



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

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: July 15, 2015 9:30 a.m.

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

EXCUSED: Brian Gutkoski, Asst. County Prosecutor

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Dan Weist 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.) One item was set aside for discussion under new business.

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

Brian Gutkoski joined the meeting at 9:50 a.m.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

Following review of financial assistance activity, a motion was made by Mel Baher and seconded by Bob Potts to delegate authority to the Appeals Officer and Executive Director to extend term limits at Level II upon review of cases that are temporary aid exhausted.

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

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

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

OLD BUSINESS:

Asst. County Prosecutor, Brian Gutkoski, advised the Board that the county can limit the use of the CCVSC van to in-state driving only. His recommendation was to request special dispensation for out of state travel through Ann Marie Deane, Sr. Risk Adjuster, in the County Risk Management Division.

NEW BUSINESS:

A motion was made by Frank Pocci and seconded by Dan Weist to approve Resolution 2015-29 requesting authority for one (1) service officer in-training to attend the OSACVSO new service officer school from August 23-27, 2015 in Dublin, Ohio, expenses not to exceed \$954.00.

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

The eligibility specialist (ES) report, pulled from the Consent Agenda for discussion, was reviewed. It was determined that the number of financial assistance applications taken per day averages to 2.5 per ES. The withdrawn report was also reviewed and the Executive Director was asked to provide additional information in the future, as to how many veterans returned and if they were approved or denied.

The Executive Director received an inquiry from the Ohio Department of Veterans Services (ODVS) requesting an investigation into a complaint they received from a Cuyahoga County Veterans Service Commission client. The case was reviewed, a response was generated to ODVS, and the client was contacted.

GOOD OF THE ORDER:

An impressive article on Service Officer, Charlene Jorge, citing her military service and position at the CCVSC, was featured in the quarterly issue of the DD214 Chronicle.

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 11:01 a.m.

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



Daniel T. Weist, President



Frank Pocci, Secretary

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

June, 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**

July 15, 2015

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, 2015:

Executive:

The Executive Director

- Attended and spoke at Veterans' Treatment Court Mentor Boot Camp
- Met with Veterans Treatment Court Treatment Team
- Met with Mike Dennison from Clear Channel
- Met with Cheryl Reidy from Westat about Congressional study for Veterans' Access to Care
- Attended a Veterans Employment Initiative meeting at the CRRC
- Met with Neal and Dianna from iHeart Radio
- Hosted Ideastream and Executive Directors from Summit, Lorain, and Medina County to discuss Ideastream 's upcoming series focused on veterans' issues
- Met with Alaina Foster from the Alfred Lerner Vet Center

Customer Satisfaction Surveys

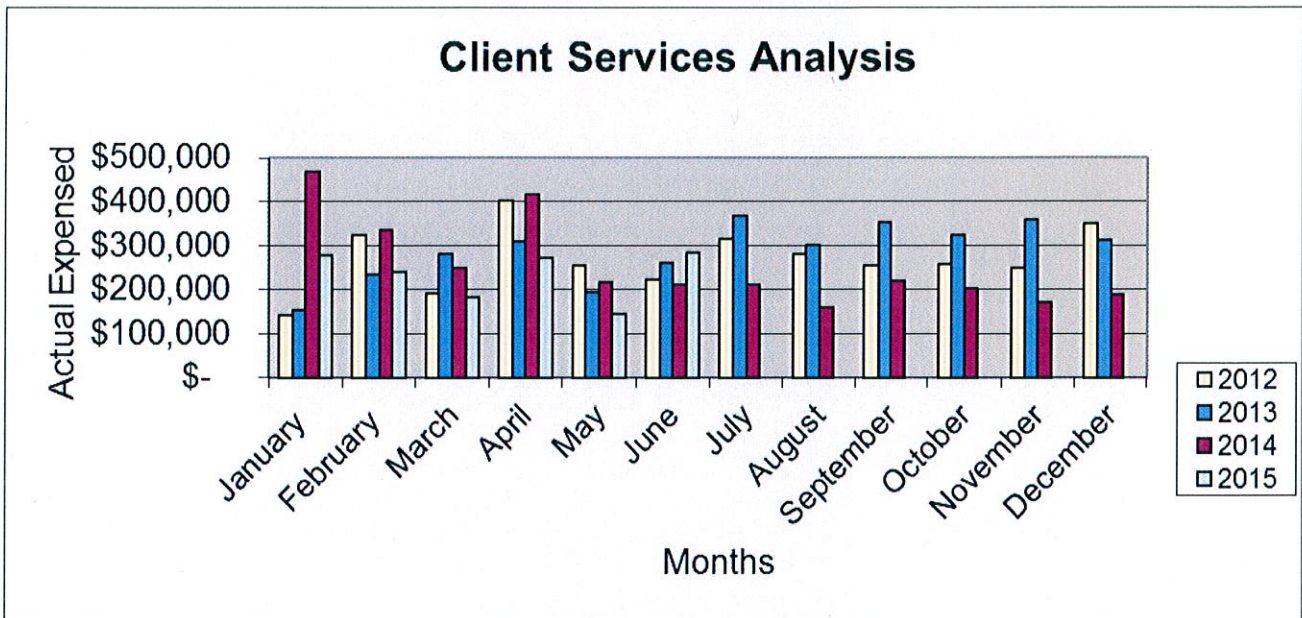
- Submitted: 8
- Positive: 7
- Negative: 1 – Client has concerns about wait time without being acknowledged and metered parking. There is not urgency with the process at the intake window and there is always attitude.

Finance Department

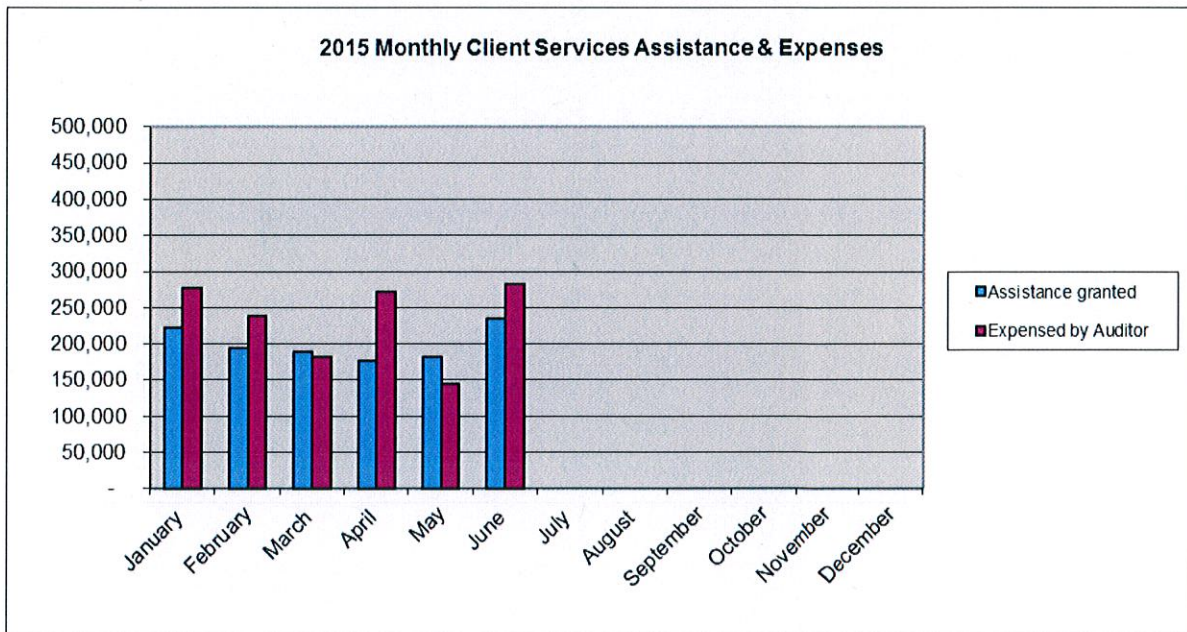
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2015 Expenses



Total 2015 Expense Analysis

	Total	YTD	YTD	Remaining	2015	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,859,336	886,554	-	881,240	1,767,794	91,542
Fringe Benefits	725,141	335,469	-	353,971	689,440	35,701
Commodities	33,250	15,124	-	15,126	30,250	3,000
Contract Services	428,610	128,932	86,142	299,678	428,610	-
Controlled Expenditures	205,879	(6,841)	-	212,720	205,879	-
Client Services	3,795,292	1,397,748	-	1,769,496	3,167,244	628,048
Other Expenditures	377,800	193,231	9,286	133,231	326,462	51,338
Capital Outlay	101,467	5,746	87,006	85,721	91,467	10,000
Total Expenditures	7,526,775	2,955,963	182,434	3,751,183	6,707,146	819,629

Assistance Department:

- June, 2015: \$282,882 (Up from \$211,907 in 2014)
- YTD 2015: \$1,397,749 (Down from \$1,895,889 in 2014)

The June Financial Assistance Department activity report follows below.

Indicator	June 2015	June 2014	% Change
Clients seeking assistance	853	969	-12.0%
Applications taken	849	715	18.7%
Applications withdrawn	(68)	(31)	119.4%
Applications denied	(74)	(58)	27.6%
Applications approved	707	626	12.9%
Transportation only approvals	(532)	(467)	13.9%
F/A applications approved	175	159	10.1%

Indicator	YTD 2015	YTD 2014	% Change
Clients seeking assistance	4548	5334	-14.7%
Applications taken	4504	4232	6.4%
Applications withdrawn	(319)	(129)	147.3%
Applications denied	(325)	(336)	-3.4%
Applications approved	3860	3767	2.5%
Transportation only approvals	(2971)	(2605)	14.0%
F/A applications approved	889	1162	-23.5%

- First Time Assistance
 - June 2015: 40 (Down from 41 in 2014)
 - 29 approved, 0 at Level III, 2 partial, 3 denied, 6 withdrawn
 - YTD 2015: 191 (Down from 239 in 2014)

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

Appeal Officer workdays	17
Cases on hand at beginning of month	2
Cases received	63
Cases worked	<u>65</u>
Cases on hand at end of month	0

	June	
	<u>2015</u>	<u>YTD</u>
<u>Appeal Officer Appeals</u>		
Cases Approved	29	133
Cases Denied	30	119
Cases Denied/withdrawn, no show	0	0
Cases Withdrawn	<u>6</u>	<u>25</u>
Total	65	277

	June	
	<u>2015</u>	<u>YTD</u>
<u>Board Appeals</u>		
Cases Approved	10	45
Cases Denied	9	29
Cases Partially Approved	0	2
Cases Withdrawn	0	0
Cases Verifying Fraud	1	3
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	20	79

Medical and Other Transportation:

- June 2015: \$13,397.00 (YTD: \$77,145.00)
- Medical Bus Tickets: \$13,257.00 (YTD: \$76,425.00)
- Other: \$140 (YTD: \$720)

Medical and Dental Programs:

- June 2015: \$25,056 (YTD: \$63,077)
 - Dental: \$7,538 (YTD: \$24,386)
 - Vision: \$240 (YTD: \$2,170)
 - Hearing Aid: \$17,278 (YTD: \$34,940)

Memorial Affairs Department:

- June 2015: \$8,991.00 (Down \$3,857.08 from June, 2014)
- YTD 2015: \$55,999.45
- 9 Indigent burials
 - Air Force: 1
 - Marine: 0
 - Navy: 1
 - Army: 7

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

	June	2015 YTD	June	2014 YTD
DD-214 Search	108	589	105	667
Benefits Counseling	727	4074	728	5292
Undelivered-Incorrect Headstone/Research	17	72	11	55
Presidential Memorial Certificates	44	297	63	539
National Cemetery Referrals	47	230	50	381
Blue Star Service Banners	0	0	0	0
Indigent Burials	9	60	13	78

Veterans Service Officers:

Parma	<u>June</u>	<u>YTD</u>
Compensation Claims	41	138
----- Follow Up	120	317
DIC Claims	1	5
----- Follow Up	1	2
Pension Claims	4	15
-----Follow Up	22	54
Medical	0	3
Power of Atty. to Service Organizations	40	158
Misc. Applications/Correspondence	317	976
All Other	<u>128</u>	<u>301</u>
Total	674	1969

Interviews:
• 1,434 (YTD: 7,996)
FA Referrals:
• 46 (YTD: 173)
Total:
• 1,480 (YTD: 8,169)
Phone Calls:
• 3,892 (YTD: 15,493)

Wade Park	<u>June</u>	<u>YTD</u>
Compensation Claims	89	343
----- Follow Up	235	1073
DIC Claims	2	12
----- Follow Up	8	27
Pension Claims	18	106
-----Follow Up	82	415
Medical	3	14
Power of Atty. to Service Organizations	75	272
Misc. Applications/Correspondence	487	2191
All Other	<u>200</u>	<u>902</u>
Total	1199	5355

Main Office	<u>June</u>	<u>YTD</u>
Compensation Claims	141	585
----- Follow Up	414	2038
DIC Claims	4	25
----- Follow Up	12	58
Pension Claims	31	195
-----Follow Up	136	894
Medical	4	37
Power of Atty. to Service Organizations	129	569
Misc. Applications/Correspondence	1038	5010
All Other	<u>408</u>	<u>1891</u>
Total	2,317	11,302

Social Work

- June Total Signed In: 187 (YTD: 783)
 - Seen: 171 (YTD: 710)
 - Not Seen: 16 (YTD: 35)
 - Offline: 5 (YTD: 51)
 - New Veterans: 51 (YTD: 123)

- Veterans Receiving Consultation: 133 (YTD: 516)
- Veterans receiving follow-up: 38 (YTD: 186)

Referrals

- Internal Referrals
 - FA: 71
 - VSO: 55

- Outside Agencies
 - VA Medical: 52
 - Employment
 - EC/ODJFS: 16
 - CEOGC: 2
 - Towards Employment (N4S): 3

Ohio Veterans Home Network:

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

There are currently 0 beds available in the nursing home and 0 in the domiciliary.

Network Changes

Require software upgrade to complete migration. County and eVetAssist working together to complete

Submitted by:

**Jon Reiss
Executive Director**