



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER

JON REISS
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: May 21, 2014 7:00 p.m.

PLACE: American Legion Post #91
91 American Legion Parkway
Berea, Ohio 44017

PRESENT: Clayton E. Uzell, President
Mel Baher, Secretary
Bob Potts, Commissioner
Frank Pocci, Commissioner
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

EXCUSED: Daniel T. Weist, Vice President

VISITORS: C.W. Smith, Dolly Smith, Jack Ferguson, John Evans, Sr., Jeff Myers, Pete Stamatis, Spyro (Sam) Farmakidis, Nick Yorkovic, Don Keller, Richard Wright, Andrew Peculis, A. Parola, F. Miller, Jack Wargo, Pete Mayer, Sandra Uzell, John Slivka

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Clay Uzell followed by the Pledge of Allegiance.

Board minutes of May 7, 2014 were read aloud by Mel Baher. A motion was made by Bob Potts and seconded by Frank Pocci to approve the minutes of May 7, 2014 as given.

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried.

A motion was made by Mel Baher and seconded by Frank Pocci to dispense with the reading of the Consent Agenda and to accept the agenda with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (April 2014 Report, attached)

A motion was made by Mel Baher and seconded by Bob Potts to approve the report of the Executive Director with a minor correction.

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried.

OLD BUSINESS:

A motion was made by Mel Baher and seconded by Bob Potts to accept the "Guideline for Applying for Assistance When Client is Non-Compliant With Supportive Service Referrals" dated May 21, 2014.

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried.

NEW BUSINESS:

The Ohio State Association of Veterans Service Commissioners' Summer Convention will take place at the Embassy Suites Hotel in Dublin, Ohio from July 18-20, 2014. A registration fee of \$10 is due before July 11, 2014.

GOOD OF THE ORDER:

President Clay Uzell thanked Cmdr. Jeff Myers for hosting the CCVSC open public Board meeting at Post #91. He then gave a brief description of our agency's benefits and services and addressed questions and/or concerns from those in attendance.

President Uzell opened the floor to visitors for any comments. The following bullet points were topics of discussion.

John Evans

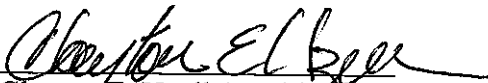
- Future third CCVSC office at Wade Park- target date of June 2014
- VA hospitals and appointment issues
- Backlog in VA claims

EXECUTIVE SESSION:

None.

With no further business, a motion was made by Bob Potts and seconded by Mel Baher to adjourn the meeting at 7:40 p.m.

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried.


Clayton E. Uzell, President


Mel Baher, Secretary

CONTACT INFORMATION

Requests for Financial Assistance:	Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)
Filing claims with the Dept. of Veterans' Affairs:	Melinda Halliburton, Service Office Manager (216-698-2639)
Memorial Affairs:	Laurene Rutkowski, Manager (216-698-2655)
Social Work Dept.:	Terry Walker, Manager, Social Worker/Case Management (216-698-2379)
Executive Director:	Jon Reiss (216-698-2611)
Commissioners:	Lorri Slivka, Secretary to the Board (216-698-2646)

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

April, 2014

Issued by:

The CCVSC Commissioners

Clayton E. Uzell - President, VFW

Daniel Weist – Vice President, DAV

Mel Baher – Secretary, American Legion

Frank Pocci – AMVETS

Bob Potts – VVA

May 21, 2014

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of April 30, 2014:

Executive:

The Executive Director

- Met with the Executive Director of the JVCCC
- Attended the Veterans Smart Money workshop at Tri-C
- Attended POW Memorial at Tri-C
- Attended New Veterans Service Officer training in Columbus
- Attended the Executive Directors meeting in Franklin County
- Attended the Vet Expo at Cleveland State
- Wrote letter of support for VOA Youth Program to provide assistance with Veterans age 18-24 housed at VOA shelter located on Walton Ave.
- Wrote letter of support for VOA Homeless Veterans Reintegration Program (HVRP) to continue federal funding for homeless veterans
- Attended the VA Service Officer Meeting
- Attended planning session with CEOGC, ODJFS, Volunteers of America, Catholic Diocese of Greater Cleveland, and the Department of Veterans Affairs to plan the Veterans Employment Stand-down

Customer Satisfaction Surveys

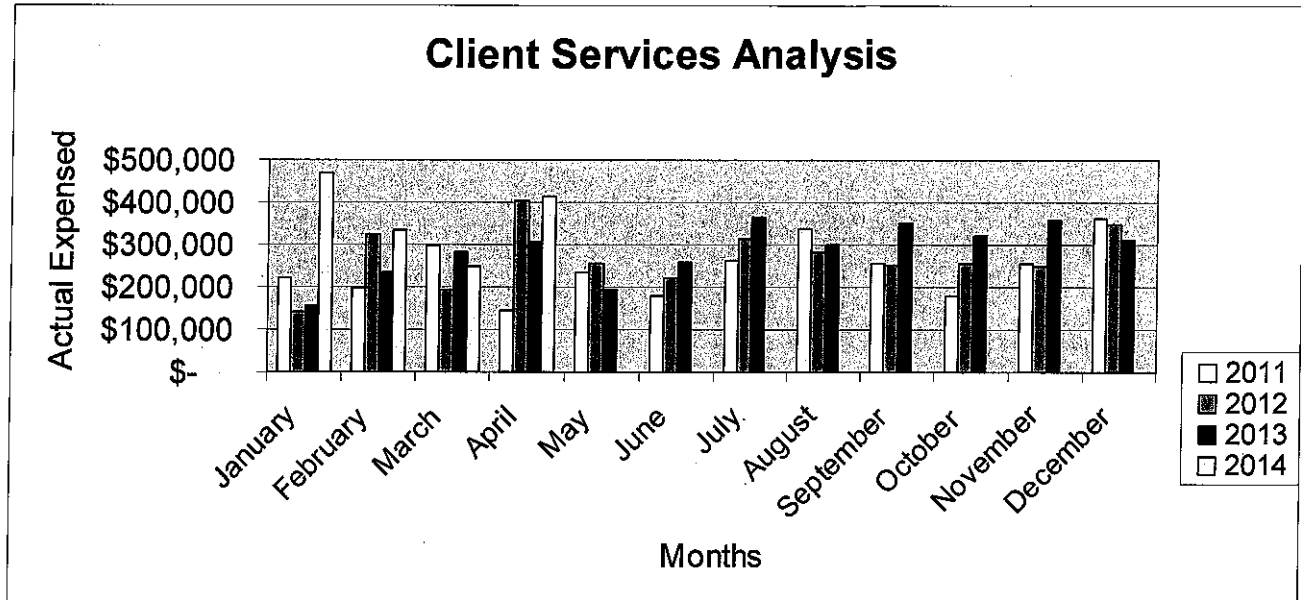
- Submitted: 48
- Positive: 45
- Negative: 3
 - One veteran was felt the receptionist was rude; verbally coached receptionist
 - One veteran was upset that we didn't take an application due to missing documents, but was satisfied with services after returning with documents.
 - One veteran was advised his case would be denied (180-Day Rule) and felt he should have been given more consideration. Veteran did not stay to complete application.

Finance Department

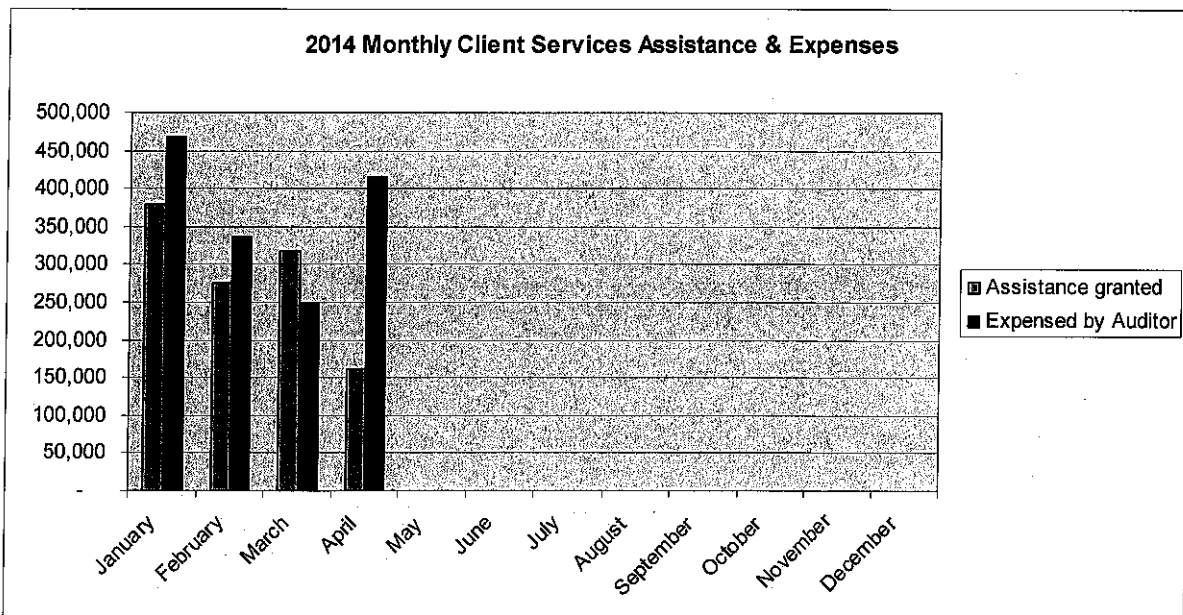
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, Mortgage, Rent, Utilities, Infant Layette, Personal Hygiene, Shoes & Clothing

Comparative Chart Analysis



Actual 2014 Expenses



Total 2014 Expense Analysis

	Total	YTD	YTD	Remaining	2014	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,823,984	599,886	-	1,156,918	1,756,804	67,180
Fringe Benefits	638,394	227,179	-	405,270	632,449	5,945
Commodities	33,000	7,231	-	19,167	26,398	6,602
Contract Services	507,477	177,383	161,754	289,073	466,456	41,021
Controlled Expenditures	323,643	-	-	323,643	323,643	-
Client Services	3,251,069	1,466,952	-	2,007,376	3,474,328	(223,259)
Other Expenditures	358,377	93,458	7,309	215,178	308,636	49,741
Capital Outlay	51,000	3,095	25,000	28,905	32,000	19,000
Total Expenditures	6,986,944	2,575,184	194,063	4,445,530	7,020,714	(33,770)

Assistance Department:

- April 2014: \$415,448 (Up from \$308,360 in 2013)
- YTD 2014: \$1,466,953 (Up from \$977,162 in 2013)

The April Financial Assistance Department activity report follows below.

Indicator	April 2014	April 2013	% Change
Clients seeking assistance	873	838	4.2%
Applications taken	655	704	-7.0%
Applications withdrawn	(20)	(18)	11.1%
Applications denied	(64)	(56)	14.3%
Applications approved	571	630	-9.4%
Transportation only approvals	(418)	(439)	-4.8%
F/A applications approved	153	191	-19.9%

Indicator	YTD 2014	YTD 2013	% Change
Clients seeking assistance	3395	3281	3.5%
Applications taken	2765	2764	.01%
Applications withdrawn	(79)	(98)	-19.4%
Applications denied	(215)	(219)	-1.8%
Applications approved	2471	2447	1.0%
Transportation only approvals	(1649)	(1704)	-3.2%
F/A applications approved	822	743	10.6%

- First Time Assistance
 - April, 2014: 31 (Down from 42 in 2013)
 - 23 approved, 0 at Level III, 2 partial, 3 denied, 3 withdrawn
 - YTD 2014: 170 (Up from 146 in 2013)

Listed below is a breakdown of appeals for the month of April, 2014.

Appeal Officer workdays	11
Cases on hand at beginning of month	7
Cases received	59
Cases worked	<u>50</u>
Cases on hand at end of month	16

	April	
	<u>2014</u>	<u>YTD</u>
<u>Appeal Officer Appeals</u>		
Cases Approved	37	106
Cases Denied	8	57
Cases Denied/withdrawn, no show	1	10
Cases Withdrawn	<u>4</u>	<u>14</u>
Total	50	187

	April	
	<u>2014</u>	<u>YTD</u>
<u>Board Appeals</u>		
Cases Approved	1	21
Cases Denied	4	23
Cases Withdrawn	0	0
Cases Verifying Fraud	0	6
Client is Eligible (Review DD-214)	0	0
Fraud Not Verified	0	0
Attempted Fraud	0	0
Sanctioned	<u>0</u>	<u>0</u>
Total	5	50

Medical and Other Transportation:

- Total: \$11,491.50 (YTD: \$43,187.50)
- Medical Bus Tickets: \$11,361.00 (YTD: \$42,217.50)
- Other: \$0 (YTD: \$970)

Medical and Dental Programs:

- Total: \$14,806 (YTD: \$21,232)
 - Dental: \$7,167 (YTD: \$10,853)
 - Vision: \$1,635 (YTD: \$4,375)
 - Hearing Aid: \$5,154 (YTD: \$5,154)

Memorial Affairs Department:

- April, 2014: \$11,749.34 (Up \$4,068.82 from April 2013)
- YTD 2014: \$51,905.24
- 12 Indigent burials
 - Air Force: 2
 - Marine: 1
 - Navy: 1
 - Army: 8

Following are the 2014 Year to Date statistics for Memorial Affairs:

	April	2014 YTD	April	2013 YTD
DD-214 Search	100	465	125	460
Benefits Counseling	863	3636	890	3540
Undelivered-Incorrect Headstone/Research	5	25	14	43
Presidential Memorial Certificates	78	385	130	415
National Cemetery Referrals	61	263	57	260
Blue Star Service Banners	0	0	5	6
Indigent Burials	12	54	8	40

Veterans Service Officers:

Parma

	<u>April</u>	<u>YTD</u>
Compensation Claims	42	126
----- Follow Up	65	333
DIC Claims	1	6
----- Follow Up	7	13
Pension Claims	3	18
-----Follow Up	17	50
Medical	0	2
Power of Atty. to Service Organizations	24	75
Misc. Applications/Correspondence	148	573
All Other	<u>40</u>	<u>160</u>
Total	347	1356

Interviews:
• 1,975 (YTD: 6,799)
FA Referrals:
• 39 (YTD: 156)
Total:
• 2,014 (YTD: 6,955)
Phone Calls:
• 3,273 (YTD: 13,549)

Wade Park

	<u>April</u>	<u>YTD</u>
Compensation/DIC Claims	26	77
----- Follow Up	112	252
DIC Claims	1	5
----- Follow Up	2	5
Pension Claims	13	50
-----Follow Up	41	120
Medical	3	12
Power of Atty. to Service Organizations	35	108
Misc. Applications/Correspondence	413	1290
All Other	<u>132</u>	<u>421</u>
Total	778	2340

Main Office

	<u>April</u>	<u>YTD</u>
Compensation Claims	101	351
----- Follow Up	414	1255
DIC Claims	2	20
----- Follow Up	28	63
Pension Claims	33	147
-----Follow Up	185	548
Medical	2	29
Power of Atty. to Service Organizations	95	342
Misc. Applications/Correspondence	1033	3524
All Other	<u>346</u>	<u>1289</u>
Total	2239	7568

Social Work and Employment

Social Work

- Total Signed In: 196 (YTD: 684)
 - Seen: 176 (YTD: 584)
 - Not Seen: 8 (YTD: 36)
 - Offline: 12 (YTD: 64)
 - New Veterans: 25 (YTD: 115)

- Veterans Receiving Consultation: 124 (YTD: 405)
- Veterans receiving follow-up: 52 (YTD: 179)

- Monthly Activities
 - April 1st and 15th – Veterans Treatment Docket staff meeting
 - April 2nd – Attended State of Ohio Crime Victim Seminar
 - April 8th – Veterans Treatment Docket

Referrals

- Internal Referrals
 - FA: 65
 - VSO: 36
- Outside Agencies (10 or more Veterans Referred)
 - VA Medical: 31
 - Employment
 - ODJFS: 12
 - CEOGC: 0

Ohio Veterans Home Network:

In April, no veterans were taken to the OVH for tour and admission evaluation.

At the OVH, there are 13 beds available in the nursing homes and 119 beds available in the domiciliary.

Employment

- Internal Referrals: 24
 - No Contact: 0
- Total Seen: 48 (YTD: 170)
- Offline: 40 (YTD: 132)
- Rescheduled/No-Show/Cancelled: 16 (YTD: 85)
- Employment Orientation: 13 (YTD: 50)
- Direct Placements: 1 (YTD: 6)

Information Systems:

Mobile Kits

Surface tablets have been configured to work with the 4G cards, and the Cisco VPN. Camera to PDF software has been installed, and tested. A document holder will be needed to take pictures of the documents due to the angle of the camera.

PC Purchase

Installation still scheduled for June.

Network Changes

None

Inventory and PC Updates

VSC hardware inventory is 70 percent complete. All workstations that have Windows 7 installed, have been updated to SP1 and Explorer 11. Libby at Wade Park has the only XP machine and she is still on IE 8, which is the latest browser published for XP.

Encrypted email between the VSC and the VA

Checking with the ISC on an Outlook solution. They were going with a light version of Outlook that did not have PKI capability, if enough agencies like the VSC do need the capability, they will have to go with the full version.

Anti-Virus and Security

Robert's workstation has a virus, probably actually a worm, it will need to be reimaged soon. We need to draft a security policy on removable drive usage for the office.

**Submitted by:
Jon Reiss
Executive Director**