



**Fall Conference
2nd DEC Meeting
October 2023**

**Minutes
91st Annual Convention
Department Service
Commission Meeting**



DISABLED AMERICAN VETERANS DEPARTMENT OF VIRGINIA DEPARTMENT SERVICE DIRECTOR (DSD)

DSD Meeting Minutes June 13, 2023

Meeting Convened – 3:00PM Holiday Inn Tanglewood, Roanoke, VA by DSD Cynthia Bailey (20)

Opening Prayer – Frederick Moore (28)

Salute to the Flag – Terry Bolinger (13)

Distinguished Guests –

- National 4th Jr. Vice Commander –PDC Cynthia Madison
- National Chaplain – Ms. Debra Varner
- NSO Supervisee, Roanoke, VA – Andrew Dilbeck
- NEC 6th District Chair – John Patterson
- Asst. National Service Director – Scott Trimarchi

Basic Etiquette – DSD Chairman, Cynthia Bailey, went over the basic etiquettes and administrative instructions for the meeting as follows:

- This meeting is primarily for Commissioners and Service Committee Chairs and Programs.
- Request everyone either shut off Cell phones or put them on vibrate.
- All attendees may ask questions but only Commissioners and Committee Chairs may vote.
- The proceedings are being recorded.
- It is absolutely **essential for a speaker to identify** himself /herself **BEFORE speaking**.

- Speakers **must speak up** in order that the recorder clearly picks up their reports, comments, etc.
- Try to **stay on the subject matter**. Let the speaker finish his or her presentation. Do not interrupt.
- Wait until the Chair recognizes you to interject a related comment.
- Commissioners are expected to review the contents of the committee reports online before the DSC meeting is convened and be prepared to vote as appropriate on the prior minutes.
- 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.

Roll Call –

Department Service Director, Cynthia Bailey (20)	P
NSO Supervisor Roanoke, VA, Andrew Dilbeck (3)	P
NSO Assistant Supervisor, Lewis Ramsey (60)	P
NSO, Will Bible (60)	P
DSD Fundraising, Terry Bohlinger (13)	P
Homeless Veterans Committee Chair, Lisa Gregory (7)	E
Employment Committee Chair, Shawn Ware (7)	P
Women’s Committee Chair, Tyrelle Felder (33)	P
Emergency Relief Committee Chair, Cassandra Benson (6)	P
Incarcerated Veterans Assistance Committee Chair, Jeff Ogilvie (7)	P
Department Commander, Ex Officio member, Francis Mitchell (6)	P
Department Adjutant, Bob Cox (60), Ex-Officio (without vote)	E
DSD Secretary, Debbie Wood, LVAP Coordinator (without vote).	P

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

Reports –

NSO Supervisor, Roanoke, VA – Andrew Dilbeck

- Promoted in November, 2022 from the Cleveland, Ohio NSO office to Roanoke as the Assistant NSO Supervisor. In March of 2023 was officially promoted to the Supervisor of the Roanoke office.
- Currently the Roanoke NSO office has 2 secretaries, Amy King and Shannon Riley. They have 5 National Service Officers, Andrew Dilbeck (Supervisor), Lewis Ramsey (Assistant Supervisor), Will Bible (NSO), Morgan Boles (NSO), Julie Culver (NSO). The office still needs one more NSO.
- Over the past year there have been many personnel changes but things are looking very positive and our office is headed in the right direction. We have a good mix of senior NSO’s and new NSO’s.
- Roanoke Office Numbers for the Past Year –
 Emails Responded to: 4,640
 In Person Interviews Conducted: 591
 Phone Calls Responded to or Answered: 2,107

Informal Hearing Presentations for Appeals at the Board of Appeals: 117

Informal Contacts to the VA for Various Reasons: 8,628

Claims Submitted by Direct Upload or Mail: 5,883

Helped Vets Apply for New Service Connections: 14,550

Increased Ratings: 709

Total VA files Reviewed: 14,681

Office Activities: 56,054

- Norfolk, VA TSO's – Brenda Lamb (10 years) and Sandra Almond (2 years) have been very dependable and have done a great job of handling the work load in Norfolk.
- Norfolk Office Numbers for the Past Year –
Briefing Presentations Completed: 187
Active-Duty Service Members and Veteran's that Participated: 11,526
VA Files Reviewed: 540
In Person Interviews: 608
Total Office Activities for 2 TSO's: 13,177
- In Closing, Thanks to all CSO's and DSO's for helping Veterans.

DSD Fundraising – Terry Bolinger

- Total Sales at the Spring Conference: \$198.00
- New Items Available Tomorrow Morning – T-shirts, Ball Caps, Collared Shirts
- DAVA – Auxiliary Patches, Large - \$23.00
- No DAV Large Patches Available at this Time.
- 4" Patches - \$5.00 each, 3 or more - \$4.00 each
- Velcro Patch - \$5.00 each
- Pins with DAV Logo - \$2.50 each
- Red, White and Blue DAV/DAVA pins - \$3.50 each or 3 for \$10.00
- The SMC has created an order form so those who do not attend conference can order pins/patches. The form is available on the virginiadav.org website.
- PDC Cuff said it is a great idea for anyone who will be going to the National Conference in August to order extra pins because attendees from other states like to trade pins.

Women's Committee Chair – Tyrelle Felder

- Chapters were divided up and each committee member was given 5 to 6 chapters to work with.
- In the Spring a survey was sent out to target people for the first ever Women's Veteran Wellness Retreat. This resulted in a good turnout.
- Hampton Roads area has had 2 Round Tables and a 3rd one is getting ready to start and there was one scheduled in the Central Virginia Area. The one in the Central Virginia area was canceled due to a conflict in schedules but it is in the process of being rescheduled.
- Tyrelle Felder was assigned to the Southwest Virginia Chapters and was able to visit Chapter 30 and help them grow their Women's Veteran Program.
- On the 12th of June, two committee members from the Northern Virginia and Fredericksburg areas went to the Women's Veteran War Memorial in Virginia and set

up an information table. They had 208 people visit their table and they had 10 people that asked about signing up to become a DAV member.

Emergency Relief Committee Chair – Kass Benson

- Emergency Relief (ER) was put in place to grant funds from the chapters and the department to veterans that are in situations that are out of the ordinary.
- Seven chapters assisted veterans with a total amount of \$7,982.79. Chapter 58 assisted with \$1,000 to help 2 veterans and 1 dependant. This money paid utility bills and helped fix a boat for a veteran that was living on the boat. Chapter 20 contributed \$500 to assist 1 veteran. Chapter 22 contributed \$260.70 to assist a veteran that had a stroke.
- Expenditures for the chapters for this quarter totals \$9,743.49
- Any chapters that have not reported their totals need to send those to Kass so she can add them to the total.

Incarcerated Veterans Assistance Committee (IVAC) Chair – Jeff Ogilvie

- Two IVAC committee members, Lisa Oliphant and Joel Courtemanche, were able to make it to this Conference and were introduced. The committee would like to fill the open position, if anyone is interested, please reach out to Jeff Ogilvie.
- The committee has been meeting through zoom, by phone and in person.
- The committee members have been using program directors at the facilities to help the incarcerated veterans with claims and assistance on what to do when they get their release.
- The committee members are trying to reach out to all of the Correction Centers throughout the state of Virginia. At this time, they have been to Roanoke County Department of Corrections, Greenrock Corrections Center, Hanesville and Coffeewood Corrections Centers.

Finance Committee Chair – David Cuff

- The committee has worked on the finance report in the past quarter
- Bob Cox is the department treasurer and takes care of the budget. With the assistance of the finance committee, the budget was passed.

Local Veterans Assistance Program (LVAP) – Debbie Wood

- All volunteers were thanked for using their free time to help their fellow veterans in so many different ways. A special thanks went out to the LVAP chapter coordinators who compile the individual hours for the chapter and turn them in.
- June is the last month of the Fiscal Year so all hours need to be reported and turned in by the first week of July in order to get counted by National for the yearly National LVAP Award. Virginia has won the award 9 times and we are on track to win number 10.
- The majority of Virginia's chapters are reporting their hours in a timely manner each month. The chapters that were not reporting their hours were called out at the Spring Conference which resulted in getting some of those chapters back on track.
- Anyone who is volunteering their time to help veterans and is not reporting their hours or has any questions about reporting their hours can reach out to your chapter

commander or adjutant. Debbie Wood is available to help any chapter or individual with any questions about LVAP. She can be reached by calling the Department Headquarters.

- LVAP Numbers for FY 2022/2023:
DAV Chapter Totals – 145,375 hours
Auxiliary Totals – 52,732 hours
Combined Chapter and Auxiliary Totals – 198,107 hours
Top 5 Chapters: 1) Chapter 6 – 54,647
 2) Chapter 13 – 11,280
 3) Chapter 22 – 11,197
 4) Chapter 26 – 6,740
 5) Chapter 20 – 6,685
- DSD Bailey commented that the award pins that are normally given out in June will not be given out at this time because the gentleman who makes them for us has not been available. We will get this worked out and everyone who has reached a next level goal will get their pins.

Closing Remarks – DSD Cynthia Bailey

- Transportation Network:
 - Richmond transportation system is still in need of an HSC in order to get it back up and running. If anyone is interested, contact Cynthia Bailey.
 - DC transportation system has an HSC, Jackie Jackson, and one volunteer driver. More volunteer drivers are needed.
 - Salem has hired someone for the HSC position but she is still in training.
 - Hampton is being run by HSC, Keith Davis. They are the only group that is fully operational with 10 volunteer drivers. Hampton has some vans that need to be retired, we will have an update on that issue at the Fall Conference.
- Employment Chair and Homless Chair were not able to attend the Convention but they have been working with the ER committee to take care of the veterans that come to them for help. All chapters need to offer assistance if at all possible. We never know when we could be on the other end of the spectrum.
- It is very important that you get your LVAP hours to our LVAP Coordinator, Debbie Wood. We do not want to lose the LVAP award to California or Wisconsin. I know there are some individuals that don't feel that it is necessary to report their volunteer hours because it's not important to get credit for helping veterans. It is important on a different level because National is more willing to assist a state that shows their veteran support by reporting as many LVAP hours as we do in Virginia.
- Committee's need to understand how important it is to get your reports sent in by or before the due date.
- Changes are being made to the DSC. We will now be the DSD and the commissioner positions are being re-branded. We will announce more about this in the near future. PDC Simmons and PDC Gregory have been working hard to update the DSC guidebook. The guidebook was created in 1987 and had not been updated since then so this is something that will take a little time.
- NEC 6th Chair, Mr. Patterson is from Maryland and would like to say a few words.

- I am happy to be able to attend the Virginia Convention. Virginia is, by all means a leader in all states and I am here to observe how things are done but I want us all to remember that although it is a competition between states, our ultimate goal is to help veterans.
- Commander Francis Mitchell
 - I would like to Thank our guests, John Patterson and Scott Trimarchy. I would also like to Thank our NSO secretaries, Amy Kind and Shannon Riley. They are a huge part of keeping the NSO office in order. I also want to welcome the 2 newest NSO's. The training you will get is going to be awesome.
 - LVAP – California and Wisconsin were challenged to beat us with LVAP hours submitted so we need to make sure all LVAP hours are submitted by the first week in July. We are on track to win our 10th LVAP Award.
 - I would like to see if we could create an award for the top 5 chapters who have reported the most LVAP hours. It would give the chapters an award to display at the chapter. Comment – This would not be fair to the smaller chapters that don't have a chapter home. We will have to discuss this to see if there is a fair way to do it.
 - Membership – We are aging out. Over 60% of the Department of Virginia members are over the age of 70 and many of our older Chapter members are passing away. When we are out recruiting, we need to focus on getting some younger members to join. Comment by member – When we are out recruiting, we get told by a lot of younger members that they tend to sign up with the VFW because they can do their voting from zoom rather than in person. Comment by DSD Bailey – National have changed the voting regulations for any voting at chapter meetings. Members can be on zoom for things at the chapter. The only time that the members have to be present to vote is one time a year at the elections. Please let potential recruits know this. If they can't make it one time a year to vote for elections in person then maybe the DAV is not the best fit for them.

Meeting Adjourned – 3:56 PM