



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](mailto:vscmail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

### MINUTES

DATE: September 21, 2016 9:30 a.m.

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

EXCUSED: Clayton Uzell, Commissioner  
Jon Reiss, Executive Director  
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 Bob Potts 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:**

*Executive Director, Jon Reiss, joined the meeting via teleconference, at 9:32 a.m. Commissioner Baher read the report in its entirety.*

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

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

#### **OLD BUSINESS:**

None.

**NEW BUSINESS:**

The Executive Director received a request from Josh Collins, of the Ohio Dept. of Jobs and Family Services, to participate in the 6<sup>th</sup> Annual Veterans Career Expo at Quicken Loans Arena on November 3, 2016. Following some discussion, a motion was made by Bob Potts and seconded by Dan Weist to approve Resolution 2016-22 providing for the validation of parking for the upcoming Ohio Means Jobs 6<sup>th</sup> Annual Veterans Career Expo at Quicken Loans Arena on Thursday, November 3, 2016, vendor to be determined, amount not to exceed \$5,000.00, and pending modification of the flyer.

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

Patricia Smith, Project Coordinator, is currently responsible for coordinating CCVSC support and commitment to community outreach, in addition to conducting Level II appeals. The Executive Director recommended creating a position of Outreach Coordinator whose main focus is outreach. Ms. Smith would continue to conduct Level II appeals and assume quality assurance training. A motion was made by Bob Potts and seconded by Frank Pocci to accept the recommendation of the Executive Director and approve the internal posting for Outreach Coordinator, application deadline is 4:00 p.m., Friday, September 30, 2016.

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

The Executive Director provided the Board with a revised organizational chart. Effective January 1, 2017, Benefits Coordinators will be retitled to Veterans Service Officers.

**GOOD OF THE ORDER:**

None.

**EXECUTIVE SESSION:**

A motion was made by Bob Potts and seconded by Frank Pocci to go into Executive Session to discuss personnel matters.

AYES: Baher, Pocci, Potts, Weist. NAYS: None. Motion carried. (10:13 a.m.)

The Board came out of Executive Session and returned to the regular order of business at 10:30 a.m.

A job posting and employee dismissal were discussed in Executive Session. No further action is required.

With no further business, a motion was made by Bob Potts and seconded by Frank Pocci to adjourn the meeting at 10:32 a.m.

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

  
Mel Baher, President

  
Bob Potts, Secretary

**CONTACT INFORMATION**

Requests for Financial Assistance:  
Filing claims with the Dept. of  
Veterans' Affairs/Memorial Affairs:  
Social Work Dept.:

Steve Fernandez, Finance Operations Manager (216-698-2391)  
  
Melinda Halliburton, Service Office Manager (216-698-2639)  
Terry Walker, Social Worker/Case Management  
(216-698-2379)  
Jon Reiss (216-698-2611)  
Lorri Slivka, Secretary to the Board (216-698-2646)

Executive Director:  
Commissioners:

# **CUYAHOGA COUNTY VETERANS SERVICE COMMISSION**

## **Progress Report on the State of the Commission**

**August, 2016**

Issued by:

**The CCVSC Commissioners**

**Mel Baher –President, American Legion**

**Frank Pocci –Vice President, AMVETS**

**Bob Potts – Secretary, VVA**

**Clayton E. Uzell - VFW**

**Daniel Weist –DAV**

**September 21, 2016**

**Submitted By: Jon Reiss – Executive Director**

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

**Executive:**

The Executive Director

- Met with ESPN
- DD-214 Chronicle
- Attended the VA Mental Health Summit
- Attended Veterans Treatment Court
- Attended Veterans Master List meeting
- Met with County IT Department about disaster recovery

**Customer Satisfaction Surveys**

- Submitted: 49
- Positive: 48
- Negative: 1- Client did not comment on what types of problems he had

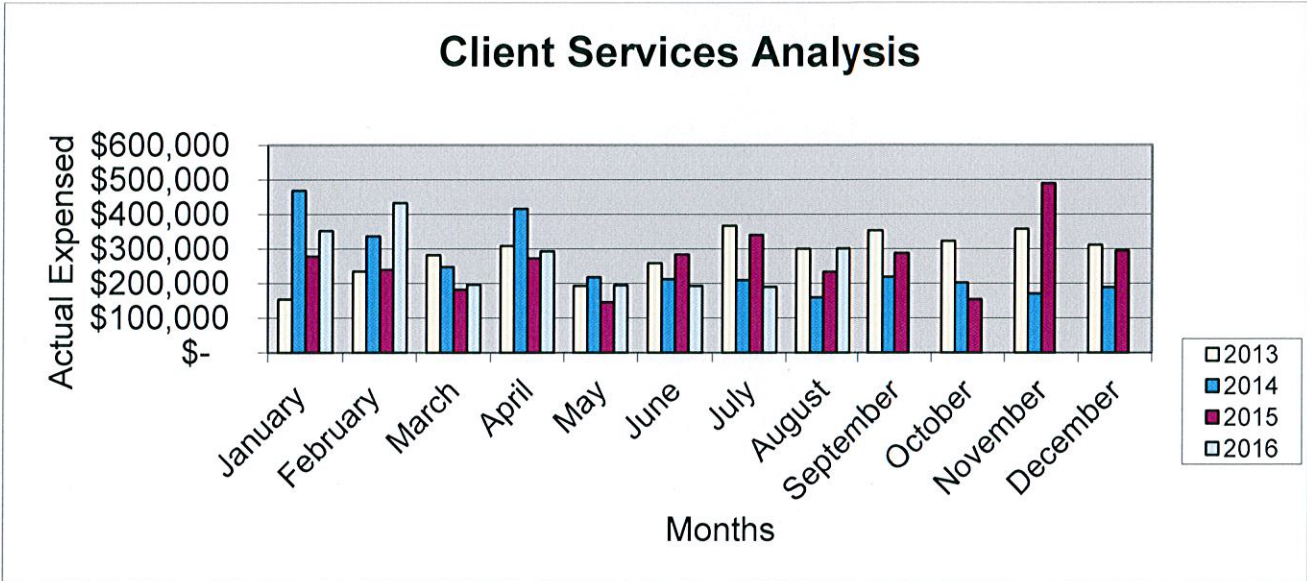


## Finance Department

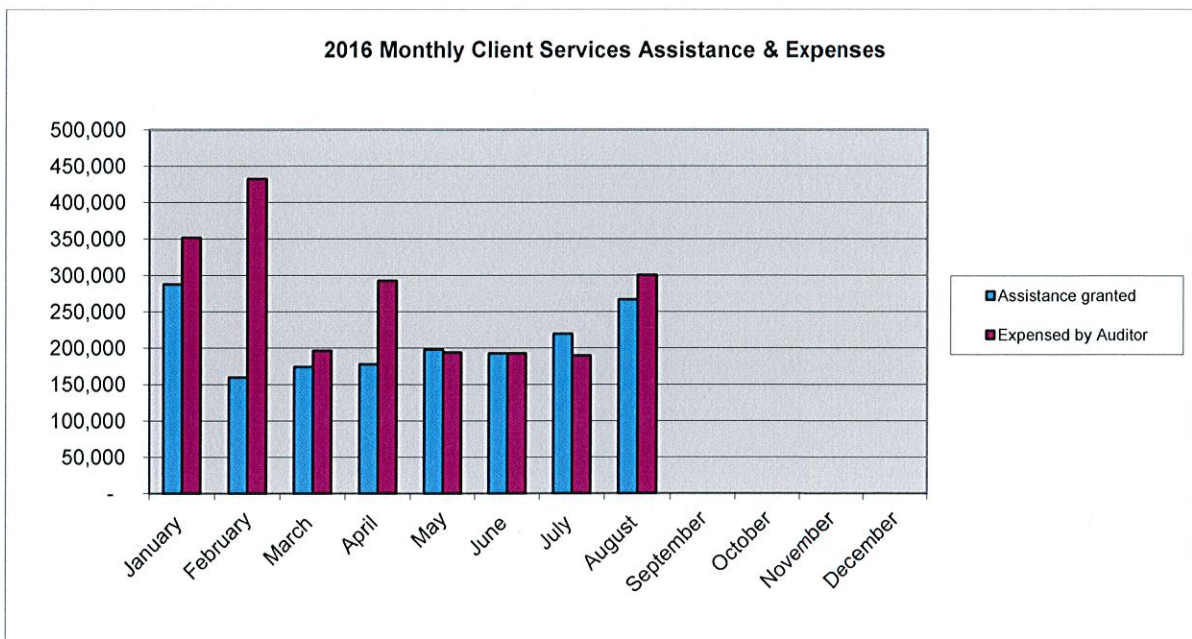
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,837,426	1,124,931	-	681,730	1,806,661	30,765
<b>Fringe Benefits</b>	689,876	454,883	-	207,402	662,285	27,591
<b>Commodities</b>	30,776	17,045	-	8,525	25,570	5,206
<b>Contract Services</b>	386,765	153,062	18,071	233,703	386,765	-
<b>Controlled Expenditures</b>	225,081	-	-	225,081	225,081	-
<b>Client Services</b>	3,865,646	2,149,254	-	1,189,652	3,338,906	526,740
<b>Other Expenditures</b>	367,290	249,802	3,279	85,370	335,172	32,118
<b>Capital Outlay</b>	117,006	11,796	90,968	48,261	60,057	56,949
<b>Total Expenditures</b>	7,519,866	4,160,773	109,335	2,679,724	6,840,497	679,369

### Assistance Department:

- August, 2016: \$266,709 (Up from \$246,287 in 2015)
- YTD 2016: \$1,675,930 (Down from \$1,721,404 in 2015)

The August Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Aug. 2016</b>	<b>Aug. 2015</b>	<b>% Change</b>
Clients seeking assistance	412	330	24.8%
Applications taken	308	317	-2.8%
Applications withdrawn	(53)	(60)	-11.7%
Applications denied	(50)	(72)	-30.6%
Applications approved	205	185	10.8%

<b>Indicator</b>	<b>YTD 2016</b>	<b>YTD 2015</b>	<b>% Change</b>
Clients seeking assistance	2780	1927	44.3%
Applications taken	2156	1868	15.4%
Applications withdrawn	(353)	(382)	-7.6%
Applications denied	(418)	(390)	7.2%
Applications approved	1385	1096	26.4%

- First Time Assistance
  - August, 2016: 51 (Up from 48 in 2015)
    - 44 approved, 0 at Level III, 1 partial, 0 denied, 6 withdrawn
  - YTD 2016: 240 (Down from 287 in 2015)
- Withdrawn applications from July that were unresolved: 16 of 32

In August, **78.2%** of all applications for assistance were approved, at Level I, II, or III.

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

<u>Appeal Officer Appeals</u>	<u>Aug.</u> <u>2016</u>	<u>YTD</u>
Cases Approved	31	177
Cases Partially Approved	3	23
Cases Denied	18	147
Cases Withdrawn	<u>1</u>	<u>17</u>
<b>Total</b>	<b>53</b>	<b>364</b>

<u>Board Appeals</u>	<u>Aug.</u> <u>2016</u>	<u>YTD</u>
Cases Approved	2	50
Cases Denied	1	43
Cases Partially Approved	0	0
Cases Withdrawn	0	0
Cases Verifying Fraud	0	2
Fraud Not Verified	0	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>0</u>
<b>Total</b>	<b>3</b>	<b>95</b>



**Medical and Other Transportation:**

- August, 2016: \$15,758.50 (YTD: \$113,866.00)
- Medical Bus Tickets: \$15,558.50 (YTD: \$112,846.00)
- Other: \$200 (YTD: \$1,020)
- Transportation Approved: 618 applicants (YTD: 4,409)

**Medical and Dental Programs:**

- August, 2016: \$4,718 (YTD: \$45,278)
  - Dental: \$4,718 (YTD: \$36,157)
  - Vision: \$0 (YTD: \$3,280)
  - Hearing Aid: \$0 (YTD: \$5,841)

**Memorial Affairs Department:**

- August, 2016: \$12,987.00 (YTD: \$63,710.60)
- 13 Indigent burials
  - Air Force: 1
  - Marine: 1
  - Navy: 2
  - Army: 9

**Service Department:**

	Compensation	Pension	DIC	Follow-Up	Medical	POA	Miscellaneous Correspondence	DD214 Requests	Headstone	Presidential Memorial Certificates	National Cemetery Referrals	Other
Wade Park	63	9	1	451	20	83	424	95	-	2	-	201
Parma	42	6	-	89	10	37	39	35	-	-	-	142
Main Office	17	11	3	115	5	34	222	166	36	77	-	86
Federal Building	3	-	1	64	1	7	57	7	-	-	-	20
CRRC	-	-	-	-	-	-	-	-	-	-	-	-
Mobile Benefits Team	-	-	-	4	-	-	10	4	-	-	-	1
Total (Month)	125	26	5	723	36	161	752	307	36	79	-	450
Total (YTD)	704	172	12	2573	163	827	4404	1283	102	358	77	1857

Interviews:  
 • 2,125 (YTD: 14,668)  
 FA Referrals:  
 • 38 (YTD: 260)  
 Total:  
 • 2,163 (YTD: 14,932)  
 Phone Calls:  
 • 2,778 (YTD: 27,445)

## **Social Work**

- August, 2016: Total Signed In: 76 (YTD: 577)
  - Seen: 61 (YTD: 454)
  - Not Seen: 6 (YTD: 37)
  - Offline: 9 (YTD: 86)
  - New Veterans: 1 (YTD: 7)
  
- Veterans Receiving Consultation: 32 (YTD: 247)
- Veterans receiving follow-up: 29 (YTD: 207)
- In August, 2 veterans were taken to the Ohio Veterans Home.

## **Referrals**

- VA Medical: 0
- Employment: 6
- Debt Counseling: 2
- Other: 10
- Financial Workshop: 10 - 2 no-shows are included in the Not Seen number
- Nutrition Workshop: 4

**Submitted by:**

**Jon Reiss  
Executive Director**