



Voluntary Services General Overview

SUPPORTING VICTORIES FOR VETERANS





National Headquarters Voluntary Services Team Members



JOHN H. KLEINDIENST, NATIONAL VOLUNTARY SERVICES DIRECTOR

John is responsible for all aspects of the Voluntary Services Department and its programs, including the DAV Transportation Network, DAV VAVS Program, Local Veterans Assistance Program, DAV Scholarship Program, Volunteer of the Year Award, mentorship program, as well as our adaptive sports events, the National Disabled Veterans Winter Sports Clinic and the National Disabled Veterans Golf Clinic. John is currently the national representative for DAV on the NAC.

Contact John at jkleindienst@dav.org or 859-442-2056.



RON B. MINTER, ASSISTANT NATIONAL VOLUNTARY SERVICES DIRECTOR

Ron assists the national voluntary services director in all aspects of the Voluntary Services Department and its programs. Ron is national deputy representative for DAV on the National Advisory Committee.

Contact Ron at rminter@dav.org or 859-547-3395.



National Headquarters Voluntary Services Team Members



KATI DESHLER, VOLUNTARY SERVICES MANAGER

Kati assists the national voluntary services director and assistant national voluntary services director with management of the day-to-day operations of the Voluntary Services Department and its programs.

Contact Kati at kdeshler@dav.org or 859-442-1012.



ASHLEY SCHADLER, ASSISTANT TO THE NATIONAL VOLUNTARY SERVICES DIRECTOR

Ashley handles all the administrative functions for the director, assistant director and manager. She also oversees all aspects of the DAV Scholarship program including the timely disbursement of payments.

Contact Ashley at aschadler@dav.org or 859-442-3433.

National Headquarters Voluntary Services Team Members



AMANDA WIND, ADAPTIVE SPORTS LIAISON

Amanda handles all aspects of The National Disabled Veterans Winter Sports Clinic and National Disabled Veterans Golf Clinic. She is responsible for identifying stewarding and cultivating our corporate and private sponsors; as well as assisting with contracts, logistics and vendors for each event.

You can contact Amanda by email at awind@dav.org, or phone at (859) 547-3385.



CONNIE KINNEY, SENIOR VOLUNTARY SERVICES SPECIALIST

Connie is responsible for our Transportation Network vehicle program. She oversees the vehicle purchases from application, to decaling, to pickup by the facility that they will serve. She also assists the Voluntary Services Manager with the training of the office staff.

Contact Connie at VAVS@dav.org or 888-480-6786, option 1.



National Headquarters Voluntary Services Team Members



SHELBY BUCKLER, VOLUNTARY SERVICES SPECIALIST

Shelby is responsible for the certification of all VAVS Representatives. She also assists with data entry for all DAV volunteer programs, as well as assisting the assistant national voluntary services director with all aspects of corporate and group volunteerism.

Contact Shelby at VAVS@dav.org or 888-480-6786, option 1.



PAM HENNING, VOLUNTARY SERVICES SPECIALIST

Pam is responsible for assisting with the daily tasks of the Voluntary Services department. She assists with data entry for all of our volunteer programs.

Contact Pam at VAVS@dav.org or 888-480-6786, option 1.



National Headquarters Voluntary Services Team Members



TINA WARNDORF, VOLUNTARY SERVICES SPECIALIST

Tina is responsible for assisting with the daily tasks of the Voluntary Services department. She assists with data entry for all of our volunteer programs.

Contact Tina at VAVS@dav.org or 888-480-6786, option 1.



TERI ISBEL, VOLUNTARY SERVICES SPECIALIST

Teri is responsible for assisting with the daily tasks of the voluntary services department. She assists with data entry for all of our volunteer programs.

Contact Teri at VAVS@dav.org or 888-480-6786, option 1.



Voluntary Services



DAV's mission of empowering veterans to lead high-quality, fulfilled lives relies on the kind-heartedness of the men, women and youth that volunteer.

We have thousands of devoted volunteers across the country providing the best possible care, morale and assistance to our nation's heroes.

In 2021, DAV dedicated almost \$23 million to voluntary service initiatives through our vast network of programs.

- **VolunteerforVeterans.org**
 - **Local Veterans Assistance Program (LVAP)**
 - **VA Voluntary Services Program (VAVS)**
 - **DAV transportation Network (TN)**
 - **DAV's Scholarships Program**
 - **Boulder Crest Mentoring Retreat (BCMR)**
 - **National Disabled Veterans Winter Sports Clinic (NDVWSC)**
 - **National Disabled Veterans Golf Clinic (NDVGC)**
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DAV has revamped the volunteer for veterans website to make it easier for veterans to find the help they need by going online and simply clicking one button!

Volunteer For Veterans

DAV offers a wide range of opportunities to assist our nation's heroes. Volunteer to transport veterans to and from their VA medical appointments, help at a VA facility or assist veterans in your local community.

No matter who you are, or what your level of experience, you can stand by our nation's veterans.

Are you a veteran or do you know a veteran in need of help?

Click the link below to inform Voluntary Services Department of your need.

I Need Help

Do you want to help veterans in your local community?

Click the link below to register with our Voluntary Services Department to find local veterans in need of help in your area.

I Would Like To Help

Other Notable DAV Volunteer Programs

Drive A Vehicle

For Veterans Locally

DAV Scholarships

For Volunteers

It is also very resourceful for those volunteers who are not near a VA Medical Facility but still want to make a difference in the lives of our nation's heroes.

Volunteers can visit www.volunteerforveterans.org to sign up for opportunities in their local communities. Or, you can visit <https://www.dav.org/help-dav/volunteer/>



Are you a veteran, or do you know a veteran that needs assistance? Please fill out the form below and a voluntary services representative will reach out to volunteers in your area who may be able to help.

Personal Information

First Name*

Last Name*

Email*

Phone*

Address Information

Address Line 1*

City*

State*

Zip Code*

I Need Help With:

Select A Category*

Description Of Your Need*

When you fill out an “I Need Help” form all that is needed is your name, email, phone number, physical address (including the city and state) as well as a brief description of what you need assistance with. Once the form has been submitted a Voluntary Services worker will be in contact with your local district/chapter office to find a volunteer in the area to help.



Do you want to help veterans in your community?

Please fill out the form below and a voluntary services representative will try to match you with heroes in need of help.

Personal Information

First Name*

Last Name*

Email*

Phone*

Address Information

Address Line 1*

City*

State*

Zip Code*

Are you volunteering as a group or individual?

Select A Category*

Please describe how you can help.*

When you fill out an “I Would Like to Help” form you have to supply your name, email, phone number, physical address (including the city and state) as well as a brief description of what you have experience doing. Once the form has been submitted you will get alerts via e-mail that will notify you when a veteran in your area is in need of assistance.



Local Veterans Assistance Program (LVAP)

The Local Veterans Assistance Program (LVAP) was created to allow the many volunteers who want to be involved with veteran support activities outside the VA medical facilities to record their hours of volunteerism and report them to the DAV.

LVAP allows people to provide needed services to veterans and their families as DAV volunteers. It honors our organization, encourages and recognizes volunteerism.

LVAP initiatives are managed by state-level DAV departments and are carried out through our departments, chapters, auxiliary units, associated organizations, corporations and individual volunteers.

In 2021 there was a total of 985,648 volunteer hours reported with 176,849 hours reported for DAV's Chapter and District Service Officers. This is an additional \$5 million in savings for the Veterans Administration that the DAV volunteers provide through their services.





Local Veterans Assistance Program (LVAP)



LVAP volunteers can dedicate their time in the Following ways:

- **Chapter and Department Service Officer work**
- **DAV specific outreach efforts and fundraising efforts**
- **DAV/DAV Auxiliary special events (state fair, homeless assistance including stand downs, etc.)**
- **Direct assistance to veterans, surviving spouses, or families**
- **Seminars, training, and activities designed to operate chapter / department smoothly**
- **Legislative support**



VA Voluntary Services Program (VAVS)

The Department of Veterans Affairs Voluntary Service Program (VAVS) is one of our most significant volunteer initiatives.

The VA Voluntary Services Program provides a broad array of services to veterans in VA health care facilities throughout our nation.

Volunteers bring an extra service to the care and treatment of veteran patients that cannot be provided by paid staff regardless of their size and effectiveness.

Our DAV VAVS State Chairpersons and Representatives carry out an important role for DAV; recruiting volunteers, attending quarterly meetings and reporting VAVS hours to DAV National Headquarters.

In 2021 the DAV and DAV Auxiliary logged a total of 398,946 volunteer hours within VA Hospitals across the country. With an approximate total of \$11.4 million in savings the VA can put towards updating facilities and the care of their patients/residents.





The following are a few traditional ways you can assist as a DAV volunteer in a VA facility:

- **Escorting patients, library circulation and processing assistance.**
- **Information desk receptionists.**
- **Preparing displays and assisting patients in menu selections in nutrition and food service.**
- **Helping with the clinical preparation procedures and patient-motivation activities in the physical therapy clinic.**
- **Helping patients with socialization and other therapeutic activities.**



Transportation Network (TN)

The DAV Transportation Network is the largest program of its kind for veterans in the nation.

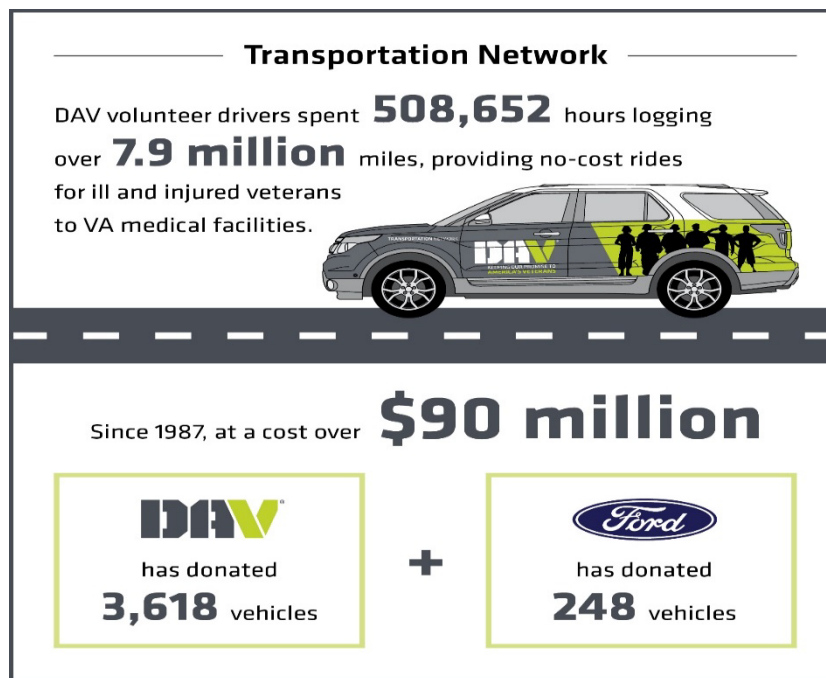
This program ensures our veterans, who may not have access to reliable transportation, are able to get to their VA health care appointments.





Transportation Network (TN)

DAV Hospital Service Coordinators play an important part in our efforts to assist injured and ill veterans. They are the front line for the DAV Transportation Network, by scheduling rides, keeping vehicles running safely and reporting volunteer activities to DAV National Headquarters.



There are 161 Hospital Service Coordinators covering transportation programs at more than 231 VA medical facilities. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests. The Transportation Network volunteers have transported 163,755 veterans over 7.9 million miles in 2021 alone!

United States Senate

COMMITTEE ON VETERANS' AFFAIRS

WASHINGTON, DC 20510

May 24, 2022

The Honorable Denis R. McDonough
Secretary of Veterans Affairs
810 Vermont Ave NW
Washington, DC 20420

Dear Secretary McDonough,

We write today to express concerns regarding the volunteer driver certification process and its impact on access to care for rural veterans. Volunteer Transportation Network (VTN) services, primarily provided by the Disabled American Veterans (DAV), help veterans travel to and from Department of Veterans Affairs (VA) health care appointments. In rural areas, where veterans often have to travel long distances for care and public transportation is scarce, the availability of volunteer drivers often determines whether veterans get the care they need and deserve.

In rural areas across the country, a pressing concern of veterans is access to transportation to get to and from appointments. This is especially true for veterans unable to drive themselves to and from medical appointments for financial or medical reasons. The VTN has stepped in to fill that gap, with the DAV providing volunteer drivers, and even covering costs. Despite the difference these efforts make for veterans, the DAV continues to struggle to receive reciprocal support from VA, which is not certifying volunteer drivers in a timely manner. Drivers, often fellow veterans, reach out to the volunteer coordinator at their local VA Medical Centers to request the appropriate paperwork to participate in the program. Many reportedly never hear back from VA, even with frequent follow-up. If they are not already discouraged from participating in the program, once they finally obtain and submit their paperwork, many must then wait more than six months to receive the physical exam required as part of the volunteer driver certification process. DAV posts across the country have expressed concern that this red tape prevents willing drivers from helping veterans get to their medical appointments and home again safely.

In response to this issue, we passed Public Law 116-315, the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020, in January 2021. Section 7001 of that law required the Department establish a national policy regarding the medical exams required to certify volunteer drivers for the VTN no later than 90 days following its passage. Despite briefings alluding to VA's work responding to this requirement and multiple requests for updates, Congress is not aware of any such policy more than a year after that deadline passed.

We are calling on VA to quickly develop and disseminate a straightforward, standardized and timely process for certifying volunteer drivers. As part of that effort, VA's Office of Occupational Health should have an open dialogue with DAV, other stakeholders in the VTN, and veterans themselves. Once this process is finalized, VA should undergo a concerted effort to not only disseminate the updated guidance, but also seek out and recruit volunteers, especially those who began the certification process but discontinued it after facing too much bureaucracy to continue.

We look forward to working with you on remedying these problems and helping expedite this process to benefit veterans with transportation needs.

Sincerely,

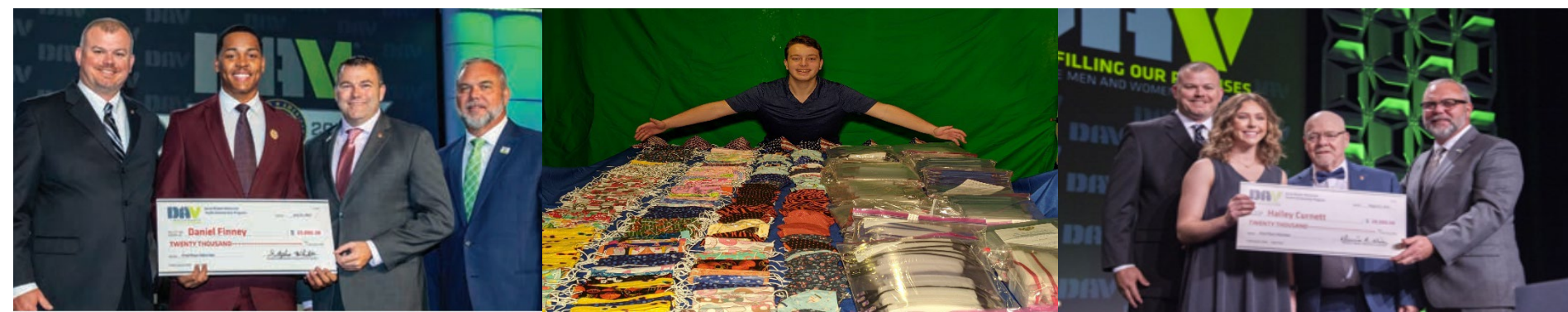

Jon Tester
Chairman


Margaret Wood Hassan
United States Senator


Thom Tillis
United States Senator



DAV Scholarships Program



Since its inception, DAV has awarded 221 individual scholarships, including this year's winners, valued at more than \$1.75 million, which enables these exceptional young people to pursue their goals in higher education and experience the value and satisfaction of volunteering.

This program was designed to encourage youth volunteers to become active in the DAV's Local Veterans Assistance Program (LVAP) and/or the Department of Veteran Affairs Voluntary Service Program (VAVS).

DAV now offers ten scholarships that are awarded annually totaling \$110,000 to help fund the recipients higher education.

New Scholarship Amounts:

\$30,000; \$20,000; \$15,000; \$10,000; (2) \$7,500; and (4) \$5,000



Boulder Crest Mentoring Retreats (BCMR)



DAV, in collaboration with Boulder Crest Retreat and 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.

Annually DAV participates in five retreats for ill and injured veterans, including one all-female veteran retreat, at Boulder Crest's locations in Bluemont, Virginia and Sonoita, Arizona.

Since 2015 BCMR has assisted 224 veteran participants heal and grow after the traumatic events they have faced.



BOULDER CREST
FOUNDATION



National Disabled Veterans Winter Sports Clinic (NDVWSC)

For 36 years, DAV and the VA have teamed up to help create “Miracles on the Mountainside” at the National Disabled Veterans Winter Sports Clinic in Snowmass, Colorado.

Every year, nearly 400 profoundly disabled Veterans with traumatic brain injuries, spinal cord injuries, visual impairments, amputations, certain neurological conditions and other severe disabilities are empowered to challenge perceived limitations through adaptive skiing, sled hockey, scuba diving, rock wall climbing and various other activities that improve their overall health and outlook.



2022 Participant Count: 130

- States Represented 27
- Women 31
- Men 99
- New Participants 19

**Numbers for this years event were reduced due to Covid-19 guidelines*

**The Winter Sports Clinic will be back in full capacity next year
March 26th-31st, 2023!**

**For more information please visit
<https://www.wintersportsclinic.org/>**



National Disabled Veterans Golf Clinic (NDVGC)

The National Disabled Veterans Golf Clinic is a week-long adaptive golf program co-presented by DAV and the U.S. Department of Veterans Affairs in Iowa City, Iowa.

This annual event promotes rehabilitation by instructing veterans with visual impairments and other life-changing disabilities in adaptive golf.

The clinic consists of golfing, kayaking, horseback riding, adaptive cycling and other adaptive sports workshops.

The Golf Clinic looks forward to its return with an anticipated number of 150 participants, September 11th-16th, 2022 for the 29th year!

For more information please visit

www.veteransgolfclinic.org



**NATIONAL DISABLED VETERANS
GOLF CLINIC**

I VOLUNTEER



THAT FEELING YOU GET



AFTER YOU'VE VOLUNTEERED

**There is no "I" in
Team, but we sure
are glad there is "u"
in our volunteers!**



For More Information



Email:
Mail:

Phone:

VAVS@dav.org
Voluntary Services
860 Dolwick Drive
Erlanger, KY 41018
(859) 441-7300 ext. 1313
(877) 426-2838 ext. 1313