



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

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



### MINUTES

**DATE:** October 15, 2014 9:30 a.m.

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

**EXCUSED:** Brian Gutkoski, Asst. County Prosecutor

**VISITORS:** Murray Evans; Brian Maurer

**PURPOSE:** GENERAL MONTHLY MEETING

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

A motion was made by Mel Baher 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 given.

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

*Asst. County Prosecutor, Brian Gutkoski, joined the meeting at 9:50 a.m.*

#### **OLD BUSINESS:**

None.

#### **NEW BUSINESS:**

The CCVSC Holiday Luncheon will be held on Friday, December 12, 2014. Further details will be provided at a later date.

**GOOD OF THE ORDER:**

Jon Reiss introduced Brian Maurer, Community Outreach Coordinator at the U.S. Department of Veterans Affairs, who gave an overview of VA healthcare enrollment and eligibility. For further information, please call Brian Maurer at 216-791-3800 Ext. 4173, or Channell Elston at 216-791-3800 Ext. 6936. A brief synopsis of the presentation will soon be available on the CCVSC website at <http://vsc.cuyahogacounty.us>.

**Please note: a veteran's I.D. will only be issued if a veteran is enrolled in VA healthcare.**

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

Murray Evans

- Recommended stationing a CCVSC mobile office at public events

**EXECUTIVE SESSION:**

A motion was made by Frank Pocci and seconded by Bob Potts to go into Executive Session to discuss budget issues.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:54 a.m.)


A motion was made by Mel Baher and seconded by Bob Potts to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:25 a.m.)

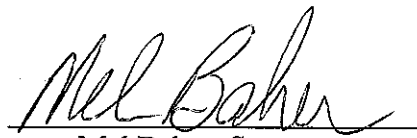
Discussion took place in Executive Session regarding issues with the CCVSC budget. The Executive Director was given instructions on how to proceed.

With no further business, a motion was made by Bob Potts and seconded by Dan Weist to adjourn the meeting at 11:26 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**

**September, 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**

**October 15, 2014**

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

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

**Executive:**

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The Executive Director

- Attended the VA Town Hall Meeting
- Met with Bill Anderson and Linda Matthews from Congresswoman Fudge's office
- Attended the VA Mental Health Summit
- Attended a VSO Outing
- Met with a salesman from Gillingham Ford
- Met with Evelyn Rice from CEOGC

**Customer Satisfaction Surveys**

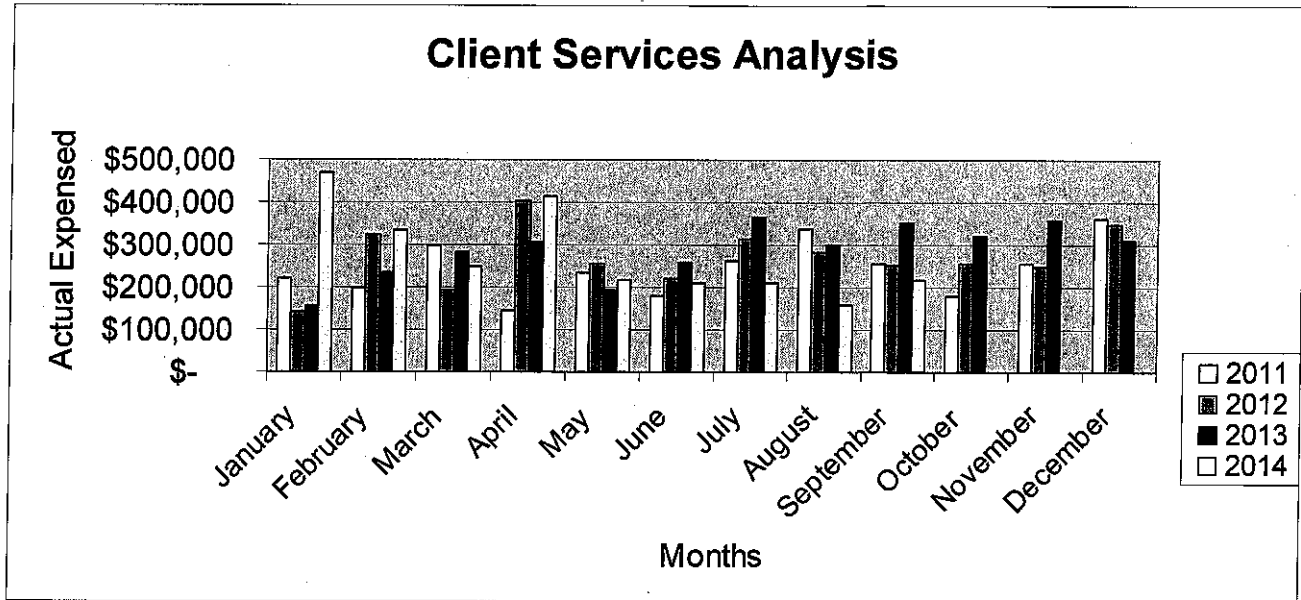
- Submitted: 14
- Positive: 14
- Negative: 0

## Finance Department

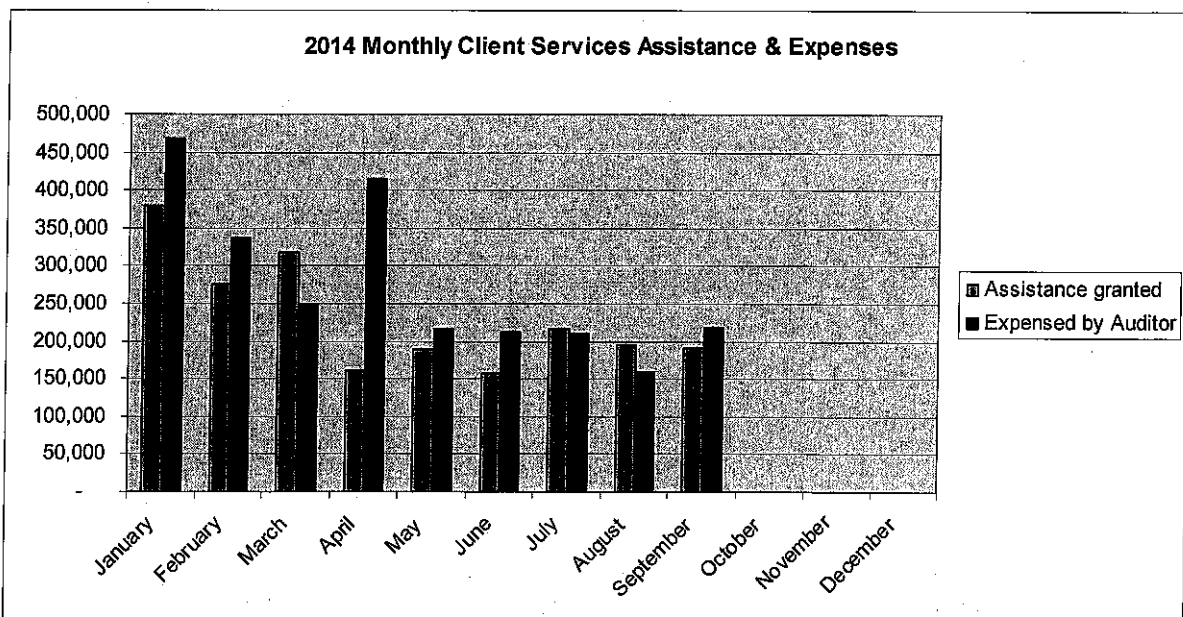
Below are selected September reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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	1,337,811	-	411,701	1,749,512	74,472
<b>Fringe Benefits</b>	638,394	506,593	-	175,717	682,310	(43,916)
<b>Commodities</b>	33,000	12,837	-	7,561	20,398	12,602
<b>Contract Services</b>	507,477	340,643	816	193,813	534,456	(26,979)
<b>Controlled Expenditures</b>	323,643	-	-	323,643	323,643	-
<b>Client Services</b>	3,251,069	2,482,365	-	677,766	3,160,131	90,938
<b>Other Expenditures</b>	358,377	215,800	3,500	72,027	287,827	70,550
<b>Capital Outlay</b>	51,000	3,324	-	32,676	36,000	15,000
<b>Total Expenditures</b>	6,986,944	4,899,373	4,316	1,894,904	6,794,277	192,667

**Assistance Department:**

- September 2014: \$217,948 (Down from \$352,613 in 2013)
- YTD 2014: \$2,482,367 (Up from \$2,446,604 in 2013)

The September Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>September 2014</b>	<b>September 2013</b>	<b>% Change</b>
Clients seeking assistance	919	914	.5%
Applications taken	715	782	-8.6%
Applications withdrawn	(13)	(27)	-51.9%
Applications denied	(51)	(52)	-1.9%
Applications approved	651	703	-7.4%
Transportation only approvals	(500)	(448)	11.6%
F/A applications approved	151	255	-40.8%

<b>Indicator</b>	<b>YTD 2014</b>	<b>YTD 2013</b>	<b>% Change</b>
Clients seeking assistance	7225	7979	-9.5%
Applications taken	6377	6800	-6.2%
Applications withdrawn	(169)	(257)	-34.2%
Applications denied	(500)	(488)	2.5%
Applications approved	5708	6055	-5.7%
Transportation only approvals	(4064)	(4136)	-1.7%
F/A applications approved	1644	1919	-14.3%

- First Time Assistance
  - September 2014: 30 (Down from 47 in 2013)
    - 24 approved, 0 at Level III, 2 partial, 2 denied, 2 withdrawn
  - YTD 2014: 328 (Down from 406 in 2013)

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

Appeal Officer workdays	9
Cases on hand at beginning of month	7
Cases received	32
Cases worked	<u>37</u>
Cases on hand at end of month	2

	<b>September</b>	
	<b><u>2014</u></b>	<b><u>YTD</u></b>
<b><u>Appeal Officer Appeals</u></b>		
Cases Approved	32	289
Cases Denied	5	133
Cases Denied/withdrawn, no show	0	10
Cases Withdrawn	<u>0</u>	<u>20</u>
<b>Total</b>	37	452

	<b>September</b>	
	<b><u>2014</u></b>	<b><u>YTD</u></b>
<b><u>Board Appeals</u></b>		
Cases Approved	7	55
Cases Denied	5	47
Cases Withdrawn	1	1
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>13</b>	<b>110</b>



**Medical and Other Transportation:**

- September 2014: \$12,669.00 (YTD: \$106,070.50)
- Medical Bus Tickets: \$12,399.00 (YTD: \$103,245.50)
- Other: \$270 (YTD: \$2,825)

**Medical and Dental Programs:**

- September 2014: \$10,258 (YTD: \$51,997)
  - Dental: \$3,848 (YTD: \$21,925)
  - Vision: \$1,075 (YTD: \$6,570)
  - Hearing Aid: \$5,335 (YTD: \$22,652)

**Memorial Affairs Department:**

- September 2014: \$6,389.00 (Down \$8,139.66 from September 2013)
- YTD 2014: \$99,827.92
- 7 Indigent burials
  - Air Force: 3
  - Marine: 0
  - Navy: 2
  - Army: 2

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

	September	2014 YTD	September	2013 YTD
DD-214 Search	82	924	109	991
Benefits Counseling	669	7543	938	7955
Undelivered-Incorrect	24	109	20	122
Headstone/Research				
Presidential Memorial Certificates	41	707	81	850
National Cemetery Referrals	36	497	56	559
Blue Star Service Banners	0	0	10	20
Indigent Burials	7	104	16	96

**Veterans Service Officers:**

**Parma**

	<u>Sept</u>	<u>YTD</u>
Compensation Claims	14	218
----- Follow Up	65	624
DIC Claims	0	7
----- Follow Up	4	32
Pension Claims	4	35
-----Follow Up	8	91
Medical	0	5
Power of Atty. to Service Organizations	13	148
Misc. Applications/Correspondence	123	1129
All Other	<u>75</u>	<u>402</u>
<b>Total</b>	<b>306</b>	<b>2691</b>

Interviews:
• 1,535 (YTD: 15,248)
FA Referrals:
• 40 (YTD: 389)
Total:
• 1,575 (YTD: 15,637)
Phone Calls:
• 2,875 (YTD: 28,989)

**Wade Park**

	<u>Sept</u>	<u>YTD</u>
Compensation Claims	25	215
----- Follow Up	167	965
DIC Claims	0	9
----- Follow Up	5	21
Pension Claims	6	89
-----Follow Up	53	387
Medical	5	33
Power of Atty. to Service Organizations	31	248
Misc. Applications/Correspondence	278	2698
All Other	<u>103</u>	<u>898</u>
<b>Total</b>	<b>673</b>	<b>5563</b>

**Main Office**

	<u>Sept</u>	<u>YTD</u>
Compensation Claims	64	729
----- Follow Up	325	2964
DIC Claims	3	39
----- Follow Up	16	131
Pension Claims	25	298
-----Follow Up	154	1291
Medical	11	70
Power of Atty. to Service Organizations	76	775
Misc. Applications/Correspondence	821	7614
All Other	<u>367</u>	<u>2954</u>
<b>Total</b>	<b>1898</b>	<b>16,865</b>

## **Social Work**

### **Social Work**

- September Total Signed In: 132 (YTD: 1,473)
  - Seen: 111 (YTD: 1,284)
  - Not Seen: 2 (YTD: 61)
  - Offline: 12 (YTD: 141)
  - ~~New Veterans: 18 (YTD: 221)~~
- Veterans Receiving Consultation: 69 (YTD: 911)
- Veterans receiving follow-up: 420 (YTD: 373)

### **Referrals**

- Internal Referrals
  - FA: 60
  - VSO: 30
  - Employment Specialist: 3
- Outside Agencies
  - VA Medical: 23
  - Employment
    - ODJFS: 8
    - CEOGC: 0
    - Towards Employment (N4S): 3

### **Employment**

- September Internal Referrals: 12
  - No Contact: 0
- Total Seen: 29 (YTD: 328)
- Offline: 10 (YTD: 207)
- Rescheduled/No-Show/Cancelled: 6 (YTD: 131)
- Employment Orientation: 9 (YTD: 121)
- Direct Placements: 1 (YTD: 17)

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

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

At the OVH, there are 6 beds available in the nursing home and 41 beds available in the domiciliary.

## **Mobile Kits**

eVET should support touch screen signature pads via its last up date. We need to purchase a few \$15 Microsoft App Store gift cards so we can purchase and test out some full versions of the scanning applications. Our Microsoft Office Vendor from the Desktop purchase stated that he could facilitate that purchase, so we should have the tablets fully functional soon.

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## **PC Purchase**

Installation will be mid to late November. I owe the county an inventory of the applications that each employee uses so they may make an SCCM deployable package for the application. They will have the list no later than Oct 15.

## **Network Changes**

AT&T Mifi wireless 4G units have been ordered to replace the previously distributed AT&T 4G cards. All staff that received the previous cards will need to return them to me.

## **Inventory and PC Updates**

I would suggest that we change the eVET application to support the function of our newly purchased signature pads, if possible. The new pads are 1/3 the price of what the other regional users of the program which makes our new pads much easier to keep on hand in case of issues.

**Submitted by:**

**Jon Reiss**

**Executive Director**