



## Voluntary Services

### Transportation Network (TN) Best Practices

# SUPPORTING VICTORIES FOR VETERANS





## Importance of Hospital Service Coordinators

DAV Hospital Service Coordinators play an important part in our efforts to assist injured and ill veterans. They are the front line for the DAV Transportation Network, by scheduling rides, keeping vehicles running safely and reporting volunteer activities to DAV National Headquarters.



There are over **161** Hospital Service Coordinators covering transportation programs at more than **231** VA medical facilities. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests, providing **163,755** rides in 2021.



## Hospital Service Coordinator Responsibilities

- Coordinate the program with appropriate services
- Provide all volunteer drivers with the HSC's or Coordinator's name, office location, and telephone number
- Receive the transportation request and determine the transportation eligibility of patients
- Supervise all the volunteer transportation drivers
- Contact the volunteer transportation driver and make the assignment
- Provide funds for transportation, as needed, to indigent and/or needy patients
- Prepare and distribute all reports to Department and National DAV Headquarters
- Report all incidents and accidents to the designated VA or DAV staff, as appropriate
- Update DAV Headquarters with any changes to the Hospital Service Coordinator Directory. Updates are emailed out at the beginning of each month to all HSCs and we need to make sure we have the most up to date directory.




## Transportation Network

The DAV Transportation Network is the largest program of its kind for veterans in the nation.

Without this program, many veterans may have no way to access their health care.



**Transportation Network**

DAV volunteer drivers spent **508,652** hours logging over **7.9 million** miles, providing no-cost rides for ill and injured veterans to VA medical facilities.



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Since 1987, at a cost over **\$90 million**

 has donated <b>3,618</b> vehicles	+	 has donated <b>248</b> vehicles
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## How to Coordinate Transportation

The DAV Hospital Service Coordinator position was established to assume the responsibility for coordinating the Transportator Network.



### Tips:

- Have veterans schedule appointments between a designated time. This keeps the drivers on a good schedule.
- Ask that veterans request a ride far in advance of their appointment.
- Ask that the veteran is ready 15 minutes before pickup time.
- Have a good working relationship with the VAVS Director at the VAMC.
- Take care of your volunteers! We could not have success with out them!

### Different practices:

- Veteran sign up sheet. The veteran will be able to sign up for a ride via phone or coming into the office.



## Volunteer Driver Requirements & Duties

### Requirements

- Pass a physical given by a VA Occupational Health provider.
- Have good judgement and ability to solve problems.
- Ability to remain calm under stressful conditions.
- Willing to do minor vehicle inspections for safety.
- Complete an annual VA-sponsored defensive driving class.
- Possess a valid state driver's license and clean driving record.
- Possess personal auto liability insurance.
- Keep DAV van clean inside and out for comfort.

### Duties

- Report to the Voluntary Service Department and DAV personnel.
- Drive veterans to their health care appointments to VA health care systems.
- Coordinate with veteran passengers on where to meet and the time of their departure to their health care appointment.
- Return veterans to their original pick up location after their health care appointment.



## Tips for Reporting Hours

Credit for volunteer hours is based on DAV National Headquarters receiving information from the HSC.

Reports are due on the 5th of each month.

Example: January volunteer hours should be reported no later than February 5<sup>th</sup>

Hours credited to an organization other than DAV, or DAV Auxiliary should be entered as Non-DAV Transportation. DAV National Headquarters still needs to capture this information for vehicle usage.

Reporting hours in a timely manner helps to provide accurate reports and to award volunteers in a proper time frame. Awards are sent monthly to volunteers to show DAV's appreciation and to keep them excited and involved in the program.



## Importance of Reporting

Reminder that reporting is based on a VA fiscal year. These are hours volunteered from October 1 to September 30 of the following year.

Approvals for Transportation Network vehicles are based on the strength of your program. If the hours are not reported, approvals may not be granted.

HSCs must report hours to DAV Voluntary Services in a timely and efficient manner. We count on these hours to determine the need for new vehicles. This is also used to determine the need for the vehicles donated by Ford at the DAV National Convention.







## Importance of Reporting

DAV is one of the only Veterans Service Organizations that provides its volunteers with small tokens of appreciation!



In order to reward our volunteers, we have to know who they are.



## Volunteer Award Incentive Milestones

- Volunteers that donate their time to DAV become eligible for the Volunteer Recognition Program.
- When we do our part in submitting hours, volunteers that donate their time to DAV are eligible for the Volunteer Recognition Program.
- At each volunteer milestone listed, the volunteer will receive a generous gift from DAV as a token of DAV's appreciation of their time spent helping veterans.

Incentive Award Level	Miles	Hours
1	1	1
2	2,500	50
3	5,000	100
4	7,500	150
5	10,000	200
6	15,000	250
7	25,000	500
8	35,000	750
9	50,000	1,000
10	75,000	2,000
11	100,000	3,000
12	150,000	5,000
13	175,000	7,500
14	200,000	10,000



## DAV Transportation Network Monthly Reporting Form 40

### Helpful Tips:

We encourage you to PLEASE use the new excel form that was sent out last year.

We understand that some individuals prefer not to share their personal information, the information required on this form is the minimum we require to be able to match the volunteer hours to the correct individual. If the volunteer prefers to keep their information off this reporting form, it can be entered under the facility. However, please explain to the volunteer that they will receive no recognition for their volunteer efforts.

This new form is designed to upload seamlessly into the DAV's new Customer Relationship Management system (CRM). This will make the data entry more efficient for our DAV voluntary services team, and will ultimately eliminate errors that arise from keying the information manually. Please do not make any changes to the formatting on this excel workbook, as this will result in a failure to upload the data. You can make changes to the volunteer data as needed.



# HSC Monthly Reporting Form 40

<u>Membership</u>			<u>Address</u>							<u>Date Of</u>						
<u>Number (If</u>	<u>First Name</u>	<u>Middle Name</u>	<u>Last Name</u>	<u>Line 1</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Email</u>	<u>Phone</u>	<u>Birth</u>	<u>Location</u>	<u>Date Volunteered</u>	<u>Job Description</u>	<u>Hours</u>	<u>Miles</u>	<u>Vets Transported</u>

You can download the newly updated HSC Monthly Reporting Form 40 here - [https://www.dav.org/wp-content/uploads/MonthlyReportingForm40\\_HSC.xlsx](https://www.dav.org/wp-content/uploads/MonthlyReportingForm40_HSC.xlsx)

If you need help navigating the new form you can view one of the How To Webinar's:

- New Reporting Form Training - <https://dav.wistia.com/medias/bvl2hdgd0c>
- Volunteer Forms: Tips & Tricks - <https://dav.wistia.com/medias/tbafr1vj3g>

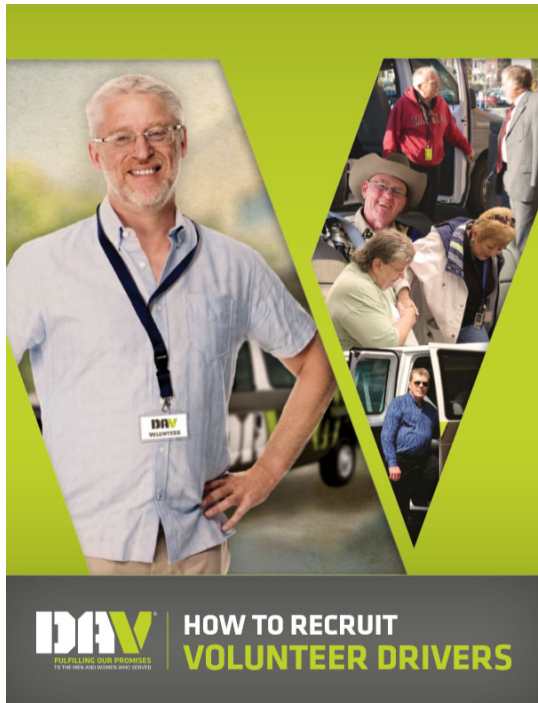
If you have any questions or concerns on how to fill out the forms you can always email us at [VAVS@dav.org](mailto:VAVS@dav.org).



# Promotional Materials & Resources

The following informative toolkit, brochures and posters are available to help promote our volunteer programs.

HSC TN Recruiting Toolkit



Volunteer Poster






# Promotional Materials & Resources

## DAV Volunteer/ Transportation Network Brochure

**VOLUNTARY SERVICE PROGRAM**



Our nation's heroes at Department of Veterans Affairs (VA) medical centers, nursing homes and clinics need volunteers. As a DAV volunteer, you can assist veterans, their families and caregivers by sharing your time and talents to perform a wide range of duties.


Volunteer support for those who served can be as basic, and as important, as being a buddy to a veteran during rehabilitation or involve highly technical and professional skills. All DAV volunteers gain meaningful experiences by empowering veterans to live healthy and fulfilled lives.

If you are interested in becoming a DAV volunteer, please contact our Voluntary Services Department by calling our National Headquarters or emailing [vavs@dav.org](mailto:vavs@dav.org).

**NATIONAL HEADQUARTERS**  
3725 Alexandria Pike  
Cohi Spring, KY 41076  
859-441-7200  
Toll Free 877-426-2838


**NATIONAL SERVICE AND LEGISLATIVE HEADQUARTERS**  
807 Maine Avenue SW  
Washington, DC 20024  
202-554-3501

TO VOLUNTEER, GET HELP OR DONATE, VISIT:  
**DAV.ORG**



FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED.

SHARE YOUR TALENTS AND GAIN MEANINGFUL EXPERIENCES WHILE SERVING THOSE WHO HAVE SERVED.



**DAV Transportation Network**

In 1987, a government program that provided travel reimbursement for ill and injured veterans was discontinued. Recognizing that many veterans would be left without care, DAV and its Auxiliary took on a new challenge and created the DAV Transportation Network Program.


For more than a quarter of a century, Transportation Network volunteers have provided free rides for our nation's heroes who are receiving medical care at VA facilities nationwide.

DAV volunteers transport hundreds of thousands of volunteers annually to honor the service of America's heroes. If you have an interest in becoming a volunteer driver or supporting this crucial effort, please contact the DAV Voluntary Services Department by emailing [vavs@dav.org](mailto:vavs@dav.org) or calling toll-free at 877-426-2838.

**VOLUNTEERFORVETERANS.ORG**


Front & Back

## Orientation Handbook



**ORIENTATION HANDBOOK**

**Volunteer for Veterans**



FULFILLING OUR PROMISES TO THE MEN AND WOMEN WHO SERVED.

If you would like any of these materials please contact Voluntary Services at [VAVS@dav.org](mailto:VAVS@dav.org), and we will be happy to send them to you at no charge.



## Resources

- How to Recruit Volunteer Drivers Toolkit –  
<https://www.dav.org/membership/members/voluntary-services/>
- VHA Handbook – Volunteer Transportation Network (VTN) 1620.02, Policies and Procedures, can be found on the DAV portal –  
<http://employeeportal.dav.org/sites/VoluntaryPublic/VAVSDirectives/Forms/AllItems.aspx>
- VHA Directive – Clearance of Volunteers for Driving Assignments 2004-040, can be found on the DAV portal –  
<http://employeeportal.dav.org/sites/VoluntaryPublic/VAVSDirectives/Forms/AllItems.aspx>
- DAV HSC Biographical Information Form can be found on the DAV portal –  
<http://employeeportal.dav.org/sites/VoluntaryPublic/VAVSDirectives/Forms/AllItems.aspx>
- Download the HSC Monthly Reporting Form 40 –  
[https://www.dav.org/wp-content/uploads/MonthlyReportingForm40\\_HSC.xlsx](https://www.dav.org/wp-content/uploads/MonthlyReportingForm40_HSC.xlsx)
- The TN SOP – This will be available after the webinar. It will be sent by email to all registrants.
- You can also find the VS Supply form on the DAV portal. If you are in need of any VS brochures, forms, posters, you can order them and we will have them shipped. –  
<https://www.dav.org/membership/documents/forms/>



## For More Information



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**Erlanger, KY 41018**

**Phone:**

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