



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



Disabled American Veterans
WILLIAM R. CAINE
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: January 18, 2017 9:30 a.m.

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

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 Mel Baher 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, Caine, Pocci, Potts, Uzell. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT:

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

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

OLD BUSINESS:

Action Items:

1) **CCVSC Front Windows; Update**

The design of the front window has been modified. The seals will be changed and the new logo will be added. The final design will then be sent to the City for approval.

2) **HVAC Control Unit; Update**

Our lease indicates that replacement of the HVAC control unit is the responsibility of the CCVSC. The new unit from G & B Electric will be installed within one week from the time of purchase.

3) **Boardroom TV Sets; Update**

In the process of getting an additional quote. Work in progress.

4) **Handicapped Van Service; Update**

Quotes are being finalized. Terry Walker will be our point of contact for requests for transportation to the Ohio Veterans Home. RTA and Company Car will continue to be utilized for local transportation. The Executive Director will also contact OVH to see if they provide transportation service to veterans for admits.

5) **Kronos Time Management; Update**

Steve Fernandez is preparing a timeline. The County HR Department is in the process of building a spreadsheet indicating side-by-side running in March 2017 and final implementation in May 2017.

6) **Cameras/Garage Door; Update**

The receiver to the garage door has been moved over for a better signal, but there still seems to be some difficulty in opening the door at all times. As a result, it was the decision of the Board to replace the garage door openers.

NEW BUSINESS:

The CCVSC is unable to continue to provide group Financial Workshops for veteran clients because the organization that was conducting it free of charge is no longer offering the service. The Executive Director has since received two quotes for one-on-one coaching. After further discussion, the matter will be tabled to the next meeting in order to obtain further information.

The CCVSC was contacted by Apprisen, a credit counseling agency, who has extended an offer to provide financial coaching to our staff, free of charge. To date, six (6) employees have signed up to take advantage of this program.

Jon Reiss provided each Board member with a vision statement on how we expect the CCVSC to be perceived by the public. Should it be adopted, it will be added to the CCVSC website. A few recommended changes were made and Jon will present a revised statement to the Board for approval at the next open public meeting.

GOOD OF THE ORDER:

Former CCVSC Commissioner Thomas Zung paid a visit to the Commission and addressed the Board with an inquiry from VFW Post 1056, for possible financial assistance with a waste disposal bill. It was explained that we have to define the need as a veteran's need. The utility bill must have the name of the individual veteran and not an organization in order to be considered for financial assistance. It was suggested, however, that the Post contact the VFW State Charity fund for possible assistance.

The Department of Veterans Affairs has announced that effective early 2017, there will be new rates on medication copayments. Please see the flyer attached to these minutes. For further information, call 1-877-222-8387, or visit DVA's website at: <http://www.va.gov/healthbenefits>.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to discuss personnel issues; employment and review of an employee performance evaluation.

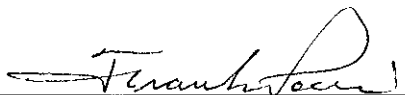
AYES: Baher, Caine, Pocci, Potts, Uzell. NAYS: None. Motion carried. (11:07 a.m.)

The Board came out of Executive Session and returned to the regular order of business at 12:30 p.m.

In Executive Session, the Board discussed employment and reviewed an employee performance evaluation that was completed in December 2016. The Executive Director was advised on how to proceed.

With no further business, a motion was made by Mel Baher and seconded by William Caine to adjourn the meeting at 12:32 p.m.

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


Frank Pocci, President


Clayton Uzell, Secretary

CONTACT INFORMATION

Requests for Financial Assistance:	Melinda Halliburton, Service Office Mgr. (216-698-2639)
Filing claims with the Dept. of Veterans' Affairs/Memorial Affairs:	Melinda Halliburton, Service Office Mgr. (216-698-2639)
Social Work Dept.:	Terry Walker, Social Worker/Case Mgmt.) (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

December, 2016

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pucci –Vice President, AMVETS

Bob Potts – Secretary, VVA

Clayton E. Uzell - VFW

Daniel Weist –DAV

January 18, 2017

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of December 31, 2016:

Executive:

The Executive Director

- Met with Anson Hall from ESPN
- Met with Ray Jasinski from Linear
- Attended a student veterans roundtable at Tri-C
- Attended planning meeting for the Veteran Benefits Action Clinic at the Parma Vet Center
- Hosted the Breaking Down Barriers Initiative planning meeting
- Met with Brad Hutchison to discuss HUD-VASH/SSVF/VSC collaboration
- Attended event hosted by Jeff Griffith from HandsOn NEO
- Spoke at the DOM regarding financial assistance
- Attended Veterans Treatment Court

Customer Satisfaction Surveys

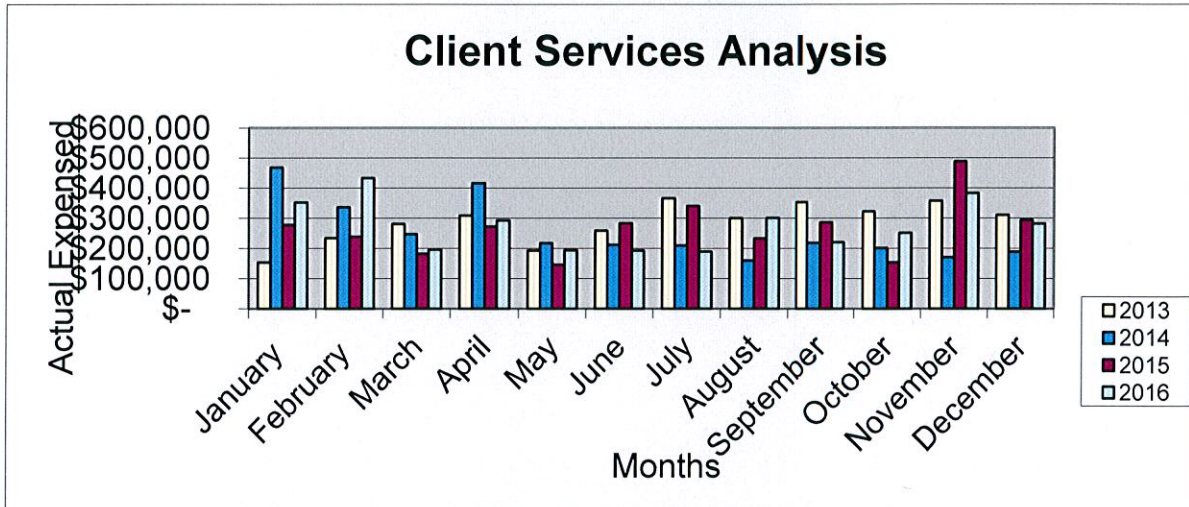
- Submitted: 33
- Positive: 33

Finance Department

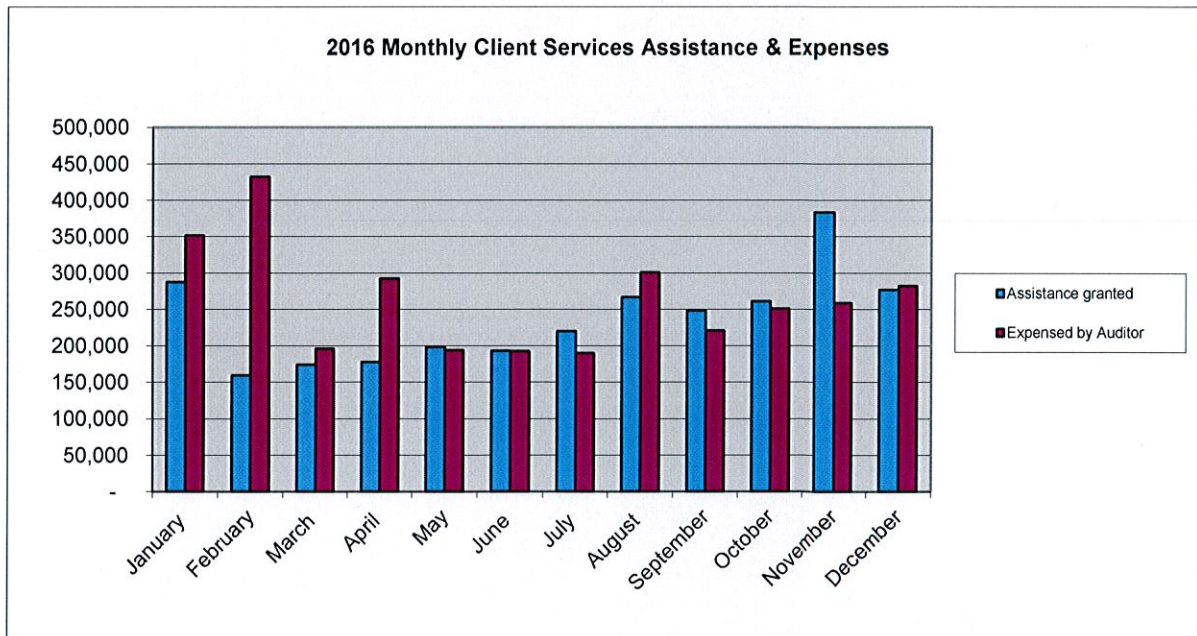
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2016 Expenses



Total 2016 Expense Analysis

	Total	YTD	YTD	Remaining	2016	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,797,426	1,755,098	-	-	1,755,098	42,328
Fringe Benefits	729,876	720,597	-	-	720,597	9,279
Commodities	30,776	28,545	-	-	28,545	2,231
Contract Services	473,765	325,061	136,119	136,119	461,180	12,585
Controlled Expenditures	225,081	147,084	-	-	147,084	77,997
Client Services	3,778,646	3,285,853	220,000	220,000	3,505,853	272,793
Other Expenditures	367,290	363,288	3,279	3,279	366,567	723
Capital Outlay	117,006	36,800	37,022	37,022	73,822	43,184
Total Expenditures	7,519,866	6,662,326	396,420	396,420	7,058,746	461,120

Assistance Department:

- December, 2016: \$276,908 (Down from \$418,238 in 2015)
- YTD 2016: \$2,845,124 (Down from \$3,050,283 in 2015)

The December Financial Assistance Department activity report follows below.

Indicator	Dec. 2016	Dec. 2015	% Change
Clients seeking assistance	605	973	-37.8%
Applications taken	428	758	-43.5%
Applications withdrawn	(41)	(71)	-42.3%
Applications denied	(58)	(125)	-53.6%
Applications approved	329	562	-41.6%

Indicator	YTD 2016	YTD 2015	% Change
Clients seeking assistance	4723	4544	3.9%
Applications taken	3570	4025	-11.3%
Applications withdrawn	(544)	(646)	-15.8%
Applications denied	(641)	(759)	-15.5%
Applications approved	2385	2620	-9.0%

- First Time Assistance
 - December, 2016: 45 (Down from 72 in 2015)
 - 41 approved, 0 at Level III, 0 partial, 2 denied, 2 withdrawn
 - YTD 2016: 435 (Down from 520 in 2015)
- Withdrawn applications from November that were unresolved: 38 of 60

In December, **83.2%** of all applications for assistance were approved, at Level I, II, or III.

Listed below is a breakdown of appeals for the month of December, 2016.

<u>Appeal Officer Appeals</u>	Dec. 2016	YTD
Cases Approved	17	256
Cases Partially Approved	5	42
Cases Denied	17	224
Cases Withdrawn	<u>2</u>	<u>23</u>
Total	41	545

<u>Board Appeals</u>	Dec. 2016	YTD
Cases Approved	5	75
Cases Denied	4	62
Cases Partially Approved	0	0
Cases Withdrawn	0	0
Cases Verifying Fraud	0	3
Fraud Not Verified	0	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	9	140

Medical and Other Transportation:

- December, 2016: \$13,312.50 (YTD: \$168,806.50)
- Medical Bus Tickets: \$13,102.50 (YTD: \$167,106.50)
- Other: \$210 (YTD: \$1,700)
- Transportation Approved: 571 applicants (YTD: 6,623)

Medical and Dental Programs:

- December, 2016: \$1,254 (YTD: \$69,455)
 - Dental: \$0 (YTD: \$51,620)
 - Vision: \$1,254 (YTD: \$6,044)
 - Hearing Aid: \$0 (YTD: \$11,791)

Memorial Affairs Department:

- December, 2016: \$4,991.00 (YTD: \$92,270.40)
- 5 Indigent burials
 - Air Force: 0
 - Marine: 2
 - Navy: 1
 - Army: 2

Service Department:

	Compensation	Pension	DIC	Follow-Up	Medical	POA	Miscellaneous Correspondence	DD214 Requests	Headstone	Presidential Memorial Certificates	National Cemetery Referrals	Other
Wade Park	60	5	2	335	10	81	352	79	-	1	-	135
Parma	40	5	-	112	1	40	148	17	-	-	-	99
Main Office	12	10	-	104	1	22	208	156	19	27	-	50
Federal Building	-	-	-	-	-	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	-	-	-	-	-
Mobile Benefits Team	-	-	-	-	-	-	2	3	-	-	-	1
Total (Month)	112	20	2	551	12	143	710	255	19	28	-	285
Total (YTD)	1144	260	31	4578	216	1335	7184	2405	174	513	77	3255

Interviews:
 • 1,843 (YTD: 21,949)
 FA Referrals:
 • 45 (YTD: 409)
 Total:
 • 1,888 (YTD: 22,559)
 Phone Calls:
 • 2,653 (YTD: 37,515)

Social Work

- December, 2016: Total Signed In: 62 (YTD: 881)
 - Seen: 44 (YTD: 679)
 - Not Seen: 3 (YTD: 66)
 - Offline: 15 (YTD: 136)
 - New Veterans: 0 (YTD: 10)

- Veterans Receiving Consultation: 29 (YTD: 364)
- Veterans receiving follow-up: 15 (YTD: 315)
- In December, 0 veterans were taken to the Ohio Veterans Home.

Referrals

- VA Medical: 5
- Employment: 0
- Debt Counseling: 5
- Other: 14
- Financial Workshop: No financial workshops in December
- Nutrition Workshop: 2 in 2 sessions – 2 no show included in the ‘Not Seen’ number

Submitted by:

**Jon Reiss
Executive Director**