



2017 ANNUAL REPORT





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



Delphine Metcalf-Foster
Delphine Metcalf-Foster
National Commander



David W. Riley
David W. Riley
Chairman
Board of Directors

Dear Friends of DAV,

For nearly a century, DAV has been dedicated to a single purpose: empowering veterans to lead high-quality lives with respect and dignity. While much has changed throughout the nation and in our beloved organization since DAV's founding in 1920, our commitment to the men and women who served and sacrificed has never wavered.

The shadows of service last long after boots leave the ground overseas and return home, and the cost of war does not stop when Marines, soldiers, sailors, airmen or Coast Guardsmen hang up their uniforms one last time. DAV is there to fulfill the promises to the men and women who served, and we do that in a variety of ways.

Our service officers are out there every day, face-to-face with veterans and transitioning service members, making an incredible impact on the men and women who served, as well as their families. Chapter, department, national and transition service officers: they all stand ready to ensure every veteran has access to free, professional representation. DAV currently represents more than 250,000 claimants, and our service officers are the ones who work diligently day in and day out to make that possible.

While claims assistance may be the DAV cornerstone of service, we have been as active as ever serving veterans through many avenues. For instance, DAV employees and volunteers play a vital role in helping veterans get to and from VA medical appointments, supporting those veterans impacted by natural disasters through emergency relief services, and assisting veterans and their spouses in finding meaningful employment.

We offer all these services and resources to veterans at no cost in order to help them claim their own personal victories. 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.

We are also proud to amplify the voice of veterans on critical issues through our renowned advocacy. This past year, we called for a balanced budget, equity in services for women veterans, common-sense appeals reform and much more. Our efforts to expand life-changing caregiver benefits through our Unsung Heroes Initiative continue to resonate in Capitol Hill.

In the following pages, you will read more about DAV's critical 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. 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.

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

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.

National Adjutant and Chief Executive Officer
J. Marc Burgess

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

Washington Headquarters Executive Director
Garry J. Augustine

Comptroller
Anita F. Blum

National Communications Director
Daniel J. Clare

Deputy National Communications Director
Ashleigh Byrnes

Production Manager
Doreen Briones

Senior Graphic Designer
Shannan Archer

TABLE OF CONTENTS

Service Program	5
Employment Program	8
Legislative Program	11
Voluntary Services Program	15
State Services and Disaster Relief	18
Communications Program	19
Public Service Announcements and Donated Media	21
Membership Program	22
Public Awareness Outreach	23
Fundraising	25
2017 Financials	28
Governing Board of Directors	30
National Executive Committee	31
DAV Structure	32

WITH THE HELP OF



SERVICE MEMBERS,
VETERANS
AND THEIR FAMILIES

received more than



\$4.3
BILLION

in retroactive and annual

BENEFITS in 2017

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 262 national service officers (NSOs) and 33 transition service officers (TSOs) who counsel and represent veterans, their families and survivors with claims for benefits from the Department of Veterans Affairs, Department of Defense and other government agencies.

Since being chartered by Congress in 1932, DAV has submitted over 11.3 million claims for benefits. With outlays of \$41.8 million in 2017, these direct services make up a large component of the budget for program activities. In 2017, DAV's professional veterans advocates—all wartime injured or ill veterans—provided representation for more than 250,000 pending claims for veterans and their families before the VA, resulting in more than \$4.3 billion in new and retroactive benefits. Veterans do not have to be members 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 regard to the Disability Transition Assistance Program, the Transition Assistance Program and other official panels.

National service officer training programs

DAV NSOs train throughout their careers to stay current with the changes in laws and regulations affecting veterans benefits. The Interactive Training, Research, Advocacy and Knowledge system, known

as iTRAK, has made the institutional knowledge of DAV's National Service Officer Program accessible nationwide. This new system will revolutionize how DAV serves veterans, trains service officers, and researches and collaborates to represent veterans in their claims for benefits.

This ongoing training ensures that all 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. DAV equips service officers with state-of-the-art computer resources to keep their cutting-edge advocacy skills up to date.

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

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

In addition to these training programs, supervisory staff and selected veteran advocates from field offices across the country receive specialized instruction in management and leadership development. Our goal is to continue producing the most highly trained representatives possible to best serve veterans and their families.

National appeals office

The Board of Veterans' Appeals (BVA) is the highest appellate level court within the VA and is responsible for the final decision concerning veterans benefits.

About 96 percent of the claims before the board involve disability compensation issues. Our highly skilled national appeals officers serve appellants in the preparation of written briefs for BVA review and conduct formal hearings before veterans law judges. DAV's efforts have resulted in approximately 72 percent of decisions being overturned or cases remanded to the regional office for additional development and readjudication. We maintain the largest staff of any advocacy group, representing 31 percent of all cases decided by the BVA in 2017.

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 2017, the BVA took action on more than 16,400 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 1,496 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 1,076 formal presentations to 42,229 transitioning service members. During that time, they filed 24,200 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 \$1.8 million to this program in 2017.

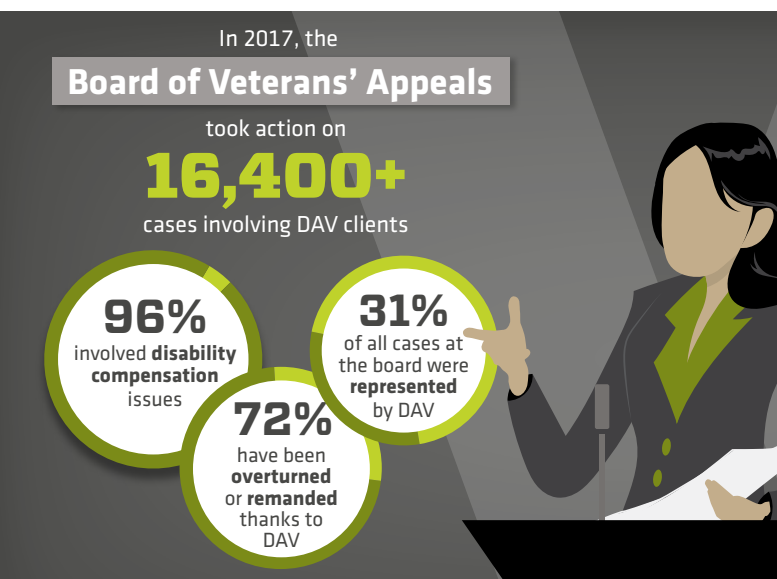
Mobile Service Office program

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

During 2017, the 10 specially equipped mobile offices traveled a combined 56,318 miles to 665 cities and towns, including 19 events hosted at career fairs. Our NSOs interviewed 6,335 veterans and other potential claimants during these appearances. More than \$441,000 was expended for the MSO program in 2017.

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 2017, DAV conducted 128 seminars, which resulted in 7,038 attendees and 1,502 interviews conducted with veterans and other potential claimants. These seminars also resulted in 446 claims filed through the VA.





DAV's mobile service offices travel across the country, bringing our services to veterans and their families who may not otherwise be able to access our help.



College and university outreach

We are in our third year of deploying MSOs to colleges and universities and conducting service seminars for student veterans on campuses throughout the nation. In calendar year 2017, our efforts with these programs resulted in more than 60 events being conducted throughout 41 states and Puerto Rico. We interviewed a total of 449 student veterans and dependents, helping them file 236 claims for benefits.

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 2017, DAV trained and certified 2,598 department and chapter service officers in 49 states. Revamped in 2016, the program now allows for Level I and Level II certification training for department and chapter service officers. Level I training is designed

to teach and familiarize the role of a chapter or department service officer by introducing basic claim information and the different applications required to apply for a wide array of benefits. Level II certification is more in-depth training in specific claim information on topics including the three elements of service connection, the process and requirements for having a decision reconsidered, presumptive conditions and how they relate with different periods of service and conflicts, the importance of medical evidence and the use of the combined rating table.

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

DAV service officers were available to educate veterans and the public at other community-based events, including participation in state and county fairs, 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 4,408 experts nationwide who provide representation for veterans. **V**

//// EMPLOYMENT PROGRAM

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

Thousands of men and women continue to make the transition from military to civilian life, with 250,000 more expected to leave military service again this year. DAV remains committed to providing valuable services to all those who have served, helping ensure that these new veterans gain access to the tools, resources and opportunities they need to competitively enter the job market and secure meaningful employment. We devoted \$1.4 million to this endeavor.

Partnering to help veterans

Whether it's unemployment or underemployment, DAV realizes the challenges that many veterans face in pursuing rewarding careers. Established in 2014, the DAV National Employment Program has firmly positioned itself as a leader among veterans service organizations in providing assistance to veterans and

their spouses seeking new or better jobs. One primary component of this mission was forming strategic partnerships with RecruitMilitary, a full-service military-to-civilian recruiting firm that is veteran operated, and Veteran Recruiting, who hosts virtual career fairs that are accessible to all veterans. DAV, along with its partners, uses a multitude of online and traditional resources to connect employers, franchisers and educational institutions with active service members, Guard and Reserve members, veterans and spouses.

In less than four years, our National Employment Program has already made a significant impact to reduce the number of unemployed and underemployed veterans. In fact, from June 2014 through December 2017, DAV sponsored 318 traditional and virtual career fairs that nearly 119,000 active service members, Guard and Reserve personnel, veterans and spouses attended, resulting in more than 57,000 job offers. In 2018, DAV will again increase our efforts by sponsoring more than 150 traditional and virtual career fairs, including 20 events on military bases such as Joint Base Lewis-McChord, Wash.; Fort Bragg, N.C.; Fort Hood, Texas; and Camp Pendleton, Calif.

In 2017,
DAV co-hosted **140** traditional and virtual career fairs
with RecruitMilitary and Veteran Recruiting
with **43,000+** attendees

jobs.dav.org 

 **30,841** users
439 new employer engagements

Virtual career fairs

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

Resources for job seekers

DAV's National Employment Department also works directly with companies seeking the many talents and skills veterans possess. Our program provides a multitude of resources that veterans can access within our employment resources webpage (jobs.dav.org), including a job search board that boasts more than 250,000 current employment opportunities around the world and direct links to company website job boards. We are happy to report that our employment resources website has grown by 617 users monthly. While online resources are always evolving, we are constantly improving and adding new content to our website to highlight a variety of useful employment and educational resources.

Through efforts started in 2017, we will be expanding our assistance by adding *The Veteran Advantage: DAV Guide to Hiring & Retaining Veterans with Disabilities*. Through interaction with hundreds of companies, the recurring questions about best practices and strategies when hiring veterans with disabilities were becoming more and more common. With our guide, we aim to provide companies, hiring managers or other human resources professionals a solution-oriented, practical and strategic approach to



Veteran Roy Hardesty (right) speaks with a representative from Emerson during a DAV/RecruitMilitary All Veterans Career Fair in Cincinnati.

hiring and retaining veterans with disabilities.

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

In 2017, our

LEGISLATIVE PROGRAM

accounted for less than

1%

of DAV's total
expenditures

DAV's efforts resulted in

8 NEW LAWS

improving benefits and services for ill and
injured veterans, their families and survivors



/// LEGISLATIVE PROGRAM

Since our founding in 1920—before our nation had a centralized effort to care for those returning from the trenches—DAV has promoted stronger, more effective public policies for veterans injured or made ill during wartime service, as well as their families and survivors. DAV works to achieve our public policy objectives, primarily through the efforts of our National Legislative Department, to strengthen, expand and reform federal laws, policies, programs and benefits for service-disabled veterans. The guiding principles of our advocacy efforts come directly from the resolutions adopted by delegates to our annual national conventions, grounded by the DAV Constitution and Bylaws.

Although our legislative program accounted for less than 1 percent of DAV's total expenditures in 2017, we were able to achieve remarkable results for the men and women who served, thanks to the strength and activism of DAV's grassroots members and supporters across the country.

In 2017, at the beginning of the 115th Congress, DAV met with the Senate and House Veterans' Affairs Committees (SVAC and HVAC) to share our highest legislative priorities: reforming the Department of Veterans Affairs health care system and community care programs, including the Choice Program; eliminating the inequity in eligibility for the VA's comprehensive caregiver support program; modernizing the claims and appeals process for veterans benefits; and improving access to care and benefits for women veterans.

Veterans Health Administration funding and reform efforts

In January 2017, DAV released a new video, "Putting Choice in Context," to educate Congress, the VA and veterans advocates about the proper role of "choice" in veterans health care. This video was part of DAV's Setting the Record Straight education and awareness campaign to strengthen and reform the VA health care system.

DAV joined with our co-authors—Paralyzed Veterans of America and the Veterans of Foreign Wars—to release *The Independent Budget (IB) Policy*

Agenda for the 115th Congress in February. The new administration released its proposed budget in late May, which included modest increases for VA programs. However, it also included two highly controversial legislative proposals: a 10-year cost-of-living adjustment round-down and phaseout of Individual Unemployability disability benefits at age 62. DAV successfully spearheaded efforts to oppose these proposals that would have been detrimental to service-disabled veterans and their families.

In addition, DAV and eight veterans service organizations (VSOs) sent a joint letter to SVAC and HVAC leadership that called on Congress to provide urgently needed emergency funding for the Choice Program and funding to meet an increasing demand for care, expand the VA's capacity and continue its modernization efforts. Since the proposed House legislation contained no new investment in the VA—and required cuts to other veterans benefits to "pay for" the Choice extension—DAV and our VSO partners successfully mobilized our grassroots and blocked that legislation in a July floor vote. Subsequently, Congress redrafted and passed a new version of the bill, the VA Choice and Quality Employment Act of 2017, which authorized 28 new leases for VA clinics and included provisions to improve recruitment, hiring and retention of VA health care professionals.

Throughout 2017, DAV was deeply engaged with Congress, the VA and other VSOs in developing new legislation to replace the Choice Program and to strengthen and reform the VA health care system. DAV participated in numerous meetings and roundtables, offering testimony before both the HVAC and SVAC. On Dec. 5, SVAC approved S. 2193, the Caring for Our Veterans Act of 2017. This legislation would replace the Choice Program with a new community care program and strengthen the VA health care system. The bill, supported by DAV, included additional investments for the VA's infrastructure and clinical staffing, as well as a provision to extend the VA comprehensive caregiver support program to veterans of all eras, phasing it in over a two-year period.

On Dec. 19, HVAC also approved legislation to reform VA health care, H.R. 4242, the VA Care in the Community Act. The House bill, however, did not include additional investments in the VA health care system or provisions to expand the comprehensive caregiver support program. At the time of printing, the veteran committees were working on a compromise legislative package that included VA health care reform, Choice and infrastructure provisions.

Fairness for all caregivers

As part of our efforts to advocate for expanding the VA's comprehensive caregiver assistance program to veterans of all eras, DAV participated in an HVAC Subcommittee on Health roundtable discussion in April and testified in May before the SVAC in support of S. 591, the Military and Veteran Caregiver Services Improvement Act of 2017.

In June, DAV coordinated a letter signed by 44 organizations calling for enactment of S. 591, or House companion bill H.R. 1472, and launched the Unsung Heroes Initiative at a Capitol Hill event to honor the dedication and sacrifice of veterans' family caregivers. DAV also released its new caregiver report, *America's Unsung Heroes: Challenges and Inequities*

Facing Veteran Caregivers, which included results from DAV's online Veteran Family Caregiver Survey, and hosted a caregiver panel discussion to increase public awareness about the challenges they face and to advocate for expanding the VA's comprehensive caregiver support program to veterans of all eras. In December, DAV led a national online petition drive that resulted in the delivery of more than 182,000 signatures to Congress at a Capitol Hill press conference attended by House and Senate sponsors of caregiver legislation.

Benefits and appeals administrative reform

In May, DAV testified in support of H.R. 2288, the Veterans Appeals Improvement and Modernization Act of 2017, developed by a working group comprising DAV, other VSOs, the Veterans Benefits Administration and the Board of Veterans' Appeals. This legislation was based on a framework developed by DAV and the others to modernize and streamline the VA appeals process. DAV also testified before SVAC in strong support of companion legislation, S. 1024. Approved by both houses of Congress and subsequently signed into law (P.L. 115-55) on Aug. 23, this legislation represents the first major overhaul of the appeals



The Unsung Heroes Initiative

- Increase awareness of challenges and inequities
- Advocate for expanding comprehensive caregiver benefits



In December 2017, Yvonne Riley (center), wife and caregiver to Past National Commander Dave Riley, spoke alongside other advocates calling for expanded eligibility for caregiver benefits to veterans of all eras.

At the 2017 National Women Veterans Summit in Houston, Assistant National Legislative Director Shurhonda Love (center) took part in the Veterans Experience panel, sharing insight about her own service and transition to civilian life.

(Photo by Bob Levey/ Getty Images)



process in a generation, one that will provide veterans with more options and faster decisions on appeals while fully protecting their due process rights.

Women veterans

In May, DAV testified at a SVAC legislative hearing on S. 804, the Women Veterans Access to Quality Care Act of 2017, and S. 681, the Deborah Sampson Act, a comprehensive bill to improve services for women veterans and increase access to gender-specific care. DAV continued to work with Congress to enact the remaining recommendations from our groundbreaking 2014 report *Women Veterans: The Long Journey Home*. An updated version of the report is scheduled for release in 2018. In August, DAV co-sponsored the 2017 National Women Veterans Summit.

Grassroots development and other legislation

The 2017 DAV Mid-Winter Conference, attended by more than 400 of our members, was again successful in updating and activating members to work together to promote stronger federal policies addressing veterans' needs. The highlight of the conference was National Commander Dave Riley's testimony before a joint session of the House and Senate Veterans' Affairs Committees on Feb. 28. The focus of his testimony was to end the injustice and to pass legislation that would provide comprehensive caregiver benefits to

veterans of all eras.

Our 96th annual DAV National Convention, held in New Orleans, featured a Benefits Protection Team workshop led by the Legislative Department. DAV members received updates on key legislative priorities for the organization and current legislation pending on appeals reform, women veterans, caregivers, VA health care modernization and Choice reform.

Delegates to the national convention considered 208 resolutions received from 16 states. A total of 149 resolutions on veterans benefits, health care, voluntary services, employment and other critical issues were adopted and make up DAV's 2017–2018 Legislative Program.

During 2017, in the first session of the 115th Congress, DAV testified at 17 hearings and presented four statements for the record. The legislative staff identified 80 pending bills consistent with DAV resolutions. At the end of 2017, eight bills we supported had become law.

Looking ahead to 2018 and the second session of the 115th Congress, DAV's five critical policy goals will be supporting equal access to VA supports and services for caregivers of veterans for all eras, reforming and modernizing the VA health care system, expanding services and benefits for women veterans, defending our benefits and protecting our future, and ensuring sufficient funding for VA programs and services. **V**

In 2017,

VOLUNTEER DRIVERS



traveled

18,452,374 miles

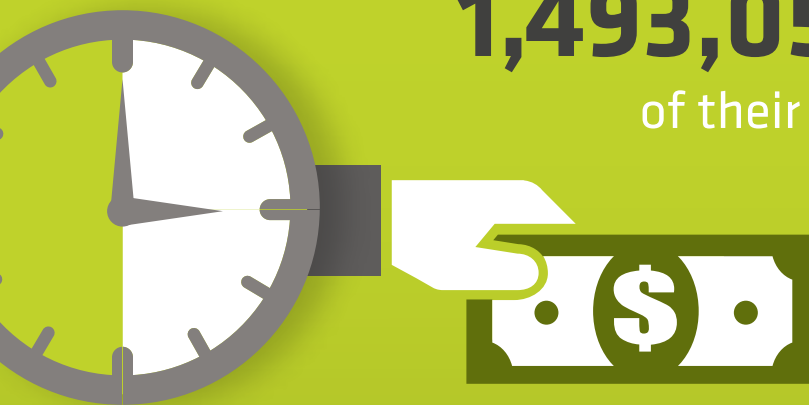


provided nearly **615,000 rides** to veterans

donated

1,493,050 hours

of their time



and saved taxpayers

\$36,042,221



/// VOLUNTARY SERVICES PROGRAM

One of the driving forces behind DAV's mission of empowering veterans to lead high-quality and fulfilled lives is volunteerism. We have thousands of devoted volunteers across the country providing the best possible care, morale and assistance to our nation's heroes. DAV truly appreciates and recognizes those who volunteer their time and talents. Through these dedicated efforts, the organization devoted \$48 million to voluntary service initiatives through a vast network of programs in 2017.

Transportation Network

The DAV Transportation Network is the largest program of its kind for veterans in the nation. This unique initiative helps get veterans to and from VA medical appointments by providing vehicles and a team of volunteer drivers. It's managed by 162 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 have donated 3,178 vehicles and Ford Motor Co. has donated 215 vehicles at a total combined cost of more than \$76.3 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 717,288,217 miles since the program began. In 2017, volunteers traveled 18,452,374 miles,

providing nearly 615,000 rides to veterans and donating 1,493,050 hours of their time.

The benefit of DAV's Transportation Network goes beyond ensuring veterans in need are able to get the care they've earned. Without this program, many veterans may have no way to access their health care. According to nonprofit coalition Independent Sector's methodology, the VA has valued the DAV Transportation Network's hours of volunteer service at \$36,042,221, based on the current formula of \$24.14 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 30 years, DAV and the VA have teamed up to help create "miracles on a mountainside" at the National Disabled Veterans Winter Sports Clinic in Snowmass (near Aspen), Colo. This unique physical rehabilitation program, launched in 1985, helps severely injured veterans rebuild confidence and regain balance in their lives.

In 2017, 353 veterans from across the nation with multiple amputations, traumatic brain and spinal cord injuries, severe neurological deficits or even total blindness participated in the clinic to develop winter sports skills and take part in a variety



Our volunteer drivers transport veterans to thousands of medical appointments each year. Without the DAV Transportation Network, many of these veterans would have no other way to access the medical care they need and have earned.

of workshops and educational sessions.

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

National Disabled Veterans Tee Tournament

DAV is now co-host of the National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa City, Iowa. Past National Commander Dave Riley, a first-time participant in 2016, attended the event in 2017 along with 243 participants from 36 states. The four-day clinic consists of golf, kayaking, horseback riding and other adaptive sports workshops.

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 179 individual scholarships, valued at \$1,343,000, to enable these exceptional young people to pursue their goals in higher education.

Last year's top honor of \$20,000 went to Jonathan Lee, of Brookfield, Wisc. Lee has been a DAV volunteer since 2012 and has contributed 730 hours at the Clement J. Zablocki VA Medical Center in Milwaukee.

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 days of recovery or therapy to doing tasks that require highly technical and professional skills. Through the VAVS Program, DAV



Involvement in rehabilitative sports events such as the National Disabled Veterans Winter Sports Clinic in Colorado allows DAV to help veterans regain confidence and a sense of independence following severe illness or injury.



Jonathan Lee (center), of Brookfield, Wisc., received DAV's top Jesse Brown Memorial Youth Scholarship, which is awarded annually to outstanding youth volunteers in DAV's Voluntary Services program. The 18-year-old earned the \$20,000 scholarship for spending more than 730 hours spanning a five-year period volunteering at the Milwaukee VA Medical Center. Lee plans on using the scholarship toward his life dream of becoming a physician.

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.

Strengthening communities through local volunteerism

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

The program initiatives are managed by state-level DAV departments and are carried out through our departments, chapters, Auxiliary units, associated organizations, corporations and individual volunteers. LVAP initiatives range from Homeless Stand Downs to disaster cleanups, and volunteers lead the efforts to assist in the upkeep of veterans cemeteries. Other

volunteer activities include performing household chores, providing respite for caregivers, and helping at DAV 5K races and events across the nation.

In 2017, DAV encouraged new volunteers to give back through the introduction of Forward March, a program that encourages anyone who has received assistance from DAV to donate at least an hour of time through volunteering during the month of March. As a result of this initiative, more than 100 new volunteers signed up to support veterans through DAV.

Each year DAV recognizes the top department in each division for its outstanding LVAP contributions. For 2017, those departments are California (Division 1), Oklahoma (Division 2), Arkansas (Division 3), Nevada (Division 4) and South Dakota (Division 5).

In 2017, DAV reached a huge milestone in this initiative: Over 1.8 million hours were donated by departments, chapters and volunteers to help veterans. Since the 2007 inception of LVAP, 14,977 volunteers have donated 6,194,528 hours of service to veterans residing within their local communities. Based on the Independent Sector's methodology, the 381,665 hours of service contributed by department and chapter service officers in 2017 are valued at \$9,213,393. **V**

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 2017, spending on these programs totaled \$6 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 flooding throughout Louisiana, wildfires in California, Hurricane Harvey in Texas, and Hurricane Irma in Puerto Rico and Florida.

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

During 2017, DAV distributed 2,215 supply kits and provided 3,988 payments totaling in excess of \$1.3 million to service-injured or ill veterans, service members and their families in need of relief. Since the program's inception in 1968, \$11.5 million has been disbursed to victims.



DAV's Just B Kids scholarship program supports Camp Corral—a place where kids are free to be kids, apart from the day-to-day challenges they may face as children of injured or ill veteran families.

State service program

DAV also helps fund services that our state-level departments provide to veterans and their families. In some cases, these department programs extend, supplement or dovetail services we provide through our nationwide programs. In other cases, departments have created entirely new programs to meet the unique needs of veterans in their states. Grants to departments under this program totaled \$3.8 million in 2017.

In addition to the funds expended on disaster relief and state service programs, DAV donated \$600,000 in 2017 to the DAV Just B Kids scholarship fund supporting Camp 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. **V**



DAV helped veterans affected by natural disasters across 18 U.S. states and territories.

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 of our state-level departments and local DAV chapters—and thus encourages effective strategies in communities nationwide.

DAV 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.

Additionally, we have significantly grown our social media community using Facebook, Twitter and Instagram. DAV's Facebook audience has grown to more than 1.5 million. Our Facebook "reach" grew to nearly 6 million people per week in 2017, and we directly interacted with more than 9,000 people per day. Our Twitter following grew by 16 percent over the past year to more than 94,000. DAV's Instagram followers topped 25,000 and engagements are up nearly 200 percent.

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 veterans and citizens to make their voices heard on important public-policy issues through an electronic mail feedback feature. In 2017, the organization's official website was visited more than 2.7 million times.

DAV partnered with numerous celebrities through



Carolina Country Music Fest and Visit Myrtle Beach partnered with DAV to honor veterans from different eras and from all across the country.



the DAV Ambassador Program in 2017, including LeAnn Rimes, Reba McEntire, LaDarian Tomlinson, Justin Moore, Darryl Worley and the members of the band 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 participation on Giving Tuesday.

In 2017, 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 18,000 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 \$8.8 million was spent on internal and external communications programs in 2017. **V**

2017 DIGITAL MEDIA AUDIENCE



more than
94,000



more than
25,000



more than
1.5 million



DAV.ORG
visits

more than
2.7 million

THE INCREASING VALUE OF DONATED MEDIA

2016

\$74.9

MILLION

2017

\$88.1

MILLION

/// PUBLIC SERVICE ANNOUNCEMENTS AND DONATED MEDIA

DAV public service announcement campaigns help highlight our mission and raise awareness of the programs and no-cost services we provide to veterans and their families. These messages also educate the general public as to what DAV is—an organization of veterans serving veterans.

When DAV's message is seen, it's a victory for DAV and all veterans. In 2017, our program grew to \$89.7 million, representing 18 percent growth from 2016. Of this, \$88.1 million represents a donation from television, radio, print, outdoor and transit media outlets. The extensive media exposure resulted in more than 6.5 billion impressions. Some of our top-valued national television placements included airings on ABC, CBS and Fox; and our top print placements included Field & Stream, Food & Wine, Money, and Time magazines, as well as the Wall Street Journal.

To build on our success, DAV released brand-new Victories for Veterans campaign material in September, featuring actual DAV members and their personal stories of victory.

Most importantly, our national and local

placements help inform the veteran community about DAV's free services and help inspire veterans to overcome obstacles and achieve their own personal victories. With a growing gap between our military and civilian populations, these messages also serve as a critical reminder to the American public of the sacrifices that our nation's heroes have made and that there is no limit to the positive lives our veterans can lead.

To view or download DAV's public service messages, visit davpsa.org. **V**



DAV's public service campaign materials feature actual DAV members and their personal stories of victory.

MEMBERSHIP PROGRAM



more than

1 million
MEMBERS

52
DEPARTMENTS

1,283
CHAPTERS

The lifeblood of DAV is its membership. When veterans join DAV, they enlist in a fight to ensure our nation keeps its promises to those who've served. The unwavering devotion that members dedicate to our mission has made DAV the premier veterans service organization, and our commitment has spanned nearly a century.

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

DAV was founded in the immediate aftermath of World War I, as no group then existed to provide and advocate for veterans forever changed by military service. Our legacy has evolved to meet the changing needs of members, families and caregivers amid the historical journey of our nation. Our military and American society continues to change, and DAV embraces those changes to ensure veterans of all service eras and genders are able to have their chance at the American dream.

Today, social networking and other changes to the ways Americans communicate allow DAV members to play a larger role than ever as spokespeople advocating

for the unique needs of the veteran community. We continue to respond to the needs of the current generation of veterans and also are steadfast in our resolution to ensure equitable support for another vital part of our community—veteran caregivers. These unsung heroes provide unfaltering dedication to disabled veterans, often assuming a life of heavy responsibility and sacrifice to care for their loved ones affected by devastating illness or injury.

DAV has nearly 4,600 members dedicated to recruiting veterans so that we can maintain our strong voice and credibility with lawmakers now and well into the future.

With 52 state-level departments and 1,283 active chapters nationwide, we closed the 2016–2017 membership year with more than 1 million veterans in DAV, ensuring a strong, unified and living embodiment of DAV's mission of service to veterans, their families and survivors. **V**

/// PUBLIC AWARENESS OUTREACH

Veterans transitioning to civilian life must navigate hurdles most Americans cannot begin to fathom. Unlike wars in the nation's past, multiple combat tours are shouldered by an increasingly small number—less than one-half of 1 percent of our population—who volunteer to wear America's uniform. The burden of defending the homeland continues to be borne by a few of the bravest sons and daughters our country has to offer.

At the same time, most citizens remain unaffected by the increasing military-civilian gap. A recent study by the Pew Research Center concluded that adults under age 50 in the United States are considerably less likely than past generations to have a close relative who served in the military. That number shrinks even further among the adult population ages 18 to 29, causing an inevitable disconnect—despite 17 consecutive years at war—between the small number of warrior citizens and the population of the homeland they've sworn to protect.

To increase public awareness of veterans' issues, along with our continuing mission, \$29.7 million was dedicated to this large-scale effort to spread our messaging in 2017, an investment that's making a real difference in the lives of veterans and their families.

This effort provides Americans an opportunity to become involved in relating with and helping the men and women who served our nation and preserved the way of life fellow Americans hold dear.

Additionally, DAV 5Ks continue to inspire feelings

of genuine patriotism across many communities in our nation. These events showcase our heroes, help bridge the military-civilian gap and raise awareness about issues facing veterans daily. This past year, we held DAV 5K events in Atlanta; Boston; Cincinnati; San Antonio; Newport News, Va.; and Tulsa, Okla. In total, more than 9,000 people and nearly 900 volunteers personally honored and thanked friends and family members who served or are currently serving our country. In 2018, we look forward to even greater participation as we continue to explore opportunities to expand the 5K events to other cities. **V**

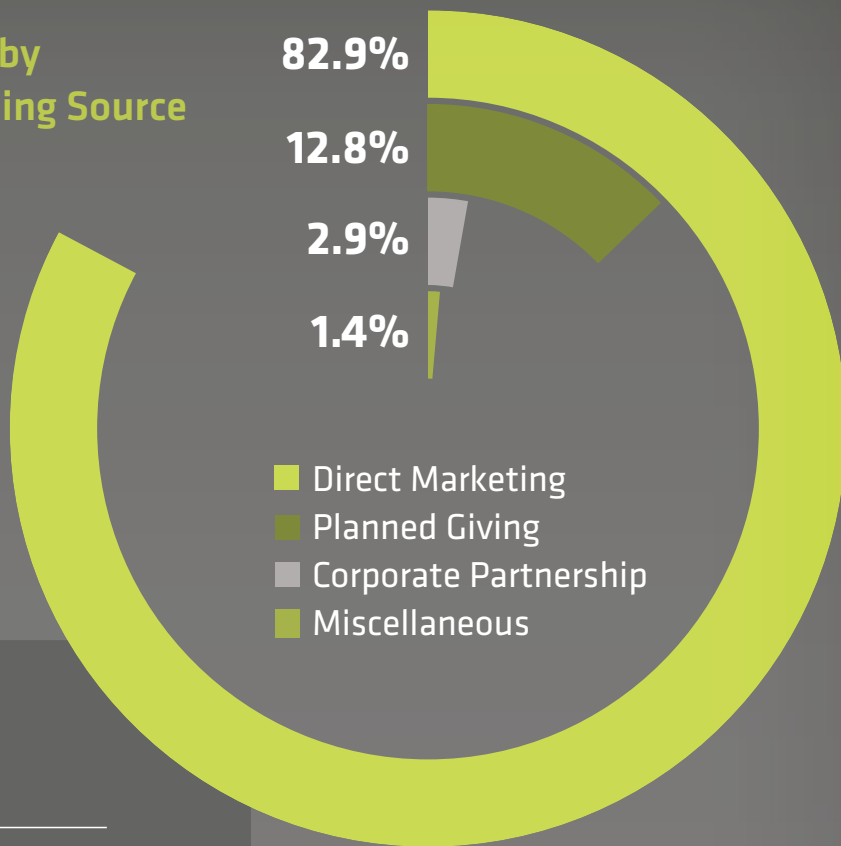


DAV partnered with ABC and Disney to help deliver our message of service to veterans to a national audience. On Veterans Day, DAV was prominently featured on interactive billboards visible from any vantage in Times Square (above). DAV 5K events, like this one in San Antonio (left), raise awareness of the sacrifices of our nation's injured heroes, their needs and DAV's no-cost services.

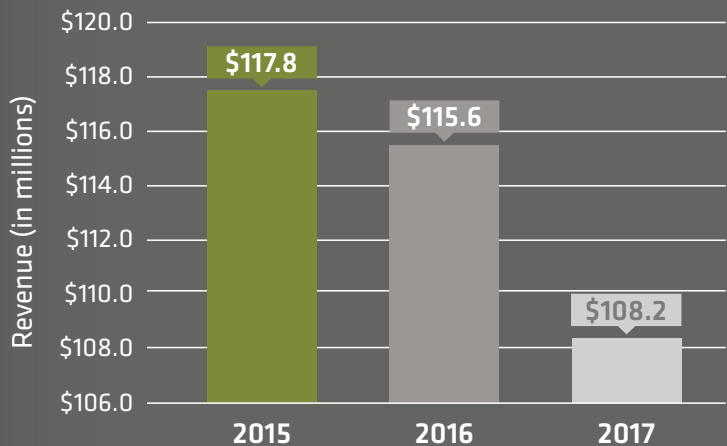
CAMPFIRE VISUALS



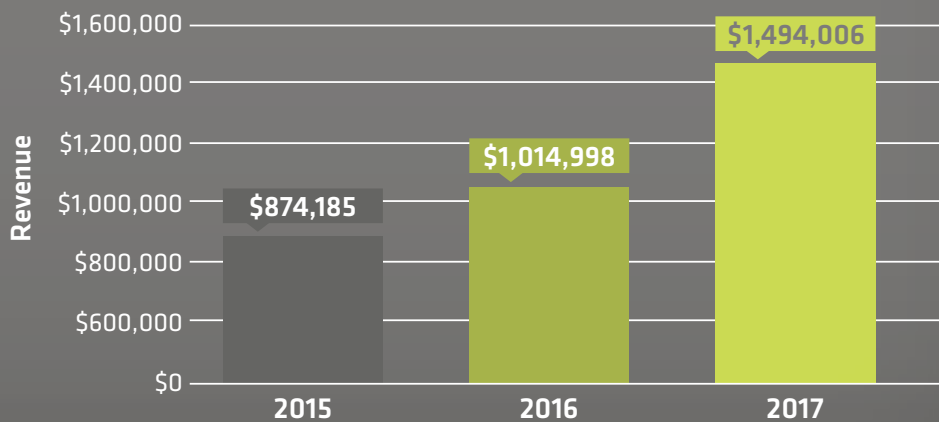
Support by Fundraising Source



Gross Fundraising Revenue



Corporate Partnerships



//// FUNDRAISING

DAV positively impacts the lives of more than 1 million veterans each year. Every life touched is made possible by the millions of caring and generous friends of DAV who stand with our veterans and their families to ensure their sacrifices are not forgotten. This past year, 2.2 million individuals made donations to support DAV's mission. Two such individuals are Jay and Robyn Jaffin, who said of their decision to contribute:

"(We) are incredibly grateful for all of the sacrifices our veterans have made ... for all of us. While we're not veterans ourselves, we have relatives who are, and [we] recognize that we don't do enough to support them. DAV puts our dollars to good use, and that's why we chose them specifically to support."

While those who benefit from DAV's programs and services may never meet our generous friends, like the Jaffins, who make DAV's work possible, their voices and kindness are felt each and every day by the veterans who are able to get the benefits they have earned, obtain the medical care they need, gain meaningful employment or get relief in the aftermath of a natural disaster because of their generosity.

From our donors in 2017, DAV raised \$108,186,529 in contributions.

"(We) are incredibly **grateful for all of the sacrifices our veterans have made** ... for all of us. While we're not veterans ourselves, we have relatives who are, and [we] recognize that we don't do enough to support them. **DAV puts our dollars to good use**, and that's why we chose them specifically to support."

Direct marketing

Our direct marketing program continues to provide us with a strong foundation for garnering fundraising support from the public. Through direct mail, telephone, direct response television and digital channels, millions of individuals lent their support this past year to ensure America's promises to our veterans are kept, with approximately 450,000 individuals making their first donation to the organization. While direct mail continues to be the largest generator of fundraising revenue, with \$85.7 million being raised through this channel, we continue to see strong results through digital channels. This past year we garnered \$1.7 million from digital initiatives. Our efforts to expand our digital footprint and engage new audiences across multiple direct marketing communications platforms will remain a focus to ensure we are responding and capitalizing on the ever-changing environment through which individuals seek information and engage with organizations.



DAV supporters Jay and Robyn Jaffin

Gift planning

We are extremely grateful to those individuals who leave DAV in their will, to honor the sacrifices of those who served. These special individuals ensure their support for veterans will leave a legacy—a legacy that inspires others to stand alongside our injured heroes and care for others.

This past year, more than \$12.9 million in support was generated from bequests. We may not be able to express our gratitude to many of the individuals who make these special gifts, but we are thankful when someone who has chosen to support us in their will notifies us so that we can express how much this caring gesture is appreciated. Keith Kramer, one such individual who informed us of his intention to leave us a bequest gift, said, “DAV is an important part of my will—I cannot stress strongly enough the importance of supporting DAV—and I encourage others, as they can, to help DAV, too.”

In 2018, we will continue our focus to raise awareness of this giving opportunity and proactively steward relationships to secure bequest commitments.

Corporate partnerships

This past year, 28 companies and organizations around the country provided funds to support DAV’s programs and services. In addition, their campaigns significantly increased awareness of DAV, which ensures that more of our injured and ill veterans gain access to the benefits they need and deserve. Through our corporate partners’ generosity and the kindness of their employees and customers, almost \$1.5 million was raised. We are extremely pleased by the continued growth in revenue garnered from those partnerships. The ongoing enhancements to our prospect engagement and cultivation strategies, along with our increased brand awareness by the public, are significant drivers of the incremental gains in corporate contributions.

We are honored and grateful for our continued partnership with the Ford Motor Co. and the Ford Motor Company Fund. They have stood by us in supporting our mission since 1922 when Henry Ford provided 50 Model T vehicles to help disabled World War I veterans attend the organization’s second national convention. Ford continues to lend its support today by donating vehicles for use in the nationwide DAV Transportation Network. Last year through the generosity of Ford’s grants, eight vehicles were purchased, and over the life of the program, 215 vehicles have been purchased and donated to the VA.

Golden Corral, another long-standing friend of DAV, helped to raise more than \$1.4 million for DAV departments and chapters while providing free meals to over 300,000 veterans during its 17th annual Military Appreciation Night event, hosted at restaurants across the country.

USAA has continued to be a wonderful DAV friend and supporter, as well. In addition to the more than \$1.5 million they have provided to support DAV programs and services, they have played an integral role in the success of DAV 5K events taking place across the country by serving as our national series sponsor.

“DAV is an important part of my will—I cannot stress strongly enough the importance of supporting DAV—and I encourage others, as they can, to help DAV, too.”



*Keith Kramer,
legacy gift giver*

We are also very grateful to have the continued support of Hankook Tire. For the last three years, their support has helped us deploy our mobile service offices to communities across the country, assisting us to reach hundreds of veterans in need of our services. In 2017, Hankook Tire sponsored six mobile service office stops, and they are committed to helping DAV reach more veterans in need of assistance moving forward.

Price Chopper/Market 32 also provided their support to us once again this past year. Their in-store fundraising campaign, inviting customers to join them in supporting DAV's mission, raised more than \$44,000 in donations.

We were very excited to also have several new corporations join the DAV family this past year, including A&W Restaurants. A&W Restaurants conducted a fundraising campaign in its store locations nationwide. The campaign generated \$100,000 resulting in \$3.5 million in direct benefits for veterans.

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



“Supporting DAV thanks those who have sacrificed for our freedoms. Service-related disabilities come in many forms, and DAV is a lifeline that connects veterans and their families to help and hope.”

Stuart Parker
CEO, USAA

Some of our corporate partners include:



//// 2017 FINANCIALS

SUPPORT AND REVENUE

Support

Contributions, primarily direct mail solicitations	108,186,529
Contributed services and facilities, primarily services	47,929,003
Contributed media and materials	88,454,604

Total support \$244,570,136

Revenue

Membership dues and fees	6,951,769
Income from investments, net	8,799,735
List royalties	566,549
Miscellaneous revenue	891,955

Total revenue \$17,210,008

Realized investment gains 11,385,959

TOTAL SUPPORT AND REVENUE \$273,166,103

EXPENSES

Program services

Service program	41,799,165
Employment program	1,449,858
Legislative program	2,033,071
Voluntary Services program	48,031,268
State services and disaster relief	5,986,607
Communications program	8,821,191
Public service announcement program, primarily contributed media	89,675,009
Membership program	6,915,659
Public awareness outreach	29,675,039

Total program services \$234,386,867

Supporting services

Fundraising costs	36,361,054
Administrative and general	9,200,508

Total supporting services \$45,561,562

TOTAL EXPENSES \$279,948,429

Excess of expenses over support and revenue -\$6,782,326

Change in unrealized appreciation of investments 33,188,221

Excess of expenses and change in unrealized appreciation of investments over support and revenue 26,405,895

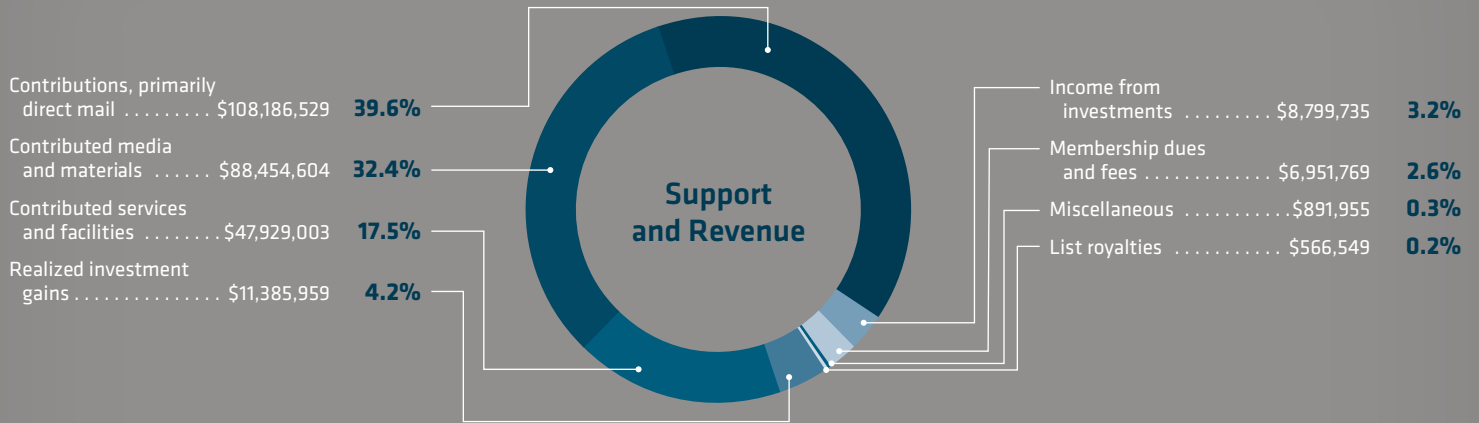
Pension liability and other post-retirement benefit obligation adjustment -\$2,483,906

Change in unrestricted net assets \$23,921,989

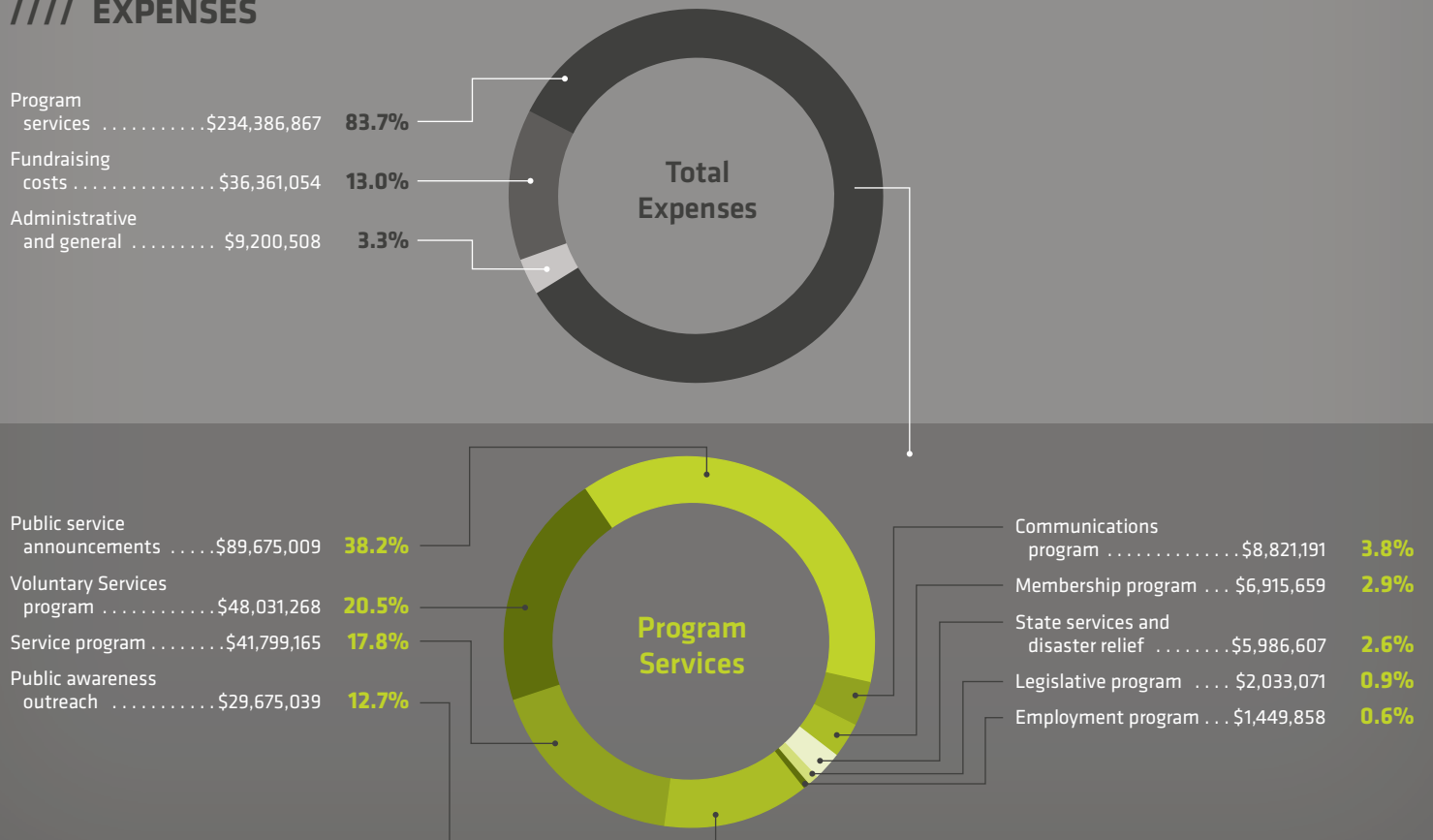
Unrestricted net assets, beginning of year \$317,814,036

Unrestricted net assets, end of year \$341,736,025

//// SUPPORT AND REVENUE



//// EXPENSES



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

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

Nonprofit Status

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

//// GOVERNING BOARD OF DIRECTORS

CHAIRMAN
David W. Riley
Semmes, Alabama

VICE CHAIRMAN
Dennis R. Nixon
China Spring, Texas

SECRETARY
J. Marc Burgess
Cold Spring, Kentucky

TREASURER
Alfred C. Reynolds
Mt. Zion, Illinois

DIRECTOR
Coleman Francis Nee
Boston, Massachusetts

DIRECTOR
Jim Shuey
Omaha, Nebraska

DIRECTOR
Idalis M. Marquez
Toa Baja, Puerto Rico

ADVISER
Delphine Metcalf-Foster
Vallejo, California

ADVISER
Michael E. Dobmeier
Grand Forks, North Dakota



*Back row, from left: Alfred C. Reynolds, Coleman Francis Nee, Jim Shuey, Michael E. Dobmeier, Idalis M. Marquez.
Front row, from left: Delphine Metcalf-Foster, Dennis R. Nixon, David W. Riley, J. Marc Burgess.*

NATIONAL EXECUTIVE COMMITTEE

National Commander
Delphine Metcalf-Foster
Vallejo, California

Senior Vice Commander
Dennis R. Nixon
China Spring, Texas

1st Junior Vice Commander
Stephen Whitehead
Rosemount, Minnesota

2nd Junior Vice Commander
Donald Day
Brooklyn, New York

3rd Junior Vice Commander
Andrew Marshall
Palm Harbor, Florida

4th Junior Vice Commander
Joseph Parsetich
Great Falls, Montana

National Judge Advocate
Michael E. Dobmeier
Grand Forks, North Dakota

National Chaplain
Michael Dover
Ellerslie, Georgia

Past National Commander
David W. Riley
Semmes, Alabama

NEC 1st District
Coleman Francis Nee
Boston, Massachusetts

NEC 2nd District
Chester Wisnesky Jr.
Constable, New York

NEC 3rd District
Robert A. Nicodemus
Enfield, New Hampshire

NEC 4th District
James M. Kopley
Princeton, New Jersey

NEC 5th District
Samuel Blow Jr.
Melrose Park, Pennsylvania

NEC 6th District
Idalis M. Marquez
Toa Baja, Puerto Rico

NEC 7th District
John C. Raber
Bradenton, Florida

NEC 8th District
Johnnie Carver
Sevierville, Tennessee

NEC 9th District
Tincie M. Lynch
Marietta, Georgia

NEC 10th District
James R. Dempsey
Dexter, Michigan

NEC 11th District
David C. Uetterling
Defiance, Ohio

NEC 12th District
Alfred C. Reynolds
Mt. Zion, Illinois

NEC 13th District
George Hall
Harold, Kentucky

NEC 14th District
David P. Valtinson
Grand Rapids, Minnesota

NEC 15th District
Jim Shuey
Omaha, Nebraska

NEC 16th District
Michael Steinbaugh
Berkeley, California

NEC 17th District
Paul W. Jackson
Colorado Springs, Colorado

NEC 18th District
Richard Walker Jr.
Henderson, Nevada

NEC 19th District
Harvey E. Dixon
Boise, Idaho

NEC 20th District
Percy Spence III
Selma, Texas

NEC 21st District
Danny Oliver
Coweta, Oklahoma



SUPPORTING VICTORIES FOR VETERANS

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

Each representative on the seven-member board is a DAV member and uncompensated volunteer, with the exception of the national adjutant, who is a DAV employee. Two of these volunteers serve based on their election to national office by DAV's membership each year at the annual DAV and Auxiliary national convention. The remaining four directors are selected by and from the ranks of DAV's National Executive Committee.

Membership activities are an essential part of DAV's mission of service to ill and injured veterans and their families. The national commander—our official representative—is elected annually by the membership at the national convention. The national commander chairs the National Executive Committee, which includes five vice commanders

and 21 district representatives. All are elected at the annual convention. Each year, DAV's immediate past national commander also serves on the committee.

Our organization's business structure is designed to provide its membership with the majority of control and to consistently evaluate the proficiency of our various programs. Our intentions are to ensure the greatest degree of operational efficiency possible in the delivery of services to ill and injured veterans and their loved ones. The national organization funds and operates programs that serve veterans throughout the United States and its territories.

DAV has 52 departments and 1,283 chapters across the nation that provide additional support through the service programs of the national organization on a local level and, in addition, provide the essential framework for our membership activities.

Through the devotion of our members, DAV continues to be the premier veterans service organization in the United States. The strength of our membership is second to none and is why we continue to ensure veterans and their families are able to live full lives with respect and dignity.





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.