



American Legion  
**MEL. BAHER**  
 COMMISSIONER



American Veterans  
**FRANK POCCI**  
 COMMISSIONER



Disabled American Veterans  
**VACANT**  
 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:** November 15, 2017 9:30 a.m.

**PRESENT:** Frank Pocci, President  
 Bob Potts, Vice President  
 Clayton E. Uzell, Secretary  
 Mel Baher, Commissioner  
 DAV Commissioner, Vacant  
 Jon Reiss, Executive Director  
 Brian Gutkoski, Asst. County Prosecutor  
 Lorri Slivka, Executive Secretary

**VISITORS:** Deangelo Lynch

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by President Frank Pocci followed by the Pledge of Allegiance.

A motion was made by Clay Uzell and seconded by Mel Baher 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 (Attached):**

A motion was made by Bob Potts and seconded by Clay Uzell to accept the report of the Executive Director as given.

**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 Resolution 2017-12 providing for a three-year licensing agreement for a mobile application for the clients of the Cuyahoga County Veterans Service Commission. The mobile application will provide clients with access to mobile information guides and CCVSC specific programming and updates. Expenses are not to exceed a total of \$24,480.00.

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

Action Items – Update:

- 1) **Kronos Migration** – The CCVSC has submitted the most recent staff excel spreadsheet and we are now waiting for the county HR Dept. to schedule the work.
- 2) **Retention Schedule** – The Records Commission will be meeting on Thursday, December 7<sup>th</sup> at 1:30 p.m. to approve and sign our policy.
- 3) **Linear Creative** – We are in the early phase of our social media “How to Videos” and will have an update after the first of the year.
- 4) **Elevator Sensor** – LSS has been notified and we have not yet received a response. The Executive Director will now intervene. Work in progress.

**NEW BUSINESS:**

The Executive Director will be working with the MetroHealth Dental Dept. to arrange for payment to be made after dental work on a CCVSC client is completed. Currently, payment is submitted prior to dental work based on a dental treatment plan, and that plan may change after work is started.

A motion was made by Mel Baher and seconded by Bob Potts to approve the revised Tuition Reimbursement Program (Purpose) Policy, dated November 15, 2017.

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

A motion was made by Bob Potts and seconded by Clay Uzell to approve the revised Overview of Duties of Officers and Board of Commissioners of the Veterans Service Commission Policy, dated November 15, 2017.

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

A motion was made by Mel Baher and seconded by Bob Potts to approve the revised Policy on Vacation Leave for Part-Time Employees, dated November 15, 2017.

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

A motion was made by Clay Uzell and seconded by Bob Potts to approve the revised Policy on Bereavement Leave, dated November 15, 2017.

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

A motion was made by Bob Potts and seconded by Clay Uzell to approve the revised Policy for Premises' Admittance, dated November 15, 2017.

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

A motion was made by Clay Uzell and seconded by Mel Baher to approve the revised Policy for Employees Requesting Financial Assistance, dated November 15, 2017.

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

**GOOD OF THE ORDER:**

The Cuyahoga County Veterans Service Commission will close at noon on Wednesday, November 22, 2017. The closing will be published, but service to veterans in the lobby will continue until all are assisted.

Commissioner Pocci received a complaint from an AMVETS Commander concerning improper funeral etiquette by an area funeral home. Jon Reiss is to prepare a letter informing funeral home directors of the proper protocol regarding the playing of TAPS and the presence of Honor Guard for veteran burials.

Deangelo Lynch addressed the Board with concerns regarding the outcome of his recent financial assistance application. Mr. Lynch was advised that his personal information was being discussed in a public meeting and suggested that the Executive Director review the details of his case with him at the conclusion of the meeting.

**EXECUTIVE SESSION:**

A motion was made by Bob Potts and seconded by Clay Uzell to go into Executive Session to discuss personnel issues concerning discipline and employment.

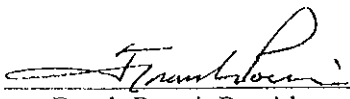
AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried. 10:45 a.m.

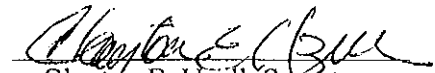
The Board came out of Executive Session and returned to the regular order of business at 11:31 a.m.

In Executive Session, discipline and employment was discussed and the Executive Director was instructed on how to proceed.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 11:32 a.m.

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

  
\_\_\_\_\_  
Frank Pocci, President

  
\_\_\_\_\_  
Clayton E. Uzell, Secretary

**CONTACT INFORMATION**

Requests for Financial Assistance/  
Filing claims with the Dept. of

Veterans' Affairs/Memorial Affairs:

Social Work Dept.:

Executive Director:

Commissioners:

Melinda Halliburton, Service Office Mgr. (216-698-2639)

Terry Walker, Social Worker/Case Mgmt.) (216-698-2379)

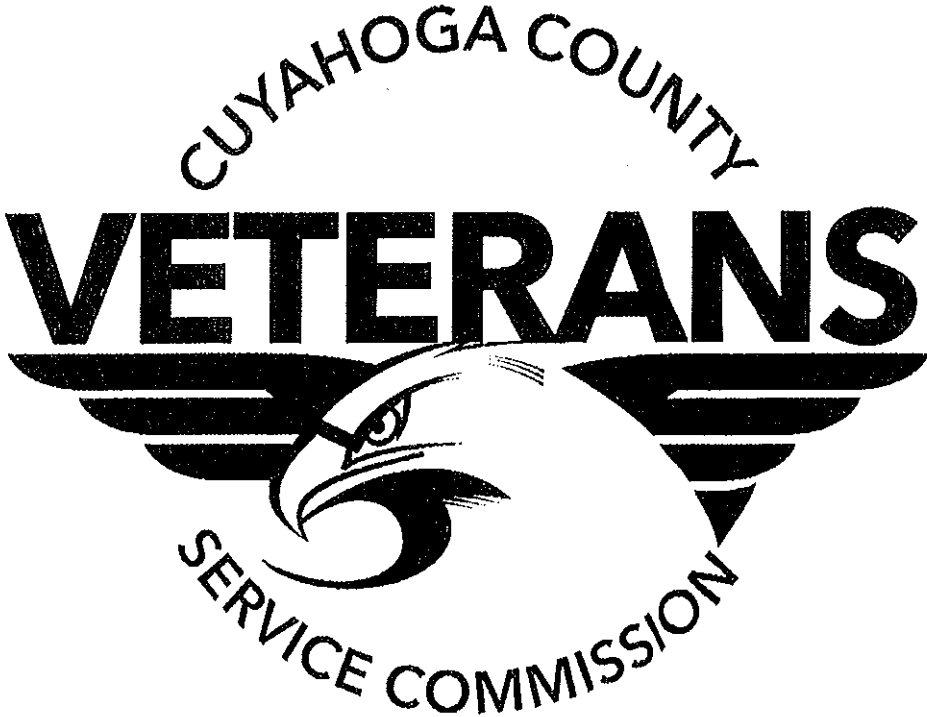
Jon Reiss (216-698-2611)

Lorri Slivka, Secretary to the Board (216-698-2646)

# CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

OCTOBER 2017

*State of the Commission and Finance Report*



Submitted By:  
**Jon Reiss**  
Executive Director  
November 15, 2017



**Frank Pocci**  
President  
AMVETS



**Bob Potts**  
Vice President  
VVA



**Clayton E. Uzell**  
Secretary  
VFW



**Vacant**  
Commissioner  
DAV



**Mel Baher**  
Commissioner  
American Legion

# TABLE OF CONTENTS

## Contents

Executive Report.....	1
Financial Summary.....	2
Financial Assistance Department.....	3
Transportation / Memorial Affairs / Social Work.....	4
Service Department.....	6

## CONTACT INFORMATION

Cuyahoga County Veterans Service Commission  
1849 Prospect Ave. Suite 150  
Tel 216-698-2600  
Fax 216-268-2652  
Email [vsccmail@cuyahogacounty.us](mailto:vsccmail@cuyahogacounty.us)  
[www.CuyahogaVets.org](http://www.CuyahogaVets.org)

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Executive Report

### DIRECTOR'S OUTREACH

- Met with Anson from ESPN
- Attended Mental Health and Addiction Breakfast
- Attended the JVCOCC meeting
- Attended the Grassroots Meeting at the Independence Holiday Inn
- Participated in the 'Caseworthy' webinar
- Conducted the All Staff Meeting
- Attended Veterans Treatment Court
- Met with Steve Ewing about lobbying for Veterans's issues
- Follow-up for StorytellersX call
- Attended the NEO Veterans Community Task Force Advisory Committee meeting
- Attended the Northeast Ohio's Military Employers Consortium Meeting
- Attended a meeting with Jasmine Rowan from Congresswoman Fudge's Office

### OUTREACH TEAM

- Hands On Cleveland – Homeless Stand Down
- GM Health Fair
- Cuyahoga County Fair
- Cyber Talent Career Show

### UPCOMING EVENTS

- 11/9 – Veterans Appreciation Day – McCafferty
- 11/10 – Veterans Day Parade – Downtown Cleveland
- 11/14-15 – Veterans Job Fair – Parma OMJ
- 11/21 - Hands On Cleveland – Homeless Stand Down planning meeting

### NEW CLIENT REPORT

- Total New Clients for October 2017: 336 (YTD: 2,964)
- Financial Assistance New Clients for October 2017: 36 (Down from 37 in 2016) 28 approved, 0 at Level III, 1 partial, 0 denied, 7 withdrawn
- Financial Assistance New Clients Year-to-Date: 387 (Up from 339 in 2016)

### CUSTOMER SATISFACTION SURVEYS

There was 1 survey completed; which was positive

1 complaint was received via email . The client claimed that he was refused help. Per policy, we were unable to assist the client as he was training only.

### RE-OCCURRING OUTREACH

#### • LIBRARY OUTREACH

- South Euclid Library  
1<sup>st</sup> Week of each month  
M-W 9am to 3pm
- North Royalton Library  
2<sup>nd</sup> Week of each month  
M-W 9am to 3pm
- Mayfield Library  
3<sup>rd</sup> Week of each month  
M-W 9am to 3pm
- Fairview Park Library  
4<sup>th</sup> Week of each month  
M-W 9am to 3pm

#### • HOMELESS OUTREACH

- Stella Maris
- VOA
- 2100 Lakeside

#### • OMJ ORIENTATION

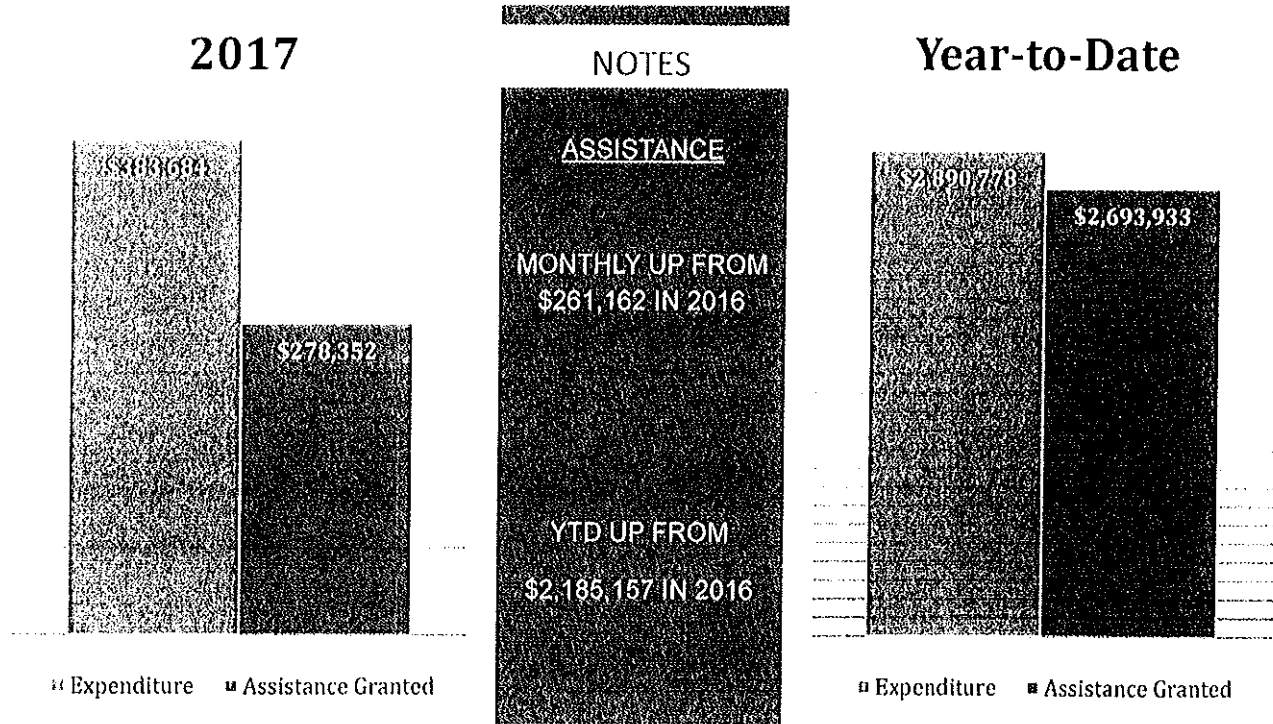
#### • COUNTY JAIL VETS POD

#### • NEOCH

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Financial Summary

Below are selected reports from the CCVSC Finance Department.



Client Assistance includes: Financial Assistance for Medical, Food, Mortgage, Rent, Utilities, Infant Layette, Personal Hygiene, Shoes, and Clothing

## Expense Analysis

	Total Budget	YTD Expenditure	Remaining Expenditures	2017 Projection	Budget Variance
<b>Salaries</b>	1,806,773	1,268,471	436,076	1,704,547	102,226
<b>Fringe Benefits</b>	689,041	535,107	129,666	664,773	24,268
<b>Commodities</b>	32,810	24,090	6,481	30,571	2,239
<b>Contract Svcs</b>	371,123	159,486	200,539	360,025	11,098
<b>Controlled Exp.</b>	220,940	220,256	60,684	280,940	(60,000)
<b>Client Svcs</b>	3,634,154	2,890,778	577,760	3,468,538	165,615
<b>Other Exp</b>	440,863	321,426	78,689	400,115	40,748
<b>Capital Outlay</b>	60,822	54,784	-	54,784	6,038
<b>Total</b>	7,256,526	5,474,398	1,708,590	6,964,293	292,233

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

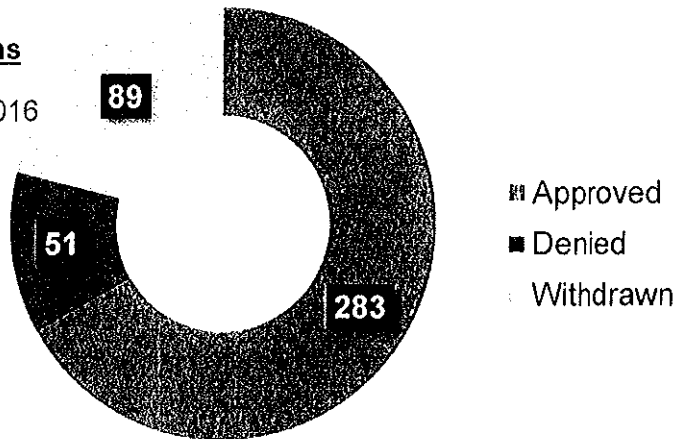
## Financial Assistance Department

### FINANCIAL ASSISTANCE ACTIVITY REPORT

#### Monthly Application Outcome

**423 Applications**

Up 54.4% from 2016

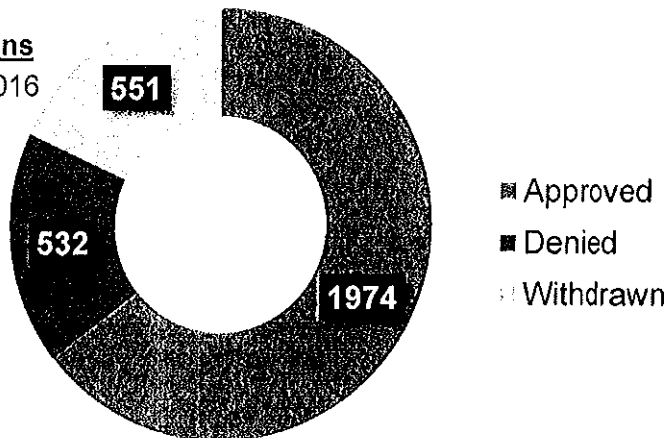


463 Clients Seeking Assistance (up 19.0% from 2016)

#### YTD Application Outcome

**3,085 Applications**

Up 14.1% from 2016



3953 Clients Seeking Assistance (up 12.2% from 2016)

#### APPEALS

➤ Appeals Officer  
 Total: 39 (457)  
 Approved: 18 (194)  
 Partial: 4 (36)  
 Denied: 14 (204)  
 Withdrawn: 3 (23)

➤ Board Appeals  
 Total: 6 (148)  
 Approved: 1 (67)  
 Partial: 0 (1)  
 Denied: 5 (76)  
 Withdrawn: 0 (1)  
 Other: 0 (3)

\* Current Month (year-to-date)

#### NOTES

- 25 of 43 withdrawn applications from September unresolved
- Application Approval Rate: 72.3% (includes level I, II, and III)



# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Transportation / Memorial Affairs / Social Work

### MEDICAL AND OTHER TRANSPORTATION

DESCRIPTION	MONTH	YEAR-TO-DATE
Medical Bus Tickets	\$16,327.00	159,350.50
Other	\$176.00	\$1,799.00
<b>Total</b>	<b>\$16,503.00</b>	<b>161,149.00</b>
Applicants	641	6081

### MEDICAL AND DENTAL PROGRAMS

DESCRIPTION	MONTH	YEAR-TO-DATE
Dental	\$5,122	\$58,824
Vision	\$0	\$1,310
Hearing Aids	\$0	\$5,235
<b>Total</b>	<b>\$5,122</b>	<b>\$65,369</b>

### INDIGENT BURIALS

DESCRIPTION	MONTH	YEAR-TO-DATE
Total (#)	2	68
Total (\$)	\$1,998.00	\$60,999.07

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## SOCIAL WORK ACTIVITY

DESCRIPTION	MONTH	YEAR-TO-DATE
Seen	122	998
Not Seen	38	219
Offline	14	125
<b>Total</b>	<b>160</b>	<b>1328</b>
Consultation	38	325
Follow-ups	70	464
Ohio Veterans Home Tours	0	0

## SOCIAL WORK REFERRALS

DESCRIPTION	MONTH	YEAR-TO-DATE
VA Medical	2	12
Employment	1	17
Debt Counseling	1	38
Other	6	54

## FINANCIAL WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
10/5/17	9	5	1	3	0
10/19/17	10	8	0	2	0
<b>YTD</b>	<b>181</b>	<b>120</b>	<b>7</b>	<b>54</b>	<b>0</b>

## NUTRITION WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
10/16/17	30	17	5	8	0
10/23/17	29	21	2	6	0
10/30/17	27	19	1	7	0
<b>YTD</b>	<b>694</b>	<b>527</b>	<b>20</b>	<b>146</b>	<b>1</b>

**STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)**

**Service Department**

	Compensation	Pension	DIC	Follow-up	Medical	POA	Misc. Coord.	DD214	Headstone (New and Replacement)	PMC	Other
Wade Park	47	4	1	288	10	62	261	67	1	3	101
Parma	55	11	-	225	6	64	159	20	-	2	100
Main Office	32	18	-	161	10	62	253	198	27	22	89
Fed. Bldg.	-	-	-	4	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	-	-	-	-
Mobile Benefits Team	1	1	-	4	-	2	1	1	-	-	6
Total (Month)	135	34	1	682	26	190	674	286	28	27	296
Total (YTD)	1107	287	31	5824	188	1517	7235	2988	155	212	3372