



National Service Department



dav.org

DAV Washington Headquarters
1300 I Street NW, Suite 400 West | Washington, D.C. 20005

**Scott Hope, National Service Director**

Native of Salt Lake City, UT - US Army Veteran

Hired in 2007

National Service Officer, Pittsburgh, PA

Assistant Supervisor, Pittsburgh, PA

Supervisor, Pittsburgh, PA

National Area Supervisor, Area 3

Assistant National Service Director

Deputy National Service Director for Training

**Chad Moos, Deputy National Service Director**

Native of Fargo, ND - US Army Veteran

Hired in 1995

National Service Officer Fargo, ND

Supervisor, Reno NV

Supervisor, Phoenix AZ

Assistant Director of Volunteer Services

Assistant National Service Director



Scott Trimarchi, Assistant National Service Director

Native of Long Island, NY - US Air Force Veteran

Hired in 1994

National Service Officer New York, NY

Assistant Supervisor New York, NY, Newark, NJ, St. Petersburg, FL

Supervisor, Newark, NJ, New York, NY, Milwaukee, WI, Los Angeles, CA

National Area Supervisor Area 9 Los Angeles, CA and Area 1 Boston, MA



Justin Hart, Assistant National Service Director

Native of Escondido, CA - US Army Veteran

Hired in 2007

National Service Officer, Providence, RI

Supervisor, Newington, CT



Matt Jahn, Assistant National Service Director

Native of Kearney, NE - US Air Force Veteran

Hired in 2014

National Service Officer, Atlanta, GA

Assistant Supervisor, Ft. Snelling, MN

Supervisor, Ft. Snelling, MN

Assistant Supervisor, National Appeals Office

Supervisor, National Appeals Office

Associate National Service Director



Andrew Clark, Assistant National Service Director

Native of Black River, New York - US Air Force Veteran

Hired in 2016

National Service Officer, San Antonio, TX

Assistant Supervisor, San Antonio, TX

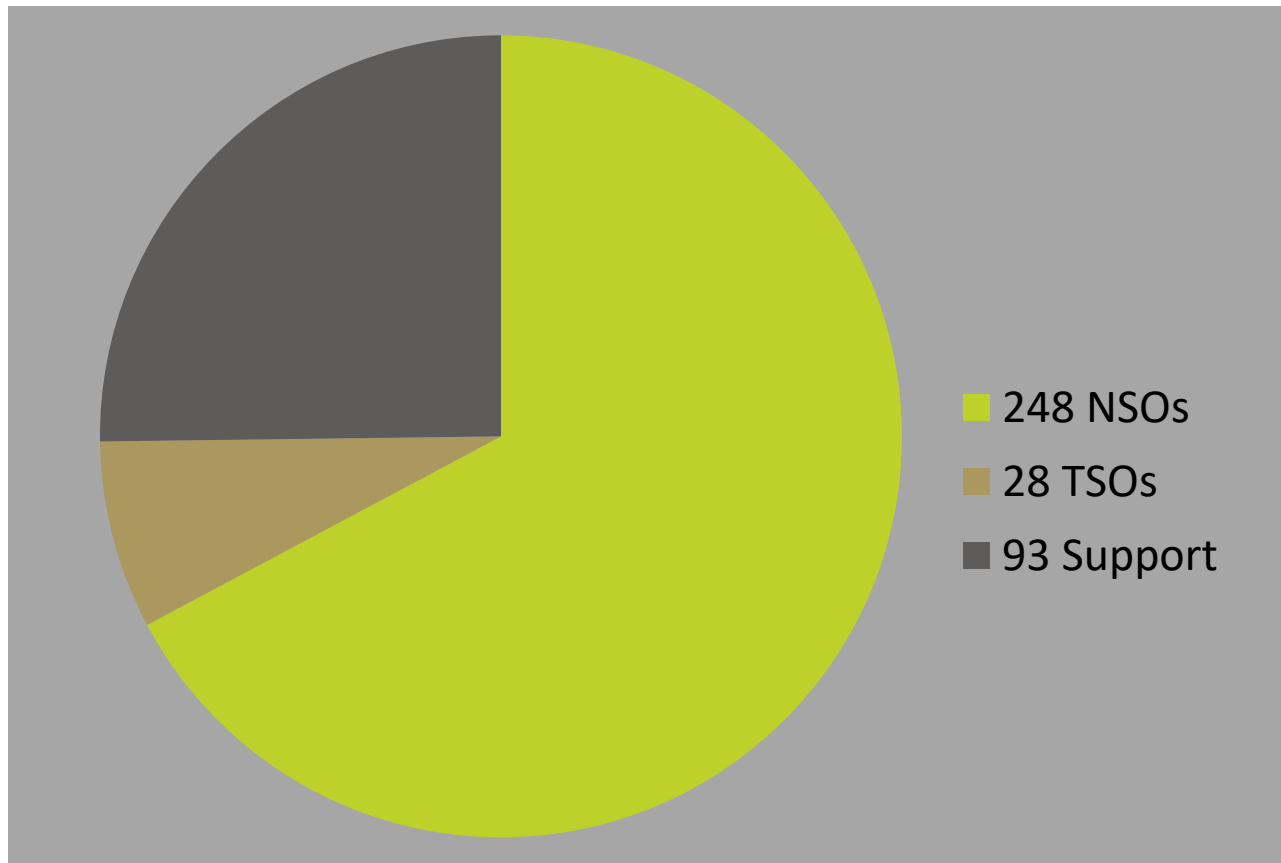
Assistant Supervisor, Phoenix, AZ

Supervisor, Muskogee, OK

National Area Supervisor, Area 12



Tim Alexander, Associate National Service Director
Native of Collinsville, IL - US Army & US Navy Veteran
Hired in 2020
National Service Officer, Chicago, IL
Assistant Supervisor, Philadelphia, PA
Supervisor, Seattle, WA

National Service Program-Field Staffing

National Service Officer Apprentices:

16-Month On-the-Job Training for New Hires

Must be a service connected injured or ill veteran.

- Will become familiar with all VA and Military Benefit Programs
- Four College Courses Required
- Application of Learning to Actual Claims and Appeals Cases
- Involvement in DAV Membership Activities and Outreach

National Service Officer continued training:

DAV-iTRAK Training Program

- iTRAK = Interactive Training, Resource, Advocacy, Knowledge
- Advanced Training on Adjudication Laws, the VA Schedule for Rating Disabilities, the Board of Veterans' Appeals, and the Court of Appeals for Veterans' Claims.
- Recent review from American Counsel on Education (ACE) has confirmed our NSOs are awarded 15 college credits for completion of the Structured and Continuing Training program. DAV is the only Veterans Service Organization to receive college credits for any type of training.

The DAV National Appeals Office is co-located with the Board of Veterans Appeal Office (BVA) in Washington DC.

NAO's are representatives for individual veterans and their families providing free, professional assistance in the presentation of appeals to the BVA.

Their position entails reviewing evidence and writing legal arguments, as well as assisting veterans in the presentation of testimony during hearings before BVA Veterans Law Judges.

Currently we have three (3) National Appeals Officers.

Transition Service Officer (TSO) work on military installations carrying DAV's mission of service to service members making the all-important transition back into civilian life.

TSOs conduct or participate in pre-discharge transition assistance briefings; conduct interviews; review service treatment/medical records; completion of required applications; prosecution of VA claims for benefits.

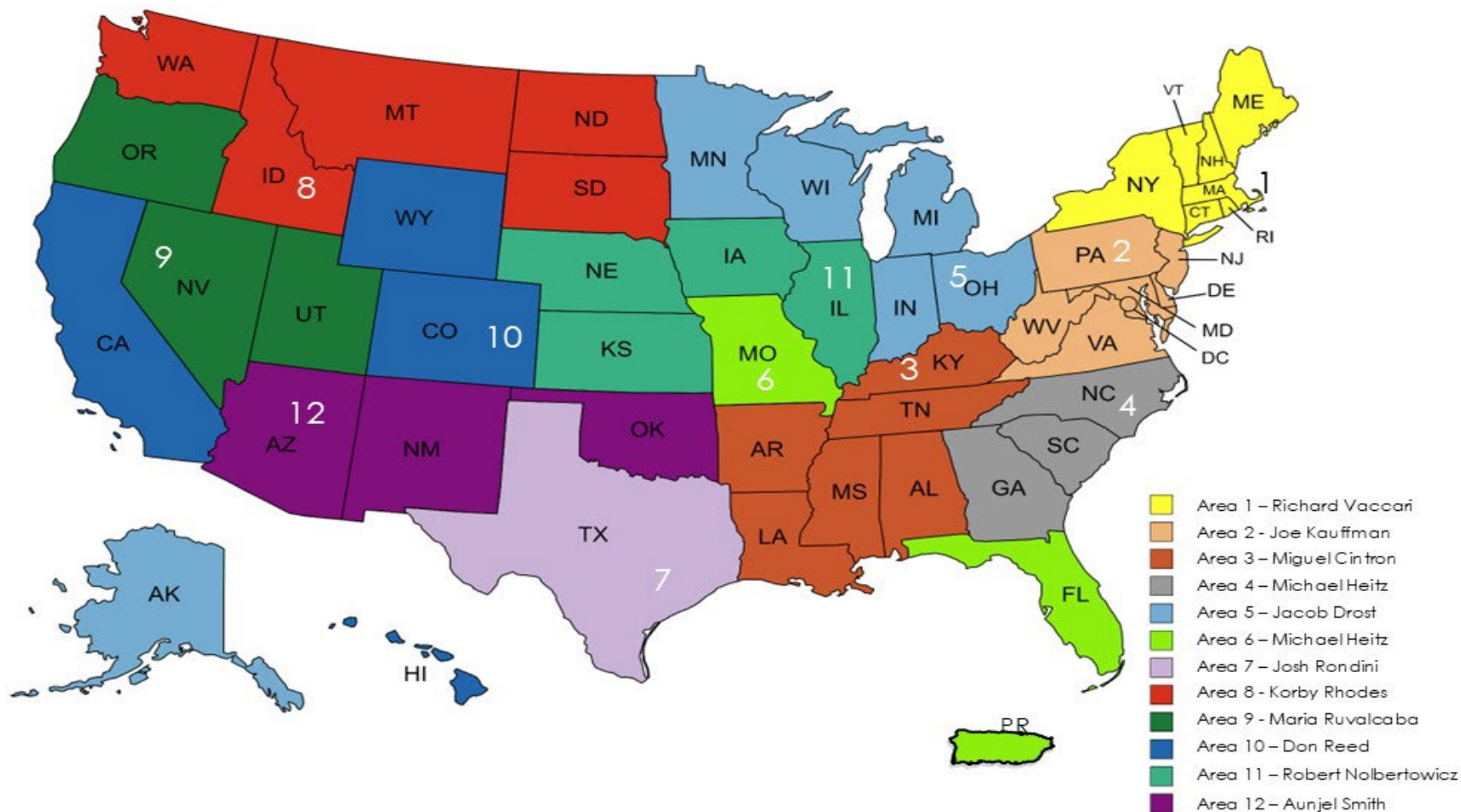
DAVs TSOs are co-located at military separation centers servicing nearly 100 military installations within the continental US.

National Area Supervisors provide overall supervision and coordination of employees engaged in National Service Office activities in conjunction with DAV's Strategic Plan and facilitate DAV's mission of service.

The NAS position encompasses an increased level of leadership, responsibility and involvement within our organization.

Twelve (12) Positions

Periodic office visitations focusing on employee training, quality of work, productivity, and morale to evaluate management efficiency and supervisory effectiveness.



Chapter and Department Service Officers provide one of the most important links in the organization. Recognizing the vital importance of Department and Chapter service programs to the fulfillment of DAV's overall mission of service to veterans, the National Organization will act, in essence, as an insurer for these service programs.

- No cost to Departments or Chapters. Oversight and training provided by the National Service Department.
- Coverage for each claim up to \$500,000 combined limit for all services.
- Coverage requires NSO Certification Training & processing all claims and evidence through NSO offices through the Case Management System (Change June 2025).
- Any DAV member is eligible for certification when recommended by the appropriate chapter/department commander and/or adjutant.

- The position of “Service Officer, Department or Chapter” will no longer appear on the Department or Chapter Officers report.
- No guests can attend the training, only those receiving certification can attend.
- There is a Service Officer nomination form that must be used by the Department and Chapters to nominate an individual to be a Service Officer. Please know, a Department or Chapter can nominate as many as they like to attend.
- No service work can be done until that individual has completed certification training by a National Service Office.
- Service Officer certifications are valid for 12 months. Certification training must be completed annually but we have included some additional time as we understand training may not be scheduled for the exact same week each and every year. It is imperative that all Service Officers receive training annually.

What are the “levels” of training?

Certification includes attending either Level I or Level II Training. If a Service Officer's certification expires, Level I must be retaken.

Level I Training: All service officers must complete Level I at least once. Level I Training is the Introduction to Service Officer Responsibilities and Basic VA Programs and VA Laws.

Level II Training: Level II certification training is by “invitation only.” Level II Training is a more in-depth training focused on VA Programs and Regulations, Adjudication, and the Appeals Process. Department leadership and NSO office management teams will determine which service officers are invited to the Level II Training. Those operating at the chapter level with at least 2 years of experience and the aptitude for Level II will be considered. All DSOs will be invited to Level II Training.

We have a partnership with the National Association of County Veterans Service Officers (NACVSO).

Our partnership provides DAV with a trained, competent and accredited cadre of 1,039 County Veterans Service Officers (CVSOs) to compliment DAV's accredited National Service Officer and Transition Service Officers.

Criteria:

- The CVSO must submit an application for accreditation directly to the National Service Director of NACVSO.
- Must receive continued annual training through an NACVSO approved course to assure qualification.



Information Seminars are conducted by DAV National Service Officers (NSOs). The seminar is designed to inform veterans and family members of their potential benefits to help ensure veterans and their families have access the full range of benefits available to them.

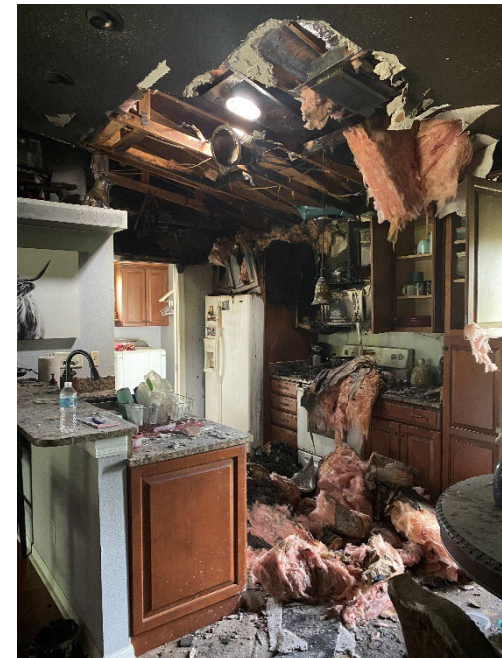
These services are free of charge, and veterans do not need to be a DAV member to take advantage of this service.

Please contact your local DAV NSO office to schedule your information seminar!

Our *Disaster Relief Program* supports veterans, service members, surviving spouses and their families during times of great need in the aftermath of a disaster, large or small.

How Do We Accomplish This?

Through the commitment and team work of Departments, local Chapters and NSOs.



Currently in 2025, DAV has provided \$326,500 in relief throughout 21 states.

In the last 10 years we provided over \$10.2 Million in relief.



The **DAV Night Out Program** supports wounded, ill, and injured patients at Walter Reed National Military Medical Center in escaping to a more relaxing environment to ease the heaviness of treatment while helping them to be accustomed to their new norm.

How is this accomplished?

Through planning and coordination of events, donations and purchases with local restaurants, businesses, and the Walter Reed National Military Medical Center.



VA.gov <https://www.va.gov/>

- Check your claim or appeal status
- Download VA letters and Rating Decisions
- Review your payment history
- File a new claim
- Schedule or manage health appointments
- Refill or track a prescription
- Review or update your dependents
- Get reimbursed for travel pay
- Get your VA medical records

- In total, we currently have 4,165 Service Officers. This total figure includes National Service Officers (NSOs), Transition Service Officers (TSOs), Department Service Officers (DSOs), Chapter Service Officers (CSOs), and County Veteran Service Officers (CVSOs).
- 2,633 of those are DSOs and CSOs!
- In 2025, DAV interviewed 244,989 claimants.
- In 2025, DAV submitted 567,062 new claims for 1,547,771 specific injuries and or illnesses.



National Area Supervisor Contact Information

Area 1	Rick Vaccari	Richard.Vaccari@va.gov , RVaccari@dav.org	781-812-9490
Area 2	Joseph Kauffman	Joseph.Kauffman@va.gov , JKauffman@dav.org	215-285-2907
Area 3	Miguel Cintron	Miguel.Cintron@va.gov , MCintron@dav.org	727-608-6355
Area 4	Michael Heitz*	Michael.Heitz2@va.gov , MHeitz@dav.org	636-236-6657
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Area 6	Michael Heitz	Michael.Heitz2@va.gov , MHeitz@dav.org	636-236-6657
Area 7	Josh Rondini	Joshua.Rondini@va.gov , JRondini@dav.org	440-361-0931
Area 8	Korby Rhodes	Korby.Rhodes@va.gov , KRhodes@dav.org	316-648-7469
Area 9	Maria Ruvalcaba	Maria.Ruvalcaba@va.gov , MRuvalcaba@dav.org	720-480-9851
Area 10	Donald Reed	Donald.Reed2@va.gov , DReed@dav.org	303-941-8364
Area 11	Robert Nolbertowicz	Robert.Nolbertowicz@va.gov , RNolbertowicz@dav.org	219-677-9800
Area 12	Aunjel Smith	Aunjel.L.Smith@va.gov , ASmith@dav.org	623-687-5494

Service Staff Contact Information

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DAV EMPOWERS VETERANS

RESPECT

ADVOCACY

HONOR

SUPPORT

COMMITMENT