



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCI**  
COMMISSIONER



Disabled American Veterans  
**VACANT**  
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: [vsemail@cuyahogacounty.us](mailto:vsemail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

### MINUTES

DATE: December 20, 2017 9:30 a.m.

PRESENT: Frank Pocci, President  
Bob Potts, Vice President  
Clayton E. Uzell, Secretary  
Mel Baher, Commissioner  
DAV Commissioner, Vacant  
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 Frank Pocci followed by the Pledge of Allegiance.

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

*Asst. County Prosecutor Dale Pelsozy arrived at 10:05 a.m.*

#### **OLD BUSINESS**

Action Items – Update:

- 1) **Kronos Migration** – Work in progress. Everything is ready to go and we are waiting for County to do the installation.

- 2) **Retention Schedule** – The Records Commission met on Thursday, December 7<sup>th</sup> at 1:30 p.m. and approved the CCVSC retention schedule.  
A motion was made by Mel Baher and seconded by Bob Potts to adopt the Schedule of Records Retention and Destruction by the Cuyahoga County Records Commission, and its future revisions, once it is adopted by the County and State, in accordance with Section 149.38 of the Ohio Revised Code.  
AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion passed.
- 3) **Linear Creative** – A meeting is scheduled in January 2018 to move forward with our social media “How To Video.”
- 4) **Elevator Sensor** – Work in progress.
- 5) **Protective Services** – Protective Services options will be provided by February 2018.
- 6) **MetroHealth Dental Billing** – The Executive Director is meeting with their billing department in January 2018. He will also be looking into other options.

#### **NEW BUSINESS:**

The Assistant Prosecuting Attorney will provide the Board with language for a disclaimer clause to be added to CCVSC rent vouchers, by the next public meeting.

#### **GOOD OF THE ORDER:**

Frank Pocci requested that the Executive Director obtain additional information from an Ohio Means Jobs (OMJ) employee, concerning an incident that occurred in the main office garage on Monday, December 18, 2017. The Director will also work on an MOU that outlines the relationship and expectations with OMJ, while having a presence at our office.

Clay Uzell was contacted by a widow’s daughter, who has used the CCVSC to assist her mother in filing for Aid & Attendance. As a lawyer herself, she was very appreciative for the assistance she received in filing the paperwork, which she said was difficult for her to understand. Mr. Uzell also received a thank you card from another widow for the assistance she received by service officers, Libby Jenkins and Robert Erb.

#### **EXECUTIVE SESSION:**

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to discuss personnel issues concerning compensation.

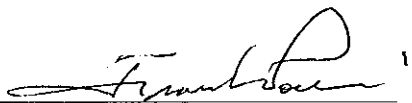
AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried. 10:51 a.m.

The Board came out of Executive Session and returned to the regular order of business at 11:26 a.m.

In Executive Session, employee compensation was discussed. Two memorandums will be given to the Executive Director and Finance Manager on how to proceed.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 11:30 a.m.

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



Frank Pocci, President



Clayton E. Uzell, Secretary

## **CONTACT INFORMATION**

Requests for Financial Assistance/  
Filing claims with the Dept. of

Veterans' Affairs/Memorial Affairs:

Social Work Dept.:

Executive Director:

Commissioners:

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

Terry Walker, Social Worker/Case Mgmt.) (216-698-2379)

Jon Reiss (216-698-2611)

Lorri Slivka, Secretary to the Board (216-698-2646)

# CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

NOVEMBER 2017

## *State of the Commission and Finance Report*



Submitted By:  
**Jon Reiss**  
Executive Director  
December 20, 2017



**Frank Pocci**  
President  
AMVETS



**Bob Potts**  
Vice President  
VVA



**Clayton E. Uzell**  
Secretary  
VFW



**Vacant**  
Commissioner  
DAV



**Mel Baher**  
Commissioner  
American Legion

# TABLE OF CONTENTS

## Contents

Executive Report	1
Financial Summary	2
Financial Assistance Department	3
Transportation / Memorial Affairs / Social Work	4
Service Department	6

## CONTACT INFORMATION

Cuyahoga County Veterans Service Commission

1849 Prospect Ave. Suite 150

**Tel** 216-698-2600

**Fax** 216-268-2652

**Email** [vscmail@cuyahogacounty.us](mailto:vscmail@cuyahogacounty.us)

[www.CuyahogaVets.org](http://www.CuyahogaVets.org)

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Executive Report

### DIRECTOR'S OUTREACH

- Attended NEOVCTF StorytellersX Follow-up Meeting
- Quick Series conference call with Shane Thomas
- Spoke at Berea Kiwanis
- Radio Interview with David Skoczen from ESPN
- Television appearance on WVIZ "Ideas"
- Conducted the All Staff Meeting
- Attended JVCOCC Marine Corp Birthday
- Attended Veterans Day Parade and Ceremony
- Attended EVAC Project Opening reception
- Attended Bedford Hts. Veterans luncheon
- Spoke to St. Adalbert 4<sup>th</sup> grade class
- Attended JVCOCC meeting
- Attended MOAA meeting
- Met with Scott Blackburn from the VA
- Attended CSU Veterans Advisory Committee meeting

### OUTREACH TEAM

- DFAS Employee Event
- Veterans Appreciation Day at the VA
- Veterans Day parade
- Hands on Cleveland

### UPCOMING EVENTS

- 12/5 – Wounded Warrior
- 12/11 – University Hospitals – Richmond Hts., - Community Event
- 12/11 – Westlake Nursing and Rehab. – Veterans Recognition
- 12/14 – Parma American Legion Post 703 – Membership Meeting

### NEW CLIENT REPORT

- Total New Clients for November 2017: 314 (YTD: 3,278)
- Financial Assistance New Clients for November 2017: 52 (Up from 51 in 2016) 46 approved, 0 at Level III, 1 partial, 1 denied, 4 withdrawn
- Financial Assistance New Clients Year-to-Date: 439 (Up from 390 in 2016)

### CUSTOMER SATISFACTION SURVEYS

There were 7 surveys completed; 6 positive and 1 suggesting an employee needs customer service training.

1 complaint was received via phone. The caller accompanied a veteran for a financial assistance application and claimed that he was refused help. The caller is actively involved in the appeal process.

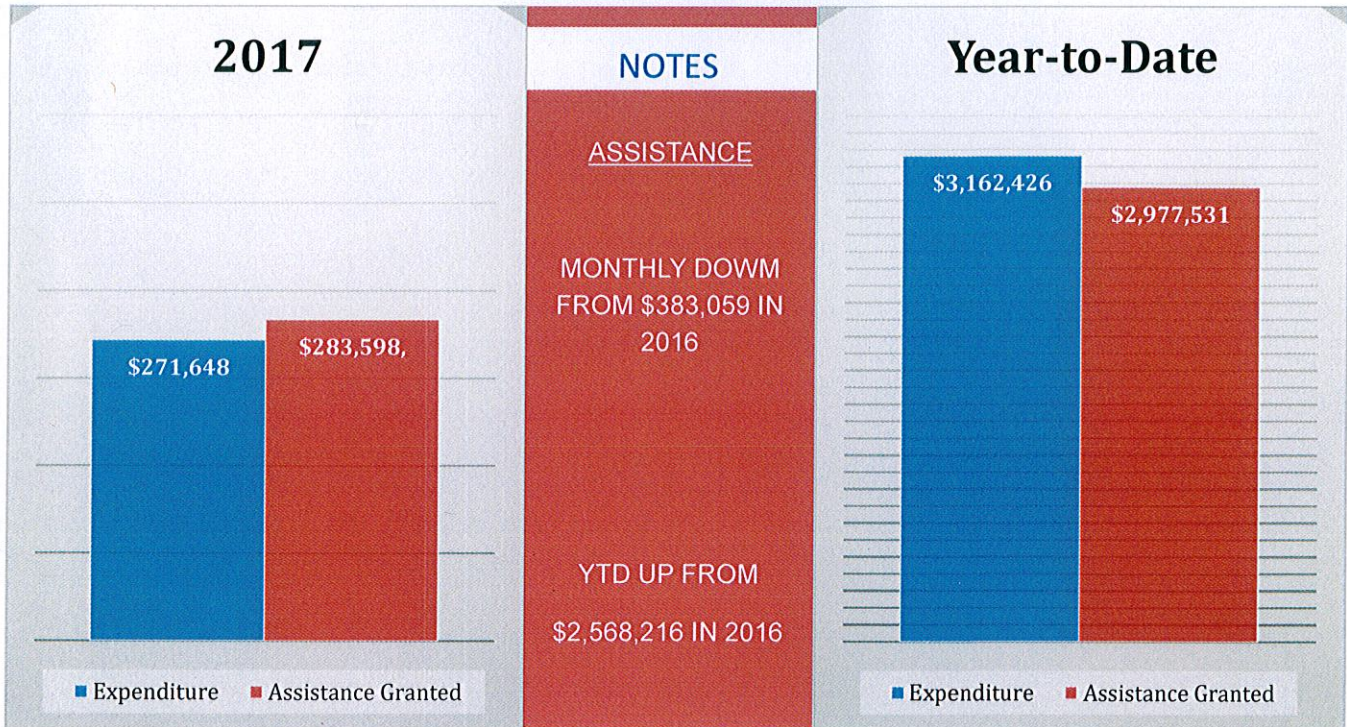
### RE-OCCURRING OUTREACH

- LIBRARY OUTREACH
  - South Euclid Library  
1<sup>st</sup> Week of each month  
M-W 9am to 3pm
  - North Royalton Library  
2<sup>nd</sup> Week of each month  
M-W 9am to 3pm
  - Mayfield Library  
3<sup>rd</sup> Week of each month  
M-W 9am to 3pm
  - Fairview Park Library  
4<sup>th</sup> Week of each month  
M-W 9am to 3pm
- HOMELESS OUTREACH
  - Stella Maris
  - VOA
  - 2100 Lakeside
- OMJ ORIENTATION
- COUNTY JAIL VETS POD
- NEOCH

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Financial Summary

Below are selected reports from the CCVSC Finance Department.



Client Assistance includes: Financial Assistance for Medical, Food, Mortgage, Rent, Utilities, Infant Layette, Personal Hygiene, Shoes, and Clothing

## Expense Analysis

	Total Budget	YTD Expenditure	Remaining Expenditures	2017 Projection	Budget Variance
<b>Salaries</b>	1,806,773	1,388,820	240,727	1,629,547	177,226
<b>Fringe Benefits</b>	689,041	591,877	43,646	635,523	53,518
<b>Commodities</b>	32,810	26,032	2,539	28,571	4,239
<b>Contract Svcs</b>	403,623	197,036	162,989	360,025	43,598
<b>Controlled Exp.</b>	220,940	220,256	60,684	280,940	(60,000)
<b>Client Svsc</b>	3,634,154	3,162,426	288,880	3,451,306	182,848
<b>Other Exp</b>	408,363	367,431	32,684	400,115	8,248
<b>Capital Outlay</b>	60,822	54,784	-	54,784	6,038
<b>Total</b>	7,256,526	6,008,662	832,149	6,840,811	415,715

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

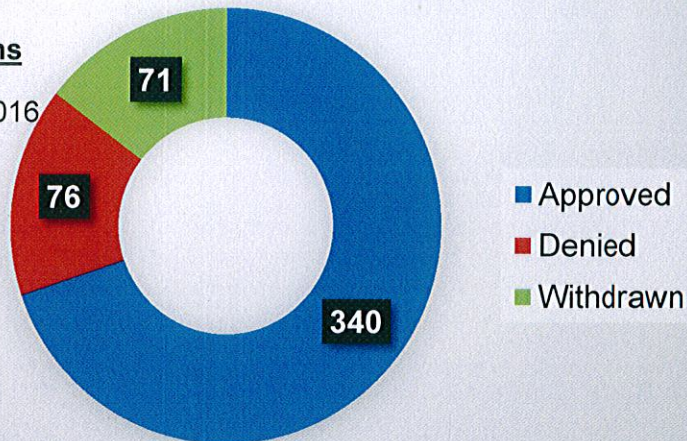
## Financial Assistance Department

### FINANCIAL ASSISTANCE ACTIVITY REPORT

#### Monthly Application Outcome

**487 Applications**

Up 10.9% from 2016

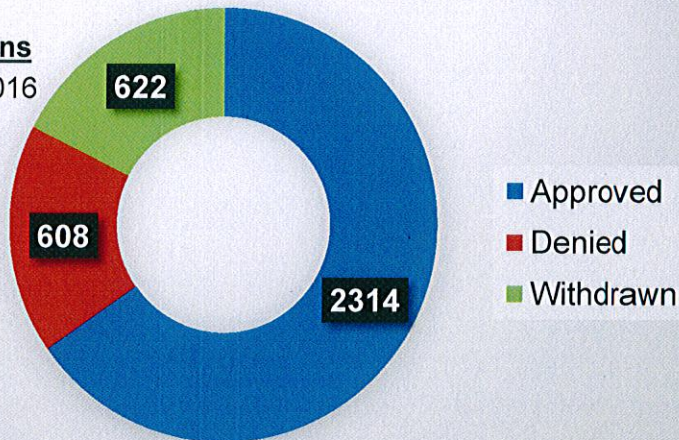


**552 Clients Seeking Assistance** (down 7.2% from 2016)

#### YTD Application Outcome

**3,572 Applications**

Up 13.7% from 2016



**4505 Clients Seeking Assistance** (up 9.4% from 2016)

#### APPEALS

➤ Appeals Officer  
Total: 57 (514)  
Approved: 19 (213)  
Partial: 4 (40)  
Denied: 32 (236)  
Withdrawn: 2 (25)

➤ Board Appeals  
Total: 11 (159)  
Approved: 1 (68)  
Partial: 0 (1)  
Denied: 10 (86)  
Withdrawn: 0 (1)  
Other: 0 (3)

\* Current Month (year-to-date)

#### NOTES

- 36 of 85 withdrawn applications from October unresolved
- Application Approval Rate: 74.7% (includes level I, II, and III)



# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Transportation / Memorial Affairs / Social Work

### MEDICAL AND OTHER TRANSPORTATION

DESCRIPTION	MONTH	YEAR-TO-DATE
Medical Bus Tickets	\$13,890.00	\$173,240.50
Other	\$204.00	\$2,002.00
<b>Total</b>	<b>\$14,093.50</b>	<b>\$175,242.50</b>
Applicants	590	6671

### MEDICAL AND DENTAL PROGRAMS

DESCRIPTION	MONTH	YEAR-TO-DATE
Dental	\$8,308	\$67,132
Vision	\$680	\$1,990
Hearing Aids	\$0	\$5,235
<b>Total</b>	<b>\$8,988</b>	<b>\$74,357</b>

### INDIGENT BURIALS

DESCRIPTION	MONTH	YEAR-TO-DATE
Total (#)	4	72
Total (\$)	\$3,996.00	\$64,995.07

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## SOCIAL WORK ACTIVITY

DESCRIPTION	MONTH	YEAR-TO-DATE
Seen	80	1078
Not Seen	31	250
Offline	10	135
<b>Total</b>	<b>121</b>	<b>1449</b>
Consultation	34	359
Follow-ups	49	513
Ohio Veterans Home Tours	0	0

## SOCIAL WORK REFERRALS

DESCRIPTION	MONTH	YEAR-TO-DATE
VA Medical	0	12
Employment	1	18
Debt Counseling	1	39
Other	6	54

## FINANCIAL WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
11/2/2017	10	4	1	5	0
11/16/2017	5	4	0	1	0
11/30/2017	12	8	0	4	0
<b>YTD</b>	<b>208</b>	<b>136</b>	<b>8</b>	<b>64</b>	<b>0</b>

## NUTRITION WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
11/6/2017	15	9	2	4	0
11/13/2017	16	13	2	1	0
11/20/2017	31	21	0	10	0
<b>YTD</b>	<b>756</b>	<b>570</b>	<b>24</b>	<b>161</b>	<b>1</b>

# STATE OF COMMISSION AND FINANCE REPORT (OCTOBER)

## Service Department

	Compensation	Pension	DIC	Follow-up	Medical	POA	Misc. Coord.	DD214	Headstone (New and Replacement)	PMC	Other
Wade Park	57	12	-	255	3	67	200	40	-	-	131
Parma	48	5	1	172	6	50	135	32	1	1	144
Main Office	29	11	1	73	10	32	185	213	23	24	81
Fed. Bldg.	-	-	-	-	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	1	-	-	-
Mobile Benefits Team	1	3	-	7	2	2	11	2	3	1	6
<b>Total (Month)</b>	<b>135</b>	<b>31</b>	<b>2</b>	<b>507</b>	<b>21</b>	<b>151</b>	<b>531</b>	<b>288</b>	<b>27</b>	<b>26</b>	<b>362</b>
<b>Total (YTD)</b>	<b>1242</b>	<b>318</b>	<b>33</b>	<b>6331</b>	<b>209</b>	<b>1668</b>	<b>7766</b>	<b>3276</b>	<b>182</b>	<b>238</b>	<b>3734</b>