



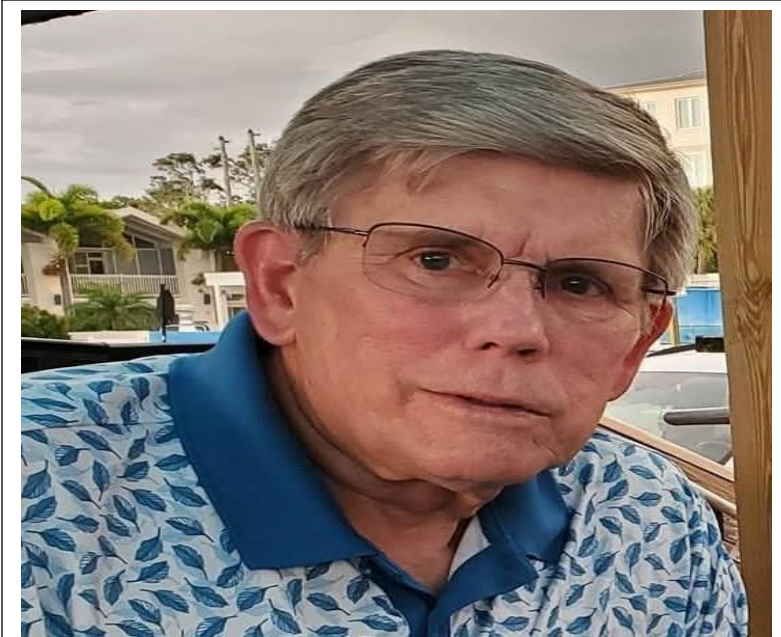
August 2025



## Scam Targeting Veterans



See Adjutant's Column



Top Left: Department Commander Cornish; NSO Brenda Culbreath;; Asst. Adjutant Ayala; Chapter 113; Chapter 4;; Units 1 and 113 at Port. St. Lucie Veterans Home  
 Top right: PDC Brenda Reed seeking National Office  
 Bottom Left: See adjutant's column  
 Bottom Right: PNC Wally Tyson, PNC and Department Inspector



## *DEPARTMENT COMMANDER JOHN CORNISH*

In June, I travelled to Commander and Adjutant Association orientation at our DAV Headquarters in Erlanger, Kentucky. It was a three-day event attended by many of our DAV state level leaders from across the nation. We were trained in the use of many tools and techniques and provided with valuable information to enhance our leadership abilities so that we can help further the advance of our organization.

All in attendance were aligned with the DAV mission of veterans helping veterans. I personally enjoyed the comradeship of meeting my counterparts from all over the country and establishing networks of support. The event was professional, positive, and highly recommended for future Department Commanders and Adjutants.

DAV National Adjutant Barry Jesinoski and his team of dedicated professionals welcomed us to the DAV National Headquarters. He spoke about the importance of our positions, a tour was provided, the staff answered questions and thanked us for continuing to help and support our veterans.

Rita Aberegg Secretary and Treasurer of the State Commander and Adjutant Association along with the assistance of our very own Past Department Commander Brenda Reed helped us navigate through the conference and ensured that everything went smooth. They were great!

On the 4<sup>th</sup> of July I had the pleasure and honor of attending a memorial celebration in Daytona Beach, FL in honor of Harold Holloway, Sr. Mayor Derrick L. Henry declared to DAVA Department Past Commander Maria (wife) and (son) Howard Holloway, Jr., that the 4<sup>th</sup> of July be deemed Harold Holloway, Sr. Day, in Daytona Beach, FL. Mayor Henry spoke of how Harold, a United States Navy veteran, left a legacy and dedicated his life helping veterans and that he "Should Never Be Forgotten". The dedication ended with a parade.

The Department continued the July 4<sup>th</sup> celebration with a cook-out at Emory L. Bennett Veterans Nursing Home in Daytona Beach, FL. Commander Ralph Smith and members of area DAV Chapter Greater Daytona #84, , cooked and served meals with assistance from Chapters 38 and 109 members along with DAVA members from 84 and 109. It was a great time of fellowship with veterans; over 80 veterans were served.

We continued the month with another Department cook-out with NSO Brenda Culbreath at Ardie Corpas State Veterans Nursing Home in St. Lucie, FL. Commander Catherine La Valle and members of DAV Port St. Lucie#113, cooked and served meals to over 70 veterans. It was a great time of fellowship with the veterans.

From the desk of our NSO Supervisor Gerald Propst:

- We currently have 15 employees at Bay Pines, 11 NSOs and 4 support staff. We have several applications for NSOs at HQ awaiting interviews with the National Service Staff.
- Sr. NSO Afua Whiteside in West Palm Beach will be transferring for a promotion, we will not be adding another there.
- CMS submittals are slowly getting better. We will be setting up Area training per Andy. We are also working on a zoom meeting training. We are seeing way too many claims started and restarted dumping multiple duplicates into the system. On a limited basis he could offer some in person training at the VARO if CSO/DSOs want to come to our location. We would need to schedule this in advance.
- If you have ANY CMS issues, please email the office at [dav.vbaspt@va.gov](mailto:dav.vbaspt@va.gov). Do not email him directly as he may not be in the office to resolve the issue. You also have Teams IM chat available to reach out to us.
- Please remember the office work by appointment so please do not send veterans directly to the office. Send us the information and a brief description of what they want, and we will contact them.
- As a reminder, we are not available 12:00PM on Thursdays due to nationally mandated training.

Currently the NSOs and the Department line and I are looking forward to attending the DAV/National Convention in Las Vegas.

My deepest condolences to the family of Past National Commander Wallace E. "Wally" Tyson, our State Inspector, who passed away July 20, at 73 years old. Wally will surely be missed by me personally and all who know him RIP Comrade.





## DEPARTMENT SENIOR VICE COMMANDER *JOHN DUNN*

### What is a Leader

We have all proudly served our country, each of us shaped by the leaders we encountered along the way. Some inspired us to reach higher, while others taught us valuable lessons about the kind of leader we aspired not to become. In the military, leadership was defined by responsibility, accountability, and clear authority—rooted in rank, position, and the Uniform Code of Military Justice.

Transitioning to civilian life brought a new set of challenges. We had to adjust our expectations, work with different leadership styles, and learn what motivates those who have not worn the uniform. Now, as dedicated members of the DAV, we have stepped forward once again—not just to serve, but to lead. Our fellow volunteers stand with us not for pay, rank, or title, but out of their selfless desire to help fellow veterans. Their motivation comes from the heart, fueled by compassion and a shared commitment to service.

This is why strong, principled leadership is more important than ever. So, what qualities define great leaders in our current roles?

#### Key Leadership Qualities:

- **Integrity and Ethical Behavior:** True leaders act with honesty, uphold their values, and consistently earn the trust of those around them.
- **Self-Awareness:** Understanding our strengths, weaknesses, and emotions helps us grow and lead more effectively.
- **Emotional Intelligence:** Compassion and empathy create positive, supportive environments where all

can thrive.

- **Vision and Goal Setting:** Effective leaders articulate a clear vision for the future, inspiring others to work toward shared goals.
- **Communication Skills:** Clear, respectful communication sets expectations, builds unity, and fosters collaboration.
- **Relationship Building:** Trust and respect are the foundation of every strong team.
- **Adaptability and Flexibility:** Great leaders are open to new ideas and ready to adjust to changing circumstances.
- **Delegation and Empowerment:** By sharing responsibility and nurturing others' talents, leaders help the team succeed.
- **Courage and Resilience:** Leadership means facing tough decisions and persevering through challenges.
- **Humility:** Admitting mistakes and appreciating others' contributions creates a culture of trust and growth.
- **Continuous Learning:** A dedication to ongoing learning keeps us effective and prepared for new challenges.
- **Mentorship:** Investing in others' development ensures our mission and organization continue to thrive.
- **Accountability:** Taking responsibility for our actions and supporting accountability within our teams builds trust and drives positive results.

As we continue our journey beyond military service, these principles remain our guiding light. While our experiences may have changed, the core values of true leadership endure. Let us embrace these qualities as we guide our volunteers, support our fellow veterans, and uphold the mission of the DAV.





## DEPARTMENT JUNIOR VICE COMMANDER PAUL MCLEMORE



Hello to all my fellow DAV members! I hope this newsletter finds you doing well. Every month I plan to feature one or more of our chapters I visit, to let everyone know how we are making a difference. Over July, I started making visits to our chapters to see how things are going and where help is needed. I made a visit to Chapter 86 (Palm Coast) and observed their operations and how they are assisting our fellow veterans. It was awesome to see the CSO's so motivated and ready to help anyone who came in the door. They initially had concerns and reservations about using CMS. They are settling in to using the program and can see the benefits of using it. So, Bravo Zulu to them for getting this under their belt. Commander May and his team have a great operation going and I want to thank them for their hospitality as well as the amazing Chili we had that day.

For the month of August, I am headed to chapter 125 (Milton, FL) to join them at their meeting and see how they are doing as well as chapter 6 (St. Augustine). My goal is to assist Commander Cornish and let chapters know there is help and The line officers truly want to know how things **really** are so we can come up with solutions and ideas to help.

As I stated in last month's letter... We are here to help. If we attend your meeting, it is to learn and see what may be needed to assist you in any way we can. We will only be strong together if we communicate and find solutions to issues that may frustrate. Please reach out to Commander Cornish, Sr Vice Dunn or myself if you would like us to visit your chapter meeting and see how you are doing. I will be attending the DAV National Convention this month and plan to absorb as much info as possible to help us here.

Don't forget the new year for DAV began July 1. Let's get to work on recruiting and adding members to the DAV family. Thank you all for what you do to improve veterans lives everyday... Remember, we are just a call away if needed and don't hesitate to reach out to me. I hope to see many of you at Area Training for Officers and CMS. Training begins in September.

If you have not made your hotel reservations for our next CSO Certification Training Program, I suggest you make your reservations ASAP.

Good luck to Past Department Commander Brenda Reed who is seeking office as DAV's National 4<sup>th</sup> Junior Vice Commander at our upcoming National Convention which begins this Friday in Las Vegas.



## DEPARTMENT CHAPLAIN REVEREND JIM TAYLOR

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### Chaplain Newsletter August 2025

It is always a joy to communicate with each of you through our newsletter. I pray each of you have the opportunity each month to read through the newsletters. I know each member of the line spends time seeking to offer significant information to you.

I hope as many of you as possible will be in attendance at this year's national convention in Las Vegas. I know the national office has worked to provide valuable information, has prepared to conduct the business of the organization, and worked to make this a fun and interesting convention. I am sorry to say I will not be in attendance this year as my youngest son and daughter are expecting their second child right in the middle of the conference. A new grandbaby is a must be present for events in life. I almost missed one of my children being born due to the sub's patrol cycle, but I don't have to miss this one.

Since I will miss the DAV Convention and the Military Chaplains Association (MCA) Convention was this last week I went there. I am eligible for membership of MCA as the result of having been a Veteran's Administration Chaplain. This year was special as it is the 100<sup>th</sup> anniversary of the organization. The mission of the Military Chaplains Association is to:

- To safeguard and strengthen the forces of faith and morality of our Nation;
- To perpetuate and deepen the bonds of understanding and friendship of our military service;
- To preserve our spiritual influence and interest in all members and veterans of the Armed Forces.

The conference was well attended by chaplains from all services. We even had the two star Chiefs of Chaplains from the Army, Airforce, Coast Guard, National Guard, and Veterans Administration. Chaplain Kimberly Willis from VA is a good friend whom I have known and watch from the beginning of her career until today. The meeting began with a focus on the "Veteran and Military Friendly Congregations" (VMFC) program. This is a MCA program strongly supported by VA. Other topics were, "Experiences of Reaching Out to Veterans," "Journey of Hope," "Professional Chaplaincy: Advance Practice Certification," and "Executing More Realistic Mass Casualty Exercises."

I believe my time at the conference was well spent as I wore our shirts and spoke with many active, reserve, and retired; both officers and enlisted about DAV and its benefits. Enjoy the DAV 2025 Convention.



## LVAP HOURS:

The timely and accurate reporting of LVAP hours will be one of my priority goals this fiscal year. Last year only 21 of our 52 chapters reported LVAP hours to the department monthly as required. It is my belief that every chapter is performing functions for which LVAP hours can be claimed – they simply are not reporting those hours. Consequently, we are significantly under-reporting the activity of the Department of Florida.

Reporting LVAP hours, by every chapter, is very important to the DAV organization. DAV is required to report volunteer hours to Congress, watchdog groups, members, and donors. Reporting 'ALL' of our volunteer hours can strengthen our lobbying capabilities in congress, elevate the favorable opinion of watchdog groups, and reinforce the trust of our members and donors.

The below chart will be updated and appear in this newsletter monthly going forward so that every chapter will know where they stand.

| Chap # | Current Month | YTD   | Chap # | Current Month | YTD     | Chap # | Current Month | YTD   | Chap # | Current Month | YTD    |
|--------|---------------|-------|--------|---------------|---------|--------|---------------|-------|--------|---------------|--------|
| 1      | 1,230         | 1,230 | 23     |               |         | 83     |               |       | 112    |               |        |
| 4      | 386           | 386   | 29     |               |         | 84     | 1,146         | 1,146 | 113    | 912           | 912    |
| 5      |               |       | 30     |               |         | 85     | 1,775         | 1,755 | 123    | 10,591        | 10,591 |
| 6      |               |       | 32     | 3,420         | 3,420   | 86     |               |       | 125    |               |        |
| 7      |               |       | 38     | 3,733         | 3,733   | 87     | 1,936         | 1,936 | 126    | 385           | 385    |
| 11     | 223           | 223   | 42     | 274           | 274     | 90     |               |       | 129    |               |        |
| 12     |               |       | 49     |               |         | 94     | 91            | 91    | 133    |               |        |
| 13     | 915           | 915   | 57     |               |         | 97     |               |       | 144    |               |        |
| 16     | 1,355         | 1,355 | 63     |               |         | 98     |               |       | 148    |               |        |
| 17     |               |       | 67     | 161           | 161     | 101    |               |       | 150    | 509           | 509    |
| 18     | 5,178         | 5,178 | 70     | 512           | 512     | 108    | 848           | 848   | 158    |               |        |
|        |               |       | 73     |               |         | 109    |               |       | 159    |               |        |
| 22     | 772           | 772   | 82     | 1,517.3       | 1,517.3 | 110    | 52            | 52    |        |               |        |

**TOTALS 7/1/25-present** (unofficial)

## DEPARTMENT JUDGE ADVOCATE MICHAEL MICHELOTTI



### **Contracting Officer at Philadelphia VA Medical Center Sentenced for Defrauding the VA of More Than \$500,000**

Ahmed Hassan, of Collegeville, Pennsylvania, was sentenced to more than five years' imprisonment and three years of supervised release for defrauding the VA of more than \$500,000. The defendant was also ordered to pay \$565,058.70 in restitution. In October of 2024, a federal jury convicted the defendant of 22 counts of wire fraud for misusing his VA position to steal from the agency. From approximately 2013 through October 2017, he drafted and submitted false invoices from a shell company, HT Mechanical, a fraudulent entity he had secretly set up with a partner. "This sentencing demonstrates that those involved in defrauding VA, particularly VA employees in positions of public trust, will be held accountable," said Special Agent in Charge Christopher Algieri with the VA OIG's Northeast Field Office. "The VA OIG will continue to work with our law enforcement partners to ensure the integrity of VA's programs and services." The VA OIG and the FBI investigated this case.

### **Former Leader of Texas Homeless Shelter for Veterans Charged with Misappropriating Federal Grant Funding**

Clifford Wayne Robertson, of Brenham, Texas, was charged with misappropriating federal grant funding during his tenure

as the CEO and executive director of The Warrior's Refuge, a nonprofit homeless shelter for veterans. Between February and April 2020, Robertson allegedly submitted applications for federal assistance to the VA and Department of Labor, resulting in the award of approximately \$1.8 million in grant funds. According to the criminal information, Robertson allegedly did knowingly and intentionally embezzle a portion of the federal grants for unallowable personal expenditures and for counseling services that he never rendered to veterans. The VA OIG, Department of Labor OIG, and Texas Department of Public Safety conducted the investigation.

### **Urgent Care Operator Pays \$3 Million to Resolve Alleged Violations of the False Claims Act**

Bloom Care LLC and its owners have paid \$3,000,000 to resolve allegations that they violated the False Claims Act. Bloom operated urgent care centers in Idaho and New Mexico and it is alleged that Bloom knowingly used the COVID-19 pandemic to submit false claims to federal healthcare programs for medically unnecessary testing. It is also alleged that Bloom inflated the extent of services performed and the complexity of the evaluation required to care for patients. The VA OIG, HHS OIG, and the US Attorney's Office for the District of Idaho investigated this case. The Idaho Department of Health and Welfare assisted



## Adjutant's Column Continued

Gov. Ron DeSantis signed the Budget for Fiscal Year 2025–2026 on June 30, totaling \$117.4 billion after \$567 million in line-item vetoes. This budget continues the Governor's commitment to fiscal responsibility. The budget passed by the Legislature totaled \$117.9 billion, and following line-item and other vetoes, this budget is only roughly \$10 million above the Governor's Recommended budget from February. This marks the second consecutive year of a year-over-year reduction in state spending.

To ensure the continued support of Florida's Veteran community, the budget invests:

- An additional \$20.8 million to support capital improvements for the State Veterans' Nursing Homes.
- A continued funding of \$1 million to provide for a Veterans' Dental Care Grant Program to enable deserving qualified Florida Veterans to receive no-cost dental care to improve their general health.
- A continued \$2 million investment to assist Veterans in securing meaningful skills-based employment, provide employers a skilled talent pipeline, and to assist veterans in creating and operating a small business.

A proposed 120-bed Collier County State Veterans' Nursing Home is one step closer to reality as the multi-year construction project appeared funded on the fiscal 2025 VA State Home Construction Grants Priority List. "We're delighted to see the Collier County project on the recent VA State Home Construction Grant Priority List, with federal funding of more than \$74 million for design and construction. State matching funds have come from the citizens of Collier County, and we are grateful their

generous contributions to this planned Veterans' health care campus," said FDVA Communications and External Affairs Director Steve Murray. An adult day health care facility on the same campus is planned using state funding. Groundbreaking would be scheduled for later in 2026.

### National Veterans Golden Age Games

Inspired by programs that promote healthy aging, fitness and recreation, VA initiated the National Veterans Golden Age Games in 1985 to underscore the preventive and therapeutic value of sports medicine for older Veterans who receive health care at VA facilities. The mission was clear—encourage physical activity through competitive sports for positive outcomes and better health and wellness.

Today, the National Veterans Golden Age Games is 39 years strong and the only multi-sport competition in the world designed to improve the quality of life for all older Veterans, including those with a wide range of abilities. VA hosts the event in a new city each year as Veterans look forward to a reunion with their community of brothers and sisters, just as they did in military service.

The National Veterans Golden Age Games are open to U.S. military Veterans who are 55 years old or beyond by December 31, 2025. To register, you must be enrolled for VA health care. To [enroll in VA health care](#), submit the [Application for Health Benefits OR VA Registration \(VA Form 1010EZ\)](#).

Tampa will be the host city for the 2026 National Veterans Golden Age Games. This year, we have achieved a remarkable milestone with over 1,000 Veteran athletes participating, and we anticipate that this number will double for 2026.





## Adjutant's Column Continued

This significant event is scheduled for June 27 to July 2, 2026, at various locations throughout the Tampa Bay area.

Volunteers will be needed for this event. Contact your CDCE office at your VA facility to register to volunteer.



### US SB2392 | 2025-2026 | 119th Congress

A bill to increase, effective as of December 1, 2025, the rates of compensation for veterans with service-connected disabilities and the rates of dependency and indemnity compensation for the survivors of certain disabled veterans, and for other purposes.

Action: 2025-07-23 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 2344

A bill to amend title 38, United States Code, to improve warnings about potential predatory practices regarding individuals acting as agents or attorneys in the preparation, presentation, or prosecution of veterans claims, and for other purposes.

Action: 2025-07-17 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress House Bill 2576

To amend title 38, United States Code, to expand health care and benefits from the Department of Veterans Affairs for military sexual trauma, and for other purposes.

Action: 2025-04-01 - Referred to the House Committee on Veterans' Affairs.

Same As/Similar To [SB1245](#) (Same As) 2025-04-01 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 2220

A bill to expand presumptions of exposure by members of the Armed Forces to toxic substances, and for other purposes.

Action: 2025-07-09 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 2171

A bill to amend title 38, United States Code, to prohibit smoking on the premises of any facility of the Veterans Health Administration, and for other purposes.

Action: 2025-06-25 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 2055

A bill to amend title 38, United States Code, to make certain improvements to the program of the Department of Veterans Affairs to provide comprehensive assistance for family caregivers of eligible veterans, and for other purposes.

Action: 2025-06-12 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 1992

A bill to amend title 38, United States Code, to improve the efficiency of adjudications and appeals of claims for benefits under laws administered by Secretary of Veterans Affairs, and for other purposes.

Action: 2025-06-09 - Read twice and referred to the Committee on Veterans' Affairs.

### US Congress Senate Bill 1858

A bill to require that national cemeteries be open to visitors on legal public holidays.

Action: 2025-05-22 - Read twice and referred to the Committee on Veterans' Affairs.

## Veterans targeted in VA overpayment scam

WXIN/WTTV – Scammers impersonating the Department of Veterans Affairs are taking aim at America's veterans. The victims are receiving emails, phone calls and letters that appear to be from the Department of Veterans Affairs. They claim the recipient owes money because the department overpaid some benefits by mistake.

The scammers want the victims to pay it back.

The letters come complete with fake VA letterheads and logos. Scammers can also "spoof" phone numbers to make it look like calls came from the VA.

If you do think you owe money to the VA, don't click on a link you receive via email. Instead, [visit the VA's website](#) to check the status of your account.

If you don't owe any money, then you'll know the phone calls, letters and emails were scams.

If you do owe money, you'll see it there and find some resources for making payments, including [a website to put you in touch with a VA-accredited representative](#) who can review your account or help you file a claim.

[You can report fraud to the FTC here.](#)

## National Service Officers Listing

Gerry Propst, Supervisor  
Christian Cluff, Assistant Supervisor  
Ed Bueno, Senior NSO  
Catherine Mohan, Senior NSO  
Brenda Culbreath, Senior NSO  
Ashley Castanos, NSO  
Jonathan Collins, NSO  
Candance Chism, NSO  
Ken Gore, Senior NSO  
Sam Moye, NSO  
Joe Brown, NSO  
Makeyia Burke, Lead Support  
Nick Grant, Support Staff  
Latia Jackson, Support Staff  
Rachel Knowling, Support Staff

## Area Officer & CMS Training

Officer & CMS Training will be conducted again this year. All Officer & CMS Training will begin at 8:00 am and conclude around 4:00 pm or earlier provided all training has been accomplished. Donuts & lunch will be provided by Department of Florida. Coffee and beverages will be furnished by the host chapter.

**Please RSVP to Department Adjutant at [andy@davfla.com](mailto:andy@davfla.com) with names of those chapter members who are attending.**

**Area 1** training will be held on 25 October for Area training. VFW Post 2206, 343 Forest Lawn Way, Lake City.

**Area 3** training will be held at Sun City Chapter 110 on Tuesday, September 2. 1910 S. Pebble Beach Blvd., Sun City Center, FL 33573.

**Area 7** training will be held at Manatee Chapter 18 on Thursday, September 25. 111 63<sup>rd</sup> Avenue East Bradenton

**Officer Training will begin at 8:00 am and conclude around 11:30 am. CMS Training will be conducted beginning around noon and conclude around 4:00 pm.**

Any other Area which desires to host Officer & CMS Training should contact Adjutant Marshall at [andy@davfla.com](mailto:andy@davfla.com) with proposed dates in September and October.

## PNC and Department Inspector Wally Tyson

Wallace "Wally" Eugene Tyson Jr., age 73, of Palm Harbor, Florida, passed away peacefully on Sunday, July 20, 2025, at Bay Pines VA Hospital in St. Petersburg. Born on May 18, 1952, in Tarboro, North Carolina, he was the proud son of the late Wallace Eugene Tyson Sr. and Dorothy Sue (Nee' Howard) Tyson.

A visitation will be held on Friday, August 22, 2025, from 5:00 PM to 8:30 PM at Sylvan Abbey Funeral Home, 2853 Sunset Point Road, Clearwater, Florida 33759.

A funeral service will take place at 3:00 PM on Saturday, August 23, 2025, at the same location. Guests are invited to arrive one hour prior to the service for visitation.

Wally will be laid to rest at Lebanon Church Cemetery in Furman, South Carolina.

In lieu of flowers, the family kindly requests memorial contributions be made in Wally's name to the Disabled American Veterans (DAV) or the Society for the Prevention of Cruelty to Animals (SPCA) – Tampa Bay.

## Implementation of a Military Sexual Trauma Operations Center Resulted in Minimal Change Despite Planned Intent to Improve Claims-Processing Accuracy

VBA has long-standing challenges processing military sexual trauma claims and centralizing the expertise of this work. The OIG conducted this review to assess VBA's planning and implementation of the Military Sexual Trauma Operations Center and its governance structure for processing claims.

The OIG found the center struggled to hire and retain experienced claims processors and to recruit processors with expertise in military sexual trauma claims. The center's turnover rate in fiscal year (FY) 2024 was 22.6 percent; the nationwide rate at VA regional offices was 7.5 percent.

Although the center implemented some quality assurance processes, improvements are still needed. From FY 2019 to FY 2024, military sexual trauma claims accuracy dropped almost 10 percentage points; in response, VBA's Compensation Service began quarterly quality spot checks. The results of the checks showed improvement in denials, but accuracy was still below the 96 percent goal. Errors included failing to get all records, insufficient medical opinions due to missed evidence, and not ordering necessary medical exams.

Further, the center's two-signature process is not sufficient to evaluate the competency of claims processors or the competency of designated reviewers. The OIG found that about 34 percent of denied claims had errors despite a designated reviewer agreeing with the original decision. Because reviewers grant claims more often than they deny them, fewer denials than grants were reviewed in the two-signature process even though OIG and VBA quality reviews showed denied claims had more errors.

VBA concurred with the OIG's three recommendations to adjust statistics reporting for the center, update the two-signature process to include more denials, and develop a process to assess designated reviewers' competency.

Many of our chapters have a similar email address, i.e., commander at davchapter32; adjutant at dav chapter 109, etc. Email addresses change from commander to commander, from adjutant to adjutant.

We communicate extensively via email and when a commander or adjutant leaves office a new email address needs to be established if they used their personal email addresses.

In future, consider having a email address as follows: [Commander.theirchapter@gmail.com](mailto:Commander.theirchapter@gmail.com) or yahoo.com, ie., Commander@ DAV Chapter 4 @gmail.com. This would avoid changing email addresses for persons authorized to receive chapter mail. Thanks to DEC Member Steve Benz for this suggestion.

## CSO Certification Training & Mid-Winter Conference

CSO's and chapter officers can now register for CSO Certification Training in January 2026. CSO Training begins on Tuesday, January 6, 2026, at 1:00 pm. Training concludes on Friday, January 9 following testing.

Judge Allen was extended an invitation today to participate in our training.

Contact the Lake Mary Marriott to make your reservation before the room block is full. Call (321) 341 0563 to make your reservation.

Chapter 18 has several paraplegic wheelchairs and they have run out of space for storage. Chapters who have members who are in need of these specialized wheelchairs should contact Chapter 18 at (941) 755 5425 or email [john@davfla.com](mailto:john@davfla.com). These specialty wheelchairs can cost up to \$80, 000.00.



August 4, Coast Guard Birthday



August 7, Purple Heart Day



August 9, National Convention



August 19 National Aviation Day

