



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:** July 16, 2014 9:30 a.m.

**PRESENT:** Clayton E. Uzell, President  
Daniel T. Weist, Vice President  
Mel Baher, Secretary  
Frank Pocci, Commissioner  
Lorri Slivka, Executive Secretary  
Brian Gutkoski, Asst. County Prosecutor

**EXCUSED:** Bob Potts, Commissioner

**VISITORS:** Robert Schloendorn

**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 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, Uzell, Weist. NAYS: None. Motion carried.

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

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

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

#### **OLD BUSINESS:**

The issuance of gift cards in lieu of food vouchers is currently on hold for an accounting system to be set up in eVetAssist.

#### **NEW BUSINESS:**

None.

**GOOD OF THE ORDER:**

Tawinka Sloan and John Moore attended the NACVSO Conference in Grand Rapids, MI in June 2014 and received national accreditation. In August 2014, they both will be attending the Ohio Dept. of Veterans Services training for state accreditation.


Bob Schloendorn, retired CCVSC Executive Director, paid the commission a visit and discussed the on-going investigation at the Veterans Administration in Phoenix, Arizona.

**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 10:20 a.m.

AYES: Baher, Pocci, 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**

**June, 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**

**July 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 June 30, 2014:

**Executive:**

The Executive Director

- Met with Jeff Griffith (HandsOn Northeast Ohio) to conduct after action report for Homeless Standown
- Attended Service Officer Training in Grand Rapids, MI
- Attended Flag Day presentation at Rock Hall
- Met with Joe Nanni and staff from the County Council
- Visited Larry Moore in Summit County, also in attendance was Terry Stone from Lorain County. We discussed facility procurement and upcoming challenges facing VSC
- Met with Cara Reynolds, VA Suicide Prevention Program Manager
- Attended the Hire our Heroes Event

**Customer Satisfaction Surveys**

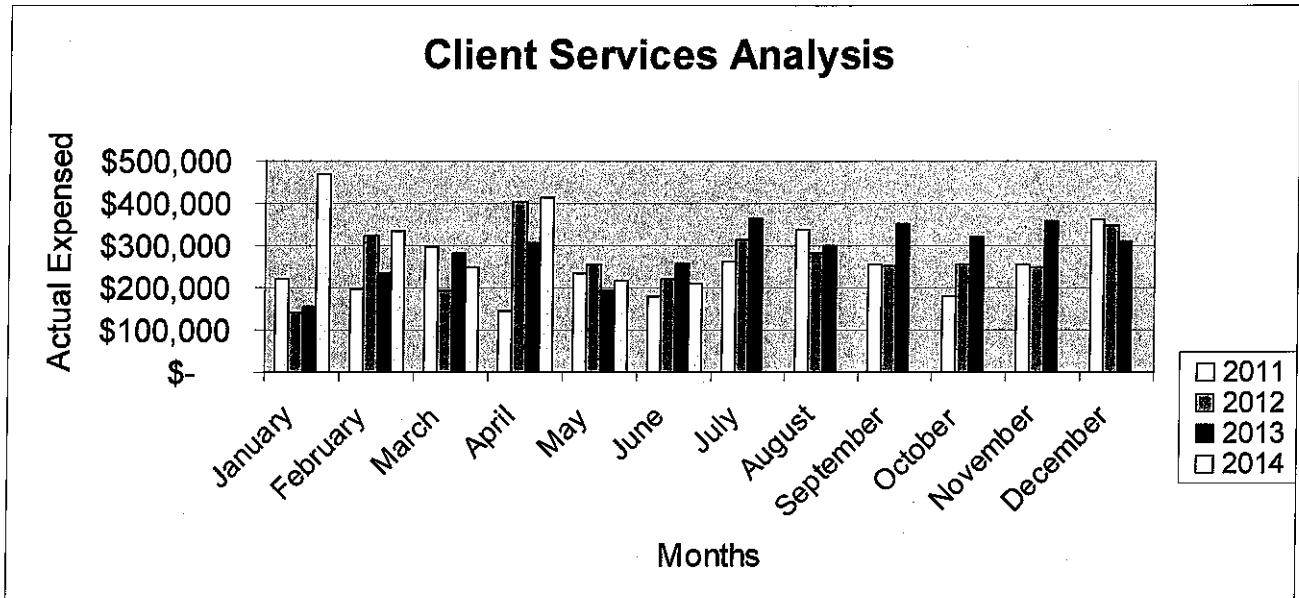
- Submitted: 86
- Positive: 79
- Negative: 7
  - One veteran complained of unprofessional behavior by the ES.
  - One veteran said if denied they should have been referred to other agencies that could help. Two employees failed to make a referral.
  - One veteran felt rushed and stated that some requests were not included on the application.
  - Three veterans either did not leave contact information or the information that was left was inaccurate and the veteran could not be contacted.

## Finance Department

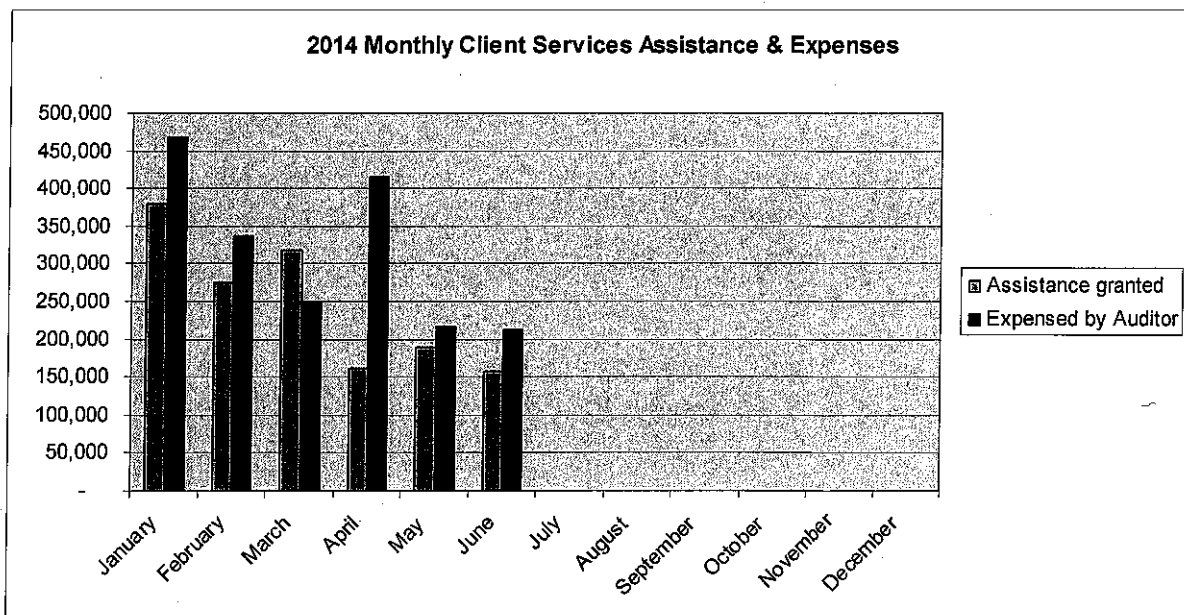
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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	869,607	-	887,197	1,756,804	67,180
<b>Fringe Benefits</b>	638,394	329,134	-	303,315	632,449	5,945
<b>Commodities</b>	33,000	8,971	-	15,427	24,398	8,602
<b>Contract Services</b>	507,477	258,289	81,342	196,167	454,456	53,021
<b>Controlled Expenditures</b>	323,643	-	-	323,643	323,643	-
<b>Client Services</b>	3,251,069	1,895,887	-	1,415,532	3,311,419	(60,350)
<b>Other Expenditures</b>	358,377	141,534	4,774	154,567	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	3,506,746	111,116	3,328,524	6,835,270	151,674

**Assistance Department:**

- June 2014: \$211,907 (Down from \$258,382 in 2013)
- YTD 2014: \$1,895,889 (Up from \$1,427,840 in 2013)

The June Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>June 2014</b>	<b>June 2013</b>	<b>% Change</b>
Clients seeking assistance	969	733	32.2%
Applications taken	715	627	14.0%
Applications withdrawn	(31)	(25)	24.0%
Applications denied	(58)	(54)	7.4%
Applications approved	626	548	14.2%
Transportation only approvals	(467)	(362)	29.0%
F/A applications approved	159	186	-14.5%

<b>Indicator</b>	<b>YTD 2014</b>	<b>YTD 2013</b>	<b>% Change</b>
Clients seeking assistance	5334	4868	9.6%
Applications taken	4232	4118	2.8%
Applications withdrawn	(129)	(159)	-18.9%
Applications denied	(336)	(326)	3.1%
Applications approved	3767	3633	3.7%
Transportation only approvals	(2605)	(2500)	4.2%
F/A applications approved	1162	1133	2.6%

- First Time Assistance
  - June 2014: 41 (Down from 47 in 2013)
    - 36 approved, 0 at Level III, 0 partial, 0 denied; 5 withdrawn
  - YTD 2014: 239 (Down from 242 in 2013)

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

Appeal Officer workdays	10.5
Cases on hand at beginning of month	11
Cases received	56
Cases worked	<u>57</u>
Cases on hand at end of month	10

<b><u>Appeal Officer Appeals</u></b>	<b><u>June</u></b>	<b><u>YTD</u></b>
	<b><u>2014</u></b>	
Cases Approved	33	177
Cases Denied	21	95
Cases Denied/withdrawn, no show	0	10
Cases Withdrawn	<u>3</u>	<u>19</u>
<b>Total</b>	57	301

<b><u>Board Appeals</u></b>	<b><u>June</u></b>	<b><u>YTD</u></b>
	<b><u>2014</u></b>	
Cases Approved	5	37
Cases Denied	2	30
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>	7	74



**Medical and Other Transportation:**

- June 2014: \$12,834.00 (YTD: \$68,610.50)
- Medical Bus Tickets: \$12,594.00 (YTD: \$66,610.50)
- Other: \$240 (YTD: \$2,000)

**Medical and Dental Programs:**

- June 2014: \$10,650 (YTD: \$33,660)
  - Dental: \$4,304 (YTD: \$16,935)
  - Vision: \$395 (YTD: \$4,770)
  - Hearing Aid: \$5,951 (YTD: \$11,105)

**Memorial Affairs Department:**

- June 2014: \$12,848.08 (Up \$3,158.08 from June 2013)
- YTD 2014: \$74,924.32
- 13 Indigent burials
  - Air Force: 1
  - Marine: 2
  - Navy: 4
  - Army: 6

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

	June	2014 YTD	June	2013 YTD
DD-214 Search	105	667	105	661
Benefits Counseling	728	5292	818	5199
Undelivered-Incorrect Headstone/Research	11	55	11	69
Presidential Memorial Certificates	63	539	88	614
National Cemetery Referrals	50	381	61	382
Blue Star Service Banners	0	0	0	6
Indigent Burials	13	78	10	56

**Veterans Service Officers:**

**Parma**

	<u>June</u>	<u>YTD</u>
Compensation Claims	6	157
----- Follow Up	31	434
DIC Claims	0	6
----- Follow Up	4	22
Pension Claims	1	21
-----Follow Up	7	65
Medical	0	5
Power of Atty. to Service Organizations	8	99
Misc. Applications/Correspondence	61	764
All Other	<u>31</u>	<u>202</u>
<b>Total</b>	<b>149</b>	<b>1775</b>

Interviews:
• 1,732 (YTD: 10,149)
FA Referrals:
• 53 (YTD: 249)
Total:
• 1,785 (YTD: 10,398)
Phone Calls:
• 2,743 (YTD: 19,741)

**Wade Park**

	<u>June</u>	<u>YTD</u>
Compensation Claims	26	130
----- Follow Up	151	471
DIC Claims	0	6
----- Follow Up	0	6
Pension Claims	9	70
-----Follow Up	60	208
Medical	2	21
Power of Atty. to Service Organizations	21	159
Misc. Applications/Correspondence	285	1873
All Other	<u>129</u>	<u>634</u>
<b>Total</b>	<b>683</b>	<b>3578</b>

**Main Office**

	<u>June</u>	<u>YTD</u>
Compensation Claims	54	483
----- Follow Up	335	1885
DIC Claims	2	24
----- Follow Up	12	91
Pension Claims	24	207
-----Follow Up	148	829
Medical	10	46
Power of Atty. to Service Organizations	71	517
Misc. Applications/Correspondence	791	5132
All Other	<u>356</u>	<u>1928</u>
<b>Total</b>	<b>1803</b>	<b>11142</b>

## **Social Work and Employment**

### **Social Work**

- June Total Signed In: 153 (YTD: 1,006)
  - Seen: 136 (YTD: 876)
  - Not Seen: 4 (YTD: 54)
  - Offline: 13 (YTD: 99)
  - New Veterans: 28 (YTD: 150)
  
- Veterans Receiving Consultation: 97 (YTD: 628)
- Veterans receiving follow-up: 39 (YTD: 248)

### **Referrals**

- Internal Referrals
  - FA: 58
  - VSO: 45
- Outside Agencies (10 or more Veterans Referred)
  - VA Medical: 18
  - Employment
    - ODJFS: 2
    - CEOGC: 0

### **Employment**

- June Internal Referrals: 6
  - No Contact: 0
- Total Seen: 49 (YTD: 265)
- Offline: 12 (YTD: 180)
- Rescheduled/No-Show/Cancelled: 15 (YTD: 112)
- Employment Orientation: 15 (YTD: 101)
- Direct Placements: 3 (YTD: 10)

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

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

At the OVH, there are 6 beds available in the nursing homes and 126 beds available in the domiciliary.

## **Information Systems:**

### **Mobile Kits**

Waiting for an eVET updates to the mobile platform, in order to accept signatures from the touchscreen.

### **PC Purchase**

Hardware and Software purchase was authorized by the county

### **Network Changes**

Groupwise has been decommissioned county wide, and Outlook Express web access has replaced it.

### **Inventory and PC Updates**

Libby Jenkins received a VA computer, and some of the issues are with that are being worked out. VSC personnel have no Administrative rights to the computer, so all support must come from the VA.

Replaced, re-formatted, and performed a boot repair on Laura's computer. The additional HDD was provided by the ISC. I may request a few more HDD's and RAM in case this happens again. I believe all of the old PC's are just getting decommissioned anyway.

### **Encrypted email between the VSC and the VA**

After speaking with VA IT, they will have to install registry keys on each computer that SO's will be using, at our office and in the VA facilities. Prior to that all of the SO's will need to be provided with VA ID cards and email addresses by VBA. Currently VBA still has not created an email account for Libby, so even though she has a card, VA computer, and is working on their network, she still can't send encrypted email.

VA IT, also said that they will provide the appropriate card readers for the SO's to us on our workstations, but until they receive the ID cards, and the registries are installed, they are useless.

**Submitted by:**

**Jon Reiss**

**Executive Director**