise veterans and active-duty military personnel in regard to the Disabled Transition Assistance Program, the Transition Assistance Program and other official panels.

## National service officer training programs

DAV's national benefits advocates train throughout their careers to stay current with the changes in laws and regulations affecting veterans benefits. The Interactive Training, Research, Advocacy and Knowledge system, known as iTRAK, has made the institutional knowledge of DAV's National Service Officer Program accessible nationwide. This new system revolutionizes how DAV serves veterans, trains service officers, and researches and collaborates to represent veterans in their claims for benefits.

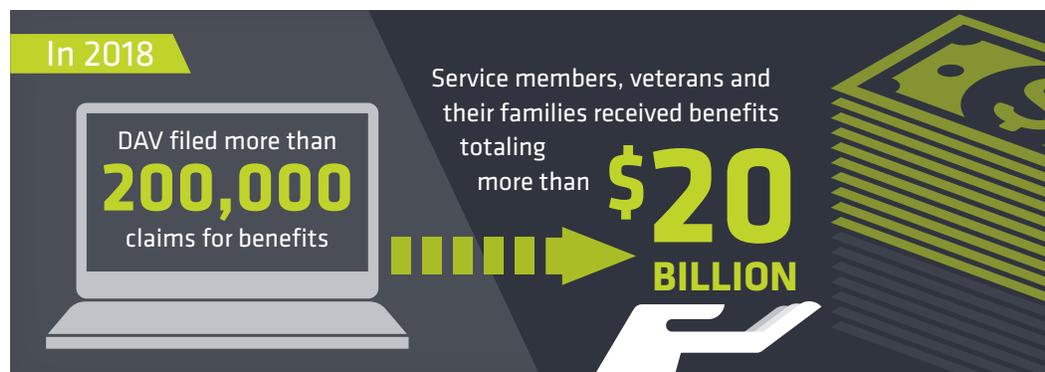
This ongoing training ensures that all DAV national service officers are at the forefront of veterans advocacy and that the most rigorous professional standards are maintained. National service officers are educated professionals and skilled experts in developing and prosecuting veterans' claims through in-depth reviews of

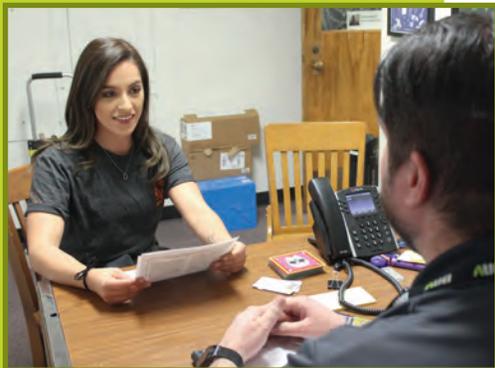
medical histories along with current laws and regulations. Additionally, they review rating board decisions and inform veterans and their families of the appeals process and of their appellate rights. DAV equips service officers with state-of-the-art computer resources to keep their cutting-edge advocacy skills up to date.

The extensive preparation required for these crucial services begins with a 16-month on-the-job training program. This interactive, self-directed training program provides the foundation for apprentices to become effective advocates. Apprentices are instructed and mentored by tenured supervisors. The national service staff at DAV's National Service and Legislative Headquarters administers and oversees the successful completion of this training.

DAV is the only veterans service organization to have a training program certified for college credit in Legal and Ethical Aspects of Healthcare, Health Systems Access, Introduction to Legal Analysis, Anatomy and Physiology, and Pathophysiology by the American Council on Education.

In addition to these training programs, supervisory staff and selected veteran advocates from





Student veteran Betty Gonzalez receives free counseling by DAV claims expert Raymond Countryman during a visit to Long Beach City College. With more than a million veterans using VA education benefits, DAV has extended its reach of MSOs to include a number of colleges and universities.

field offices across the country receive specialized instruction in management and leadership development. Our goal is to continue producing the most highly trained representatives possible to best serve veterans and their families.

### National appeals office

The Board of Veterans' Appeals (BVA) is the highest appellate-level court within the VA and is responsible for the final decision concerning veterans benefits. About 96 percent of the claims before the board involve disability compensation issues. Our highly skilled national appeals officers serve appellants in the preparation of written briefs for BVA review and conduct formal hearings before veterans law judges. DAV's efforts have resulted in approximately 72 percent of decisions being overturned or cases remanded to the regional office for additional development and readjudication. We maintain the largest staff of any advocacy group, representing 26.5 percent of all cases decided by the BVA in 2018.

### Judicial appeals

DAV continues its pro bono representation program for veterans seeking review in the United States Court of Appeals for Veterans Claims. DAV currently works with two law firms that specialize in representing veterans' issues at the court. In fiscal year 2018, the BVA acted on more than 21,807 cases involving DAV clients. These were cases reviewed to identify those in which a veteran's claim was improperly denied. The relationship between DAV and these private law firms has resulted in 1,718 cases previously denied by the BVA being appealed to the court at no cost

to the veterans. These dedicated legal partners have enabled this program to grow exponentially over the past few years.

### Transition Service program

For military service members making the all-important transition to civilian life, DAV participates in Transition Assistance and Disabled Transition Assistance programs.

Our transition assistance officers provide benefits counseling and service to military members filing initial claims for VA benefits at nearly 100 military installations throughout the country. Over the past year, our dedicated corps of advocates conducted 1,268 formal presentations to 44,014 transitioning service members. During that time, they filed 24,649 claims for VA benefits. Counsel and representation for active-duty service members during their transition were provided through the military's Disability Evaluation System. DAV devoted nearly \$2 million to this program in 2018.

### Mobile Service Office Program

The Mobile Service Office Program delivers DAV services to veterans, their families and survivors in their own communities. The program extends DAV's benefits assistance to veterans who might not be able to access it otherwise due to distance, transportation, health or other various reasons.

During 2018, the 10 specially equipped mobile offices traveled a combined 45,242 miles to 494 cities and towns, including 29 events hosted at colleges and universities. Our benefits advocates interviewed 6,086 veterans and other potential claimants during these appearances. More than \$467,000 was expended for the program in 2018.

In 2018,  
DAV mobile service offices  
traveled  
more  
than



**45,000 miles**

visiting nearly

**500 locations**



including

**29 events**

at colleges and universities

## Service Seminar Program

Information seminars are conducted to educate veterans and their families on specific veterans benefits and services. With the support of our state-level departments and local chapters, these free seminars are administered by DAV's highly trained national service officers and are hosted around the country. During 2018, DAV conducted 130 seminars, which resulted in 8,726 attendees and 1,132 interviews conducted with veterans and other potential claimants. These seminars also resulted in 334 claims filed through the VA.

## College and university outreach

We are in our third year of deploying mobile offices to colleges and universities and conducting service seminars for student veterans on campuses throughout the nation. In calendar year 2018, our efforts with these programs resulted in more than 53 events being conducted throughout 38 states and Puerto Rico.

## Grassroots benefits advocacy

The National Service Department has the cooperation, support and assistance of department and chapter service officers across the country. Participating departments and chapters receive training and information necessary to assist those we serve. Our Department and Chapter Service Officer Certification Training Program guarantees the vitality and growth of our local service programs. This provides an environment where our hospital service coordinators, department and chapter service officers, and volunteers work together for the common goal of service to injured and ill veterans.



### Service officer training

*DAV service officers receive training to help veterans, their families and survivors get their earned benefits. In total, DAV has **3,942 front-line advocates** who act as attorneys-in-fact to represent the interests of those who've served. It is the largest program in terms of participation and results in all of veterans services.*

In 2018, DAV trained and certified 2,542 department and chapter service officers in 49 states. Revamped in 2016, the program now allows for Level I and Level II certification training for department and chapter service officers. Level I training is designed to teach and familiarize the role of a chapter or department service officer by introducing basic claim information and the different applications required to apply for a wide array of benefits. Level II certification is more in-depth training in specific claim information on topics including the three elements of service connection, the process and requirements for having a decision reconsidered, presumptive conditions and how they relate with different periods of service and conflicts, the importance of medical evidence and the use of the combined rating table.

Department and chapter service

officers provide a unique opportunity for veterans to discuss VA benefits in their own communities without making a trip into a national service office, which also gives chapters an opportunity to connect with veterans. Veterans are also informed of local resources and opportunities to give back and support their fellow veterans through their local DAV department or chapter.

DAV service officers were available to educate veterans and the public at other community-based events, including participation in state and county fairs, and Major League Baseball, National Football League, National Hockey League and NASCAR events. Counting all national, transition, department, chapter and county veteran service officers, DAV has a total of 3,942 experts nationwide who provide representation for veterans. //

# EMPLOYMENT PROGRAM



*In 2018, DAV partnered with RecruitMilitary and Veteran Recruiting to host 145 traditional and virtual job fairs. Attendees at an event in Cincinnati, soldiers William Bake (center) and Ben Burdsall (right), spoke with representatives from a wide range of businesses, including BNSF Railway and Amazon.*

**A**s an organization of veterans changed by service, DAV fully understands that recovery from serious injury or illness cannot be completed until a veteran can find meaning in life and regain a sense of purpose. For those who are able, working to care and provide for themselves and their families is a key part of that journey.

Thousands of men and women continue to make the transition from military to civilian life, with more than 200,000 expected to enter the

workforce again this year. DAV remains committed to providing valuable resources to all those who have served, helping ensure that these new veterans gain access to the tools and opportunities they need to competitively enter the job market and secure meaningful employment. We devoted more than \$1.5 million to this endeavor in 2018.

## **Partnering to help veterans**

Whether it's unemployment or underemployment, DAV realizes the challenge that many veterans face in pursuing rewarding careers. Established in 2014, the DAV

National Employment Program has firmly positioned itself as a leader among veterans service organizations in providing assistance to veterans and their spouses seeking new or better jobs. Primary components of this mission were our strategic partnerships with RecruitMilitary, a full-service, military-to-civilian recruiting firm, and Veteran Recruiting, who hosts virtual career fairs that are accessible to all veterans. DAV, along with its partners, uses a multitude of online and traditional resources to connect employers, franchisers and educational institutions with active service members, Guard and Reserve personnel, veterans and spouses.

In less than five years, DAV has already made a significant impact to reduce the number of unemployed and underemployed veterans. In fact, from June 2014 through December 2018, DAV sponsored 463 traditional and virtual career fairs that nearly 172,000 active service members, Guard and Reserve personnel, veterans and spouses attended, resulting in more than 132,000 job offers. In 2019, DAV will continue our staunch efforts by sponsoring more than 140 traditional and virtual career fairs, including 20 events on military bases such as Joint Base Lewis-McChord, Wash.; Fort Bragg, N.C.; Fort Hood, Texas; Camp Lejeune, N.C.; and Camp Pendleton, Calif.

### Virtual career fairs

Virtual career fairs afford job seekers who cannot attend our traditional career fairs the opportunity to connect with employers without the need to travel. Likewise, DAV's sponsorship of Veteran Recruiting's virtual Veteran Recruitment Center, available all day, every day, allows veterans to optimize their career search and interaction with employers.

### Resources for job seekers, employers

DAV also works directly with companies seeking the many talents and skills veterans possess. Our program provides a multitude of resources that veterans can access within our employment resources webpage ([jobs.dav.org](http://jobs.dav.org)), including a job search board that boasts more than 200,000 current employment opportunities around the world and direct links to company website job boards. We are very happy to report that our employment resources website has grown in content and

resources with nearly 14,000 views monthly. While online resources are always evolving, we are constantly improving and adding new content to our website to highlight a variety of useful employment and educational resources.

Through efforts started in 2017, we expanded our assistance by adding *The Veteran Advantage: DAV Guide to Hiring & Retaining Veterans with Disabilities*. Through interaction with hundreds of companies, recurring questions about best practices and strategies when hiring veterans with disabilities were becoming more and more common. In fact, DAV officially released the guide in October 2018 and had more than 54,000 views of the digital version, which resides free of charge on our website, [jobs.dav.org](http://jobs.dav.org). With the hiring guide, DAV aims to provide companies, hiring managers or other human resources professionals a solution-oriented, practical and strategic approach to hiring and retaining veterans with disabilities.

Lastly, we have launched a new partnership with "Hiring America," the foremost voice in televised programs dedicated solely to helping veterans secure meaningful employment. Each episode features companies with outstanding veteran hiring initiatives; shares insights from CEOs, career counselors and human resources specialists; and provides valuable information to help ease the transition for veterans entering the civilian workforce. With the program's projected reach of nearly 3 million viewers, we are very excited about its addition to the growing number of tools and resources DAV provides to active service members, Guard and Reserve personnel, veterans and spouses who are seeking employment, as well as the companies who want to hire them. //

Since the program's inception in 2014, DAV job fairs have had nearly

**172,000**  
attendees



and more than  
**132,000**  
job offers.

Armando Albarran  
Past National Commander

**MY VICTORY WAS  
OVERCOMING MY  
COMBAT INJURIES AND  
HAVING A FULL LIFE.**



# LEGISLATIVE PROGRAM

For almost a century, DAV has been advocating for better federal veterans programs, benefits, health care and transition services for the men and women who served, their families and survivors. In supporting our legislative program, DAV members steer our efforts by submitting resolutions adopted at our national convention. Fueled by the shared voice of more than 1 million members, DAV works with Congress to improve federal laws, regulations and policies of the Department of Veterans Affairs and other federal agencies whose programs impact the veteran population.

## Influencing public policy

Throughout 2018, DAV exerted significant influence on the development, approval and implementation of federal legislation and programs to support ill and injured veterans thanks to our broad national support. Although our legislative program accounted for less than 1 percent of the organization's total expenditures in 2018, we were able to leverage those resources—thanks to the support of DAV's nationwide network of grassroots members and supporters—to help achieve some historic victories for veterans.

Our 2018 Mid-Winter Conference, held in Washington, D.C., in February and attended by more than 500 of DAV's leading advocates, provided a strong grassroots push for all of our legislative priorities for the year. As a result of those efforts, a number of DAV's key legislative goals were enacted, including the historic VA MISSION Act, a bill to reform and strengthen the VA health care

system; expand VA's comprehensive package of caregiver benefits to all eras of seriously injured veterans; and improve earned benefits for veterans, their families and survivors.

## Strengthening health care

As the second session of the 115th Congress began in January 2018, DAV and our veterans service organization partners worked with the House, Senate and VA to reach an acceptable compromise on legislation to strengthen VA health care and expand access to care for all enrolled veterans. This legislation would replace the flawed and increasingly unpopular Veterans Choice Program.

In February, DAV National Commander Delphine Metcalf-Foster testified before a joint session of the Senate and House Veterans' Affairs Committees, urging Congress to pass legislation to reform and strengthen the VA health care system,

expand caregiver benefits to all eras of seriously injured veterans, and improve programs and services for women who've served. In March, the House and Senate VA committees each reported out health care reform legislation that contained the essential elements of the compromise backed by DAV.

Throughout April and May, DAV organized and led a coalition of dozens of veterans organizations to build support for enactment of compromise legislation. In May, the VA MISSION Act was introduced, which was a balanced compromise to make major improvements to VA health care and expand access to community providers when and where VA care was not readily available. The bill also expands the VA's comprehensive caregiver assistance program to include seriously injured veterans of all eras, and requires the VA to develop a long-term plan to modernize, realign,

## VA MISSION Act Timeline

JAN

DAV and other veterans groups help House, Senate and VA reach a compromise on legislation.

FEB

Then-Commander Delphine Metcalf-Foster testifies before Senate and House Veterans' Affairs Committees.

MAR

Legislation drafted.

### GOALS

- ▶ Reform and strengthen the VA health care system.
- ▶ Expand VA's caregiver benefits to all eras of seriously injured veterans.
- ▶ Improve earned benefits for veterans, their families and survivors.

MAY

VA MISSION Act introduced.

APR

DAV leads coalition to build support for the legislation.

JUN

Victory!  
Bill becomes law.  
(P.L. 115-182)



### Expanding caregiver support

*Deputy National Legislative Director Adrian Atizado testified before the House Veterans' Affairs Committee regarding the need to extend caregiver benefits to veterans of all eras. In attendance (seated behind) were Past National Commanders Dave Riley and Dennis Joyner, alongside their spouses and caregivers, Yvonne and Donna.*

repair and build new VA health care facilities where needed in the future.

Finally, in June, DAV participated in a White House signing ceremony for the VA MISSION Act, which became Public Law (P.L.) 115-182. While provisions in the bill do not begin to take effect until 2019, throughout the summer and fall of 2018, DAV continued to lead the coalition to ensure sufficient funding was provided to fully and faithfully implement all aspects of the VA MISSION Act.

### Expanding caregiver support

Having launched the Unsung Heroes Initiative the previous year, DAV began 2018 focused on improving and expanding the VA's comprehensive caregiver assistance program. In February, DAV testified before the House Veterans' Affairs Committee

on the needs of pre-9/11 caregivers who had been excluded from the program. We also conducted a round of meetings with congressional leaders to push for legislation to expand access to this critical support. In March, DAV participated in a roundtable discussion with the House Veterans' Affairs Committee and VA officials on legislation to expand the program. The following month, we testified before the same committee on pending legislation to strengthen the existing caregiver program. In May, DAV organized National Caregiver Support Call-In Day, when our members and other veterans organizations called their

senators and representatives, urging them to support veteran caregivers by voting for the VA MISSION Act, which included provisions to improve the existing program and expand the comprehensive support program. Less than a month later, the VA MISSION Act was approved, setting in motion a phased expansion of the caregiver program over the next couple of years.

### Equitable treatment for women

Throughout 2018, DAV continued advocating for health care programs, transition services and benefits for women veterans, based on our landmark 2014 women veterans report *Women Veterans: The Long Journey Home*. In 2018, a number of bills focused on women veterans were adopted, including legislation to improve prosthetic research and acquisition for women veterans, extend the VA's authority to offer child care and retreat counseling,



**28**

DAV resolutions were included in legislation



**16 became law**

and establish new remedies for escalating rates of military sexual trauma. Building on this progress, DAV organized a widely attended Capitol Hill event in September, at which we released a second major report, *Women Veterans: The Journey Ahead*. This follow-on report contained another 45 key recommendations covering a broad range of issues affecting women veterans throughout their lifetime, including primary and gender-specific health care, mental health and readjustment services, and disability and employment benefits.

### Reforming appeals and protecting benefits

After passage of the historic Veterans Appeals Improvement and Modernization Act of 2017 (P.L. 115-55) that DAV helped craft, we began the new year by testifying in January before the House Veterans' Affairs Committee on the progress made implementing the law. The hearing also examined the Rapid Appeals Modernization Program (RAMP), a pilot program DAV was involved in designing and passing through Congress, in order to help veterans who had been waiting for years to have their appeals decided. In March, DAV testified before both the Senate and House Veterans' Affairs Committees, calling for adequate funding to implement the new appeals system, as well as to push back against budget proposals that would negatively affect veterans benefits, such as rounding down disability compensation cost-of-living adjustments or cutting off thousands of veterans from receiving Individual Unemployability benefits when they turned 65.

Two other long-standing DAV legislative priorities were adopted

into law in 2018. In August, as part of the National Defense Authorization Act (P.L. 115-232), Congress passed legislation to provide space available (Space-A) travel on Department of Defense aircraft for veterans with service-connected disabilities rated as total and permanent. The law also extends commissary privileges to service-connected disabled veterans and their caregivers beginning in 2020.

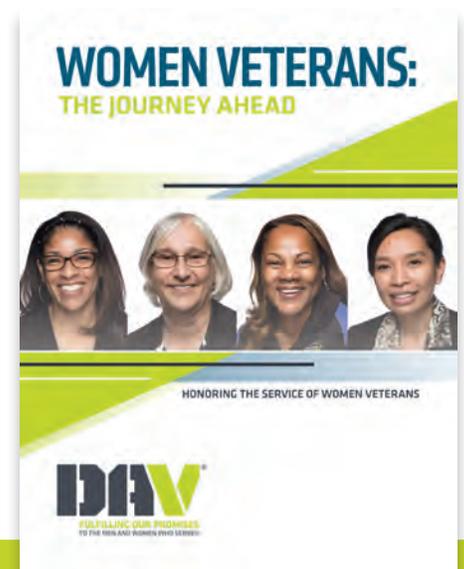
During the final months of 2018, DAV also engaged in an intensive campaign with other veterans organizations to push passage of Blue Water Navy veterans legislation that would provide these veterans with presumptive benefits and health care services for diseases and disabilities related to their Agent Orange exposure in Vietnam. Although the legislation was supported by the majority of Congress, it was ultimately blocked by just a couple of senators at the very end of the year. Despite this setback, this issue remains a key legislative priority for DAV in the 116th Congress, and we will continue our fight for passage of this important legislation.

### Integral leadership

Our 97th DAV National Convention, held in Reno, Nev., in July, included a lively town hall discussion with the chairman of the House Veterans' Affairs Committee and the acting VA secretary. These leaders shared their views on the future of veterans

benefits and services, and DAV led a productive, moderated discussion touching on a variety of issues important to ill and injured veterans. The convention also included a Benefits Protection Team workshop for hundreds of our most committed advocacy leaders and activists.

Participation in the resolution process is critical to DAV's strength on Capitol Hill as we testify before Congress on behalf of our membership. Resolutions adopted annually at DAV's national convention represent our legislative program and call to action. In total, delegates to the national convention considered 249 resolutions received from 26 states, of which 165 resolutions were adopted on veterans benefits, health care, voluntary services, employment and other critical issues. By the end of 2018, 28 DAV resolutions were included in legislation, of which 16 were approved and became law. //



### [dav.org/women-veterans](http://dav.org/women-veterans)

DAV's new report outlined 45 key recommendations for improving care and benefits for women. As a result, **nine bills were introduced** that directly address the needs of women veterans, including legislation that would improve prosthetic research and acquisition. Additional bills were introduced to address issues associated with—or that disproportionately affect—women such as child care, military sexual trauma, in vitro fertilization and care for dependents.

# VOLUNTARY SERVICES PROGRAM

*Without the DAV Transportation Network program and volunteer drivers like James Sabelca (right), veterans like former prisoner of war Vince Rolves (left), who served in the Army during World War II, would not be able to access the health care they earned through their service to our nation.*



In 2018, DAV volunteer drivers logged nearly **17.7 million miles**

equivalent to **710** trips around the Earth

providing more than **625,000 rides** to veterans at **no cost**.

**D**AV's mission of empowering veterans to lead high-quality and fulfilled lives depends heavily on volunteerism. We have thousands of devoted volunteers across the country providing the best possible care, morale and assistance to our nation's heroes. DAV truly appreciates and recognizes those who donate their time and talents. Through these dedicated efforts, the organization devoted more than \$48 million to voluntary service initiatives through a vast network of programs in 2018.

### Transportation Network

The DAV Transportation Network is the largest program of its kind for veterans in the nation. This unique initiative helps get veterans to and from VA medical appointments by providing vehicles and a team of volunteer drivers. It is managed by 178 hospital service coordinators located at 212 VA medical centers and outpatient clinics, and is operated by committed DAV volunteer drivers. Since the program's inception in 1987, DAV departments and chapters have donated 3,294 vehicles, and Ford Motor Co. has donated 223 vehicles at a total combined cost of more than \$80.1 million.

The amount of hours DAV volunteers dedicate, the miles they drive and the number of rides they provide to veterans reflect promises we've ensured were kept. To put this into perspective, DAV volunteer drivers have driven 734,600,433 miles since the program began. In 2018, volunteers traveled 17,664,665 miles, providing more than 625,000 rides to veterans and donating over 1.4 million hours of their time.

The benefit of DAV's Transportation Network goes beyond ensuring veterans in need are able to get the care they've earned. Without this program, many veterans may have no way to access their health care. According to nonprofit coalition Independent Sector's methodology, the Department of Veterans Affairs has valued the DAV Transportation Network's hours of volunteer service at nearly \$34.7 million, based on the current formula of \$24.69 per hour. Additionally, each veteran passenger could potentially cost the VA \$0.415 per mile in Beneficiary Travel expense reimbursement for travel to an appointment or treatment. The Transportation Network continues to meet a substantial need for veterans, delivers a powerful impact on local communities and is an indispensable resource for veterans.

### National Disabled Veterans Winter Sports Clinic

For more than 30 years, DAV and the VA have teamed up to help create "miracles on a mountainside" at the National Disabled Veterans Winter Sports Clinic in Snowmass, Colorado, near Aspen. This unique physical rehabilitation program, launched in 1985, helps severely injured veterans rebuild confidence and regain balance in their lives.

In 2018, 390 veterans from across the nation with multiple amputations, traumatic brain and spinal cord injuries, severe neurological deficits or even total blindness



*At the National Disabled Veterans Winter Sports Clinic, co-hosted by DAV and the Department of Veterans Affairs, miracles happen on the mountainside thanks, in part, to the many volunteers who donate their time to aid in the rehabilitation of veterans with amputations, traumatic brain injuries and spinal cord injuries.*





*Involvement in rehabilitative sports events such as the National Disabled Veterans TEE Tournament allows DAV to help veterans like Peter Mittelstaedt regain confidence and a sense of independence following severe illness or injury. Nearly 250 participants attended the tournament, which DAV hosts in partnership with the Department of Veterans Affairs.*

participated in the clinic to develop winter sports skills and take part in a variety of workshops and educational sessions.

This event encourages veterans to challenge their perceived limitations and promotes rehabilitation and restoration through adaptive skiing, rock wall climbing, ice hockey and other sports. By example, these activities show veterans they are not barred from adaptive recreational activities or sports of any kind. Veterans of all eras, including World War II, Korea, Vietnam, the Gulf War and the wars in Iraq and Afghanistan, attend the clinic, enjoying the camaraderie and encouragement of those who also served.

### **National Disabled Veterans TEE Tournament**

DAV is also proud to co-host the National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa City, Iowa, with our partners at the VA. Past National Commander Dave Riley, a quadruple amputee, attended and participated in the event in 2018 along with 247

participants from 33 states. The four-day clinic consists of golf, kayaking, horseback riding and other adaptive sports workshops.

### **Mentoring retreats**

DAV, in collaboration with Boulder Crest Retreat and the Gary Sinise Foundation, is committed to improving the physical, emotional, spiritual and economic well-being of our nation's military members, veterans, first responders and their family members. DAV participates in five retreats annually for ill and injured veterans, including one all-female veteran retreat, at Boulder Crest's locations in Bluemont, Va., and Sonoita, Ariz. DAV is proud to explore and collaborate on new and holistic ways to help the veterans we serve overcome the challenges that often follow military service.

Among many programs designed to help military members, veterans and their families deal with the challenges they face after illness or injury is the Warrior PATHH (Progressive and Alternative Training for Healing Heroes). Warrior PATHH is the

nation's first nonclinical program designed to cultivate and facilitate growth among those struggling with post-traumatic stress disorder. Warrior PATHH enables these remarkable men and women to transform times of deep struggle into profound strength and growth. They deliver short-duration, high-impact programs based on the science of post-traumatic growth. Since its inception, this program has helped severely injured veterans through a weeklong program where they are introduced to yoga, meditation, equine therapy, archery and career-building exercises.

DAV leaders, including Past National Commanders Jim Sursely, Roberto "Bobby" Barrera, Dennis Joyner, Richard Marbes, Dave Riley and Ron Hope, have served as mentors to the latest generation of seriously injured veterans. Their spouses, Maricelia Barrera, Donna Joyner and Yvonne Riley, have also served as mentors to the caregivers of participants and imparted the knowledge and understanding that comes with decades of service as caregivers to their spouses.

## Youth volunteers

The power of young volunteers providing care to our nation's heroes and strengthening their local communities is shown through DAV's Jesse Brown Memorial Youth Scholarship Program. Annually, our scholarship program honors outstanding young volunteers who participate in the VA Voluntary Service (VAVS) Program, DAV's Local Veterans Assistance Program (LVAP) or both. Last year, DAV awarded \$75,000 to youth volunteers who donated their time and compassion to injured and ill veterans. Since its inception, DAV has awarded 187 individual scholarships, valued at \$1,418,000, to enable these exceptional young people to pursue their goals in higher education.

Last year's top honor of \$20,000 went to Sara M. Gardner, of Fayetteville, Arkansas. Gardner has been a DAV volunteer since 2009 and has contributed 1,800 hours at Veterans Health Care System of the Ozarks in Fayetteville.

The program empowers and incentivizes student volunteers to gain life and job experience, strive to be successful students and become active community members.

## VA Voluntary Service Program

The VAVS Program provides a broad array of services to veterans in VA health care facilities throughout

our nation. DAV volunteers perform crucial duties, from being a buddy to a veteran during days of recovery or therapy to doing tasks that require highly technical and professional skills. Through the program, DAV volunteers provide services to our nation's heroes at VA medical centers, community living centers and clinics. Volunteers offer meaningful experiences and assist veterans in living healthy and fulfilled lives.

## Strengthening communities through local volunteerism

LVAP was established to facilitate and recognize initiatives in which volunteers can contribute their skills, talents, professional abilities and time in ways that benefit veterans residing within the volunteers' local communities. The program empowers individuals to find and develop new and unique ways to support the service and sacrifice of our veterans and their families. By providing resources or assistance with everyday needs, volunteers allow these heroes and their families to enjoy the best possible quality of life.

The program initiatives are managed by state-level DAV departments and are carried out through our departments, chapters, Auxiliary units, associated organizations, corporations and individual volunteers. LVAP initiatives range from Homeless Stand

Downs to disaster cleanups, and volunteers lead the efforts to assist in the upkeep of veterans cemeteries. Other volunteer activities include performing household chores, providing respite for caregivers, and helping promote DAV programs and initiatives in their local community.

Each year, DAV recognizes the top department in each division for its outstanding LVAP contributions. For 2018, those departments are Virginia (Division 1), Oklahoma (Division 2), Wisconsin (Division 3), Nebraska (Division 4) and South Dakota (Division 5).

In 2018, DAV reached a huge milestone in this initiative: Over 2 million hours were donated by departments, chapters and volunteers to help veterans. Based on the Independent Sector's methodology, the over 397,000 hours of service contributed by department and chapter service officers in 2018 are valued at \$9.8 million. Since the 2007 inception of LVAP, 18,683 volunteers have donated 8,398,441 hours of service to veterans residing within their local communities.

## Volunteer for Veterans

A lot of veterans across the country could use a helping hand from someone, and plenty of people want to help but don't quite know how.

Connecting veterans with those who want to help is the reason DAV developed VolunteerforVeterans.org. In 2018, DAV began in earnest to promote the new online resource that connects volunteers with those who've served. The important program crowdsources opportunities for veterans and nonveterans alike to help veterans in their neighborhoods in any way they are needed. Within its first year, the tool has had over 1,500 new registrants participate. //

DAV department and chapter service officers donated more than

**397,000 hours**

of their time to help veterans in their communities. Their service is valued at

**\$9.8 million**

# STATE SERVICES AND DISASTER RELIEF

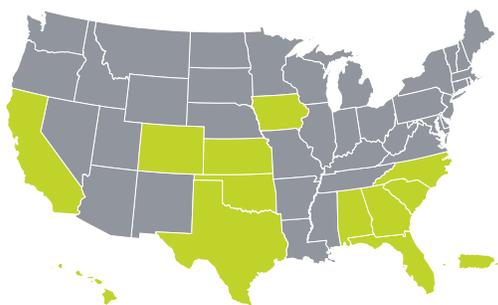
Veterans disabled in service are particularly vulnerable when a catastrophe strikes. DAV operates a program that provides direct grants to help veterans and their families in times of need, as well as resources to fund state-level services. During 2018, spending on these programs totaled \$6.1 million.

In 2018, DAV provided

- ▶ **305** supply kits
- ▶ **3,569** emergency relief drafts



**13** states or territories received aid from DAV



Since 1968, nearly

**\$12,800,000**

has been disbursed to **victims.**



## Disaster Relief Program

When disaster strikes, DAV service officers and members deploy into devastated areas, enabling DAV to provide much-needed monetary assistance, conduct benefits counseling and offer referral services for veterans, service members and their families in need. Our Disaster Relief Program provides grants in the aftermath of natural disasters and emergencies in various areas around the nation to help veterans and their families secure temporary lodging, food and other necessities. Support was provided at Ground Zero following the attacks on the World Trade Center and around the Gulf Coast following hurricanes Katrina and Rita. Most recently, DAV supported veterans and their families in the wake of hurricanes, tornadoes, wildfires, volcanoes and flooding throughout Alabama, California, Colorado, Florida, Georgia, Hawaii, Iowa, Kansas, North Carolina, Oklahoma, Puerto Rico, South Carolina and Texas.

Supply kits—backpacks, blankets and hygiene kits—are provided as an additional resource for safety, comfort and self-sufficiency in an extended emergency, disaster or evacuation. Each hygiene kit includes basic necessities such as a toothbrush and toothpaste, razors and shaving cream, hand sanitizer, deodorant, shampoo and soap.

During 2018, DAV distributed 305 supply kits and provided 3,569 payments totaling in excess of \$1.2 million to service-injured or ill veterans, service members and their families in need of relief. Since the program's inception in 1968, nearly \$12.8 million has been disbursed to victims.

## State service program

DAV also helps fund services that our state-level departments provide to veterans and their families. In some cases, these department programs extend, supplement or dovetail services we provide through our nationwide programs. In other cases, departments have created entirely new programs to meet the unique needs of veterans in their states. Grants to departments under this program totaled \$3.9 million in 2018.

In addition to the funds expended on disaster relief and state service programs, DAV donated \$729,000 in 2018 from its Just B Kids scholarship fund to Camp Corral. The scholarships helped more than 1,000 children of wounded, ill, injured or fallen military members attend a free week of summer camp at Camp Corral and connect with other campers who share similar backgrounds and experiences. //



In 2018, DAV donated **\$729,000** from the Just B Kids scholarship fund to help more than 1,000 children of wounded, ill, injured or fallen veterans attend Camp Corral for free.

# COMMUNICATIONS PROGRAM

DAV's National Communications Department runs internal and external communications programs—including, but not limited to, publications, media relations, digital material and numerous outreach efforts—to tell DAV's story and support its key objectives. A bimonthly magazine informs our members on critical issues and policies impacting the federal benefits and services veterans have earned through their service. It also brings attention to DAV's state-level departments and our local chapters by highlighting their many successful service programs and, therefore, inspiring strong and effective strategies in communities from coast to coast.

By producing public service announcements, news releases, brochures, speeches, op-eds, print messages, educational videos and other content, DAV is able to spread information about our organization and the complete scope of free services that help create more victories for veterans.

Furthermore, DAV has continued to grow its social media presence through Facebook, Twitter and Instagram. On Facebook, DAV provides daily information to more than 1.4 million followers, and DAV's posts reach more than 168,000 people each day. In 2018, our Twitter page grew by nearly 7 percent to reach over 100,000 followers. DAV tweets were seen by more than 9.3 million individuals throughout the year. DAV's Instagram following broke the 31,000-follower threshold by growing our audience by more than 19 percent over the last year.

DAV once again touched the lives of countless veterans and supporters through the Thank A Vet campaign.



## DIGITAL MEDIA AUDIENCE



DAV's Thank A Vet campaign **grew by 220%** from last year, with

- ▶ **190,000** sessions
- ▶ **9,000** submissions

This initiative provides everyone an easy way to thank a veteran in their life by adding a photo and their personal thanks to the DAV Thank A Vet Mosaic. From Oct. 31 to Nov. 15, 2018, the Thank A Vet program saw over 190,000 total sessions on its site; more than 111,000 of them were from DAV's social media platforms. Nearly 9,000 submissions were received, which represented a 220 percent increase from 2017.

Our website, [dav.org](http://dav.org), is another very valuable informational and educational tool for veterans and the general public. The site continues to develop ways to connect veterans to DAV's free services; spread awareness of legislative issues; and educate and inform our members, veterans and

## TRADITIONAL MEDIA



the public. It also allows veterans and citizens to make their voices heard on important public-policy issues through an email feedback feature. In 2018, the organization's official website was visited more than 2.8 million times.

With such an immense collection of programs and services, DAV is able to provide detailed research and resources to best explain issues with facts, applicable examples and important context. As a result, our educational public service and outreach programs continue to promote awareness of veterans' issues and honor veterans' service to our nation. A total of \$9.1 million was spent on internal and external communications programs in 2018. //



**MY VICTORY WAS GETTING  
OFF THE STREETS AND  
MAKING THINGS RIGHT  
WITH MY FAMILY.**

# PUBLIC SERVICE ANNOUNCEMENTS AND DONATED MEDIA

In 2018, DAV public service announcement campaigns showcased our mission and raised awareness of the programs and free services we provide to veterans and their families. Additionally, these important messages raised awareness among the general public of DAV and the service, sacrifices and needs of those we serve.

In increasingly busy and cluttered ad spaces of network radio, television and other media, DAV stood tall and reached an audience of unprecedented size. In 2018, our program grew to \$90.8 million in estimated media value, representing 3 percent growth from 2017. This program relies on donated media from television, radio, print, outdoor and transit outlets. The extensive media exposure resulted in more than 8.2 billion impressions. This was made possible by national television outlets ABC, CBS and ESPN; national print placements in the The Wall Street Journal, First for Women and Ebony magazines; and regional placements by TIME, Money and Golf Digest.

DAV's mission of service to all veterans was front and center in our national and local placements. Our outreach was crafted to inform the veteran community about DAV's free services and help inspire veterans to overcome obstacles and achieve their own personal victories. As the gap between our military and civilian populations continues to widen, these messages helped to serve as testament to an American public too often unaware of the sacrifices of men and women in uniform.



To view or download DAV's public service messages, visit [davpsa.org](http://davpsa.org).



# MEMBERSHIP PROGRAM



Each year, DAV members gather from across

**52 state departments**  
and **1,262 local chapters**

- ▶ to elect officers
- ▶ to set the legislative agenda for the year
- ▶ to enjoy the camaraderie of their fellow veterans

**T**he lifeblood of DAV is its membership. When veterans join DAV, they enlist in a fight to ensure our nation keeps its promises to those who've served. The unwavering devotion that members dedicate to our mission has made DAV the premier veterans service organization, and our commitment has spanned nearly a century.

DAV is the leading voice for our nation's injured and ill veterans, regardless of service era. This commitment is expressed in our mission statement and makes DAV unique among other organizations.

DAV was founded in the immediate aftermath of World War I, as no group then existed to provide and advocate for veterans forever changed by military service. Our legacy has evolved to meet the changing needs of members, families and caregivers

amid the historical journey of our nation. Our military and American society continues to change, and DAV embraces those changes to ensure veterans of all service eras and genders are able to have their chance at the American dream.

Today, social networking and other changes to the ways Americans communicate allow DAV members to play a larger role than ever as spokespeople advocating for the unique needs of the veteran community. We continue to respond to the needs of the current generation of veterans and are also steadfast in our resolution to ensure equitable support for another vital part of our community—veteran caregivers.

These unsung heroes provide unfaltering dedication to disabled veterans, often assuming a life of heavy responsibility and sacrifice to care for their loved ones affected by devastating illness or injury.

DAV has over 4,700 members dedicated to recruiting veterans so that we can maintain our strong voice and credibility with lawmakers now and well into the future.

With 52 state-level departments and 1,262 active chapters nationwide, we closed the 2017–2018 membership year with more than 1 million veterans in DAV, ensuring a strong, unified and living embodiment of DAV's mission of service to veterans, their families and survivors. //

# PUBLIC AWARENESS OUTREACH



The DAV 5K creates exciting opportunities for communities to show their appreciation for the service and sacrifices of our nation's veterans. In 2018, more than **8,000 people and nearly 600 volunteers** took part in the events centered around Veterans Day.

The size of the U.S. military decreased from just over 2 million in 1990 to just under 1.3 million by 2017. Less than one-half of 1 percent of the U.S. population on any given day is responsible for the defense of our nation and the values we hold dear. This downward trend is expected to continue in the decades ahead, meaning less and less of the American public will have friends and family who have served, let alone worn the

uniform of service themselves.

A democracy is at its peak strength when a predominance of its citizens actively engage in and support its institutions. To help bridge the “military-civilian gap,” roughly \$28 million was dedicated to the large-scale effort to spread DAV’s message of service, hope and support in 2018. This investment has made a real impact in helping to make the general public aware of the sacrifices necessary to protect American freedom.

Additionally, DAV 5Ks created exciting opportunities for communities around the nation to display their patriotism and show just how much they appreciate our veterans. In 2018, we held DAV 5K events in Atlanta; Boston; Cincinnati; Kemah, Texas; Newport News, Va.; and Tulsa, Okla. In total, more than 8,000 people and nearly 600 volunteers personally honored and thanked friends and family members who served or are currently serving our country. //

**“DAV was  
always there  
when I  
needed help  
after Vietnam.  
For this reason,  
I have included  
DAV in my  
estate plans.”**

*Bruce Henry,  
Estate Gift Donor*



Bequest gifts provided

**\$22.6 million**

in support for DAV programs  
to help ill and injured veterans.







From left: Brian Cowart, DAV chief development officer; Larry Cantu, who served 20 years in the Army and is the senior vice commander of DAV Chapter 45 in Clarksville, Tenn.; and Jay Kim, vice president of corporate strategy of Hankook Tire, at the 2018 Hankook-DAV MSO Stop at Gateway Tire and Service Center in Clarksville.

### Corporate partnerships

We have placed a focus on growing our number of corporate partnerships by strengthening our ability to both attract new partners and steward relationships with existing ones. These efforts have resulted in the continued growth of our corporate partnerships program. This year, 32 companies and organizations around the country provided funds to support DAV programs and services, and through the efforts of our partners, almost \$3.4 million was donated to DAV. In addition to their financial support, our partners' campaigns significantly increased awareness of DAV, which will help ensure that more of our injured and ill veterans gain access to the benefits they've earned and need. We will continue to enhance our prospect engagement and cultivation strategies to optimize corporate partnership opportunities

and contributions.

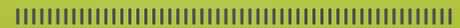
Ford Motor Co. and the Ford Motor Company Fund are more than simply corporate partners. Standing by us in support of our mission since 1922, when Henry Ford provided 50 Model T vehicles to help disabled World War I veterans attend the organization's national convention, they are an integral part of the DAV family. Ford continues to lend its support today by donating vehicles for use in our nationwide DAV Transportation Network. Last year, through Ford's grants, eight vehicles were purchased. Over the life of the program, 223 vehicles have been purchased and donated to the Department of Veterans Affairs.

Golden Corral, another long-standing friend of DAV, helped to raise more than \$1.3 million for

"Hankook Tire is proud of how we've grown our partnership with DAV over the past four years. Honoring and supporting America's veterans is a top priority to us, and we could think of no better partner in that mission than DAV. The Hankook-DAV MSO stops are one of the pinnacles of the year, both for Hankook as well as for our tire dealer partners, and **we're honored to be able to give back to America's heroes** by providing them with access to the services they deserve.

We are looking forward to continuing our partnership with DAV for many years to come."

Jaewoo Kim,  
Vice President of Corporate Strategy



DAV departments and chapters while providing free meals to over 300,000 veterans during its 18th annual Military Appreciation Night, hosted at restaurants across the country. Over the past 18 years, Golden Corral restaurants and their guests nationwide have raised more than \$15 million to support DAV's programs and services benefiting veterans in local communities.

USAA, a wonderful DAV friend and supporter, has provided more than \$2 million to support DAV programs and services. We are so grateful for their ongoing support and for the integral role they have played in executing our DAV 5K events by serving as our national series sponsor.



A&W Restaurants once again partnered with DAV for National Root Beer Float Day, raising \$150,000 to help our nation's ill and injured veterans. In addition to getting free floats at A&W's annual event, members were once again treated to a complimentary float during the 98th annual DAV and Auxiliary National Convention in Reno, Nevada.

We are also very thankful for the continued support of Hankook Tire. Over the last four years, they have donated over \$360,000. Their support has helped us deploy our mobile service offices to communities across the country, assisting us in reaching hundreds of veterans in need of our services. In 2018, Hankook Tire sponsored 12 mobile service office stops, and they are committed to helping DAV reach more veterans in need of assistance moving forward. We were also very appreciative of Hankook's generosity in purchasing a new van for our Transportation Network in Nashville. This vehicle will ensure veterans in that community continue to obtain the medical care and treatment they need.

We were excited and honored to once again be the charitable beneficiary of A&W Restaurants' National Root Beer Float Day nationwide fundraising campaign. Together, A&W Restaurants and their customers raised \$150,000, bringing their total donations to DAV over the last two years to \$250,000.

For the last three years, Price

Chopper/Market 32 has executed campaigns in its stores encouraging their customers to make donations to support our organization. This past year, they raised over \$44,000, and over the last three years, they have donated over \$143,000 to our organization. We are extremely appreciative of Price Chopper/Market 32's continued partnership and generosity and look forward to them standing alongside us as we continue to ensure our veterans obtain the benefits and services they've earned.

We were honored to be a charitable partner for TrueCar's DrivenToDrive campaign. As part of the campaign, TrueCar donated \$75,000 to DAV, and two disabled veterans were the recipients of new vehicles courtesy of TrueCar. We are grateful for their support and look forward to continuing to partner with them to help improve the lives of our nation's veterans.

All of the corporations and organizations that stand with us every day to support those who serve are certainly deserving of our gratitude and sincere thanks. //

**“A&W has a longstanding relationship with America’s armed services. The needs of our veterans continue to grow, which is why it is so important that we use a fun event like National Root Beer Float Day to raise funds for DAV and to call attention to veterans’ issues.”**

*Kevin Bazner, CEO,  
A&W Restaurants*

# 2018 FINANCIALS

## SUPPORT AND REVENUE

### Support

Contributions, primarily direct mail solicitations	121,891,079
Contributed services and facilities, primarily services	47,135,258
Contributed media and materials	91,195,809

**Total support** **\$260,222,146**

### Revenue

Membership dues and fees	6,983,481
Income from investments, net	9,539,685
List royalties	814,412
Miscellaneous revenue	974,068

**Total revenue** **\$18,311,646**

Realized investment gains 10,250,193

**TOTAL SUPPORT AND REVENUE** **\$288,783,985**

## EXPENSES

### Program services

Service program	42,645,302
Employment program	1,529,400
Legislative program	2,189,204
Voluntary Services program	48,228,765
State services and disaster relief	6,078,928
Communications program	9,081,722
Public service announcement program, primarily contributed media	91,958,173
Membership program	5,591,780
Public awareness outreach	27,923,374

**Total program services** **\$235,226,648**

### Supporting services

Fundraising costs	34,308,847
Administrative and general	8,749,402

**Total supporting services** **\$43,058,249**

**TOTAL EXPENSES** **\$278,284,897**

**Excess of expenses over support and revenue** **\$10,499,088**

Change in unrealized appreciation of investments -38,873,475

**Excess of expenses and change in unrealized appreciation of investments over support and revenue** **-28,374,387**

Pension liability and other post-retirement benefit obligation adjustment -545,181

**Change in unrestricted net assets** **-\$28,919,568**

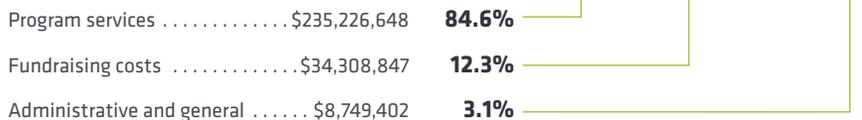
**Unrestricted net assets, beginning of year** **\$341,736,025**

**Unrestricted net assets, end of year** **\$312,816,457**

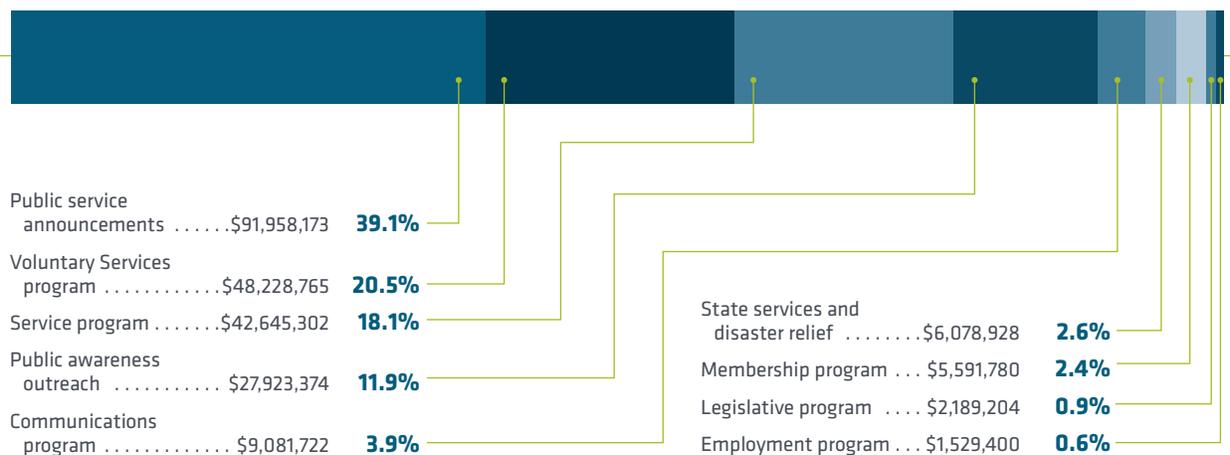
## SUPPORT AND REVENUE



## EXPENSES



### Program Expenses



Complete financial statements have been audited and received an unqualified opinion.

Copies of the statements are available from our national headquarters upon request.

### Nonprofit Status

Disabled American Veterans is a tax-exempt organization, and contributions made to DAV are tax deductible. DAV is a federally incorporated, nonprofit organization. It was incorporated by an Act of Congress on June 17, 1932. The organization's Congressional Charter can be found at 36 U.S.C. § 50301 et seq. DAV is recognized by the Internal Revenue Service as tax exempt under 26 U.S.C. § 501 (c)(4). Contributions are deductible pursuant to 26 U.S.C. § 170 (c)(3).

CHAIRPERSON

**Delphine Metcalf-Foster**  
California

VICE CHAIR

**Stephen Whitehead**  
Minnesota

TREASURER

**Jim Shuey**  
Nebraska

SECRETARY

**J. Marc Burgess**  
Kentucky

DIRECTORS

**Robert D. Cox**  
Virginia

**Coleman Francis Nee**  
Massachusetts

**Kevin J. Walkowski**  
Wisconsin

ADVISERS

**Michael E. Dobmeier**  
North Dakota

**Dennis R. Nixon**  
Texas

BOARD OF DIRECTORS



*Back row, from left: J. Marc Burgess, Stephen Whitehead, Jim Shuey, Michael E. Dobmeier, Kevin J. Walkowski, Dennis R. Nixon. Front row, from left: Delphine Metcalf-Foster, Coleman Francis Nee, Robert D. Cox.*

NATIONAL EXECUTIVE COMMITTEE

National Commander  
**Dennis R. Nixon**  
Texas

Sr. Vice Commander  
**Stephen Whitehead**  
Minnesota

1st Jr. Vice Commander  
**Donald Day**  
New York

2nd Jr. Vice Commander  
**Andrew Marshall**  
Florida

3rd Jr. Vice Commander  
**Joseph Parsetich**  
Montana

4th Jr. Vice Commander  
**Nancy G. Espinosa**  
Utah

National Judge Advocate  
**Michael E. Dobmeier**  
North Dakota

National Chaplain  
**Michael Dover**  
Georgia

Past National Commander  
**Delphine Metcalf-Foster**  
California

NEC 1st District  
**Coleman Francis Nee**  
Massachusetts

NEC 2nd District  
**Keith A. Robinson**  
New York

NEC 3rd District  
**Robert A. Nicodemus**  
New Hampshire

NEC 4th District  
**Benjamin G. Flynn**  
Delaware

NEC 5th District  
**Samuel Blow Jr.**  
Pennsylvania

NEC 6th District  
**Robert D. Cox**  
Virginia

NEC 7th District  
**John C. Raber**  
Florida

NEC 8th District  
**Jerry L. Bratton**  
Mississippi

NEC 9th District  
**Tincie M. Lynch**  
Georgia

NEC 10th District  
**James Dempsey**  
Michigan

NEC 11th District  
**David C. Uetterling**  
Ohio

NEC 12th District  
**Kevin J. Walkowski**  
Wisconsin

NEC 13th District  
**George Hall**  
Kentucky

NEC 14th District  
**Warren Tobin**  
North Dakota

NEC 15th District  
**Jim Shuey**  
Nebraska

NEC 16th District  
**Kirk H. Johnson**  
California

NEC 17th District  
**Paul W. Jackson**  
Colorado

NEC 18th District  
**Julian V. Crawford**  
Hawaii

NEC 19th District  
**Harvey E. Dixon**  
Idaho

NEC 20th District  
**Thomas Parker**  
Texas

NEC 21st District  
**Danny Oliver**  
Oklahoma

## DAV STRUCTURE

Through the devotion of our members, DAV continues to be the

**premier veterans**

**service organization**

in the country.

The strength of our membership is unrivaled and is why we continue to ensure veterans and their families are able to live full lives with respect and dignity.

Jason Barbieri



**MY VICTORY WAS FINDING THE HELP I NEEDED TO FEEL HUMAN AGAIN.**

**U**nder the leadership of National Adjutant J. Marc Burgess, DAV's professional staff oversees all of the organization's national programs. As national adjutant, Burgess serves as the chief executive officer and is the secretary of the DAV board of directors. The board approves the annual budget and is responsible for the management and investment of DAV's assets.

The board has seven representatives who are all DAV members and uncompensated volunteers. The only exception is the national adjutant, who is a DAV employee. Two of these volunteers serve based on their election to national office by DAV's membership each year at the annual DAV national convention. The

remaining four directors are selected by and from the ranks of DAV's National Executive Committee.

The national commander—our official representative—is elected annually by the membership at the national convention. The national commander chairs the National Executive Committee, which includes five vice commanders and 21 district representatives who are also elected annually at the national convention. Each year, DAV's immediate past national commander also serves on the committee.

DAV's business structure is designed to provide its membership with the majority of control and to consistently evaluate the proficiency of our various programs.

Membership activities are an essential part of DAV's mission of service to ill and injured veterans and their families. Our intention is to ensure the greatest degree of operational efficiency possible in the delivery of services to ill and injured veterans and their loved ones. The national organization funds and operates programs that serve veterans throughout the United States and its territories.

DAV has 52 departments and 1,262 chapters across the nation that provide additional support through the service programs of the national organization on a local level and, in addition, provide the essential framework for our membership activities. //

**NATIONAL HEADQUARTERS**

3725 Alexandria Pike  
Cold Spring, KY 41076  
859-441-7300  
Toll-Free 877-426-2838

**NATIONAL SERVICE AND  
LEGISLATIVE HEADQUARTERS**

807 Maine Avenue SW  
Washington, DC 20024  
202-554-3501

**DAV.ORG**



give.org

This report is available online at  
[dav.org/membership/documents](http://dav.org/membership/documents).

