



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCHI**  
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](mailto:vscmail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

**DATE:** August 20, 2014 9:30 a.m.

**PRESENT:** Clayton E. Uzell, President  
Daniel T. Weist, Vice President  
Mel Baher, Secretary  
Bob Potts, Commissioner  
Frank Pocci, Commissioner  
Lorri Slivka, Executive Secretary

**VISITORS:** None.

**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 Frank Pocci and seconded by Dan Weist 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, Weist. NAYS: None. Motion carried.

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

A motion was made by Mel Baher and seconded by Frank Pocci to accept the report of the Executive Director as submitted.

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

*Brian Gutkoski, Asst. County Prosecutor, joined the meeting at 10:15 a.m.*

#### **OLD BUSINESS:**

The CCVSC fall outreach Board meeting, originally scheduled for October 15, 2014, has been moved to Wednesday, November 19, 2014 at 7:00 p.m. The location will be announced at a later date.

The Executive Director is to put together budget options for the 2015 Budget to be approved by the Board and submitted to the county.

The procurement of uniform plaques representing each veteran's organization on the CCVSC Board will be revisited and displayed in the lobby once obtained.

**NEW BUSINESS:**

Discussion took place concerning a change in office hours to better serve the veteran community. The Executive Director is to gather input from managers on providing evening hours one night a week and submit his proposal at the next public meeting. The office dress code was also discussed and it was the consensus of the Board to continue with a professional atmosphere by requiring business casual attire.

New uniform shirts will be ordered for staff once a new logo and cost is investigated.

Veteran's Day, this year, will remain a holiday and the commission will be closed for business. CCVSC brochures will be delivered to various locations hosting veterans' events. Veteran's Day in 2015, the office will remain closed, but employees will be required to attend veterans' events in their community, pass out brochures and answer questions. An alternate day will be chosen to replace this holiday.

**GOOD OF THE ORDER:**

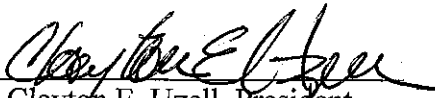
None.

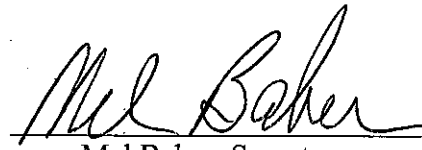
**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 11:01 a.m.

AYES: Baher, Pocci, 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)

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# **CUYAHOGA COUNTY VETERANS SERVICE COMMISSION**

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## **Progress Report on the State of the Commission**

**July, 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**

**August 20, 2014**

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

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

**Executive:**

The Executive Director

- Spoke at Press conference with Senator Brown about Gold Star Fathers Legislation
- Met with employees of HUD
- Met with Roger Jones from the Cleveland Food Bank
- Attended Homeless Congress
- Met with ODJFS at the Federal Building
- Met with Ed Zackary from the Medina County VSC
- Met with CEOGS Vets Communication Work Group
- Led a financial assistance forum discussion at the Service Officer Summer Quarterly meeting
- Met with Ryan Herman, account executive for WEWS
- Met with team from Care Corral
- Met with Sandy Green from Valpak
- Met with Jason Dominguez from ODVS
- Attended Representative Anielski's veteran outreach event
- Attended RISFAC at Summit County VSC
- Spoke at the Rededication of the Greater Cleveland Veterans Memorial
- Attended CPOA golf outing
- Met with Todd Weber from the VA Regional office

**Customer Satisfaction Surveys**

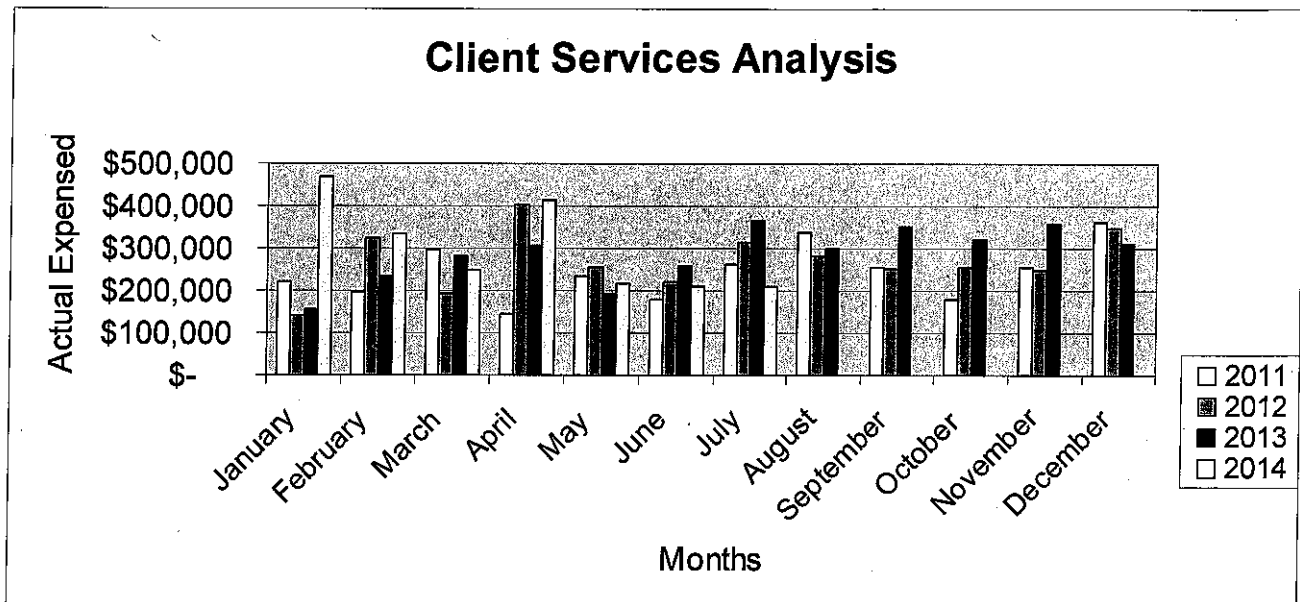
- Submitted: 41
- Positive: 38
- Negative: 3
  - One veteran complained they were spoken down to by the ES and sent for documentation that was deemed unnecessary after the fact.
  - Two veterans either did not leave contact information or the information that was left was inaccurate and the veteran could not be contacted.

## Finance Department

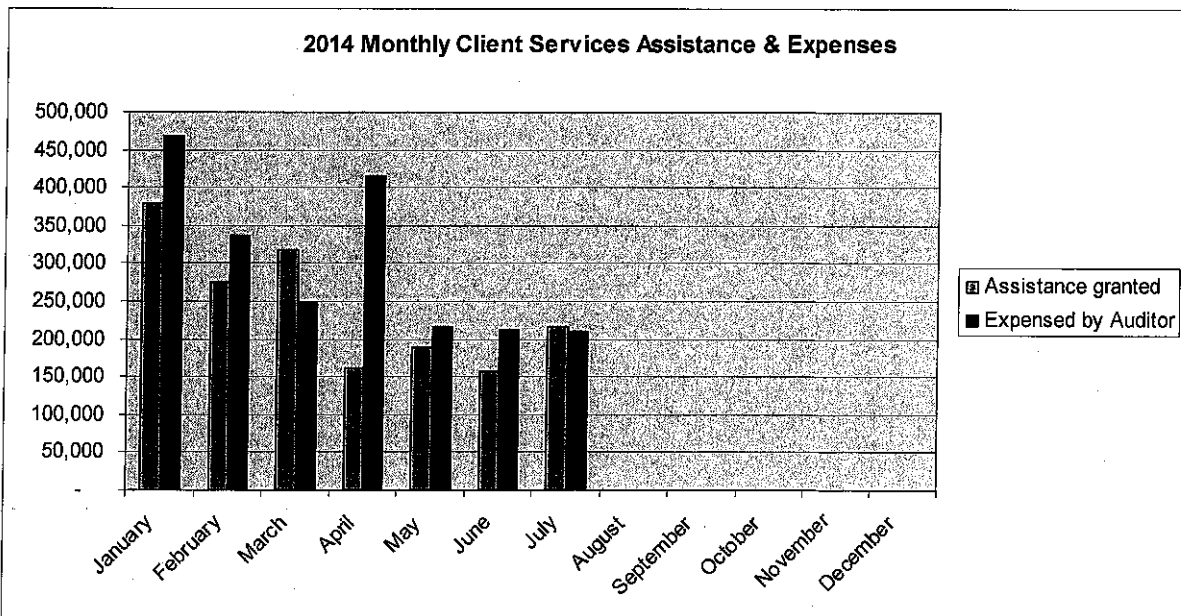
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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	1,004,468	-	752,336	1,756,804	67,180
<b>Fringe Benefits</b>	638,394	380,069	-	305,085	685,154	(46,760)
<b>Commodities</b>	33,000	10,657	-	13,741	24,398	8,602
<b>Contract Services</b>	507,477	299,656	41,135	154,800	454,456	53,021
<b>Controlled Expenditures</b>	323,643	-	-	323,643	323,643	-
<b>Client Services</b>	3,251,069	2,105,166	-	1,179,610	3,284,776	(33,707)
<b>Other Expenditures</b>	358,377	161,649	4,774	134,452	296,101	62,276
<b>Capital Outlay</b>	51,000	3,324	25,000	32,676	36,000	15,000
<b>Total Expenditures</b>	6,986,944	3,964,989	70,909	2,896,343	6,861,332	125,612

**Assistance Department:**

- July 2014: \$209,279 (Down from \$366,180 in 2013)
- YTD 2014: \$2,105,168 (Up from \$1,794,020 in 2013)

The July Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>July 2014</b>	<b>July 2013</b>	<b>% Change</b>
Clients seeking assistance	972	913	6.5%
Applications taken	736	812	-9.4%
Applications withdrawn	(14)	(35)	-60.0%
Applications denied	(55)	(51)	7.8%
Applications approved	667	726	-8.1%
Transportation only approvals	(500)	(479)	4.4%
F/A applications approved	167	247	-32.4%

<b>Indicator</b>	<b>YTD 2014</b>	<b>YTD 2013</b>	<b>% Change</b>
Clients seeking assistance	6306	5781	9.1%
Applications taken	4968	4930	.8%
Applications withdrawn	(143)	(194)	-26.3%
Applications denied	(391)	(377)	3.7%
Applications approved	4434	4359	1.7%
Transportation only approvals	(3105)	(2979)	4.2%
F/A applications approved	1329	1380	-3.7%

- First Time Assistance
  - July 2014: 26 (Down from 49 in 2013)
    - 25 approved, 0 at Level III, 0 partial, 0 denied, 1 withdrawn
  - YTD 2014: 265 (Down from 291 in 2013)

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

Appeal Officer workdays	10
Cases on hand at beginning of month	10
Cases received	49
Cases worked	<u>54</u>
Cases on hand at end of month	5

<u>Appeal Officer Appeals</u>	<u>July</u> <u>2014</u>	<u>YTD</u>
Cases Approved	36	213
Cases Denied	17	112
Cases Denied/withdrawn, no show	0	10
Cases Withdrawn	<u>1</u>	<u>20</u>
<b>Total</b>	54	355

<u>Board Appeals</u>	<u>July</u> <u>2014</u>	<u>YTD</u>
Cases Approved	6	43
Cases Denied	6	36
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>0</u>	<u>1</u>
<b>Total</b>	<b>12</b>	<b>86</b>



**Medical and Other Transportation:**

- July 2014: \$12,749.50 (YTD: \$81,360.00)
- Medical Bus Tickets: \$12,539.50 (YTD: \$79,150.00)
- Other: \$210 (YTD: \$2,210)

**Medical and Dental Programs:**

- July 2014: \$6,428 (YTD: \$40,088)
  - Dental: \$216 (YTD: \$17,151)
  - Vision: \$0 (YTD: \$4,770)
  - Hearing Aid: \$6,212 (YTD: \$17,317)

**Memorial Affairs Department:**

- July 2014: \$10,828.20 (Down \$6,549.80 from July 2013)
- YTD 2014: \$85,752.52
- 11 Indigent burials
  - Air Force: 1
  - Marine: 2
  - Navy: 3
  - Army: 5

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

	<b>July</b>	<b>2014 YTD</b>	<b>July</b>	<b>2013 YTD</b>
DD-214 Search	94	761	112	773
Benefits Counseling	890	6182	898	6097
Undelivered-Incorrect Headstone/Research	21	76	18	87
Presidential Memorial Certificates	75	614	71	685
National Cemetery Referrals	44	425	62	444
Blue Star Service Banners	0	0	4	10
Indigent Burials	11	89	18	74

**Veterans Service Officers:**

**Parma**

	<u>July</u>	<u>YTD</u>
Compensation Claims	30	187
----- Follow Up	74	508
DIC Claims	0	6
----- Follow Up	1	23
Pension Claims	4	25
-----Follow Up	8	73
Medical	0	5
Power of Atty. to Service Organizations	22	121
Misc. Applications/Correspondence	127	891
All Other	<u>64</u>	<u>266</u>
<b>Total</b>	<b>330</b>	<b>2105</b>

Interviews:
• 1,808 (YTD: 11,957)
FA Referrals:
• 53 (YTD: 302)
Total:
• 1,861 (YTD: 12,259)
Phone Calls:
• 3,589 (YTD: 23,330)

**Wade Park**

	<u>July</u>	<u>YTD</u>
Compensation Claims	24	154
----- Follow Up	135	606
DIC Claims	1	7
----- Follow Up	1	7
Pension Claims	7	77
-----Follow Up	58	266
Medical	3	24
Power of Atty. to Service Organizations	29	188
Misc. Applications/Correspondence	254	2127
All Other	<u>78</u>	<u>712</u>
<b>Total</b>	<b>590</b>	<b>4168</b>

**Main Office**

	<u>July</u>	<u>YTD</u>
Compensation Claims	93	576
----- Follow Up	372	2257
DIC Claims	7	31
----- Follow Up	7	98
Pension Claims	38	245
-----Follow Up	154	983
Medical	7	53
Power of Atty. to Service Organizations	87	604
Misc. Applications/Correspondence	856	5988
All Other	<u>342</u>	<u>2270</u>
<b>Total</b>	<b>1963</b>	<b>13105</b>

## **Social Work and Employment**

### **Social Work**

- July Total Signed In: 151 (YTD: 1,157)
  - Seen: 134 (YTD: 1,010)
  - Not Seen: 2 (YTD: 56)
  - Offline: 15 (YTD: 114)
  - New Veterans: 23 (YTD: 173)
- Veterans Receiving Consultation: 101 (YTD: 729)
- Veterans receiving follow-up: 33 (YTD: 281)

### **Referrals**

- Internal Referrals
  - FA: 65
  - VSO: 40
- Outside Agencies (10 or more Veterans Referred)
  - VA Medical: 20
  - Employment
    - ODJFS: 18
    - CEOGC: 0

### **Employment**

- July Internal Referrals: 17
  - No Contact: 0
- Total Seen: 49 (YTD: 265)
- Offline: 12 (YTD: 180)
- Rescheduled/No-Show/Cancelled: 15 (YTD: 112)
- Employment Orientation: 0 (YTD: 101)
- Direct Placements: 2 (YTD: 12)

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

In July, two veterans were taken to the OVH for tour and admission evaluation.

At the OVH, there are 5 beds available in the nursing homes and 121 beds available in the domiciliary.

**Information Systems:**

**PC Purchase**

Hardware and Software purchase was authorized by the county.

**Network Changes**

Everyone currently has access to their past 6 months on emails. The county is still working on additional email issues with the vendor, as well as providing the past 2 years of emails.

**Inventory and PC Updates**

Iris DeHart's HDD failed, her PC has been switched out with an extra one. Her PC needs a 160 GB HDD replacement for the image to be successful; I could only salvage an 80 GB HDD from another agency.

**Submitted by:**  
**Jon Reiss**  
**Executive Director**