



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCHI**  
COMMISSIONER



Disabled American Veterans  
**WILLIAM R. CAINE**  
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: February 15, 2017 9:30 a.m.

PRESENT: Bob Potts, Vice President  
Clayton E. Uzell, Secretary  
William R. Caine, Commissioner  
Mel Baher, Commissioner  
Jon Reiss, Executive Director  
Lorri Slivka, Executive Secretary

EXCUSED: Frank Pocci, President  
Brian Gutkoski, Asst. County Prosecutor

VISITORS: Libby McKenna and Jimmy Campana

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by Vice President Bob Potts followed by the Pledge of Allegiance.

A motion was made by Mel Baher and seconded by Clay Uzell 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, Caine, Potts, Uzell. NAYS: None. Motion carried.

#### **STATE OF THE COMMISSION AND FINANCE REPORT (Attached):**

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

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

#### **OLD BUSINESS:**

##### **Action Item Updates:**

##### **1) CCVSC Front Windows; Update**

We are awaiting the final design from Boyer Signs. A request for an update was submitted.

2) **HVAC Control Unit; Update**

The system has been installed and the unit is now operational.

3) **Boardroom TV Sets; Update**

LSS has not provided an estimate. We are working with the county for another vendor. Work in progress.

4) **Handicapped Van Service; Update**

Rural Metro of Cleveland has been contacted. We are waiting for feedback from their Marketing Manager, Tim Anderson. The Executive Director will also contact OVH to see if they provide transportation service to veterans for admits. Work in progress.

5) **Kronos Time Management; Update**

The migration spreadsheet was sent back to the county for review and approval. Final implementation is scheduled for May 2017. Work in progress.

6) **Cameras/Garage Door; Update**

The new garage door opener will be installed on Monday, February 20, 2017. Staff will be issued their new remotes on Tuesday, February 21<sup>st</sup>.

7) **Retention Schedule; Update**

The revised schedule has been submitted and will be reviewed by the Auditor this month.

8) **Wellness Program; Update**

A Lunch and Learn meeting is scheduled for February 28<sup>th</sup> from 12:00-1:00 p.m. in the CCVSC Board room. Work in progress.

The Ohio State Association of Veterans Service Commissioners Spring Conference in Dublin, Ohio will take place from March 31-April 2, 2017. The registration fee of \$10.00 is due no later than March 24<sup>th</sup>.

Commissioners were provided a sample of the new CCVSC business card. The cards, displaying the new logo, office locations and contact information, should be available by the next board meeting.

Discussion took place concerning the State of Ohio's proposed consolidation of the thirteen Veterans' Organizations (VTO) appropriation line items into the one appropriation line item at the Department of Veterans' Services. The merger is to achieve administrative efficiencies and better align programs that improve access for veterans and their families to benefits and resources from the DVA or programs that enhance access to employment services and opportunities, or other services. ODVS will decide the appropriation given to veterans' organizations.

**NEW BUSINESS:**

The following tentative dates and locations have been selected for this year's Board outreach meetings:

- 1) May 17, 2017 – American Legion Post 91, Berea, Ohio – 7:00 p.m.
- 2) September 20, 2017 – VFW Post 2133, West 131<sup>st</sup> St., Cleveland, Ohio – 7:00 p.m.

**GOOD OF THE ORDER:**

Jon Reiss introduced new staff members, Libby McKenna and Jimmy Campana, who attended the meeting to observe the proceedings and meet Commissioners. Kenny Lane was with a client and unable to attend. All three employees are scheduled to attend New Service Officer School in April.

**EXECUTIVE SESSION:**

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to discuss a personnel matter to be kept confidential.

AYES: Baher, Caine, Potts, Uzell. NAYS: None. Motion carried. (10:37 a.m.)

The Board came out of Executive Session and returned to the regular order of business at 11:40 a.m.

In Executive Session, the Board discussed a confidential personnel issue and the Executive Director was advised on how to proceed.

With no further business, a motion was made by Mel Baher and seconded by Bill Caine to adjourn the meeting at 11:41 a.m.

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

  
\_\_\_\_\_  
Bob Potts, Vice President

  
\_\_\_\_\_  
Clayton Uzell, Secretary

**CONTACT INFORMATION**

Requests for Financial Assistance:

Melinda Halliburton, Service Office Mgr. (216-698-2639)

Filing claims with the Dept. of

Veterans' Affairs/Memorial Affairs:

Melinda Halliburton, Service Office Mgr. (216-698-2639)

Social Work Dept.:

Terry Walker, Social Worker/Case Mgmt.) (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**

**January, 2017**

**Issued by:**

**The CCVSC Commissioners**

**Frank Pucci – President, AMVETS**

**Bob Potts – Vice President, VVA**

**Clayton E. Uzell – Secretary, VFW**

**William R. Caine –DAV**

**Mel Baher – American Legion**

**February 15, 2017**

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

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of January 31, 2017:

**Executive:**

The Executive Director

- Met with James Hido a Yellow Pages marketing effort
- Met with Anson Hall from ESPN
- Met with Tim Oldani
- Attended NEOCH meeting
- Attended RISFAC meeting at Summit County
- Met with Lesic and Camper regarding Pay Day Loan reform
- Attended Master List meeting
- Met with Jessica Gift regarding Veterans Memorial Bridge flags
- Attended VAMC Stakeholder meeting
- Met with Jerry Butterfield to discuss voucher processing
- Attended MOAA Installation of Officers
- Spoke with Linear regarding rebranding
- Attended Veterans Community Task Force Meeting
- Attended Veterans Treatment Court

**Customer Satisfaction Surveys**

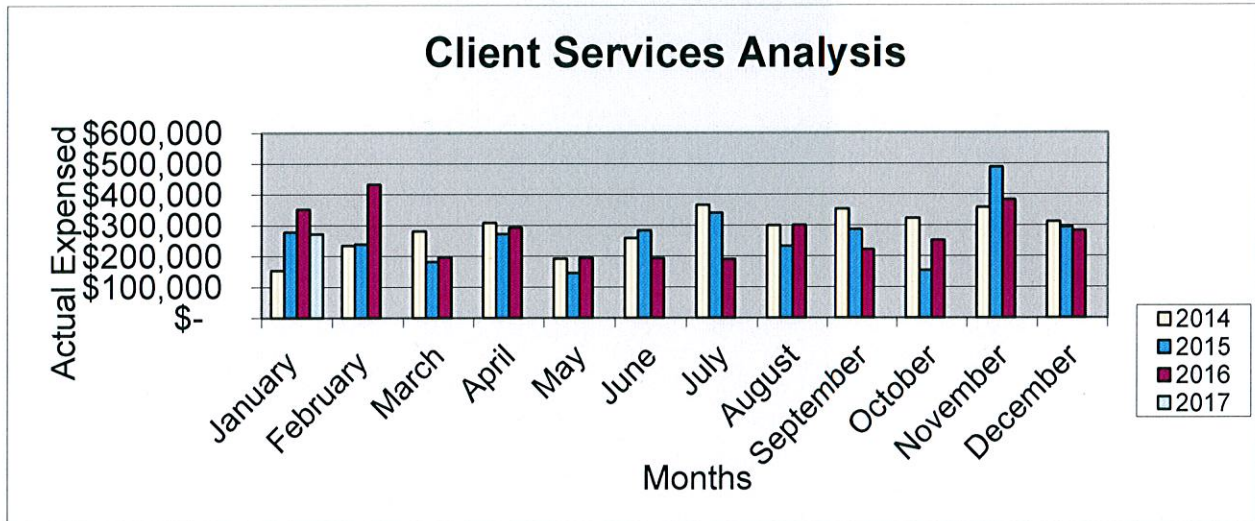
- Submitted: 10
- Positive: 10

## Finance Department

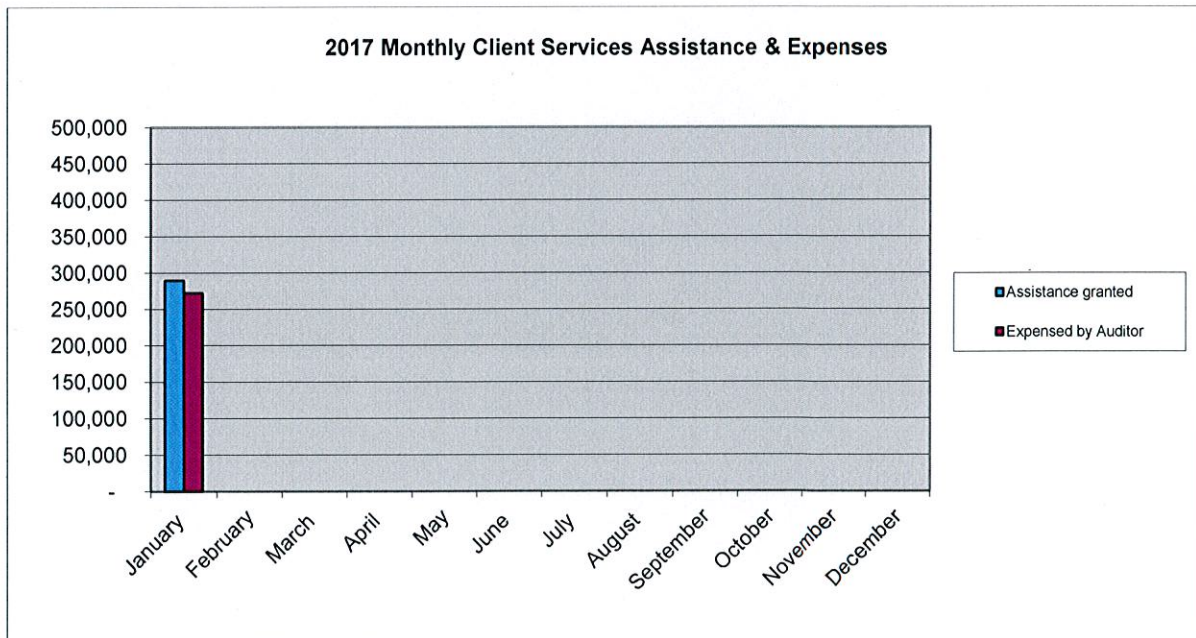
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

### Comparative Chart Analysis



### Actual 2017 Expenses





## Total 2017 Expense Analysis

	Total	YTD	YTD	Remaining	2017	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
<b>Salaries</b>	1,806,773	126,611	-	1,577,936	1,704,547	102,226
<b>Fringe Benefits</b>	689,041	49,278	-	615,495	664,773	24,268
<b>Commodities</b>	32,810	2,172	-	26,373	28,545	4,265
<b>Contract Services</b>	371,123	649	136,830	359,376	360,025	11,098
<b>Controlled Expenditures</b>	220,940	2,770	-	218,170	220,940	-
<b>Client Services</b>	3,647,954	272,098	220,000	3,213,694	3,485,792	162,162
<b>Other Expenditures</b>	440,863	75,827	3,279	300,740	376,567	64,296
<b>Capital Outlay</b>	47,022	548	37,494	36,946	37,494	9,528
<b>Total Expenditures</b>	7,256,526	529,953	397,603	6,348,730	6,878,683	377,843

### Assistance Department:

- January, 2017: \$272,098 (Down from \$351,571 in 2016)
- YTD 2017: \$272,098 (Down from \$351,571 in 2016)

The January Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Jan. 2017</b>	<b>Jan. 2016</b>	<b>% Change</b>
Clients seeking assistance	477	548	-13.0%
Applications taken	331	457	-27.6%
Applications withdrawn	(45)	(42)	7.1%
Applications denied	(52)	(75)	-30.7%
Applications approved	234	340	-31.2%

<b>Indicator</b>	<b>YTD 2017</b>	<b>YTD 2016</b>	<b>% Change</b>
Clients seeking assistance	477	548	-13.0%
Applications taken	331	457	-27.6%
Applications withdrawn	(45)	(42)	7.1%
Applications denied	(52)	(75)	-30.7%
Applications approved	234	340	-31.2%

- First Time Assistance
  - January, 2017: 48 (Same as 48 in 2016)
    - 43 approved, 0 at Level III, 1 partial, 1 denied, 3 withdrawn
  - YTD 2017: 48 (Same as 48 in 2016)
- Withdrawn applications from December that were unresolved: 22 of 39

In January, **78.9%** of all applications for assistance were approved, at Level I, II, or III.



Listed below is a breakdown of appeals for the month of January, 2017.

<u>Appeal Officer Appeals</u>	<u>Jan.</u> <u>2017</u>	<u>YTD</u>
Cases Approved	15	15
Cases Partially Approved	1	1
Cases Denied	25	25
Cases Withdrawn	<u>2</u>	<u>2</u>
<b>Total</b>	<b>43</b>	<b>43</b>

<u>Board Appeals</u>	<u>Jan.</u> <u>2017</u>	<u>YTD</u>
Cases Approved	11	11
Cases Denied	5	5
Cases Partially Approved	0	0
Cases Withdrawn	0	0
Cases Verifying Fraud	0	0
Fraud Not Verified	0	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>0</u>
<b>Total</b>	<b>16</b>	<b>16</b>

### **Medical and Other Transportation:**

- January, 2017: \$14,631.50 (YTD: \$14,631.50)
- Medical Bus Tickets: \$14,596.50 (YTD: \$14,596.50)
- Other: \$35.00 (YTD: \$35.00)
- Transportation Approved: 592 applicants (YTD: 592)

### **Medical and Dental Programs:**

- January, 2017: \$7,503.00 (YTD: \$7,503.00)
  - Dental: \$2,268.00 (YTD: \$2,268.00)
  - Vision: \$0 (YTD: \$0)
  - Hearing Aid: \$5,235.00 (YTD: \$5,235.00)

### **Memorial Affairs Department:**

- January, 2017: \$6,991.00 (YTD: \$6,991.00)
- 7 Indigent burials
  - Air Force: 2
  - Marine: 1
  - Navy: 1
  - Army: 3

**Service Department:**

	Compensation	Pension	DIC	Follow-Up	Medical	POA	Miscellaneous Correspondence	DD214 Requests	Headstone	Presidential Memorial Certificates	National Cemetery Referrals	Other
Wade Park	37	14	1	309	11	52	268	85	1	-	-	133
Parma	37	4	-	157	6	42	176	54	-	-	-	107
Main Office	15	16	2	86	9	37	228	219	15	15	-	76
Federal Building	-	-	-	-	-	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	1	-	-	-	-
Mobile Benefits Team	-	-	-	6	-	-	1	4	-	-	-	3
<b>Total (Month)</b>	<b>89</b>	<b>34</b>	<b>3</b>	<b>558</b>	<b>26</b>	<b>131</b>	<b>673</b>	<b>363</b>	<b>16</b>	<b>15</b>	<b>-</b>	<b>319</b>
<b>Total (YTD)</b>	<b>89</b>	<b>34</b>	<b>3</b>	<b>558</b>	<b>26</b>	<b>131</b>	<b>673</b>	<b>363</b>	<b>16</b>	<b>15</b>	<b>-</b>	<b>319</b>

Interviews:  
 • 2,433 (YTD: 2,433)  
 FA Referrals:  
 • 38 (YTD: 38)  
 Total:  
 • 2,471 (YTD: 2,471)  
 Phone Calls:  
 • 2,759 (YTD: 2,759)

## **Social Work**

- January, 2017: Total Signed In: 86 (YTD: 86)
  - Seen: 58 (YTD: 58)
  - Not Seen: 13 (YTD: 13)
  - Offline: 15 (YTD: 15)
  - New Veterans: 0 (YTD: 0)
  
- Veterans Receiving Consultation: 35 (YTD: 35)
- Veterans receiving follow-up: 23 (YTD: 23)
- In January, 0 veterans were taken to the Ohio Veterans Home.

## **Referrals**

- VA Medical: 0
- Employment: 0
- Debt Counseling: 4
- Other: 8
- Financial Workshop: There were no financial workshops in January
- Nutrition Workshop: 36 in 3 sessions – 12 no show included in the ‘Not Seen’ number

**Submitted by:**

**Jon Reiss  
Executive Director**