



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

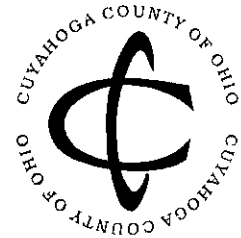


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

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: May 7, 2014 9:30 a.m.

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

EXCUSED: Frank Pocchi, Commissioner

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 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 (March 2014 Report, attached)

A motion was made by Mel Baher and seconded by Dan Weist to approve the report of the Executive Director as given.

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

COMMISSIONERS' REPORTS:

Mel Baher – American Legion

- Wednesday, April 2nd – I attended the American Legion 13th District Council meeting at American Legion Post 309 in Maple Hts. The meeting began at 7:30 p.m. and I presented the district financial reports for March 2014.
- April 5th & 6th – I attended the OSAVSC Spring Conference for all veterans service commissioners in Columbus, Ohio.

- Thursday, April 10th – I attended the American Legion Post 91 membership meeting at 7:00 p.m. Nominations were held for the upcoming elections in May.
- Thursday, April 24th – I attended the American Legion Post 91 executive board meeting at 7:00 p.m., where I serve as an elected board member.
- Monday, April 28th – I attended the American Legion 13th District executive board meeting at American Legion Post 309 in Maple Hts. The meeting began at 7:30 p.m. and I presented the updated financial reports.

Upcoming Events:

- Wednesday, May 7th – I will be attending the American Legion 13th District council meeting to be held at American Legion Post 451 in Rocky River. I will be presenting district financial reports as the District Finance Officer and will remind our members of the upcoming CCVSC outreach meeting on May 21, 2014 at American Legion Post 91. Also, the past District Commanders will host the annual Post Everlasting Service during the meeting.
- Thursday, May 8th – American Legion Post 91 membership meeting. Elections of new Post officers will be conducted.
- Monday, May 19th – 13th District executive board meeting - Post 451.
- Wednesday, May 21st – CCVSC outreach meeting – Post 91, 7:00 p.m.
- Thursday, May 22nd – American Legion Post 91 - executive board meeting.
- Saturday, May 24th – Post 91 members will decorate graves at Woodvale, Adams Street, St. Mary's and other cemeteries assigned to the Post.
- May 26th – American Legion Post 91 will host the annual observance of Memorial Day with a parade in downtown Berea and a community service immediately following at McKelvey Park. A meal will be served at Post 91 upon the conclusion of the service.

Bob Potts – VVA

- April 1st – I attended the Board meeting and membership meeting of Chapter 249.
- April 2nd – I attended the CCVSC open public meeting.
- April 5th & 6th – I attended the Spring Conference for all veterans service commissioners in Columbus, Ohio.
- April 9th – I attended the CCVSC Level III appeals hearings.
- April 16th – I attended the CCVSC open public meeting.
- April 22nd – I attended the VVA Chapter 15 monthly membership meeting and updated the officers on the End of the Vietnam War.
- April 23rd – I attended the CCVSC Level III appeals hearings.
- April 25th – I, along with four members of Chapter 249, went to Rocky River High School to talk to the World History class to speak on the Vietnam Experience.
- April 30th – End of the War Ceremony.
- May 6th – I attended the Chapter 249 Board meeting and membership meeting.

Dan Weist – DAV

- I attended the CCVSC open public Board meeting on April 2nd and the Level III appeals hearings on April 9th & 23rd.
- April 4th through April 6th – I attended the OSAVSC Spring Conference in Columbus, Ohio.
- I was elected Quartermaster at the VFW N. Olmsted monthly meeting, in my absence.
- I spoke with several veterans about the CCVSC benefits and services.

Clay Uzell – VFW

- April 2nd – I attended the CCVSC open public meeting.
- April 4th-5th – I attended the OSAVSC Spring Conference in Dublin, Ohio.
- April 8th – I received the national appointment for the upcoming VFW National Convention and appointed to the Veterans Service Resolution Committee.
- April 9th – I attended the CCVSC Level III Appeals hearings.
- April 14th – I attended the VFW Lake/Geauga County Council dinner at the Market St. Restaurant in Mentor.
- April 16th – I attended the CCVSC open public meeting.
- April 17th – I took a veteran to the Parma CBOC to enroll for VA benefits.
- April 21st – I attended the VFW Post 7536 meeting. Elections were held and all elected and appointed positions were filled. The installation of officers followed and I was elected Commander again.
- April 23rd – I attended the CCVSC Level III appeals hearings.
- April 26th – I attended a VFW testimony dinner for the District Commander and Auxiliary President that was held at Madison Post 8548.
- April 28th – I attended the Auxiliary Past President's dinner at the Parma VFW Post 1974 and called bingo for the ladies.
- April 29th – I attended a dinner for the Past District Presidents at the Winking Lizard on Miles Rd., in Bedford, Ohio.

OLD BUSINESS:

The Executive Director informed the Board that the CCVSC 2015 Budget has been updated to reflect changes made in personnel benefits and client services. Changes made did not affect the grand total of the budget. The CCVSC 2015 Budget will now be submitted to the County Executive and County Council.

NEW BUSINESS:

The Executive Director presented the Board with a rough draft copy of a new Compliance Policy. After some discussion, the Board directed the Executive Director to modify the policy and submit a revision at the next public board meeting.

A motion was made by Dan Weist and seconded by Mel Baher to approve Resolution 2014-20, authorizing the reimbursement of membership registration fees in the amount of \$30.00 each for five CCVSC Commissioners required in order to attend various conferences sponsored by the Ohio State Association of Veterans Service Commissioners, for the period July 1, 2014 through June 30, 2015.

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

A memo from the Board to Executive Director Jon Reiss advising him that he has successfully completed his 180-day probationary period effective April 26, 2014 was read aloud. The Board stated that they are extremely pleased with his performance and with the progress being made outside and inside the Commission.

GOOD OF THE ORDER:

None.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Dan Weist to go into Executive Session to discuss personnel issues involving staffing.

AYES: Baher, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:05 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, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:57 a.m.)

In Executive Session, the Board discussed the possibility of a new position within the Commission. The Executive Director will post an internal posting for Project Coordinator. Staffing issues were discussed and the Board advised the Executive Director on how to proceed.

With no further business, a motion was made by Dan Weist and seconded by Mel Baher to adjourn the meeting at 11:59 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

March, 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

April 16, 2014

Submitted By: Jon Reiss – Executive Director

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

Executive:

The Executive Director

- Met with Barbara Karam from VA CRRC
- Met with ODJFS Veterans Workforce Development Team
- Met with Brian Gutkoski
- Attended the Tolerance Fair Expo at the Medical Mart
- Met with David Turkovic from the State Treasurers Office
- Spoke at the Veterans Domiciliary
- Met with Jami Altum-McNair from the Legal Aid Society
- Attended an event at Royalwood with Mel Baher
- Met with SSVFP program to discuss selection of new director
- Met with Sandy Green from VALPAK
- Met with Paul Popovich regarding VA ID cards.
- Attended the Coalition of the Homeless event – NEOCH
- Spoke with Scott Balogh regarding the World Presidents Organization
- Attended the VA Service Officer Meeting

Customer Satisfaction Surveys

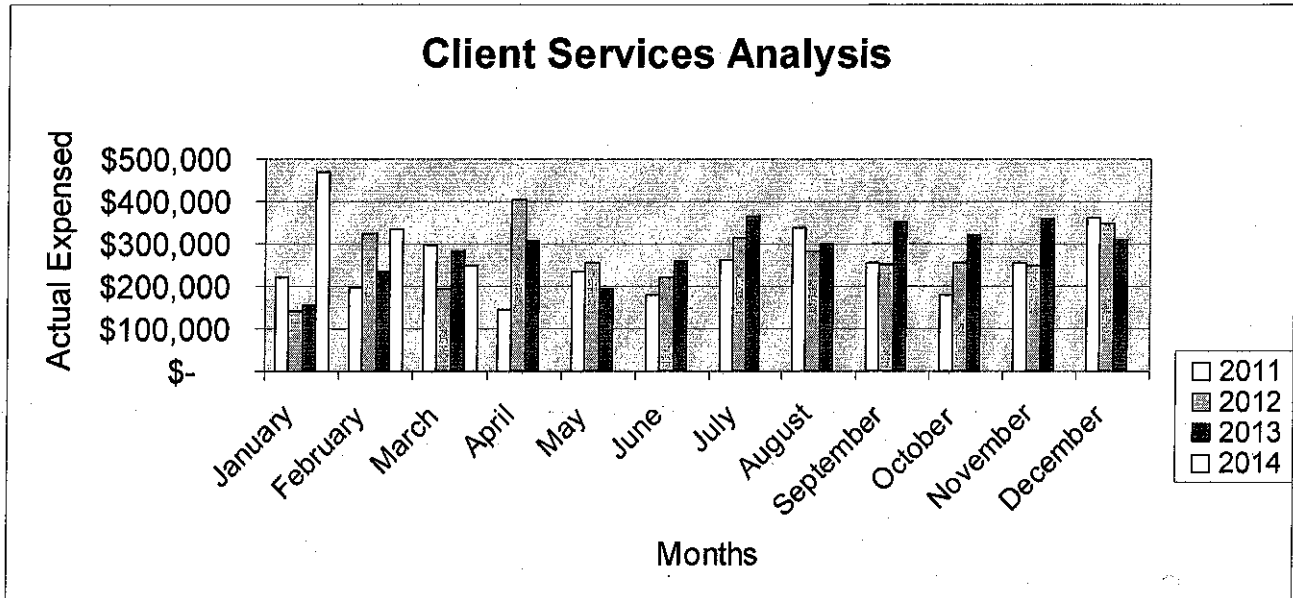
- Submitted: 63
- Positive: 60
- Negative: 3
 - One veteran had a long wait in the lobby, left no contact information
 - One veteran was missing documents and felt we were inflexible
 - One veteran was denied (income exceeds expenses) and believed her tax return should not count as income because “I work all year to earn that as a bonus.”

Finance Department

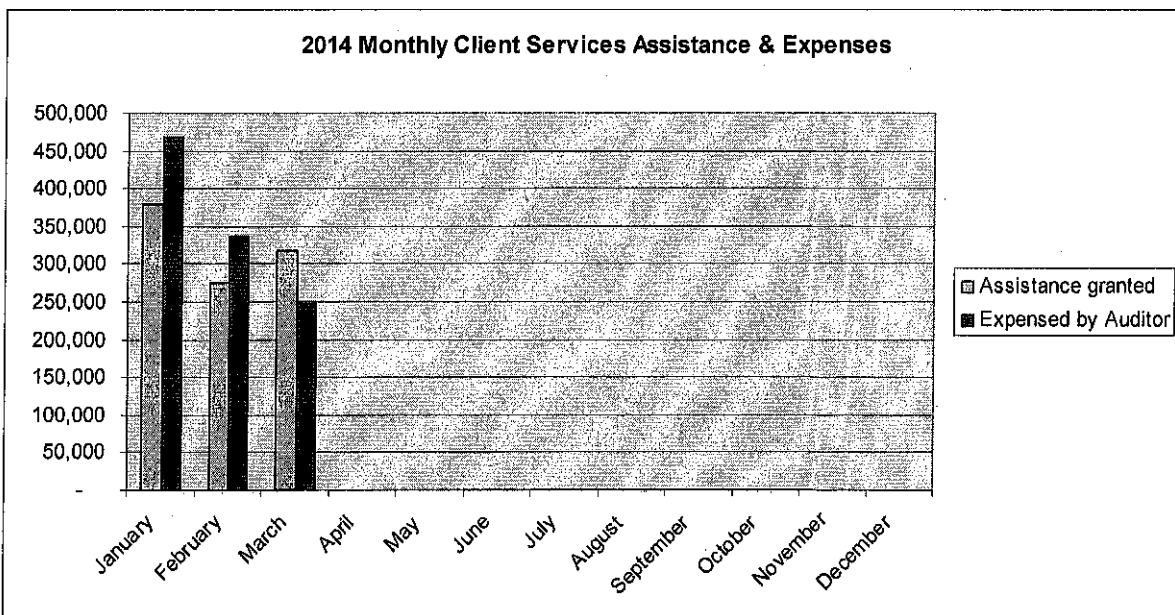
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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 |
| Salaries | 1,823,984 | 465,025 | - | 1,295,647 | 1,760,672 | 63,312 |
| Fringe Benefits | 638,394 | 176,202 | - | 404,033 | 616,235 | 22,159 |
| Commodities | 33,000 | 4,430 | - | 21,968 | 26,398 | 6,602 |
| Contract Services | 507,477 | 55,962 | 282,342 | 410,494 | 466,456 | 41,021 |
| Controlled Expenditures | 323,643 | - | - | 323,643 | 323,643 | - |
| Client Services | 3,251,069 | 1,051,504 | - | 2,438,298 | 3,489,802 | (238,733) |
| Other Expenditures | 358,377 | 69,850 | 7,309 | 238,786 | 308,636 | 49,741 |
| Capital Outlay | 51,000 | - | 25,000 | 32,000 | 32,000 | 19,000 |
| Total Expenditures | 6,986,944 | 1,822,973 | 314,651 | 5,200,869 | 7,023,842 | (36,898) |

Assistance Department:

- March 2014: \$247,117 (Down from \$281,290 in 2013)
- YTD 2014: \$1,051,505 (Up from \$668,802 in 2013)

The March Financial Assistance Department activity report follows below.

| Indicator | March 2014 | March 2013 | % Change |
|-------------------------------|-------------------|-------------------|-----------------|
| Clients seeking assistance | 976 | 850 | 68.3 |
| Applications taken | 783 | 724 | 8.1 |
| Applications withdrawn | (14) | (24) | -41.7 |
| Applications denied | (48) | (48) | 0 |
| Applications approved | 721 | 652 | 10.6 |
| Transportation only approvals | (493) | (476) | 3.6 |
| F/A applications approved | 228 | 176 | 29.5 |

| Indicator | YTD 2014 | YTD 2013 | % Change |
|-------------------------------|-----------------|-----------------|-----------------|
| Clients seeking assistance | 2522 | 2443 | 3.2 |
| Applications taken | 2110 | 2060 | 2.4 |
| Applications withdrawn | (59) | (80) | -26.3 |
| Applications denied | (151) | (163) | -7.4 |
| Applications approved | 1900 | 1817 | 4.6 |
| Transportation only approvals | (1231) | (1265) | -2.7 |
| F/A applications approved | 669 | 552 | 21.2 |

- First Time Assistance
 - March, 2014: 37 (Up from 27 in 2013)
 - 35 approved, 0 at Level III, 1 partial, 0 denied, 1 withdrawn
 - YTD 2014: 139 (Up from 104 in 2013)

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

| | |
|-------------------------------------|-----------|
| Appeal Officer workdays | 13 |
| Cases on hand at beginning of month | 10 |
| Cases received | 39 |
| Cases worked | <u>42</u> |
| Cases on hand at end of month | 7 |

| | March | |
|---------------------------------|--------------|------------|
| <u>Appeal Officer Appeals</u> | <u>2014</u> | <u>YTD</u> |
| Cases Approved | 18 | 69 |
| Cases Denied | 18 | 49 |
| Cases Denied/withdrawn, no show | 1 | 9 |
| Cases Withdrawn | <u>5</u> | <u>10</u> |
| Total | 42 | 137 |

| | March | |
|------------------------------------|--------------|------------|
| <u>Board Appeals</u> | <u>2014</u> | <u>YTD</u> |
| Cases Approved | 9 | 20 |
| Cases Denied | 4 | 19 |
| 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 |
| Sanctioned | <u>0</u> | <u>0</u> |
| Total | 13 | 45 |

Medical and Other Transportation:

- Total: \$11,681.50 (YTD: \$31,636.00)
- Medical Bus Tickets: \$11,361.00 (YTD: \$30,726.00)
- Other: \$320 (YTD: \$910)

Medical and Dental Programs:

- Total: \$610 (YTD: \$6,426)
 - Dental: \$0 (YTD: \$3,686)
 - Vision: \$610 (YTD: \$2,740)
 - Hearing Aid: \$0 (YTD: \$0)

Memorial Affairs Department:

- March, 2014: \$9,708.00 (Up \$1092.95 from March 2013)
- YTD 2014: \$40,155.90
- 10 Indigent burials
 - Air Force: 2
 - Marine: 0
 - Navy: 2
 - Army: 6

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

| | 2014 | | 2013 | |
|--|--------------|------------|--------------|------------|
| | March | YTD | March | YTD |
| DD-214 Search | 131 | 365 | 113 | 335 |
| Benefits Counseling | 903 | 2773 | 853 | 2650 |
| Undelivered-Incorrect Headstone/Research | 5 | 20 | 13 | 29 |
| Presidential Memorial Certificates | 117 | 307 | 93 | 285 |
| National Cemetery Referrals | 71 | 202 | 54 | 203 |
| Blue Star Service Banners | 0 | 0 | 0 | 1 |
| Indigent Burials | 10 | 42 | 9 | 32 |

Veterans Service Officers:

Parma

| | <u>Mar.</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation Claims | 28 | 84 |
| ----- Follow Up | 80 | 268 |
| DIC Claims | 3 | 5 |
| ----- Follow Up | 5 | 6 |
| Pension Claims | 6 | 15 |
| -----Follow Up | 12 | 33 |
| Medical | 2 | 2 |
| Power of Atty. to Service Organizations | 23 | 51 |
| Misc. Applications/Correspondence | 140 | 425 |
| All Other | <u>30</u> | <u>120</u> |
| Total | 329 | 1009 |

| |
|-----------------------|
| Interviews: |
| • 1,808 (YTD: 4,824) |
| FA Referrals: |
| • 44 (YTD: 117) |
| Total: |
| • 1,852 (YTD: 4,941) |
| Phone Calls: |
| • 3,567 (YTD: 10,276) |

Wade Park

| | <u>Mar.</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation/DIC Claims | 27 | 51 |
| ----- Follow Up | 49 | 140 |
| DIC Claims | 4 | 4 |
| ----- Follow Up | 1 | 3 |
| Pension Claims | 14 | 37 |
| -----Follow Up | 21 | 79 |
| Medical | 2 | 9 |
| Power of Atty. to Service Organizations | 34 | 73 |
| Misc. Applications/Correspondence | 314 | 877 |
| All Other | <u>112</u> | <u>289</u> |
| Total | 578 | 1562 |

Main Office

| | <u>Mar.</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation Claims | 96 | 250 |
| ----- Follow Up | 317 | 841 |
| DIC Claims | 10 | 18 |
| ----- Follow Up | 12 | 35 |
| Pension Claims | 41 | 114 |
| -----Follow Up | 122 | 363 |
| Medical | 5 | 27 |
| Power of Atty. to Service Organizations | 114 | 247 |
| Misc. Applications/Correspondence | 923 | 2491 |
| All Other | <u>308</u> | <u>943</u> |
| Total | 1948 | 5329 |

Social Work and Employment

Social Work

- Total Signed In: 189 (YTD: 488)
 - Seen: 156 (YTD: 408)
 - Not Seen: 13 (YTD: 28)
 - Offline: 20 (YTD: 52)
 - New Veterans: 25 (YTD: 90)
- Veterans Receiving Consultation: 103 (YTD: 281)
- Veterans receiving follow-up: 53 (YTD: 127)
- Monthly Activities
 - March 4th & 18th → T. Walker - **VTD Staffing Meeting** here at CCVSC
 - March 9th → D. Hatcher - Attended the **Tolerance Fair Outreach**
 - March 11th & 25th → T. Walker - **Veterans Treatment Dockets/Advisory Committee**

Referrals

- Internal Referrals
 - FA: 68
 - VSO: 29
- Outside Agencies (10 or more Veterans Referred)
 - VA Medical: 28
 - Employment
 - ODJFS: 12
 - CEOGC: 10

Ohio Veterans Home Network:

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

At the OVH, there are 3 beds available in the nursing homes and 121 beds available in the domiciliary.

Employment

- Internal Referrals: 32
 - Consultation: 28
 - Orientation/Group: 12
 - Offline: 12
 - No Contact: 0
- Total Seen: 64 (YTD: 122)
- Offline: 12 (YTD: 92)
- Rescheduled/No-Show/Cancelled: 46 (YTD: 69)
- Employment Orientation: 24 (YTD: 37)
- Direct Placements: 2 (YTD: 5)

Information Systems:

Mobile Kits

Purchase two Microsoft Surface Pro 2 tablets. Currently setting up and testing. Will develop staff training when complete.

A laptop and its functionality have been verified at the CRRC. I will go back out to the CRRC on April 7th for additional functionality verification and to look at some storage options for some of the equipment.

PC Purchase

Workstation purchase submitted. Tim Peterson stated that the 3 additional units needed, can be added to the order.

Network Changes

Our ZenWorks certificated expired and was updated this month.

Our Novell RAID array failed and was rebuilt on the 20th of March. Our server hardware, like our desktop hardware is at the end of its life cycle.

VA issuance of bus tickets at McCafferty and Parma

No change

Encrypted email between the VSC and the VA

1 x IOGEAR card reader received from QRS. The staff does not have any cards to check the functionality yet.

Submitted by:
Jon Reiss
Executive Director