



**FULLFILLING OUR PROMISES**  
TO THE MEN AND WOMEN WHO SERVED

# Memo

TO: ALL CHAPTERS

FROM: John Donovan, Department Adjutant

RE: 41st Annual DAV Service Officer Training Course

The 41<sup>st</sup> Annual Service Officers Training Conference is being held at 8:00 am Thursday, June 3, 2021 at the Wyndham Hotel located at #2 Riverfront Place, North Little Rock, AR 72114. You may make your room reservations by calling the hotel at: (866) 657-4458 or (501) 907-4823. The room rates are approximately \$96.00 single or double, plus tax. The deadline to make reservations at this rate is May 12, 2021; you will need to identify that you are with the Disabled American Veterans. *It is the responsibility of the Chapter/individual attending this school to make and pay for any reservations required to attend this Certification Class.*

The training consists of classroom instruction by a DAV National Service Officer. The CSOs will learn the DAV mission, history and various DAV programs. In addition, they will be instructed in the proper use of appropriate forms and the steps in processing claims, as well as their legal and ethical responsibility to claimant.

Upon successful completion, the service officers will be certified for one year and are required to attend this training annually for re-certification. This is a requirement of the DAV National Headquarters. Once certified, the service officer may assist claimants in filing claims with the Department of Veterans Affairs through the DAV National Service Office.

The Service Office Registration Form and Service Officer Certification Form are included in this packet. The cost to attend the DAV Annual Service Officers Certification is still \$25.00 per person. This charge helps cover the cost to hold this important annual program, i.e. coffee, donuts, meeting room charge, etc. The cutoff date to get your registration back to the DAV Department is May 12, 2021. *As supplies have to be ordered and received prior to the school, it is necessary this deadline by honored.*

**Along with the Service Officer Registration Form, the Supplemental Service Officer Form must be completed for all Service Officers to be certified. Please return to the DAV Department Office along with the registration form no later than May 12, 2021.**

Department of Arkansas \* P.O. Box 1620 \* North Little Rock, AR 72115-1620

\* Fax (501) 257-1897 \* Cell phone (501) 519-9314

Email: [ardept@ardav.org](mailto:ardept@ardav.org) Web: [www.ardav.org](http://www.ardav.org)

Mail completed Service Office Registration Form and Service Officer Certification Form by May 12, 2021 with appropriate monies to:

**DAV Department of Arkansas  
PO Box 1620  
North Little Rock, AR 72115**

**In order for this program to be successful, your response and participation is necessary. Remember, only those services officers who successfully completed this training program will be certified and covered under the National Organization's Indemnification Program. We look forward to your reply.**

Sincerely,

//SS//

**John Donovan  
Department Adjutant**

**\*\*\*\*IMPORTANT: BOTH FORMS MUST BE COMPLETED AND RETURNED**



# 41st Annual DAV Department & Chapter Service Officer Certification Program.



## REGISTRATION FORM

**NOTE:** A non-refundable registration fee of \$25. 00 is required for each participant requesting certification. Registration fees must accompany this form along with the Supplemental Service Officer form by the DAV Department Office, PO Box 1620, North Little Rock, Arkansas no later than May 12, 2021. The Department Office will not cover any hotel and/or food costs incurred for this event. If you require additional information, please call 501-519-9314.

**DAV Chapter #** \_\_\_\_\_

(Location)

*Registers the following individual(s), for participation in the 2021 Service Officer Training Conference held at the Wyndham Hotel located at #2 Riverfront Place, North Little Rock, AR 72114*

NAME: _____	PHONE: _____
ADDRESS: _____	
Email: _____	
NAME: _____	PHONE: _____
ADDRESS: _____	
Email: _____	
NAME: _____	PHONE: _____
ADDRESS: _____	
Email: _____	
NAME: _____	PHONE: _____
ADDRESS: _____	
Email: _____	

*Attendees may begin signing in at 7:30 the morning of the event. Instruction will begin promptly at 8 a.m. A one-hour lunch break has been scheduled from 11:00 a.m. to noon.*

**RETURN TO:  
DAV DEPARTMENT OF ARKANSAS  
PO BOX 1620  
NORTH LITTLE ROCK, AR 72115**



**DAV DEPARTMENT OF ARKANSAS  
CHAPTER SERVICE OFFICER  
REPORT FORM FOR 2021**



This form must be completed for all Service Officers to be certified. Please return to the DAV Department Office along with the registration form no later than May 12, 2021.

**SUPPLEMENTAL SERVICE OFFICER  
APPOINTMENTS**

We certify Chapter # \_\_\_\_\_, \_\_\_\_\_  
**(Chapter Name)**

of \_\_\_\_\_, Arkansas has elected/appointed the  
**(Chapter Location)**

following members as Chapter Service Officer(s) for the ensuring year.

Name	Membership number	Email

\_\_\_\_\_  
*Signature, Chapter Commander*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature, Chapter Adjutant*

\_\_\_\_\_  
*Date*