



S
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
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: August 19, 2015 9:30 a.m.

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

EXCUSED: Clayton E. Uzell, Commissioner
Brian Gutkoski, Asst. County Prosecutor

VISITORS: Julie McCostlin, Nikki Rodriguez, Emily Abramov

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 Frank Pocci 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, 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, Pocci, Potts, Weist. NAYS: None. Motion carried.

Commissioner Pocci was excused at 10:12 a.m.

OLD BUSINESS:

None.

NEW BUSINESS:

A motion was made by Mel Baher and seconded by Bob Potts to accept Resolution 2015-30 requesting authority for seven CCVSC service officers to attend the OSACVSO Fall School and Conference from September 22-25, 2015 in Dublin, Ohio, expenses not to exceed \$4,732.00.

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

David Hatcher, CCVSC Social Worker, has announced his retirement effective August 27, 2015. The Board extends best wishes to Dave in his retirement and is grateful for his years of service to the veterans of Cuyahoga County.

GOOD OF THE ORDER:

The Board opened the floor to Julie McCostlin, Nikki Rodriguez, and Emily Abramov from the West Bay Center, a Genesis Health Care facility in Westlake, Ohio, for a presentation of their services. West Bay welcomes veteran patients and accepts VA contracts, provides psychological services and individual counseling, and conducts weekly AA meetings. For more information, please call (440) 871-5900 or go to www.genesishcc.com.

EXECUTIVE SESSION:

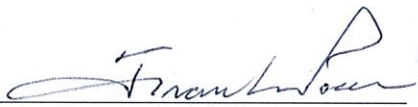
There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 10:40 a.m.

AYES: Baher, Pocci, Potts, 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

July, 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**

August 19, 2015

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of July 31, 2015:

Executive:

The Executive Director

- Attended the Rock Star Battalion Change of Command Ceremony
- Attended Veterans Treatment Court
- Met with Emily from Genesis HCC
- Attended the Veterans Employment Stand Down Planning Meeting
- Met with Rita Stahl from Troop and Family Assistance
- Attended the Veterans Employment Initiative at CEOGC
- Met with Heidi Janice from the Visiting Nurses Association

Customer Satisfaction Surveys

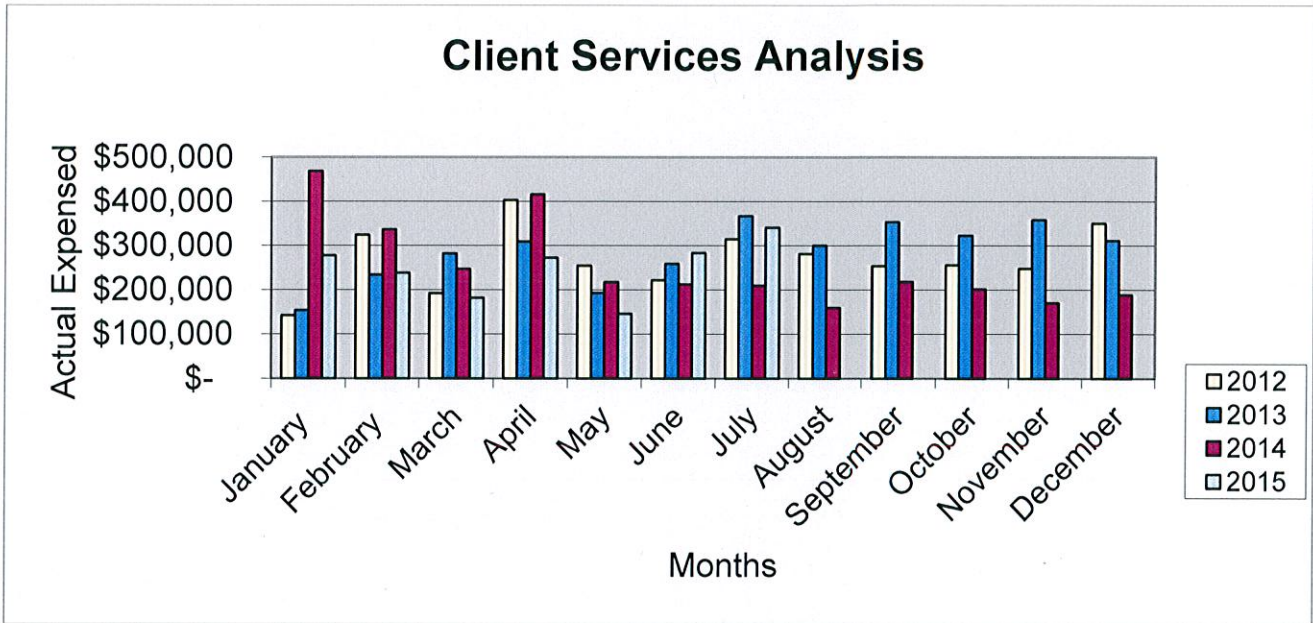
- Submitted: 17
- Positive: 15
- Negative: 2 – Neither negative survey included contact information to get a better understanding of the situation. One, although ‘very dissatisfied’ contained no comments or information. The second negative survey was very difficult to read and full of vulgar language.

Finance Department

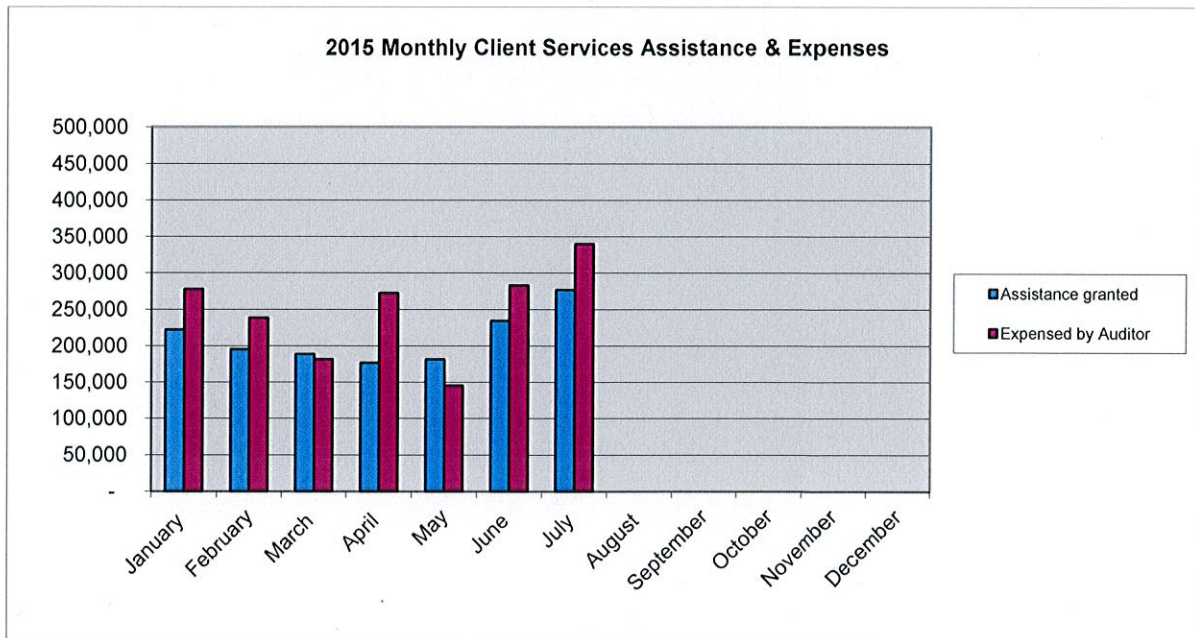
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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 | 1,078,697 | - | 689,097 | 1,767,794 | 91,542 |
| Fringe Benefits | 725,141 | 410,294 | - | 279,146 | 689,440 | 35,701 |
| Commodities | 33,250 | 18,838 | - | 11,412 | 30,250 | 3,000 |
| Contract Services | 428,610 | 196,939 | 18,135 | 231,671 | 428,610 | - |
| Controlled Expenditures | 205,879 | (6,841) | - | 212,720 | 205,879 | - |
| Client Services | 3,795,292 | 1,737,733 | - | 1,474,580 | 3,212,313 | 582,979 |
| Other Expenditures | 377,800 | 218,008 | 9,286 | 108,454 | 326,462 | 51,338 |
| Capital Outlay | 101,467 | 5,848 | 87,006 | 85,619 | 91,467 | 10,000 |
| Total Expenditures | 7,526,775 | 3,659,516 | 114,427 | 3,092,699 | 6,752,215 | 774,560 |

Assistance Department:

- July, 2015: \$339,986 (Up from \$209,279 in 2014)
- YTD 2015: \$1,737,735 (Down from \$2,105,168 in 2014)

The July Financial Assistance Department activity report follows below.

| Indicator | July 2015 | July 2014 | % Change |
|-------------------------------|----------------------|----------------------|---------------------|
| Clients seeking assistance | 875 | 972 | -10.0% |
| Applications taken | 860 | 736 | 16.8% |
| Applications withdrawn | (63) | (14) | 350.0% |
| Applications denied | (65) | (55) | 18.2% |
| Applications approved | 732 | 667 | 9.7% |
| Transportation only approvals | (525) | (500) | 5.0% |
| F/A applications approved | 207 | 167 | 24.0% |

| Indicator | YTD 2015 | YTD 2014 | % Change |
|-------------------------------|---------------------|---------------------|---------------------|
| Clients seeking assistance | 5423 | 6306 | -14.0% |
| Applications taken | 5364 | 4968 | 8.0% |
| Applications withdrawn | (382) | (143) | 167.1% |
| Applications denied | (390) | (391) | -.3% |
| Applications approved | 4592 | 4434 | 3.6% |
| Transportation only approvals | (3496) | (3105) | 12.6% |
| F/A applications approved | 1096 | 1329 | -17.5% |

- First Time Assistance
 - July 2015: 48 (Up from 26 in 2014)
 - 39 approved, 0 at Level III, 1 partial, 3 denied, 5 withdrawn
 - YTD 2015: 239 (Down from 265 in 2014)

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

| | |
|-------------------------------------|-----------|
| Appeal Officer workdays | 22 |
| Cases on hand at beginning of month | 0 |
| Cases received | 80 |
| Cases worked | <u>77</u> |
| Cases on hand at end of month | 3 |

| <u>Appeal Officer Appeals</u> | <u>July</u> <u>2015</u> | <u>YTD</u> |
|---------------------------------|----------------------------|------------|
| Cases Approved | 36 | 169 |
| Cases Denied | 37 | 156 |
| Cases Denied/withdrawn, no show | 0 | 0 |
| Cases Withdrawn | <u>4</u> | <u>29</u> |
| Total | 77 | 354 |

| <u>Board Appeals</u> | <u>July</u> <u>2015</u> | <u>YTD</u> |
|------------------------------------|----------------------------|------------|
| Cases Approved | 7 | 52 |
| Cases Denied | 7 | 29 |
| Cases Partially Approved | 0 | 36 |
| Cases Withdrawn | 0 | 0 |
| Cases Verifying Fraud | 0 | 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 | 14 | 93 |

Medical and Other Transportation:

- July 2015: \$11,756.50 (YTD: \$88,901.50)
- Medical Bus Tickets: \$11,491.50 (YTD: \$87,916.50)
- Other: \$265 (YTD: \$985)

Medical and Dental Programs:

- July 2015: \$13,743 (YTD: \$76,820)
 - Dental: \$7,902 (YTD: \$32,288)
 - Vision: \$0 (YTD: \$2,170)
 - Hearing Aid: \$5,841 (YTD: \$40,781)

Memorial Affairs Department:

- July 2015: \$8,990.00 (Down \$1,838.20 from July, 2014)
- YTD 2015: \$64,989.45
- 9 Indigent burials
 - Air Force: 0
 - Marine: 2
 - Navy: 1
 - Army: 6

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

| | July | 2015 YTD | July | 2014 YTD |
|--|-------------|---------------------|-------------|---------------------|
| DD-214 Search | 89 | 678 | 94 | 761 |
| Benefits Counseling | 513 | 4587 | 890 | 6182 |
| Undelivered-Incorrect Headstone/Research | 8 | 80 | 21 | 76 |
| Presidential Memorial Certificates | 47 | 344 | 75 | 614 |
| National Cemetery Referrals | 39 | 269 | 44 | 425 |
| Blue Star Service Banners | 0 | 0 | 0 | 0 |
| Indigent Burials | 9 | 69 | 11 | 89 |

Veterans Service Officers:

Parma

| | <u>July</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation Claims | 43 | 181 |
| ----- Follow Up | 120 | 437 |
| DIC Claims | 1 | 6 |
| ----- Follow Up | 2 | 4 |
| Pension Claims | 4 | 19 |
| -----Follow Up | 18 | 72 |
| Medical | 4 | 7 |
| Power of Atty. to Service Organizations | 47 | 205 |
| Misc. Applications/Correspondence | 245 | 1221 |
| All Other | <u>83</u> | <u>384</u> |
| Total | 567 | 2536 |

| |
|-----------------------|
| Interviews: |
| • 1,570 (YTD: 9,566) |
| FA Referrals: |
| • 32 (YTD: 205) |
| Total: |
| • 1,602 (YTD: 9,771) |
| Phone Calls: |
| • 4,188 (YTD: 19,681) |

Wade Park

| | <u>July</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation Claims | 61 | 404 |
| ----- Follow Up | 222 | 1295 |
| DIC Claims | 0 | 12 |
| ----- Follow Up | 3 | 30 |
| Pension Claims | 12 | 118 |
| -----Follow Up | 63 | 478 |
| Medical | 11 | 25 |
| Power of Atty. to Service Organizations | 53 | 327 |
| Misc. Applications/Correspondence | 486 | 2677 |
| All Other | <u>232</u> | <u>1134</u> |
| Total | 1145 | 6500 |

Main Office

| | <u>July</u> | <u>YTD</u> |
|---|--------------|---------------|
| Compensation Claims | 119 | 704 |
| ----- Follow Up | 392 | 2430 |
| DIC Claims | 2 | 27 |
| ----- Follow Up | 10 | 68 |
| Pension Claims | 36 | 231 |
| -----Follow Up | 135 | 1029 |
| Medical | 14 | 51 |
| Power of Atty. to Service Organizations | 134 | 703 |
| Misc. Applications/Correspondence | 1018 | 6028 |
| All Other | <u>437</u> | <u>1891</u> |
| Total | 2,297 | 13,599 |

Social Work

- July Total Signed In: 204 (YTD: 987)
 - Seen: 189 (YTD: 899)
 - Not Seen: 5 (YTD: 40)
 - Offline: 10 (YTD: 61)
 - New Veterans: 32 (YTD: 155)

- Veterans Receiving Consultation: 137 (YTD: 653)
- Veterans receiving follow-up: 52 (YTD: 238)

Referrals

- Internal Referrals
 - FA: 84
 - VSO: 59

- Outside Agencies
 - VA Medical: 49
 - Employment
 - EC/ODJFS: 11
 - CEOGC: 1
 - Towards Employment (N4S): 0

Ohio Veterans Home Network:

In July, 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

None at this time

Submitted by:

**Jon Reiss
Executive Director**