



**DISABLED AMERICAN VETERANS
(DAV)**

DEPARTMENT OF VIRGINIA, INC.

SERVICE COMMISSION

POLICY AND PROCEDURES (P&P)

OCTOBER 9, 2006

Department Service Commission

Policy and Procedures (P&P)

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DISABLED AMERICAN VETERANS

Department of Virginia

Department Service Commission

Policy and Procedures (P&P)

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

a. “Purpose and Objectives:

- 1) “The Department Service Commission shall develop, organize and perpetuate a Department Service Program, in accordance with” the Department of Virginia DAV Bylaws, “to aid and assist worthy veterans, their dependents and survivors throughout the Commonwealth of Virginia.
- 2) “The Service Commission shall, at all times, provide for control and coordination, and have general supervision over all service and rehabilitative activities within the Department, conducted by it, or in cooperation with the Department of Veterans Affairs and all other public and/or private agencies or bodies devoted to the cause.
- 3) “The Service Commission is authorized to develop and adopt rules, regulations, policies and such other procedural practices necessary to effectively carry out its duties and responsibilities.”

b. “Organization:

- 1) “The Department Service Commission shall be comprised of six (6) Commissioners from the general membership, the Department Commander, the Department Finance Committee Chairperson, the State

VAVS Chairperson, the Transportation Network Coordinator, the Homeless Veterans Coordinator, and the Supervisor of the Virginia DAV National Service Office. Each Commission member shall have equal voting privileges. No member of the Commission shall have more than one vote. The Department Executive Director/Adjutant shall be an ex officio member of the DSC without vote. The Chairpersons of the Welfare and Relief Program, Disabled Veterans Employment, Women Veterans Program, Winter Sports Clinic Program, Virginia State Fair Program and Golden Corral Program Committees will be members of the DSC without vote.

- 2) “Wherever possible, it is preferred that appointments to the Commission be members of the Disabled American Veterans who have distinguished themselves in public or private life, in business or in their profession, and who are noted for their wisdom, experience, impartiality and interest in the service programs of the DAV.”
- 3) “At the 1st Department Executive Committee meeting conducted following adjournment of the Annual Convention”... the Department Commander shall appoint Commissioners to serve for a “period of three (3) years.” “As each term expires, the successor appointment shall be for a full three (3) year terms.” Under normal circumstances, no more than two commissioner terms shall expire annually.
- 4) The Department Executive Committee must approve each Commissioner appointed by the Commander by a majority vote.
- 5) By virtue of their office, the current “Department Commander, the Department Finance Committee Chairperson, the State VAVS Chairperson, the Transportation Network Coordinator, the Homeless Veterans Coordinator, and the Supervisor of the Virginia DAV National Service Officer” shall be ex officio members of the Commission. “The Department Adjutant shall be an ex-officio member of the DSC without vote. The Chairpersons of service-related program(s) identified by the DSC will be members of the DSC without vote.”
- 6) The Department Service Commission shall meet as soon as possible following the Commander’s annual appointments to elect a chairperson who will also serve at the Department “Commissioner of the Service Commission.”
- 7) “Any Commissioner may be recalled from their office by a majority vote of the Department Executive Committee. If a Commissioner is absent from two consecutive meetings, without sufficient cause, the Department Commander may declare the office vacant.”

- 8) “The Department Service Commission, with the concurrence of the Commander and the approval of the Department Executive Committee, will appoint the Department Service Director. The DSD will be responsible for the administrative and technical supervision of Department Service Programs selected by the Department Service Commission. The DSD shall be directly responsible to the Department Service Commission.” First consideration will be given to the Supervisor of the Virginia DAV National Service Office to fill this position. The Department Service Director (DSD) shall have direct supervision over the Department Service Officers (DSOs), Transportation Network Coordinator and Hospital Service Coordinators (HSCs). The DSC shall have oversight over all other Department service programs.

- 9) The Commission members shall serve without compensation, but they shall be reimbursed as established for Department travel by the *Budget and Budget Guidelines* for each meeting they attend. The Department Executive Committee (DEC), on a recommendation of the Department Service Commission, may authorize compensation for the Department Service Director (DSD) on a case-by-case basis

c. “Meetings and Records:

- 1) “The Department Service Commission shall meet, when necessary for the transaction of business, at the call of the chairperson, or upon the written demand of any two (2) members.

- 2) “The Commission shall keep, as permanent records, full and accurate minutes of its meetings, authorizations and directives. A copy of said minutes shall be furnished at each Department Executive Committee meeting (Spring\Fall) and to the Department Convention.”

2. Mission: The Department Service Commission is responsible for implementing, as appropriate, the Mission of the National Disabled American Veterans organization adopted by the National Executive Committee (NEC) as NEC Regulation 10.

“Made up exclusively of men and women disabled in our nation’s defense, the Disabled American Veterans is dedicated to one, single purpose – **building better lives for our nation’s disabled veterans and their families.** 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 (VA) 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; and
- “Providing a structure through which disabled veterans can express their compassion to their fellow veterans through a variety of volunteer programs.”

3. Responsibilities:

- a. **The Commission:** The Department Service Commission (DSC) is organized similar to that of countless public and private organizations and association by which people seek to achieve a common purpose, acting together exercising guidance and direction. The responsibilities of the DSC are thus quite similar to those of a corporate Board of Directors. Five (5) specific responsibilities of the DSC include, but not limited to, are:

- 1) Setting Strategic Direction.
 - a) Developing values and vision statements.
 - b) Establishing policies and procedures.
 - c) Setting realistic goals, objectives, and measurable outcomes.
 - d) Ensuring that the yearly plan reflects the mission needs.
- 2) Managing Finances.
 - a) Approving all service-related budget items for submission to Finance Committee.
 - b) Monitoring financial projections and expenditures.
 - c) Safeguarding Department Service financial budget allocations.
- 3) Creating a Manageable Structure.
 - a) Managing the Commission with clear policies and procedures.
 - b) Delegating responsibilities to Commission members.
 - c) Establishing job descriptions for the Department Service Director (DSD) and other compensated officer positions.
 - d) Setting an effective nomination process for new Commission members.
 - e) Orienting new Commission members.
 - f) Maintaining Commission records.
- 5) Overseeing the Department Service Director (DSD).
 - a) Establishing a clear job description.
 - b) Ensuring that the Director reports to the full Commission.
 - c) Recommending a realistic compensation system.
 - d) Evaluating the Director’s performance annually.
 - e) Monitoring and Evaluating.
 - f) Evaluating the Commission’s performance annually.
 - g) Maintaining policy manuals.
 - h) Reviewing policies periodically to ensure currency.

- b. **Chairperson** of the Department Service Commission: The Chairperson (Chairman/Chairwoman) of the DSC is the Department's principal representative to ensure that the provisions of the Department Bylaws relating to the DSC are carried out. The Chairperson's responsibilities are similar to that of the Chairperson of a corporate Board of Directors.
- 1) The Chairperson will serve as the "Commissioner of the Service Commission."
 - 2) The Chairperson shall chair Commission meetings.
 - 3) The Chairperson shall be the sole spokesman for the DSC and as such shall have signatory authority for all DSC documents and correspondence.
 - 4) The Chairperson shall have primary supervision over the Department Service Director.
 - 5) The Chairperson may, at his sole discretion, appoint a Commissioner as a "Deputy Chairperson" with full authority to act on behalf of the Chairperson during his absence on matters requiring urgent attention and on other matters as directed by the Chairperson.
 - 6) The Chairperson shall keep, as permanent records, full and accurate minutes of DSC meetings, authorizations and directives. A copy of said minutes shall be furnished at each Department Executive Committee meeting (Spring\Fall) and to the Department Convention.
 - 7) The Department Service Commission shall review and forward to the Department Finance Committee, as appropriate, the proposed annual budget for service-related programs to include, but not limited to, Item 101 (Department Service Commission).
 - 8) The Chairperson shall facilitate effective decision-making processes.
 - 9) The Chairperson shall seek consensus not majority rule wherever possible.
- c. **Member Commissioners:** The Commission Members, both appointed and ex officio, have the responsibility to support the Commissioner on service-related activities of the Department of Virginia and have equal voting rights. The Member Commissioners responsibilities are similar to that of members of a corporate Board of Directors, that is, trustees of the Department Service Program and accountable for carrying out assigned responsibilities.
- d. **Department Service Director (DSD):** The Department Service Director is responsible for the administrative and technical supervision of Department

Service Programs and is directly responsible to the Chairperson of the Department Service Commission. The DSD will prepare the DSD “Job Description” and recommend its approval to the Department Executive Committee (DEC). The DSD responsibilities are similar to that of the President of a corporate organization. The DSD functions best under an amiable partnership concept between the Commission and the Director. Partnership and relationships function best when:

- Roles are clear to all parties.
 - Communication is frequent.
 - All parties consider both present and future concerns.
 - Values exist to build rapport, trust and mutual respect.
- 1) The DSD shall be the principal advisor to the Commission.
 - a) Recommends policies and plans to the Commission.
 - b) Attend Commission meetings Regularly.
 - c) Assists in the development of Commission members.
 - d) Assists with the Commission evaluation processes.
 - e) Is instrumental in own performance reviews.
 - 2) The DSD oversees operations within the purview of the department Service Commission.
 - a) Implements approved plans and policies.
 - b) Manages human resources of the Service programs.
 - c) Manages the financial and physical resources of the DSC.
 - 3) The DSD shall report to the Chairperson of the DSC.
 - 4) The DSD shall maintain, as permanent records, full and accurate minutes of DSC meetings, authorizations and directives.
 - 5) As directed by the Commissioner of the Service Commission, the DSD shall furnish copies of the DSC minutes at each subsequent DSC meeting, the Department Executive Committee meeting (Spring/Fall) and to the Department Convention.
 - 6) The DSD shall submit periodic reports to the DSC 30 days prior to each Department Executive Committee meeting and the Annual Convention.
 - 7) The DSD shall submit a proposed annual budget for Item 101 (Department Service Commission) to the DSC at least 45 days prior to the Department Spring Conference for ratification prior to submission to the Department Finance Committee.
 - 8) The DSD may, at the discretion of the Department Executive Committee, be compensated for managing the Department Service Programs and as such is an employee of the Department of Virginia DAV.

- 9) The DSD may select a Commissioner of the DSC as an uncompensated Deputy Department Service Director with the concurrence of the DSC Chairperson.

e. **Administrative Assistant** to the Department Service Director:

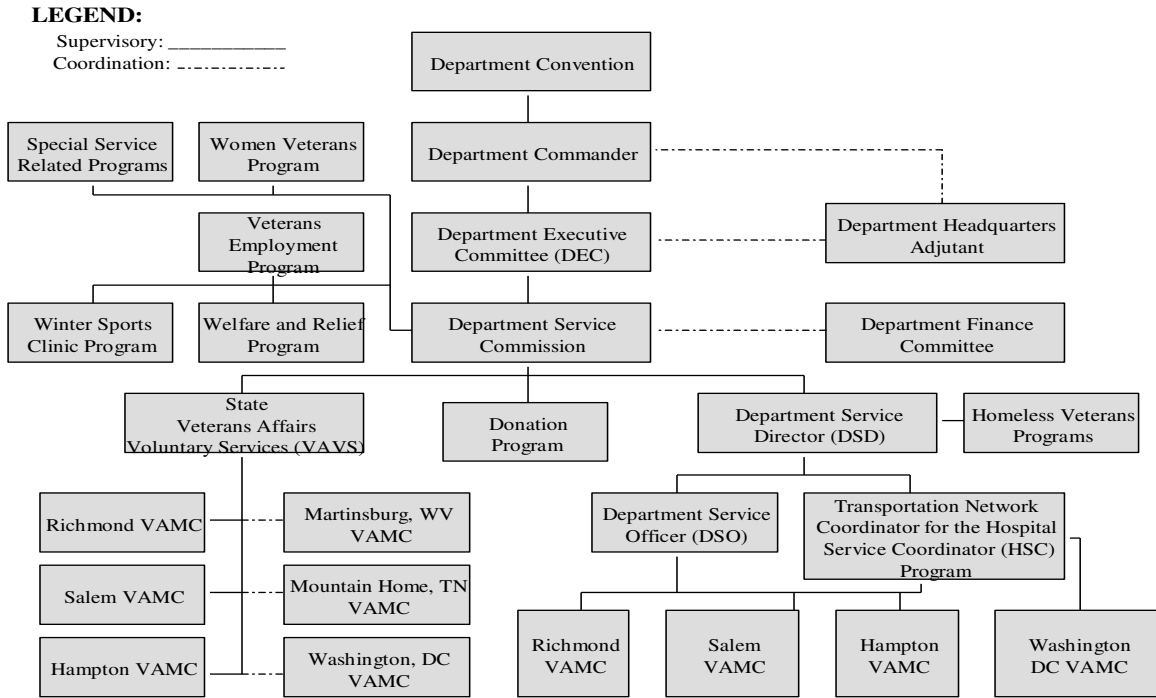
- 1) Purpose: The Department of Virginia Service Commission may employ an administrative assistant on an as needed basis to assist in the performance of the DSC and DSD responsibilities.
- 2) Duties: The assistant will provide services associated with administrative assignments of the Commission.
- 3) Supervision: the Department Service Commission Director will supervise the administrative assistant.
- 4) Compensation: The assistant will be compensated in accordance with the *Department Service Personnel Employment Policy* developed by the Department Service Director and approved by the DSC.

4. Department Service Programs:

- a. **General:** The Department Service Commission has “general supervision over all service and rehabilitative activities within the Department.” Service-related programs include, but not be limited to the following:
 - 1) Five (5) separate core Department Service programs:
 - a) Department and Chapter Service Officers (DSO/CSO)
 - b) Hospital Service Coordinators (HSC)
 - c) Veterans Affairs Voluntary Services (VAVS)
 - d) Homeless Veterans Program
 - e) Emergency Relief Program.
 - 2) Service-related programs identified by the annual *Budget and Budget Guidelines*, Items 101 through 199, plus Item 213 include:
 - a) Item 101 (Department Service Commission): Provides funding for the Department Service Program.
 - b) Item 102 (VAVS Program): Provides funding for the Department VAVS Program and must be used in the VA Medical Centers only.
 - c) Item 103 (VAVS Special Activities): Provides funding for Department special veterans activities at Virginia VA Medical Centers.
 - d) Item 104 (State VAVS Chairperson): Provides funding for the State VAVS Chairperson’s attendance at Department conferences and convention and general travel in support of VAVS activities.

- e) Item 105 (NSO - Roanoke): Provides funding for the support of NSO activities in the NSO - Roanoke office, not otherwise funded by National DAV Headquarters.
- f) Item 107 (Membership Incentives Program): Provides funding for Department membership incentive programs.
- g) Item 108 (DAV National Service Foundation): Provides for Department donations to the National Service Foundation.
- h) Item 110 (Virginia Veterans Care Center): Provides for Department donations to the Virginia Veterans Care Center.
- i) Item 111 (Virginia War Memorial Foundation): Provides for Department donations to the Virginia War Memorial Foundation.
- j) Item 112 (Emergency Relief): Provides for Department grants for emergency relief to qualified recipients.
- k) Item 113 (General Service Donations): Provides for Department donations to agencies not specified elsewhere.
- l) Item 115 (Homeless Veterans): Provides funding for the Department homeless veterans program.
- m) Item 116 (Winter Sports Clinic): Provides funding to support Department participation in the Winter Sports Clinic.
- n) Item 117 (State Fair of Virginia): Provides funding for the Department information booth at the Annual Virginia State Fair.
- o) Item 118 (Disabled Veterans Monument): Provides for Department donations to the Disabled Veterans Monument.
- p) Item 119 (World War II Memorial): Provides for Department donations to the World War II Memorial.
- q) Item 120 (Transportation Network): Provides funding for the Department Transportation Network Program.
- r) Item 121 (Special Projects): Provides funding for other service-related projects.
- s) Item 122 (D-Day Memorial): Provides for Department donations to the D-Day Memorial.
- t) Item 213 (Employment Committee): Provides funding for the Department Employment Program.
- u) Item TBD (Womens Committee): Provides funding for the Department Womens' Programs.

ORGANIZATION



b. **Supervision Over Department Service Programs:** The Department Service Commission, having responsibility for all Department Service Programs reports to the Department Executive Committee (DEC). Supervision for the core Department Service Programs is as follows:

- 1) The Chairperson of the DSC has direct supervision over the DSD, the State VAWS Program, the Emergency Relief Program and all other service-related programs not specifically delegated to the DSD.
- 2) The Department Service Director has direct supervision over the DSOs, the Homeless Veterans Program, and the Transportation Network Coordinator, who supervises the HSC Program.

c. **Department and Chapter Service Officers (DSO/CSO):**

- 1) General: The Department Service Commission has direct supervision over Department Service Officers (DSO) and general oversight over the Chapter Service Officers (CSO). The DSC ensures that each DSO and CSO receives the training and information necessary to assist veterans and their families with claims benefits from the Department of Veterans Affairs (VA), the Department of Defense (DoD) and other government agencies. The DSC ensures that Department and Chapter Service Officer Certification Training

Program is conducted annually and provides information and instruction related to the DAV's mission and programs, general VA benefits, and the legal and ethical responsibilities of a DAV Service Officer. Upon successful completion of the program, participants receive certification as an authorized Department or Chapter Service Officer. This certification is only good for one (1) year when each DSO and CSO must receive "Annual Refresher Training" and pass an annual examination to remain qualified as a DAV Service Officer. Training materials are funded through the Department Service Commission programs.

- 2) Relationship Between the CSOs, DSOs, Roanoke NSO Office and the Department of Virginia Service Commission (DSC):
 - a) The National Service Officer (NSO) Office is responsible for the "DAV Claims Program," a National DAV Program, and is under the direct supervision of and funded by National DAV Headquarters.
 - b) Within the Department of Virginia and as provided in the Department Bylaws, the Supervisor of the NSO Office may also be the Department Service Director (DSD). In this capacity, the DSD performs non-NSO duties under the supervision of the DSC. Granted, there is a strong overlap between the claims process ultimately handled by the NSO Office and the Department Service Programs consisting of Department and Chapter Service Officers (DSO's and CSO's).
 - c) Under the direction of National Headquarters and in cooperation with the Department of Virginia, the NSO Office trains and certifies on behalf of the National DAV organization Virginia's DSO and CSO's. Supervision and execution of the DSO and CSO functions fall within the purview of the Department of Virginia.
- 3) Purpose: Department Service Officers shall provide Commonwealth of Virginia disabled veterans, their families, their widowed spouses and their orphans with an out-based means of filing claims in their own communities, before the Department of Veterans Affairs (VA), and assistance in their local community.
- 4) Number of DSO Positions: Three (3) DSO positions may be filled, one for each Veterans Affairs Medical Center (VAMC) in the Commonwealth of Virginia. The DSC may consider any changes to this authorization.
- 5) Hiring: The DSD has probationary hiring authority to interview and hire DSOs, to ensure that the candidate DSO meets the qualification requirements established by the Department Service Commission and to determine that the candidate is capable and willing to perform the requisite duties required of the position.
 - a) New hires, selected by the DSD, will serve on a probationary or trial basis.

- b) Final selection of the new hire is subject to ratification by the Department Service Commission.
 - c) DSD recommendations for removal of an individual is subject the ratification by the Department Service Commission.
- 6) DSO Qualifications:
- a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Be a high school graduate (or GED) preferably two (2) years or equivalent college credits; or three (3) years of experience in administrative, technical, or other responsible work which provided opportunity: (i) to gain skill in dealing with others in person to person work relationships; (ii) skill in communicating ideas in writing and orally to groups of people; and (iii) interpreting and applying regulations.
 - c) Possess the abilities to:
 - Manage an office efficiently and effectively.
 - Provide services to military personnel, veterans, their dependents, and survivors.
 - Maintain records as required by the DAV and the VA.
 - Establish and maintain effective working relationships with DAV and VA personnel, veterans, their dependents, community organization, and related governmental agencies.
 - Analyze and interpret federal, state, and local legislation, and military, social, and medical records in terms of establishing entitlements to Veterans Affairs benefits.
 - Examine, interpret, and explain complex decisions affecting clientele regarding claims issues, and appropriately advising of the responsibility in regard to benefit awards.
 - d) Applicants who meet the basic qualifications described above will be rated and ranked on the relative extent to which they possess the knowledge, skills, abilities and other characteristics listed in the rating factors below:
 - Analytical and decision making ability.
 - Oral Communication Skills.
 - Written Communication Skills.
 - Ability to work with others.
 - Ability to implement management goals.
 - Ability to work independently.
 - e) Applicant must be bondable.
- 7) DSO Duties:
- a) Department Service Officers shall be assigned to and occupy a designated workstation at a specific Veterans Affairs Medical Centers (VAMC) and other locations as required. They will operate under the direct supervision of the Department Service Director.

- b) The DSO's principal focus shall be assist veterans and their dependents having claims before the Department of Veterans Affairs (VA), solicit membership for the DAV, and solicit donations for the Service Commission.
 - c) Duties will encompass but shall not be limited to: interviewing, counseling and advising clientele on benefits pertaining to veterans, their dependents and survivors as administered by federal, state and local government agencies; private and charitable organizations; shall assist in application and development of claims for benefits; participate in DAV National, District, Department, and Chapter activities; and shall perform additional duties as may be assigned by the Department Service Director.
 - d) DSO will undergo initial certification and annual re-certification training conducted by the National Service Office Staff in accordance with National DAV Headquarters' directives.
 - e) DSOs may be required to attend the Department of Virginia Fall/Spring Conferences, the Department Annual Convention and any other meeting as requested by the Department Service Director.
- 8) Funding for DSOs (See paragraph 5 for more information):
- a) Item 101 (Department Service Commission): Provides funding for Department Service Officers.
 - b) The Department Service Director (DSD) is the approving authority for the expenditure of funds for DSO claims.

d. Hospital Service Coordinators (HSC):

- 1) Purpose: The Department Hospital Service Coordinators shall manage the Older Veterans Assistance Program (OVAP) activities, the Department transportation network and providing service-related work at the assigned VA Medical Facility to assist disabled veterans to obtain transportation to and from their medical appointments. Transportation will normally be provided using the vans, normally acquired by the DAV, maintained by their respective VAMC and driven by VAVS volunteers.
- 2) Number of HSC Positions: Three (3) full-time HSC positions may be filled, one for each Veterans Affairs Medical Center (VAMC) other locations as required in the Commonwealth of Virginia. The DSC may consider any changes to this authorization.
- 3) Department Transportation Program: The Transportation Program is designed to provide transportation services to veterans in need of medical care at VA Medical Facilities and who have no other means of transportation. Volunteer transportation services consist of, but are not limited to, the following:
 - a) Private vehicles (In this case no credit for VA volunteer hours granted.)

- b) DAV Department or Chapter vehicles.
 - c) Public transportation.
 - d) Contracted transportation.
 - e) Government owned vehicles.
- 4) Hiring: Based upon the recommendation of the Department Transportation Network Coordinator, the DSD has probationary hiring authority to interview and hire HSCs, to ensure that the candidate HSC meets the qualification requirements establish by the Department Service Commission and to determine that the candidate is capable and willing to perform the requisite duties required of the position.
- a) New hires, selected by the DSD, will serve on a probationary or trial basis.
 - b) Final selection of the new hire is subject to ratification by the Department Service Commission.
 - c) DSD recommendations for removal of an individual is subject the ratification by the Department Service Commission.
- 5) HSC and Department Transportation Network Coordinator (DTNC)
Qualifications:
- a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11 or Auxiliary.
 - b) Be a high school graduate (or GED) preferably two (2) years or equivalent college credits; or three (3) years of experience in administrative, technical, or other responsible work which provided opportunity: (i) to gain skill in dealing with others in person to person work relationships; (ii) skill in communicating ideas in writing and orally to groups of people; and (iii) interpreting and applying regulations.
 - c) Possess the abilities to:
 - Manage an office efficiently and effectively.
 - Provide services to military and veteran personnel.
 - Maintain records as required by the DAV and the VA.
 - Establish and maintain effective working relationships with DAV and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
 - d) Applicants who meet the basic qualifications described above will be rated and ranked on the relative extent to which they possess the knowledge, skills, abilities and other characteristics listed in the rating factors below:
 - Analytical and decision making ability.
 - Oral Communication Skills.
 - Written Communication Skills.
 - Ability to work with others.
 - Ability to implement management goals.
 - Ability to work independently.

- 6) HSC and Transportation Network Coordinator Duties: Department Hospital Service Coordinators (HSCs) shall be assigned to and occupy a designated workstation at a specific Veterans Affairs Medical Centers (VAMC) and other locations as required. They will operate under the direct supervision of the Department Service Director.
- a) A single Transportation Network Coordinator will be appointed to serve as an overall coordinator/trainer for the Transportation Network and shall have oversight of all HSCs.
 - b) The Department Transportation Network Coordinator will be a voting member of the Department Service Commission.
 - c) All HSCs will be under the supervision of the Department Transportation Coordinator, who in turn is under the direct supervision of the Department Service Director (DSD).
 - d) Department Hospital Service Coordinators shall manage the VAMC Transportation Network to assist disabled veterans to obtain transportation to and from their medical appointments. Transportation will normally be provided using the vans, normally acquired by the DAV, maintained by their respective VAMC and driven by VAVS volunteers.
 - e) The HSC is responsible for setting up a DAV Office of Transportation at each assigned Virginia VA Medical Facility making sure it is adequately staffed to ensure that the transportation needs of veterans are met through the coordination of the DAV Transportation Network volunteers.
 - f) HSCs are responsible for keeping adequate records on the DAV Transportation Network which will include, as a minimum:
 - Names of volunteers
 - Individual volunteer hours.
 - Mileage traveled.
 - Date, time, place and names of veterans transported.
 - g) HSCs will coordinate the DAV Transportation Program with the VA Chief of Voluntary Service to ensure that the VA officially recognizes all volunteers involved as DAV/DAVA VAVS volunteers and their time spent are recorded as official VAVS hours.
 - h) HSCs will ensure that all transportation provided by volunteers is approved by the VA Chief of Voluntary Services, or the designated representative for VAVS activities. HSCs are required to keep the DAV/DAVA VAVS Hospital Representatives informed of the DAV Transportation Network Program.
 - i) HSCs will recruit transportation volunteers who meet the following criteria:
 - Have completed a volunteer orientation as directed by the VA Chief of Volunteer Services at the respective VA Medical Facility.
 - Has signed the waiver of compensation (VA Form 10-5390) as required.

- Meet the Department of Veterans Affairs requirements related to having a safe driving record and automobile insurance. This documentation will be maintained in the volunteer's personal records file located in the VA Medical Facility's Voluntary Service Office.
 - Satisfy the physical examination standards and requirements established by the VAMC.
- j) HSCs are responsible for publicizing the DAV Transportation Network.
 - k) HSCs are responsible for involving DAV Chapters and Auxiliary Units in the DAV Transportation Program.
 - l) HSCs are responsible for working with the Department Service Director (DSD) in preparing an appropriate budget for the Department Transportation Program
 - m) HSC will render monthly reports of Transportation Network activities to the National VAVS Office with information copies to the Department Transportation Coordinator and the Department Service Director. As a minimum, monthly reports will include:
 - Number of veterans transported.
 - Number of hours in the performance of duties.
 - Mileage driven.
 - n) HSC may be required to attend the Department of Virginia Fall/Spring Conferences, the Department Annual Convention and any other meeting as requested by the Department Service Director.
 - o) All HSCs will maintain a record of expenses incurred as a direct result of their HSC duties, supported by receipts for submission to and endorsement by the Department Service Director in accordance with the current Department *Budget and Budget Guidelines*.
- 7) Funding for HSCs and the Department Transportation Network Program (See paragraph 5 for more information):
- a) Income Item 1400 (Transportation Network) is used to receive donations from Chapters, individuals and other donations for the purpose of purchasing a DAV Transportation Network van.
 - b) Item 101 (Department Service Commission): Provides funding for Department Hospital Service Coordinators (HSCs).
 - c) The Department Service Director (DSD) is the approving authority for the expenditures of funds for the HSC Program.
 - d) Item 120 (Transportation Network): Provides funding for Department Transportation Network Program. These funds are used for the purchase, maintenance and operation of transportation vans. For the most part, funds expended in this program are received from chapters and the Department of Virginia.
 - e) The Department Service Director (DSD) is the approving authority for the expenditure of funds for the Department Transportation Network Program.

e. **Veterans Affairs Voluntary Services (VAVS) Program:**

- 1) Purpose: The VAVS program is for the exclusive use of welfare and comfort of hospitalized veterans and special programs for the welfare of non-hospitalized veterans participating in such activities as the Wheel Chair and Golden Age Games.
 - The Commander, Department of Virginia DAV, shall nominate an individual to the National VAVS Office who in fact will appoint the State VAVS Chairperson.
 - The State VAVS Chairperson will serve as a voting member of the department Service Commission.
 - The Department of Virginia Service Commission shall have oversight over the department of Virginia DAV VAVS Program.
- 2) Number of VAVS Representative Positions: The Department has established one (1) State VAVS Chairperson position. In addition, three (3) Department VAVS Representative positions may be filled, one for each Veterans Affairs Medical Center (VAMC) in the Commonwealth of Virginia and the out-of-Virginia VAMCs of Washington DC, West Virginia and Tennessee may have an “Associate VAVS Representative” position. Up to three (3) Deputy Representatives may be appointed to assist the principal VAVS Representative at each VA Health Care Facility. The State VAVS Chairperson may recommend changes to these authorizations, which must ultimately be approved by the National DAV Commander.
- 3) Term of Appointments: The National DAV Commander will appoint all Department VAVS Representatives for a period of two (2) years normally based upon the recommendation of the National VAVS Representative.
- 4) VAVS Chairperson and Representatives Qualifications:
 - a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Has demonstrated an outstanding ability to work with people.
 - c) Demonstrates a sincere interest in serving the hospitalized veterans.
 - d) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors
 - Establish and maintain effective working relationships with the DAV and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
 - e) Be willing capable and qualified to assume various leadership roles within the VAVS Program.
 - f) Have knowledge of the DAV to include (1) the purpose, policies, operating procedures in order that both organizations can work together toward the common goal of serving hospitalized veterans.

- g) Must be willing to devote the necessary time to the VAVS program to include time at the Medical Center, working with various committees and attending appropriate preparation and planning sessions.
- 5) VAVS Representative Identification (ID) Cards: VAVS Representatives are entitled to receive a National Headquarters ID card which will remain in effect as long as the appointment is effective. Upon expiration and/or termination of appointment, the ID card should be destroyed or returned to National Headquarters.
- 6) VAVS Representative Uniform: VAVS Representatives are authorized to wear a National cap with appropriate lettering indicating a “VAVS Representative” or a “VAVS Deputy Representative” as long as the Representative remains certified, otherwise the cap should no longer be worn.
- 7) VAVS Chairperson and Representatives Duties:
- a) The State (Department) Veterans Affairs Volunteer Services (VAVS) Program Chairperson (Supervisor) shall manage the Department of Virginia VAVS Program.
 - b) VAVS Representatives are responsible to encourage maximum participation in the VAVS Program by DAV Chapters, Auxiliary Units and members. VAVS Representatives should make every effort to visit Chapters, and Auxiliary Units to speak about the VAVS Program and the importance of organization and individual participation. They should continuously urge and stress complete coordination and corporation from the National Headquarters down to individual member levels. Basic qualifications of VAVS Volunteers are:
 - Exhibiting a sincere interest in helping people.
 - Having a sense of responsibility and dependability.
 - Having a willingness to accept Health Care Facility standards of conduct and supervision.
 - Exhibiting the ability to work with people as a group, as well as with individuals within a group.
 - Having the physical ability to perform volunteer work.
 - Having a sense of pride in serving others.
 - Having tact, patience, congeniality, warmth and kindness.
 - Having a sense on humor.
 - c) The Department of Virginia DAV VAVS Representatives shall be an active member of the assigned VA Health Care Facility Advisory Team to coordinate the Department’s VAVS Program within the framework of the VA Health Care Facility’s Program.
 - The representatives on the VAVS Committee serve in an advisory capacity with the VA Health Care Facility.
 - The representatives also serve in an operational capacity with the State VAVS Chairperson.

- VAVS Representatives shall advise the State VAVS Chairperson on their organization's ability to participate in the program and operate in obtaining volunteers from our organization to assist in the various aspects of the VAVS Program.
 - It is therefore essential that the individuals selected to represent the DAV really represent our organization.
 - It is not an overstatement to say, "the measure of the success of our organization's participation in the volunteer program will largely be due to the caliber of the individuals selected as the VAVS Representative and Deputy Representative on the Advisory Committee."
- d) The Department of Virginia VAVS Representatives must:
- Know the membership of the chapters they represent.
 - Be organized and able to organize the efforts of the members.
 - Be leaders.
 - Have the time and interest to devote to VAVS committee work.
 - Have a clear concept of the goals of the volunteer program and its relationship to the overall VAVS Program.
 - Be able to explain to the VA Health Care Facility Advisory Team and the State VAVS Chairperson the specific work they believe the DAV is best suited to perform in the VAVS Program.
 - Be able to explain to the Chapters the concept of the VAVS Program and the purpose underlying the organization's participation in a program aimed at improving the care and welfare of the veterans.
 - Have the wholehearted backing of the DAV membership and the officials at Chapter and Department level. Without such support, no matter how good they are as representatives, they cannot carry through the VAVS job assigned to them.
- e) VAVS Representatives will ensure that all individual VAVS volunteer receive credit, both as DAV Chapter and individual members for time performed as VAVS volunteers. These volunteer hours must be credited through the DAV VAVS and the VA Medical Facility VAVS systems.
- f) All VAVS Representatives will provide monthly reports to the National VAVS Office as required, with an information copy to the State VAVS Chairperson.
- g) All VAVS Representatives will provide the State VAVS Chairperson quarterly reports that specifically outline all monies received, its sources, and the disbursements made and for a stated purpose. The reports will reflect the source of these funds, for example, Department of Virginia and/or a specific DAV Chapter. These reports will be provided to the Department Service Director for distribution to the Department Service Commission and the Executive Director.
- h) In accordance with the current Department of Virginia DAV *Budget and Budget Guidelines*, the State VAVS Chairperson shall furnish interim vouchers to support disbursement those funds to each VAVS

Representatives. The VAVS Representative shall be responsible for furnishing final receipts to the Treasurer for funds actually expended.

- i) VAVS Representatives will account for DAV generated funds received at their respective VAMC and all expenditures specifically disbursed for the welfare and comfort of hospitalized veterans and special programs for the welfare of non-hospitalized veterans participating in such activities as the Wheel Chair and Golden Age Games.
 - j) The State VAVS Chairperson will coordinate with the Washington DC, Mountain Home Tennessee and the Martinsburg West Virginia HSC personal as appropriate.
- 8) VAVS Certification of Merit: In appreciation for service, National Headquarters may award a "Certificate of Merit" to VAVS Representatives who meet three (3) basic factors:
- a) Term of Service: They must have served at least two (2) years as a VAVS Representative.
 - b) Attendance at Local level Meetings: The reports of the VAVS meeting must reflect that the DAV has been represented either by the VAVS Representative or Deputy in at least 75 percent of the meetings annually.
 - c) Reports of Participation: National Headquarters must receive the VAVS Representative Monthly Report each and every month. This report reflects the Representative's leadership and interest in the organization. National Headquarters cannot get a true picture of the extent of DAV participation from VAVS Committee Meeting Minutes.
- 9) VAVS Program Funding:
- a) Income Item 0800 (Donations) may be used to receive donations from Chapters, individuals and other donations for the purpose of funding Golden Age and Wheel Chair Games.
 - b) The Department VAVS Program will be funded in accordance with Item 102 (VAVS Program) and Item 103 (VAVS Special Activities) of the current Department of Virginia DAV *Budget and Budget Guidelines* managed by the State VAVS Program Chairperson.
 - Item 102 (VAVS Program) funds must be used in the VA Medical Centers (VAMC) for the welfare and comfort of hospitalized veterans.
 - Item 103 (VAVS Special Activities) will fund special veterans activities at Virginia VAMCs, such as, but not limited to Wheel Chair Games, and Golden Age Games. The VAMC must have approved applicants requesting attendance at such activities. Special activities funding are not restricted to use by hospitalized veterans.
 - The State VAVS Chairperson is the approving authority for the expenditure of funds for budget Item 102 and Item 103.
 - c) Item 104 (State VAVS Chairperson) provides funds for the State VAVS Supervisor.

- Travel, lodging, and registration fees expenses for attendance to Department conferences and conventions and general travel in support of VAVS activities incurred by the State VAVS Supervisor will be reimbursed in accordance with Item 104 as described in the current Department of Virginia DAV *Budget and Budget Guidelines*.
- The Department Service Commission (DSC) Chairperson shall have oversight for budget Item 104 expenditures.

f. Homeless Veterans Program:

- 1) Purpose: The Department Homeless Program provides special referral assistance to veterans requiring health, rehabilitation and domiciliary care by taking advantage of various VA program initiatives. The VA has an outreach program that provides comprehensive medical, psychological and rehabilitation treatment programs. Domiciliary Care is most often provided through the Compensated Work Therapeutic (CWT) Residence Group Homes, special daytime drop-in-centers and Comprehensive Homeless Centers. The Department Homeless Veterans Committee assists homeless veterans principally by providing information concerning benefits available to the homeless veteran.
 - The Department Commander will appoint Department Homeless Veterans Program Chairperson annually.
 - Department Homeless Veterans Program Chairperson will be a voting member of the Department Service Commission.
 - The Department of Virginia Service Commission provides oversight over the Homeless Veterans Program and is under the direct supervision of the Department Service Director (DSD).

- 2) Number of Positions: The Department has established one (1) Homeless Veterans Program position and may establish other positions as necessary. The DSC may consider changes to this authorization as needed and recommend further appointments to the Department Commander.

- 3) Homeless Veterans Program Chairperson Qualifications:
 - a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors
 - Establish and maintain effective working relationships with the DAV and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
 - Analyze and interpret federal, state, and local legislation, and military, social, and medical records in terms of establishing entitlements to Veterans Affairs Benefits.

- 3) Homeless Veterans Program Chairperson Duties:
 - a) The Homeless Veterans Program Chairperson shall manage the Department Homeless Veterans Program to assist homeless veterans to obtain housing, employment, medical assistance and other essentials support in order for the homeless veteran to return to a more normal productive life.
 - b) Render appropriate support to the Salem VAMC Homeless Veterans Shelter Program, managed by the Roanoke Valley Council
 - c) Render appropriate support to other regionally developed VAMC Homeless Veterans Shelter Programs in Virginia.
 - d) Support to Homeless Shelters may include but will not be limited to donations of funds, food, clothes and transportation assistance for veterans.
 - e) Conduct Homeless Veterans “Stand-downs” throughout Virginia to identify homeless veterans and assist them to obtain assistance from various homeless veteran support groups and provide information concerning benefits.

- 4) Funding for the Department Homeless Veterans Program:
 - a) Income Item 1500 (Special Projects) may be used to receive donations from Chapters, individuals and other donations for the purpose of funding Department Homeless Veterans Program.
 - b) The Homeless Veterans Program will be funded in accordance with Item 101 (Department Service Commission) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - c) The Homeless Veterans Program Chairperson Expenses Reimbursement: Travel, lodging, and registration fees expenses incurred by the Homeless Veterans Program Chairperson will be reimbursed in accordance with Item 115 (Homeless Veterans) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - d) The Department Service Director under the supervision of the Department Service Commission will approve expenditures for these budget line items.

g. Welfare and Relief Program:

- 1) Purpose: The Department Welfare and Relief Program has been established to assist disabled veterans, their spouse, widow(er), and/or dependents having a legitimate need for a grant to satisfy an unforeseen event or state of affairs requiring prompt action. The Committee will normally consider referrals from DAV Department of Virginia Chapters who submit a completed “DAV Emergency Relief Grant Questionnaire” to the Committee for consideration. Individual one-time grants are limited to \$200.00.
 - The Department Commander will annually appoint the Department Welfare and Relief Program Committee members.

- The Chairperson will be a non-voting member of the Department Service Commission (DSC).
 - The DSC shall manage the Department Emergency Relief Program.
- 2) Number of Positions: The Department has established a minimum of three (3) Emergency Relief Committee positions. The DSC may recommend changes to this authorization as deemed appropriate.
 - 3) Welfare and Relief Committee Member Qualifications:
 - a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Possess the abilities to:
 - Effectively review grant requests from veterans, their dependents, and survivors
 - Analyze and interpret entries on the “DAV Emergency Relief Questionnaire” to ensure that grants are awarded to only eligible persons and the need is truly to satisfy an unforeseen event or state of affairs requiring prompt action.
 - 4) Welfare and Relief Committees Duties: The Welfare and Relief Program Committee shall manage the Department Emergency Relief Program and will:
 - a) Evaluate and satisfy legitimate requests for emergency relief grants in accordance with guidance and criteria established by the Department Service Commission (DSC).
 - b) Maintain an effective means of communications with each Chapter Service Officer and their Commanders.
 - c) Provide appropriate instruction and or information at each Department Conference and Convention on the guidelines necessary for an individual to qualify for a DAV Emergency Relief Grant.
 - d) Evaluate requests for Emergency relief grants to ensure that recipients meet the established criteria.
 - e) Render appropriate recommendations to the Department Service Director for approval or rejection, as appropriate.
 - f) Upon receiving the recommendation for approval from the majority of the Welfare and Relief Committee members the Chairperson of the Welfare and Relief Committee will sign the request form prior to forwarding to the Department Service Director who may act on behalf of the DSC.
 - 5) DAV Emergency Relief Grant Questionnaire: The Emergency Relief Grant Questionnaire will be completed for all applicants and will be retained on file for all approved, deferred or disapproved applicants. As a minimum, the questionnaire will include the following information:
 - a) Contact information on the Chapter Service Office (CSO) or on any other appropriate official submitting the request.

- b) Whether or not this is the applicant's first emergency relief grant request.
 - c) A description whether or not the emergency situation is causing a hardship or there is an ongoing need expected.
 - d) Personal information on the applicant:
 - Applicant's name, address, phone, claim number or social security account number.
 - Whether the member is a DAV member, eligible for membership, or the dependent of an eligible veteran.
 - Marital status.
 - Number of dependents, children.
 - Employment status and if employed where.
 - Whether or not the spouse is employed and if so, where.
 - Income information (include dependents) should include:
 - Employment income.
 - VA Compensation.
 - VA Educational Benefits.
 - Social Security or welfare income.
 - Other, as appropriate.
 - Monthly expenses should include:
 - Residence.
 - Utilities.
 - Telephone.
 - Food.
 - Loan payments.
 - Other, as appropriate.
 - Whether or not the applicant has attempted to receive aid elsewhere and how verified.
 - Whether or not the DAV Chapter or other organization has previously provided aid to the requester.
- 6) Funding for the Department Welfare and Relief Program:
- a) The Welfare and Relief Program will be funded in accordance with Item 112 (Emergency Relief) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Department Service Director under the supervision of the Department Service Commission will manage this budget line item.
 - b) The Department Welfare and Relief Committee travel, lodging, and registration fees expenses incurred will be reimbursed in accordance with Item 215 (Commanders Appointments) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - c) Department Service Commission (DSC) is the approving authority for budget Item 112 and Item 215 expenditures. However, the Department Service Director (DSD), acting on behalf of the Department Service Commission (DSC), has signatory authority for the expenditure budget Item 112 funds for Emergency Relief Grants.

h. Disabled Veterans Employment Program:

- 1) Purpose: The Department Disabled Veterans Employment Program provides special assistance to disabled veterans to enter the job market. This includes providing relevant information on a broad range of topics, such as job search tools and tips, employment openings, career assessments, education and training, and available benefits and special services.
 - The Department Commander will annually appoint the Department Disabled Veterans Employment Committee members.
 - The Chairperson will be a non-voting member of the Department Service Commission (DSC).
 - The DSC shall have oversight over the Department Disabled Veterans Employment Program.
- 2) Number of Positions: The Department has established a Disabled Veterans Employment Committee, consisting of at least three members. The DSC may consider and recommend further appointments to the Department Commander.
- 3) Disabled Veterans Employment Committee Member Qualifications:
 - a) Must be a member in good standing of the Disabled American Veterans, as defined in the National Bylaws, Article 11.
 - b) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors
 - Establish and maintain effective working relationships with the DAV, Virginia and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
 - Analyze and interpret federal, state, and local legislation, and military, social, and medical records in terms of establishing entitlements to Veterans Affairs Benefits.
- 4) Disabled Veterans Employment Committee Duties:
 - a) The Disabled Veterans Employment Committee shall manage the Department Disabled Veterans Employment Program to assist disabled veterans to enter to job market and to have a more productive life.
 - b) Establish liaison with and maintain contact with the Virginia Department Employment Commission (VEC) and their job referral and placement programs to assist veterans. This can be accomplished with the assistance of the local VEC Veterans Employment Representatives (LVERs).

- c) Refer disabled veterans to the Disabled Veterans Outreach Program (DVOP) to ensure that disabled veterans receive preferences in obtaining job opportunities.
 - d) Conduct and/or assist with local employment job fairs throughout the Commonwealth of Virginia.
 - c) Conduct and/or assist with Employment “Job Fairs” throughout the Commonwealth of Virginia to assist veterans in obtaining employment
 - d) Become knowledgeable with and effectively utilize the Internet to assist disabled veterans in their search for gainful employment.
 - e) Utilize the Department of Labor database to obtain answers to questions on veteran employment issues.
 - f) Assist Reserve and National Guard disabled veterans in exercising their employment and reemployment rights under the Uniformed Services Employment and Reemployment Rights Acts (USERRA).
- 5) Funding for the Department Veterans Employment Program:
- a) The Disabled Veterans Employment Program will be funded in accordance with Item 213 (Employment Committee) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Chairperson of the Department Service Commission will manage this budget line item.
 - b) The Disabled Veterans Employment Program Chairperson Expenses Reimbursement: Travel, lodging, and registration fees expenses incurred by the Disabled Veterans Employment Program Chairperson will be reimbursed in accordance with Item 213 (Employment Committee) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - c) The Department Service Commission (DSC) shall have oversight for budget Item 213 .

i. Women Veterans Program:

- 1) Purpose: The Department Women Veterans Program focuses on health care for women. Historically, women veterans have not received the same or equivalent benefits or care as male veterans.
- Medical services for women include:
 - Primary care.
 - Reproductive and maternity health care.
 - Counseling and treatment for Post-Traumatic Stress Disorder (PTSD).
 - Military Sexual Trauma (MST).
 - Substance abuse and domestic violence.
 - Preventative screening for breast cancer, cervical cancer and osteoporosis.
 - Vocational rehabilitation programs for the homeless.
 - The Department Commander will annually appoint the Department Women Veterans Committee members.

- The Chairperson will be a non-voting member of the Department Service Commission (DSC).
 - The DSC shall have oversight over the Department Women Veterans Program.
- 2) Number of Positions: The Department has established a Women Veterans Committee, consisting of at least three members. The DSC may consider and recommend further appointments to the Department Commander.
- 3) Women Veterans Committee Member Qualifications:
- a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors
 - Establish and maintain effective working relationships with the DAV, Virginia and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
 - Analyze and interpret federal, state, and local legislation, and military, social, and medical records in terms of establishing entitlements to Veterans Affairs Benefits.
- 4) Women Veterans Committee Duties:
- a) The Women Veterans Committee shall manage the Department Women Veterans Program to assist women veterans to obtain medical services in the VA Medical system.
 - b) The Women Veterans Committee shall ensure that female veterans receive medical benefits they have rightfully earned.
 - c) The Women Veterans Committee shall help women veterans understand their benefits and assist the VA Medical Centers coordinate their care.
 - d) Conduct and/or participate, as appropriate, in periodic “Salute to Women Veterans” throughout the Commonwealth of Virginia.
 - e) Co-sponsor Seminars for women veterans with the Virginia Department Employment Commission (VEC) in various locations throughout the Commonwealth of Virginia.
- 5) Funding for the Women Veterans Program:
- a) Income Item 1500 (Special Projects) and/or Item 1600 (Miscellaneous Income) may be used to receive donations from Chapters, individuals and other donations for the purpose of funding Department Women Veterans Program.
 - b) The Department Womens Committee travel, lodging, and registration fees expenses incurred will be reimbursed in accordance with Item 215 (Commanders Appointments) of the current Department of Virginia DAV *Budget and Budget Guidelines*.

- c) The Women Veterans Program will be funded in accordance with Item 301k (Women Committee) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Chairperson of the Department Service Commission will manage this budget line item.
- d) The Women Veterans Program Chairperson Expenses Reimbursement: Travel, lodging, and registration fees expenses incurred by the Disabled Veterans Employment Program Chairperson will be reimbursed in accordance with Item 301k (Women Committee) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
- e) The Department Service Commission (DSC) shall have oversight for budget Item.

j. Winter Sports Clinic Program:

- 1) Purpose: The annual Disabled Veterans Winter Sports Clinic is jointly sponsored by National DAV Headquarters and the Department of Veterans Affairs and is open to all U.S. military veterans with severe disabilities, to include (1) spinal cord injuries, (2) visual impairments, (3) traumatic head injuries, and (4) orthopedic amputations.
 - First priority to attend the clinic is afforded veterans in an inpatient or outpatient status at a VA Medical Center (VAMC).
 - The Department of Virginia DAV and the three (3) VA medical Centers in the Commonwealth of Virginia supports this annual program.
 - The wide variety of recreational activities, designed to enhance rehabilitation, includes, but is not limited to (1) adaptive downhill and cross-country skiing, (2) scuba diving, (3) rock climbing, (4) horseback riding, and (5) sled hockey.
 - The Department Commander will annually appoint the Department Winter Sports Clinic Committee member(s).
 - The DSC shall have oversight over the Department Winter Sports Clinic Program.
 - The Chairperson will be a non-voting member of the Department Service Commission (DSC).
- 2) Number of Positions: The Department has established a Winter Sports Clinic Committee consisting of at least one member. The DSC may consider and recommend further appointments to the Department Commander.
- 3) Winter Sports Clinic Committee Member Qualifications:
 - a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors

- Establish and maintain effective working relationships with the DAV, Virginia and VA personnel, and with veterans, their dependents, community organization, and related governmental agencies.
- 4) Winter Sports Clinic Committee Duties:
 - a) The Winter Sports Clinic Committee shall manage the Department Winter Sports Clinic Program to assist severely disabled veterans attend the annual Winter Sports Clinic in Colorado.
 - b) Coordinate with each VAMC in Virginia to ensure that the candidate participants meet the requisite qualifications to attend the Winter Sports Clinic.
 - c) Coordinate the transportation, lodging and participant escorts for each clinic.
 - d) Promote the collection of donations from Virginia sponsors, DAV Chapters and the Department to cover the expenses for the participants. The Department will not cover escort expenses.
 - 5) Funding for the Department Winter Sports Clinic Program:
 - a) Income Item 1100 (Winter Sports Clinic) is used to receive donations from Chapters, individuals and other donations for the purpose of funding Department support to the Winter Sports Clinic.
 - b) The Winter Sports Clinic Program will be funded in accordance with Item 116 (Winter Sports Clinic) of the current Department of Virginia *DAV Budget and Budget Guidelines*.
 - c) The Winter Sports Clinic Program Chairperson Expenses Reimbursement: Travel, lodging, and registration fees expenses incurred by the Disabled Veterans Employment Program Chairperson will be reimbursed in accordance with Item 116 (Winter Sports Clinic) of the current Department of Virginia *DAV Budget and Budget Guidelines*.
 - d) The Chairperson of the Department Winter Sports Clinic will manage this budget line item.
 - e) The Department Service Commission shall have oversight for budget Item 116.

k. Special Service-Related Projects:

- 1) Purpose: From time-to-time, the Department sponsors a wide range of special service-related projects that are frequently short lived, that is, not reoccurring on an annual basis. This Umbrella Project has been set up to handle such special service-related projects.
 - Special non-recurring projects established by the Department include:
 - William Randolph Fund.
 - Gifts/Flowers.
 - Rally (Richmond).

- Military Appreciation Day.
 - Testimonials.
 - Chaplain Projects.
 - D-Day Memorial.
 - DSC Jackets/Vets/Shirts.
 - The Department Commander may appoint a project chairperson to handle a specific service-related project.
 - The individual project Chairperson will not be a member of the Department Service Commission (DSC), but may be invited to attend DSC meetings without vote.
 - The DSC shall have oversight over the various Department Special Service-Related Projects.
- 2) Number of Positions: The Department may established individual special project chairpersons, as needed. The DSC may consider and recommend further special project appointments to the Department Commander.
- 3) Special Service-Related Project Chairperson Qualifications:
- a) Must be a member in good standing of the Disabled American Veterans, as defined in the National DAV Bylaws, Article 11.
 - b) Possess the abilities to:
 - Provide services to military personnel, veterans, their dependents, and survivors
 - Provide requisite leadership and/or representation related to the special project.
- 4) Special Service-Related Project Duties:
- a) The Special Service-Related Project Chairperson shall manage the specific project assigned under the supervision of the Department Service Commission.
 - b) Maintain continuous contact with the DSC and the Commander on the special project assigned.
- 5) Funding for the Special Service-Related Projects:
- a) Special Service-Related Projects will be funded in accordance with Item 121 (Special Projects) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Chairperson of the Department Service Commission will manage this budget line item. This item provides funding for a wide range of special service-related projects.
 - b) The Special Service-Related Projects travel, lodging, and registration fees expenses incurred by the Special Service-Related Projects(s) Chairperson will be reimbursed in accordance with Item 121 (Special Projects) of the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - c) The Department Service Commission (DSC) shall have oversight for budget Item 121.

5. Overview of Department Service Program Funding:

- a. **General:** The Department Service Program will be principally financed in accordance with the “Expenditure -- Service” segment (Items 101 through 122) of the Department of Virginia DAV *Budget and Budget Guidelines* managed by the Department Service Director under the supervision of the Department Service Commission.
- 1) Principal Service Programs: The National Service Officer Program is primarily funded by the National Disabled American Veterans (DAV) Headquarters organization to include salaries, travel expenses, furniture, computers, and supplies. However, in that it is often much more expedient to locally fund furniture, computers and supplies using Department of Virginia funds, the Department of Virginia *Budget and Budget Guidelines* Item 105 (NSO-Roanoke) has been established for this purpose. Non-NSO service-related expenses are funded under Item 101 (Department Service Commission).
 - The Department Service Commission will monitor Department DSC employee salaries paid through the Department Thrift Store payroll system. The Department Treasurer shall have the authority to reimburse the Department Thrift Stores for such expenditures.
 - 2) Oversight of Additional Service Programs: The Department Service Commission exercises active oversight over the following Department service-related projects and has approving authority over these programs as described in the current approved *Budget and Budget Guidelines*, prepared by the Department Finance Committee and approved by the Department Executive Committee.
 - Item 116 (Winter Sports Clinic).
 - Item 121 (Special Service-Related Projects).
 - Item 213 (Employment Committee).
 - Item TBD (Women Veterans Committee).
 - 3) Monitorship of Service-Related Donations: The Department Service Commission will monitor Department service-related donations to such service agencies/memorials, external to the Department. They will include donation items described in the current approved *Budget and Budget Guidelines*, prepared by the Department Finance Committee and approved by the Department Executive Committee. The DSC does not have budget approving authority for the below line Item numbers, although they are recognized as having service-related benefits.
 - Item 108 (DAV National Service Foundation).
 - Item 110 (Virginia Veterans Care Center).
 - Item 111 (Virginia War Memorial).
 - Item 113 (General Service).
 - Item 118 (Disabled Veterans Memorial).
 - Item 119 (World War II Memorial).

- Item 122 (D-Day Memorial).
- b. **Principal Department Service Programs Funding:** The Department Service Program Funding will be principally financed in accordance with Item 101 (Department Service Commission) of the current Department of Virginia DAV *Budget and Budget Guidelines*, managed by the Department Service Director under the supervision of the Department Service Commission. Representative Programs/Expenses funded out of Item 101 (Department Service Commission) include, but are not limited to:
- 1) Department Service Officers (DSO) (3 DSO's).
 - 2) Hospital Service Coordinators (HSC) (4 HSCs).
 - 3) Administrative Assistant (1-2 Assistants).
 - 4) Registration for Department Fall/Spring Conferences/Convention (DSO/HSC).
 - 5) Lodging at Department Fall/Spring Conferences/Convention (DSO/HSC).
 - 6) Mileage reimbursement.
 - 7) HSC Supervisor's Attendance at National DAV Convention.
 - 8) Other administrative/unprogrammed Expenses.
- c. **CSO Supplement Funding Program:**
- 1) General:
 - ❖ The DSC will supplement Chapter Service Officer (CSO) reasonable expenses of lower income Chapters up to a maximum of \$1,500. Lower income Chapters is defined as those receiving less than \$20,000 receipts as reported on their Annual Financial report (AFR) for the prior fiscal year. Lower income chapters will be expected to pay the first \$1,500 of all CSO expenses prior to requesting reimbursement from the DSC. All expenses, to include the co—payment, will be fully documented and receipted prior to receiving reimbursement from the DSC.
 - ❖ Lower income chapters receiving less that \$5,000 receipts as reported on their Annual Financial report (AFR) for the prior fiscal year will be reimbursed for fully documented reasonable CSO expenses from the DSC up to a maximum of \$1,500. The co-payment for these Chapters will be waived and all expenses for which reimbursement is requested will be fully documented prior to receiving reimbursement from the DSC.
 - 2) Procedures:
 - ❖ The Chairperson of the Department Service Commission will appoint a Commissioner to oversee and manage the “CSO Supplemental Funding” Program.
 - ❖ Department of Virginia expense Vouchers will be used and submitted by Chapters to the department Service Commission (DSC), fully supported with documentation and receipts. The first request each fiscal year will also contain a photocopy of the requesting Chapter's Annual Financial Report (AFR) for the

previous year (1 July through 30 June) showing the total receipts of \$20,000 or less.

- ❖ All CSO expenses will be verified for reasonableness and appropriateness to include for those Chapters having a co-payment requirement of \$1,5000. Department Expense Vouchers will be processed for reasonable expenses for the current fiscal year up to a maximum of \$1,500 per fiscal year.

d. **DSO Program Funding:**

- 1) The DSO Program will be funded in accordance with Item 101 (Department Service Commission) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Department Service Director under the supervision of the Department Service Commission will manage this budget line item.
- 2) DSOs will be compensated in accordance with the *Department Service Personnel Employment Policy* developed by the Department Service Director and approved by the Department Service Commission.
 - a) Travel, lodging, registration fees, \$30.00 Per Diem and other duty-related expenses will be reimbursed in accordance with the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - b) If DSO presence is required at the National DAV Convention, by the Department Service Director, the DSO will be reimbursed as follows:
 - Air transportation based on coach class, advance purchase at the minimum 60 day prior to date of travel or POV transportation mileage not to exceed equivalent coach class airfare at least 60 day before convention.
 - Ground transportation to and from airport and or hotel.
 - Airport parking not to exceed \$7.00 per day.
 - Lodging (based on Convention duration).
 - \$45.00 Per Diem.

e. **HSC Program Funding:**

- 1) The HSC Program will be funded in accordance with Item 101 (Department Service Commission) of the current Department of Virginia DAV *Budget and Budget Guidelines*. The Department Service Director under the supervision of the Department Service Commission will manage this budget line item.
- 2) HSCs will be compensated in accordance with the *Department Service Personnel Employment Policy* developed by the Department Service Director and approved by the Department Service Commission.
 - a) Travel, lodging, registration fees, \$30.00 Per Diem and other duty-related expenses will be reimbursed in accordance with the current Department of Virginia DAV *Budget and Budget Guidelines*.
 - b) If HSC presence is required at the National DAV Convention, by the Department Service Director, the HSC will be reimbursed as follows:

Air transportation based on coach class, advance purchase at the minimum 60 day prior to date of travel or POV

transportation mileage not to exceed equivalent coach class airfare at least 60 day before convention.

Ground transportation to and from airport and or hotel.

Airport parking not to exceed \$7.00 per day.

Lodging (based on Convention duration).

\$45.00 Per Diem.

IN WITNESS WHEREOF, the Department Service Commission has executed this Virginia Department Service “*Commission Policy & Procedures (P&P)*” as of the 9th day of October, 2006.

Robert E. “Bob” Bent
Chairman of the Virginia
Department Service Commission