



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: January 20, 2016 9:30 a.m.

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

EXCUSED: Brian Gutkoski, Asst. County Prosecutor

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Mel Baher followed by the Pledge of Allegiance.

A motion was made by Frank Pocci 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, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached):

A motion was made by Dan Weist 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.

Asst. County Prosecutor Brian Gutkoski joined the meeting at 10:15 a.m.

OLD BUSINESS:

The current rule for separated spouses in the Financial Assistance Procedures and Training Manual was reviewed and will remain the same.

A to Z Furniture will continue to be used to provide veterans and their family members with new beds, box springs and mattresses. The Executive Director will provide quotes from other agencies as they are received. Church Street Ministries and the Furniture Bank continue to be used for all other furniture requests.

NEW BUSINESS:

The Dept. of Public Works has contacted Jon Reiss with a request to take back the administration of the Memorial Day Reimbursement Program for 2016 and the Flag Distribution Program for 2017. Jon met with the two CCVSC employees responsible for the programs in the past and walked through the timeline of what needs to be done on a monthly basis. He will meet with the county to see what their administrative procedures are before making a decision. If the Board agrees, it will be under the stipulation that the standards concerning the reuse of flags will be set by the CCVSC.

The Ohio Hiring Expo for veterans and military spouses will be held on January 25, 2016 from 11:00 a.m. to 2:00 p.m. at the Quicken Loans Arena, 1 Center Court, Cleveland, Ohio. Transportation from the City of Cleveland's Muni Lot to the event this year will be provided by the CCVSC. In 2017, the CCVSC is looking for possible solutions for veterans to attend the event and park at a lot near the Q, where eligible veterans can be reimbursed for parking expenses.

The current CCVSC Policy on Tardiness dated November 20, 2013 will be revised to match the progressive discipline process in the County's Policies and Procedures Manual. The revision will be submitted to the Board for approval at the next open public meeting.

A motion was made by Dan Weist and seconded by Bob Potts to approve Resolution 2016-09 providing for the purchase of an advertising agreement with DD214 Chronicle for twelve months of internet advertising and six months of advertising, expenses not to exceed \$9,000.00.

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

GOOD OF THE ORDER:

Asst. County Prosecutor Brian Gutkoski said that the Kelvin Smith Library at Case Western Reserve University will be featuring a unique presentation of collector, Icabod Flewellen, Father of the First African American History Museum and the oldest Alumnus of CWRU, on January 21, 2016 at 12:00 p.m. in the 1st Floor Art Gallery. The event is free and open to the public. For more information, please contact Library Administration at 368-2992 or ksladministration@case.edu.

President Baher opened the floor to guest Gladys Garner-Harris. Mrs. Harris introduced herself as an Army veteran and addressed the Board with a complaint regarding her recent visit to the CCVSC and application for financial assistance. The Executive Director spoke to her concerns and explained circumstances that involved her particular experience. He invited her to return to the commission the following day to discuss the matter in more detail and she agreed.

Clayton Uzell will be attending the VFW State Conference in Cincinnati, Ohio from January 21-24, 2016.

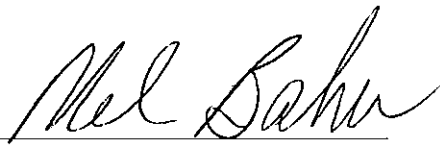
It was noted that we have not yet received a response from County Council member, Chuck Germana, regarding the setting of compensation for CCVSC commissioners. The original request was sent January 4, 2016, per his request.

EXECUTIVE SESSION:

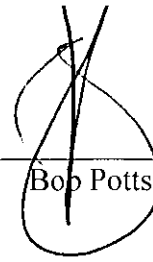
No items for Executive Session.

With no further business, a motion was made by Frank Pocci and seconded by Dan Weist to adjourn the meeting at 11:25 a.m.

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



Mel Baher, President



Bob Potts, 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 (216-698-2655) |
| Social Work Dept.: | Terry Walker, 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

December, 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**

January 20, 2016

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, 2015:

Executive:

The Executive Director

- Met with ODVS and ODJFS's to discuss veterans employment
- Attended Veterans Treatment Court weekly sessions
- Met with the President of Tri-C Metro
- Attended the Grassroots meeting with Cleveland Recruiting Battalion
- Met with Sargent White to discuss security
- Met with Deborah from the East Side Vet Center
- Met with Sandy Green from Valpak

Customer Satisfaction Surveys

- Submitted: 32
- Positive: 28
- Negative: 4
- Neutral: 0

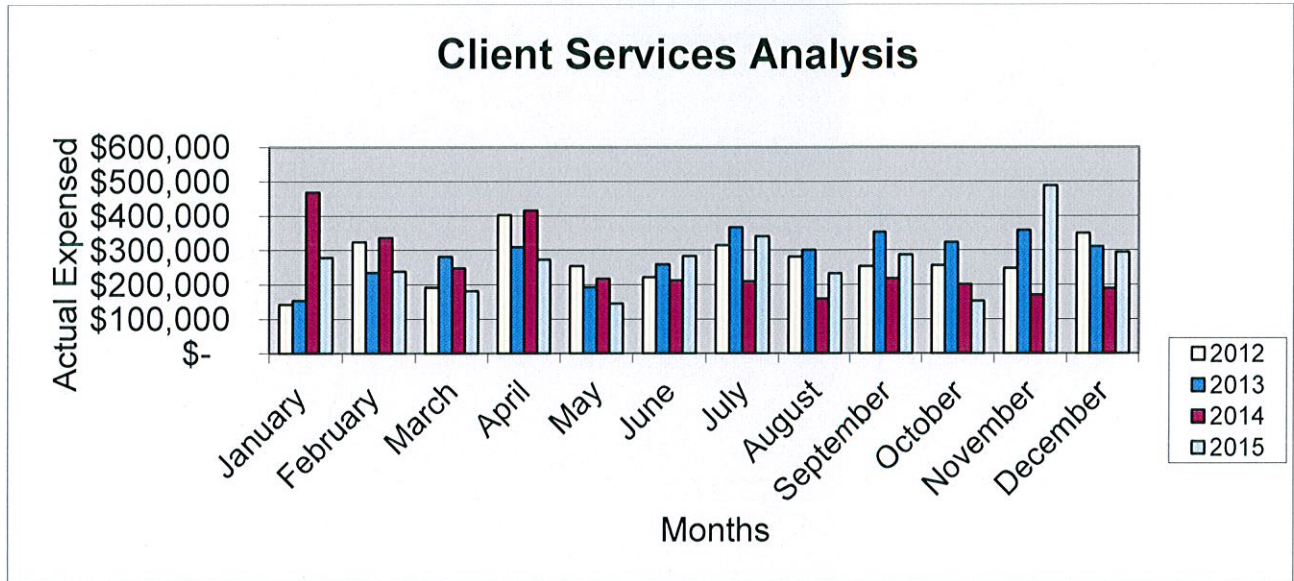
Negative surveys included clients that felt that the employee was not compassionate and/or empathetic and that the staff did not give appropriate respect.

Finance Department

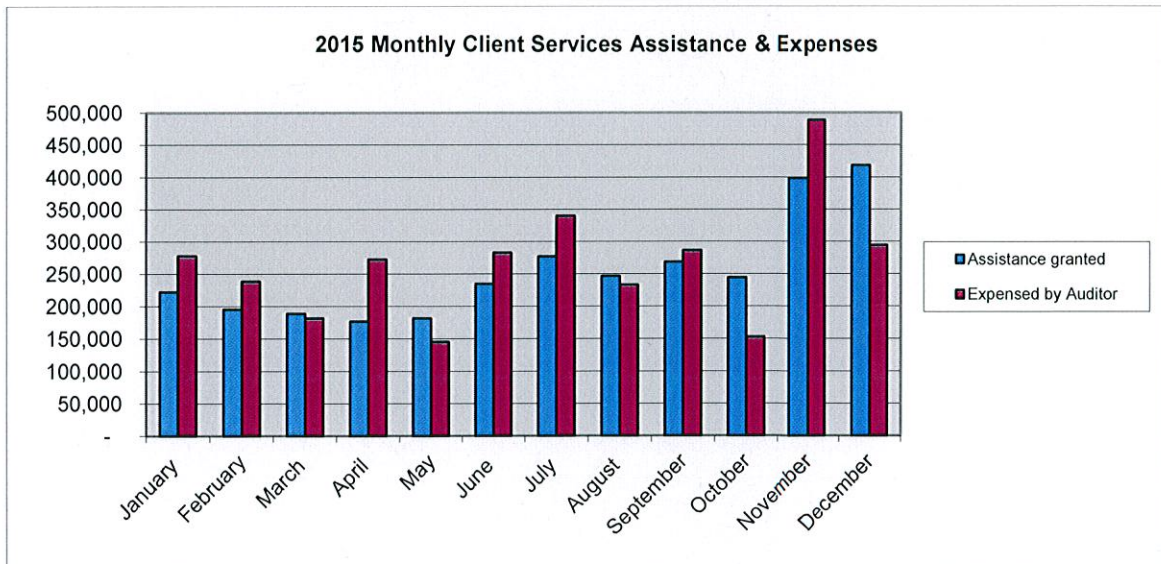
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2015 Expenses



Total 2015 Expense Analysis

| | Total | YTD | YTD | Remaining | 2015 | Budget |
|--------------------------------|-----------|-------------|---------|--------------|------------|----------|
| | Budget | Expenditure | Encumbr | Expenditures | Projection | Variance |
| Salaries | 1,859,336 | 1,830,995 | - | - | 1,830,995 | 28,341 |
| Fringe Benefits | 725,141 | 665,813 | - | - | 665,813 | 59,328 |
| Commodities | 33,250 | 32,061 | - | - | 32,061 | 1,189 |
| Contract Services | 441,580 | 287,564 | 153,761 | 153,761 | 441,325 | 255 |
| Controlled Expenditures | 218,309 | 218,308 | - | - | 218,308 | 1 |
| Client Services | 3,764,892 | 3,191,954 | 316,638 | 316,638 | 3,508,592 | 256,300 |
| Other Expenditures | 382,800 | 373,576 | 7,361 | 7,361 | 380,937 | 1,863 |
| Capital Outlay | 101,467 | 6,057 | 87,006 | 87,006 | 93,063 | 8,404 |
| Total Expenditures | 7,526,775 | 6,606,328 | 564,766 | 564,766 | 7,171,094 | 355,681 |

Assistance Department:

- December, 2015: \$293,999 (Up from \$188,572 in 2014)
- YTD 2015: \$3,192,316 (Up from \$3,042,157 in 2014)

The December Financial Assistance Department activity report follows below.

| Indicator | Dec. 2015 | Dec. 2014 | % Change |
|-------------------------------|----------------------|----------------------|---------------------|
| Clients seeking assistance | 1477 | 868 | 70.2% |
| Applications taken | 1262 | 688 | 83.4% |
| Applications withdrawn | (71) | (6) | 1083.3% |
| Applications denied | (125) | (48) | 160.4% |
| Applications approved | 1066 | 634 | 68.1% |
| Transportation only approvals | (504) | (463) | 8.9% |
| F/A applications approved | 562 | 171 | 228.7% |

| Indicator | YTD 2015 | YTD 2014 | % Change |
|-------------------------------|---------------------|---------------------|---------------------|
| Clients seeking assistance | 10195 | 9889 | 3.1% |
| Applications taken | 9676 | 8501 | 13.8% |
| Applications withdrawn | (646) | (194) | 233.0% |
| Applications denied | (759) | (641) | 18.4% |
| Applications approved | 8271 | 7666 | 7.9% |
| Transportation only approvals | (5651) | (5563) | 1.6% |
| F/A applications approved | 2620 | 2103 | 24.6% |

- First Time Assistance
 - December 2015: 72 (Up from 33 in 2014)
 - 61 approved, 0 at Level III, 1 partial, 1 denied, 9 withdrawn
 - YTD 2015: 520 (Up from 420 in 2014)

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

| | |
|-------------------------------------|-----------|
| Appeal Officer workdays | 19 |
| Cases on hand at beginning of month | 0 |
| Cases received | 89 |
| Cases worked | <u>89</u> |
| Cases on hand at end of month | 0 |

| | Dec. | |
|--------------------------------------|--------------------|-------------------|
| | <u>2015</u> | <u>YTD</u> |
| <u>Appeal Officer Appeals</u> | | |
| Cases Approved | 47 | 380 |
| Cases Denied | 37 | 303 |
| Cases Denied/withdrawn, no show | 0 | 0 |
| Cases Withdrawn | <u>5</u> | <u>51</u> |
| Total | 89 | 734 |

| | Dec. | |
|------------------------------------|--------------------|-------------------|
| | <u>2015</u> | <u>YTD</u> |
| <u>Board Appeals</u> | | |
| Cases Approved | 4 | 82 |
| Cases Denied | 2 | 62 |
| Cases Partially Approved | 0 | 2 |
| Cases Withdrawn | 0 | 0 |
| Cases Verifying Fraud | 1 | 4 |
| 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 | 7 | 150 |

Medical and Other Transportation:

- December 2015: \$14,063.00 (YTD: \$157,286.00)
- Medical Bus Tickets: \$14,003.00 (YTD: \$155,831.00)
- Other: \$60 (YTD: \$1,455)

Medical and Dental Programs:

- December 2015: \$14,253 (YTD: \$105,691)
 - Dental: \$13,098 (YTD: \$57,059)
 - Vision: \$1,155 (YTD: \$6,270)
 - Hearing Aid: \$0 (YTD: \$40,781)

Memorial Affairs Department:

- December 2015: \$4,995.00 (Down \$500.00 from December, 2014)
- YTD 2015: \$101,548.00
- 5 Indigent burials
 - Air Force: 1
 - Marine: 0
 - Navy: 0
 - Army: 4

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

| | Dec. | 2015 YTD | Dec. | 2014 YTD |
|--|-------------|---------------------|-------------|---------------------|
| DD-214 Search | 62 | 1080 | 100 | 1223 |
| Benefits Counseling | 323 | 6564 | 717 | 9456 |
| Undelivered-Incorrect Headstone/Research | 2 | 96 | 10 | 148 |
| Presidential Memorial Certificates | 35 | 550 | 38 | 857 |
| National Cemetery Referrals | 27 | 448 | 49 | 641 |
| Blue Star Service Banners | 0 | 0 | 0 | 0 |
| Indigent Burials | 5 | 108 | 6 | 135 |

Veterans Service Officers:

Parma

| | <u>Dec.</u> | <u>YTD</u> |
|---|-------------|-------------|
| Compensation Claims | 39 | 333 |
| ----- Follow Up | 141 | 921 |
| DIC Claims | 0 | 9 |
| ----- Follow Up | 2 | 8 |
| Pension Claims | 6 | 35 |
| -----Follow Up | 24 | 145 |
| Medical | 3 | 17 |
| Power of Atty. to Service Organizations | 52 | 408 |
| Misc. Applications/Correspondence | 271 | 2375 |
| All Other | <u>80</u> | <u>719</u> |
| Total | 618 | 4970 |

| |
|-----------------------|
| Interviews: |
| • 2,055 (YTD: 17,714) |
| FA Referrals: |
| • 64 (YTD: 411) |
| Total: |
| • 2,119 (YTD: 18,125) |
| Phone Calls: |
| • 3,874 (YTD: 37,519) |

Wade Park

| | <u>Dec.</u> | <u>YTD</u> |
|---|-------------|---------------|
| Compensation Claims | 76 | 691 |
| ----- Follow Up | 212 | 2238 |
| DIC Claims | 3 | 26 |
| ----- Follow Up | 9 | 64 |
| Pension Claims | 18 | 201 |
| -----Follow Up | 96 | 912 |
| Medical | 10 | 47 |
| Power of Atty. to Service Organizations | 72 | 615 |
| Misc. Applications/Correspondence | 489 | 4800 |
| All Other | <u>188</u> | <u>1985</u> |
| Total | 1173 | 11,579 |

Main Office

| | <u>Dec.</u> | <u>YTD</u> |
|---|--------------|---------------|
| Compensation Claims | 148 | 1290 |
| ----- Follow Up | 401 | 4139 |
| DIC Claims | 5 | 50 |
| ----- Follow Up | 9 | 133 |
| Pension Claims | 40 | 404 |
| -----Follow Up | 147 | 1677 |
| Medical | 11 | 104 |
| Power of Atty. to Service Organizations | 132 | 1322 |
| Misc. Applications/Correspondence | 1011 | 10689 |
| All Other | <u>394</u> | <u>3985</u> |
| Total | 2,298 | 23,793 |

Social Work

- December Total Signed In: 75 (YTD: 1405)
 - Seen: 52 (YTD: 1214)
 - Not Seen: 3 (YTD: 53)
 - Offline: 20 (YTD: 154)
 - New Veterans: 1 (YTD: 177)
- Veterans Receiving Consultation: 25 (YTD: 837)
- Veterans receiving follow-up: 27 (YTD: 369)

Referrals

- Internal Referrals
 - FA: 12
 - VSO: 2
- Outside Agencies
 - VA Medical: 2
 - Employment
 - EC/ODJFS: 2
 - CEOGC: 0
 - Towards Employment (N4S): 1

Ohio Veterans Home Network:

In December, three veterans were taken to the Ohio Veterans Home.

IT

Computer Changes

Three county computers completed at the VA and running with no problems.

Federal Building Computer

Waiting on ATT to install DSL line at Federal Bldg. The fax line is complete

Submitted by:

**Jon Reiss
Executive Director**