



DAV[®]
FULFILLING OUR PROMISES
TO THE MEN AND WOMEN WHO SERVED

2016 ANNUAL REPORT

**SUPPORTING
VICTORIES
FOR
VETERANS**



J. Marc Burgess
J. Marc Burgess
 National Adjutant &
 Chief Executive Officer



David W. Riley
David W. Riley
 National Commander



Moses A. McIntosh Jr.
Moses A. McIntosh Jr.
 Chairman
 Board of Directors

Dear Friends of DAV,

Together, we hold dear the knowledge that America’s injured and ill veterans—our country’s selfless heroes—deserve a lifetime of the best possible care we can provide. This is why we stand together now to honor veterans, to help them transform their lives and to provide the support they need whenever they may need it. Veterans of all generations are eager to lead fulfilled and productive lives, and DAV is proud to be a part of making that happen for more than 1 million veterans every year.

For close to a century, DAV has been dedicated to ensuring our nation’s sacred promise to care for its veterans is kept. We give voice to the needs of veterans and their families through our claims services, volunteerism and advocacy work. We offer free professional assistance to all veterans and their families in obtaining benefits from the Department of Veterans Affairs, and we work effectively on Capitol Hill to protect the full range of earned services and benefits on behalf of veterans. In addition, we facilitate volunteer initiatives so veterans and concerned citizens can provide a special thank-you to the men and women in their local communities who have made our way of life possible.

In 2016, at more than 100 offices across the United States and Puerto Rico, DAV assisted with nearly 300,000 claims for veterans to obtain earned benefits from the VA—all at no cost to the veterans. Our benefits specialists—who are all veterans themselves—are often the first encounter veterans have with DAV. These expertly trained men and women guide their fellow veterans from start to finish through the claims process for VA disability compensation and offer counseling on rehabilitation and education programs, pensions and death benefits as well as employment and training programs.

Since its inception in 2014, DAV’s Employment Department has continued to cultivate invaluable resources for veterans and employers. In 2016, we hosted 61 DAV All Veterans Career Fairs in 40 cities as well as 12 virtual career fairs, offering job opportunities to nearly 64,000 transitioning service members, veterans and their spouses in person and online.

Our volunteer initiatives helped veterans by providing more than 670,000 trips to medical appointments and improving their quality of life through formal and informal efforts in communities nationwide.

In the following pages, you will learn about DAV’s programs, accomplishments and dedication to injured and ill veterans, their families and survivors. As a network of veterans helping veterans, we are privileged to play a role in caring for our military men and women.

DAV maintains a reputation for wise stewardship of the funds we receive in support of our services and programs and, like our supporters, we place the utmost importance on transparency and accountability. 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 hope this report gives you a sense of pride knowing you have helped these truly deserving veterans by aiding their recovery and transition back to civilian life. Of course, we are always happy to answer any questions you have regarding DAV’s financial status or about the work we do on behalf of America’s injured and ill veterans and their families.

DAV 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.

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J. Marc Burgess

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A man with a prosthetic left leg and several medals around his neck is sitting on a gym machine. He is wearing a blue and white athletic vest over a white t-shirt, red shorts, and blue sneakers. The background is a brick wall with gym equipment. The text "MY VICTORY WAS BECOMING A CHAMPION." is overlaid in large white letters.

**MY VICTORY WAS
BECOMING A CHAMPION.**

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, our largest endeavor in fulfilling 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 about 265 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 more than 11 million claims for benefits. With outlays of \$46.9 million in 2016, these direct services make up a large component of the budget for program activities. In 2016, DAV's professional veterans advocates—all wartime injured or ill veterans—provided representation for nearly 300,000 pending claims for veterans and their families before the VA, obtaining nearly \$4.1 billion in new and retroactive benefits on their behalf. Veterans do not have to be members in order to take advantage of our complimentary assistance.

NSOs 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. NSOs also advise veterans and active-duty military personnel in regards to the Disability Transition Assistance Program, the Transition Assistance Program and other official panels.

DAV NATIONAL SERVICE OFFICER TRAINING PROGRAMS

DAV NSOs train throughout their careers to stay current with the changes in laws and regulations affecting veterans benefits. This ongoing training ensures that all NSOs are at the forefront of veterans advocacy. NSOs 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.

WITH THE ASSISTANCE OF **DAV**[®]
SERVICE MEMBERS,
VETERANS
and their **FAMILIES**
RECEIVED NEARLY
\$4.1
BILLION
in retroactive and annual
BENEFITS in **2016**



DAV service officers provide free support to veterans in developing, filing and winning claims for benefits.



Deputy National Service Director for Training Scott Hope demonstrates the 3-D imaging capability of DAV's new iTRAK system to his fellow staff members at the National Service and Legislative Headquarters in Washington, D.C.

The extensive preparation required for these crucial services begins with a 16-month, on-the-job training program, which was recently modernized to digitally connect participants with up-to-date online resources. 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 the National Service and Legislative Headquarters administers and oversees the successful completion of this training.

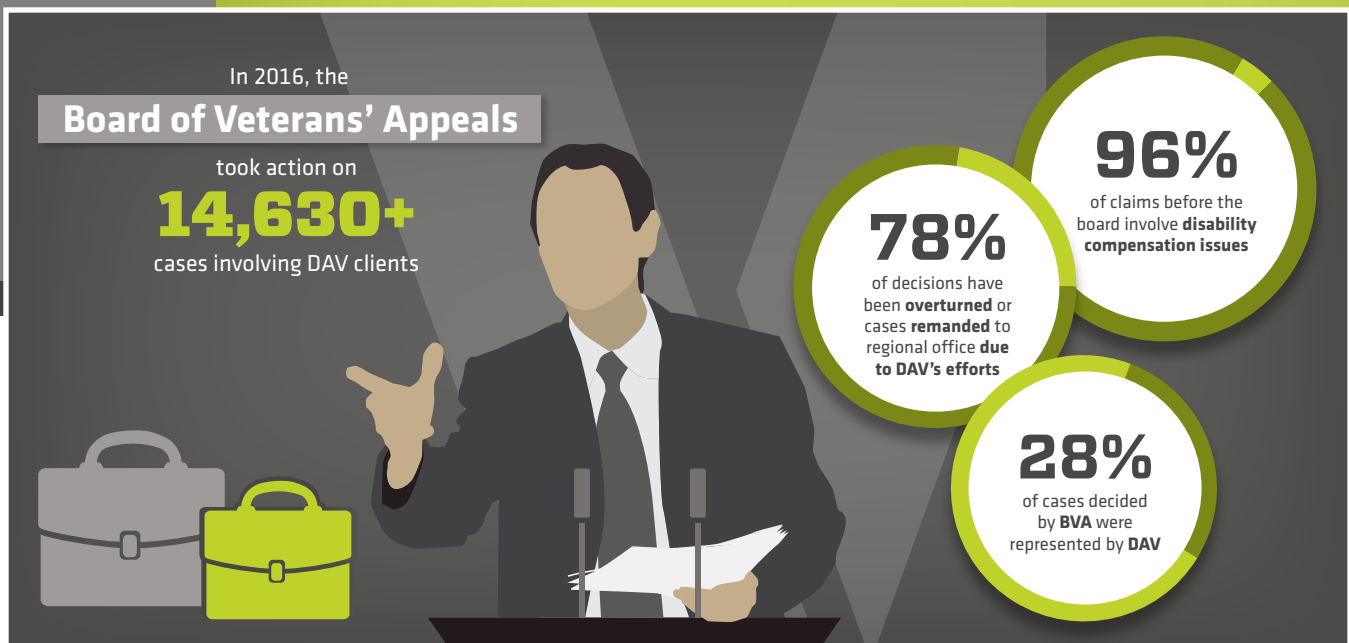
An NSO's training does not stop after completing the initial program. In fact, training never ends, because the laws, regulations and policies governing veterans benefits continue to change and grow in complexity. DAV equips service officers with state-of-the-art computer resources to keep their cutting-edge advocacy skills up to date.

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, and Anatomy, Physiology and Pathophysiology by the American Council on Education.

In addition to these training programs, supervisory staff and selected veteran advocates from field offices across the country receive specialized instruction in management and leadership development. Our goal is to produce 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 78 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 nearly 28 percent of all cases decided by the BVA in 2016.



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 2016, the BVA took action on more than 14,630 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 1,338 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 service members making the all-important transition to civilian life, DAV participates in Transition Assistance and Disabled Transition Assistance Programs.

Our TSOs provide benefits counseling and assistance to service members filing initial claims for VA benefits at nearly 100 military installations throughout the country. Over the past year, TSOs conducted 1,065 formal presentations to 35,682 transitioning service members. During that time, they filed 24,692 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 \$2.1 million to this program in 2016.

MOBILE SERVICE OFFICE PROGRAM

The MSO Program continues to bring 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. By putting our service offices on the road and assisting veterans where they live, DAV is increasing veterans' access to benefits.

In 2016, the MSO Program continued to focus on conducting site visits at colleges and universities throughout the nation. The University of South Florida, The Ohio State University, Western Nevada College and the University of Montana were just a few of the colleges and universities DAV MSOs visited last year.

With 10 specially equipped mobile offices visiting communities across the country, this outreach effort generates a considerable amount of claims work from veterans who may not otherwise have the opportunity to seek assistance at DAV national service offices. During 2016, the mobile offices traveled 96,342 miles to 845 cities and towns, including 77 visits hosted at colleges and universities and eight more at career fairs. Our NSOs interviewed 15,070 veterans and other

During 2016,
our **10 MSOs** traveled

96,342 miles

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and conducted **15,070** interviews



stops included

77 colleges & universities

8 career fairs

potential claimants during these appearances. Nearly \$753,000 was expended for the MSO Program in 2016.

SERVICE SEMINAR PROGRAM

Information seminars are conducted to educate veterans and their families on specific veterans benefits and services. With the support of departments and chapters, these free seminars are administered by DAV's highly trained NSOs and are hosted around the country. During 2016, DAV conducted 138 seminars, which resulted in 7,702 attendees and 3,011 interviews conducted with veterans and other potential claimants. These seminars also resulted in 1,305 claims being filed through the VA.

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.

In 2016, DAV trained and certified 2,483 department and chapter service officers in 43

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 a more in-depth training on 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, air shows, Major League Baseball, the National Football League, the National Hockey League and NASCAR. Counting all national, transition, department, chapter and county veteran service officers, DAV has a total of 4,250 experts nationwide who provide representation for veterans. ■

EMPLOYMENT PROGRAM



DAV understands that the journey from injury to recovery is not complete until a veteran is able to find meaning in life and regain a sense of purpose after an injury or life-changing illness. For those who are able, working to take care of themselves and their families is paramount.

In the wake of more than 15 years of war, thousands of men and women continue to make the transition from military to civilian life—it's expected more than 250,000 will leave military service in 2017 and more than a million service personnel are likely to exit the military in the near future. DAV is fully committed to ensuring that these new veterans secure the tools, resources and opportunities they need to competitively enter the job market and secure meaningful employment after serving, and we have devoted over \$1.3 million to this endeavor.

Realizing the challenges that many veterans, especially our service-disabled veterans, continue to face in the employment marketplace, DAV established a new National Employment Department in 2014. One primary component of this mission is a partnership DAV formed with RecruitMilitary, a

veteran-operated, full-service, military-to-civilian recruiting firm.

Working alongside RecruitMilitary, DAV uses online and offline products to connect employers, franchisers and educational institutions with veterans who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the Guard and Reserve components, and spouses. All DAV services are available at no cost to the veteran.

By co-hosting and sponsoring All Veterans Career Fairs, DAV is helping to address one of the greatest needs facing our nation's unemployed and underemployed veterans. In 2016 DAV co-hosted 61 All Veterans Career Fairs in 40 cities across the country, creating employment opportunities for nearly 22,000 job seekers who attended. The success of these fairs has been overwhelming, and we are pleased to be doubling our efforts by sponsoring 127 veteran career fairs in 2017 with a projected attendance of more than 40,000.

DAV recognizes that traditional, or “brick and mortar,” career fairs reach only a fraction of those seeking new or better employment. In fact, many

In 2016, DAV co-hosted job fairs in 40 cities across the country

Traditional Career Fairs

61 co-hosted with
RecruitMilitary

21,618 attendees

Virtual Career Fairs

12 co-hosted with
Veteran Recruiting

15,104 attendees



active duty, Guard and Reserve members, veterans and spouses are unable to attend our traditional career fairs for a variety of reasons, including geographical challenges—especially for those serving abroad—or service-related disability. These challenges led DAV to explore the veteran virtual career fair arena.

In partnership with Veteran Recruiting, the leader in producing virtual career fairs for the military and veterans, DAV co-hosted 12 virtual career fairs for active duty, Guard and Reserve members, and spouses in 2016, with more than 42,000 engaging in our virtual environment, which is available 24 hours a day, 365 days a year.

DAV, Veteran Recruiting and many of America's top companies have committed to ensure that

at least 10,000 disabled veterans find rewarding careers by 2019. This endeavor is known as the 10K DAV Hiring Challenge, and of those veterans who identified themselves as disabled, 3,380 were offered employment in 2016.

In addition to employment assistance, DAV has incorporated our VA benefits and claims representation resources into our career fairs, including having a mobile service office onsite at many of our traditional career fairs. At these events, DAV's veteran advocates have aided thousands of job-seeking veterans, dependents and survivors with claims assistance to understand and secure their earned VA, Department of Defense and state benefits. This service is also incorporated into our virtual fairs.

DAV's National Employment Department also works directly with major employers who are interested in recruiting skilled veterans. On our employment resources website (jobs.dav.org), we provide a multitude of resources that veterans can access, including a job-search board boasting in excess of 200,000 current employment opportunities around the world along with direct links to company website job boards. We are pleased to note that last year, our employment resources website continued to exceed nearly 12,000 visitors monthly. We anticipate continued growth in veterans' use of this resource in 2017 as a result of our newly launched virtual career fairs.

Additionally, because online resources are always evolving, we are constantly retooling our website to feature a variety of useful employment and educational resources, including webinars and other guides, and we will continue to highlight certain employers that have demonstrated a firm commitment to recruiting and hiring veterans. ■



National Employment Director Jeff Hall discusses DAV's services with a veteran in Boston, April 7, 2016. (Photo by Darren McCollester)

LEGISLATIVE PROGRAM



Then-Commander Moses A. McIntosh Jr. (left) testifies before Congress at the 2016 Mid-Winter Conference.

Since the founding of our organization in 1920, DAV has been responsible for the promotion of meaningful, reasonable and responsible public policy for wartime service-disabled veterans, their dependents and survivors. It has been an integral part of who we are and what we do from the start. Regardless of politics and whether we agree or disagree on foreign policy issues, our military service personnel—men and women—put their health and lives in harm's way to protect the basic freedoms of all our citizens, and our nation must keep the promises made to them.

DAV accomplishes many of its key objectives through the efforts of our National Legislative Department. Our success is dependent on the strength and activism of DAV members and supporters nationwide who help us achieve our legislative goals. During 2016, even though the investment in our legislative program of \$2.1 million constituted less than 1 percent of DAV's total expenditures, our efforts in this arena achieved important results for the men and women who served.

DAV's National Legislative Department is responsible for influencing, developing, strengthening and expanding federal laws, policies, programs, benefits and services so that injured and ill veterans can lead high-quality lives with respect and dignity. To do so, DAV works with Congress, the Department of Veterans Affairs and other federal agencies.

The guiding principles of our advocacy efforts emanate directly from our legislative agenda as set forth by the resolutions adopted by delegates to our annual national conventions and are grounded by DAV's Constitution and Bylaws. These serve as guideposts for our advocacy on behalf of injured and ill veterans in conformance with the collective will of DAV members.

In addition to a lingering legislative impasse that began in 2015, our advocacy program faced a truncated legislative calendar in 2016, the final session of the 114th Congress, with federal elections for president, the entire House of Representatives and one-third of the Senate. DAV worked closely with Congress, the VA and other stakeholders to continue progress on four Operation: Keep the Promise (OTKP) critical issues: 1) reforming the VA health care system; 2) improving the benefits and appeals process; 3) equalizing access to comprehensive caregiver supports; and 4) improving benefits and services for women veterans.

In January 2016, DAV announced a new initiative to bolster the organization's grassroots advocacy network—headed up by DAV department-level Benefits Protection Team leaders—who help us to speak with one collective voice to achieve our

National Service Director Jim Marszalek (left), National Legislative Director Joy Ilem (left center) and Washington Headquarters Executive Director Garry Augustine (right) present Senate Veterans Affairs' Committee Ranking Member Jon Tester with DAV's award for Outstanding Senate Legislator of the Year for 2016 for his bipartisan efforts to improve veteran access to medical care and to address the VA claims and appeals backlog.



legislative goals. DAV, along with our partners in *The Independent Budget* (a comprehensive budget and policy document prepared by DAV, Paralyzed Veterans of America and Veterans of Foreign Wars of the United States), delivered to Congress a comprehensive framework for VA health care reform designed to create a high-performing veterans health care network with four key principles: restructure VA health care delivery by partnering with other federal and private providers; redesign the VA systems and procedures to provide timely, high-quality, veteran-centered care; realign the provision and allocation of resources to promote transparency and flexibility; and reform VA culture to enhance its workforce and provide real accountability to veterans.

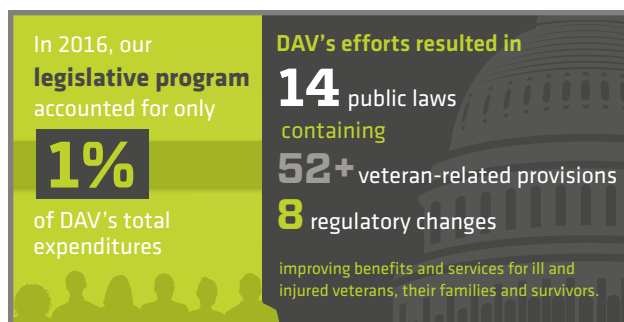
In response to some emerging bad proposals for changing veterans health care, DAV launched the Setting the Record Straight campaign in March illustrating how each of these ideas could have negative consequences for service-disabled veterans. Throughout 2016, engagements with our Benefits Protection Team leaders increased our influence with Congress and helped shift the discussion away from these proposals that could damage and

ultimately dismantle the VA health care system. On another front, DAV spent time in March and April meeting with the Veterans Benefits Administration, the Board of Veterans' Appeals and other leading veterans service organizations to work on a plan to reform the VA's claims and appeals process. These and other engagements on Capitol Hill yielded two omnibus measures with numerous provisions addressing DAV's key legislative priorities, such as expanding access to the VA's comprehensive caregiver program, improvements in services for women veterans, maternity care and mental health services, implementation of the Fully Developed Appeals process, and enhancement of veterans' employment opportunities.

In July, DAV legislative staff worked closely with Congress to stop a bill reinstating the rounding down of cost-of-living-adjustments (COLA) to the nearest dollar, which would have cut veterans benefits over the next 10 years.

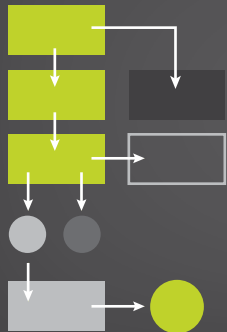
It was only three years ago that DAV was able to eliminate the long-held practice of rounding down veterans benefits. In addition, the Commission on Care, established by Public Law 113-146, the Veterans Access, Choice, and Accountability Act of 2014, delivered its final report to the president. The commission made nearly two dozen recommendations, many of which are aligned closely with DAV's comprehensive framework for VA health care reform.

Women veterans' issues remain a legislative priority for DAV. Following wartime military service, women veterans are turning to the VA in record numbers, which has resulted in new challenges for

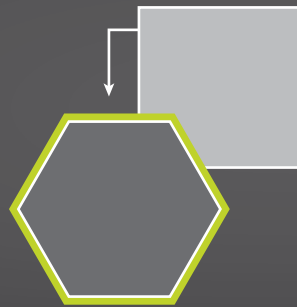


4 Key Principles for VA Reform

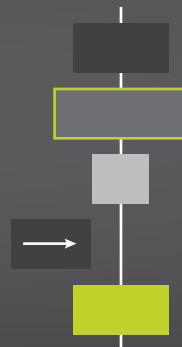
RESTRUCTURE.



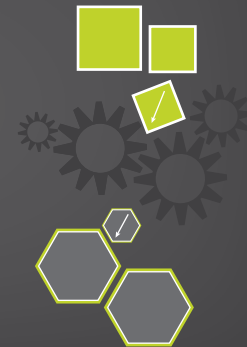
REDESIGN.



REALIGN.



REFORM.



the department in meeting the unique transition needs of this diverse and growing population. The VA has struggled to rapidly increase space for women's clinics, hire new providers to meet increasing demand, train existing providers to ensure they have expertise in women veterans' health, and assess the VA's specialized programs and services to ensure they are effective for the women they serve. Additionally, 57 percent of the women veterans using the VA have service-connected disabilities and many have complex health needs.

In 2014, DAV commissioned a study to examine these specific issues. Our report, *Women Veterans: The Long Journey Home*, is a comprehensive assessment of the existing policies and programs serving women across the federal landscape. We found that while our government provides a generous array of benefits to assist veterans with transition and readjustment following military service, federal programs have gaps that can impede women's successful transition. While improvements and progress have been made, more work needs to be done to ensure women veterans have consistent access to timely care and the full range of health care services and specialized programs they need, whether through the VA or community providers.

Influenced by DAV's special focus on women veterans, 12 legislative measures addressing women veterans' issues were introduced during the 114th Congress. Of these, four laws were passed, which included provisions that aim to address high rates of suicide among women veterans and clarify the VA's responsibility to assist women in labor. The laws also

extend a number of important programs, such as the highly successful Vet Center readjustment retreats for recently separated wartime women veterans; improve services for homeless women veterans; and extend the pilot program assisting certain veterans with child care when seeking medical care from the VA. During the 115th Congress, DAV will continue its efforts to ensure women veterans are properly recognized for their contributions during military service and to improve VA benefits and health care services for women who served.

After a seven-week summer recess, the House and Senate returned in September before the elections to address a number of urgent veterans' issues important to DAV. In addition to passing the VA's budget just before the start of fiscal year 2017, Congress enacted four laws containing provisions pertinent to DAV national resolutions. Following the elections in November, Congress resumed work passing another nine laws directly impacting ill and injured veterans, their families and survivors.

In 2016, the totality of DAV's legislative and advocacy efforts resulted in 14 public laws containing over 52 provisions as well as eight substantive regulatory changes on a wide variety of issues, all in line with DAV's resolutions and legislative priorities for improving benefits and services for ill and injured veterans, their families and survivors.

With clear objectives and goals, DAV will continue its tireless and determined advocacy, led and coordinated by the National Legislative Department, to ensure that the government keeps its promises to the men and women who served. ■

**MY VICTORY IS HAVING
A JOB I'M PROUD OF.**



VOLUNTARY SERVICES PROGRAM

Volunteerism forms the bedrock of DAV's mission of empowering veterans to lead high-quality and fulfilled lives. Our thousands of devoted volunteers across the country help us provide the best possible care, morale and assistance to our nation's heroes. DAV truly appreciates and recognizes those who volunteer their time and talents. Through their dedicated efforts, the organization devoted \$46.4 million to voluntary service initiatives through a vast network of programs in 2016. Volunteers are the key to the success of our mission and positively impact the lives of the veterans we serve.

TRANSPORTATION NETWORK

DAV's Transportation Network is one of the country's largest voluntary transportation programs. This unique program provides vehicles and volunteers throughout the country to transport veterans to and from their VA medical appointments. The program is managed by hospital service coordinators located at 197 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, along with Ford Motor Co., have donated 3,286 vehicles to the VA at a cost of over \$73.1 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 661,549,304 miles since the program's inception. In 2016, volunteers traveled 22,991,700 miles, providing 673,269 rides to veterans and donating 1,595,505 hours of their time.

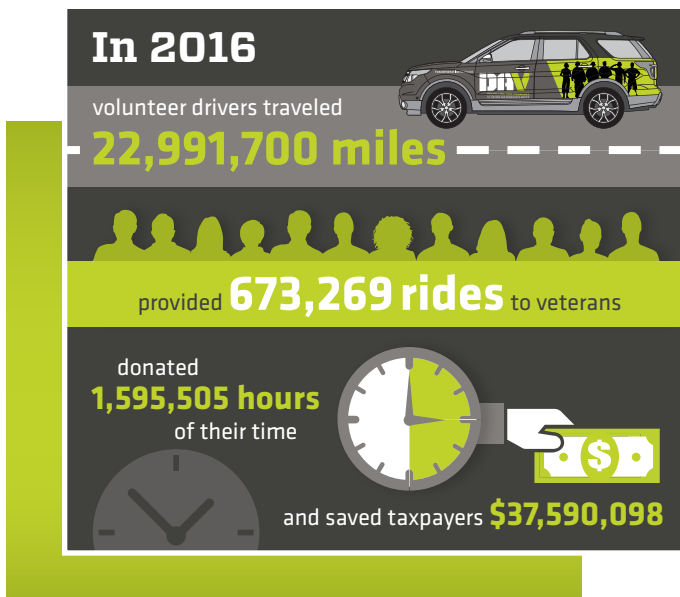
The benefit of DAV's Transportation Network goes beyond ensuring veterans in need are able to get the care they've earned. Without this program, they might otherwise go without. According to nonprofit coalition Independent Sector's methodology, the VA has valued the DAV Transportation Network's hours of volunteer service at \$37,590,098, based on the current formula of \$23.56 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 continues to be an indispensable resource for veterans.

NATIONAL DISABLED VETERANS WINTER SPORTS CLINIC

For more than three decades, DAV and the VA have co-hosted the National Disabled Veterans Winter Sports Clinic, a physical rehabilitation program held in the mountains of Colorado. Since its beginning in 1985, this unique program—referred to as “Miracles on a Mountainside”—helps severely injured veterans rebuild confidence and regain balance in their lives.

In 2016, 326 veterans from across the nation with multiple amputations, traumatic brain and spinal cord injuries, severe neurological deficits and even total blindness participated in the clinic to develop winter sports skills and take part in a variety of workshops and educational sessions.

This event promotes rehabilitation and restoration by coaching and encouraging veterans with severe injuries to conquer adaptive skiing, kayaking, ice hockey and other sports. These activities show





Through our involvement in rehabilitative sports clinics such as the National Disabled Veterans Winter Sports Clinic in Colorado and the National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa, DAV helps injured and ill veterans regain confidence and a sense of independence. National Commander Dave Riley (left) golfed for the first time with specially adapted clubs at the 2016 National Veterans TEE Tournament.

veterans by example that they are not barred from adaptive recreational activities or sports of any kind. Attending the clinic are veterans of all eras, including World War II, Vietnam and the wars in Iraq and Afghanistan. Often, this event offers veterans their very first experience in winter sports and gives them motivation to overcome any perceived limitations—motivation that enhances their quality of life and rehabilitative journey.

NATIONAL DISABLED VETERANS TEE TOURNAMENT

DAV is a major sponsor of the National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa City, Iowa. National Commander Dave Riley, a first-time participant in 2016, used specially crafted prosthetics to try out his golf swing at the event. The four-day clinic consists of the TEE Golf Tournament, kayaking, horseback riding, and other adaptive sports workshops.

THE POWER OF 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 171 individual scholarships, valued at \$1,268,000, to enable these exceptional young people to pursue their goals in higher education.

Last year's top honor of \$20,000 went to Shane Mathew, of Coral Springs, Fla. Mathew has been a DAV volunteer since 2012 and has contributed 669 hours at the Miami VA Medical Center, where he assisted in the Post Deployment Clinic Polytrauma Unit. Mathew was responsible for introducing new youth volunteers to the volunteer program at the center. He is currently attending the University of Florida, working toward a degree in microbiology and cell science, and plans to pursue a doctorate in physical therapy. Mathew continues his volunteer efforts at Equal Access clinic.

The DAV Jesse Brown Memorial Youth Scholarship Program empowers 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



Shane Mathew (left), of Coral Springs, Fla., received a \$20,000 scholarship in recognition of the more than 650 hours he volunteered to assist veterans at his local VA medical center. The check was presented during the 2016 DAV National Convention in Atlanta by (from left) DAV National Voluntary Services Director John Kleindienst, Ford Motor Co. Fund Manager for International Expansion Benna Logan and then-National Commander Moses A. McIntosh Jr.

days of recovery or therapy to those requiring highly technical and professional skills. Through the VAVS Program, DAV volunteers provide services to VA medical centers, community living centers and clinics. Volunteers offer meaningful experiences and assist veterans in living healthy and fulfilled lives.

CELEBRITY PROGRAM

DAV's Celebrity Entertainment Program provides an amazing opportunity for professional athletes and celebrities to generously volunteer their time visiting hospitalized veterans and their families at VA medical centers across the country. This program assures hospitalized veterans that they are not forgotten and uplifts the morale of those who are in recovery.

Dedicated celebrities include Major League Baseball umpire Jerry Layne and retired Major League Baseball umpire Larry Barnett. In 2016, they made 92 visits to VA medical centers throughout the country.

STRENGTHENING COMMUNITIES THROUGH LOCAL VOLUNTEERISM

The 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 their 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 staff DAV 5K races and events across the nation.

Each year DAV recognizes the top department in each division for its outstanding LVAP contributions. For 2016 those departments are Virginia (Division 1), Oklahoma (Division 2), Arkansas (Division 3), Idaho (Division 4) and South Dakota (Division 5).

In 2016 DAV reached a huge milestone in this initiative; over 1.1 million hours were donated by departments, chapters and volunteers to help veterans. Since the 2007 inception of LVAP, 10,383 volunteers have donated 4,150,328 hours of service to veterans residing within their local communities. Based on the Independent Sector's methodology, the 259,729 hours of service contributed by department and chapter service officers are valued at \$6,119,215. ■



**MY VICTORY WAS GOING
FROM HOMELESS TO HOME.**

STATE SERVICES AND DISASTER RELIEF

DAV operates a program that provides direct grants to help veterans and their families in times of need, as well as a plan to fund state-level services. During 2016, spending on these programs totaled \$5.2 million.

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 impacted by the water crisis in Flint, Mich.; flooding throughout Louisiana; wildfires in California; and Hurricane Matthew, which affected Florida, Georgia, South Carolina and North Carolina.

Supply kits—which include 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 like a toothbrush and toothpaste, razors and shaving cream, hand sanitizer, deodorant, shampoo and soap.

During 2016, these efforts resulted in 825 supply kits and 1,244 payments totaling \$463,000 provided to service-injured or ill veterans, service members and their families in need of relief. Since the program's inception in 1968, nearly \$10.2 million has been disbursed to victims.

In 2016, DAV provided 1,244 emergency relief drafts totaling **\$463,000** and **825** supply kits. 



—Gilbert Johnson, Army veteran

“We were wiped out in the Baton Rouge flood and lost everything. ... **This support makes me cry.** I lost my hearing aids and shoes from the VA, **so to have support means everything.”**

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 \$4 million in 2016.

In addition to the funds expended on disaster relief and state service programs, DAV donated nearly \$700,000 to the DAV “Just B Kids” scholarship fund in 2016 as part of an extended partnership with Golden Corral. The scholarships helped 1,000 children of wounded, disabled 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. ■



**MY VICTORY IS BEING
HERE FOR MY FAMILY.**

COMMUNICATIONS PROGRAM

The National Communications Department oversees internal and external communications programs including media relations, publications, digital content and a variety of public outreach initiatives to tell DAV's story and support its key initiatives. A bimonthly magazine keeps our members informed about important issues and our government's policies affecting the federal benefits and services veterans have earned. This publication also showcases the many successful service programs and accomplishments of our state-level departments and local DAV chapters nationwide.

Our communications staff produces news releases, speeches, op-eds, brochures, print messages, public service announcements, videos and other materials that provide information about DAV and the full range of free services that empower veterans to live high-quality lives with respect and dignity. In addition to these traditional tools, social media such as Facebook, Twitter, Instagram and YouTube also enable DAV and its members to build an even stronger community to carry out our mission now and into the future.

We have significantly grown our social media community using the Facebook platform, which

provides individuals with a way to directly engage with DAV as frequently as they choose. DAV's captured Facebook audience has grown to more than 1.4 million. Our Facebook "reach" (the number of people who received an impression of a page post) grew to nearly 6 million people per week in 2016, and we directly interacted with 123,000 people weekly.

Our Twitter following grew to more than 80,000—a boost of nearly 25,000—over the past year. DAV's Instagram followers topped the 21,000 mark in less than two years.

Our website, dav.org, is another vital information and education resource for veterans and the general public. The site continues to evolve to connect veterans with DAV's free services, spread awareness of legislative issues, and educate and inform our members, veterans and the general public. It also allows our members, as well as our citizens, to make their voices heard on important public-policy issues through an electronic mail feedback feature. In 2016, there were more than 3.2 million visits to the organization's official website.

DAV partnered with numerous celebrities through the DAV Ambassador Program in 2016, including



DAV teamed up with Polaris RZR and country music star Brantley Gilbert (far left) to bring the ultimate holiday surprise to three veterans and their families.

DAV Social Media Audience

1.4 million  Facebook

80,000  Twitter

21,000  Instagram

more than
3.2 million

 visits to
DAV.ORG

LeAnn Rimes, Reba McEntire, Lee Greenwood, LaDarian Tomlinson, Jordin Sparks, Justin Moore, Darryl Worley and the members of 3 Doors Down to help convey the needs and issues of injured and ill veterans to the greater public. These celebrities gave their time to help support DAV events and campaigns, such as multiplatinum recording artist Jordin Sparks' personal petition to encourage donations on Giving Tuesday.

Thanks to a partnership with Polaris RZR and back-to-back platinum recording artist Brantley Gilbert, DAV was able to spread holiday cheer to several veteran families by treating them to a day of off-roading and a private concert with Gilbert himself. In addition, each family received the keys to their very own new Polaris RZR off-road vehicle, and

Gilbert pledged to give DAV one dollar of every pre-sale ticket to his 2017 tour.

Partner Martina McBride treated veterans to the VIP concert experience at several of her 2016 shows, including complimentary tickets and a backstage meet-and-greet with the Grammy Award-winning singer. As part of the partnership announcement, McBride also released a heartwarming video of military homecomings set to her song "We'll Pick Up Where We Left Off."

In 2016 DAV once again touched the lives of countless veterans and supporters through the Thank A Vet campaign, culminating with a special compilation video set to Lee Greenwood's song "God Bless the USA." Since it launched in 2014, the Thank A Vet program has received over 13,000 custom

videos from grateful family, friends and fellow veterans wishing to show their support for those who served.

With such a vast array of programs, DAV is able to provide in-depth research and resources to best explain issues with facts, relevant examples and meaningful 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 \$9.9 million was spent on internal and external communications programs in 2016. ■



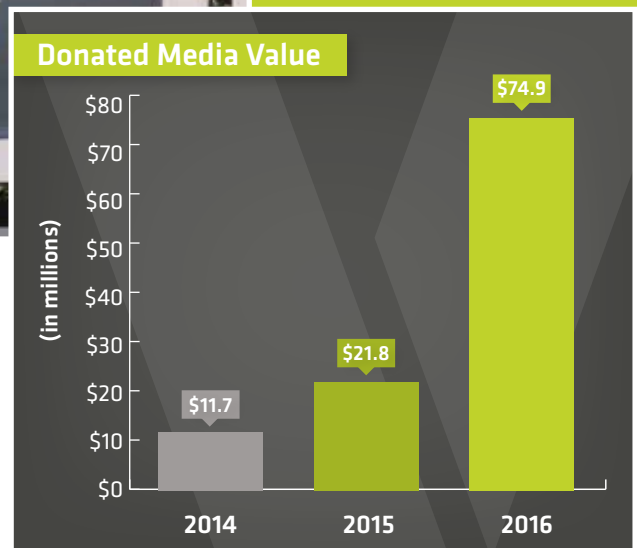
PUBLIC SERVICE ANNOUNCEMENTS AND DONATED MEDIA



DAV public service announcement (PSA) campaigns help create greater awareness of our mission of service to veterans and their families, our members and the general public. When one of our DAV ads or messages is seen, it's a victory for DAV and all veterans. In 2016, our program grew to \$75.8 million, of which \$74.9 million is donated media.

In February, DAV unveiled Victories for Veterans, a new PSA campaign aimed at highlighting actual DAV members and their personal stories of victory. In addition, we released a Spanish version in August, extending our outreach to an important new audience.

The \$74.9 million in donated media value is a 250 percent growth from our 2015 program, which delivered \$21.8 million. The exposure resulted in more than 3.2 billion impressions, with our messages appearing on television, radio, print, outdoor and transit media outlets. Some of our top valued national television placements included airings on ABC, CBS and Fox; and our top print placements



included ads in Money Magazine, Time, Bloomberg Businessweek, People and Field & Stream.

Through national and local placements, these PSAs have informed the veteran community about our free services. They show the American public that veterans have the strength and perseverance to overcome challenges and that there is no limit to the positive lives our veterans can lead.

The PSAs make veterans aware of the services DAV offers and educate the public about the service and sacrifices of America's veterans, their families and survivors.

To view or download DAV messages, visit www.davpsa.org.

**MY VICTORY WAS
FINISHING MY DEGREE.**



MEMBERSHIP PROGRAM



At the end of 2016, DAV had

1,305,455
MEMBERS

52
DEPARTMENTS

1,305
CHAPTERS

Membership is the lifeblood of DAV, and DAV's community of heroes stand together to ensure our nation keeps its promises to the men and women who served. This steadfast dedication to our cause has made DAV what it is today—a premier organization made up of veterans serving veterans.

DAV was founded after World War I—before there existed a centralized structure to support veterans wounded or made ill in the trenches. America was not prepared for their return, and something needed to be done.

The concept of continued service and sacrifice is part of a legacy that is more than 95 years old. DAV has evolved to meet the needs of its members amid the changes that naturally progress with time. Our armed forces have changed along with our society, and DAV has evolved to embrace those changes through the years. This enables us to ensure veterans of all service eras and genders are able to lead high-quality lives with respect and dignity.

Today, social networking and technology are being leveraged by DAV members to continue

to play vital roles as spokespeople for the unique requirements of veterans and their loved ones. We continue to effectively respond to the needs of both past and present generations of veterans, providing unwavering dedication to those who have sacrificed for our way of life, often with a life-changing illness or injury.

DAV has more than 2,800 veterans dedicated to recruiting new members so that our base remains strong and vibrant into the future. DAV has 52 state-level departments and 1,305 chapters nationwide. In 2016, DAV closed the year with 1,305,455 members. The organization continues working to make the 1.3 million-member mark a sustained part of its future and to grow DAV's membership voice, ensuring its credibility with lawmakers and providing a living testament to the value of the organization's services and mission. ■

A man in camouflage gear is sitting on a tracked vehicle in a forest. He is holding a crossbow. The text "MY VICTORY IS PROVING THAT A DISABILITY IS NOT A LIMITATION." is overlaid on the image.

**MY VICTORY IS PROVING
THAT A DISABILITY IS
NOT A LIMITATION.**

PUBLIC AWARENESS OUTREACH

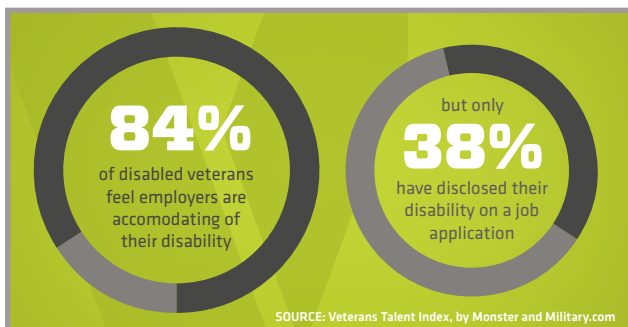
Injured and ill veterans returning home from military service face challenges fellow citizens could never begin to understand. Multiple combat tours and contingency operations continue to be shouldered by a resolute few—the less than one-half of 1 percent of our population—who volunteer to wear the military uniform.

At the same time, most Americans remain unaffected by the increasing military–civilian gap in our country. With the elimination of the national draft and the increasing number of citizens without a relative or loved one serving in the armed forces, the inevitable disconnect increases the need to build relationships between the public and veterans, whose needs have steadily increased with the demands of a nation on a 15-year, constant wartime footing.

DAV has learned these critical relationships extend to all aspects of a veteran's life, including the critical area of fulfilling employment. In 2016, Monster and its subsidiary Military.com partnered with DAV to release findings from the Disabled Veterans Talent Survey, one of the first analyses of hiring and workplace experiences for disabled veterans.

This survey illustrated the importance of the need to continue communicating to veterans, their families and potential employers alike about the advantages of hiring veterans and, in particular, disabled veterans. The Disabled Veterans Talent Survey is just one example of how DAV has worked diligently to educate the public effectively and efficiently about our mission and the service and sacrifices of our heroes.

In 2016, \$29.7 million was dedicated to this large-scale effort, an investment that's making a real difference in the lives of veterans and their families.



National Commander Dave Riley places a medal on one of the winners of the 2016 DAV 5K in Tulsa, Okla.

DAV continues to ensure veterans and their families are fully aware of the wide range of other programs we offer. Our outreach platforms enhance the efforts already built into our other program services to raise awareness. This effort provides the American public and private sector an opportunity to become involved in relating with and helping the men and women who served our nation and preserved the way of life we cherish.

DAV 5Ks inspire several patriotic communities across the nation. These events showcase our heroes and raise awareness about issues facing veterans daily. This past year, we held DAV 5K events in Atlanta; Boston; Cincinnati; Newport News, Va.; and Tulsa, Okla. In total, more than 8,300 people personally honored and thanked friends and family members who served or are currently serving our country. In 2017 we look forward to even greater participation at these locations as well as at the inaugural 5K events, as we continue to explore opportunities to expand the 5K events to other cities across the nation. ■

A photograph of Christy Gardner, a female hockey player, sitting on an ice rink. She is wearing a blue USA hockey jersey with the number 19 on the sleeve and USA-themed pants. A golden retriever dog is sitting next to her, wearing a protective vest. In the foreground, there are several pieces of hockey equipment, including two black hockey sticks, two black hockey helmets, and a white USA hockey helmet. The background shows the ice rink and an American flag.

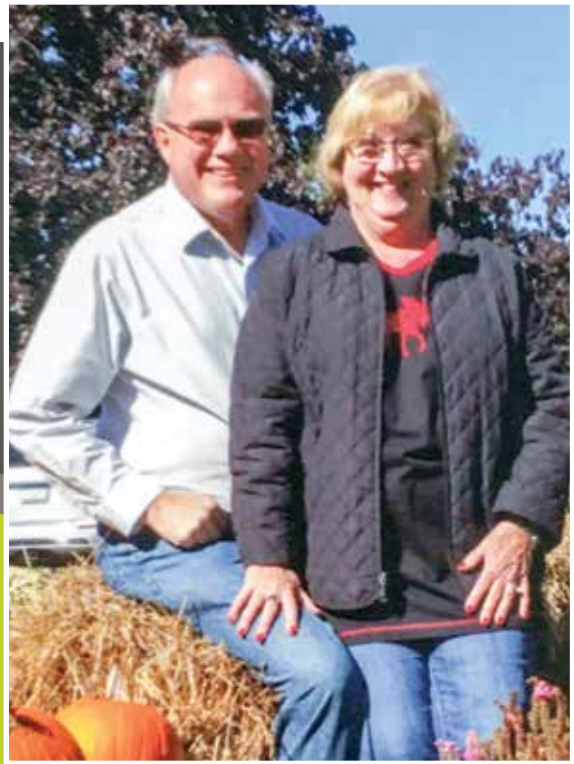
**MY VICTORY IS HAVING
MY NEW BATTLE BUDDY.**

FUNDRAISING

“Both of our families have a rich military history reaching back to the Revolutionary War. Remembering our veterans has been a family legacy. **We are pleased to support DAV** and its own legacy of service to our veterans.”

Each year, millions of special, caring individuals support DAV’s mission and pay tribute to the sacrifices of those who served. DAV is honored and extremely grateful to have those individuals stand alongside us. We could not continue our nearly 100-year history of serving our nation’s injured heroes and their families without their generosity and kindness. This past year, 2.3 million donors joined us in ensuring that America’s promises to our veterans are kept.

While we may not be able to see the millions of special friends who stand beside us every day, their generosity is felt by every veteran who gains access to the benefits and resources they’ve earned so they can care for themselves and their families. Our donors’ messages of support and gratitude inspire all of us at DAV to continue being there for every veteran who turns to us for assistance. One such message was from Ron and Marylyn Bangert, who said the following about giving to DAV: “Both of our families have a rich military history reaching back to the Revolutionary War. Remembering our veterans has been a family legacy. We are pleased to support DAV and its own legacy of service to our veterans.” The Bangerts provide one example of the many generous friends who have joined our DAV family by responding to a mailing or email, engaging in one of our corporate initiatives, making a legacy gift or encouraging others to become



Ron and Marylyn Bangert, longtime supporters

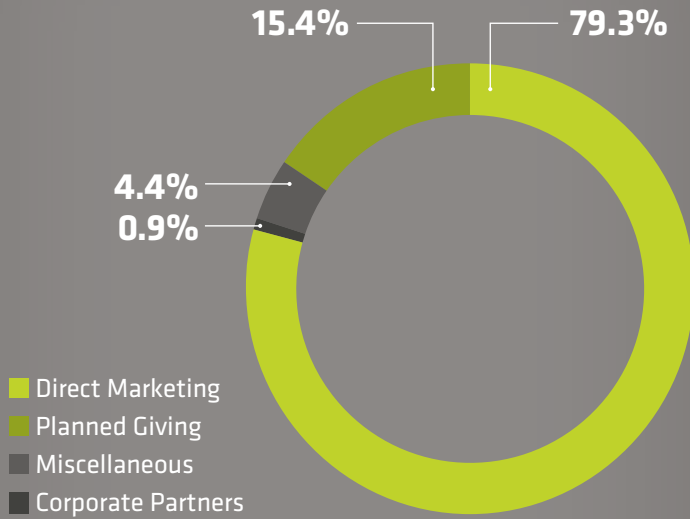
involved in our promise to provide a secure and bright future for all veterans.

Through the generosity of our donors in 2016, DAV raised \$115.6 million in contributions. DAV also acquired more than 350,000 new supporters across the nation.

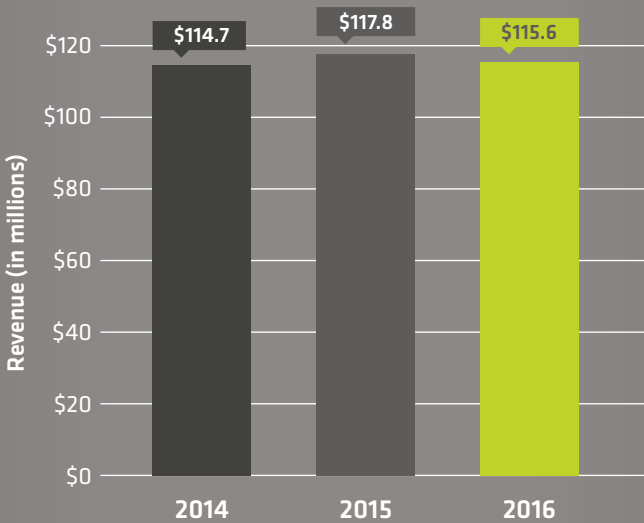
DIRECT MARKETING

The millions of special individuals who respond to our direct mail, email and online initiatives are the core foundation of our fundraising efforts. With an average donation this past year of \$19.32, the amount raised from direct marketing channels totaled \$91.6 million. We have continued to see great growth in the returns from our digital activities, generating \$5.4 million this past year. We recognize the importance of diversifying our sources of revenue and will continue to explore ways to effectively and efficiently garner support at the grassroots level through our direct marketing initiatives.

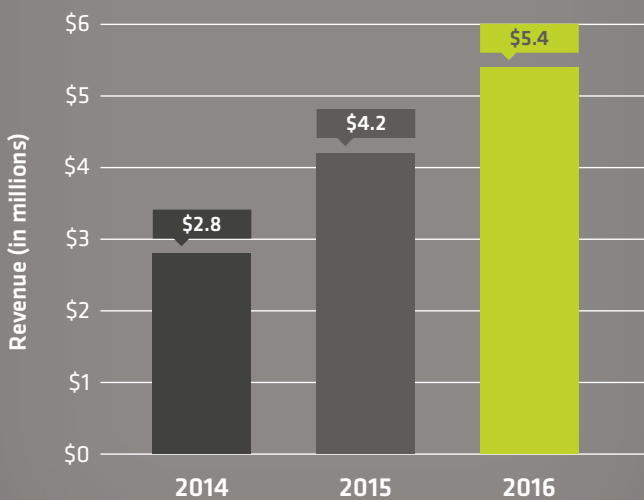
Support by Fundraising Source



Gross Fundraising Contributions



Digital Contributions



GIFT PLANNING

Each year, the brave men and women who have served are honored by individuals who decide to include DAV in their wills. These special individuals ensure their support for veterans will leave a legacy of inspiring others to stand alongside our injured heroes and of caring for others. We are truly humbled by the generosity and kindness of those who have chosen to honor and support the nation's veterans in this manner.

This past year, more than \$17.8 million in support was generated from bequests. Our strong bequest revenue performance is reflective of our continued focus in raising awareness of this giving opportunity and proactively stewarding relationships to secure bequest commitments. We will continue forward with these efforts in 2017.



Jay Kopecky, a retired Army colonel and DAV member, is giving back to his fellow veterans by providing support to DAV.

CORPORATE PARTNERSHIPS

In 2016, 24 companies and organizations around the country provided funds to support DAV's programs and services. Through their generosity and the kindness of their employees and customers, more than \$1 million was raised. In addition, their campaigns significantly increased awareness of DAV, which ensures that more of our injured and

Some of our corporate partners include:



ill veterans gain access to the benefits they need and deserve.

Ford Motor Co.—whose partnership with DAV dates back to 1922 when Henry Ford provided 50 Model T vehicles to help disabled World War I veterans attend the organization’s second national convention—continues to lend its support today by donating vans for use in DAV’s nationwide Transportation Network. Last year, through the generosity of their grants, eight vehicles were

purchased; over the life of the Transportation Network program, 207 vehicles have been purchased and donated to the VA.

Golden Corral, another long-standing friend of DAV, raised more than \$1.4 million for DAV departments and chapters while providing free meals to over 300,000 veterans through its 16th annual Military Appreciation Night event.

USAA has continued to be a wonderful friend and supporter to DAV. In addition to the more than \$1 million they have provided to support DAV programs and services, they have played an integral role in the success of the DAV 5K events that take place across the country by serving as our national series sponsor.

We are very grateful to have the support of Hankook Tire. In 2016 they sponsored four mobile service office stops, and they are committed to helping DAV reach more veterans in need of assistance across the country moving forward.

We were very excited to have Price Chopper/Market 32 join the DAV family this past year. The company led a campaign in all of its 135 store locations, inviting their customers to join in supporting DAV’s mission. The campaign resulted in more than \$54,000 in donations. We look forward to building off of the success of this past year and having Price Chopper/Market 32 as a partner in supporting our nation’s veterans for years to come.

All of the corporations and organizations that stand with us every day in supporting those who served are certainly deserving of our gratitude and sincere thanks. ■

“USAA is proud to partner with DAV to support veterans and their families.



We are there whenever they need us, continuing our mission to enhance the lives of those who have worn the uniform and those currently serving.”

—Stuart Parker
CEO, USAA

2016 FINANCIALS

SUPPORT AND REVENUE

Support

Contributions	115,556,772
Contributed Services and Facilities, Primarily Services	45,637,063
Contributed Media and Materials, Primarily Media	75,209,506

Total Support \$236,403,341

Revenue

Membership Dues and Fees	6,890,059
Income from Investments, Net	9,742,487
List Royalties	670,349
Miscellaneous	881,895

Total Revenue \$18,184,790

Realized Investment Gains	858,145
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TOTAL SUPPORT AND REVENUE \$255,446,276

EXPENSES

Program Services

Service Program	46,882,116
Employment Program	1,343,664
Legislative Program	2,071,733
Voluntary Services Program	46,380,612
State Services and Disaster Relief	5,245,535
Communications Program	9,864,703
Public Service Announcements, Primarily Contributed Media	75,835,437
Membership Program	6,421,428
Public Awareness Outreach	29,674,404

Total Program Services \$223,719,632

Supporting Services

Fundraising Costs	34,301,646
Administrative and General	9,253,199

Total Supporting Services \$43,554,845

TOTAL EXPENSES \$267,274,477

Excess of Expenses Over Support and Revenue -\$11,828,201

Change in Unrealized Appreciation of Investments	8,116,812
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**Excess of Expenses and Change in Unrealized
Appreciation of Investments Over Support and Revenue** -\$3,661,389

Pension Liability and Other Post-Retirement Benefit Obligation Adjustment	45,818,612
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Change in Unrestricted Net Assets \$42,157,223

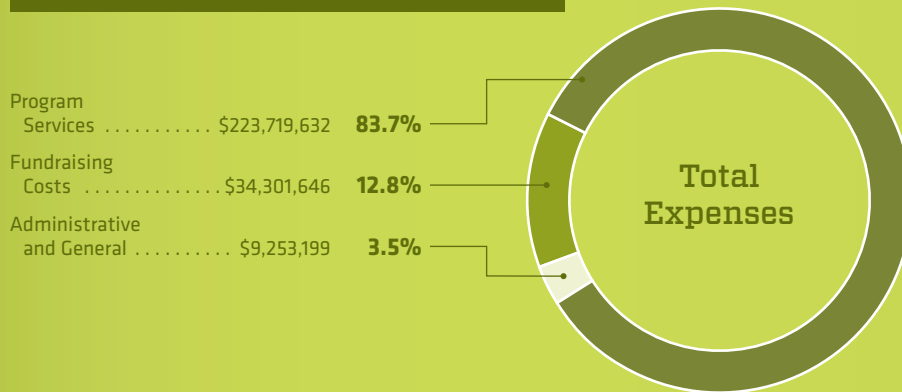
Unrestricted Net Assets, Beginning of Year \$275,656,813

Unrestricted Net Assets, End of Year \$317,814,036

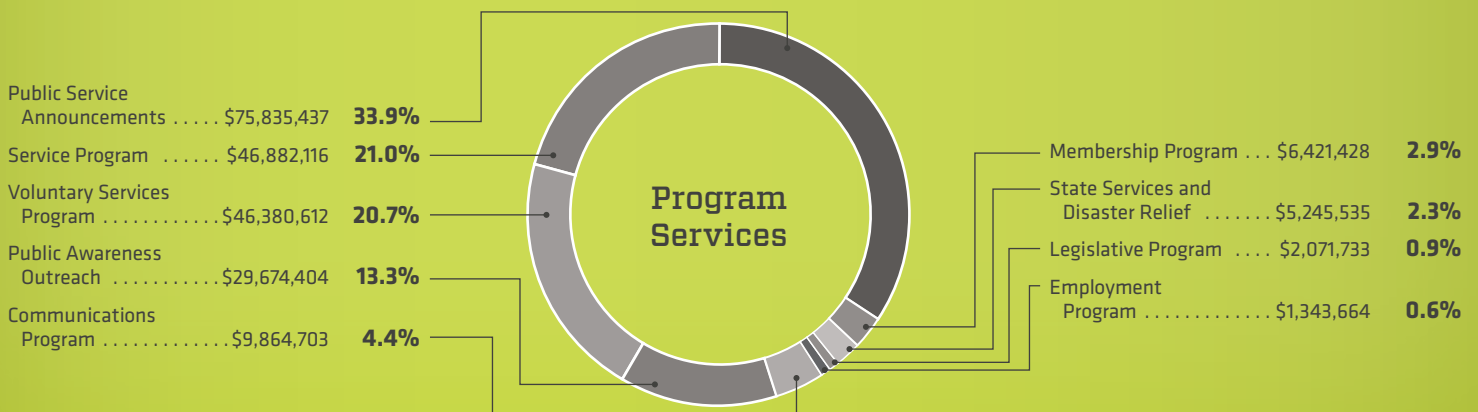
SUPPORT AND REVENUE



TOTAL EXPENSES



PROGRAM SERVICES



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).

GOVERNING BOARD OF DIRECTORS

CHAIRMAN

Moses A. McIntosh Jr.
Hephzibah, Georgia

VICE CHAIRMAN

Delphine Metcalf-Foster
Vallejo, California

SECRETARY

J. Marc Burgess
Cold Spring, Kentucky

TREASURER

Richard L. Tolfa
Winter Springs, Florida

DIRECTOR

Frank Maughan
Ogden, Utah

DIRECTOR

Alfred C. Reynolds
Mt. Zion, Illinois

DIRECTOR

Idalis M. Marquez
Toa Baja, Puerto Rico

ADVISER

David W. Riley
Semmes, Alabama

ADVISER

Michael E. Dobmeier
Grand Forks, North Dakota



Back row, from left: Alfred C. Reynolds, Frank Maughan, Michael E. Dobmeier, Richard L. Tolfa, David W. Riley, Idalis M. Marquez. Front row, from left: Delphine Metcalf-Foster, Moses A. McIntosh Jr., J. Marc Burgess.

NATIONAL EXECUTIVE COMMITTEE

National Commander

David W. Riley

Semmes, Alabama

Senior Vice Commander

Delphine Metcalf-Foster

Vallejo, California

1st Junior Vice Commander

Dennis R. Nixon

China Spring, Texas

2nd Junior Vice Commander

Stephen Whitehead

Rosemount, Minnesota

3rd Junior Vice Commander

Donald Day

Brooklyn, New York

4th Junior Vice Commander

Andrew Marshall

Palm Harbor, Florida

National Judge Advocate

Michael E. Dobmeier

Grand Forks, North Dakota

National Chaplain

Michael Dover

Ellerslie, Georgia

Past National Commander

Moses A. McIntosh Jr.

Hephzibah, Georgia

NEC 1st District

Daniel P. Stack

Uxbridge, Massachusetts

NEC 2nd District

Chester Wisnesky Jr.

Constable, New York

NEC 3rd District

Richard Fournier

Windsor, Maine

NEC 4th District

James M. Kopley

Princeton, New Jersey

NEC 5th District

Lawrence F. Kelly

Beaver Meadows, Pennsylvania

NEC 6th District

Idalis M. Marquez

Toa Baja, Puerto Rico

NEC 7th District

Richard L. Tolfa

Winter Springs, Florida

NEC 8th District

Johnnie Carver

Sevierville, Tennessee

NEC 9th District

Cleveland Bryant Jr.

Cary, North Carolina

NEC 10th District

James R. Dempsey

Dexter, Michigan

NEC 11th District

Robert Bertschy

East Liverpool, Ohio

NEC 12th District

Alfred C. Reynolds

Mt. Zion, Illinois

NEC 13th District

Tom P. Bratcher

West Lafayette, Indiana

NEC 14th District

David P. Valtinson

Grand Rapids, Minnesota

NEC 15th District

Kimberly R. Tatham

Lebanon, Missouri

NEC 16th District

Michael Steinbaugh

Berkeley, California

NEC 17th District

Frank Maughan

Ogden, Utah

NEC 18th District

Richard Walker Jr.

Henderson, Nevada

NEC 19th District

Sarah J. Royse

Tillamook, Oregon

NEC 20th District

Percy Spence III

Selma, Texas

NEC 21st District

Charles D. Stake

Heber Springs, Arkansas

DAV STRUCTURE



Our national programs are administered by a professional staff under the leadership of National Adjutant J. Marc Burgess, a U.S. Navy veteran. Burgess is the chief executive officer of the national organization and serves as secretary of our seven-member Board of Directors. The board approves the annual budget and is responsible for the management and investment of the organization's assets.

Each representative on the Board of Directors is a DAV member. With the exception of the national adjutant, who is a DAV employee, board members are uncompensated volunteers. Two of these volunteers serve by virtue of their election to national office by DAV's membership. The remaining four directors are selected by DAV's National Executive Committee from its ranks.

Membership activities are an essential part of DAV's mission of service to injured veterans and their families. The national commander, our official spokesperson, 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. All are elected at the convention. The immediate past national commander also serves on the committee.

Our business structure is designed to vest control of the organization in its membership and to ensure the greatest degree of operational efficiency possible in the delivery of services to injured veterans and their loved ones. The national organization funds and operates programs that serve veterans throughout the United States and its territories.

Fifty-two departments and 1,305 chapters augment the service programs of the national organization on a local level and, in addition, serve as the essential framework for our fraternal activities.

Through the devotion of our members, DAV continues to be the premier veterans service organization in the United States. The strength of our membership allows us to continue fulfilling our promises to the men and women who served. ■

**SUPPORTING
VICTORIES
FOR
VETERANS**



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.