DEPARTMENT OF VIRGINIA
DISABLED AMERICAN VETERANS (DAV)

Department Service Commission
7938 Bethelen Woods Lane
Springfield, Virginia 22153-2006

May 25, 2012

MEMORANDUM

FOR: Department Executive Committee (DEC) Convention – 2012

FROM: Bob Bent, Chairman, Department Service Commission

SUBJECT: Report of the Department Service Commission

This report covers the period from July 1, 2011 to May 25, 2012.

The Department Service Commission: The Department Service Commission (DSC) was established on June 20th 1987 by the Department of Virginia, Disabled American Veterans (DAV) Bylaws to “have jurisdiction and control over all service related and rehabilitative activities of the Department, subject to the general supervision of the Department Convention and the Department Executive Committee.” The mission, directed by the Department Bylaws, is accomplished by:

- Developing, organizing and perpetuating a Department Service Program to aid and assist worthy veterans, their dependents and survivors throughout the Commonwealth of Virginia.
- Exercising control and coordination, and general supervision over all service and rehabilitative activities within the Department.
- Developing rules, regulations, policies and such other procedural practices necessary to effectively carry out its duties and responsibilities.

DSC Publications:

- **Policy and Procedures (P&P):** As directed by the preceding Bylaws task, the DSC Policy and Procedures describes how the DSC provides services to disabled veterans and their families here in Virginia. This document is an excellent “living document,” and will be updated as required, based upon realistic “lessons learned.” The P&P is available on the Department Web Site (www.virginiadav.org), at each Chapter, the Department Headquarters and the DSC.

- **Employee Handbook:** The “Employee Handbook” sets forth the terms and conditions of employment of all DSC employees. The document establishes the official policy for all DSC employees. Employees of the Department of Virginia DAV who have entered into separate contracts are not covered by the terms of the DSC “Employee
Handbook.” The “Employee Handbook” is available on the Department Web Site (www.virginiadav.org),

- **Employee Job Requirements, Job Description, and Job Performance Criteria:** These job-related documents are essential to sound employee management procedures of the DSC. Job Requirements, Job Descriptions and Job Performance Criteria have been developed for all DSC employees and serve as the basis for employment and periodic performance evaluations. Employees of the Department of Virginia DAV who have entered into separate contracts with the Department Organization are not covered by these documents.

**Roanoke NSO Office:** The Roanoke NSO Office has moved to 108 North Jefferson Street, Roanoke, VA 24016 and their new mailing address is 116 North Jefferson Street, Roanoke, VA 24016. Their phone number of 540-59701731 and Fax 540-597-1734 remain unchanged. At present, the Roanoke NSO Office consists of:

- Supervisor: Gidget Rizzo
- Assistant Supervisor: Chris Cheney
- NSO: John Reed
- NSO: Patrick Jones
- Secretary: Amy King
- Secretary: Michele Ciavavino

**Department Service Officers (DSO):** Currently there are three (3) Department Service Offices in the Virginia VAMCs doing an excellent job at assisting veterans and their families submit claims through the NSO Office in Roanoke for filing with the VA Regional Office in Roanoke. Our DSOs at Virginia’s VAMCs are:

- Hampton VAMC  Eugene Russell & Larry Stamps  757-722-9961, Ext 1378
- Richmond VAMC  Linwood Evans & Robert Yates  804-675-5000, Ext 3556
- Salem VAMC  David Cuff  540-982-2463, Ext 1270

**CSO/DSO Training:** Annual Certification Training for DSO’s and CSO’s will be held on May 28th and 29th just prior to the convening of Virginia’s Annual Convention. More than 170 persons have been scheduled to attend this training. Chapter Commanders must ensure that their CSOs remain listed on their Chapter Officers Report.

**Virginia’s Transportation Program:** One of the most important programs within the Department of Virginia continues to be the Transportation Network Program. Here in Virginia our HSC’s do an excellent job of arranging for and driving veterans to their medical appointments at VA Medical Centers (VAMCs) and returning them home again. Without adequate transportation to and from their necessary medical appointments and treatments, the health of our veterans would obviously be adversely impacted.

Transportation Network Program statistics for Last Year CY 2010 (January 1 thru December 31, 2011) are:
The reason for the big drop in statistics for the HSC at the Richmond VAMC was the failure of the prior HSC to make required reports to National DAV Headquarters. The current HSC’s reporting has already shown a great increase. I also expect the overall number of veterans transported, VAVS hours and miles driven to continue to increase at an impressive rate.

We continue to be faced with a shortage of qualified drivers to support the Department’s Transportation Network Program. We depend on local chapters and individuals to identify and nominate drivers for the Program. They need not be DAV members but must be willing to volunteer their valuable time to help needy veterans get to their medical appointments at the VAMCs. We need your help to find volunteer drivers.

Contact your local transportation representative with your nominations for drivers:

Charlottesville Outreach:
Fredericksburg Outreach: 540-582-5929, Ext 3 Ed Cole, HSC
Hampton VAMC: 757-728-3148 Rosa Hutchison, HSC
Richmond VAMC: 804-675-5000, Ext 3513 Drewry Jones Charlotte Chapman, Assist
Salem VAMC: 540-982-2463, Ext 3330 Frank Kristoff, HSC
Washington DC 202-745-8177 or 202-498-4552 Ruby Naylor, HSC

**Local Veterans Assistance Program (LVAP):** Under the direction of DSC Secretary Denise Hollenbach, the number of volunteer hours are compiled on a monthly basis for our members are performing every day to assist needy veterans and their families. The LVAP hours exclude voluntary time that fall within the VA VAVS Program.

Nineteen (19) of our 45 Chapters did not submit any monthly reports thus far in CY 2012 but as our efforts in this regard improve, we hope to see the numbers grow. We are aware of many of these Chapters, who are otherwise very active, who are just not reporting their LVAP activities and thus are depriving their working members from receiving awards. Chapter members are receiving National DAV recognition for their LVAP hours.

Thus far in CY2012 the Department of Virginia reported a total of **33,543 LVAP hours.** Specific Chapters well deserving recognition for reporting the LVAP hours during CY 2011 are:
Norfolk Chapter 4  5,128 hours
Lester S. Gordon Chapter 2  3,385 hours
Stonewall Jackson, Chapter 9  3,580 hours
J. Robert Graham Chapter 26  3,165 hours
Murray-Rhea Peninsula Chapter 6  2,950 hours
Colonel C. H. Hagy Chapter 45  2,073 hours
Gen Anthony Wayne Chapter 58  1,926 hours
Suffolk, Chapter 5  1,579 hours
Patrick Henry Chapter 34  1,202 hours

**National Guard Support:** We have not attended any “Post-Mobilization” and “Pre-Mobilization” events since January. The reason is that we urgently need a replacement volunteer willing to take the lead on this very important Service event to our Guardsmen.

In the past we found that these veterans and their spouses have limited knowledge of the VA Benefits that have earned and are available. We come in contact with several hundred knowledge-hungry Guardsmen and their families needing our help. I expect that this program will continue to expand as time goes on.

**Incarcerated Veteran Support:** We continue to visit veterans incarcerated at the Richmond City Sheriff’s Jail and have met with 47 incarcerated veterans this calendar year alone. At the request of the Chief of Chaplains, Alonzo Pruitt in the Sheriff’s office CSO Robert Yates of Chapter 17, assisted by CSO’s Lincoln Ball and Ron Cypress. Results from these visits:

<table>
<thead>
<tr>
<th>Date of Visit</th>
<th>Inmates Seen</th>
<th>Interviewed</th>
<th>Follow-Ups</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 3, 2012</td>
<td>14</td>
<td>6</td>
<td>6</td>
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<tr>
<td>March 9, 2012</td>
<td>12</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>April 13, 2012</td>
<td>8</td>
<td>6</td>
<td>3</td>
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<tr>
<td>April 27, 2012</td>
<td>7</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>May 16, 2012</td>
<td>6</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>47</strong></td>
<td><strong>26</strong></td>
<td><strong>15</strong></td>
</tr>
</tbody>
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**Homeless Veterans:** A recent report from Department of Veterans Affairs (VA) announced that since 2009, the VA and Department of Housing and Urban Development (HUD), with the support of more than 4,000 community agencies, including the DAV, have reportedly helped an estimated 33,597 veterans find permanent supported housing and access to high quality VA health care. Here in Virginia we continue to look for any agency and individuals will to expand housing opportunities for our homeless veterans.

**Beck PRIDE Center:** Efforts to reach out to our College Veterans continued at the George Mason University. Some of these efforts include the visit of the Mobile Service Office Van to assist veteran student with their claims. The van came from North Carolina, linked up with NSO Chris Cheney in Roanoke and spent th4 night in Fairfax, Virginia. In addition, the benefits of the Arkansas State University Beck PRIDE Center continue with meetings and assistance to the Military Services office. The Beck PRIDE Center’s mission is “To provide
combat wounded veterans with resources for personal rehabilitation, counseling, advocacy, financial assistance, access to the higher education experience and socialization.” P.R.I.D.E. 

Personal
Rehabilitation
Individual
Development
Education

Service-related Income: thus far (as of May 25th) for FY 2011-2012 are:
- Columbia Trust Grant Requested -- $27,245.
- Budgeted Donations from Chapters and Individuals: $58,000.
- Donations Received from Chapters and Individuals: $21,594 (37.23% of budget).

This falls far short of our needs for the DSC. As you are aware, the majority of the expenses go solely for salaries to pay for the HSCs (4) and DSOs at each of the three (3) VAMCs. We still need donations.

Service-related Expenditures: thus far for FY 2011-2012 are:
- Expense Budget allocation: Service Commission -- $150,000.
- Budget allocation: Total Service-related Programs -- $234,350.
  Expenses (as of February 15th): All Service-related Programs – $240,911 (102.8% of budget).

Memorial Day Weekend: Each year, at this time we recognize those “who [have] borne the battle,” for they all too well understood the consequences of war. We also take time to recognize those family members and survivors of our true heroes.

It is important that we not come to “mourn but praise” our Veterans when we visit the cemeteries.