



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

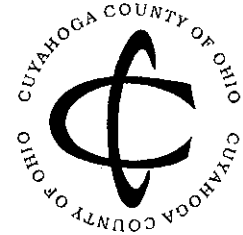


Vietnam Veterans of America  
**BOB POTTS**  
COMMISSIONER

**JON REISS**  
EXECUTIVE DIRECTOR

## Cuyahoga County Veterans Service Commission

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Email: [vscmail@cuyahogacounty.us](mailto:vscmail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

**DATE:** June 18, 2014 9:30 a.m.

**PRESENT:** Clayton E. Uzell, President  
Daniel T. Weist, Vice President  
Mel Baher, Secretary  
Bob Potts, Commissioner  
Lorri Slivka, Executive Secretary  
Brian Gutkoski, Asst. County Prosecutor

**EXCUSED:** Frank Pocci, Commissioner

**VISITORS:** Mick Panek

**PURPOSE:** GENERAL MONTHLY MEETING

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

A motion was made by Mel Baher and seconded by Bob Potts 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, Potts, Uzell, Weist. **NAYS:** None. Motion carried.

#### **STATE OF THE COMMISSION AND FINANCE REPORT (Attached)**

A motion was made by Mel Baher and seconded by Dan Weist to accept the report of the Executive Director with minor changes.

**AYES:** Baher, Potts, Uzell, Weist. **NAYS:** None. Motion carried.

#### **OLD BUSINESS:**

Updates from the Executive Director:

- 1) The Asst. County Prosecutor has been asked to provide the Board with an updated report on CCVSC fraud cases submitted to his office and payments received. Jon Reiss reported that out of 42 cases submitted, 11 have made total restitution, 16 have not paid, 1 has been forgiven, and 14 have submitted partial payments.

- 2) The Welcome Home Packet, which contains a list of service agencies available to veterans transitioning back into the community, continues to be a work in progress.

The CCVSC will have a presence at the Cuyahoga County Fair from August 4-10<sup>th</sup> in Berea, Ohio.

#### **NEW BUSINESS:**

A motion was made by Dan Weist and seconded by Bob Potts to approve Resolution 2014-21 requesting authority for eight CCVSC service officers to attend the Ohio State Association of County Veterans Service Officer's Summer Quarterly training and conference from July 17-18, 2014 in Dublin, Ohio, expenses not to exceed \$1,928.00.

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

#### **GOOD OF THE ORDER:**

Clay Uzell noted that Representative Connie Pillich, Ohio House District 28, has introduced a bill to amend section 5901.02 of the Revised Code to increase the number of individuals who serve on the Veterans Service Commission. Following discussion, the Board instructed the Executive Director to forward a letter to the Ohio Department of Veterans Service that the CCVSC is opposed to the proposed bill. Further information is available at:

[http://www.legislature.state.oh.us/bills.cfm?ID=130\\_HB\\_561](http://www.legislature.state.oh.us/bills.cfm?ID=130_HB_561)

Clay Uzell was proud to announce that his wife, Sandra, VFW Post 7536, District 7, is the new Dept. of Ohio Ladies Auxiliary President for the upcoming year. Congratulations to Sandra on her new position.

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

#### Mick Panek

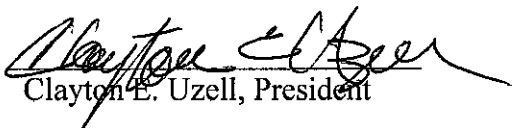
- H.B. 561
- Memorial Affairs Dept. for assistance with headstones for veterans' graves
- Acupuncture available through the VA

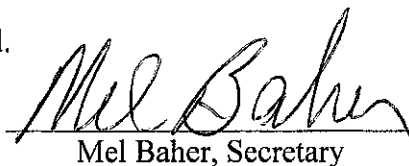
#### **EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Bob Potts to adjourn the meeting at 11:16 a.m.

AYES: Baher, Potts, Uzell, Weist. 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**

**May, 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**

**June 18, 2014**

**Submitted By: Jon Reiss – Executive Director**

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of May 31, 2014:

**Executive:**

The Executive Director

- Attended the Eyes of Freedom ceremony
- Attended the Our Community Salutes ceremony
- Attended the 2<sup>nd</sup> Annual Veterans Employment Stand Down
- Attended the Cleveland Housing Network appreciation ceremony
- Attended and spoke at the Hospice of the Western Reserve veteran appreciation event
- Met with Pete from Humana
- Attended the VOA Open House
- Attended the Board meeting at the American Legion
- Conducted a WWII veteran medal presentation at the CCVSC in cooperation with Senator Brown's office
- Met with Hiram from Hiram College
- Attended the NCHV Annual Conference in D.C.

**Customer Satisfaction Surveys**

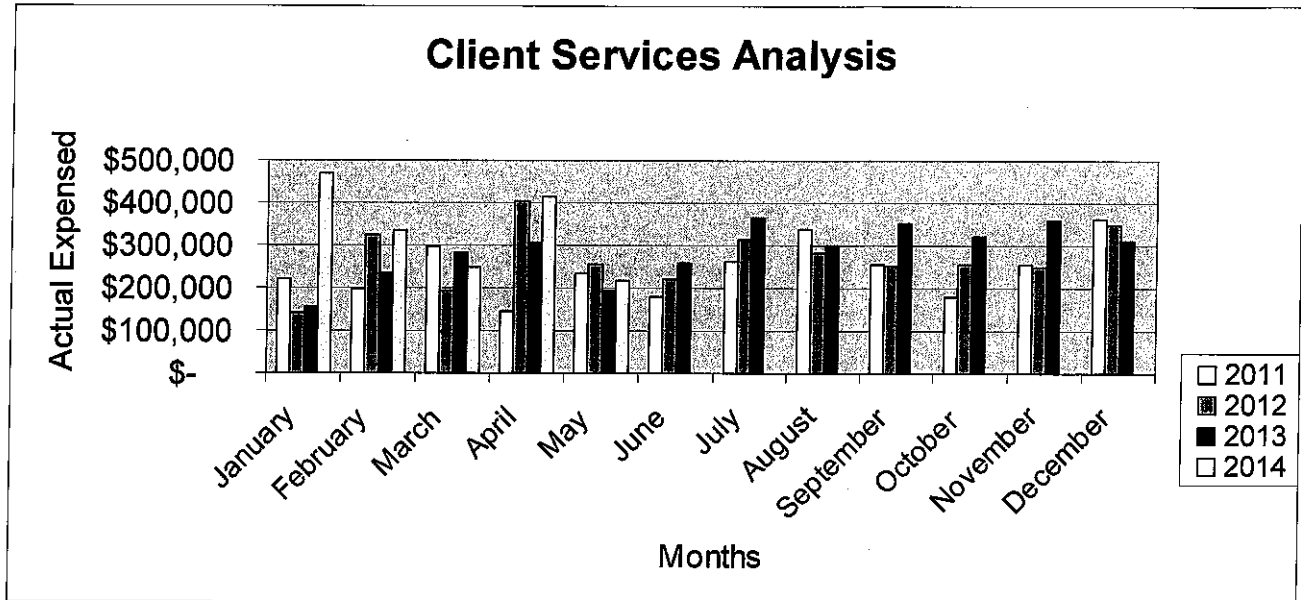
- Submitted: 67
- Positive: 65
- Negative: 2
  - One veteran did not receive a call for a Level II hearing.
  - One veteran had a long wait in the waiting room.Neither veteran left contact information.

## Finance Department

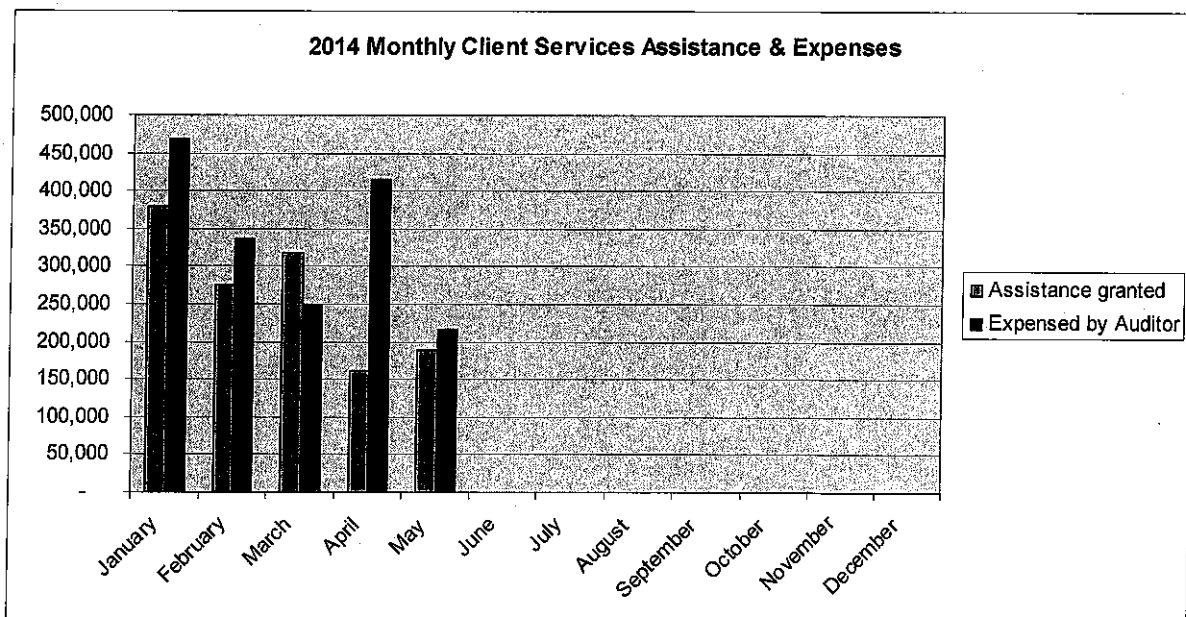
Below are selected May reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,823,984	734,747	-	1,022,057	1,756,804	67,180
<b>Fringe Benefits</b>	638,394	278,157	-	354,292	632,449	5,945
<b>Commodities</b>	33,000	8,190	-	16,208	24,398	8,602
<b>Contract Services</b>	507,477	217,678	121,548	228,778	446,456	61,021
<b>Controlled Expenditures</b>	323,643	-	-	323,643	323,643	-
<b>Client Services</b>	3,251,069	1,683,981	-	1,756,454	3,440,435	(189,366)
<b>Other Expenditures</b>	358,377	113,270	4,774	192,831	306,101	52,276
<b>Capital Outlay</b>	51,000	3,095	25,000	28,905	32,000	19,000
<b>Total Expenditures</b>	6,986,944	3,039,118	151,322	3,923,168	6,962,286	24,658

**Assistance Department:**

- May 2014: \$217,029 (Up from \$192,296 in 2013)
- YTD 2014: \$1,683,982 (Up from \$1,168,458 in 2013)

The May Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>May 2014</b>	<b>May 2013</b>	<b>% Change</b>
Clients seeking assistance	970	854	13.6%
Applications taken	752	727	3.4%
Applications withdrawn	(19)	(36)	-47.2%
Applications denied	(63)	(53)	18.9%
Applications approved	670	638	5.0%
Transportation only approvals	(489)	(434)	12.7%
F/A applications approved	181	204	-11.3%

<b>Indicator</b>	<b>YTD 2014</b>	<b>YTD 2013</b>	<b>% Change</b>
Clients seeking assistance	4365	4135	5.6%
Applications taken	3517	3491	.7%
Applications withdrawn	(98)	(134)	-26.9%
Applications denied	(278)	(272)	2.2%
Applications approved	3141	3085	1.8%
Transportation only approvals	(2138)	(2138)	0%
F/A applications approved	1003	947	5.9%

- First Time Assistance
  - May 2014: 28 (Down from 49 in 2013)
    - 24 approved, 0 at Level III, 1 partial, 1 denied, 2 withdrawn
  - YTD 2014: 198 (Up from 195 in 2013)

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

Appeal Officer workdays	15
Cases on hand at beginning of month	16
Cases received	52
Cases worked	<u>57</u>
Cases on hand at end of month	11

	<b>May</b>	
<b><u>Appeal Officer Appeals</u></b>	<b><u>2014</u></b>	<b><u>YTD</u></b>
Cases Approved	38	144
Cases Denied	17	74
Cases Denied/withdrawn, no show	0	10
Cases Withdrawn	<u>2</u>	<u>16</u>
<b>Total</b>	<b>57</b>	<b>244</b>

	<b>May</b>	
<b><u>Board Appeals</u></b>	<b><u>2014</u></b>	<b><u>YTD</u></b>
Cases Approved	11	32
Cases Denied	5	28
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
Fraud expunged	<u>1</u>	<u>1</u>
<b>Total</b>	<b>17</b>	<b>67</b>



**Medical and Other Transportation:**

- May 2014: \$12,269.00 (YTD: \$55,776.50)
- Medical Bus Tickets: \$11,799.00 (YTD: \$54,016.50)
- Other: \$470 (YTD: \$1,760)

**Medical and Dental Programs:**

- May 2014: \$1,778 (YTD: \$23,010)
  - Dental: \$1,778 (YTD: \$12,631)
  - Vision: \$0 (YTD: \$4,375)
  - Hearing Aid: \$0 (YTD: \$5,154)

**Memorial Affairs Department:**

- May 2014: \$10,171.00 (Up \$4,177.00 from May, 2013)
- YTD 2014: \$62,076.24
- 12 Indigent burials
  - Air Force: 1
  - Marine: 2
  - Navy: 1
  - Army: 7

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

	May	2014 YTD	May	2013 YTD
DD-214 Search	97	562	96	556
Benefits Counseling	928	4564	841	4381
Undelivered-Incorrect Headstone/Research	19	44	15	58
Presidential Memorial Certificates	91	476	111	526
National Cemetery Referrals	68	331	61	321
Blue Star Service Banners	0	0	0	6
Indigent Burials	11	65	6	46

**Veterans Service Officers:**

**Parma**

	<u>May</u>	<u>YTD</u>
Compensation Claims	25	151
----- Follow Up	70	403
DIC Claims	0	6
----- Follow Up	5	18
Pension Claims	2	20
-----Follow Up	8	58
Medical	3	5
Power of Atty. to Service Organizations	16	91
Misc. Applications/Correspondence	130	703
All Other	<u>11</u>	<u>171</u>
<b>Total</b>	<b>270</b>	<b>1626</b>

Interviews:
• 1,618 (YTD: 8,417)
FA Referrals:
• 40 (YTD: 196)
Total:
• 1,658 (YTD: 8,613)
Phone Calls:
• 3,449 (YTD: 16,998)

**Wade Park**

	<u>May</u>	<u>YTD</u>
Compensation Claims	27	104
----- Follow Up	68	320
DIC Claims	1	6
----- Follow Up	1	6
Pension Claims	11	61
-----Follow Up	28	148
Medical	7	19
Power of Atty. to Service Organizations	30	138
Misc. Applications/Correspondence	298	1588
All Other	<u>84</u>	<u>505</u>
<b>Total</b>	<b>555</b>	<b>2895</b>

**Main Office**

	<u>May</u>	<u>YTD</u>
Compensation Claims	78	429
----- Follow Up	295	1550
DIC Claims	2	22
----- Follow Up	16	79
Pension Claims	36	183
-----Follow Up	133	681
Medical	7	36
Power of Atty. to Service Organizations	104	446
Misc. Applications/Correspondence	817	4341
All Other	<u>283</u>	<u>1572</u>
<b>Total</b>	<b>1771</b>	<b>9337</b>

## **Social Work and Employment**

### **Social Work**

- May Total Signed In: 170 (YTD: 853)
  - Seen: 156 (YTD: 740)
  - Not Seen: 14 (YTD: 50)
  - Offline: 22 (YTD: 86)
  - New Veterans: 7 (YTD: 122)
  
- Veterans Receiving Consultation: 126 (YTD: 531)
- Veterans receiving follow-up: 30 (YTD: 209)

### **Referrals**

- Internal Referrals
  - FA: 67
  - VSO: 30
- Outside Agencies (10 or more Veterans Referred)
  - VA Medical: 26
  - Employment
    - ODJFS: 12
    - CEOGC: 0

### **Employment**

- May Internal Referrals: 15
  - No Contact: 0
- Total Seen: 46 (YTD: 216)
- Offline: 36 (YTD: 168)
- Rescheduled/No-Show/Cancelled: 12 (YTD: 97)
- Employment Orientation: 36 (YTD: 86)
- Direct Placements: 1 (YTD: 7)

### **Ohio Veterans Home Network:**

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

At the OVH, there are 2 beds available in the nursing homes and 121 beds available in the domiciliary.

## **Information Systems:**

### **Mobile Kits**

Waiting for an eVET updates to the mobile platform, in order to accept signatures from the touchscreen.

### **PC Purchase**

Installation and migration, will probably be pushed to July, no official work yet.

### **Inventory and PC Updates**

VSC hardware inventory is 100 percent complete, and submitted to the VSC director and the county IT department.

VA located Services Officers will be receiving VA computer hardware. MOU's and access documents are currently being completed by the SO's and myself.

### **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.

I met with the info security department with the VA this month, and between their guidance and the counties resources, a solution should be able to be in place with the migration, or shortly thereafter. Our necessity for this capability is above and beyond what the county IT purchases MS products for, and deploys to all of the other organizations, so some lobbying may have to be done for our needs to be fulfilled.

Cuyahoga County Health and Human Services has a separate IT department, and receive their hardware, and network resources from the state of Ohio. They too will probably have elevated security requirements that need to be met. I think checking with them on how they do or will fulfill this requirement will give us so additional information to bring to county IT.

### **Anti-Virus and Security**

After re-imaging Robert M.'s workstation, no further viruses have been detected in the department. All workstations have Endpoint AV installed on them, via the Microsoft System Center, and have had Total Defense AV removed. I'll look into a county security policy on removable drive usage for the office.

**Submitted by:**

**Jon Reiss**

**Executive Director**