



**Department Service
Commission
Minutes**

**Spring Conference
3rd DEC Meeting
2021-2022**



**DISABLED AMERICAN VETERANS
DEPARTMENT OF VIRGINIA
DEPARTMENT SERVICE COMMISSION (DSC)**

**DSC Meeting Minutes
March 10, 2022**

1. **Meeting Convened:** 2:00 P.M. at Bayfront Suites by Marriott, Virginia Beach, VA by Chairman, John W. King (2).
 - A. Opening Prayer given by Chaplain, Patricia Coker-Bell (22).
 - B. Salute our nation's flag led by Commissioner, Bob Bent (48).
 - C. Chairman, John King, went over the basic etiquettes and administrative instructions for the meeting as follows:
 - 1) This meeting is primarily for Commissioners and Service Committee Chairs and Programs.
 - 2) Request everyone either shut off Cell phones or put them on vibrate.
 - 3) All attendees may ask questions but only Commissioners and Committee Chairs may vote.
 - 4) The proceedings are being recorded.
 - 5) It is absolutely **essential for a speaker to identify** himself /herself **BEFORE speaking**.
 - 6) Speakers **must speak up** in order that the recorder clearly picks up their reports, comments, etc.
 - 7) Try to **stay on the subject matter**. Let the speaker finish his or her presentation. Do not interrupt.
 - 8) Wait until the Chair recognizes you to interject a related comment.
 - 9) Commissioners are expected to review the contents of the handout packet before the DSC meeting is convened and be prepared to vote as appropriate on the prior minutes.

Note: All information for the DSC is now found on the Department Website at www.virginiadav.org. All of the Forms can be found here along with most of the information you will need about Conferences/Conventions, Meeting Minutes, Archived Reports and much more. Everyone needs to get familiar with this website.

2. Distinguished Visitors(s)/Attendees:

A. National representative, National Senior Vice Commander, Joe Parsetich.

3. Roll Call of Commissioners (by DSC Secretary Debbie Wood):

Commission Chairman, John W King, II (2), (Term expires Convention 2022)	P
Department Service Director (DSD), NSO Supervisor, Oscar Olguin (60)	P
Deputy DSD, Assistant NSO Supervisor, Brian Wells	P
Commissioner/Director Projects and Special Programs, Bob Bent (48) (Term expires Convention 2023)	P
Commissioner, Terry Bohlinger (13) (Term expires at Convention 2022)	P
Commissioner – Roger Overstreet (50) (Term expires at Convention 2022)	E
Commissioner – Tanya Canty (21) (Term expires at Convention at 2023)	P
Commissioner – Vacant (Term expires at Convention at 2024)	Vacant
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State VAVS Chairman, Chris Cheney (60)	P
Homeless Veterans Committee Chair, Lisa Gregory (7)	P
Employment Committee Chair, Shawn Ware (7)	P
Women’s Committee Chair, Philissa Marabel (20)	P
Emergency Relief Committee Chair, Tanya Canty (21)	P
Incarcerated Veterans Assistance Committee Chair, Jeff Ogilvie (7)	P
Finance Committee Chair, David Cuff (60) (without vote)	E
Department Commander, Ex Officio member, Cynthia Bailey (20) (without vote)	P
Department Adjutant, Bob Cox (60), Ex-Officio (without vote)	E
DSC Secretary, Debbie Wood, LVAP Coordinator (without vote)	P

DSC Secretary Debbie Wood reported “**Chairman, we have a quorum.**”

4. Meeting Goals:

A. Review Specific Goals during the course of the year:

- 1) Significant activities during FY 2021/2022.
- 2) Service activities planned for FY 2021/2022.
- 3) Recommendations to improve service to veterans.

B. No further goals discussed.

5. DSC Business Matters:

A. Approval of DSC, October 14, 2021 Fall Conference, Meeting Minutes: The minutes for the DSC meeting held on October 14, 2021 can be found on the Department website. Commissioner, Terry Bohlinger (13) made a motion to accept with a second from Commissioner, Chris Cheney (60). There being no questions or discussion, the motion was unanimously approved by the DSC members present.

B. Department Appointees recognition:

Chairman John King recognized and thanked all past and present Department Commanders/Committee members.

C. Issues/Concerns:

1) **DAV Transportation Network Program** needs additional volunteers.

- a) Chris Cheney (60) was appointed as commissioner of the Salem VA Medical Center. The duties and responsibilities of Chris Cheney in this area are to oversee responsibility for the HSC. He is to work in coordination with the HSC and the VA medical center along with voluntary services. He is the eyes and ears for the DSC. Chris will also interact with the VAWS issues and complaints that come up and will get the information back to the headquarters, to the department, and to John King. A big thanks goes out to Chris for taking this on. The HSC position in Salem has not been filled as of now. We are looking for someone to fill that position. John King also recognized David Cuff as the DSO for the Salem area.
- b) We are in need of an HSC and a DSO in the Richmond area. We are currently in the process of fixing some problems at the Richmond VA medical center but we hope to have things in order soon. We are currently waiting on the leadership to give us the okay to get the transportation system back up and running again. In order to fill the DSO position, the process has to go through John King, Bob Bent and the NSO office for certification, verification and to determine that the candidate is qualified to do claims by him or herself.
- c) Unfortunate circumstances have left us without an HSC in the DC area. Harriett St. John has been such an asset to us and has done a wonderful job during her time in that position. The director in the DC area put out a directive stating, all employees must be vaccinated for COVID. Harriett chose to resign due to the circumstances. Chairman King plans on meeting with the director in DC.

2) **Department Service Commission:** The purpose of the Department Service Commission is to combine our forces so we can better service our veterans. One person cannot possibly do this by him or herself. It takes a group of us that have formed committees, each with a committee chair, to work together in getting the resources together to be able to help the veterans that need assistance. This takes a lot of cooperation from our committee members. We use zoom meetings to discuss things that have been done and things that still need to be done. All of the committees are doing a wonderful job. If you volunteer to be on a committee, please know that you need to be able to work well with others. We want to keep the committees on the track of solving problems and getting resources to help veterans. We want to avoid volunteers who are not willing to work together as a team as this tends to hold up progress.

- 3) **Expense Vouchers:** All DSC chairpersons that give a presentation are entitled to 3 nights' hotel accommodations and 50 cents/mile for travel to and from the conference/conventions. A voucher must be filled out and given to Chairman King to approve and sign in order to get reimbursed. If a person waits longer than 30 days to turn in the voucher, it may get denied.
- 4) **Review of Committee Description on Department Website:** All DSC Committee chairs must check their committee website page and your email address and submit them to the Social Media Committee (SMC) and the Department Adjutant, Bob Cox. DSC John King and Commissioner Bob Bent should be cc'd in order to validate that it was sent. This will help in case the SMC says they did not receive it, there will be proof from another party that it was sent. Committee chairs should not have to be reminded to submit their information to the SMC. Calendars should be marked to submit your information on the first day of the month of a conference/convention.
- 5) **Committee Correspondence:** Each committee has an email address that needs to be checked regularly. E-mails pertaining to the committee will be sent to the committee email address, not to your personal email address so please get in the habit of checking the committee email.
- 6) **Committee Resolutions:** There are committees that need to submit resolutions each year. If you are not sure how to do this, you can ask the resolutions committee or Department Commander, Cynthia Bailey.
- 7) **Service Awards:** Please know that anyone can submit a nomination for an award for an individual. If you are going to submit a nomination for someone, make sure you follow the criteria for that category. Some of the categories for awards that can be submitted are:
 - Employee of the year
 - LVER/DVOP Nomination
 - Outstanding Disabled Veteran of the Year
 - DAV/DAVA George Seal Award
 - Jessie Brown Youth Scholarship Award
- 8) **Local Veterans Assistance Program (LVAP):** The LVAP program is a great way for our members to get credit for their volunteer hours they are doing to help our veterans and/or family members. We need to make sure we report the hours correctly. Virginia has won the National LVAP award 8 times in the last 9 years so we need to stay credible with the hours we turn in each month. Try to put your hours in the correct category, A-I. If you have a question about the category your hours should be entered in you can reach out to Debbie Wood, LVAP coordinator.

6. **Commissioner and Committee Reports:**

A. **Deputy DSC Director, Oscar Olguin (60) Report:**

Roanoke NSO Office Workload Report:

Roanoke NSO Office is located at 210 Franklin Road, SW, Room 808, Roanoke, VA 24011. Contact phone numbers remain 540-597-1731 and Fax 540-597-1734.

1) **Staffing:**

National Service Officers (NSO's): 5

Oscar Olguin: Supervisor, Deputy Department Service Director

Brian Wells: Assistant Supervisor, Deputy Department Service Director

John D. Reed: Senior National Service Officer (NSO)

Lewis Ramsey: National Service Officer (NSO)

William S. Bible: National Service Officer (NSO)

Transition Service Officers (TSO's): 2

We just hired a TSO for Fort Belvoir and one for Quantico.

Secretaries: 2

Amy King: NSO Secretary

Shannon Riley: NSO Secretary

2) Roanoke NSO Office Statistics from July 1, 2021 – Feb. 1, 2022:

VA Files Reviewed:	9,284
Emails Responded to:	3,975
Total POA's:	256
Interviews-In Person:	252
Phone Calls:	1,404
Claims Submitted:	11,390

TSO Statistics:	Briefings:	46
	Participants:	3,116
	Files Reviewed:	216
	Interviews:	462
	Phone Calls:	211
Total TSO Office Activities:		4,051

3) Total amount of benefits obtained for Virginia Veterans:

Past year: \$530,180,137

- 4) DSO/CSO training will be held at the Department Convention in June. We will continue to do visual classes for those who are not able to attend the convention. We will also be adding some in person training in northern Virginia. We are trying to open up as many opportunities as possible to get re-certified, digital, in person, etc.

We are still working on resolving our phone issue. The best way to reach us, if you can't get us on the phone, is by emailing us at dav.vbaroa@va.gov

Q – Where do the transition service members go for help?

A – Typically we want all of our transition service members to go to our TSO's in Norfolk, unfortunately we are the only ones doing TSO training in Norfolk. They are booked out almost 4 months in advance so the service members have to submit their completed packet for claims 180 – 190 days in advance. A CSO can help them with their paperwork but the important thing is to the completed packet submitted in that 180/190-day window. If any portion of the packet is incorrect or missing, the packet will get kicked out. We like our TSO's to handle this paperwork because they know how to identify all of the paperwork in a completed packet.

Q - Louis Valcourt (58) – We have CSO's that need the re-certification class. Will you be holding a re-cert class in June? Chapter 58 is available to do onsite training.

A - Attending a level one or level two class will get a CSO that has already been through training re-certified.

Q – Are information seminars open to the public?

A – They are open to the public depending on the size of the venue. If you chapter is available to do onsite training, email us and let us know what your venue looks like.

Q - **Chairman King (2)** – Do information seminars cover what a spouse does if her veteran husband passes?

A – It should cover all of the benefits. That question can be asked at the seminar.

B. Patches and Pins, Commissioner Terry Bolinger, (13) Report:

During the fall conference we did \$426 in sales. This money was turned in to Bob Cox at the Department Headquarters.

Items for Sale - Big Patch for DAV and DAVA = \$25.00

Small 4” patch = 3 for \$12.00 or \$5.00 each

DAV/DAVA pins for \$3.50 each or 3 for \$10.00.

C. Richmond Commissioner, Roger Overstreet (50) Report:

Commissioner Roger Overstreet could not be here due to health issues.

Chairman King is working with Commissioners Bent, Cheney and Overstreet to get a good overview for the Voluntary Service solutions for Richmond.

D. Emergency Relief (ER) Committee Chair, Tanya Canty, (21) Report:

My full report can be found on the virginiadav.org website and I will be doing a full seminar on Emergency Relief tomorrow.

There has been a lot of unspoken anxiety as to whether the chapters should be open to serve our veterans because of the COVID pandemic but we are open to serve our veterans. I want to thank the chapters for all of the work they are doing, this is not easy work.

There is federal funding out there for our veterans but the process is very rigid and it takes time. The DAV chapters and committees are set up to remove that barrier and help our veterans in a quicker time frame for emergencies that arise.

This completes my report.

E. VAVS Chairman, Chris Cheney, (60) Report:

I am the commissioner for the Salem VA Medical Center.

I sent an email out to all of the VAVS representatives and did not get any responses so I am working on the communication problem that seems to exist.

The transportation system is still not up and running due to COVID protocol. We are hoping to get the final word from upper management to get this system back into operation, however we are still looking for an HSC for the Salem area. If you know of anyone who is interested in this position, please have them contact John King or myself. This concludes my report.

F. Homeless Veterans Committee Chair, Lisa Gregory (7) Report:

My full report can be found on the virginiaadv.org website and I will be doing a full seminar tomorrow.

I am all about using the resources that are available. I realize that there are a lot of resources available through the federal government but that takes time. A resource packet was put together by one of our homeless committee members for the Tidewater area. We will be sharing that information with the chapters.

This concludes my report.

G. Employment Committee Chair, Shawn Ware (7) Report:

My full report can be found on the virginiaadv.org website and I will be doing a full seminar tomorrow at 11:30 am.

Our committee is trying to introduce something new at each conference/convention.

Right now, we are working on promoting the employment program and getting the word out to the chapters. We have been sending our emails to the chapter commanders and adjutants. We are also launching our Facebook page. You can help us by forwarding our emails to your members. We will also have a sign-up sheet at tomorrow's seminar for anyone who would like the emails sent to them. We are trying to get as much information out as possible so it can be passed on to our veterans that are looking for jobs. The job market is hot right now so there are jobs available, we just need to get our veterans placed in these available jobs.

We had a committee resign so if you are interested in filling that position, please let me know.

This concludes my report.

H. Women's Veterans Committee Chair, Philissa Marabel (20) Report:

My full report can be found on the virginiaadv.org website and I will be doing a seminar tomorrow at 9:00 am.

We are trying to narrow our focus by getting a women's veteran representative at each chapter. Some of the chapters have a representative but our goal is to have one at every chapter. We are also working on getting a spot in the DAV newsletter so the women will have a voice there. We have plans to start our own newsletter in order to get information out to the women at the different chapters in Virginia. Our goal is to have this done by the end of the month. In the meantime, we have a women's veterans' flyer that we will be getting out to all of the chapters.

This concludes my report.

I. Incarcerated Veterans Committee Chair, Jeff Ogilvie (7) Report:

My full report can be found on the virginiaadv.org website and I will be doing a seminar tomorrow morning.

I am taking the place of Robert McPhaul as the IVAC chair. Robert had to resign due to medical reasons. I am new to this committee but I have been working closely with Robert McPhaul to learn the ins and outs. I also have a friend at the Monroe office who has been working with me to get me up to speed on how to talk to the incarcerated veterans. I have been gathering resources from the resource fairs to help me understand the needs of these veterans.

We are in desperate need of volunteers for this committee. We currently only have two committee members so we need three more members.

This concludes my report.

7. Service Program Reports, DSC Chairman, John W. King, II (2):

A. Local Veterans Assistance Program (LVAP)/DSC Secretary, Debbie Wood, report:

I want to thank all of the chapters that are sending me their monthly LVAP reports. I also want to give a special thanks to those chapters that get their report to me by the first week of the following month. I have some chapters that are way behind in sending me their reports. These are as follows – Chapters – 3,9,10,11,17,19,24,29,30,35,40,59,60 and 61. If you are the commander, adjutant or involved in one of these chapters, please call me or email me so I can help get your chapter hours caught up.

Virginia did win our 8th LVAP award for FY 2020/2021. We are way behind in hours reported right now so we need to get all hours reported by June 2022.

The top 5 chapters reporting LVAP Hours:

1 st place:	Chapter 6	29,339 hours
2 nd place:	Chapter 20	8,086 hours
3 rd place:	Chapter 57	8,024 hours
4 th place:	Chapter 31	6,067 hours
5 th place:	Chapter 58	5,044 hours
Total DAV hours =		88,428

The top 5 units reporting LVAP Hours:

1 st place:	Unit 47	11,441 hours
2 nd place:	Unit 56	11,059 hours
3 rd place:	Unit 58	7,065 hours
4 th place:	Unit 20	5,361 hours
5 th place:	Unit 33	4,217 hours
Total Auxiliary hours =		51,399

At the Fall Conference, we handed out the letters for all individuals that had reached their 5K, 10K, 15K, hour milestones. The pins had not arrived by the fall conference so we handed them out at the spring conference. Awards had not been distributed since COVID due to conferences being canceled. All awards are now caught up and will now only be given out at the Department Conventions in June.

This concludes my report.

B. Closing Remarks – Commissioner Bob Bent:

- 1) The Mission of the DAV is Service. If you add all of the individual parts of each of the service committees and their results, their results are greater than the sum of each individual part because committees all have to work together. They are all inter-related. It is because of the efforts of the committees led by the chairmen that we see the results. We need to be putting more emphasis to make sure we are getting input from the chapter level counterparts. Each committee chair should be getting input from the chapters. Each committee chair should also be sitting in on the other committee seminars to learn what they can do to help each other. There is something

to be learned from each committee, whether it is from a new committee chair or a seasoned one. Service is being done and Virginia continues to lead the National Organization for service being done.

8. **Closing Prayer:** Given by Patricia Coker-Bell (22).
9. **Final Salute to the National Flag:** Led by Chairman King (2).
10. **Adjournment:** Meeting adjourned at 4:00 P.M.