



**2014**

**ANNUAL REPORT**



**FULLFILLING OUR PROMISES**  
TO THE MEN AND WOMEN WHO SERVED

[www.dav.org](http://www.dav.org)

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KEEPING THE PROMISE TO  
**AMERICA'S**  
**VETERANS**



*J. Marc Burgess*

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



*Ron F. Hope*

**Ron F. Hope**  
National Commander



*Joseph W. Johnston*

**Joseph W. Johnston**  
Chairman  
Board of Directors

Dear Friends of DAV,

We share a set of common beliefs: the understanding that military service is a selfless and honorable sacrifice, the conviction that our nation's injured and ill veterans deserve the best care possible as they travel the road of recovery and the understanding that we all play a role in ensuring veterans and their families do not make this journey alone.

This is why DAV stands with veterans, and this is why you stand with us.

A recent ebb in combat engagement on two battlefronts gives us brief pause to remember the many injured and ill veterans from current and previous conflicts in need of care, compassion and, most of all, empowerment. Veterans want to lead full, productive lives after leaving military service, and we are proud to be a part of that transition for many service members and their families.

DAV's primary mission is ensuring that a sacred promise made to those who served is kept. We give voice to the needs of veterans and their families. For nearly a century, we have done this through our claims services, volunteerism and advocacy work. We offer free professional assistance to all veterans and their families in obtaining benefits from the Department of Veterans Affairs, and we work to safeguard the full range of earned services and protections on behalf of veterans on Capitol Hill.

In 2014, at 100 offices across the United States and Puerto Rico, DAV represented veterans with more than 340,000 claims to obtain earned benefits from the VA, all at no cost to them. Our professionally trained National Service Officers and Transition Service Officers—who are all veterans themselves—are often the first encounter veterans have with DAV. These men and women guide their fellow veterans through the claims process for VA disability compensation, and they offer expert counseling on rehabilitation and education programs, pensions, death benefits and employment and training programs.

Our volunteer initiatives helped veterans make more than 700,000 trips to medical appointments and improved their quality of life through formal and informal efforts in communities nationwide.

New to this year's report is DAV's Employment Department, which has proved an invaluable resource for veterans and employers. We hosted 34 DAV/RecruitMilitary All Veterans Career Fairs in 29 cities last year, offering thousands of transitioning service members, veterans and spouses job opportunities by creating venues for more than 60 companies per event. DAV will double the number of job fairs we support in 2015.

In the following pages, you will learn about DAV's programs, accomplishments and our dedication to some of our nation's finest—injured and ill veterans, as well as their families and survivors. As a network of veterans helping veterans, we have a vested interest in safeguarding and honoring the promises that were made to our military men and women. It is up to all of us to fulfill the sacred vow made to veterans: to remember and honor their sacrifice and to ensure they receive the resources that will help them return to civilian life with a sense of normalcy and dignity.

DAV has a reputation for wise stewardship of the funds we receive in support of our services and programs. We know our supporters want to see how their contributions help veterans and their families, and we believe this annual report reflects sound fiscal management and a clear focus on returning the highest amount possible toward direct services to veterans. Once you have read the report, we hope you take away a sense of fulfillment knowing you have helped these truly deserving veterans by aiding their recovery and transition back to civilian life. Of course, we are always happy to answer any questions you have regarding DAV's financial status or about the work we do on behalf of America's injured and ill veterans and their families.

# DAV MISSION STATEMENT

**We are dedicated to a single purpose: empowering veterans to lead high-quality lives with respect and dignity. We accomplish this by ensuring that veterans and their families can access the full range of benefits available to them; fighting for the interests of America's injured heroes on Capitol Hill; and educating the public about the great sacrifices and needs of veterans transitioning back to civilian life.**

This mission is carried forward by:

- ▶ Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs and other agencies of government;
- ▶ Providing outreach concerning its program services to the American people generally, and to disabled veterans and their families specifically;
- ▶ Representing the interests of disabled veterans, their families, their widowed spouses and their orphans before Congress, the White House and the Judicial Branch, as well as state and local government;
- ▶ Extending the DAV's mission of hope into the communities where these veterans and their families live through a network of state-level Departments and local Chapters; and
- ▶ Providing a structure through which disabled veterans can express their compassion for their fellow veterans through a variety of volunteer programs.

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

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# NATIONAL SERVICE PROGRAM



*National Service Officer Humberto Meza counsels a veteran during a Mobile Service Office visit to Central Texas College on April 29, 2014. (Rick Kern/Getty Images)*

**F**ulfilling our promises to America's veterans, their families and survivors is accomplished through service. Service has always been at the heart of DAV's mission. Our largest endeavor in fulfilling DAV's mission is our National Service Program. In 100 offices throughout the United States and in Puerto Rico, we employ a corps of approximately 270 National Service Officers (NSOs) and 34 Transition Service Officers (TSOs) who counsel and represent veterans and their families with claims for benefits from the Department of Veterans Affairs, the Department of Defense and other government agencies.

Veterans need not be members to take advantage of our assistance, which is provided free of charge. With outlays of \$50,217,077 in 2014, these direct services make up the largest item in our budget for program activities. Between January 1, 2014, and December 31, 2014, our NSOs and TSOs—all wartime-wounded, injured or ill veterans—provided representation for over 340,000 claims for veterans and their families before VA,

obtaining for them more than \$3.7 billion in new and retroactive benefits.

NSOs function as attorneys-in-fact, assisting veterans and their families 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 like the Mobile Service Office Program. NSOs also represent veterans and active-duty military personnel before Discharge Review Boards, Boards for Correction of Military Records, Physical Evaluation Boards, the Disability Transition Assistance Program, the Transition Assistance Program and other official panels.

## **DAV NATIONAL SERVICE OFFICER TRAINING PROGRAMS**

DAV National Service Officers continually train throughout their careers to stay current with the changes in all laws and regulations affecting veterans' benefits. This continuous training ensures that all

DAV 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 in conjunction with representation of 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.

The extensive preparation required for these crucial services begins with a 16-month, on-the-job training program, which was recently updated to digitally connect participants with up-to-date online resources.

This interactive, self-directed training program provides the foundation for trainees to become effective advocates. Trainees are instructed and mentored by tenured supervisory NSOs. The National Service staff at the National Service and Legislative Headquarters administers and oversees the successful completion of this training.

An NSO's training does not stop after completing the 16-month initial training. In fact, training never stops because the laws, regulations and policies governing veterans' benefits continue to change and

grow in complexity. That's why equipping our NSOs with state-of-the-art computer resources and keeping their cutting-edge advocacy skills up to date is of paramount importance.

DAV is the only veterans service organization to have a training program certified for college credit in legal research and writing, administrative law, litigation, introduction to paralegalism, pathophysiology and human anatomy by the American Council on Education.

In addition to these training programs, supervisory staff and selected NSOs from field offices across the country receive specialized instruction in

management and leadership development. The goal is to produce the most highly trained representatives possible to serve veterans and their families.

### NATIONAL APPEALS OFFICE

The Board of Veterans' Appeals (BVA) is the highest appellate level within the VA responsible for the final decision concerning entitlement to veterans' benefits. About 96 percent of the claims before the board involve disability compensation issues. Our highly skilled National Appeals Officers serve appellants in



*TSO John Steele with retired Air Force veteran Linda Broeckl at Wright-Patterson Air Force Base, Ohio*

DAV Service Officers  
 HELPED **VETERANS**  
 and **FAMILY** members  
 OBTAIN MORE THAN  
**\$3.7** BILLION  
 in **new** and **retroactive**  
**BENEFITS** in **2014**

assisting with  
**340,000+**  
 claims for VA benefits



*DAV represented nearly 30 percent of all cases decided by the Board of Veterans' Appeals in 2014.*

the preparation of written briefs for BVA review and conduct formal hearings before Veterans Law Judges, which have resulted in approximately 76.6 percent of the appeals represented by DAV being overturned or remanded to the Regional Office for additional development and re-adjudication. We maintain the largest staff of any advocacy group, representing nearly 30 percent of all cases decided by the BVA in 2014.

### 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 of the most accomplished law firms



in the country dealing with veterans' issues at the court. In fiscal year 2014, the BVA took action on more than 16,220 cases involving DAV clients. Each one of those cases was reviewed to identify those in which a veteran's claim was improperly denied. Thanks to DAV and our relationship with private law firms, 1,534 of these cases previously denied by the BVA were appealed to the court. These partnerships have allowed this program to grow

exponentially over the past few years. DAV is proud to have dedicated partners in prominent roles in our enlarged program at the court.

### 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 last year, our TSOs conducted 908 formal presentations to 39,569 transitioning service members. During that time, they filed 17,126 claims for VA benefits. Counsel and representation for active-duty service members during their transition was provided through the military's Disability Evaluation System. We devoted in excess of \$2 million to this program in 2014.

### MOBILE SERVICE OFFICE PROGRAM

The Mobile Service Office (MSO) Program continues to seek new venues to bring DAV service to veterans and dependents in their own communities. DAV National Service Offices are not always easy for veterans to visit due to distance, transportation, health and other reasons. By putting our service offices on the road and assisting veterans where they live, DAV is increasing veterans' accessibility to benefits.

DAV focused on a new initiative for 2014, conducting site visits at colleges and universities



During **2014**, our  
MSOs traveled

**101,104 miles**

to **922** cities

**118** were hosted at  
colleges and universities



throughout the nation using our MSO Program. Some colleges and universities visited include the University of Texas, Arizona State University and Indiana State University.

With 10 specially equipped MSOs visiting communities across the country, this outreach effort generates a considerable amount of claims work from veterans who may not otherwise have the opportunity to seek assistance at our National Service Offices. During 2014, our MSOs traveled 101,104 miles to 922 cities and towns, of which 118 visits were hosted at colleges and universities. Our NSOs interviewed 23,645 veterans and other potential claimants during these appearances. Nearly \$1.1 million was expended for the MSO Program in 2014.

### **OUTREACH PROGRAMS**

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. After updating and revamping this annual training initiative in 2014, DAV trained and certified 2,235 Department and Chapter Service Officers in 42 states.

During 2014, we conducted 33 Information Seminars at various Chapters across the country, allowing DAV to assist and educate 2,827 individuals in obtaining benefits they have earned. These Information Seminars provide the opportunity for veterans to discuss VA benefits with our NSOs in their own community, giving Chapters an opportunity to recruit new members and encourage their involvement.

Since 2006, DAV NSOs have offered services at other community-based events, including participation with state and county fairs, air shows, Major League Baseball, the National Football League, the National Hockey League, NASCAR and on college campuses across the country.

### **WOMEN VETERANS**

Serving in record numbers, women make up about 14 percent of the active-duty force and 18 percent of the Guard and reserve forces. More than 160 women service members have made the ultimate sacrifice in combat deployments in Iraq and Afghanistan and over a thousand have been injured or wounded. Since 2000, the number of women veterans using VA health care has more than doubled, and their enrollment



*DAV members meet for a women-veterans focus group to provide input on critical issues and legislation.*

in VA's health care system is increasing faster than that of their male counterparts. Although VA has made concerted efforts to ramp up services to meet the increasing demand, VA has struggled to meet the unique health care and support needs of women coming to the VA for care.

The VA acknowledges the need for internal cultural changes to ensure that women feel welcome at VA facilities and to improve, tailor and expand health care services to comprehensively care for women veterans' gender-specific needs. DAV is helping foster greater awareness of the unique needs of women veterans and is working cooperatively with VA officials through our legislative, communications and Foundation resources; providing testimony before Congress and conducting a variety of forums and discussion groups in Washington, D.C., and throughout the nation.

On September 24, 2014, DAV released the landmark study "Women Veterans: The Long Journey Home." The report provides a comprehensive assessment of existing federal services available for women veterans and found gaps in health care, specialized mental

health and homeless services, transition assistance programs, housing options, community support services, employment and efforts to eradicate sexual assault. The report reveals that while the number of women who volunteer to defend our nation is increasing dramatically, they currently do not have the same opportunities for a successful transition in a system with policies and programs focused on and designed primarily for men.

DAV continues our determined advocacy for all veterans and is the leading veterans' service organization in promoting the needs of women veterans at the national, Department and Chapter levels. In addition, DAV's own Interim Women Veterans Committee, made up of veterans from across the country, meets biannually at our Mid-Winter Conference and National Convention to help

set our agenda on the needs of women veterans. To ensure women's unique experiences and sacrifices in serving our nation in uniform are properly recognized, DAV actively seeks out and recruits women veterans to add to the 65 women now serving in our National and Transition Service Officer corps. ★



**65**  
DAV Service  
Officers are  
**WOMEN**

# NATIONAL EMPLOYMENT PROGRAM



Soon-to-transition military members explore employment opportunities at the DAV/RecruitMilitary All Veterans Career Fair at Cincinnati's Paul Brown Stadium in Oct. 2014.

**D**AV appreciates that the journey from injury or serious illness to recovery cannot be completed until a veteran is able to find meaning in life and regain a purpose. For those who are able, working to care for themselves and their families is their uppermost goal. As the nation winds down from more than a decade of war, tens of thousands are now making the transition from military to civilian life, with the likelihood of more than 250,000 expected to leave military service in 2015 and more than a million service personnel leaving the military by 2017. DAV is committed to ensuring that these new veterans and all who've served secure the tools, resources and opportunities they need to competitively enter the job market and capture meaningful employment after serving.

Realizing the challenges that many veterans—especially our service-disabled veterans—continue

to face in the employment marketplace, DAV last year established the National Employment Department, committing over \$800,000 in 2014 to its startup. One key element of this mission is a partnership DAV formed with RecruitMilitary®, a full-service, military-to-civilian recruiting firm. Working alongside our partner, DAV uses online and offline products to connect employers, franchisors and educational institutions with veterans who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the National Guard and reserve components and military spouses. All services are offered free of charge.

By co-hosting and sponsoring Veterans Career Fairs in partnership with RecruitMilitary®, DAV is helping to address one of the greatest needs facing our nation's unemployed veterans. Last year, DAV



*DAV representatives, including Senior Vice Commander Moses McIntosh (center), inform attendees about the organization's services at the inaugural DAV/RecruitMilitary All Veterans Career Fair, which took place in Washington, D.C., in June 2014.*

sponsored 34 job fairs in 29 cities, creating venues for more than 60 high-quality companies per event, considering the talents of more than 14,000 active-duty, reserve and Guard members, veterans and their spouses who attended. The success of these job fairs led to a recent decision by DAV to sponsor 70 more fairs in 2015.

In order to facilitate our employment assistance, DAV has incorporated our VA benefits and claims representation resources into these events. Service Officers have aided hundreds of veterans, dependents and survivors with claims assistance to gain their rightful VA or DoD benefits due to their fair attendance and our visible presence.

DAV's National Employment Department also works directly with major employers interested in recruiting skilled veterans. It provides a multitude of resources that veterans can access online at [jobs.dav.org](http://jobs.dav.org), including a job-search board listing more than 800,000 current opportunities. We are pleased to note nearly 5,000 average monthly visits to our employment resources web page. We anticipate continued growth in veterans' use of this resource in the coming months as we roll out a retooled website that will feature a variety of additional employment and educational resources, including webinars and other guides, and we will highlight certain employers that have demonstrated a firm commitment to recruiting and hiring veterans.



Our National Employment Department is still in its infancy, but we are extremely pleased with the results thus far. DAV is excited about the continued growth of this important new function in providing vital employment assistance not only to ill and injured veterans but to all veterans and their spouses, as well as active-duty, reserve and Guard members. ★

**We fight for  
veterans' rights by  
making sure their  
voices are heard  
in Congress.**



*Undeterred by the wind and snow, hundreds of veterans joined DAV then-National Commander Joseph W. Johnston in a powerful rally on Capitol Hill as part of Operation: Keep the Promise. Event supporters urged Congress to pass advance appropriations for all veterans benefits, programs and services.*

# NATIONAL LEGISLATIVE PROGRAM



*DAV launched Operation: Keep the Promise, a grassroots campaign, in February 2014, to draw Congress and the nation's attention to the importance of passing Advance Appropriations legislation to protect veterans' benefits.*

**D**AV was founded in 1920 as a nonpartisan, nonprofit veterans service organization. Since then, promotion of meaningful, reasonable and responsible public policy for wartime service-disabled veterans, their dependents and survivors has been a part of who we are and what we do. Regardless of politics and whether we agree or disagree on foreign policy issues, our service men and women put their health and lives on the line to protect the basic freedoms we enjoy as citizens of the United States.

We accomplish our objectives through our efforts in Washington, D.C., and by drawing upon the support of our DAV members across the country. During 2014, even though the investment in our legislative program (both non-lobbying and lobbying combined) was quite small, constituting less than one percent of DAV's total expenditures, DAV's efforts in this arena achieved important results for the men and women who served.

DAV's National Legislative Department is responsible for influencing, developing, strengthening and expanding federal policies, programs, benefits and services to empower wounded, injured and ill

veterans to lead high-quality lives with respect and dignity. DAV works with Congress, the Department of Veterans Affairs and other federal agencies that help fulfill our nation's promises to the men and women who served. The guiding principles of our advocacy efforts emanate directly from our legislative agenda as set forth by the resolutions adopted by delegates to our annual National Convention and strengthened by DAV's Constitution and Bylaws. These principles guide our advocacy for disabled veterans in conformance with the collective will of our members.

It became clear during the 16-day government shutdown in 2013 that when Congress and the Administration fail to pass the federal budget on time—an event that has occurred in 23 of the past 26 years—benefits paid to veterans, their families and survivors are put in jeopardy. Had the shutdown continued for even a few more days, mandatory obligations of the government, including disability compensation and pension payments to veterans and their survivors, would have been suspended. More than 4 million wounded, injured, ill and poor veterans rely on these payments—for some, it is their primary

or only source of income. DAV renewed efforts to pass legislation that would protect veterans' benefits from Congressional dysfunction and gridlock.

DAV has been fighting for years to reform the VA budget and appropriations process with advance funding to shield the VA from budget delays and government shutdowns. We first achieved some success in 2009 with our Stand Up For Veterans campaign when Congress passed and the president signed the Veterans Health Care Budget Reform and Transparency Act—legislation that provided VA health care with advance appropriations. As a result, even during the government shutdown of 2013, VA's hospitals and clinics were able to continue without interruption because they had received their funding in advance. However, no such guarantees existed for veterans' benefits.

In order to protect veterans, their families and survivors, we undertook an intensified year-long campaign to advance the Putting Veterans Funding First Act, legislation that had been introduced in both the House and the Senate. To draw Congress and the nation's attention to the importance of passing this legislation, we planned, organized and launched Operation: Keep the Promise in February 2014, which further amplified our message through a massive and successful grassroots campaign.

In the waning weeks of 2014, we undertook one final push to finish what we started. DAV led high-level meetings with the leadership of the House and

Senate to get this legislation passed before Congress adjourned. Congress kept the promise by passing the legislation. As a result, those who rely on disability compensation and other critical VA benefits can be assured that their payments will be delivered on time, every month, regardless of any political gridlock, budget stalemate or government shutdown.

DAV and other VSOs, through our annually submitted *Independent Budget*, warned the VA, Congress and the Administration over the past decade that the status quo within VA budgeting was destined to fail. Those warnings often went unheeded. Getting timely access to VA care has been—and remains—the central underlying challenge, and one that exploded into broad public view in May 2014.

To address the identified access issues, Congress acted swiftly in enacting Public Law 113-146, the Veterans Access, Choice and Accountability Act of 2014. This historic legislation authorized \$10 billion in emergency funding to allow enrolled veterans either living 40 miles from a VA facility or waiting more than 30 days for care to choose care in their communities from private providers at VA expense. The funds for private care were authorized as a temporary remedy for three years or until the funds are exhausted.

As a nation, we know that caring for the needs of veterans is expensive, especially in providing specialized services such as blind rehabilitation, post-traumatic stress disorder, spinal-cord injury care, state-of-the-art prosthetics, traumatic-brain-injury care and comprehensive polytrauma services for devastating war-related injuries. The American people recognize the service and sacrifice of our heroes and, through Congress, have authorized a vast array of benefits and services so they can lead high-quality lives.



*Then-Commander Joseph W. Johnston receives a standing ovation following his testimony before Congress at the 2014 Mid-Winter Conference. Johnston urged legislators to expand the advance appropriations umbrella to protect veterans' benefits.*



*In December 2014, DAV leaders (from left) National 2nd Junior Vice Commander Delphine Metcalf-Foster, National Commander Ron Hope, Washington Headquarters Executive Director Garry Augustine and National Legislative Director Joseph Violante spoke with incoming Senate Majority Leader Mitch McConnell about the need to protect veterans' benefits through advance appropriations.*

We recognize that having access to timely care when it is needed is a cornerstone of any high-quality health care system and that the ability of the VA to purchase care is necessary—in certain circumstances—to supplement VA care. While DAV is supportive of the expanded access options provided, we have noted that it is imperative that VA remain responsible for the quality of care and for coordination and prompt payment for outsourced care. If care coordination is absent, veterans lose the established benefits of VA's electronic health record, integrated care system and patient safety built into the VA's comprehensive care model. Giving veterans a card and hoping they get access to good care in the community is not a substitute for a coordinated system of integrated health care.

Many challenges lie ahead for the VA. However, we remain confident that our elected leaders will address these pressing challenges. The men and women of DAV remain steadfast in our fight to ensure that our government fulfills its promises to all veterans—those who currently depend on VA's health care system and the specialized services it offers, as well as those who will need the system in the future.

Women are a rapidly increasing and important component of the U.S. military service branches. Today, women constitute approximately 20 percent of new recruits, 14.5 percent of the 1.4 million active-duty component and 18 percent of the 850,000 members of the reserve components. Of the 300,000 women who have served in Afghanistan and Iraq, 161 have made the ultimate sacrifice, and more than 1,000 have been physically wounded. Following military service, women veterans are turning to the VA in record numbers.

One of DAV's key legislative priorities has been to ensure that women veterans are properly recognized for their military service and receive equal benefits and high-quality health care from the VA.

DAV commissioned an important study in 2014, "Women Veterans: The Long Journey Home," to examine the transition of women from military to veteran status and the existing federal programs and services available to aid them. The report represents a balanced, comprehensive assessment of the existing policies and programs available across the federal landscape for women veterans following military service.

One of the most persistent problems is a military and veterans' culture that is not perceived by women as welcoming and does not afford them equal consideration. Additionally, research demonstrates that women veterans returning from deployments in Iraq and Afghanistan are experiencing higher rates of underemployment and unemployment than male peers; higher rates of homelessness—at least twice as high as women non-veterans; high rates of sexual assault during military service; and a lack of safe housing options, especially for women with minor children.

The VA has made significant progress and deserves praise for its efforts to improve women's health programs, its outreach to women, its focus on cultural change and for initiating comprehensive primary-care programs (including gender-specific care) for women veterans at all VA facilities. Yet serious gaps still exist in some VA clinics and specialty services. Given the

**No funds from charitable contributions are used to cover the expenses of our Legislative Program, except when donated explicitly to fund legislative efforts.**





*This comprehensive report on issues affecting women veterans was released Sept. 24, 2014.*

significant increase in the number of women who are now seeking VA benefits and health care following wartime service, the VA must step up its efforts to address their unique post-deployment and health maintenance needs.

There needs to be an integrated approach to address the needs of all eras of women veterans and an overhaul of the culture, values and services of the federal systems that should be supporting them in a successful transition to civilian life. Our 2014 report forms a cornerstone of DAV's legislative agenda for 2015.

Currently, access to VA's comprehensive caregiver support program is being denied to severely disabled veterans injured before September 11, 2001. Wounded, ill and injured veterans of all eras of service have made incredible sacrifices, and all family members who care for them are equally deserving of our recognition and support.

Without comprehensive caregiver support, many family caregivers of severely disabled veterans are unable to continue in their role. Although most family caregivers continue to willingly dedicate themselves to this role, they need the support provided in the VA's comprehensive program to sustain their efforts.

According to a VA report to Congress, the average cost per veteran per year in the comprehensive program is \$36,770. However, this cost is far less than the \$332,756 the VA spent, on average, per veteran per year in a VA nursing home; the \$88,571 spent, on average, in a community nursing home;

or the \$45,085 in VA per diem payments in a state veterans' home. In addition to preventing unwanted and more costly nursing home admissions, caregivers reduce overall health care costs by minimizing medical complications and lowering the number of hospital admissions.

Therefore, another top priority for DAV is to fix this access problem. This would give severely ill and injured veterans a choice that they have earned and deserve: to remain in their own homes rather than move into an institution. It would also preserve their quality of life at a lower cost to taxpayers.

The National Legislative Department is determined to protect and enhance the benefits earned by veterans because they paid a high price for them in full—and in advance. Many veterans require these benefits and services to help restore their lives and prepare them for a future as productive citizens or help them care for their families if they lose their ability to work as a consequence of military service.

Given what veterans have done for this country since its founding more than two centuries ago, we believe it's a small price to pay. It's the price of freedom. Many VA hospitals are adorned at building entrances or at the front gates with these words: "The Price of Freedom is Visible Here." This message is a powerful and fitting statement to honor our heroes, and it compels our national resolve to keep the promise using the tools that we have developed and deployed in Congress and in the VA. ★

# We offer services for veterans that address their overall health and well-being.



*Volunteers from San Bernardino Chapter 12 and the Victorville Home Depot stand with Erasmo Flores III and his son Erasmo Flores IV in their freshly landscaped yard. San Bernardino Chapter 12 partners with the Home Depot Foundation to improve the quality of life for disabled veterans by beautifying and enhancing their homes.*

# NATIONAL VOLUNTARY SERVICES PROGRAM

Service is the cornerstone of DAV's mission of empowering veterans to lead high-quality and fulfilled lives. Our thousands of dedicated volunteers across the country help us to provide the best care, morale and service to our nation's heroes. DAV truly appreciates and recognizes those who volunteer their time and talents and is committed to supporting these efforts. In 2014 alone, the organization devoted \$42,378,452 to voluntary service initiatives through an extensive network of programs. Volunteers are the key to the success of our mission, and they positively impact the lives of the veterans we serve.

## TRANSPORTATION NETWORK

DAV's Transportation Network is one of the country's largest voluntary transportation programs. This unique program provides vehicles and volunteers throughout the country to transport veterans to and from their medical appointments at VA medical centers. This program is managed by 192 Hospital Service Coordinators located at 197 VA medical centers and is operated by nearly 9,000 volunteer drivers. Since the inception of the program in 1987, DAV Departments and Chapters

have donated 2,856 vehicles to the VA at a cost to DAV of \$61.8 million.

The amount of hours that 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 620,421,512 miles, which is equivalent to 87,284 round trips across the United States, from Maine to California, since the program's inception. In 2014 alone, volunteers traveled 24,356,351 miles, providing 716,302 free rides to veterans and donating 1,723,175 hours of their time.

The benefit of DAV's Transportation Network goes beyond ensuring that veterans in need are able to get the care they've earned. Without this program, they might otherwise go without. Based on the Independent Sector's methodology, the VA has valued the DAV Transportation Network's 1,723,175 hours of service at \$38,857,596, based on the current formula of \$22.55 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. In 2014 alone, the 24,356,351 miles





**“I look forward to the stress relief the clinic brings when I’m flying down the mountain.”**

Jeff Hemenger, Army veteran

2014 National Disabled Veterans Winter Sports Clinic

traveled by our volunteer drivers would have cost taxpayers \$10,107,885. The Transportation Network continues to meet a substantial need for veterans, delivers a powerful impact on local communities and proves to have great value.

### **NATIONAL DISABLED VETERANS WINTER SPORTS CLINIC**

For over a quarter century, DAV and the VA have co-hosted the National Disabled Veterans Winter Sports Clinic, a physical rehabilitation program held in the mountains of Colorado. Since its inception, this program has transformed the lives of 8,034 of America’s most severely injured and ill veterans. This unique program—often referred to as “Miracles on a Mountainside”—helps severely injured veterans to rebuild confidence and regain balance in their lives. In 2014, 290 veterans from across the nation with multiple amputations, traumatic brain and spinal

cord injuries, severe neurological deficits and even total blindness participated in the clinic to develop winter sports skills and take part in a variety of workshops and educational sessions.

This event promotes rehabilitation and restoration by coaching and encouraging veterans with severe injuries to conquer adaptive skiing, rock climbing, kayaking, scuba diving and other sports they may not have considered after surviving the effects of a profound disability. Veterans from all eras attend the clinic, including many who were injured in the wars in Iraq and Afghanistan. Often, this seminal event offers veterans their very first experience in winter sports and gives them motivation to overcome any perceived limitations—motivation which enhances their quality of life and rehabilitative journeys.

### **THE POWER OF YOUTH VOLUNTEERS**

The power of young volunteers providing care to our nation’s heroes and strengthening their local communities is shown through DAV’s Jesse Brown Memorial Youth Scholarship Program. Annually, our scholarship program honors outstanding young volunteers who participate in the VA Voluntary Service Program and/or DAV’s Local Veterans Assistance Program. 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 155 individual scholarships valued at a total of \$1,118,000 to enable these exceptional young people to pursue their goals in higher education.

Last year’s top honor of \$20,000 went to Shannon Mathew of Coral Springs, Fla., who volunteered 585 hours over the span of four years at her local VA medical center. “When I started here, I didn’t

*Shannon Mathew of Coral Springs, Fla., received a \$20,000 scholarship in recognition of the nearly 600 hours she volunteered to assist veterans at her local VA medical center.*





*Karl Bragg is one of dozens of Northern Kentucky University students who invested 15 to 20 hours each during the preparation and execution of the DAV 5K races in Cincinnati and San Diego. The sports business and marketing major had a professional interest in the event but also wanted to honor his grandfather, a Marine Corps veteran.*

want to stop,” she said of her volunteer work with the local VA facility. “Each day, I wanted to wake up early. I wanted to go and just help out.” This program empowers student volunteers to gain life and job experience, strive to be successful students and become active community members.

### **VA VOLUNTARY SERVICE PROGRAM**

VA medical centers, community living centers and clinics appreciate the service of DAV volunteers. In 2014, DAV volunteers assisted service members, their families and caregivers through the VA Voluntary Service Program (VAVS) by sharing their time and talents and performing a wide range of duties.

DAV volunteers performed duties as basic as being a buddy to a veteran during days of recovery or therapy, to those requiring highly technical and professional skills. Through the VAVS program, DAV volunteers help veterans gain meaningful experiences and assist them in living healthy and fulfilling lives.

### **CELEBRITY PROGRAM**

DAV’s Celebrity Entertainment Program provides an amazing opportunity for professional athletes and celebrities to generously volunteer their time visiting hospitalized veterans and their families at VA medical centers across the country.

Dedicated celebrities include Major League Baseball Umpire Jerry Layne and retired Major League Umpire Larry Barnett. In 2014, Layne and Barnett made 70 visits to VA medical centers throughout the country.

### **STRENGTHENING COMMUNITIES THROUGH LOCAL VOLUNTEERISM**

DAV’s Local Veterans Assistance Program (LVAP) was established to facilitate and recognize

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

LVAP initiatives are managed by state-level DAV Departments and are carried out through our Departments, Chapters, Auxiliary Units, associated organizations, corporations and individual volunteers. LVAP initiatives range from Homeless Stand Downs to disaster cleanups. They include things like household chores and providing respite for caregivers. There are 5K walks and runs to benefit veteran communities, and our volunteers also lead efforts to assist in the upkeep of veterans’ cemeteries. Since the inception of the LVAP program in 2007, 5,792 volunteers have donated 2,161,192 hours of service to veterans residing within their local communities.

DAV’s 5K race on Saturday, November 8, 2014, in Cincinnati, Ohio, was an enormous success. Nearly 3,000 participants, including motorcyclists and volunteers, came together to salute our heroes for Veterans Day at Sawyer Point in Cincinnati. The event was facilitated by nearly 250 volunteers. On Sunday, November 9, 2014, DAV’s 5K expanded to San Diego, Calif. This inaugural event saw tremendous success. Nearly 1,000 participated, including motorcyclists and 180 volunteers who facilitated the race. It was the dedication and support from our volunteers working tirelessly behind the scenes that allowed us to pull off such events.

DAV volunteers assisted not just with the event itself but also in all phases leading up to the actual race. Volunteers helped prepare “thank-you” bags, packet pick-up, staging of race-day materials, transportation and the set-up and tear-down of the event. ★

**We respond not just to  
the needs of veterans  
returning home,  
but to the needs of  
their entire families.**



*DAV was on site to assist veterans and their families in the wake of the devastating tornado outbreak that struck the central and southern U.S. in the spring of 2014, including Mayflower, Ark.*

# STATE SERVICES AND DISASTER RELIEF



*Above: DAV representatives survey tornado damage with a veteran in Mayflower, Ark., in May 2014.*

*Right: DAV provided veterans with financial assistance to help cover immediate needs for food and shelter after many lost their homes in a streak of deadly tornadoes that hit the U.S., including the town of Pilger, Neb.*



**D**AV 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 2014, spending on these programs totaled \$4,412,141.

## DISASTER RELIEF PROGRAM

When disaster strikes, our National Service Officers are dispatched to the affected area to provide monetary assistance, conduct benefits counseling and offer referral services. We provided disaster relief 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. During 2014,

\$90,450 was granted to tornado, flood and fire victims. Since the program's inception in 1968, \$9,442,228 has been disbursed.

## STATE SERVICE PROGRAM

We help fund services that our state-level Departments provide to veterans and their families. In some cases, these Department programs extend, supplement or dovetail services we provide through our nationwide programs. In other cases, Departments have created entirely new programs to meet the unique needs of veterans in their states. Grants to Departments under this program totaled \$4,169,511 in 2014. ★

**We are keeping  
the promise to  
America's veterans.**





# NATIONAL COMMUNICATIONS PROGRAM



D. SMITH PHOTOGRAPHY

*DAV Department of Arizona Adjutant Ron Archuleta, 2014 Outstanding Disabled Veteran of the Year Roger Ferland, Department of Arizona Commander Ron Cox and DAV National Judge Advocate Michael E. Dobmeier participate in pre-race ceremonies for the DAV 200 at Phoenix International Raceway on Veterans Day weekend.*

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

Our communications staff produces news releases, speeches, op-eds, brochures, print messages, public service announcements, videos and other materials that provide information about DAV and the full range of free services that empower veterans to live high-quality lives with respect and dignity. In

addition to these traditional tools, social media such as Facebook, Twitter and YouTube also enable DAV and its members to build an even stronger community to carry out our mission, now and in the future.

Marking a major milestone along the road to DAV's second century of service and advocacy, the National Communications Department is implementing a comprehensive strategy to create greater awareness among the veterans we seek to serve, our members and the public. We have refreshed our principal communications to help clarify and better explain our organization and the positive impact we have on the lives of veterans, to include new public service campaign materials for television, radio, print and out-of-home messaging. In 2014, our PSA campaign generated over 1.7 billion impressions through almost 80,000 broadcasts and print placements.



*National Commander Ron Hope and Mike Wolfe, host of the History Channel's "American Pickers," prepare to embark on a 'pick' for Vietnam-era military gear as part of a DAV promotional video feature shown both on the network and online.*

We have significantly grown our social media community using the Facebook platform, which provides individuals with a way to directly engage with DAV as frequently as they choose. DAV's captured Facebook audience has grown to more than 831,000. Our Facebook "reach" (the number of people who received an impression of a page post) has grown to nearly 1 million people per week in 2014. DAV directly interacted with 287,000 people weekly in 2014.

Our Twitter following has grown to more than 21,000, a boost of more than 8,000 over the last two years. Meanwhile, DAV YouTube subscribers topped the 1,500 mark, and our videos have now garnered more than 1.5 million views.

Our website, [www.dav.org](http://www.dav.org), is another vital information and education resource for veterans and the general public. The site continues to evolve to connect veterans with DAV's free services, spread awareness of legislative issues and educate

and inform our members, veterans and the general public. It also allows our members, as well as the general public, to make their voices heard on important public-policy issues through an electronic mail feedback feature.

Activity on DAV's website grew considerably during the year, from 2.1 million visits in 2013 to 2.8 million in 2014. Likewise, the number of unique visitors showed a marked increase, from 1.5 million to 2.2 million.

Special outreach areas like our partnerships with the History Channel and Inspire (INSP) Network have helped spread DAV's message of service and advocacy to a new audience of more than 132 million. Additionally, our Airshow Outreach program at military bases and civilian venues helps us reach the public to inform them of our free services and volunteer opportunities in their communities. Our Airshow Outreach program works with the owners of two vintage B-25 Mitchell bombers to bring DAV's message to these veteran-friendly audiences across the nation. Through this unique outreach program, DAV has been able to reach millions of Americans with our message of service and volunteerism in support of injured and ill veterans.

With such a vast array of programs, our Communications Department is able to provide in-depth research and resources to help explain issues more fully and sharpen the focus of news stories. 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 \$10,261,614 was spent on publications and other outreach in 2014. ★

**It is critical that DAV and Auxiliary members and other supporters are aware of vital issues through our social networking community. You are invited to visit us online:**



[www.dav.org](http://www.dav.org)



[facebook.com/DAV](https://www.facebook.com/DAV)



[@davhq](https://twitter.com/davhq)



[instagram.com/DAVveterans](https://www.instagram.com/DAVveterans)

# NATIONAL MEMBERSHIP PROGRAM



*At a Golden Corral Military Appreciation Monday event in Fort Wright, Ky., members of Chapter 19 Northern Kentucky explain eligibility and member benefits to a veteran.*

At the close of the  
2013–2014 membership  
year, there were

**1,279,391**  
**MEMBERS**

**52**  
**DEPARTMENTS**

**1,351**  
**ACTIVE CHAPTERS**

**T**he pulse of DAV lies within its members. When a veteran joins DAV, he or she joins a vibrant community that stands together to ensure our nation keeps its promises. This steadfast dedication to our cause has made DAV what it is today.

DAV was founded after World War I because a centralized structure to support veterans wounded in the trenches did not exist. America was not prepared for their return, and something needed to be done.

The concept of continued service, of veterans serving veterans, is part of a legacy that is more than 90 years old. DAV has evolved to meet the needs of its members amid the changes that naturally progress with time. Our armed forces have changed along with our society, and DAV has evolved to embrace those changes through the years. This

enables us to ensure all veterans are able to lead high-quality lives with respect and dignity.

Today, social networking and technology have allowed DAV members to continue to play a role as spokespersons for the unique requirements of veterans and their loved ones. We continue to effectively respond to the needs of past and present generations of veterans, providing unwavering dedication to those who have sacrificed for our way of life, often with a life-changing illness or injury.

DAV has nearly 5,000 members dedicated to recruiting new ones so that our base remains strong and vibrant well into the future.

With 52 state-level Departments and 1,351 active Chapters nationwide, we closed the 2013–2014 membership year with 1,279,391 veterans in DAV. ★

**We are standing  
up for veterans,  
because they  
stood up for us.**



*National Commander Ron Hope, at the podium following his remarks at the National Veterans Day Event at Arlington National Cemetery, joined VA Secretary Bob McDonald and Vice President Joe Biden (far left) in honoring the men and women who served the nation.*

# PUBLIC AWARENESS OUTREACH



*In November 2014, thousands of individuals in Cincinnati and San Diego came together to thank and honor the brave men and women who have served.*

**W**hen injured and ill veterans return home from military service, many struggle to regain a sense of normalcy. They must start the long and often difficult process of healing and rehabilitation so they can begin to rebuild the lives they once knew. Many face the search for employment and housing, all while learning how to relate to their families after having been away for long periods of time. Navigating basic health, education and other benefits can be daunting. That's why DAV is here to help them every step of the way.

Too many of our nation's veterans have yet to access the benefits and services they've earned. Many are simply unaware of what is available to them, so our National Service Program provides veterans free assistance in working through the claims process at the VA and other government agencies.

DAV wants to ensure that veterans are fully aware of the wide range of other programs we offer for ill and injured veterans and their families. Our outreach program supplements the efforts already built into our other program services to raise awareness. It offers the American public a greater opportunity

to become personally involved in identifying with and assisting the men and women who served our nation. In 2014, \$32,355,645 was spent on this large-scale outreach effort, an investment that's making a real difference in the lives of veterans and their families. About \$7.3 million is from the value of donated media, primarily for airing of public service announcements about DAV services available to assist ill and injured veterans.

Additionally, DAV 5K events galvanize local communities across the country to support their heroes and raise awareness about the issues veterans face every day. This past year, we held our second annual DAV 5K in Cincinnati and launched our inaugural DAV 5K event in San Diego. In total, almost 4,000 individuals came out to honor and say thank you to friends and family members who served or are currently serving our country. We look forward to even greater participation in our events in Cincinnati, San Diego and Atlanta in November 2015 and will continue to explore opportunities to expand the 5K events to other cities across the country. ★

**We empower veterans  
to live high-quality  
and fulfilled lives.**



*Deion Sanders, Pro Football Hall of Famer and broadcaster, visited with past National Commander Bobby Barrera at Military Appreciation Monday in Arlington, Texas. There, he spoke with veterans and filmed a segment for NFL Network about DAV's partnership with Golden Corral.*

# FUNDRAISING

**D**AV is honored that this past year more than 2.7 million donors joined us in serving and giving back to the brave men and women who fought to protect our freedoms. It is through their generosity and caring that we are able to continue our mission of ensuring every veteran has the ability to lead a fulfilled life with the honor and dignity they deserve.

While the majority of veterans we serve may never have the opportunity to meet one of the special individuals who chose to give to DAV, their generosity is felt through our programs and their messages of gratitude. One such message was from Marvin Larsen who said, “None of them [injured veterans] want to be in this condition; it happened because of their service to the United States.... I know I want to help DAV help our veterans. It’s the least I can do.”

Mr. Larsen is just one example of the many generous friends who have joined our DAV family by responding to our needs from a mailing or email,



**“None of them [injured veterans] want to be in this condition; it happened because of their service to the United States.... I know I want to help DAV help our veterans. It’s the least I can do.”**

Marvin Larsen

engaging in one of our corporate campaigns, making a legacy gift or encouraging others to become involved in our promise to provide a secure and bright future for all veterans. From the generosity of our donors in 2014, DAV raised \$114,661,280 in fundraising revenue. DAV also added more than 400,000 new supporters across the nation.

## DIRECT MARKETING

The core of DAV’s fundraising efforts occurs at the grassroots level from the millions of special individuals who respond to our direct mail, email and online initiatives. This past year, the average amount donated through these channels was \$19 and the amount raised totaled \$93.2 million. While we continue to explore ways to diversify our sources of revenue, our direct marketing program continues to provide a strong foundation.

## GIFT PLANNING

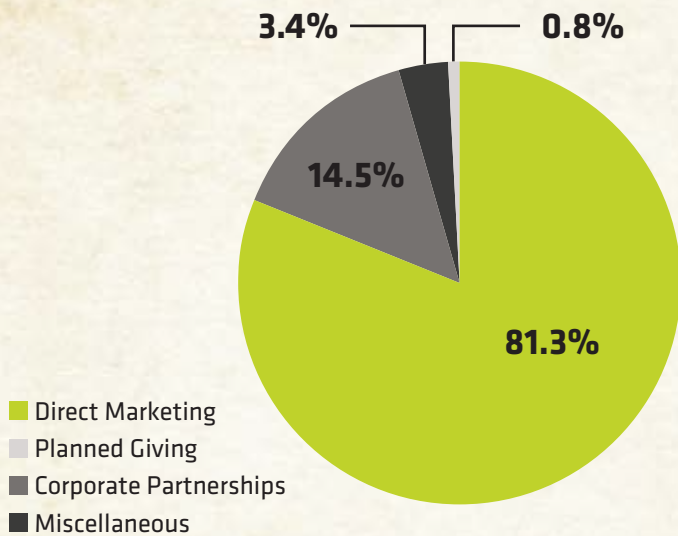
Each year, the brave men and women who have served are honored by individuals who decide to include DAV in their wills. These special individuals ensure that their support for veterans leaves a legacy—a legacy that inspires others to stand alongside our injured heroes and a legacy of caring for others. We are truly humbled by the generosity and kindness of those who have chosen to honor and



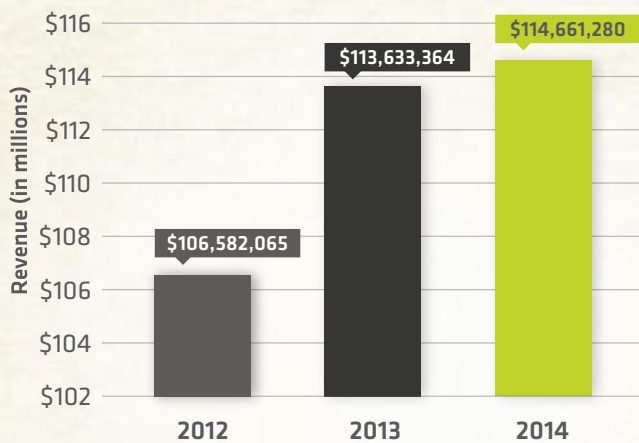
**“Our gift annuity enables us to provide a monthly income for our retirement and, more importantly, to leave a gift, with our thanks, to other disabled veterans.”**

Ron and Lynn Brown

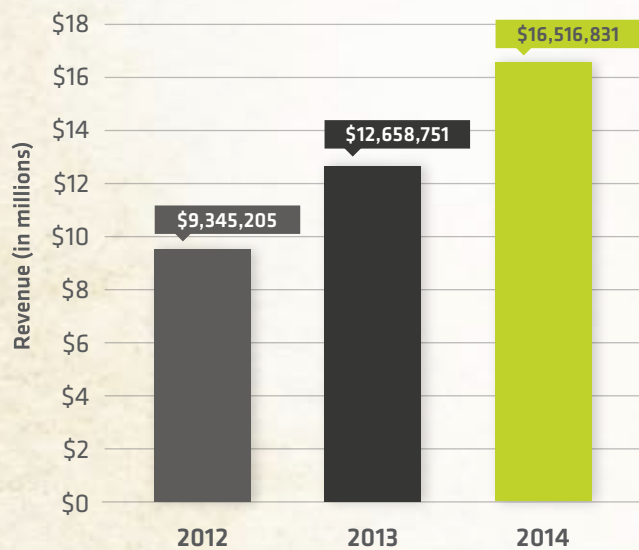
## Support by Fundraising Source



## Gross Fundraising Revenue



## Bequest Revenue



“We have great respect for DAV and what they do for veterans. DAV and USAA share a common mission in supporting and empowering military members and their families.”

Stuart Parker  
CEO, USAA

support our nation’s brave men and women in this manner. This past year, more than \$16.5 million in support was generated from bequests. Promotion of bequests will remain a priority, as this source of revenue has grown with increased awareness of this giving opportunity amongst our donor population.

## CORPORATE PARTNERSHIPS

This past year, more than 40 companies and organizations around the country provided funds to support DAV’s programs and services. Through their generosity and the kindness of their employees and customers, \$784,841 was raised. 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 have earned.

These good corporate citizens have also helped DAV further our mission by providing us with valuable goods and services. Ford has been a loyal friend of DAV since 1922, when Henry Ford provided 50 Model “T” Fords to help disabled World War I veterans attend the organization’s second national convention. Ford continues its support today by donating vans for use in DAV’s nationwide Transportation Network. Through the generosity of their grants, 192 vans have been purchased and donated to the VA over the life of the Transportation Network program.

Golden Corral, another long-standing friend of DAV, raised more than \$1.4 million for DAV Departments and Chapters while providing free meals to more than 342,500 veterans through its 14th Annual Military Appreciation Monday event.





Through grants from longtime partner Ford Motor Company, 192 vans have been purchased and donated to the VA since the Transportation Network program's inception in 1987.

We were also extremely grateful to have USAA and Hankook Tire become part of the DAV family and provide their support of our programs and services in 2014. Both of these organizations share our passion and commitment to doing whatever it takes to ensure all injured and ill veterans receive the benefits and assistance they have earned

through their service and sacrifice for our nation. And with their support, we will move closer to making this a reality.

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. ★

**Some of our corporate partners include:**



In attendance at the Hankook Tire America Corp. factory opening in Tennessee, are (from left) Hankook Senior Vice President of Marketing Jeong Ho Park, Hankook Senior Vice President of Sales Shawn Denlein, Tennessee Governor Bill Haslam, Ray Kalil, Glenn Turner, James Scarlett, Bobbie Smith, DAV Past National Commander Don Samuels, Hankook President Byeong Jin Lee and Hankook General Manager of Marketing Strategy Brandon U. Hur.



**More than 90 years  
of commitment to the  
service of those who  
sacrificed in our defense**



# 2014 FINANCIALS

## SUPPORT AND REVENUE

### Support

Contributions	114,661,280
Contributed Services and Facilities, Primarily Services	42,112,064
Contributed Media and Materials	12,086,429

### Total Support

**\$168,859,773**

### Revenue

Membership Dues and Fees	6,083,245
Income from Investments, Net	13,970,918
Realized Investment Gains	6,957,348
List Royalties	1,039,817
Miscellaneous	34,681

### Total Revenue

**\$28,086,009**

## TOTAL SUPPORT AND REVENUE

**\$196,945,782**

## EXPENSES

### Program Services

National Service Program	50,217,077
National Employment Program	820,672
National Legislative Program	1,871,329
National Voluntary Services Program	42,378,452
State Services and Disaster Relief	4,412,141
National Communications Program	10,261,614
National Membership Program	6,480,793
Public Awareness Outreach	32,355,645

### Total Program Services

**\$148,797,723**

### Supporting Services

Fundraising Costs	37,837,681
Administrative and General	7,634,523

### Total Supporting Services

**\$45,472,204**

## TOTAL EXPENSES

**\$194,269,927**

### Excess of Support and Revenue Over Expenses

**\$2,675,855**

Change in Unrealized Appreciation of Investments	6,295,909
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### Excess of Support and Revenue and Change in Unrealized Appreciation of Investments Over Expenses

**\$8,971,764**

Pension Liability and Other Post-retirement Benefit Obligation Adjustment	-10,929,753
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### Change in Unrestricted Net Assets

**-\$1,957,989**

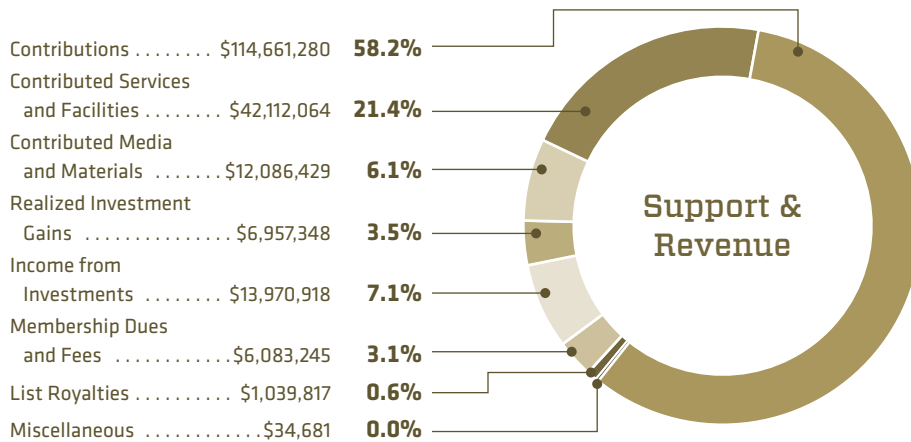
### Unrestricted Net Assets, Beginning of Year

**\$291,202,695**

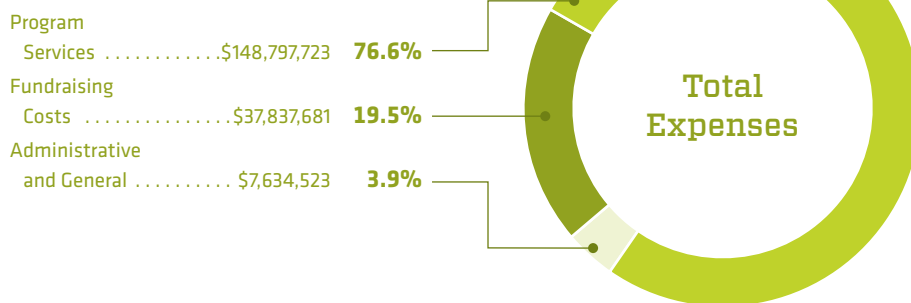
### Unrestricted Net Assets, End of Year

**\$289,244,706**

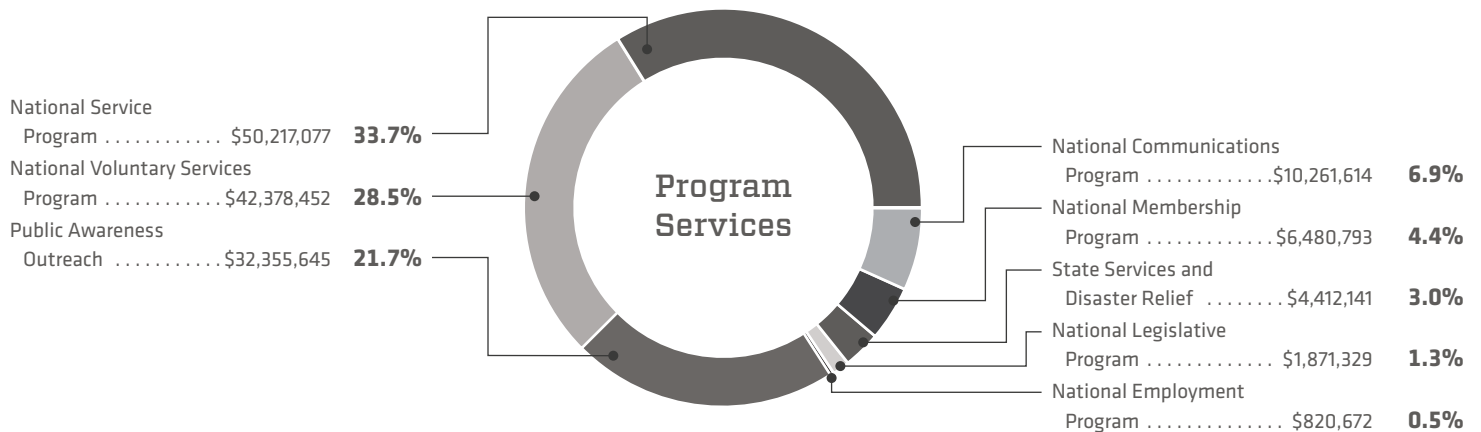
## SUPPORT AND REVENUE



## TOTAL EXPENSES



## PROGRAM SERVICES



Complete financial statements have been audited and received an unqualified opinion. Copies of the statements are available from our National Headquarters upon request.

### Nonprofit Status

The 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  
**Joseph W. Johnston**  
Williamsburg, Ohio

VICE-CHAIRMAN  
**Moses A. McIntosh Jr.**  
Hephzibah, Georgia

SECRETARY  
**J. Marc Burgess**  
Cold Spring, Kentucky

TREASURER  
**Gary Lucus**  
Powell, Wyoming

DIRECTOR  
**Danny Oliver**  
Coweta, Oklahoma

DIRECTOR  
**Johnny N. Stewart**  
Tuscon, Arizona

DIRECTOR  
**Rolly D. Lee Sr.**  
Farwell, Michigan

ADVISOR  
**Ron F. Hope**  
Clemmons, North Carolina

ADVISOR  
**Michael E. Dobmeier**  
Grand Forks, North Dakota



*From left: Ron F. Hope, Michael E. Dobmeier, J. Marc Burgess, Joseph W. Johnston, Danny Oliver, Moses A. McIntosh Jr., Johnny N. Stewart, Rolly D. Lee Sr., Gary Lucus*

# NATIONAL EXECUTIVE COMMITTEE

National Commander  
**Ron F. Hope**  
Clemmons, North Carolina

Senior Vice Commander  
**Moses A. McIntosh**  
Hephzibah, Georgia

1st Junior Vice Commander  
**David W. Riley**  
Semmes, Alabama

2nd Junior Vice Commander  
**Delphine Metcalf-Foster**  
Vallejo, California

3rd Junior Vice Commander  
**Dennis L. Krulder (Deceased)**  
Lynbrook, New York

4th Junior Vice Commander  
**Brigitte Marker**  
Klamath Falls, Oregon

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

National Chaplain  
**Michael Dover**  
Ellerslie, Georgia

Past National Commander  
**Joseph W. Johnston**  
Williamsburg, Ohio

NEC 1st District  
**John V. Hogan**  
Walpole, Massachusetts

NEC 2nd District  
**Robert J. Finnerty**  
S. Ozone Park, New York

NEC 3rd District  
**Ron Reilly**  
Dover, New Hampshire

NEC 4th District  
**Timothy J. Kelly**  
Fairfield, Connecticut

NEC 5th District  
**Albert Burlikowski**  
Pittsburgh, Pennsylvania

NEC 6th District  
**Bennie Harris Jr.**  
Washington, D.C.

NEC 7th District  
**John E. Markiewicz**  
Jacksonville, Florida

NEC 8th District  
**Kevin Wenthe**  
Ancoco, Louisiana

NEC 9th District  
**Harmon L. Evans**  
Columbia, South Carolina

NEC 10th District  
**Rolly D. Lee Sr.**  
Farwell, Michigan

NEC 11th District  
**Herman W. Morton**  
Cincinnati, Ohio

NEC 12th District  
**Rodney Helgeson**  
Warrens, Wisconsin

NEC 13th District  
**Timothy W. Duke**  
Shepherdsville, Kentucky

NEC 14th District  
**Joe Parsetich**  
Great Falls, Montana

NEC 15th District  
**David W. Brader**  
Parsons, Kansas

NEC 16th District  
**Daniel Contreras**  
Santa Fe Springs, California

NEC 17th District  
**Gary Lucus**  
Powell, Wyoming

NEC 18th District  
**Johnny N. Stewart**  
Tucson, Arizona

NEC 19th District  
**Fay A. Lyon**  
Kennewick, Washington

NEC 20th District  
**Teresa Johniken**  
Lufkin, Texas

NEC 21st District  
**Danny Oliver**  
Coweta, Oklahoma

## DAV STRUCTURE

Our national programs are administered by a professional staff under the leadership of National Adjutant J. Marc Burgess, a life member of Chapter 19 in Cold Spring, Ky., and a U.S. Navy veteran. Mr. Burgess is the Chief Executive Officer of the National Organization and serves as Secretary of our seven-member Board of Directors. The board is responsible for approval of the annual budget and for the responsible management and investment of all of the organization's assets.

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

Our fraternal activities are an essential part of DAV's mission of service to ill and injured veterans and their families. The National Commander, our official spokesperson, is elected annually by the membership at the National Convention. The National Commander chairs the National Executive Committee, which includes five Vice Commanders

and 21 District Representatives. All are elected at the National Convention. The immediate Past National Commander also serves on the committee, which receives support and guidance from National Judge Advocate Michael E. Dobmeier of Grand Forks, N.D., and National Chaplain Michael Dover of Ellersie, Ga. These positions are also filled by membership election at the National Convention.

Our business structure is designed to vest control of the organization in its membership and to ensure the greatest degree of operational efficiency possible in the delivery of services to 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.

Fifty-two Departments and 1,351 Chapters augment the service programs of the National Organization on a local level and, in addition, serve as the essential framework for our fraternal activities.

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

RESPECT  
ADVOCACY  
**HONOR**  
SUPPORT  
COMMITMENT



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**NATIONAL HEADQUARTERS**

3725 Alexandria Pike  
Cold Spring, KY 41076  
859-441-7300  
Toll Free 877-426-2838

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**NATIONAL SERVICE AND  
LEGISLATIVE HEADQUARTERS**

807 Maine Avenue, SW  
Washington, DC 20024  
202-554-3501

[www.dav.org](http://www.dav.org)



[give.org](http://give.org)