



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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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

DATE: December 17, 2014 9:30 a.m.

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

EXCUSED: Brian Gutkoski, Asst. County Prosecutor

VISITORS: Sara DeCaro

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 Bob Potts 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 9:42 a.m.*

#### **OLD BUSINESS:**

Financial assistance case files with confirmed fraud prior to 2005 have been forgiven. Cases with confirmed fraud after January 1, 2005 without the supporting verification and documentation available, will also be expunged. Veterans returning to apply for financial assistance with an expunged fraud do not qualify for first-time assistance and, to be eligible, must present all required documentation at the time of application. The current policy will be revised and presented to the Board for approval at the next public meeting in January 2015.



# **CUYAHOGA COUNTY VETERANS SERVICE COMMISSION**

## **Progress Report on the State of the Commission**

**November, 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

December 17, 2014

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, 2014:

**Executive:**

The Executive Director

- Attended a veteran's event at NASA
- Attended the County Council meeting to discuss the VSC Budget
- Met with Jan Silverman
- Attended the induction ceremony for the new Director at the VA Regional Office
- Attended the Bedford Hts. Veterans Appreciation luncheon
- Interviewed with IheartRadio
- Attended the Cleveland Veterans Day Parade
- Met with Ed Gernerchak from Frontline Services
- Met with Neely Rodgers from the CRRC

**Customer Satisfaction Surveys**

- Submitted: 16
- Positive: 16
- Negative: 0

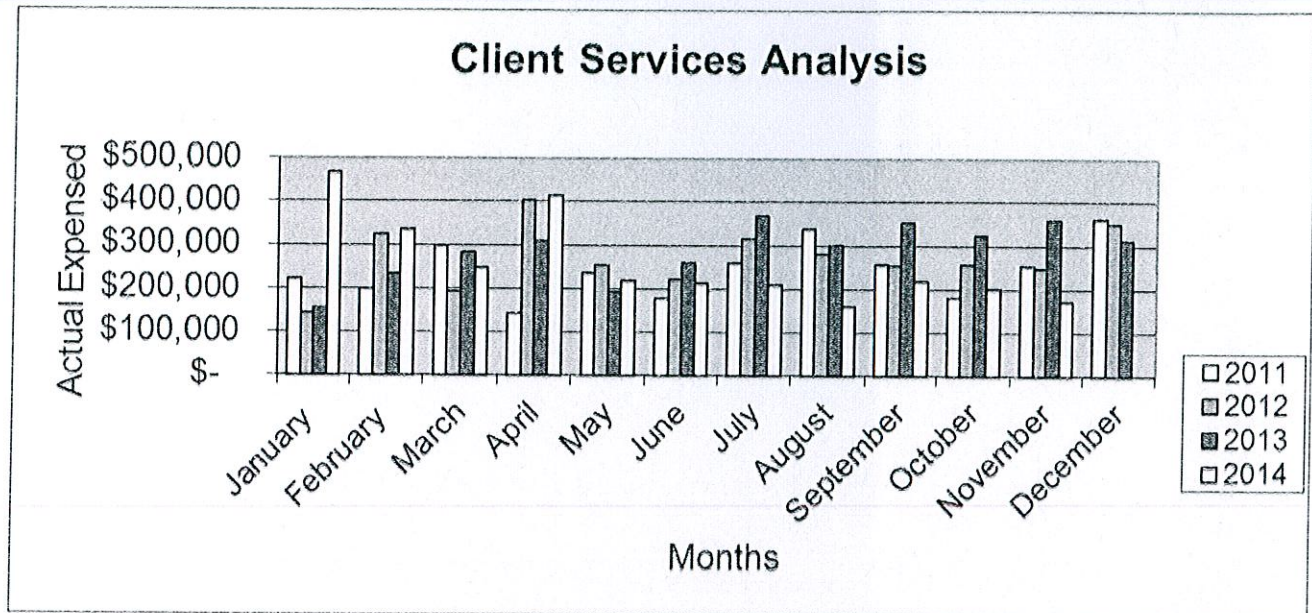


## Finance Department

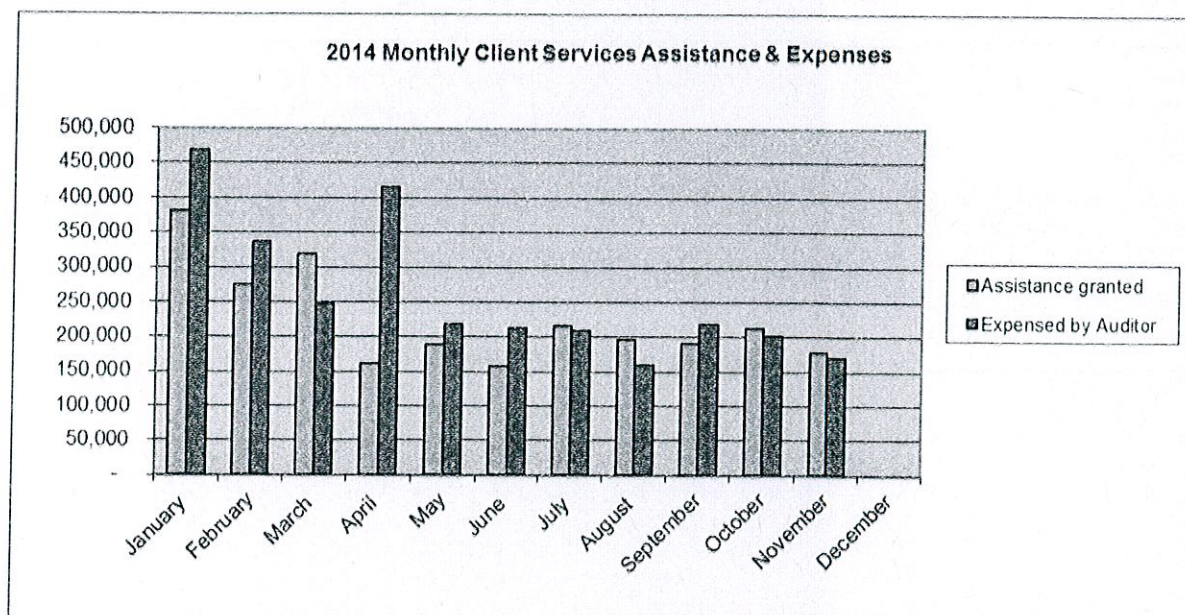
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

### Comparative Chart Analysis



### Actual 2014 Expenses



## Total 2014 Expense Analysis

	Total	YTD	YTD	Remaining	2014	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
<b>Salaries</b>	1,823,984	1,602,937	-	175,575	1,778,512	45,472
<b>Fringe Benefits</b>	638,394	607,957	-	50,092	658,049	(19,655)
<b>Commodities</b>	33,000	23,604	-	4,027	27,631	5,369
<b>Contract Services</b>	507,477	341,491	779	213,965	555,456	1,990
<b>Controlled Expenditures</b>	323,643	203,674	-	-	203,674	-
<b>Client Services</b>	3,251,069	2,853,583	200,000	415,922	3,269,505	(18,436)
<b>Other Expenditures</b>	358,377	243,693	3,500	44,134	287,827	70,550
<b>Capital Outlay</b>	51,000	29,518	74,467	85,482	115,000	6,000
<b>Total Expenditures</b>	6,986,944	5,906,457	278,746	989,197	6,895,654	91,290

**Assistance Department:**

- November 2014: \$169,943 (Down from \$357,602 in 2013)
- YTD 2014: \$2,853,585 (Down from \$3,126,613 in 2013)

The November Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Nov. 2014</b>	<b>Nov. 2013</b>	<b>% Change</b>
Clients seeking assistance	825	852	-3.2%
Applications taken	664	733	-9.4%
Applications withdrawn	(9)	(18)	-50.0%
Applications denied	(44)	(24)	83.3%
Applications approved	611	691	-11.6%
Transportation only approvals	(473)	(447)	5.8%
F/A applications approved	138	244	-43.4%

<b>Indicator</b>	<b>YTD 2014</b>	<b>YTD 2013</b>	<b>% Change</b>
Clients seeking assistance	9021	9727	-7.6%
Applications taken	7813	8268	-5.5%
Applications withdrawn	(188)	(301)	-37.5%
Applications denied	(593)	(561)	5.7%
Applications approved	7032	7406	-5.1%
Transportation only approvals	(5100)	(5020)	1.6%
F/A applications approved	1932	2386	-19.0%

- First Time Assistance
  - November 2014: 26 (Down from 48 in 2013)
    - 24 approved, 0 at Level III, 1 partial, 0 denied, 1 withdrawn
  - YTD 2014: 387 (Down from 500 in 2013)

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

Appeal Officer workdays	12
Cases on hand at beginning of month	4
Cases received	30
Cases worked	<u>26</u>
Cases on hand at end of month	8

	November	
<u>Appeal Officer Appeals</u>	<u>2014</u>	<u>YTD</u>
Cases Approved	16	326
Cases Denied	9	158
Cases Denied/withdrawn, no show	0	10
Cases Withdrawn	<u>1</u>	<u>22</u>
<b>Total</b>	26	516

	November	
<u>Board Appeals</u>	<u>2014</u>	<u>YTD</u>
Cases Approved	9	61
Cases Denied	3	47
Cases Withdrawn	0	1
Cases Verifying Fraud	4	6
Client is Eligible (Review DD-214)	0	0
Fraud Not Verified	1	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>1</u>
<b>Total</b>	<b>18</b>	<b>134</b>



**Medical and Other Transportation:**

- November 2014: \$11,118.50 (YTD: \$130,521.00)
- Medical Bus Tickets: \$10,943.50 (YTD: \$127,106.00)
- Other: \$175 (YTD: \$3,415)

**Medical and Dental Programs:**

- November 2014: \$5,984 (YTD: \$67,107)
  - Dental: \$0 (YTD: \$30,441)
  - Vision: \$305 (YTD: \$7,485)
  - Hearing Aid: \$5,679 (YTD: \$28,331)

**Memorial Affairs Department:**

- November 2014: \$14,650.00 (Up \$13,651.00 from October 2013)
- YTD 2014: \$123,145.72
- 16 Indigent burials
  - Air Force: 1
  - Marine: 1
  - Navy: 5
  - Army: 9

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

	November	2014 YTD	November	2013 YTD
DD-214 Search	76	1,123	103	1,202
Benefits Counseling	529	8,739	752	9,546
Undelivered-Incorrect	14	138	17	159
Headstone/Research				
Presidential Memorial Certificates	55	819	79	1,005
National Cemetery Referrals	37	592	70	691
Blue Star Service Banners	0	0	0	20
Indigent Burials	16	129	1	105



**Veterans Service Officers:**

**Parma**

	<u>Nov</u>	<u>YTD</u>
Compensation Claims	12	248
----- Follow Up	67	761
DIC Claims	0	8
----- Follow Up	1	35
Pension Claims	0	40
-----Follow Up	8	103
Medical	0	5
Power of Atty. to Service Organizations	9	174
Misc. Applications/Correspondence	102	1371
All Other	<u>70</u>	<u>566</u>
<b>Total</b>	<b>269</b>	<b>3311</b>

Interviews:

- 1,432 (YTD: 18,646)

FA Referrals:

- 26 (YTD: 463)

Total:

- 1,458 (YTD: 19,109)

Phone Calls:

- 2,460 (YTD: 34,838)

**Wade Park**

	<u>Nov</u>	<u>YTD</u>
Compensation Claims	18	250
----- Follow Up	182	1238
DIC Claims	1	10
----- Follow Up	7	28
Pension Claims	10	108
-----Follow Up	45	489
Medical	1	38
Power of Atty. to Service Organizations	26	300
Misc. Applications/Correspondence	291	3459
All Other	<u>84</u>	<u>1108</u>
<b>Total</b>	<b>665</b>	<b>7028</b>

**Main Office**

	<u>Nov</u>	<u>YTD</u>
Compensation Claims	54	866
----- Follow Up	341	3758
DIC Claims	3	46
----- Follow Up	11	156
Pension Claims	25	350
-----Follow Up	114	1545
Medical	4	77
Power of Atty. to Service Organizations	71	950
Misc. Applications/Correspondence	765	9340
All Other	<u>283</u>	<u>3650</u>
<b>Total</b>	<b>1671</b>	<b>20,738</b>

## **Social Work**

### **Social Work**

- November Total Signed In: 125 (YTD: 1,743)
  - Seen: 114 (YTD: 1,526)
  - Not Seen: 3 (YTD: 71)
  - Offline: 8 (YTD: 154)
  - New Veterans: 19 (YTD: 257)
  
- Veterans Receiving Consultation: 89 (YTD: 1,093)
- Veterans receiving follow-up: 25 (YTD: 438)

### **Referrals**

- Internal Referrals
  - FA: 53
  - VSO: 38
  - Employment Specialist: 4
- Outside Agencies
  - VA Medical: 35
  - Employment
    - ODJFS: 10
    - CEOGC: 1
    - Towards Employment (N4S): 3

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

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

At the OVH, there are 5 beds available in the nursing home and 40 beds available in the domiciliary.

### **Mobile Kits**

Purchased Microsoft Store Cards; next step is to download signature application.

### **PC Purchase**

PC's have been deployed to all offices.

Will complete configuration of individual machines as necessary prior to end of year.

### **Network Changes**

We need all old Wi-Fi equipment returned.

Next phase of network changes will include virtualization of eVet server.

We need to re-configure scanners to match new computers and network changes.

### **eVET**

We will launch new signature pads on Friday 12/12/14.

**Submitted by:**

**Jon Reiss**

**Executive Director**