



National Headquarters  
3725 Alexandria Pike  
Cold Spring, KY 41076  
Phone (859) 441-7300  
Fax (859) 441-1416  
Toll Free (877) 426-2838  
[www.dav.org](http://www.dav.org)

National Service & Legislative Headquarters  
807 Maine Avenue, S.W.  
Washington, D.C. 20024-2410  
Phone (202) 554-3501  
Fax (202) 554-3581

May 21, 2014

To All Department of Veterans Affairs Employees:

We are all aware of recent allegations that several Veterans Affairs (VA) health care facilities failed to address the needs of veterans; and that some veterans may have died while awaiting VA's attention. Whether you work in health care, benefits, education, memorial affairs, insurance or other activities, the way these allegations exploded in the media undoubtedly have caused you and your colleagues a great deal of anxiety and uncertainty. We want to reassure each of you (and would do so in person if possible) that DAV (Disabled American Veterans) retains great faith in your work for, and loyalty to, veterans who served our Nation, and especially those who were wounded, injured or made ill in military service.

Like many, DAV, with 1.2 million members who were wounded, injured or made ill in wartime service, is appalled at these allegations. We demand that VA's top leadership take decisive and permanent actions to correct any problems that are validated due to mismanagement or other serious lapses that brought harm to veterans and their families. DAV also calls on Congress to reconsider whether VA is receiving sufficient resources to do for veterans what the law requires. A Nation at war cannot tolerate bureaucratic delays, substandard and less than compassionate treatment of veterans who sacrificed so much while serving our country, whether now in current engagements or those who served in prior periods. All must be served, because they served us.

Problems arise from time to time in any system that provides for the needs of large populations, but, at its root, we believe VA health care is a constant and shining emblem of excellence; the Veterans Benefits Administration is amidst a remarkable and unprecedented reform of the disability claims process; and the Memorial Affairs Administration quietly provides world-class interment services with great empathy for those we have lost, in pristine National Cemeteries.


The VA continues to be a source of dependable, safe and efficient health care for millions of veterans. The system provides a wonderful resource for veterans that in so many ways is unique. You offer veterans the best quality at the least cost, with the lowest error rates of any health care system. Your medication safety program, electronic health record and prevention programs are the envy of other systems of care. VA serves veterans well, while supporting and developing new generations of physicians and other health professionals, and advancing the national standard of care through VA's renowned biomedical research and development programs.

We promise all of you that DAV will continue to faithfully advocate for the resources necessary for VA to carry out its mission of service to our Nation's veterans. We realize that budget gimmicks and shortfalls make it impossible for you to properly perform your mission.

During the past decade alone, we estimate that funding shortfalls in VA's medical care and construction budgets are close to \$15 billion. This is unacceptable.

We, the members of DAV, want you to know that we consider VA to be a national treasure. While we are experiencing a momentary controversy brought about because some individual facilities may have performed poorly, we hold the Health Administration, Benefits Administration, and the Memorial Affairs Administration--and the work each of you do every day for veterans--in the highest regard. DAV salutes you.


Sincerely,



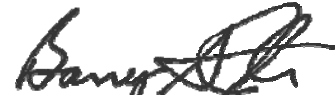
JOSEPH W. JOHNSTON  
National Commander



J. MARC BURGESS  
National Adjutant



GARRY J. AUGUSTINE  
Executive Director  
Washington Headquarters



BARR A. JESINOSKI  
Executive Director  
National Headquarters