

2014

Disabled American Veterans
Department of Arizona

Service Commission Manual

Policies and Procedures

Ron Cox / Sr. Vice Commander
DAV Department of AZ
4/15/2014



SUBJECT:

POLICIES AND PROCEDURES MANUAL

This policies and procedures manual is effective April 15, 2014. All previous Department Service Program Employment Policies are declared null and void as of April 15, 2014.

Should this conflict with any policy written at the present time, or in the future, by DAV National Organization, or the Department of Arizona, the policy or policies of the aforementioned organizations will govern

REVISED DATE: April 15, 2014

By Sr. Vice Commander Ron Cox
Service Commission Chairman

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Department Service Commission as Authorized by the DAV Department of Arizona Constitution and By-Laws

ARTICLE XIII - DEPARTMENT SERVICE PROGRAM

B-13.1: PURPOSE

The Department Service Commission will, subject to supervision and control of the Department Commander and the State Executive Committee, be responsible for the Service Program of the Department of Arizona, Disabled American Veterans. (Amended at 2001 convention, approved by National Judge Advocate 6-26-01)

B-13.2: COMPOSITION

The Department Service Commission shall consist of the Department Commander, Senior Vice Commander, Supervising National Service Officer and one elected Commissioner for each VA Medical Center region, with voice and vote. All standing members of the Department Service Commission will be known as Commissioners. The Department Commander may appoint such advisors as the Commission deems appropriate to effectively accomplish its mission.

(Amended at 2001 convention, approved by National Judge Advocate 6-26-01)
(Amended at 2004 convention, approved by National Judge Advocate 6-22-04)

B-13.2(a): DISTRICT REPRESENTATION

The Service Commission members are to be elected at the Department convention at the same time and by the same process Districts meet and elect District Commanders. The Southern District will elect the Tucson Regional Service Commissioner and the Northern District will elect the Phoenix Regional Service Commissioner. The convention as a whole will elect the Prescott Regional Service Commissioner in the same manner as if in District caucus, meaning one chapter one vote. The Regional Service Commissioners will be elected on a rotating basis every three years. (Amended at 2002 convention, approved by National Commander 7-15-02)

B-13.3: TENURE AND CONDITION OF MEMBERS

The Chairman of the Service Commission will be the Department Senior Vice Commander. The Department Commander and the Supervising National Service Officer shall never hold the office of Commission Chairman. Each commissioner shall serve until his successor has been elected or appointed. Any vacancy other than expiration of term shall be filled by a second appointment by the Department Commander. No member of the Department Service Commission or an appointed advisor shall receive a salary from the Department for fulfilling the duties of that office. (Amended at 2001 convention, approved by National Judge Advocate 6-26-01)

B-13.4: POWERS

The Department Service Commission shall have exclusive authority to employ Department Service Program personnel. Veterans shall be given priority for employment. The work of such employees shall be under the direct control of the Department Service Commission and the Department Commander provided that: (Amended at 2001 convention, approved by National Judge Advocate 6-26-01)

B-13.4(a) OPERATIONAL SUPERVISION

With the approval of the National Service Director, the National Service Officer Supervisor shall be designated as the Supervisor of the Department Service Program employees. Such supervision will relate to claims and service work, being accomplished by HSC's, in addition to the Volunteer Transportation Network, and will require an annual report to the Department and National Headquarters. (Amended at 2001 convention, approved by National Judge Advocate 6-26-01)
(Amended at 2004 convention, approved by National Judge Advocate 6-22-04)

B-13.4(b) INSTRUCTIONAL SERVICE TRAINING

With the assistance of the National Service Director, the National Service Office Supervisor shall provide schools of instruction and refresher training courses, at least annually, and the submission of recommendations for improvement, to the Department Service Commission. (Adopted by 1998 convention, approved by National Judge Advocate on 6-15-98)

B-13.5: MEETINGS

The Department Service Commission shall meet at the Department Convention or at the call of the Department Commander, Commission Chairman, National Service Office Supervisor or any two commissioners, as required to conduct business. (Amended at 2004 convention, approved by National Judge Advocate 6-22-04)

B13.5(a): MILEAGE AND PER DIEM

Service Commission members shall be paid mileage and per diem from the Service Program's Travel Fund.

B-13.6: FINANCIAL RESPONSIBILITY

The budgetary recommendations prepared by the Department Service Commission Chairman will be reviewed by the Department Service Commission and then presented to the Department Finance Committee for appropriate action. The commission will include in this budget such amounts as are deemed necessary for the expenses of the Department Service Program. (Amended at 2004 convention, approved by National Judge Advocate 6-22-04)

B-13.6(a): DISBURSEMENT OF FUNDS

While the Department Finance Committee (and Convention) approve the budget of the Department Service Program, the Department Service Commission and the Department Commander shall be responsible for recommending the disbursing of funds for the service activities of the Department. (Amended at 1999 convention, approved by the National Judge Advocate 7-9-99)

B-13.7: POLICIES

Except as outlined in this Article, the Department Service Commission is authorized to adopt rules, regulations, procedural practices, employment and personnel policies necessary to carry out the duties and responsibilities of the Department Service Program.

B-13.7(a): RECORDS

The Department Service Commission shall keep, as permanent records, full and accurate minutes of all its meetings and authorization and directives. It shall furnish to the Department Commander a copy of the minutes of all meetings. The Department Service Commission shall make a full and complete report of its activities to the Department Commander and to the Department Convention.

Service Commission Manual:

This Manual outlines the Policies and Procedures for the Department of Arizona Service Commission.

The following named Policies are included in this Manual:

1. Department Service Commission (DSC) Regulations
2. DSC Personnel Policy
3. Department Service Officers (DSO), Hospital Service Coordinator (HSC), and Transportation Coordinator (TC).
4. Salary/Merit for DSC Employees.
5. DAV Transportation Network Program.

These Policies and Procedures are not all inclusive. They are designed to be flexible when the need exists. It is necessary however, to establish basic guidelines, and have a uniform operating procedure. In turn it is the responsibility of all DSC personnel to be thoroughly familiar with, and apply these policies and procedures on a daily basis.

This manual is the property of DAV Department of Arizona Service Commission, it is intended for the use of everyone involved in the operation of the Department of Arizona Service Commission. It may be reviewed, if requested, by any member of the DAV or DAVA. The Policies must remain as a package in the Manual. It is not to be removed from the assigned work station.

Forms attached to each of these policies are to be reproduced and used for record keeping, and reporting purposes. Suggestions/comments concerning these policies, and/or the implementation of these policies are not only invited but encouraged.

1. **Mission Statement and Objectives:**

➤ ***Purpose:***

The purpose of the Disabled American Veterans Dept. of AZ Service Commission is to organize, develop, and perpetuate a Department Service program in the State of Arizona, in accordance with the National and Department of Arizona Constitution and By-Laws of the DAV.

➤ ***Objective:***

The objective of the Service Commission Program is to aid and assist disabled veterans, their widows, orphans, and their dependents in obtaining the benefits, and entitlements provided for them by the Congress, the Department of Veterans Affairs, and other public agencies.

➤ ***Introduction:***

This directive contains statements of the Department Service Commission Personnel Policies and Procedures. It is designed to be a working guide for all Department Service Commission personnel in the day-to-day administration and operation of the Service Program.

It is not a contract of employment; it is only a general source of information about DSC Policies and Procedures, such as hours of operation, travel, leave, training, salaries, and compensation in accordance with the Department Constitution and By-Laws, Article 13, section 13.7.

- These written policies should increase understanding, and eliminate the need for personal decision on matters of Service Commission Policy, help insure uniformity of operation throughout the Department Service Commission, and firmly and impartially protect the rights and privileges of each employee, and interest of the DAV.
- Should there be any questions as to the interpretation or understanding of this policy or whenever problems are encountered, or recommendations for change can be made in the administration of these personnel policies, contact the Department Service Supervisor.

2. Department Service Supervisor:

- a. The Department Sr. Vice Commander shall fulfill the duties of Department Service Chairman, the Department Service Supervisor shall be the National Service Officer Supervisor. With the approval of the National Service Director, Washington, D.C. Office, the Department Service Supervisor performs the following functions:
- b. In Coordination with the Department Service Commission the NSO Supervisor, plans, develops, organizes, and implements training programs for the DSO's such as the program for the annual Service Officers Mid-Year Seminar. In turn this is coordinated with Department Headquarters and other services involved in various types of training activities such as membership and legislation.
- c. Is primarily responsible for the coordination with NSO Supervisors the technical implementation of the Department Service Commission education program as outlined in Section 5 of this policy. This is coordinated with and approved by the Department Service Commission who will participate to a major extent in the administrative process of the program.
- d. The Department Service Supervisor is responsible for the selection and the determination of locations for placement of DSC employees. The Department Service Commissions makes the final decision.
- e. At termination of appointment forwards all Department Service Supervisor files to the newly appointed Department Service Supervisor.
- f. Attend Department Service Commission meetings. Participates in and makes recommendations/suggestions to enhance the Department Service Commission Program.

3. Recruitment/Placement of DSC Employees:

- a. When referring to Hospital Service Coordinator, the acronym DSO/HSC will be used in all Department Service Commission policies and procedures.
- b. The Department Service Chairman, the Chief of VAVS, and the Department Service Commission will coordinate on each individual placement and the method to be used in determining where the DSO/HSC and TC positions will be located.
- c. The DSO/HSC, TC is under the direct supervision of the Department Sr. Vice Commander, in cooperation with the Chief of VAVS.

- d. The DSO/HSC, TC is under the daily supervision of the Department Sr. Vice Commander and the Service Commissioner for that facility.
- e. Department Service Commission Regulations, Personnel Policy, Salary/Merit, and DAV Transportation Network Program, outlines in detail the duties and requirements for these positions. Copies of these documents will be given to and discussed with each applicant at time of interview for employment.
- f. Prior to employment, the applicant will read, sign, and date a statement stating that they have read and understand the policies outlined above. The statement will outline the titles and dates of the policies read.

4. Department Service Commission Education Program

- a. The Department Service Commission will develop, and request the National Service Office supervisor to provide technical assistance in advising all members of the DAV, the veterans of Arizona and the public in general of the purpose and objective of the Department Service Commission program.
- b. Continually publicize that "OUR ORGANIZATION EXISTS FOR NO REASON OTHER THAN SERVICE TO DISABLED VETERANS AND THEIR FAMILIES".
- c. The department Service Commission program will consist of, but not limited to:
 - All DSO/CSO's must attend the DAV school of instruction annually and be certified on an annual basis.
 - Encourage chapter commanders to appoint qualified individuals to service as Chapter Service Offices and the Chapter provides a reasonable amount of funds for and encourages Chapter Service Officers to attend various schools and seminars.
 - Encourage all DAV Chapters, and DAV Members to submit suggestions and recommendations for improvement in the Department Service Commission program to the Department Service Commission.

5. Gratuities:

No employee of the Department Service Commission will charge or accept any fees or other gratuities for services rendered to a veteran or his/her dependents.

Donations may be accepted for the Department Service Commission.

6. Summary:

After each Department Convention, the policies and procedures of the Department Service Commission shall be reviewed by the Department Service Commission and the Department Service Chairman, updated and/or amended where considered appropriate.

Personnel Policy

1. Affirmative Action Policy:

It is the policy of the Department Service Commission to provide the best of service to everyone equally without regard to race, religion, age, gender, sexual orientation, national origin, handicapping conditions, marital status, or political affiliation. This policy relates to all phases of employment, assisting veterans and their families, working with, and meeting and dealing with people during daily work activities. It is the responsibility of every member of the Department Service Commission to provide affirmative implementation of this policy. Violation of the affirmative action policy will result in discipline, up to and including discharge/dismissal.

2. Work Periods:

- a. The standard work week is forty (40) hours, consisting of eight (8) hours a day, five (5) days a week. Monday through Friday. The normal work day will generally begin at 7:00 AM and end at 4:00 PM with an hour for lunch
- b. Exceptions to these work periods must be requested in writing through the Department Service Supervisor who will respond in writing of his/her decision. If you are unable to work due to illness on any given day contact Department Headquarters and if necessary leave a message on voice mail.

3. Pay Periods:

- a. The pay period is Bi-Monthly. All employees are required to use Direct Deposit. Payroll Statement will be mailed to employees upon receipt from the Payroll Company currently contracted to Department. Weekly time and attendance reports will be signed by the employee and sent to Department Headquarters for approval of the Department Service Supervisor. Department will then assure that a Direct Deposit is made to the employees.
- b. Inquiries regarding pay will be directed to DAV Department Headquarters.
- c. Advances on salaries will not be made
- d. Loans to Department Service Employees will not be granted.
- e. All absences and hours worked must be reported on an hourly basis. The total

hours worked, annual leave, sick leave, holiday, or leave without pay (LWOP), etc. taken during the monthly pay period must equal 40 hours per week and be reported on a monthly Time and Attendance Report prepared by the Department Bookkeeper and submitted to the Department Commander and Senior Vice Commander.

4. Pay Increases:

Bonus or salary adjustments will be considered on an annual basis by the Department Service Commission upon recommendation of the Department Service Supervisor. Final recommendation will be made by the Department Service Commission and approval will be made by the Department Finance Committee.

5. Overtime:

Overtime pay is not authorized.

6. Rest Period / Breaks:

Rest periods are for fifteen (15) minutes for each four (4) hours worked. Rest periods will not be used to report late or leave early.

7. Payroll Deductions:

Payroll deductions will be those as required by law.

8. Probationary Period:

- Department of Arizona Service Commission employees will serve a ninety (90) day probationary period.
- Tenure/permanent status is not authorized for either employees or appointed Department Service Commission Officers or Supervisors.

9. Annual and Sick Leave:

Annual leave is provided for vacation, personal, or emergency reasons. It is an earned benefit and may be taken only after it is earned. It is the policy of DSC that employees take vacations annually.

Sick leave is an earned benefit set aside for use in case of illness; it is not intended for use indiscriminately. It may be approved when an employee is incapacitated and unable to work due to sickness, injury, or pregnancy. In order to prevent abuse, a doctor's certification may be required. Abuse of sick leave policy may result in disciplinary action or termination of employment

Leave Time is Accrued Via the Chart Below:

Yrs. Of Employment	Type of leave	Amount of Time
<i>1st Yr. Through 3rd Year</i>	<i>Sick Time</i>	<i>1 Week (40) Hours</i>
<i>1st Yr. Through 3rd Year</i>	<i>Annual Leave</i>	<i>1 Week (40) Hours</i>
<i>4th Yr. Through 10th Year</i>	<i>Sick Time</i>	<i>2 Weeks (80) Hours</i>
<i>4th Yr. Through 10th Year</i>	<i>Annual Leave</i>	<i>2 Weeks (80) Hours</i>
<i>11 Yrs. Or More</i>	<i>Sick Time</i>	<i>3 Weeks (120) Hours</i>
<i>11 Yrs. Or More</i>	<i>Annual Leave</i>	<i>3 Weeks (120) Hours</i>

- a. In addition to the above, after the 1st year of employment 3 additional personal days will be allotted.
- b. Upon termination the Department Service Commission will pay 100% of any unused sick or annual pay totaling up to 80 hours to any employee (or estate) who leaves the service of the DSC by death, retirement, resignation, or discharge. The DSC will NOT pay any salary in lieu of annual leave except upon termination of employment. Payment will be based on "balance" shown on the employee leave chart, certified by both the employee and the Department Service Commission Chairman and confirmed by payroll records.
- c. **NOTE: UNUSED PERSONAL DAYS WILL NOT BE COMPENSATED FOR AT TIME OF TERMINATION.**
- d. No more than 5 days (40) hours of either sick pay or annual leave may be carried over from one calendar year to the next. Personal Days CANNOT carry over at all.
- e. Annual leave must have prior approval of the Department Service Supervisor.

- f. Personal Days must have prior approval of the Department Service Supervisor.
- g. If you are unable to come to work due to illness it is required that you contact the Department Service Supervisor or call Department and notify them that you are sick. If necessary leave a message on voice mail.
- h. Any unauthorized leave days or sick days without notifying either the Department Service Supervisor or Department will be considered leave without pay.
- i. Sick leave may be authorized instead of annual leave for illness of immediate family members. For this purpose, immediate family member is defined as wife, husband, child, or parent living in your household. A maximum of five days (40 hours) may be used for this purpose in a calendar year.

10. Maternity Leave:

- a. Maternity Leave is charged to sick leave.
- b. In case of pregnancy, an employee will be allowed to work until such time as such time as the attending physician determines that she should begin leave. A letter from the attending physician will be furnished to the Department Service Supervisor.

11. Leave Without Pay:

- a. In cases of illness, disability, or maternity where an employee has used both accrued sick and annual leave, he/she may be granted leave without pay.
- b. Leave without pay must be requested in writing by the employee. The request will be forwarded with recommendations through the Department Service Supervisor. Each request will be considered on its individual merits.
- c. No leave will accrue during period of leave without pay.

12. Military Leave:

The Department Service Commission is desirous of conforming to the letter and spirit of all government statutes pertaining to military service and interprets them liberally for the benefit of employees who fulfill their individual military obligations.

Therefore, members of reserve organizations are authorized military leave with pay for period of active duty not to exceed fifteen (15) calendar days per calendar year. Any military pay will be deducted from the employee's payroll check.

13. Jury Duty Leave:

- a. If an employee receives a request to serve on jury duty he/she must immediately report the details of this request to the Department Service Supervisor, so that arrangements may be made to provide adequate job coverage during his/her absence.
- b. Payment of full salary may be authorized for time served on jury duty not to exceed (10) work days and will be charged to jury duty and not annual leave, and the time and attendance report will be documented to show hours absent, and marked JD (Jury Duty).
- c. Any court fee collected by the employee during this ten (10) work day pay period will be turned over to the Department Treasurer. The court fee check will be endorsed by the employee, and made payable to the Department Of Arizona Service Program.

14. Voting Time:

- a. As a general rule an employee can get his/her registered place of voting, between the period of time the work day ends and the polls close, However, if this is not the case the employee will be allowed two (2) hours off with pay, without charge to leave, to vote.
- b. The employee will be allowed to report for work two (2) hours after the polls open or leave work two (2) hours before the polls close. Whichever requires the lesser amount of time off. The time and attendance report will be documented to show hours absent and marked V (Voting).

15. Bereavement Leave:

- a. Department Service Commission employees bereaved by the death of a close relative and granted time off for such short periods of time as appear reasonable by the Department Service Supervisor. Absence of more than three (3) days will be charged against the employees leave account.

- b. A close relative is defined as a parent, grandparent, spouse, child, or grandchild, brother, sister, father-in-law, mother-in-law, brother-in-law, or sister-in-law.

16. Training:

- a. It is the policy of the Department of Arizona Service Commission to assist and encourage employees in the development of skills, knowledge, and abilities which will be qualify them for the performance of their duties in assisting veterans and their dependents.
- b. It is also expected that the employee will voluntarily contribute to self-development activities for the same purpose.
- c. Any training that is “required” during regularly scheduled work days will be considered as work time. This includes Service Officers School, and other training that may be required from time to time.

17. Travel:

- a. All travel must have the prior approval of the Department Service Supervisor.
- b. Per Diem will only include mileage and actual room rate. Mileage will be paid at the current rate per mile.
- c. Travel performed outside the work week, such as Saturday, or Sunday is considered work time.
- d. All vouchers for authorized travel must be certified by the employee, approved by the Department Service Supervisor, and forwarded to DAV Department Headquarters for payment.

18. Solicitors:

The sale of merchandise or outside fund raising activities is not permitted in DAV offices.

19. Personal Use of DAV Facilities:

All DAV Facilities and equipment have been provided for the operation of the Department Service Program and will not be used by any group, club, chapter, or unit for personal affairs.

20. Office Equipment and Supplies:

- a. Purchase of office equipment in excess of \$100.00 must have prior approval of the Department Service Commission.
- b. Office supplies will be requested through the VA or the Department Service Supervisor. Inventory should not be in excess of amounts necessary for a (4) four month supply. This includes office items that are procured locally.

21. Care of DAV Property:

It is the responsibility of all Department Service Commission personnel to protect and safeguard buildings, equipment, supplies, funds, etc. These assets are provided for the operation of the Department Service Program and for the purpose of the Department Service Program and for the purpose of providing service to veterans and their dependents.

22. Housekeeping:

Each employee is required to maintain good housekeeping in and around the work area of assignment. This includes appearance of all desks, file cabinets, etc. These should always be free of non-essential material, dust, etc.

23. Accidents:

All accidents in DAV offices or the by the DSC personnel while on duty, must be reported immediately to the Department Service Supervisor, who in turn reports it to the Department Chairman.

24. Workman's Compensation (reporting accidents)

- a. The DAV Department of Arizona provides insurance under Workman's Compensation Law. For the employee's protection under this law, the employee must notify the Department Service Supervisor immediately, or as soon as possible, after an injury is sustained on the job, no matter how minor it may appear.
- b. No employee shall receive both accrued sick leave benefits and worker's compensation benefits for the same period of absence.

25. Confidential Material:

- a. All material in DAV files and other related files is *confidential* And will not be discussed or disclosed except as provided by law or regulation. Release of this information to unauthorized person(s) will be cause for disciplinary action and possible termination of employment.
- b. Locks will be installed on all file cabinets containing veteran's claims and will be locked when not in use.
- c. Prior to reviewing written records of veterans or dependents, or processing claims employee must obtain or assure himself/herself that DAV has veterans/dependents power of attorney.

26. Falsification of Records:

Any employee who is found guilty of knowingly falsifying any veteran or dependents records is subject to immediate termination of employment.

27. Restrictions of Representation / Legislative Activities:

All Department Service Commission employees should be familiar with the restrictions pertaining to DAV legislative activities as outlined by the National By-laws Article II, Section 2.2.

28. Dress Code:

- a. Employees will wear clothing appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, and tasteful.

- b. In order to display a professional image all male employees will wear neat looking open-neck long or short sleeve casual shirts with collars. Similarly, female employees may wear neat, comfortable clothes appropriate for the professional office setting.
- c. Inappropriate clothing includes but is not limited to shorts, shoes with holes, tank tops, T-shirts with advertisement, baseball caps, etc.

29. Qualification for the Job, Qualification Profile:

This is the minimum amount of knowledge and abilities necessary/ required for average performance in a particular job. This embraces job requirements and quantity required in workers to fill specific jobs, such as training, education, experience, aptitudes, interests, temperaments, physical demands, and working conditions.

30. Performance Ratings:

- a. The performance should be discussed with, and the employee advised of his/her performance rating.
- b. The basic guide for rating/evaluating the employee should be:
 - the ability to deal effectively with people of varied background and personality, skill in personal contacts with the public, and ability to explain to the veterans and their dependents the benefits, privileges, and obligations involved in agency programs.
- c. Performance ratings are the major factors in considering merit/salary pay increases.

31. Grievances:

- a. A grievance is any matter of personal concern or dissatisfaction to an employee which is related to his/her employment and subject to the control of the Department Service Commission.
- b. The employee should first take his/her grievance to the Department Service Supervisor. The grievance must be in written form. An employee may present a grievance concerning a continuing practice or condition at any time, but must present a grievance or particular act or occurrence no later than ten (10) working days of the act or the date he/she became aware of it.

- c. The employee must be specific in filing a grievance. This should include time and place. Management must know what the employee is asserting is wrong, why it is wrong, and what redress the employee expects or feels he/she is entitled to.
- d. If the Department Service Supervisor is unable to find a mutually agreeable solution or response to the employee's grievance within five (5) working days, the employee may appeal his/her grievance to the Department Service Commission in writing and not later than five (5) working days after a written decision has been received from the Department Service Supervisor following the outline mentioned in paragraph c above. An employee may request a hearing with the Department Service Commission in the letter to the commission. In the letter to the commission the employee may elect a personal hearing with the commissioners. The commission will notify the employee in writing within ten (10) working days of the date of the hearing.
- e. The Department Service Commissions will act as an ad hoc committee:
 - Study/review the written grievance and give a written decision within thirty (30) working days after the receipt of the grievance or within thirty (30) days following the hearing. The Department Service Commission will be final.
- f. If for some reason the employee prefers not to discuss a grievance directly with the Department Service Supervisor, he/she may submit the grievance in writing directly to the Chairman, Department Service Commission. The chairman will present the grievance to the Department Service Commission and the Commissioners will follow the grievance procedure outlined in paragraph (e) of this section.

32. Conduct and Discipline:

- a. Employees are expected to perform their duties conscientiously, to respect the authority of their supervisors, and to obey the spirit as well as the letter of the laws and policies governing their conduct.
- b. If an employee fails to carry out work assigned to him/her, defies authority by refusal to obey reasonable orders, abuses leave privileges, reports to work intoxicated, or commits other unacceptable practices, he/she will be subject to disciplinary action and/or termination of employment.

c. The following shall be considered examples of misconduct where employees will be subject to disciplinary action such as verbal counseling, oral admonishment, official reprimand, suspension from duty, and removal for misconduct or inefficiency:

- Refusal to obey supervisor's instructions
- Failure to request leave according to established procedures.
- Discourtesy to veterans, their dependents, employees, or visitors.
- Theft of DAV property
- Falsification of DAV records
- Collecting, selling, or soliciting for any purpose in DAV offices without prior approval of the supervisor
- Abuse of DAV property, equipment
- Use of abusive or offensive language
- Abuse of sick leave policy
- Failure to observe safety practices
- Spreading rumors, slander, gossip resulting in harm to any veteran, dependent, employee or the DAV
- Intoxication (defined as):
 - Begin work in an unfit condition
 - Bring intoxicants or illegal drugs on the job.
 - Be in possession of intoxicants or illegal drugs on the job
 - Drink intoxicants to take illegal drugs on the job.
- Releasing confidential material to unauthorized persons
- Failure to follow Department Service Commission policies and procedures.
- This is not a comprehensive list. Progressive discipline may be followed if the employee's actions do not warrant immediate termination.

These examples of disciplinary actions are not intended as a substitute for “Management Discretion” and for considering each case on its individual merits.

Some important points in taking disciplinary actions from oral admonishment to removal are:

1. Action should be taken while the evidence is fresh and readily available. Facts tend to become obscured or lost by the passage of time.
2. Management must be specific in making a charge or charges including details of time, place, and circumstances. The employee must know what management is asserting he/she did wrong and why it is wrong.

The objective of a disciplinary action is to correct and rehabilitate, not to punish and penalize.

33. Severance Pay:

An employee terminated by the Department Service Commission without cause may receive two week severance pay at the discretion of the Department Commander, and the Service Commission Supervisor.

34. Conclusion:

We conclude with the hope that you are now better informed regarding the basic policies and procedures of the Department Service Commission which establishes and guides our relationship. We trust that you will sincerely embrace the challenges and obligations all of us must assume. By example, help us to maintain respect of the veterans and their dependents, others with whom we come in contact, and of the community of which we are a part. Every member of the Department Service Commission has an important position and your work has dignity, and it is the strong desire of the Department Service Commission that our association will be long, mutually happy, and fruitful.

Performance Profiles:

JOB DESCRIPTION FOR A HOSPITAL SERVICE COORDINATOR AND TRANSPORTATION COORDINATOR:

Introduction:

The objective of the Department of Arizona Service Commission Program is to aid veterans, their widows, their orphans, and their dependents in obtaining the benefits and Service provided for them by the Congress, The Department of Veterans Affairs, and other public agencies. The purpose of this position description is to outline the major duties and responsibilities of the DSO/HSC/TC.

Supervisory Controls:

The HSC/TC is under daily supervision of the Service Commissioner assigned to his/her area and the Department Service Commission Supervisor.

Major Duties:

1. Must be familiar with the history and the organization of the DAV, and comply with the policies and procedures outlined in the DAV National, and Department of Arizona Constitution and By-laws.
2. Must be familiar and comply with the Department of Arizona Service Commission Policies and Procedures, which includes but not limited to:
 - DSC Regulation
 - DSC Personnel Policy
 - DSC Profile for DSO's, HSC's, TC's, and DAV Transportation Network Program.
3. Have a working knowledge of VA forms, proper preparation, and methods of submission.
4. Reviews veteran's medical records, military history, and other related records necessary to assist veterans, and dependents in filing claims for benefits and/or

entitlements.

- Councils on a wide range of DVA benefits and services, majority of activities are dedicated to assisting veterans and their families on claims for compensation, pension survivor benefits, and assisting veterans with various modes of transportation to and from DVA medical facilities for medical care.
5. Assembles pertinent evidence, interviews, provides guidance, and assists veterans and dependents in preparing claim forms, and writing briefs.
 6. Obtains veterans or dependents Power of Attorney, VA Form 21-22.
 7. Will perform any other duties as needed/directed by NSO Supervisor, State Commander, Sr. Vice Commander, or the Department Service Commission

Limits on DSO, HSC, and TC Performance:

DSO's, HSC's are not authorized to, and may not assist veterans and/or dependents in the following areas:

- ❖ Review of a VA claim file.
- ❖ Presentation of veterans claims before Rating Boards
- ❖ Social Security Claims
- ❖ Military Physical Evaluation Boards
- ❖ Office Personnel Management (Civil Service). And Department of Labor Hearings
- ❖ Postal Department Hearings
- ❖ Conduct DAV open meetings, unless accompanied by a DAV National Service Officer.
- ❖ When claims or questions arise in these areas the DSO/HSC will refer the claimants to the National Service Office.

Qualification Profile for a DSO, HSC, TC:

1. POLICY:

It is the policy of the Department, within the bounds of equal employment practices to offer preference to disabled veterans and their dependents who:

- Have a service connected disability
- Be a member of the Disabled American Veterans organization or its

Auxiliary.

2. **EDUCATION:**

Must have graduated high school, or have successfully completed the General Equivalency Examination (GED). Applicant must be computer literate.

3. **WORKER TRAITS:**

Attitudes:

- ❖ Verbal ability required to counsel with, interpret, and explain various regulation (see item 3 under major duties) to veterans and their dependents.
- ❖ Must be capable of preparing claim forms, assemble pertinent evidence, and write briefs.
- ❖ Numerical ability required to prepare various activity reports.

Interests:

This position requires the ability to effectively communicate with people regardless of their education or ethnic background.

Treatments:

- ❖ Ability to communicate with veterans, and their dependents and to understand and provide assistance with their claims.
- ❖ Ability to relate to people in a manner to win confidence and establish a rapport.
- ❖ Flexibility to adjust to people with emotional and other medical problems.

Physical Demands and Working Conditions:

- ❖ This is light work. Sitting and walking throughout the day.
- ❖ Frequent talking and hearing are required in communicating with veterans, veteran's dependents, groups, Veterans Affairs personnel, and various public agencies.
- ❖ Handles office equipment and supplies

- ❖ Works inside
- ❖ Transports veterans on an as needed basis

Administrative Requirements:

Must have the ability to assume primary responsibility for the effective operation of the office in which he/she works, and for using independent judgment and discretion in the operation of this office in carrying out the policies of the DSC. Maintains records, and submits reports as required by the Supervisor, the Department Service Chairman, the DAV, the DSC, and the VA.

Performance Standards/Performance Evaluation for DSO, HSC, and TC:

1. The DSC Performance and Development Review form included in this manual outlines areas of performance that will be used as a guide for both a standard of performance, evaluating, and rating DSO, HSC, and TC job performance.
2. Job performance should be reviewed and evaluated by the Service Commissioner assigned to the area and the Department Service Supervisor on the required dates, and following the procedures outlined in the DSC Salary/Merit Increase Policy.

Limits on DSO, HSC, and TC Performance:

DSO's, HSC's are not authorized to, and may not assist veterans and/or dependents in the following areas:

- ❖ Review of a VA claim file.
- ❖ Presentation of veterans claims before Rating Boards
- ❖ Social Security Claims
- ❖ Military Physical Evaluation Boards
- ❖ Office Personnel Management (Civil Service). And Department of Labor Hearings
- ❖ Postal Department Hearings
- ❖ Conduct DAV open meetings, unless accompanied by a DAV National Service Officer.
- ❖ When claims or questions arise in these areas the DSO/HSC will refer the claimants to the National Service Office.

Other Performance Requirements:

1. All Claims and other service work will be proof-read and submitted within three working days after completion directly to the NSO Office.
 2. Service activity reports must be completed, and submitted on the required forms to the supervising National Service Officer and Department Service Supervisor to arrive no later than the fifth (5) working day of the month following the month being reported.
 3. Assistance will be given to veterans and their dependents whether they are, or are not a member of the DAV or DAVA. After assistance has been given, the veteran or dependent, if eligible, should be encouraged to join the DAV or the DAVA, whichever is applicable
 4. Completed membership applications will be sent directly to the DAV Department of Arizona.
 5. It is good public relations, and service to the membership for the HSC to attend local DAV Chapter, and District meetings, keeping the membership informed, and answering questions concerning veteran's affairs.
 6. ***MUST NOT PUBLISH OR DIVULGE ANY CONFIDENTIAL INFORMATION PERTAINING TO A VETERAN EXCEPT AS PROVIDED BY LAW OR REGULATION***
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7. Time and attendance reports are to be turned in weekly by fax or E-mail to Department Headquarters.
8. Upon termination of employment the DSO, HSC, TC "turn-over" all records/files, equipment, and supplies to the NSO Supervisor, or Department Service Chairman.

Personal Characteristics:

1. Must be accurate in making verbal and written statements, prompt fulfillment of promises, courage in admitting worn mistakes, and standing up for your own decisions. Must be able to accept decision of Supervisors which may be contrary to your own interpretation of feeling, and must support such decisions.
2. Must be tactful, self-controlled, and even disposition. Work harmoniously with others, and be considerate of the opinion and feelings of others.

3. Must effect close coordination and working relationships with the National Service Officers; DAV; DAVA; and VA Officials, employees, and other government and public agencies in all matters pertaining to the Department Service Commission objective.
4. Must exercise self-confidence, decisiveness, initiative, and ability to stay on top of the job.
5. Must demonstrate open-mindedness, and freedom from prejudices.
6. Must present a neat appearance at all times. This includes being reasonably well-dressed and well-groomed.

Courtesy-Control-Correctness-Completeness:

Suggestions for Interviewers

1. Remember that the interview begins **before** the interview.
2. Help to put the claimant at ease-be courteous, professional.
3. **Ask Questions** which will require the best thinking on the part of the claimant-**get essential dates.**
4. Do not override or talk over the claimant if he/she are in the middle of a sentence, or if he/she is fumbling for the word he/she wants to use.
5. Keep the vocabulary of the interview in the range in which the claimant can understand it.
6. Do not monopolize the entire conversation.
7. Whenever possible, use impersonal references in discussion with the claimant to avoid antagonizing him/her or having him/her resist suggestions.
8. **Do Not Avoid giving "Bad News" to the claimant if the bad news is really accurate.** For example, it is a mistaken kindness to let a claimant believe he/she can reach a certain goal when the weight of the evidence is all against him/her.
9. Do not forget to summarize or have the claimant summarize what occurred in the interview before he/she leaves. **Communicate effectively!**

10. In the majority of cases, an interview should end with a careful plan of action for the claimant to follow.
11. Learn how to end an interview. For example, stand up, refer for services, ask for membership, etc.
12. Keep a brief record of the interview, taking notes immediately after the interview session and filing such notes in the DAV office file.

Salary / Merit Increases For: HSC and TC

Salary / Merit Increase Structure

1. During the first year of employment the HSC, or TC is considered to be in training status. At the completion of the first year the HSC or TC may be considered for an increase in salary. To receive this increase the HSC or TC must be recommended by the Department Service Supervisor following the same procedure as required in awarding Merit/Salary increase. After moving from the training status the HSC or TC becomes eligible for a Merit/Salary increase annually as determined by the Service Commission Supervisor, Service Commission, and approved by the Finance Committee.
2. An applicant for the HSC position who has had at least one-year of experience within the last three years as a Service Officer who assisted and provided information about various benefits that are available to veterans and their families may be employed at a salary above the training status wage. This salary must be recommended by the Department Service Supervisor and the Department Service Commission. Recommendations for this salary increase will be referred to the Department Finance Committee for final approval.

Awarding Merit / Salary Increases:

1. The procedure for evaluating a HSC or TC performance of assigned duties, responsibilities, and awarding Merit/Salary increases are attached. The Performance and Development Review Form is also attached.
2. Merit/Salary increases are not awarded for satisfactory performance. Merit/Salary increases offers both a challenge and an award for above satisfactory performance of assigned duties.
3. After successful completion of one year employment the HSC, or TC is eligible for a salary increase on each anniversary date.
4. If a HSC, or TC is employed after the first working day of the month, the anniversary date will be the first day of the 12th month employed. Example: A HSC/TC starts on June 10, 2014, his/her anniversary date will be July 1, 2015.
5. Should the training period not be successfully completed resulting in the HSC being Certified the employee will be terminated.

Purpose of the DAV Transportation Network Program:

PURPOSE OF THE DAV TRANSPORTATION NETWORK PROGRAM :

THE PURPOSE OF THE DAV TRANSPORTATION NETWORK PROGRAM IS TO PROVIDE TRANSPORTATION SERVICES TO VETERANS WHO ARE IN NEED OF MEDICAL CARE AT VA FACILITIES. AND HAVE NO OTHER MEANS OF TRANSPORTATION.

The Transportation Network Program is recognized as an official VAVS activity. Volunteers involved in the Transportation Network will be considered VAVS volunteers for the purposes of credit for volunteer hours, performing in an official capacity. This policy outlines various procedures for the VAVS volunteer to perform his/her duties in an assigned official capacity, and to recognize and reward VAVS volunteer for his/her dedicated service in assisting veterans to receive the care they have already earned.

The DSO/HSC/TC is the "HUB" of the DAV Transportation Network Program. The center of activity, in his/her assigned area.

The DSO/HSC/TC:

1. Plays a leading role in recruiting volunteers.
2. Supervises and makes volunteer assignments.
3. Coordinates the Program with:
 - a. Department Service Supervisor
 - b. NSO Supervisor
 - c. VA Chief Voluntary Service or Designee
 - d. DAV VAVS Representative
 - e. National Director Voluntary Services (when requested)
4. Implements the Program as outlined in this policy, and the policies of the DAV National Organization.

DSO/HSC/TC TRANSPORTATION DUTIES AND RESPONSIBILITIES:

1. Performs the duties of DSO/HSC/TC under the direct supervision of the Department Service Supervisor in cooperation with the chief of VAVS.
2. Assures that the transportation needs of veteran patients are met through the coordination with the DAV Transportation Network volunteers.
3. Assures that the driver is qualified to transport patients and does not have any medical appointments scheduled the day they are driving.
4. Recruits volunteers for both drivers and office personnel. Assist in completing the paper-work on each volunteer.
5. Coordinates the DAV Transportation Network program with the VA Chief of Voluntary Services.
6. Has each volunteer complete and sign VAVS Form 20, registers each volunteer with the VA Chief of Voluntary Services
7. Receives transportation requests, determines eligibility for, approves and provides travel to veteran patients.
8. Assures all transportation provided by volunteer has been coordinated with the VA Chief of Voluntary Services.
9. Contacts volunteer drivers and volunteer office personnel. Assist in completing the paper-work on each volunteer.
10. Supervises volunteer drivers and office volunteers.
11. Provides all volunteers with HSC name, office location, and telephone number.
12. When considered appropriate, coordinates requests from veteran patients for travel or travel funds with MAS, Social Services and / or Chaplain.
13. Encourages Chapter and Auxiliary units to get involved in the DAV Transportation Program.
14. Recommends annually to the Department Service Supervisor the budget needs for His/her transportation program for the coming DAV year.

TRANSPORTING VETERAN'S WHO QUALIFY FOR TRANSPORTATION:

1. The DAV Transportation Network Program is to provide transportation services to veterans who are in need of medical care at VA Medical Facilities and have no other means of transportation.
2. The following factors will be used when considering the mode of transportation to be provided for these veteran patients:
 - a. the veterans disability (VETERANS NEEDING TRANSPORTATION MUST BE INDEPENDENTLY MOBILE)
 - b. The distance involved, and
 - c. The weather conditions.
3. Patients are not authorized to travel in VA (DAV) VANS or other modes of DAV volunteer service unless they are on the way to a VA Medical Facility for medical care (such as scheduled outpatient visits) or have completed medical care at a VA Medical facility.
4. Exceptions to paragraph above may be made if space is available and meets the following requirements:
 - a. Veterans who do not meet the requirements in paragraph 1 above, and are going to or from a VA Medical facility to receive or having received medical care.
 - b. A spouse or family member may accompany an ill veteran to and/or from a VA Medical facility either in the VA (DAV) van or a volunteer vehicle if deemed medically necessary.
 - c. If an exception is made it must be coordinated with and approved in writing by a VA doctor.
5. Liability and coverage under the Tort Act will be considered when authorizing this exception.
6. The names of all veterans (including exceptions listed under paragraph 3 above who request and are authorized travel must be recorded on the patients contact sheet.

TRAVEL FUNDS OR TRANSPORTATION FOR VETERANS PATIENTS IS NOT AUTHORIZED FOR:

1. Veterans leaving the VA Medical facility against advice, or irregular discharge.
2. Veterans provided government transportation.
3. Federal or State government employees.
4. Veterans utilizing the "voluntary service transportation" will not be eligible for VA travel funds.

VOLUNTEER DRIVERS-VOLUNTEER TRAVEL-INCIDENTAL VOLUNTEER EXPENSES

1. Prior to driving a veteran patient to and/or from a VA Medical facility the driver must:
 - ❖ Be certified as a volunteer driver by a VA official
 - ❖ Complete volunteer orientation by VAVS
 - ❖ Complete and sign VAVS Form 20
 - ❖ Register with the VA Chief Voluntary Service. In turn a copy of the VAVS Form 20 will be place in the volunteer drivers file.
2. Volunteer drivers will be given a copy of, and sign a FACT-SHEET that he/she has received and read a copy of the FACT-SHEET, subject: DAV Transportation Network, Legal Protection and Safeguards for DAV and DAV Auxiliary VAVS volunteers. A signed copy of the FACT-SHEET will be placed in the volunteer drivers file.
3. VA certified volunteer drivers or volunteer office personnel working with the DAV Transportation Program will be authorized a meal at the VA Medical facility, if meals are available, at no cost to the volunteer, if recommended by the DSO/HSC and approved in advance by the VA Chief of Voluntary Service providing the volunteer performs at least four (4) or more hours of volunteer work hours each day.
4. VA certified drivers may receive a maximum of \$6.00 per meal,

providing he/she is traveling at least four (4) or more hours transporting veteran patients, and will not be at a VA Medical facility during meal time serving. Maximum two (2) meals a day.

5. All volunteers involved in the DAV Transportation Program will be considered VAVS volunteers for the purpose of volunteer credit for volunteer hours performed. In turn these volunteer hours will be recorded on VAVS FORM 40. And MONTHLY TRANSPORTATION REPORT. Also these volunteer hours will be reported to DAV VAVS representative for use in issuing/awarding DAV hour pins and other appropriate awards.
6. Any DAV employee who volunteers as a driver will have their hours reported to the DAV VAVS Representative.

MAINTAINING RECORDS

1. DSO' S/HSC'S should reproduce and maintain copies of forms listed under "FORMS AND REPORTING ACTIVITIES" for ready use. Copies of these forms are attached.
2. Additional copies published by DAV National Headquarters may be requisitioned anytime for Service Support Center, DAV , and P.O. Box 14301, Cincinnati, Ohio 45250- 0310. Telephone 859-441-7300
3. Forms are subject to change, should this occur new forms will be distributed with a cover letter explaining the purpose of the new form and if appropriate, canceling the previous form(s).
4. Completed forms should be maintained on a monthly basis by calendar year, and filed in such a manner that they are immediately available for user and review.

FILES:

1. A file should be established by name for all volunteers. This may be done in either a group file alphabetically by the volunteer's last name, or an individual file by volunteer's last name.
2. Volunteers become inactive when no activity has been recorded within the past twelve (12) months. Inactive volunteers are then placed

alphabetically by last name in an "inactive" volunteer file. Should the "inactive" volunteer again become active after one (1) year of absence he/she will be re-registered and go through the same procedures as if he/she were a new volunteer.

3. All files should be retained at least two (2) full calendar years from the date the files were opened.

FORMS AND REPORTING ACTIVITIES:

1. **VAVS Form 20** instructions for completing this form on reverse side. Original copy to the National Director of Voluntary Services; one copy to DAV VAVS Representative; and one copy for the volunteer file.
2. **VAVS Form 40** instructions for completing this form on reverse side. This form will be completed on a monthly basis. Copies of this form 40 should be forwarded not later than the 5th of the following month to: Original to National Director Voluntary Services; VA Chief Voluntary Services; Department Service Supervisor; DSO/HSC file. If the HSC provides HSC services to or is stationed at a VA Outpatient clinic, arrangements should be made to report the information shown on the VAVS Form 40 as required above.
3. **Veterans Travel Log** The names of all veterans provided transportation, regardless of distance traveled must be recorded on the Veterans Travel Log and/or pick-up schedule. It should be maintained by the TC on a monthly basis and used to complete the VAVS FORM 40. DSO/HSC may enter the veterans name on the Veterans Travel Log and/or pick-up schedule.
4. **Fact-Sheet** DAV Transportation Network Legal Protections, Precautions, and Safeguards for DAV and Auxiliary VAVS Volunteers form. This is a very important document that should be discussed with each volunteer before beginning an official assignment by both the VA Official and the DSO/HSC. In turn the volunteer is given a copy of the fact sheet, and a copy signed by the volunteer should be placed in the volunteers file.

5. *Reporting Voluntary Service Hours to DAV VAVS Representative* requires volunteer hours to be reported to Voluntary Services requires volunteer hours to be reported to the DAV VAVS Representative for purpose of crediting volunteer hours and issuing awards, such as hour-pins. Coordination in submitting this volunteer hourly report, where and how submitted, should be made by/between the DSO/HSC and the DAV VAVS Representative.

Review of DSO/HSC/TC Records:

DSO/HSC/TC, office policies, interview techniques, procedure, files, are subject to periodic review by the Department Service Supervisor. Written reports of the review will be submitted to the person making the review. Copies of the review will be forwarded to the HSC/TC where the review was conducted. The HSC/TC will be incited to comment in writing to the person who conducted the review, if the DSO/HSC/TC considers it necessary.

DSO/HSC/TC Termination of Appointment:

When a HSC/TC is terminated the will contact the Department Service Supervisor for instructions as to the disposition of all transportation records, plus other records in the office of the HSC/TC.

Should this policy conflict with any policy written at the present time, or in the future, by the DAV National Organization, the policies of the DAV National Organization will govern.

Letter to the Department of Arizona Service Commission

Subject: Recognizing and Recording DSO/HSC/TC and volunteer work in Transporting Veterans to and From VA Medical Facilities.

To: DSO's / HSC / TC's through the Department Service Supervisor

1. The purpose of this letter is to:
 - a. Outline the procedure for recognizing (giving credit) to the DSO's/HSC's/TC's and the volunteer drivers for the work they do in transporting veterans to and from VA Medical facilities for medical care.
 - b. Recording and reporting transportation activities for veterans.
 - c. To further clarify some of the procedures form implementing the DAV Department Service Commission Transportation Network Program/Policy.
2. It is necessary to refer to the following named documents to accomplish this purpose:

VAVS Form 40 & 41 DAV Transportation Program/Policy:

3. The VAVS form 40 & 41 are used to:
 - ❖ Record names of volunteers who drive veterans to and from VA Medical facilities for medical care. See attached sample copy of completed VAVS FORM 40 items 7 through 12 and 14
 - ❖ DSO/HSC forwards each month a completed VAVS Form 40 and 41 to The National Director of Voluntary Services; the Chief of VAVS; the Hospital Director; and the Department Service Supervisor. This form should be submitted to arrive no later than the 5th working day of the month following the month being reported.

❖ Recognize in writing the DSO/HSC/TC and the Volunteer drivers for the work they do in transporting needy veterans to and from the VA Medical facilities for medical care.

4. See the DAV Transportation Network Program Policy for additional information concerning the transporting of needy veterans to and from VA Medical facilities for medical care.

Department of Arizona Service Commission

Position Description for

Chairman, Department Service Commission

The Department Service Commission shall consist of the Department Commander, Sr. Vice Commander, Supervising National Service Officer and one elected Commissioner from each District with voice and vote, and the Department Judge Advocate with voice and no vote. All Standing members of the Department Commander may appoint such advisors as the commission deems appropriate to effectively accomplish its mission. An annual budget authorized by the Department Finance Committee.

1. The purpose of the Department Service Commission is to establish; monitor; maintain a uniform method of operation for the Department of Arizona Service Program.
2. The Chairman, in coordination with the other Commissioners, develops and writes various policies and procedures such as DSC Regulations, Personnel Policy, DSO, HSC, TC Profile, DAV Transportation Network Policy and Pay Structure. Reviews, evaluates and modifies these and other DSC Policies and Procedures when appropriate.
3. Prepares the agenda for and conducts DSC meetings
4. Coordinates with the Service Supervisor and the other Commissioners in preparing the annual proposed Service Program budget. Presents and justifies this proposed budget to the Department Finance Committee. After the Service Program Budget receives final approval, the DSC is responsible for the disbursement of the Service Program funds.
5. Coordinates the Service Program activities with Department Headquarters Finance Committee, NSO Supervisor, and Department Service Supervisor. Coordinates with Department Headquarters for Certificates of Appreciation and Plaques for recognition for volunteers

who are recommended for outstanding participation in the DAV Transportation Network Program.

6. Reviews and keeps abreast of the various policies and laws such as Employee-Management relation (Human Resources), Labor Relations; Unfair Labor Practices; Equal Pay Act; Compensation, Salary Rates and ranges, EEO program, Fair Labor Standards Act, Freedom of Information Act, Civil rights Act, American with Disabilities Act, and laws regarding workplace harassment. Reviews, evaluates, writes, and modifies the DSC Policies in these areas, if and when appropriate.
7. Prepares written, and/or verbally presents reports of DSC activities to Department Finance Committee, Department Headquarters, Department Convention Delegates.
8. Develops, and writes letters for various communications, such as Grants, acknowledges contributions made direct to Department Service Commission for both the Transportation Program and the Service Program.
9. Receives monthly activity reports from the Department Service Supervisor
10. Coordinates with, seeks advice and guidance from DSC's, DSO's, HSC's, and TC's Department Headquarters Staff, Department Service Supervisor, NSO Supervisor on matters such as, proposed Service Program budget, modifying DSC Policies and Procedures, planning short and long range goals and method of operation for the DSC Program and Policies.
11. Encourages from the DAV membership comments/suggestions, and questions pertaining to the DSC Program, its Policies, and Procedures, and method of operation. Emphasizing the DAV is dedicated to one, single purpose:

PROVIDING SERVICE FOR ALL OF THE NATIONS DISABLED VETERANS AND THEIR FAMILIES