



DISABLED AMERICAN VETERANS



CHAPTER OFFICERS GUIDE



Dear DAV Leader:

Chapter officers have often asked National Headquarters for assistance in defining the duties they've assumed. Basically, what they desire is an outline of the responsibilities of Chapter officers and an accounting system. This booklet has been developed in response to these request.

It's more complete than anything previously prepared on the duties of various Chapter officers. As such, it will do a better job in orienting newly elected or appointed officers and helping them get their feet on the ground.

Additionally, useful information can be accessed through the internet by logging onto www.davmembers.org. Chapter leaders can more effectively target potential members and future leaders. A special section has been added to this publication to assist chapter leaders with this new technology.

We believe this guide will assist our Chapter officers in doing a better job and focusing development of programs of service to disabled veterans and their families. Of course, as the DAV leadership improves at the local level, the entire Organization will reap the rewards.

We encourage you to read this booklet carefully. Even if you have been involved in Chapter or Department leadership for many years, you can benefit by refreshing your memory. This booklet will be useful in helping younger DAV leaders move into positions of responsibility.

Finally, this is a guide. It does not replace any provisions of the National Constitution Bylaws and Regulations or mandates.

Sincerely,

A handwritten signature in black ink, appearing to read "Arthur H. Wilson", written in a cursive style.

ARTHUR H. WILSON
National Adjutant

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COMMANDER

The Commander shall preside at all regular or special meetings of the Chapter. He shall maintain order and dispatch such business as may legally come before him. All check or vouchers issued by the Chapter Treasurer may be countersigned by the Commander. He shall perform all other duties that may reasonably be assumed to be incidental to his office, including those set forth in the Chapter's Constitution and Bylaws and in the Official DAV Ritual, and such other duties as may be lawfully delegated to him by the Chapter.

It is the administrative responsibility of the Commander:

1. To open the meeting at the appointed time by calling the meeting to order.
2. To announce in proper sequence the business that comes before the Chapter in accordance with the Official DAV Ritual.
3. To recognize members who are entitled to the floor.
4. To state and put to vote all questions that legitimately come before the Chapter as motions or that otherwise arise in the course of the proceedings, and to announce the results of each vote; or, if a motion is made that is not in order, to rule it out of order.
5. To expedite the business in every way compatible with the rights of members.
6. To decide all questions of order, subject to appeal.
7. To declare the meeting adjourned when the Chapter so votes or at the time prescribed in the program.
8. To maintain order of the meeting at all times.

It is the fiscal responsibility of the Commander:

1. To ensure the safeguarding of funds, properties and other assets against unauthorized loss or use.
2. To ensure all disbursements of funds are properly approved in accordance with the Chapter bylaws.
3. To comply with standards established by the National Executive Committee for audits of Chapter establishments, organizations, programs, activities and functions. These standards require Chapters to be responsible for providing adequate audit coverage of their programs as an aid in determining whether funds have been applied efficiently, economically, effectively and consistent with program objectives and underlying agreements.

At each meeting the Commander should have available:

- A copy of the Chapter, Department, and National bylaws
- A copy of Robert's Rules of Order (available at local bookstore or library)
- A list or agenda of the complete order of business
- A list of all committees.

The Commander also serves as the official spokesman for the Chapter in the community and may not serve as chapter adjutant or treasurer.

SENIOR VICE COMMANDER

The Senior Vice Commander shall perform the duties of his or her station as set forth in the Official DAV Ritual. He or she shall encourage friendship among the members of this Organization, discourage discord, and promote harmony. Subject to the direction of the Chapter, he or she shall act as Chairperson of membership solicitation activities to the end that every eligible veteran may become a member. With the approval of the Chapter, the Senior Vice Commander may appoint one or more members to assist him or her in such membership activities. DAV's membership eligibility is contained in Article 11 of the DAV National Bylaws. The Senior Vice Commander may not serve as Adjutant or Treasurer.

JUNIOR VICE COMMANDER

The Junior Vice Commander shall perform the duties of his or her station as set forth in the Official DAV Ritual. He or she shall see that every member is given a reasonable opportunity to state his or her views on any subject under discussion in a meeting of the Chapter, not inconsistent with the Chapter's Constitution and Bylaws or Robert's Rules of Order, Newly Revised. He or she shall, at all times, encourage loyalty to the United States of America, to the DAV and to the members of the Chapter. Subject to the direction of the Chapter, he or she shall act as Chairperson of the Americanism activities of the Chapter and, with the approval of the Chapter, may appoint one or more members to assist him or her as such Chairperson. The Junior Vice Commander may not serve as Adjutant or Commander.

ADJUTANT

The Adjutant is responsible for keeping the Chapter's records and managing the Chapter's official correspondence. He or she must keep detailed records of the Chapter's meetings and business affairs. All motions considered by the Chapter should be recorded along with the names of the members who make, second or speak on motions. All monies received or spent by the Chapter must be recorded in his or her records.

The Adjutant is responsible for mailing meeting notices to all Chapter members at least a week before the meeting. If a special meeting is to be called, the reason for the meeting should be stated on the meeting notice. At each business meeting, the Adjutant should read the minutes of the preceding meeting and make sure that a motion of acceptance or rejection is passed.

At each Chapter meeting, the Adjutant should read all correspondence received between meetings and see that all matters, which require action by the Chapter, are properly disposed of. He or she should answer all correspondence promptly and file copies of his or her answers with the Chapter records.

The Adjutant is responsible for notifying officers, committee members and delegates of their election or appointment, and furnish committees with whatever documents are required for the performance of their duties.

The Adjutant shall make the minutes and records of the Chapter available to members upon request. The Adjutant is responsible for furnishing convention delegates with credentials.

The Adjutant must work closely with the Commander, Treasurer, and other Chapter officers in order to efficiently carry out his or her duties. The Adjutant may not serve as Chapter Commander at the same time.

The Adjutant is also responsible for filing the Chapter Officer Report form immediately following the annual election and installation of officers, in compliance with the National Bylaws, Article 9, Section 9.2. The proper form is shown in Figure 1. A copy should be sent to National and Department Headquarters, as well as the National Service Office.

Figure 1

The Adjutant is responsible for the membership records and should make certain that they are kept up to date. Official membership records are kept by using the DAV Membership Report (Figure 2), which is furnished by National Headquarters. The Adjutant shall also be responsible for timely notifying National and Department Headquarters of changes of address and deaths of members.

DAV		MEMBERSHIP ACTIVITY REPORT		Figure 2	
Date Range: 7/2/2008 9:00:00AM through 7/3/2008 12:00:00AM					
VIRGINIA - 14 - SALEM VIETNAM VET 14					
Member Name	Membership	Status	Activity Date	Activity	
CUNNINGHAM, HAYWOOD	4501411813505	New	07/02/2008	Membership Part Life - Active	
CUNNINGHAM, HAYWOOD	4501411813505	Payment	07/02/2008	Claimed 2788 MARYSVILLE ROAD ALTAVISTA VA 24517 \$40.00 Credit Card Unprocessed	

The following are some of the membership transactions that will appear from time to time on the report shown in Figure 2.

Transfer Out
Transfer In
Change of Address

New Life
Full Paid Life
Restore

Unclaimed
Deceased
Cancelled

All Chapter records should be maintained for seven (7) years. This does not apply to original documents that do not expire, such as, but not limited to Chapter Charter, contracts, licenses, leases, Constitution and Bylaws, regulations, rulings by the National Judge Advocate, tax returns and audits.

TREASURER

It is the responsibility of departments and chapters to protect DAV assets from theft or conversion. This responsibility includes, without limitation, implementation of sound financial management practices and the purpose of insurance to cover theft losses. In the absence of such insurance, the National Organization shall provide a mechanism by which departments and chapters may be reimbursed from the theft or conversion of department or chapter assets by an elected or appointed department or chapter officer. Such reimbursement shall be limited to

\$100,000 per occurrence and be subject to a deductible amount of \$5,000. Such reimbursement shall be made only upon a full and final adjudication of theft or conversion by a court of competent jurisdiction. Such reimbursement shall also be subject to the limits and conditions of the reimbursement program as determined by the Board of Directors. This amendment is effective January 1, 2006.

The duties of the Treasurer will vary from Chapter to Chapter. In most instances, the Treasurer holds the funds deposited with him and pays them out when approved by the Chapter. It is recommended that the Treasurer serve at least two terms in order to provide continuity. He shall keep a system of accounts approved by the Chapter and shall preserve all receipts and checks or vouchers for payments made. He shall render a monthly report (Figure 3) of receipts and expenditures to the Chapter not later than the first regular Chapter meeting following the last day of each calendar month. An Annual Financial Report (Figure 4) shall be submitted to the National and Department Headquarters within ninety (90) days after the close of the Department/Chapter accounting year ending June 30th. Departments/Chapters having gross income below \$10,000, excluding membership per capita, are no longer required to submit a report to National Headquarters.

Figure 3

The Treasurer must always be aware that the Chapter funds must be properly accounted for.

Accordingly, the Treasurer shall at all times:

1. Ensure the safeguarding of funds, properties, and other assets against unauthorized loss or use.
2. Ensure all disbursements of funds have been properly approved in accordance with Chapter, Department and National Constitution and Bylaws.
3. Ensure all financial transactions are properly and accurately recorded so that the financial data is reliable.
4. Prepare and read a monthly Treasurer's Report at each meeting.
5. Prepare annual financial report and submit to the State Department and National Organization within ninety (90) days after the close of the Department/Chapter accounting year ending June 30th.

Figure 4

DISABLED AMERICAN VETERANS ANNUAL FINANCIAL REPORT

CHAPTER _____ STATE DEPARTMENT OF _____

LOCATED AT _____ ACCOUNTING PERIOD FROM July 1, _____ to June 30, _____

CASH BALANCE AT YEAR END

THIS YEAR'S INCOME OR RECEIPTS

1. DUES FROM CHAPTER FROM MEMBERSHIP REG.
2. FORGET ME NOT EARN'S
3. SINGLE MEMBER RECEIPTS
4. THIRD PARTY GROSS RECEIPTS
5. BANC. OF. G.C.E. RECEIPTS (ATTACH)
6. INTRABUY & INVESTED FUNDS (ATTACH INVOICES, STATEMENTS, C.A.S. AND D)
7. NATIONAL FUNDRAISING PROGRAM (DEPARTMENT FINANCIAL STATEMENT)
8. INCREASE IN MARKET VALUE OF INVESTMENTS ON LINE 26 DURING ACCOUNTING PERIOD
9. OTHER INCOME (ATTACH ACCOUNTING STATEMENT)

THIS YEAR'S EXPENSES OR DISBURSEMENTS

10. SALARIES, PAYROLL TAXES & EMPLOYEE BENEFITS FOR ALL SUBSIDIARY PERSONNEL ONLY (ATTACH ACCOUNTING STATEMENT)
11. CONVA. & MEDICAL EXPENSES (ATTACH LIST AND AMOUNTS)
12. POSTAGE & OFFICE SUPPLIES
13. TRAVEL EXPENSES, TRIP EXPENSES AND OTHER AS REQUIRED (ATTACH LIST AND AMOUNTS)
14. FORGET ME NOT EARN'S (GOLF OR BIRTHDAY ONLY)
15. BIRTHDAY CELEBRATIONS (INCLUDING BIRTHDAY SALARIES & PAYROLL TAXES (ATTACH ACCOUNTING STATEMENT))
16. TRIP EXPENSES, TRIP EXPENSES, TRIP EXPENSES AND PAYROLL TAXES (ATTACH ACCOUNTING STATEMENT)
17. BIRTHDAY CELEBRATIONS (INCLUDING BIRTHDAY SALARIES & PAYROLL TAXES (ATTACH ACCOUNTING STATEMENT))
18. BIRTHDAY CELEBRATIONS (INCLUDING BIRTHDAY SALARIES & PAYROLL TAXES (ATTACH ACCOUNTING STATEMENT))
19. CHAPTER MEMBERSHIP EXPENSES (ATTACH ACCOUNTING STATEMENT)
20. INCREASE IN MARKET VALUE OF INVESTMENTS ON LINE 26 DURING ACCOUNTING PERIOD
21. OTHER (ATTACH ACCOUNTING STATEMENT)

STATEMENT OF LIQUID ASSETS (For definition below)

22. CURRENT ACCOUNTS ON HAND (Attach copy of bank statement)
23. SAVINGS ACCOUNTS (Attach copy of bank statement)
24. CDS
25. MARKET VALUE OF INVESTMENTS AS OF END OF PERIOD (Attach list of stocks, bonds, etc.)
26. TOTAL LIQUID ASSETS (Lines 22 thru 25) *(Should equal amount on Balance Sheet)*

NAME OF BANK OR INSTITUTION _____

SIGNED BY AUTHORIZED OFFICER: _____

DATE: _____

MAILED AND SUBMITTED BY: _____

MAIL TO DAV NATIONAL HEADQUARTERS FINANCIAL REPORT P.O. BOX 1481 CINCINNATI, OHIO 45201

Year End Requirements

At the end of each year, which shall be the membership year commencing July 1 and ending June 30, you should total all 12 monthly Chapter financial reports and prepare the DAV Annual financial Report (figure 4).

You must comply with standards established by the National Bylaws and National Executive committee for audits of Chapter establishments, organizations, programs, activities and functions. These standards require Chapter to be responsible for providing adequate audit coverage of their programs as an aid in determining whether funds have been applied efficiently, economically, effectively and consistently with program objectives and underlying agreements.

RECORD KEEPING REQUIREMENTS

Prepare a monthly folder as shown in Figure 5 to contain your monthly bank statements and bank reconciliation's for record keeping purposes.

Figure 5



Prepare a monthly folder as shown in Figure 6 to contain all your monthly vouchers and invoices paid. Each disbursement should be supported by a voucher or invoice indicating the date paid and check number and amount paid if not paid in full.

Figure 6



SERVICE/CHARITABLE EXPENSES SCHEDULE
(FOR LINE 14)

IMPORTANT NOTICE TO ALL DEPARTMENTS AND CHAPTERS

When completing your Annual Financial Report, you are required to complete this form as an attached schedule for Line 14 under the "Service/Charitable" item. It should be attached as an addendum to the financial report. Please be prepared to substantiate all reported amounts with receipts, canceled checks, or other supporting documentation.

	AMOUNT
VA Medical Center donations (include name of VAMC and specific amount donated to each VAMC):	
VAVN Programs:	
National Transportation Van Grant Programs:	
Service Programs (strictly expenses):	
Service Officer expenses:	
Service Officer salaries and benefits:	
Costs to attend service schools:	
Hospital Service Coordinator:	
Donations to the Colorado Trust:	
National Service Foundation donations:	
OWAP programs:	
Donations to Shero Veterans Home:	
Housing Programs:	
Meal Programs:	
Publication of newsletters/journals, identified in providing Service/VA benefits membership info.)	
Unpaid bills (to be noted separately):	
Other Service/Charitable expenses (include explanation):	
TOTAL AMOUNT OF LINE 14 EXPENSES:	\$

[This figure must equal the amount on Line 14 of Annual Financial Report]

DATE: 11/15/2011 10:54:00 AM

Figure 7

OTHER ASSETS SCHEDULE - ANNUAL FINANCIAL REPORT
(See Market Values at End of Accounting Period - Line 17)

REAL ESTATE:

Address/location of property:

Date of acquisition/purchase of property:

Current market value, including land, building, and improvements (end of accounting period):

\$

Current balance of any loan indebtedness on property, including more and address of lending institution:

\$

Loan balance (end of accounting period):

Lender's Name and Address:

INVESTMENT:

(Provide brief description) Estimated Market Value (end of accounting period):

VEHICLES (Automobiles, Trucks, Boats):

(Provide brief description) Estimated Market Value (end of accounting period):

INVENTORY/MISCELLANEOUS:

(Provide brief description) Estimated Market Value (end of accounting period):

PLEASE BE PREPARED TO SUBSTANTIATE THE REPORT TO ACHIEVE THE HIGHEST POSSIBLE DEDUCTION. DO NOT INCLUDE ANY LIQUID ASSETS ON THIS SCHEDULE.

IC-1701-01-000

Figure 8

BANK RECONCILIATION

At the end of each month a bank reconciliation should be prepared as shown in Figure 7.

Balance per bank (a)		\$ 4,000.00	
(1) Add deposit in transit		<u>200.00</u>	
		4,200.00	
(2) Less outstanding checks			
No. 510	150.00		
No. 565	200.00		
No. 600	650.00		
		<u>1,000.00</u>	
Adjusted cash balance		<u>3,200.00</u>	(b)
Balance per books (a)		3,400.00	
(3) Add			
Interest earned		<u>25.00</u>	
		3,425.00	
Less			
(4) Non-sufficient funds of Jake Jones	125.00		
(5) Service Charge	10.00		
(6) Overstated deposit	90.00		
		<u>225.00</u>	
Adjusted book balance		<u>3,200.00</u>	(b)

1. Compare the deposits listed on the bank statement with the deposits shown in your accounting records. Any deposit in transit should be added to the bank statement. (Any deposits in transit from last month still not listed on the bank statement should be immediately investigated.)
2. Review the bank statement in numerical order and compare them with the records of checks issued. List outstanding checks not on the bank statement. (Be sure to include any checks still outstanding from last month.) Deduct outstanding checks from the bank balance.
3. Add to the balance per your books any interest earned.
4. Deduct from the balance per your books any debit memoranda issued by the bank such as non-sufficient fund (NSF) check and service charge that are not yet recorded on the Chapter books.
5. A deposit was incorrectly recorded in the Chapter books as \$390.00. The bank recorded the deposit correctly as \$300.00

NOTE: If you receive return checks with your bank statement, trace the checks to the statement from your records, making sure that all checks were issued by the Chapter, properly charged to the Chapter's account and properly signed.

- (a) Beginning balance must be for the same day of the month.
- (b) These balances must agree.

CHAPLAIN

The Chaplain is responsible for leading the opening prayer of the Chapter meetings. The Chaplain is the spiritual leader of the Chapter and may be called upon to represent the Chapter at the funeral services for deceased members, and to send sympathy cards or make visitations to members of the Chapter or their family who are ill.

SERGEANT-AT-ARMS

The Sergeant-at-Arms assists the Commander in preserving order during Chapter meetings. The Sergeant-at-Arms is responsible for verifying the membership of those in attendance when required to do so by the nature of business (i.e. election of officers or delegates, private matters requiring the protection of personal rights). The Sergeant-at-Arms may be responsible for handling the physical arrangements of the meeting hall.

OFFICER OF THE DAY

The Officer of the Day is responsible for maintaining a list of visitors at Chapter meetings and introducing visitors when called upon by the Commander. The Officer of the Day is also responsible for escorting visitors and others to the podium when directed by the Commander.

ORDER OF BUSINESS

1. Opening Ceremony.
2. Roll Call of Officers.
3. Introduction of Visitors.
4. Reading Minutes Last Meeting.
 5. Treasurer's Report.
 6. Bills Against the Chapter.
 7. Sickness and Distress.
 8. Applications for Membership
(and action thereon).
 9. Introduction of New Members.
 10. Reading of Communications.
 11. Reports of Committees.
 12. Unfinished Business.
 13. New Business.
 14. Good of the Order.
 15. Memorial Ceremony.
 16. Adjournment, with Closing Ceremonies.

OPENING PRAYER

"God, be merciful unto us, and bless us. Cause The Face to shine upon us that Thy way may be known upon earth, and Thy saving strength among all people. Let the people be glad and sing for joy, for Thou shalt judge them righteously, and govern the Nations upon earth. Especially do we pray that we may have Thy guidance to the end that we may each of us firmly uphold the great principles of this organization. Amen."

MEMORIAL CEREMONY

COMMANDER:

"At this time, One Minute of Silence will be devoted in honor of our departed Comrades.

Comrades, you will rise and stand at Attention."
(Raps three times.)

"By the numbers, hand SALUTE!"
(DAV caps are not removed.)

"May they Rest in Peace. TWO!"

(Commander raps gavel once, to seat assembly.)

Member Login

To access the Membership System, you need to go to the website address: www.davmembers.org. The following login screen will display:

DAV Disabled American Veterans Members
Building Better Lives for America's Disabled Veterans

Login

- Your Membership # can be found on your DAV Membership Card.
- The default Password is your birthdate (MM/DD/YYYY), and you will be taken to a screen to change your password after you login for the first time. (i.e. - 16 196*, 12 1 196*)

Membership # Password

If you are NOT a DAV Member - Click one of the following links below to fill out an application or select the "New Members" menu option on the left.

[Join the Disabled American Veterans](#) [Join the Disabled American Veterans Auxiliary](#)

powered by 100%

Type in your membership number and password. The default password is your birthdate (MM/DD/YYYY), and you will be taken to the screen to change your password for the first time. If you are not a member, clicking on the Join the Disabled American Veterans link will take you to a membership application.

Change Password

You will be prompted with this screen automatically the first time you login so that you can change your default password to a new unique password. You may also access this screen from the Maintain Information menu if you decide to change your

HOME SITEMAP FEEDBACK MAGAZINE

DAV Disabled American Veterans Members
Building Better Lives for America's Disabled Veterans

New Members
Make/Receive Payments
Maintain Information
Sign Off

User Information

Note: If you have been taken to this page automatically, you MUST change your password.

Membership #	341031612697	Member ID	1612897
Date of Birth	9/3/1922		
Last Name	Worth	First Name	Charles

Change Password

Passwords must be at least 6 characters long and can be any letter or number (but no special characters).
Passwords ARE case sensitive.

Old Password

New Password Confirm New Password

password again.

To change your password, type your passwords in the required fields and press submit. Note: Passwords must be at least 6 characters long and can be letter and numbers, but no special characters. Passwords are case sensitive.

Welcome

Once you have successfully logged in, the welcome screen will be displayed. On the left, in the blue area, you will be able to access additional menu items.

HOME | SITEMAP | FEEDBACK | MAGAZINE

DAV Disabled American Veterans Members

Building Better Lives for America's Disabled Veterans

Application for Membership

Fields marked * require an entry.

Step 1 -- Your Information

Title

First Name *

Middle Name

Last Name *

Suffix

Street Address 1 *

Street Address 2

City *

State *

Zip (+4) *

Country (USA)

Country Phone

Email Address

Spouse's First Name

Gender * (M F O)

Date Of Birth (mm/dd/yyyy) *

Social Security #

Step 2 -- Membership Information

Service Branch

Date Enlisted (mm/dd/yyyy) *

Date Discharged (mm/dd/yyyy) *

Rank

Membership Eligibility: Disabled Gassed Injured Other Prisoner of War Purple Heart Wounded

Disabilities: Amputee Blind Hearing Impaired Other

I Receive: VA Comp. VA Pension Service Retirement

VA Claim #

% of Disability

Checklist Preference *

Department *

Sponsor Membership #

Donor (Yes No O)

Step 3 -- Payment Information

Secured by Thawte (click to verify)

Payment Type *

First Name (On Card) *

Middle Initial (On Card)

Last name (On Card) *

Billing Address *

Zip (+4) *

Amount *

Card Type *

Card # *

Exp. Date (mm/yy) *

Submit Back

The menu items will allow you to navigate through the system. You may also download the "user manual" for complete instructions and views of sample reports.

DISABLED AMERICAN VETERANS - MEMBERSHIP SUPPLIES ORDER FORM

Membership Department

PO Box 145550

Cincinnati, Ohio 45250-5550

Phone Toll Free at 1 (888) 236-8313 Fax: (859) 442-2088 Internet: www.dav.org

ITEM	QUANTITY	DESCRIPTION
901310		Official Transfer Form (1 Pad)
901556		Why You Should Join Brochure 6 X 6 & (Envelope 901557)
901558		Why You Should Join Brochure 3 ½ X 8 ½
901552		Why You Should Join in Spanish
901311		Change of Address Cards
901312		Membership Supplies Order Form
901313		Chapter Officer Guide
404002		Death Benefits Brochure
901304		Membership Applications (Books of 25)
901335		Financial Report Form Kit - Annual
901306		Chapter/Department Officer Report Form
404001		Legislative Goals Brochure
404000		Straight Answers Brochure / 901551 Spanish
901315		Who We Are (Background Sheet) / 901550 Spanish
404059		DAV Fraternal Supply Catalog
901501		Return Envelopes
404012		Continuing Readjustments Brochure
404004		American Flag Brochure
404005		Vital Statistics Brochure
901300		National Constitution and Bylaws
		Official Ritual Now on line www.dav.org membership resource
409108		American Flag Book Marker
404096		DAV and Women Veterans Brochure

PLEASE PRINT & USE STREET ADDRESS FOR UPS DELIVERY:

NAME AND TITLE _____

CHAPTER or DEPARTMENT _____

STREET _____

CITY _____

STATE, ZIP _____

PHONE: AREA CODE _____

E-MAIL ADDRESS _____

ITEMS TO BE USED FOR: _____



Disabled American Veterans
National Headquarters
P.O. Box 145550
Cincinnati, Oh 45250-5550
Phone: 888-236-8313
www.dav.org

BUILDING BETTER LIVES FOR AMERICA'S DISABLED VETERANS AND THEIR FAMILIES