



FULFILLING OUR PROMISES
TO THE MEN AND WOMEN WHO SERVED

2019

ANNUAL REPORT



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

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

Washington Headquarters Executive Director
Edward R. Reese Jr.

Comptroller
Anita F. Blum

Chief Communications and Outreach Officer
Daniel J. Clare

A MESSAGE FROM OUR LEADERSHIP

Dear Friends of DAV,

When Judge Robert Marx and a handful of other World War I veterans founded DAV in 1920, there was no way they could have known that, nearly 100 years, later the organization would be assisting more than 1 million veterans and their families each year.

While they may not have foreseen the longevity and full significance of what they started, they certainly understood the dire need for an organization dedicated to serving those who have sacrificed so much to protect the freedoms we enjoy. That is something that you, our supporters, understand as well. Marx couldn't do it alone, and we could not continue his vision without all of your generous and valuable support.

We know you understand that transitioning out of military service isn't as easy as hanging up the uniform for the final time—it can often have a long-lasting impact on one's physical or mental health. DAV is here to ensure our heroes have the resources they need to build the most fulfilling next chapter of their lives possible. We accomplish that in a variety of ways.

DAV benefits advocates—all disabled veterans themselves—are often where it all begins. Every day, in offices throughout the nation, they sit face to face with veterans and transitioning service members, providing free, professional representation and empowering them to live their lives to their greatest potential. While claims assistance remains at the heart of DAV's mission, we provide service in many other ways to ensure all veterans have a battle buddy along every step of their journey.

DAV plays a significant role in helping veterans get to and from VA medical appointments, supporting those impacted by natural disasters through emergency relief services, and assisting our heroes and their spouses in finding meaningful employment. In its first five years, beginning in 2014, DAV's employment department sponsored 607 traditional and virtual career fairs for veterans and their spouses, resulting in close to 210,000 attendees. Our volunteer drivers logged more than 20 million miles last year, making sure veterans could access the life-saving care they've earned. Additionally, DAV's Disaster Relief Program provided more than 470 emergency relief drafts, totaling nearly \$300,000, and roughly 370 supply kits.

All of these services are designed and created to have a direct and positive influence on veterans' and their families' lives when it is most needed. All are offered at no cost to veterans, their families and survivors of every era.

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

We recognize how important it is for you to see how your contributions help veterans, their families and survivors. We are confident this annual report shows both sound fiscal management and a clear focus on ensuring the investment donors make in our mission is efficiently dedicated toward direct services to veterans. We're proud that 85 cents of every dollar we spent in 2019 was committed to program services, and we are always pleased to answer any questions you have regarding DAV's financial status or the work we do on behalf of America's veterans and their families.

What all of us have achieved during the past year and throughout our nearly 100-year history is extremely important, but we are not done. Thank you for all you have done, and we sincerely hope you continue to assist us as we empower more veterans to achieve their personal victories.



J. Marc Burgess

J. Marc Burgess
National Adjutant,
Chief Executive Officer



Stephen Whitehead

Stephen "Butch" Whitehead
National Commander



Dennis R. Nixon

Dennis R. Nixon
Chair, Board of Directors

SERVICE PROGRAM

Keeping our promise to America's veterans, their families and survivors is accomplished through service. Always at the heart of what we do, the largest endeavor in DAV's mission is our National Service Program. In more than 100 offices throughout the United States and in Puerto Rico, we employ a corps of 246 national service officers and 31 transition service officers 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 11.7 million claims for benefits. With outlays of \$43.3 million in 2019, these direct services make up a large component of the budget for program activities. In 2019, DAV's professional veterans advocates—all wartime injured or ill veterans—filed more than 223,000 new claims before the Veterans Benefits Administration and obtained more than \$21 billion in benefits for veterans and their families. Veterans do not have to be members to take advantage of our free assistance.

Service officers function as attorneys-in-fact, assisting veterans, their families and survivors in filing claims for VA disability compensation, rehabilitation and education programs, pensions, death benefits, and employment and training programs. They provide free services, such as counseling and community outreach activities through the Information Seminar Program in order to educate and inform veterans on the benefits they have earned through service. They also

advise veterans and active-duty military personnel in regard to the Disabled Transition Assistance Program, the Transition Assistance Program and other official panels.

National service officer training programs

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

This ongoing training ensures that all DAV national service officers are at the forefront of veterans advocacy and that the most rigorous professional standards are maintained. National service officers are educated professionals and skilled experts in developing and prosecuting veterans' claims through in-depth reviews of medical histories along with current laws and regulations. Additionally, they review rating board decisions and inform veterans and their families of the appeals process and of their appellate rights. DAV equips service officers with state-of-the-art computer resources to keep their cutting-edge advocacy skills up to date.

The extensive preparation required for these crucial services begins with a 16-month, on-the-job training program. This interactive, self-directed training program provides the

More than

1.1 MILLION VETERANS

and received

\$21

BILLION
IN EARNED BENEFITS
in 2019

TRUST **DAV**

with their **POWER OF ATTORNEY**

to represent them for **benefits claims**

foundation for apprentices to become effective advocates. Apprentices are instructed and mentored by tenured supervisors.

DAV is the only veterans service organization to have a training program certified for college credit by the American Council on Education in Health Law and Ethics; Healthcare Systems; Anatomy and Physiology; Pathophysiology; Medical Terminology and Introduction to Public Policy; Topics in Public Administration; and Administrative Law.

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. More than 96% 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 74% of decisions being overturned or cases being remanded to the regional office for additional development and readjudication. We maintain the largest staff of any advocacy group and represented 19.5% of all cases decided by the BVA in 2019.

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 2019, the BVA acted on more than 18,250 cases involving DAV clients. These cases were 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 1,355 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 assistance programs

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

Our transition assistance officers provide benefits counseling and service to military members filing initial claims for VA benefits at nearly 100 military installations throughout the country. Over the past year, our dedicated corps of advocates conducted 1,157 formal presentations to 41,121 transitioning service members. During that time, they filed 24,206 claims for VA benefits. Counsel and representation for active-duty service members during their transition were provided through the military's Disability Evaluation System. DAV devoted nearly \$2 million to this program in 2019.

Mobile Service Office Program

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

During 2019, the 10 specially equipped mobile offices traveled a combined 51,987 miles to 456 cities and towns. Our benefits advocates interviewed 3,453 veterans and other potential claimants during these visits, which resulted in 972 claims being filed with the VA. Almost \$444,000 was expended for the program in 2019.



Jacob Holland, a Marine veteran of the War in Afghanistan and assistant supervisor of DAV's Seattle service office, is one of 277 professional veterans advocates—all wartime injured or ill veterans—stationed throughout the U.S. In 2019,

**DAV helped
veterans file
more than
223,000
new claims**

for benefits earned through their sacrifice and service to our country.



Chairman of the Board of Veterans' Appeals Cheryl Mason (left) presents updated information about the VA's appeals process during an information seminar in Alexandria, Va. In 2019, DAV conducted

154 information seminars,

resulting in

84 claims filed

through the VA.

Information Seminar Program

Information seminars are conducted to educate veterans and their families on specific veterans benefits and services. With the support of our state-level departments and local chapters, these free seminars are administered by DAV's highly trained national service officers and are hosted around the country. During 2019, DAV conducted 154 seminars, which resulted in 7,401 attendees and 317 interviews conducted with veterans and other potential claimants. These seminars also resulted in 84 claims filed through the VA.

College and university outreach

We are in our fourth year of conducting information seminars and mobile office visits to colleges and universities for student veterans on campuses throughout the nation. In calendar year 2019, our efforts with these programs resulted in more than 37 events conducted throughout 30 states and Puerto Rico.

Grassroots benefits advocacy

The National Service Department has the cooperation, support and assistance of department and chapter service officers across the country. Participating departments and

chapters receive training and information necessary to assist those we serve. Our Department and Chapter Service Officer Certification Training Program guarantees the vitality and growth of our local service programs, which 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 2019, DAV trained and certified 2,586 department and chapter service officers in 52 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 benefits advocates were available to educate veterans and the public at other community-based events, including participation in state and county fairs and Major League Baseball, National Football League, National Hockey League and NASCAR events. Counting all national, transition, department, chapter and county veteran service officers, DAV has a total of 3,872 experts nationwide who provide representation for veterans. //



DAV hosted
**144 traditional and
virtual career fairs**
in 2019, which resulted in
15,120 job offers.

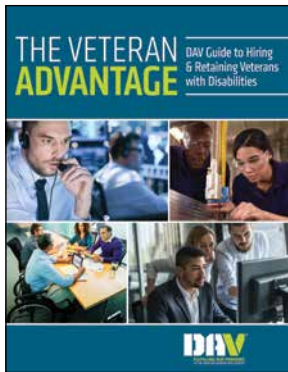
EMPLOYMENT PROGRAM

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

Each year, thousands of men and women make the transition from military to civilian life. DAV remains committed to providing valuable resources to all those who have served, helping ensure that these veterans gain access to the tools and opportunities they need to competitively enter the job market and secure meaningful employment. We devoted more than \$1.5 million to this endeavor in 2019.

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 the leader among veterans service organizations in providing assistance to transitioning military members, veterans and their spouses seeking new or better jobs. A primary component of this mission is our strategic partnership with RecruitMilitary, a full-service, military-to-civilian recruiting firm who hosts nationwide traditional and virtual career fairs that are accessible to all who served and their spouses. Additionally, DAV uses a multitude of online and traditional resources to



The DAV hiring guide, initially launched in 2018, is a free resource providing employers a solution-oriented, practical and strategic approach for hiring veterans with disabilities. Within two months of its re-release in October 2019, it had nearly **60,000 views.**

connect employers, franchisers and educational institutions with active service members, Guard and Reserve personnel, veterans and spouses.

In just over five years, DAV has made a significant impact to reduce the number of unemployed and underemployed veterans. In fact, from June 2014 through December 2019, DAV sponsored 607 traditional and virtual career fairs that nearly 210,000 active service members, Guard and Reserve personnel, veterans and spouses attended, resulting in more than 146,000 job offers. In 2020, DAV will continue our steadfast efforts by sponsoring traditional and virtual career fairs nationwide to help ensure veterans have access to these critical employment opportunities.

Resources for job seekers, employers

Last year, DAV worked directly with more than 350 companies seeking the many talents and skills veterans possess. Our program provides numerous resources that veterans can access within our employment resources webpage (jobs.dav.org), including a job search board that boasts nearly 200,000 current employment opportunities around the world and direct links to company website job boards. We are very happy to report that our employment resources website has grown in content and resources, with nearly 14,000 views monthly. While online resources are always evolving, we are constantly improving and adding new content to our website to highlight a variety of useful employment, entrepreneurial and educational resources.

Through efforts started in 2017, we have expanded our assistance by adding *The Veteran Advantage: DAV Guide to Hiring & Retaining Veterans with Disabilities*. Through interaction with hundreds of companies, recurring questions about best practices and strategies when hiring veterans with disabilities were becoming more and more common. In fact, due to overwhelmingly positive response following its initial launch in 2018, DAV re-released the hiring guide in October 2019 and had nearly 60,000 views of the free digital version in the first two months alone. With the hiring guide, DAV aims to provide companies, hiring managers or other human resources professionals a solution-oriented, practical and strategic approach to hiring and retaining veterans with disabilities.

Lastly, DAV continued its ongoing 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 business leaders, 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. //

jobs.dav.org

nearly **14,000** views monthly
 more than **350** employers
 nearly **200,000** opportunities



At the 2019 DAV Mid-Winter Conference in Washington, D.C., more than **500 DAV members** assembled to kick off our grassroots campaign to advance our legislative priorities for the year.

LEGISLATIVE PROGRAM

Since 1920, DAV has been a leader in the development and strengthening of federal programs, benefits, health care and transition services for the men and women who served, their families and survivors. Our advocacy efforts are guided by DAV members through the adoption of legislative and policy resolutions at our national convention. With the strength of more than 1 million members, DAV is able to routinely influence and improve federal laws approved by Congress and federal regulations and policies of the Department of Veterans Affairs and other federal agencies affecting ill and injured veterans.

Advancing critical policy goals

In 2019, DAV again played a major role in the development, approval and implementation of federal legislation to strengthen programs that support ill and injured veterans,

making significant progress toward achieving each of our six Critical Policy Goals for the year. Although our legislative program accounted for less than 1% of the organization's total expenditures, we were able to leverage those resources—thanks to the active support of DAV's nationwide network of grassroots members and supporters—to advance our priorities and achieve more victories for veterans.

At the 2019 DAV Mid-Winter Conference in Washington, D.C., more than 500 of DAV's leading advocates assembled to kick off our grassroots campaign to advance our legislative priorities for the year: strengthening veterans health care through full and faithful implementation of the VA MISSION Act, improved care for women veterans, easier access to benefits for veterans exposed to burn pits, enhanced benefits for survivors of disabled veterans, justice for Blue Water Navy veterans, and sufficient funding for VA health care and other benefits.

Strengthening health care

At the outset of the first session of the 116th Congress in January 2019, DAV and our veterans service organization (VSO) partners in *The Independent Budget (IB)* developed and released a comprehensive policy agenda for the new Congress with one critical issue: full and faithful implementation of the VA MISSION Act. This landmark law was designed to

strengthen the VA health care system, improve veterans' access to medical care by creating an integrated Veterans Community Care Network (VCCN), establish a new process to realign and modernize the VA's infrastructure, and expand the VA's comprehensive caregiver program to support veterans from all wars and eras. The *IB* contained 26 specific recommendations for the VA and Congress to guide implementation of the law.

In February, DAV National Commander

Dennis Nixon testified before a joint session of the Senate and House Veterans' Affairs Committees, urging Congress to ensure the MISSION Act was implemented as agreed to by a bipartisan majority in Congress and with the support of DAV and the entire VSO community. Throughout 2019, DAV regularly engaged with Congress and the VA leading up to the June 6 commencement of the MISSION Act and thereafter as the VA began to slowly phase in the new VCCN and eligibility rules for community care. DAV participated in a number of meetings and roundtables with the VA and congressional leaders throughout the year and formally testified before Congress in April and September to promote our recommendations.

In February, DAV and our *IB* partners released funding recommendations for the VA benefits and health care programs, calling for significant new funding to fulfill the MISSION Act's requirements. Over the next several months, DAV testified at six congressional budget and appropriations hearings to advocate for increased budget authority and congressional appropriations to meet the full demand for VA care and benefits.

Improving claims and appeals processing

In February, the Appeals Modernization Act, which DAV helped draft and enact, took full effect, significantly improving veterans claims and appeals processing by the VA and the Board of Veterans' Appeals. Since the act's passage in 2018, DAV had worked closely with the VA to ensure the law was properly and timely implemented. In June, DAV and our partners delivered a jointly signed letter to the VA undersecretary of benefits calling out some implementation problems and advocating for solutions that would empower veterans to more easily and quickly receive favorable decisions on benefit claims and appeals.

Justice for Blue Water Navy veterans

In March, DAV renewed the push to enact legislation that would finally provide justice to long-suffering Blue Water Navy veterans. Building on the progress achieved near the end of the 115th Congress, DAV organized a coalition of VSOs to send jointly signed letters to the VA secretary in March and the president in May, calling for enactment of legislation to grant Blue Water Navy veterans full Agent Orange-related benefits. Success was achieved in June when the Blue Water Navy Vietnam Veterans Act was approved by the House of Representatives and the Senate and signed into law by the president as Public Law 116-23. However, in July, the secretary issued a "stay" that delayed the VA from processing Blue Water claims until January 2020. In response, DAV reactivated the VSO coalition and, together with Senate and House veterans leaders, organized a Capitol Hill press conference in September calling on the secretary and the president to "end the wait" for Blue Water Navy veterans and begin granting their claims immediately.



DAV Deputy Legislative Director for Benefits Shane Liermann (left) presents policy goals of *The Independent Budget* to press and congressional staffers at an event at the U.S. Capitol in January. *IB* partners stressed one critical goal—the full and faithful implementation of the **VA MISSION Act.**

Mental health care and suicide prevention

The challenge of preventing veteran suicide emerged as a major issue in 2019. Working with Congress and other stakeholders, DAV focused on strengthening VA mental health care programs to serve as the core of a new public health model for suicide prevention. In April, DAV testified at two congressional hearings on mental health care and suicide prevention, participated in a House roundtable in September, testified on suicide prevention legislation in November, and worked closely with the House Veterans' Affairs Committee to strengthen and pass suicide prevention legislation, H.R. 3495, the Improve Well-Being for Veterans Act, through the committee before the end of 2019. DAV will continue its work on this critical issue in 2020.



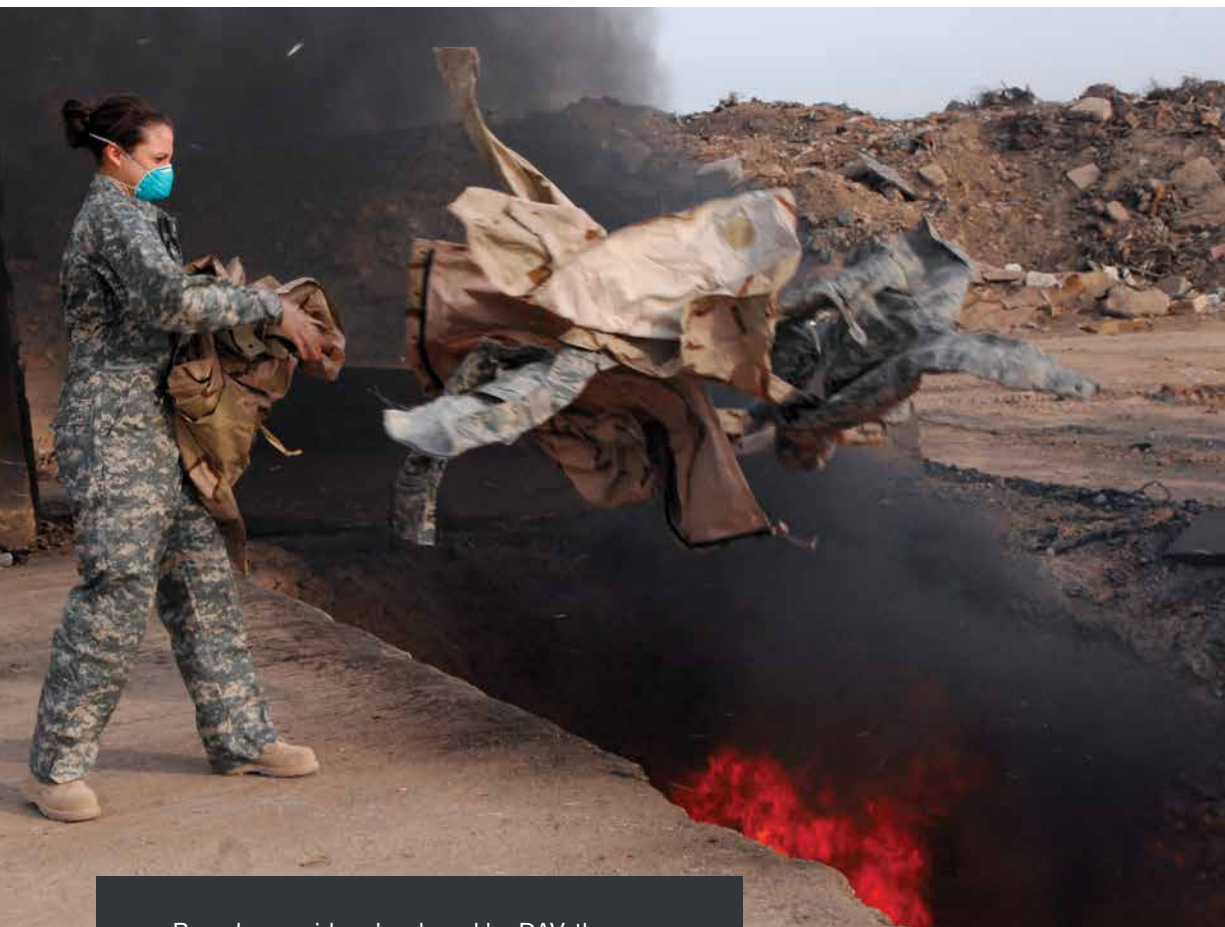
After the **Blue Water Navy Vietnam Veterans Act** was signed into law, the VA secretary issued a “stay” that delayed processing Blue Water claims until January 2020. In response, DAV partnered with other veterans service organizations and Senate and House veterans leaders to organize a Capitol Hill press conference calling on the secretary and the president to “end the wait” for Blue Water Navy veterans.

Equitable access to benefits and health care for women veterans

Significant progress was also made in 2019 on another long-standing legislative priority for DAV—improving health care services for women veterans. At the beginning of the 116th Congress, the House established the Women Veterans Task Force and invited DAV to regularly engage in meetings and roundtables over the course of the year. From May through September, DAV also testified at four House Veterans' Affairs Committee hearings, promoting a number of the recommendations contained in DAV's 2018 report, *Women Veterans: The Journey Ahead*. Working closely with the House Veterans' Affairs Committee, DAV helped pass the Deborah Sampson Act—H.R. 3224 (comprehensive legislation to ensure women veterans have equitable access to all VA benefits, health care and transition services)—through the House in November.

Benefits for veterans exposed to burn pits

Another long-standing priority for DAV, ensuring veterans exposed to burn pits receive health care and benefits related to toxic exposures, had a major breakthrough in 2019. Based on an original idea developed by DAV, the Veterans Burn Pits Exposure Recognition Act (S. 2950) was introduced in the Senate in November. If enacted, the bill would require the VA to formally recognize that veterans who served in areas with active burn pits were exposed to a specific list of known toxins and carcinogens and thus make it easier for veterans to prove their individual claims for benefits. With growing bipartisan support in Congress and widespread support in the VSO community, DAV will continue working to pass this critical legislation in the upcoming year.



Based on an idea developed by DAV, the

Veterans Burn Pits Exposure

Recognition Act (S. 2950)

was introduced in the Senate in November. The bill would make it easier for veterans who served in areas with active burn pits to prove their individual claims for benefits. (Photo by Senior Airman Julianne Showalter/Air Force)

Supporting survivors of disabled veterans

Finally, in December, after years of advocacy by DAV and other veterans organizations, Congress approved legislation that included a provision to finally end the unfair offset of the Department of Defense's Survivor Benefit Plan (SBP) payments for widows of disabled veterans who are eligible to receive the VA's Dependency and Indemnity Compensation (DIC) benefits. The elimination of the SBP-DIC offset was included in the National Defense Authorization Act for Fiscal Year 2020 (Public Law 116-92), signed into law in December, and will phase out this inequitable reduction of SBP benefits for DIC recipients over the next three years.

Integral leadership

All of our legislative victories come through the strength of our grassroots membership and leadership, the reputation of DAV, and strong relationships with members of Congress and their staffs, developed over many years. In July, at the 98th DAV National Convention, held in Orlando, Fla., our assembled membership considered 346 resolutions, received from 33 states, of which 191 resolutions were adopted to protect, strengthen and expand veterans benefits, health care and other critical services. These resolutions embody the legislative program DAV promotes over the course of the year.

The convention included a lively town hall discussion with the new chairman of the House Veterans' Affairs Committee and three senior VA leaders, each sharing their views on the most critical challenges facing veterans and their plans to address them. In addition, we conducted a Benefits Protection Team workshop to better inform and train our advocacy leaders and activists from around the country. Working together, and speaking with one voice on behalf of injured and ill veterans, their families and survivors, DAV achieved significant progress on our legislative goals in 2019 and is poised to build upon that foundation to achieve more victories for veterans in our centennial year. //

VOLUNTARY SERVICES PROGRAM

DAV's mission of empowering veterans to lead high-quality, fulfilled lives depends heavily on volunteerism. We have thousands of devoted volunteers across the country providing the best possible care, morale and assistance to our nation's heroes. DAV truly appreciates and recognizes those who donate their time and talents. Through these dedicated efforts, the organization devoted more than \$46 million to voluntary service initiatives through a vast network of programs in 2019.

Transportation Network

The DAV Transportation Network is the largest program of its kind for veterans in the nation. Operated by dedicated DAV volunteer drivers, the program provides transportation to and from 213 VA medical centers and outpatient clinics. It is managed by a cadre of 174 hospital service coordinators. Since the program's inception in 1987, DAV departments and chapters have donated 3,447 vehicles and Ford Motor Co. has donated 231 vehicles, at a total combined cost of more than \$84 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 volunteers have driven 751,884,781 miles since the program began. In 2019, volunteers traveled 20,513,512 miles, providing more than 615,000 rides to veterans and donating over 1.2 million hours of their time.

The benefit of DAV's Transportation Network goes beyond ensuring veterans in need are able to get the care they've earned. Without this program, many veterans may have no way to access their health care. According to nonprofit coalition Independent Sector's methodology, the Department of Veterans Affairs has valued the DAV Transportation Network's hours of volunteer service at nearly \$32 million, based on the current formula of \$25.43 per hour. Additionally, each veteran passenger could potentially cost the VA \$0.415 per mile in Beneficiary Travel expense reimbursement for travel to an appointment or treatment. The Transportation Network continues to meet a substantial need for veterans, delivers a powerful impact on local communities and is an indispensable resource for veterans.





Adaptive sports encourage severely injured veterans to challenge their perceived limitations and regain confidence.



National Disabled Veterans Winter Sports Clinic

For nearly 35 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, Colo., near Aspen. This unique physical rehabilitation program, launched in 1985, helps severely injured veterans rebuild confidence and regain balance in their lives.

In 2019, 394 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 of workshops and educational sessions.

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

National Disabled Veterans TEE Tournament

DAV is also proud to present the National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa City, Iowa, with our partners at the VA. Past National Commander Dave Riley, a quadruple amputee, attended and participated in the event in 2019 along with 240 participants from 36 states. The four-day clinic consists of golf, kayaking, horseback riding and other adaptive sports workshops.

Mentoring retreats

DAV, in collaboration with Boulder Crest Retreat and the Gary Sinise Foundation, is committed to improving the physical, emotional, spiritual and economic well-being of our nation’s military members, veterans, first responders and their family members. DAV participates in five retreats annually for ill and

injured veterans, including one all-female veteran retreat, at Boulder Crest’s locations in Bluemont, Va., and Sonoita, Ariz. DAV is proud to explore and collaborate on new and holistic ways to help the veterans we serve overcome the challenges that often follow military service.

Among many programs designed to help military members, veterans and their families deal with the challenges they face after illness or injury is the Warrior PATHH (Progressive and Alternative Training for Healing Heroes). Warrior PATHH is the nation’s first nonclinical program designed to cultivate and facilitate growth among those struggling with post-traumatic stress disorder. Warrior PATHH enables these remarkable men and women to transform times of deep struggle into profound strength and growth. They deliver short-duration, high-impact programs based on the science of post-traumatic growth. Since its inception, this program has helped severely injured veterans through a weeklong program where they are introduced to yoga, meditation, equine therapy, archery and career-building exercises.

DAV leaders, including several DAV past national commanders, have served as mentors to the latest generation of seriously injured veterans. Their spouses have also served as mentors to the caregivers of participants and imparted the knowledge and understanding that comes with decades of service as caregivers to their injured heroes.

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 dedicated \$75,000 to youth volunteers who donated their time and compassion to injured and ill veterans. Since the program’s inception, DAV has awarded 195 individual scholarships, valued at \$1,493,000, to enable these exceptional

young people to pursue their goals in higher education.

Last year's top honor of \$20,000 went to Hailey Curnett, of Benton, Ark. Curnett has been a DAV volunteer since 2015 and has contributed 1,456 hours to the Central Arkansas Veterans Healthcare System.

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

VA Voluntary Service Program

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

Strengthening communities through local volunteerism

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

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

include performing household chores, providing respite for caregivers, and helping promote DAV programs and initiatives in their local communities.

Each year, DAV recognizes the top department in each division for its outstanding LVAP contributions. For 2019, those departments are Virginia (Division 1), Oklahoma (Division 2), South Carolina (Division 3), Nebraska (Division 4) and North Dakota (Division 5).

In 2019, DAV reached a huge milestone in this initiative: Over 2.3 million hours were donated by departments, chapters and volunteers to help veterans. Based on the Independent Sector's methodology, the over 426,000 hours of service contributed by department and chapter service officers in 2019 are valued at \$10.8 million. Since the 2007 inception of LVAP, 51,180 volunteers have donated 10,743,203 hours of service to veterans residing within their local communities.

Volunteer for Veterans

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

Connecting veterans with those who want to help is the reason DAV developed VolunteerforVeterans.org. In 2018, DAV began in earnest to promote the new online resource that connects volunteers with those who've served. The important program crowdsources opportunities for veterans and nonveterans alike to help veterans in their neighborhoods in any way that is needed. //



Last year, DAV awarded a **\$20,000 scholarship** to top youth volunteer Hailey Curnett (pictured above), of Benton, Ark., for her contribution of nearly 1,500 hours to the Central Arkansas Veterans Healthcare System. Since the program's inception, DAV has awarded 195 scholarships, valued at **nearly \$1.5 million,** to students who donate their time and compassion to injured and ill veterans.

STATE SERVICES AND DISASTER RELIEF

Veterans disabled in wartime service are particularly vulnerable when a catastrophe strikes. DAV operates an effective program that provides direct grants to help veterans and their families in times of need, as well as resources to fund state-level services. During 2019, spending on these programs totaled \$5.4 million.

Disaster Relief Program

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

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

During 2019, DAV distributed 370 supply kits and provided 470 payments totaling nearly \$300,000 to service-injured or ill veterans, service members and their families in need of relief. Since the program's inception in 1968, over \$13 million has been disbursed to victims.

State service program

DAV also helps fund services that our state-level departments provide to veterans and their families. In some cases, these department programs extend, supplement or dovetail services we provide through our nationwide programs. In other cases, departments have created entirely new programs to meet the unique needs of veterans in their states. Grants to departments under this program totaled \$3.9 million in 2019.

In addition to the funds expended on disaster relief and state service programs, DAV donated \$872,000 in 2019 from its Just B Kids scholarship fund to Camp Corral. The scholarships helped more than 1,400 children of wounded, ill, injured or fallen military members attend a free week of summer camp at Camp Corral and connect with other campers who share similar backgrounds and experiences. //



National Adjutant and CEO Marc Burgess (right) assisted veterans applying for disaster relief grants after tornadoes ripped through Ohio. In 2019, DAV provided nearly **\$300,000 in relief assistance** to veterans affected by natural disasters.

COMMUNICATIONS PROGRAM

The National Communications Department oversees DAV's internal and external communications activities—including, but not limited to, publications, media relations, digital content production and numerous outreach efforts—to bring to life DAV's story and support our initiatives.

A bimonthly magazine informs our members on important issues and policies impacting the federal benefits and services veterans have earned through their service. And by producing public service announcements, news releases, brochures, speeches, op-eds, print messages, educational videos, the new DAV Podcast and other content, DAV is able to spread information about our organization and the full scope of free services that help create more victories for veterans.

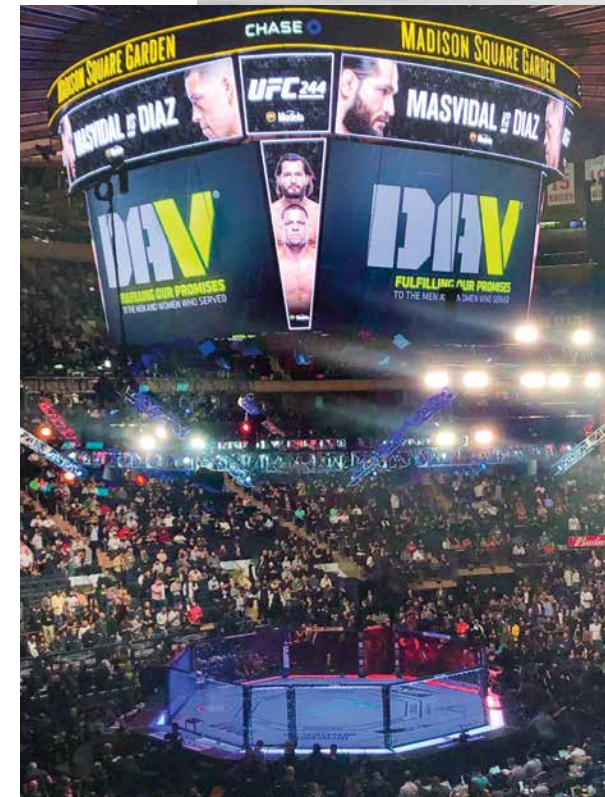
Furthermore, DAV has continued to grow its social media presence through Facebook, Twitter, LinkedIn and Instagram. On Facebook, DAV provides daily information to more than 1.4 million followers, and in 2019, DAV's posts received more than 145,000 impressions each day. Also in 2019, our Twitter audience grew by more than 3% to reach over 103,600 followers. DAV's content on Twitter achieved a 16% increase in click-through rate versus 2018, and DAV tweets were seen by more than 4.7 million individuals throughout the year. DAV's Instagram following surpassed the 43,000-follower threshold, representing a 39% increase from 2018. DAV's Instagram posts reached nearly 3 million in 2019. Finally, a strategic emphasis was placed on LinkedIn, and our following grew to over 55,000, which highlights an astounding 152% increase from 2018.

DAV once again touched the lives of countless veterans and supporters through the Thank A Vet campaign. This initiative provides individuals an easy way to thank a veteran in their life by adding a photo and their personal thanks to the DAV Thank A Vet Mosaic. From Oct. 31 to Nov. 15, 2019, the Thank A Vet program saw over 256,000 page views on its site; more than 143,000 of them were from DAV's social media platforms. Nearly 4,700 submissions were received.

DAV is always looking for new and exciting partnerships to help us reach more veterans and their families. In 2019, through our partners at ABC, the Ultimate Fighting Championship invited DAV and veterans to be their special guests at its 500th event on Nov. 2 at Madison Square Garden. The event included special DAV shoutouts and recognition on-site and on pay-per-view. Additionally, the company brought DAV and veterans out to the UFC Performance Institute in Las Vegas for a day of training with its fighters. UFC produced a six-minute video chronicling the day and telling the compelling stories of DAV and each veteran. The video ran on broadcast and on UFC's social channels leading up to and around Veterans Day, generating over 9.1 million impressions.

Our website, dav.org, is another valuable informational and educational tool for veterans and the general public. The site continues to develop ways to connect veterans to DAV's free services; spread awareness of legislative issues; and educate and inform our members, veterans and the public. It also allows veterans and citizens to make their voices heard on important public policy issues through an email feedback feature. In 2019, the organization's official website was visited more than 3 million times and received nearly 6.5 million page views.

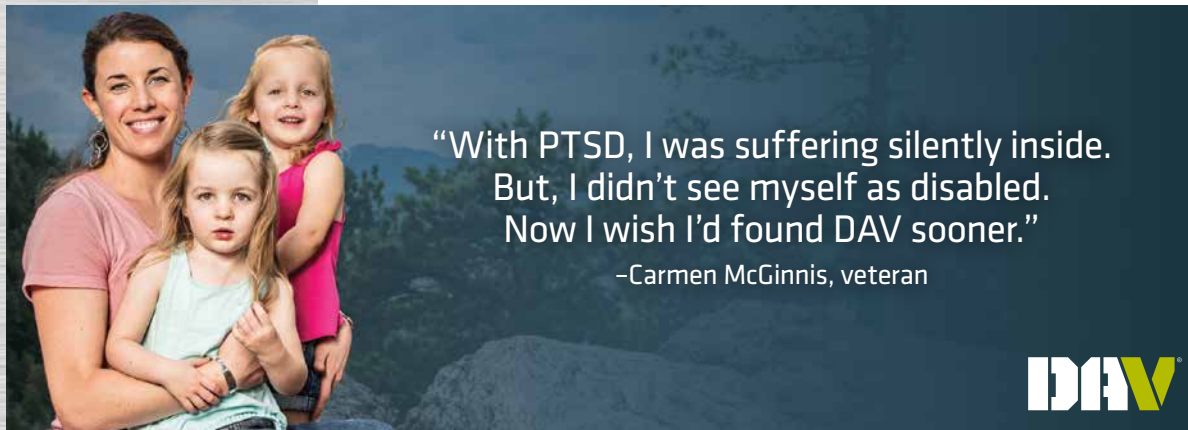
With such an immense collection of programs and services, DAV is able to provide detailed research and resources to best explain issues with facts, applicable examples and important context. As a result, our educational public service and outreach programs continue to promote awareness of veterans issues and honor veterans' service to our nation. A total of over \$9.3 million was spent on internal and external communications programs in 2019. //



UFC invited DAV and veterans to be special guests at its 500th event at Madison Square Garden. Prior to the Nov. 2 event, UFC hosted a training day for some DAV members, and the resulting video, which aired leading up to and around Veterans Day, generated more than

9.1 million impressions.

PUBLIC SERVICE ANNOUNCEMENTS AND DONATED MEDIA



To view or download DAV’s public service messages, visit davpsa.org.



In 2019, DAV’s mission of service to all veterans was front and center in our national and local placements, thanks to our public service announcement campaign. Television, print, radio and out-of-home messages helped raise awareness of the programs and free services we provide to veterans and their families. These timely and inspiring messages also raised public awareness of DAV and the service, sacrifices and needs of those we serve.

In the increasingly busy and cluttered ad spaces of network radio, television and other media, DAV stood tall and reached an audience of unprecedented size. In 2019, our program grew to \$117.7 million in estimated donated media value, representing 29% growth over 2018. This program relies on donated media from television, radio, print, outdoor and transit outlets. The widespread media exposure resulted in more than 8.7 billion impressions. This was made possible through extensive outreach, relationship building and cultivation with top broadcast and print outlets, and it includes support from national television networks ABC and CBS; national print placements in The Wall Street Journal and First for Women; and regional placements in Money, Bloomberg Businessweek and Sports Illustrated.

The campaign, first released in 2016, is now in its third iteration to continue inspiring veterans to overcome challenges and achieve their own personal victories while emphasizing the life-changing services DAV provides to veterans and their families at no cost. As the gap between our military and civilian populations continues to widen, these messages help to serve as a testament to an American public too often unaware of the sacrifices of men and women in uniform. //



DAV has more than

1 million members

throughout **52** states and U.S. territories

MEMBERSHIP PROGRAM

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 recognized by Congress as the leading voice for our nation's wartime injured and ill veterans, regardless of service era. This commitment is also 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 their military service. Our legacy has evolved to meet the changing needs of DAV members, families and caregivers amid the historical journey of our nation. Our military and American society continue 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 in the ways Americans communicate allow DAV members to play a larger role than ever as spokespeople advocating for the unique needs of the veteran community. We continue to respond to the needs of the current generation of veterans and are also steadfast in our resolution to ensure equitable support for another vital part of our community—veteran caregivers. These unsung heroes provide unfaltering dedication to disabled veterans, often assuming a life of heavy responsibility and sacrifice to care for their loved ones affected by devastating illness or injury.

DAV has almost 3,300 members dedicated to recruiting veterans so that we can maintain our strong voice and credibility with lawmakers now and well into the future. And with 52 state-level departments and nearly 1,300 chapters nationwide, we closed the 2018–2019 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. //

Thank you to our
2019 DAV 5K Sponsors

PRESENTING



EG America

HONOR BIB

TQL

1-MILE HERO

RecruitMilitary

TRIUMPH

Cintas
VITAS Healthcare

PROMISE

Covelli Enterprises dba
Panera Bread



In November, more than **2,500 people** and nearly **100 volunteers** gathered in Cincinnati for the annual DAV 5K, which allows community members to honor and thank friends and family members who serve or have served in our armed forces.

PUBLIC AWARENESS OUTREACH

DAV's public outreach campaign continues to ensure veterans, their caregivers and families are fully aware of the wide range of other programs we offer. 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. In 2019, a new series of messages was produced featuring more veterans who have achieved personal victories with the help of DAV. The organization dedicated \$27.7 million to this

large-scale effort, an investment that's making a real difference in the lives of veterans and their families.

In November 2019, DAV hosted the annual DAV 5K in Cincinnati, bringing together more than 2,500 people and nearly 100 volunteers who personally honored and thanked friends and family members who served or are currently serving our country. In 2020, we look forward to another year of honoring veterans through this much-anticipated community outreach event. //

FUNDRAISING

Last year marked another in which millions of caring individuals joined together to honor the sacrifices of the men and women who served by generously giving to support DAV's mission. While we have not personally met many of the 1.9 million guardian angels who donated to us, each one is a part of our family, and we are extremely grateful to them for standing alongside us to ensure the sacrifices of our veterans are not forgotten. One such individual is Jill Remick, who has been giving to DAV consistently for 43 years and counting.

It is because of compassionate and generous friends of DAV, like Remick, that we are able to continue to be there to support the millions of disabled veterans whenever they turn to us for assistance. In fact, our donors in 2019 raised \$122.5 million in contributions to help veterans get the benefits they've earned, obtain the medical care they need, gain meaningful employment and get relief in the aftermath of natural disasters.



“DAV is in my will because I understand, and want to help address, the many needs of disabled veterans, including the invisible scars of war.”

Jason Schmidt



In 2019, bequests generated

\$30.9 million



Direct marketing

There is a saying: “Everyone can do simple things to make a difference, and every little bit really does count.” The nearly 2 million contributors to DAV in 2019, of whom almost 263,000 were new supporters, truly took this to heart. Through their generosity, \$80.3 million was raised this past year through direct mail, telephone, direct-response television and digital channels, with an average donation of \$24. We are grateful for all of the individuals in communities across the country who responded to our call to ensure America's promises are kept to veterans. While direct mail continues to be our largest source of fundraising revenue, with \$75.1 million generated through this channel, we continue to focus on diversifying our fundraising sources to ensure we are able to adapt and take advantage of emerging trends and environmental and demographic shifts in giving. Digital marketing is one such area of focus. Through our continued refinement of initiatives and implementation of new strategies, we grew revenues generated from online initiatives this past year to \$3.2 million. Direct-response television is another way in which we have increasingly invested in order to reach new audiences and broaden our base of support. We are very pleased by the returns we are garnering from this channel, both in numbers of new recurring monthly givers and incremental revenue.

Gift planning

Every year, hundreds of individuals choose to leave a lasting legacy by including DAV in their will. This compassion and generosity is inspirational and will help ensure future generations of injured and ill veterans are able to live their lives with respect and dignity. We do not take this gesture of kindness lightly, and we are extremely grateful to the



“With my very first paycheck out of college, I remember giving to DAV. It just seemed important then, and I still think it's important. **I've been giving ever since!”**

Jill Remick





“Veterans deserve our thanks and support for sacrificing so much to protect our freedom. **USAA is honored to support DAV,** which puts veteran appreciation and advocacy into action, by providing a lifetime of support and hope.”

*Wayne Peacock
President and CEO, USAA*



individuals who choose to honor those who serve in this manner. One such individual is Jason Schmidt, who left a bequest gift to DAV.

“DAV is in my will,” said Schmidt, “because I understand, and want to help address, the many needs of disabled veterans, including the invisible scars of war. I very much believe that the freedoms I enjoy are guaranteed by the service and sacrifices of our soldiers and their families, so I feel a duty to help those who were injured while protecting my freedom. My donations and bequest plans are the best way, I feel, I can repay them.”

This past year, \$30.9 million was generated from bequests, the largest amount we have ever received. We are very thankful and honored by all of the individuals who chose to pay tribute to our nation’s heroes by ensuring that their kindness is paid forward through our programs and services.

In 2019, we will continue our focus to raise awareness of this giving opportunity and proactively steward relationships to secure bequest commitments.

Corporate partnerships

The corporations that lend us their support are more than partners; they are part of the DAV family because they share our values and commitment to improving the lives of veterans. They have chosen to put their own stake in the ground to ensure the sacrifices of those who serve are not forgotten, and we are extremely grateful for them joining us in our mission.

We are pleased to have seen continued growth in the number of corporate supporters in 2019 as well as the total contributions we received from corporations. This year, companies and organizations around the country provided funds to support DAV programs and services. Through the efforts of our corporate friends, \$3.1 million was donated to DAV. In addition to their financial support, our partners ran campaigns that significantly increased awareness of DAV, which will help ensure that more of our injured and ill veterans gain access to the benefits they’ve earned and need. We will continue to enhance our prospect engagement and cultivation strategies to optimize corporate partnership opportunities and contributions.

The Ford Motor Co. and Ford Motor Company Fund exemplify what it means to be a part of our family, standing by us in support of our mission since 1922, when Henry Ford provided 50 Model T vehicles to help disabled World War I veterans attend the organization’s national convention. Ford continues to lend its support today by donating vehicles for use in our nationwide DAV Transportation Network. Last year, through Ford grants, eight vehicles were purchased, and over the life of the program, 231 vehicles have been purchased and donated to the Department of Veterans Affairs from Ford’s generous contributions. We are extremely grateful for Ford’s continued generosity and friendship as we enter our next century of serving our nation’s veterans.

For 19 years, Golden Corral has joined us in improving the lives of veterans through their Military Appreciation Night event. Golden Corral was instrumental in pioneering the movement for businesses giving back to those who serve by being the first national retail chain to provide free meals to veterans. The annual Military Appreciation Night event hosted at Golden Corral restaurants across the country was once again a huge success, providing free meals to over 275,000 veterans and active-duty military personnel and raising more than \$1.2 million for DAV departments and chapters. Over the past 19 years, Golden Corral restaurants and their guests together have raised more than \$16 million. We are very thankful for their continued generosity and look forward to celebrating our 20th anniversary of working together to benefit veterans in local communities across the country in 2020.

USAA has been a wonderful DAV friend and supporter since 2014. Over this time, USAA has provided more than \$3.2 million to DAV. These funds have been instrumental in allowing us to continue to execute events such as the National Disabled Veterans Winter Sports Clinic, TEE (Training, Exposure, Experience) Tournament, DAV 5K and mid-winter conference, in addition to allowing us to stay in the forefront of addressing emerging issues impacting the lives of veterans through their support of initiatives like the women veterans



In 2019, first-time partner EG America executed a campaign in nearly 1,000 convenience stores nationwide across its various brands. The campaign resulted in a donation of \$1 million, which was presented to DAV at its national headquarters in Cold Spring, Ky. From left: EG America then-President Jay Erickson, EG Group co-CEO Zuber Issa, EG America Vice President Cindy Rantanen, National Adjutant Marc Burgess and Past National Commander Dave Riley.

report. We are so grateful for USAA's ongoing support and look forward to building upon our past accomplishments to ensure all veterans have an opportunity to live the American dream they fought for.

We are also very thankful to have had the support of Hankook Tire over the last five years. During this time, they have donated \$490,000. Their support has helped us deploy our mobile service offices to communities across the country. In 2019, Hankook Tire sponsored 12 mobile service office stops, assisting us in reaching many veterans in need of our services.

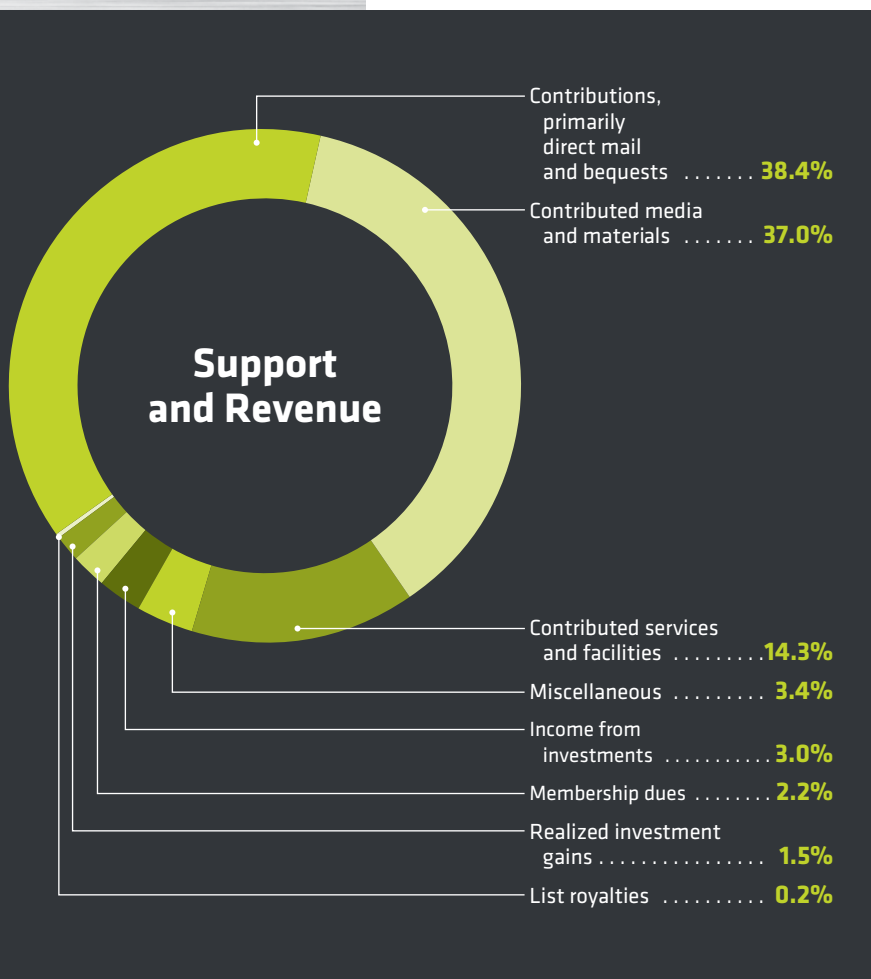
We were very grateful to welcome EG America into our family of supporters this past year. EG America employees and customers truly embraced the DAV mission and the veterans and families that we serve. Last year, EG America executed a campaign in nearly 1,000 convenience stores nationwide across its various brands, including Kwik Shop, Loaf n' Jug, Quik Stop, Minit Mart, Tom Thumb, Turkey Hill and Fastrac. The campaign resulted in a donation of \$1 million to DAV. This

outpouring of support was truly heart-warming and reflects the deep commitment EG America has to honoring and giving back to those who have given so much to protect our freedoms. We look forward to and are excited to have EG America stand beside us and our other family of corporate partners as we continue to uplift and help veterans live better lives with respect and dignity.

"EG America is proud to have successfully raised \$1 million to support the functions performed by DAV in 2019. We know many of our team members and guests are veterans and believe it is important to recognize and give back to those who have served our country," said George Fournier, president of EG America. "Partnering with DAV gives our store teams a collective purpose and allows them to connect with the communities where they live and work in a meaningful way."

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

2019 FINANCIALS



SUPPORT AND REVENUE

Support

Contributions, primarily direct-mail solicitations and bequests	122,513,802
Contributed services and facilities, primarily services	45,415,701
Contributed media and materials	117,753,740

Total support

\$285,683,243

Revenue

Membership dues	6,881,303
Income from investments, net	9,602,165
List royalties	537,020
Miscellaneous revenue	10,723,695

Total revenue

\$27,744,183

Realized investment gains

4,680,522

TOTAL SUPPORT AND REVENUE

\$318,107,948

EXPENSES

Program services

\$261,379,908

Supporting services

Fundraising costs	36,421,528
Administrative and general	9,101,787

Total supporting services

\$45,523,315

TOTAL EXPENSES

\$306,903,223

Excess of expenses over support and revenue

\$11,204,725

Change in unrealized appreciation of investments

50,403,241

Excess of expenses and change in unrealized appreciation of investments over support and revenue

61,607,966

Pension liability and other post-retirement benefit obligation adjustment

-9,549,219

Change in total net assets

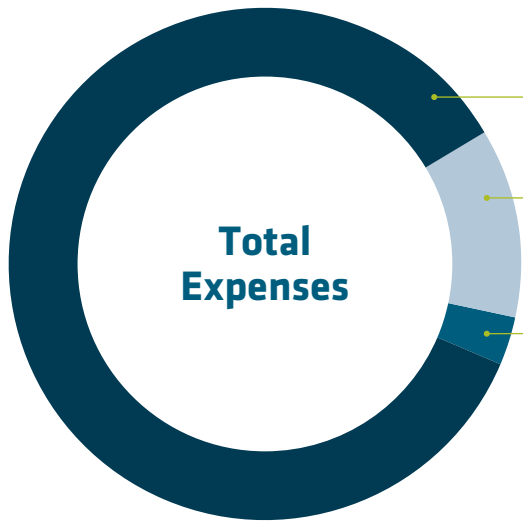
\$52,058,747

Net assets, beginning of year

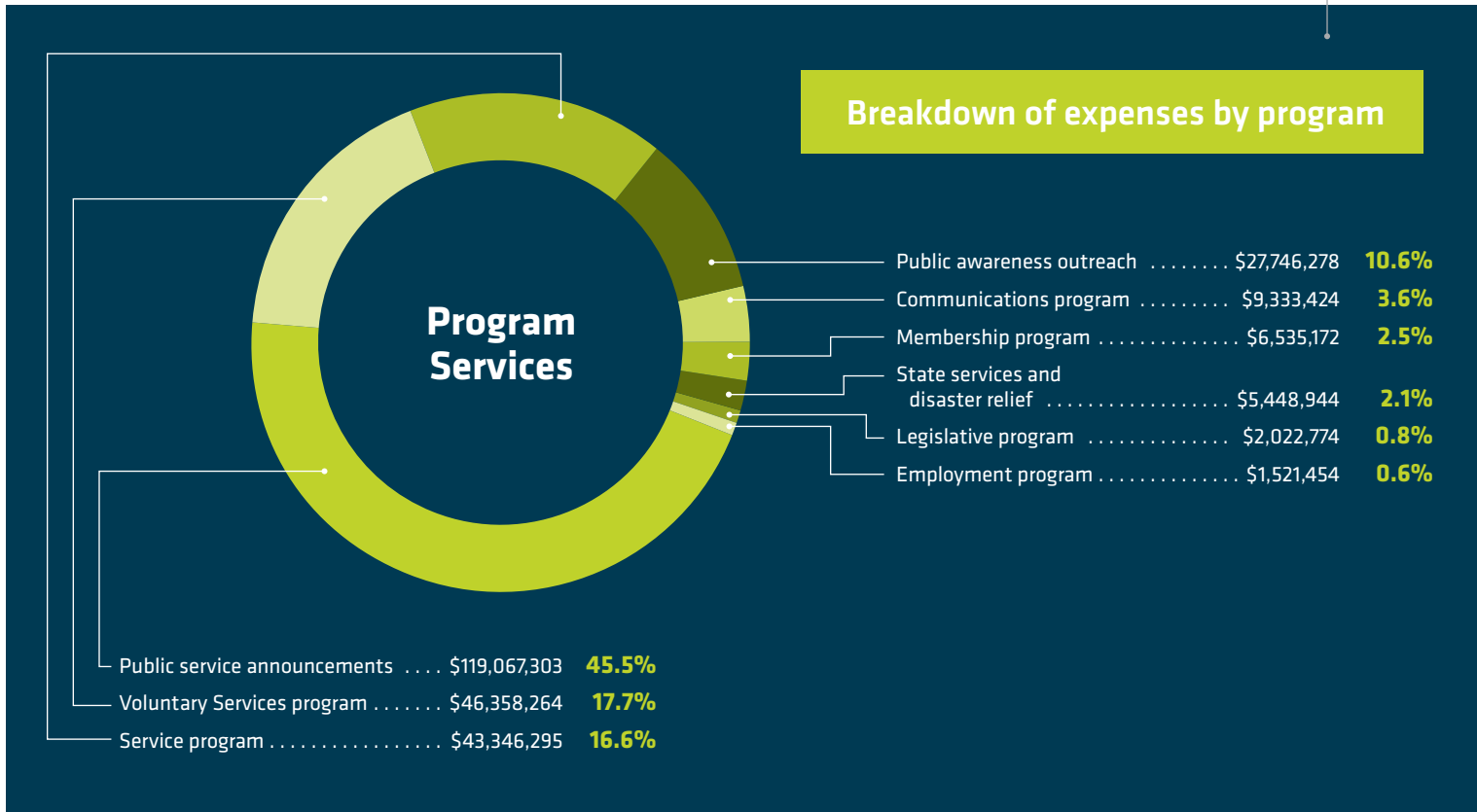
\$312,816,457

Net assets, end of year

\$364,875,204



Program services **85.2%**
 Fundraising costs **11.8%**
 Administrative and general **3.0%**



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).

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Dennis R. Nixon
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VICE CHAIR
Donald T. Day
New York

TREASURER
Robert D. Cox
Virginia

SECRETARY
J. Marc Burgess
Kentucky

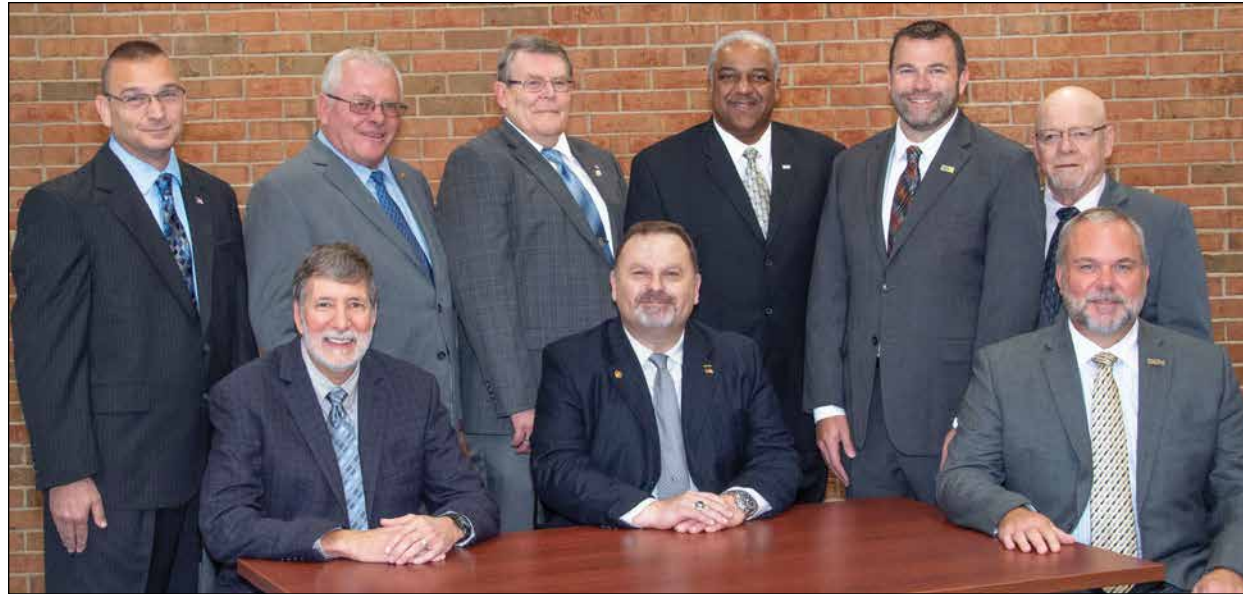
DIRECTORS
John F. Donovan
Arkansas

Terry W. Sanders
Indiana

Kevin J. Walkowski
Wisconsin

ADVISERS
Michael E. Dobmeier
North Dakota

Stephen "Butch" Whitehead
Minnesota



Back row, from left: John F. Donovan, Michael E. Dobmeier, Terry W. Sanders, Donald T. Day, Stephen "Butch" Whitehead, Dennis R. Nixon. **Front row, from left:** Robert D. Cox, Kevin J. Walkowski, J. Marc Burgess

NATIONAL EXECUTIVE COMMITTEE

National Commander
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Minnesota

Senior Vice Commander
Donald T. Day
New York

1st Junior Vice Commander
Andrew Marshall
Florida

2nd Junior Vice Commander
Joseph Parsetich
Montana

3rd Junior Vice Commander
Nancy G. Espinosa
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Terry W. Sanders
Indiana

District 14
Warren Tobin
North Dakota

District 15
David R. Thornburg Jr.
Iowa

District 16
Kirk H. Johnson
California

District 17
Timothy J. Talley
Texas

District 18
Glenn E. Hohman
Arizona

District 19
Saranna Rae Hack
Alaska

District 20
Thomas Parker
Texas

District 21
John F. Donovan
Arkansas

DAV STRUCTURE



From left: Washington Headquarters Executive Director Edward R. Reese, National Adjutant J. Marc Burgess and National Headquarters Executive Director Barry Jesinoski.

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

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

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

DAV's business structure is designed to provide its membership with the majority of control and to consistently evaluate the proficiency of our various programs. Our mission of service to ill and injured veterans and their families depends on the dedication and commitment of our membership. 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 nearly 1,300 chapters across the nation that provide additional support through the service programs of the national organization on a local level. They also provide the essential framework for our membership activities.

DAV continues to be the premier veterans service organization in the country, thanks primarily to the devotion of our members. The strength of our membership is unrivaled and is why we continue to ensure veterans and their families are able to live full lives with respect and dignity. //

Through the devotion of our members, DAV continues to be the **premier veterans service organization** in the country. The strength of our membership is unrivaled and is why we continue to ensure veterans and their families are able to live full lives with respect and dignity.



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202-554-3501



DAV.ORG

This report is available online at dov.org/membership/documents.