



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
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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Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE/TIME: May 20, 2015 7:00 p.m.

PLACE: VFW Post 387
3580 West 140th Street
Cleveland, Ohio 44111

PRESENT: Daniel T. Weist, President
Mel Baher, Vice President
Bob Potts, Commissioner
Clayton E. Uzell, Commissioner
Jon Reiss, Executive Director
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary
Robert Erb, Service Officer
Larry Amato, Service Officer

EXCUSED: Frank Pocci, Secretary

VISITORS: Roberta Porter, Debbie Feuerstein, Ken Feuerstein, Paulette Maline, John Evans, Sr., Peggy Fitzgerald, Mike Fitzgerald, Sally Swager, Mary Lynn Church, Sandra Uzell, John Slivka

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Dan Weist followed by the Pledge of Allegiance. On behalf of the Board, Commissioner Weist thanked VFW Post 387 for hosting the CCVSC open public meeting outside the commission to afford the public and veterans' community an opportunity to attend a Board meeting at another time and location.

A motion was made by Clay Uzell 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 (Attached)

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

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

OLD BUSINESS:

None.

NEW BUSINESS:

OSAVSC membership registration fees for the Veterans Service Commissioners are now due and payable in the amount of \$30.00 per member for the period of July 1, 2015 through June 30, 2016. Dues must be paid no later than June 30, 2015.

A motion was made by Mel Baher and seconded by Clay Uzell to approve Resolution 2015-25 requesting authority to purchase training solutions through Skillsoft in order to provide employee development to all full-time and part-time employees for a period of one year from date of final contract, for expenses not to exceed \$13,000.00.

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

A motion was made by Mel Baher and seconded by Clay Uzell to approve Resolution 2015-26 requesting authority for the purchase of postage for the mailing of 72,000 informational post cards to the veterans of Cuyahoga County through a mailing house, to be determined by the Cuyahoga County print shop, expenses not to exceed \$20,000.00.

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

A motion was made by Mel Baher and seconded by Clay Uzell to approve Resolution 2015-27 requesting authority for the reimbursement of OSAVSC membership registration fees in the amount of \$30.00 each for five CCVSC Commissioners for the period July 1, 2015 through June 30, 2016.

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

GOOD OF THE ORDER:

Dan Weist introduced service officers, Larry Amato and Robert Erb, who gave a brief explanation of federal and state benefits veterans may be entitled to through the U.S. Department of Veterans Affairs. Guests in the audience were given an opportunity to ask questions. Discussion included topics such as disability pensions, widow's pensions, service-connected compensation, DIC, increases and appeals of VA claims, and medical transportation.

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 8:10 p.m.

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



Daniel T. Weist, President


Clay Uzell, Secretary Pro tem

CONTACT INFORMATION

Requests for Financial Assistance: Steve Fernandez, Finance Operations Manager (216-698-2391)
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

April, 2015

Issued by:

The CCVSC Commissioners

**Daniel Weist – President, DAV
Mel Baher – Vice President, American Legion
Frank Pocci – Secretary, AMVETS
Bob Potts – VVA
Clayton E. Uzell - VFW**

May 20, 2015

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of April 30, 2015:

Executive:

The Executive Director

- Attended Veterans Treatment Court training
- Attended a Network After Work event
- Met with Bruce Bartley from VA Communications Team
- Met with Jeff Griffith from HONEO
- Attended a Grassroots meeting
- Met with Nellie Rogers from VA CRRC
- Attended a RISFAC meeting in Garfield Heights
- Met with Terry Uhl from Ideastream

Customer Satisfaction Surveys

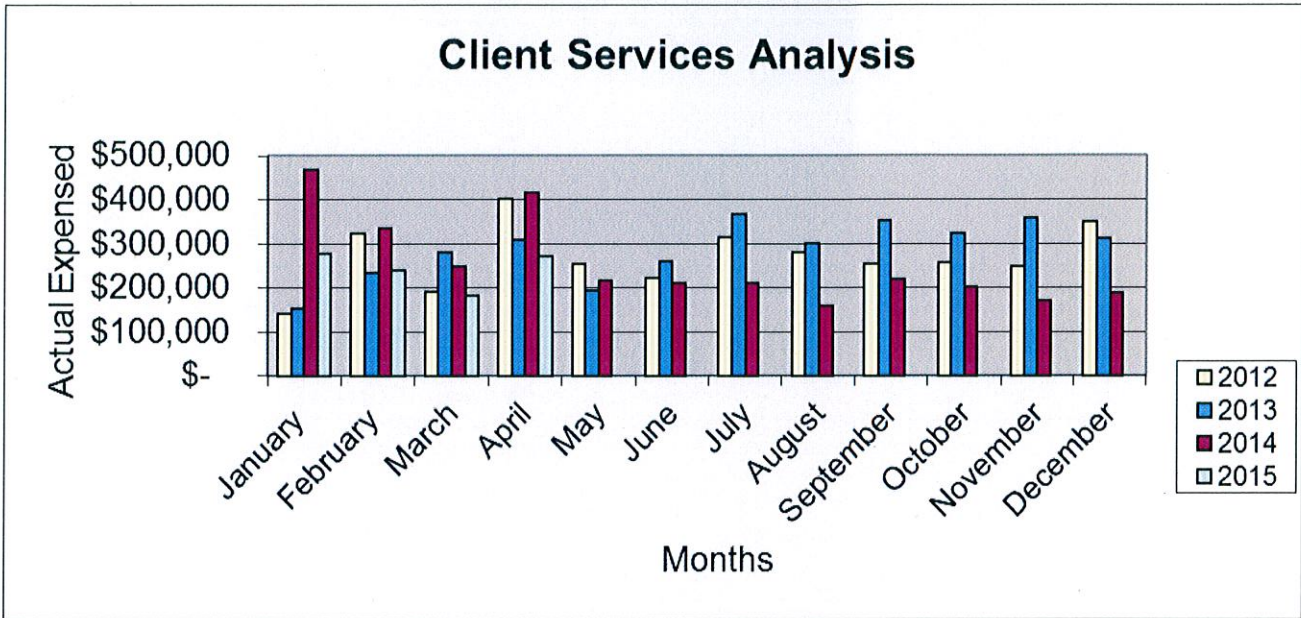
- Submitted: 4
- Positive: 4
- Negative: 0

Finance Department

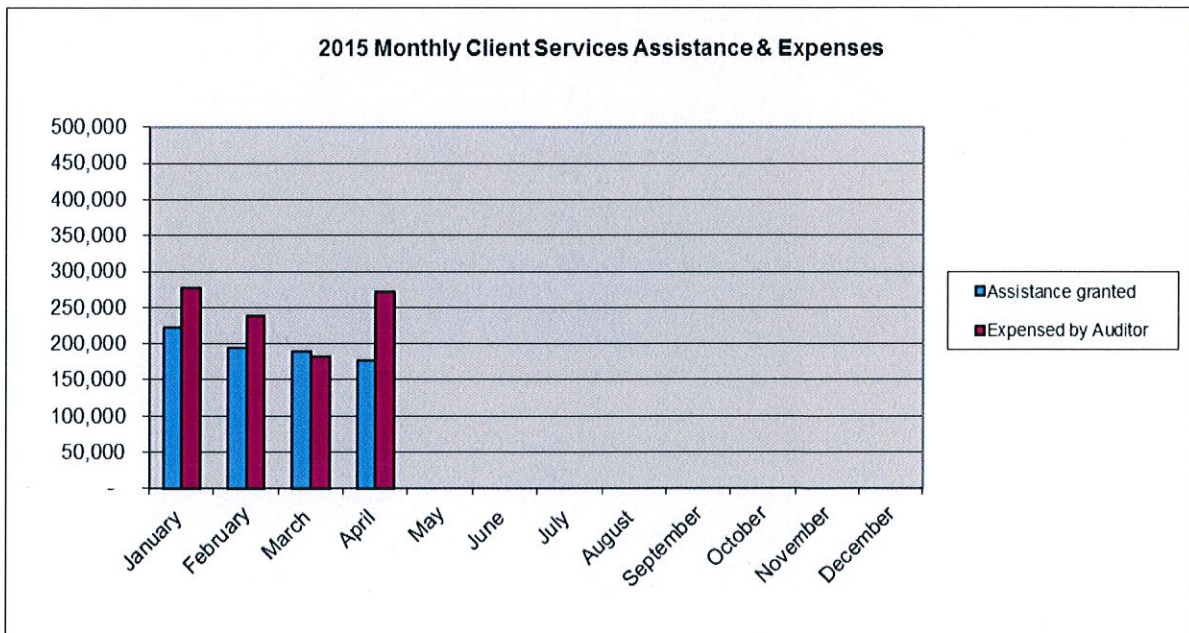
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2015 Expenses



Total 2015 Expense Analysis

	Total	YTD	YTD	Remaining	2015	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,859,336	602,526	-	1,220,157	1,822,683	36,653
Fringe Benefits	725,141	229,023	-	481,823	710,846	14,295
Commodities	33,250	12,996	-	15,254	28,250	5,000
Contract Services	428,610	127,842	86,271	300,768	428,610	-
Controlled Expenditures	205,879	(6,841)	-	212,720	205,879	-
Client Services	3,795,292	969,629	-	2,359,328	3,328,957	466,335
Other Expenditures	377,800	92,083	3,500	198,625	290,708	87,092
Capital Outlay	101,467	2,625	90,127	88,842	91,467	10,000
Total Expenditures	7,526,775	2,029,883	179,898	4,877,517	6,907,400	619,375

Assistance Department:

- April, 2015: \$272,216 (Down from \$308,360 in 2014)
- YTD 2015: \$969,630 (Down from \$1,466,953 in 2014)

The April Financial Assistance Department activity report follows below.

Indicator	April 2015	April 2014	% Change
Clients seeking assistance	764	873	-12.5%
Applications taken	758	655	15.7%
Applications withdrawn	(47)	(20)	135.0%
Applications denied	(39)	(64)	-39.1%
Applications approved	672	571	17.7%
Transportation only approvals	(527)	(418)	26.1%
F/A applications approved	145	153	-5.2%

Indicator	YTD 2015	YTD 2014	% Change
Clients seeking assistance	2961	3395	-12.8%
Applications taken	2933	2765	6.1%
Applications withdrawn	(192)	(79)	143.0%
Applications denied	(194)	(215)	9.8%
Applications approved	2547	2471	3.1%
Transportation only approvals	(1960)	(1649)	18.8%
F/A applications approved	587	822	-28.6%

- First Time Assistance
 - April 2015: 16 (Down from 31 in 2014)
 - 11 approved, 0 at Level III, 1 partial, 1 denied, 3 withdrawn
 - YTD 2015: 116 (Down from 170 in 2014)

Listed below is a breakdown of appeals for the month of April, 2015.

Appeal Officer workdays	22
Cases on hand at beginning of month	0
Cases received	32
Cases worked	<u>30</u>
Cases on hand at end of month	2

<u>Appeal Officer Appeals</u>	<u>April 2015</u>	<u>YTD</u>
Cases Approved	14	86
Cases Denied	12	68
Cases Denied/withdrawn, no show	0	0
Cases Withdrawn	<u>4</u>	<u>16</u>
Total	30	170

<u>Board Appeals</u>	<u>April 2015</u>	<u>YTD</u>
Cases Approved	4	23
Cases Denied	2	10
Cases Partially Approved	0	2
Cases Withdrawn	0	0
Cases Verifying Fraud	1	2
Client is Eligible (Review DD-214)	0	0
Fraud Not Verified	0	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	6	43

Medical and Other Transportation:

- April 2015: \$13,424.00 (YTD: \$50,566.50)
- Medical Bus Tickets: \$13,369.00 (YTD: \$50,056.50)
- Other: \$55 (YTD: \$510)

Medical and Dental Programs:

- April 2015: \$12,056 (YTD: \$33,567)
 - Dental: \$9,765 (YTD: \$13,004)
 - Vision: \$710 (YTD: \$1,320)
 - Hearing Aid: \$0 (YTD: \$17,662)

Memorial Affairs Department:

- April 2015: \$7,631.00 (Down \$4,118.34 from April, 2014)
- YTD 2015: \$35,222.45
- 8 Indigent burials
 - Air Force: 1
 - Marine: 0
 - Navy: 0
 - Army: 7

Following are the 2015 Year to Date statistics for Memorial Affairs:

	April	2015 YTD	April	2014 YTD
DD-214 Search	100	394	100	465
Benefits Counseling	728	2755	863	3636
Undelivered-Incorrect Headstone/Research	14	38	5	25
Presidential Memorial Certificates	52	208	78	385
National Cemetery Referrals	36	150	61	263
Blue Star Service Banners	0	0	0	0
Indigent Burials	8	39	12	54

Veterans Service Officers:

Parma	<u>April</u>	<u>YTD</u>
Compensation Claims	29	67
----- Follow Up	71	123
DIC Claims	0	4
----- Follow Up	1	1
Pension Claims	0	9
-----Follow Up	11	24
Medical	0	1
Power of Atty. to Service Organizations	37	85
Misc. Applications/Correspondence	190	491
All Other	<u>59</u>	<u>116</u>
Total	398	921

Interviews:
• 1,575 (YTD: 5,344)
FA Referrals:
• 28 (YTD: 108)
Total:
• 1,603 (YTD: 5,452)
Phone Calls:
• 3,633 (YTD: 12,459)

Wade Park	<u>April</u>	<u>YTD</u>
Compensation Claims	64	201
----- Follow Up	250	645
DIC Claims	4	7
----- Follow Up	3	13
Pension Claims	18	68
-----Follow Up	88	240
Medical	2	9
Power of Atty. to Service Organizations	42	154
Misc. Applications/Correspondence	477	1307
All Other	<u>230</u>	<u>532</u>
Total	1178	3176

Main Office	<u>April</u>	<u>YTD</u>
Compensation Claims	110	343
----- Follow Up	384	1286
DIC Claims	6	17
----- Follow Up	5	37
Pension Claims	29	135
-----Follow Up	147	607
Medical	3	28
Power of Atty. to Service Organizations	101	346
Misc. Applications/Correspondence	888	3213
All Other	<u>357</u>	<u>1199</u>
Total	2,030	7,211

Social Work

- April Total Signed In: 118 (YTD: 473)
 - Seen: 106 (YTD: 426)
 - Not Seen: 1 (YTD: 15)
 - Offline: 11 (YTD: 40)
 - New Veterans: 19 (YTD: 57)

- Veterans Receiving Consultation: 75 (YTD: 304)
- Veterans receiving follow-up: 31 (YTD: 114)

Referrals

- Internal Referrals
 - FA: 45
 - VSO: 34

- Outside Agencies
 - VA Medical: 24
 - Employment
 - EC/ODJFS: 9
 - CEOGC: 0
 - Towards Employment (N4S): 4

Ohio Veterans Home Network:

In April, no veterans were taken to the Ohio Veterans Home.

There are currently 5 beds available in the nursing home and 47 in the domiciliary.

Network Updates

Network Changes

On list of projects for the county to complete as of 4/2/2015.

A new server has been stood up with the county, to house our eVET app. Tim Verry still needs to contact John Yan for migration assistance, and contact the county SQL Engineer to come up with a plan. Mr. Verry is the lead on this project. This is top priority.

eVET

Some issues with the tablets/eVET still looking for the Topaz signature pads. Mr. Yan still needs to address this. This has been isolated down to the issuance of bus tickets.

Encrypted email between the VSC and the VA

No changes, see below. But now that everyone will be using the outlook desktop application instead of the web app, we can start testing its capabilities in regards to the VA's needs. I don't think us using the desktop application will change anything though, because we're still just piggy backing off of the outlook exchange that the county purchased. They did not purchase the full blown outlook service from Microsoft, therefor we do not have the same capabilities as if we were using the more robust tool. In short, we're just dressing up the inferior product by using the Office enabling the application, and using it with our exchange account.

Submitted by:

**Jon Reiss
Executive Director**