



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

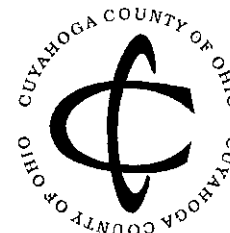


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

JON REISS
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

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



MINUTES

DATE: December 18, 2013 9:30 a.m.

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

EXCUSED: Brian Gutkoski, Asst. County Prosecutor

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Bob Potts, followed by the Pledge of Allegiance.

A motion was made by Dan Weist and seconded by Clay Uzell 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 with the necessary corrections.

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

OLD BUSINESS:

A motion was made by Mel Baher and seconded by Frank Pocci to accept Resolution 2013-29 providing for the purchase of a maintenance agreement for the KnowledgeTree document management system for the 2013 fiscal year in the amount of \$5,032.00.

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

Resolution 2013-31 seeking authority to repost the position of Network Administrator was tabled for discussion in Executive Session.

Mel Baher mentioned that recent efforts by the American Legion were successful in getting the Internal Revenue Service to have evidence of wrongdoing before auditing members. The IRS had been fining Legion posts up to \$1,000 per day for not keeping records of veterans' DD-214s or other valid documentation.

NEW BUSINESS:

A motion was made by Mel Baher and seconded by Dan Weist to accept Resolution 2013-30 providing for a twelve month advertising agreement with Valpak for the year 2014 for panel-flyer distributions in the quantities of 50,000 flyers per month, expenses not to exceed \$11,760.00.

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

A motion was made by Frank Pocci and seconded by Dan Weist to accept Resolution 2013-32 requesting authority for AMVETS membership dues for eight CCVSC service officers, expenses not to exceed \$240.00.

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

A motion was made by Mel Baher and seconded by Dan Weist to accept Resolution 2013-33 requesting authority for Ohio State Association of County Veterans Service Officer membership dues for nine CCVSC service officers, expenses not to exceed \$450.00.

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

A motion was made by Dan Weist and seconded by Frank Pocci to accept Resolution 2013-34 requesting authority for National Association of County Veterans Service Officer membership dues for nine CCVSC service officers, expenses not to exceed \$270.00.

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

GOOD OF THE ORDER:

None.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Mel Baher to go into Executive Session to discuss employment.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:28 a.m.)

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

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:00 a.m.)

Candidates for the position of Network Administrator were discussed in Executive Session. The Board has directed the Executive Director to proceed with the hiring of Major Zeigler.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 11:02 a.m.

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



Bob Potts, President



Daniel T. Weist, 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

November, 2013

Issued by:

The CCVSC Commissioners

Bob Potts –President, VVA

Clayton E. Uzell – Vice President, VFW

Daniel Weist – Secretary, DAV

Mel Baher –American Legion

Frank Pocci – AMVETS

December 18, 2013

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of November 30, 2013:

Executive:

The Executive Director

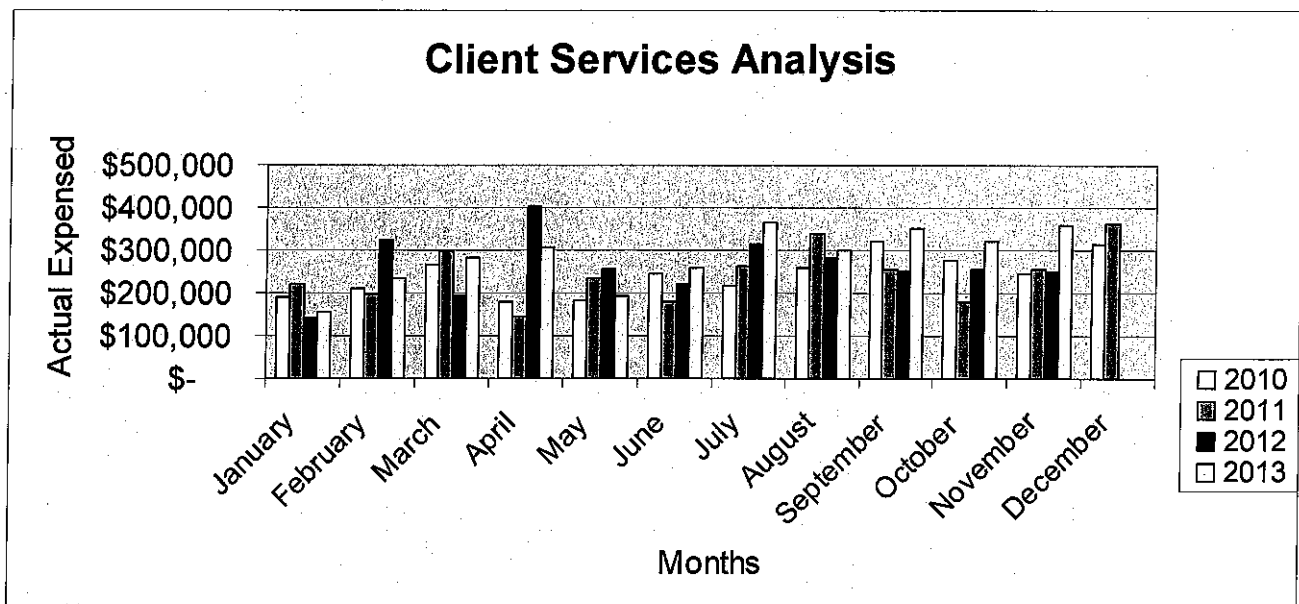
- Met with the Assistant Chief of PCAS regarding space at the VA
- Met with Bob Shields at CSU
- Met with the Director of ODVS and the VBA
- Attended the 125th Anniversary event at the OVH
- Met with Sean Rogers from 211
- Met with the IT Director from the ISC
- Met with Eric Patterson, Director of Veterans Affairs at JCU

Finance Department

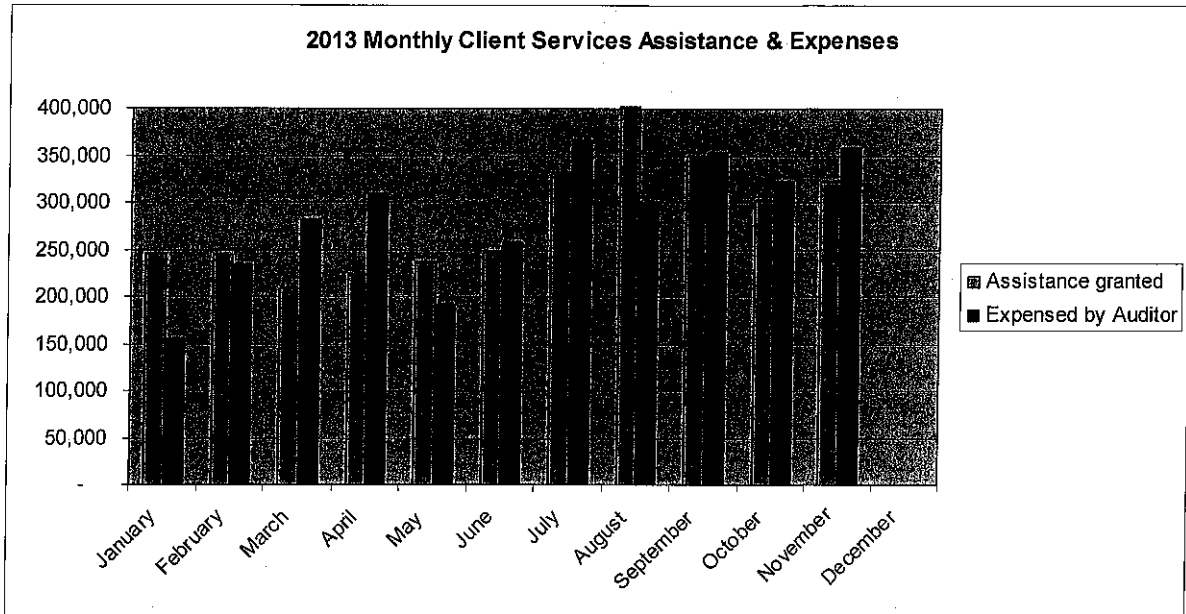
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr.	Remaining Expenditures	2013 Projection	Budget Variance
Salaries	1,823,906	1,639,985	-	158,367	1,798,352	25,554
Fringe Benefits	638,367	584,661	-	44,762	629,423	8,944
Commodities	30,000	29,284	-	3,092	32,376	(2,376)
Contract Services	619,832	495,172	81,190	49,828	545,000	74,832
Controlled Expenditures	274,396	198,678	-	75,718	274,396	-
Client Services	3,439,190	3,126,613	-	334,000	3,460,613	(21,423)
Other Expenditures	381,847	212,028	12,125	87,972	300,000	81,847
Capital Outlay	31,128	-	128	-	-	31,128
Total Expenditures	7,233,666	6,286,421	93,413	753,739	7,040,160	198,506

Assistance Department:

November's financial assistance totaled \$357,602, up from \$322,407 issued during October and up from \$247,765 issued in November of 2012. Year to date client assistance for 2013 is \$3,126,613 and YTD for 2012 was \$2,887,927, up \$238,686.

The November Financial Assistance Department activity report follows below.

Indicator	Nov. 2013	Nov. 2012	% Change		
Number of clients seeking hardship assistance	852	785	8.5%		
Total applications taken	733	636	15.3%		
Applications Withdrawn	(18)	(18)	0%		
Applications Denied	(24)	(44)	-45.5%		
Total applications approved for hardship assistance (with trans.)	691	574	20.4%		
Transportation only approvals	(447)	(345)	29.6%		
F/A applications approved	244	229	6.6%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	8875	9837	-9.8%		
Total applications taken	8268	8204	.8%		
Applications Withdrawn	(301)	(319)	-5.6%		
Applications Denied	(561)	(568)	-1.2%		
Total applications approved for hardship assistance (with trans.)	7406	7317	1.2%		
Transportation only approvals	(5020)	(4827)	4.0%		
F/A applications approved	2386	2490	-4.2%		

During November, 2013, 48 veterans applied for assistance for the first time bringing the 2013 YTD total to 500. Of the 48 new claims, 46 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 2 were withdrawn. In November, 2012, 39 veterans applied for assistance for the first time bringing the 2012 YTD total to 489.

Listed below is a breakdown of appeals for the month of November, 2013.

Appeal Officer workdays	7
Cases on hand beginning of month	0
Cases received	+16
Cases worked	<u>-15</u>
Cases on hand end of month	1

<u>Appeal Officer Appeals</u>	<u>Nov.</u> <u>2013</u>	<u>YTD</u>
Cases approved	4	54
Cases denied	11	276
Cases denied/withdrawn, no show	0	54
Cases withdrawn	<u>0</u>	<u>20</u>
Total	15	404

<u>Board Appeals</u>	<u>Nov.</u> <u>2013</u>	<u>YTD</u>
Cases approved	8	174
Cases denied	2	97
Cases withdrawn	0	1
Cases verifying fraud	1	21
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	0	1
Sanctioned	<u>0</u>	<u>1</u>
Total	11	295

Medical and Other Transportation:

November assistance expensed for transportation totaled \$10,156.50 for the month, \$9,866.50 for medical bus tickets and \$290 for other transportation. Year to date transportation totaled \$118,100. Year to date medical transportation totaled \$115,675 and needs based transportation totaled \$2,425.

Medical and Dental Programs:

Medical payments for November amounted to \$4,412 with \$3,192 expensed for Dental and \$1,220 for Vision. Year to date medical expenses totaled \$85,783. Dental payments year to date are \$46,584 and Vision year to date payments are \$8,470.

\$0 Hearing Aid payments were expensed in November. Year to date Hearing Aid payments totaled \$30,729.

Memorial Affairs Department:

\$999 was expensed during November, 2013 for indigent veteran funeral expenses, down \$5,650.63 from November, 2012. During November, 1 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 0 Navy and 0 Army veterans.

Following are the 2013 Year to Date statistics for Memorial Affairs:

	Nov.	2013 YTD	Nov.	2012 YTD
DD-214 Search	103	1202	91	1621
Benefits Counseling	752	9546	680	8998
Undelivered-Incorrect Headstone/Research	17	159	7	102
Presidential Memorial Certificates	79	1005	79	1104
National Cemetery Referrals	70	691	67	731
Blue Star Service Banners	0	10	1	14
Indigent Burials	1	105	7	114

Veterans Service Officers:

Following are some of the major statistics reported by VSO Randy Stevenson for the month of November, 2013 for the Parma satellite office.

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	127	1229
Pension claims and follow ups	9	155
Medical	0	37
Power of Atty. to Service Organizations	13	165
Misc. Applications/Correspondence	151	1653
All Other	<u>17</u>	<u>313</u>
Total	317	3552

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of November, 2013 for the Wade Park satellite office.

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	69	1037
Pension claims and follow ups	34	623
Medical	3	76
Power of Atty. to Service Organizations	19	333
Misc. Applications/Correspondence	283	4390
All Other	<u>81</u>	<u>1203</u>
Total	489	7662

November performance indicators report for the VSO division indicates the following activities were accomplished:

November
2013

	VETERAN				DEPENDENT			
	Nov. 2012	YTD '12	Nov. 2013	YTD '13	Nov. 2012	YTD '12	Nov. 2013	YTD '13
Compensation/DIC Claims	96	345	77	330	2	57	2	41
Follow-up Pending Claims	223	2696	273	3239	13	154	6	107
Pension Claims	40	322	12	263	17	161	12	126
Follow-up Pending Claims	35	1137	73	1213	59	679	26	1633
Medical	34	301	14	193	1	31	2	17
Notice of Disagreements	3	16	2	17	0	5	0	2
Appeals & Waivers	7	136	14	175	3	26	3	32
Eligibility Verification Reports	2	103	2	49	0	53	0	16
Change of Address	10	96	12	167	2	13	0	7
Education Assistance	13	215	10	136	2	16	0	10
Cert. Eligibility - Home Loan	3	23	1	39	0	2	0	2
Insurance Discharges, Request for copy	9	1261	24	1647	3	50	3	25
Headstone/Marker Application					0	7	0	5
Referrals to Other Agencies	69	954	73	1049	0	102	4	35
P of A Service Organization	123	1096	37	339	13	134	5	35
Misc. Application/Corresp.	360	3176	303	10606	114	1230	32	753
Ohio Veterans Home	4	37	0	29				
Burial Benefits					1	44	3	46
High School Diploma Applications	0	7	0	4				
Discharge Upgrades	4	64	6	64				
10-10 EZ Forms	13	97	4	97				
TOTAL	<u>1685</u>	<u>18670</u>	<u>1585</u>	<u>20709</u>	<u>244</u>	<u>2847</u>	<u>101</u>	<u>2007</u>

% Chg
-12.6%

% Chg. YTD
5.6%

Interviews: Service Dept. Clients 1636 18713 1470 20292

Fin. Asst. Referrals 35 291 26 484
Office YTD 1671 19004 1496 20776

Phone Calls 2807 30520 2555 30109

Information Systems:

Microsoft Outlook – GroupWise conversion

Conversion plan being developed at county.

KnowledgeTree Private Cloud

VSC production not compatible with private cloud. Will maintain KT servers as is.

VA issuance of bus tickets at McCafferty and Parma

The VA has purchased scanners. The VSC is purchasing signature pads. There are still some IT issues that will be worked out between the VA and the VSC.

Encrypted email between the VSC and the VA

This issue should be resolved following the Microsoft conversion.

Ohio Veterans Home Network:

In November, one veteran was transported to the Sandusky home for tours and admission evaluations.

At the OVH, there are 6 beds available in the nursing homes and 124 beds available in the domiciliary.

Submitted by:

**Jon Reiss
Executive Director**