



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCHI**  
COMMISSIONER



Disabled American Veterans  
**CHRISTOPHER GRAU**  
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: July 18, 2018 9:30 a.m.

PRESENT: Bob Potts, President  
Clayton E. Uzell, Vice President  
Mel Baher, Secretary  
Frank Pocci, Commissioner  
Christopher Grau, Commissioner  
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 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. Two items were pulled for discussion under New Business. (All Commissioners have a copy of the minutes.)

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

Jon Reiss requested that at 10:30 a.m., the Board go out of the regular order of business and into Executive Session to discuss a personnel issue concerning discipline and two financial assistance cases.

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

A motion was made by Frank Pocci and seconded by Clay Uzell to accept the report of the Executive Director, as given.

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

#### **OLD BUSINESS:**

Action Items – Updates:

- 1) **Kronos Migration** – System is in place and we are currently in a trial phase. Work in progress.
- 2) **Linear** – Work in progress.
- 3) **Elevator Sensor** – LSS and the building owner have met.  
A motion was made by Mel Baher and seconded by Frank Pocci to approve the installation of an elevator sensor in the amount of \$20,000.00.  
AYES: Baher, Grau, Pocci, Potts, Uzell. NAYS: None. Motion carried.
- 4) **Rent Voucher Disclaimer Clause** – Work in progress.
- 5) **Veteran I.D.** – Training of staff has been completed.
- 6) **Employee Overpayments** – Work in progress.
- 7) **Emergency Plan for Files** – Steve is to investigate a fireproof storage option for all files that require a paper copy be retained.
- 8) **RTA Bus Tickets** – Work in progress.
- 9) **CCVSC Chargebacks** – Work in progress.
- 10) **CCVSC Logo** – Work in progress.
- 11) **Civically; Social Media Application** – Work in progress.
- 12) **Dental Trial Program** – No update. Work in progress.
- 13) **OSACVSO New Service Officer School; Nicole Adams** – The Association is to cover hotel and per diem expenses. The Executive Director will move forward with this issue.

*Asst. County Prosecutor arrived at 10:10 a.m.*

A motion was made by Frank Pocci and seconded by Clay Uzell to go out of the regular order of business and into Executive Session to discuss personnel issues relating to discipline and employment.  
AYES: Baher, Grau, Pocci, Potts, Uzell. NAYS: None. Motion carried. (10:30 a.m.)

The Board came out of Executive Session and returned to the regular order of business at 12:09 p.m.

In Executive Session, employee discipline and employment were discussed and the Executive Director was instructed as to how to proceed.

#### **NEW BUSINESS:**

Staff development was discussed earlier in Executive Session.

Two items pulled from the consent agenda were letters from clients who were denied financial assistance at Level I, and upheld at Levels II & III. Details from both cases were reviewed and the clients will be contacted and reasons for denial will be reiterated.

A motion was made by Frank Pocci and seconded by Chris Grau to approve Resolution 2018-11 providing for the purchase of veterans' benefits manuals, and federal veterans' rules and regulations manuals for county veteran service officers to reference while assisting veterans with their federal claims submissions. The manuals will be purchased from LexisNexis and the purchase agreement will not exceed \$8,000.

AYES: Baher, Grau, Pocci, Potts, Uzell. NAYS: None. Motion carried. (10:30 a.m.)

Jon Reiss provided a chart with recommended changes and considerations for service deployment of staff that includes a specialty area of Senior Services. Jon also recommended that the Board revisit the concept of varied office hours; four ten-hour days and five eight-hour days. After some discussion, the Board asked Jon to provide a layout of the plan and more information, to include additional cost of security and the number of clients we turn away at the end of the day, before making a decision.

**GOOD OF THE ORDER:**

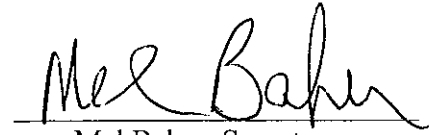
None.

With no further business, a motion was made by Frank Pocci and seconded Chris Grau to adjourn the meeting at 12:51 p.m.

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



Bob Potts, President



Mel Baher, 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

JUNE 2018

## *State of the Commission and Finance Report*



Submitted By:  
**Jon Reiss**  
Executive Director  
July 18, 2018



**Frank Pocci**  
Commissioner  
AMVETS



**Bob Potts**  
President  
VVA



**Clayton E. Uzell**  
Vice-President  
VFW



**Christopher Grau**  
Commissioner  
DAV



**Mel Baher**  
Secretary  
American Legion

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## CONTACT INFORMATION

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# STATE OF COMMISSION AND FINANCE REPORT (JUNE)

## Executive Report

### DIRECTOR'S OUTREACH

- Attended the VEAC Community Partner Sub-Committee meeting
- Met with Neil from iHeart Radio
- Met with Daniel Abraham about RTA
- Met with John Ryan from Senator Brown's office
- Met with Sandy Green
- Met with County personnel to discuss procurement
- Attended the VCTF-CVEB networking event

### OUTREACH TEAM

- Bedford Rotary Rib Fest
- Entercom Listener Loyalty Free Lunch
- Breaking Down Barriers Job/Resource Fair
- Ohio State Funeral Director's Conference
- Cleveland Clinic Benefit Fair
- Ferrari Night Car Show

### UPCOMING EVENTS

- City of Independence Health Fair
- Poker Walk
- Operation Safe Arrival
- Coffee Chat in Berea
- Harvard Square Center Community Resource Fair

### NEW CLIENT REPORT

- Total New Clients for June 2018: 296 (YTD: 1,749)
- Financial Assistance New Clients for June 2018: 35 (Down from 44 in 2017)  
31 approved, 0 at Level III, 1 partial, 2 denied, 1 incomplete
- Financial Assistance New Clients Year-to-Date: 176 (Down from 234 in 2017)

### CUSTOMER SATISFACTION SURVEYS

There were 15 surveys completed; 13 positive and 2 negative.

- Mr. Brown – complaint
- Google complaints – Mr. Olson
- Email compliment regarding Nicole – 6-16

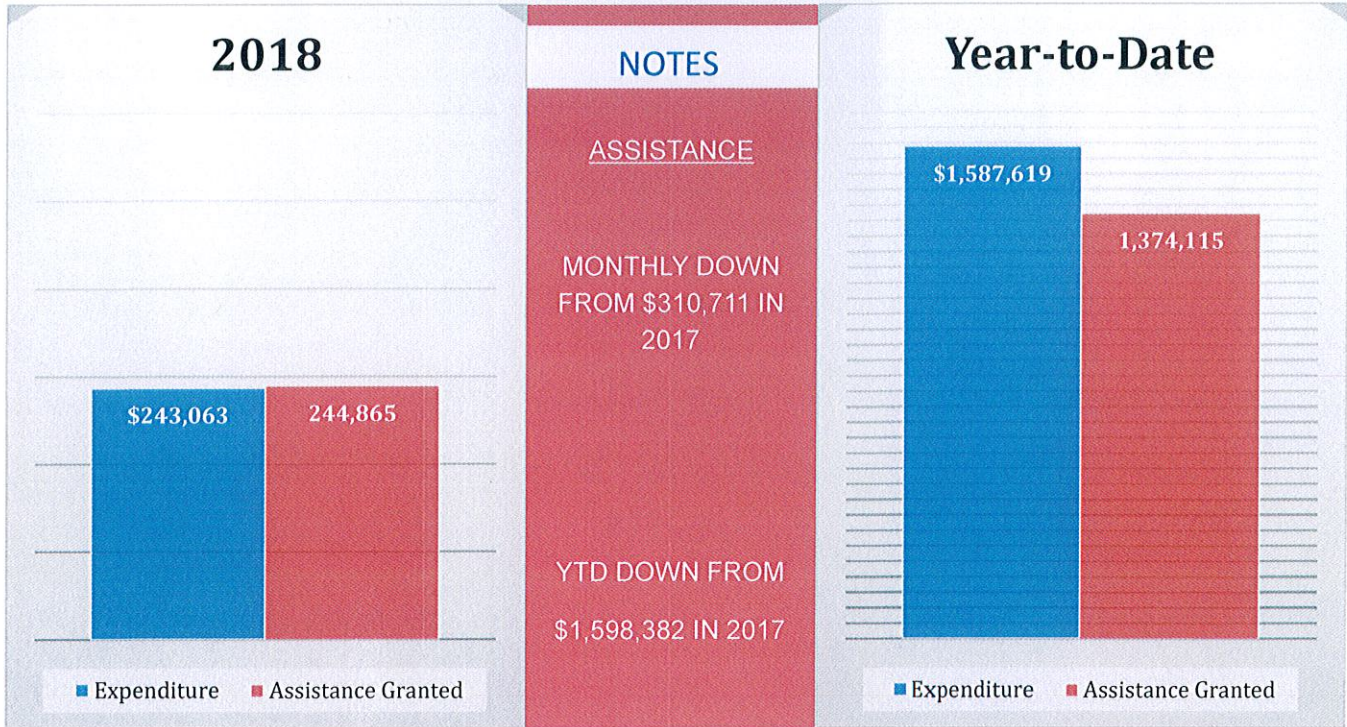
### REOCCURRING OUTREACH

- 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 (JUNE)

## 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	2018 Projection	Budget Variance
<b>Salaries</b>	1,775,260	872,963	877,297	1,750,260	25,000
<b>Fringe Benefits</b>	727,230	396,115	321,492	717,607	9,623
<b>Commodities</b>	29,258	8,928	17,058	25,986	3,272
<b>Contract Svcs</b>	404,123	93,992	164,564	258,556	145,567
<b>Controlled Exp.</b>	149,536	111,940	133,297	245,237	(95,701)
<b>Client Svsc</b>	3,548,680	1,587,619	1,696,032	3,283,651	265,029
<b>Other Exp</b>	395,697	169,021	194,267	363,288	32,409
<b>Capital Outlay</b>	13,414	2,352	7,502	9,854	3,560
<b>Total</b>	7,043,198	3,242,930	3,411,509	6,654,439	388,759

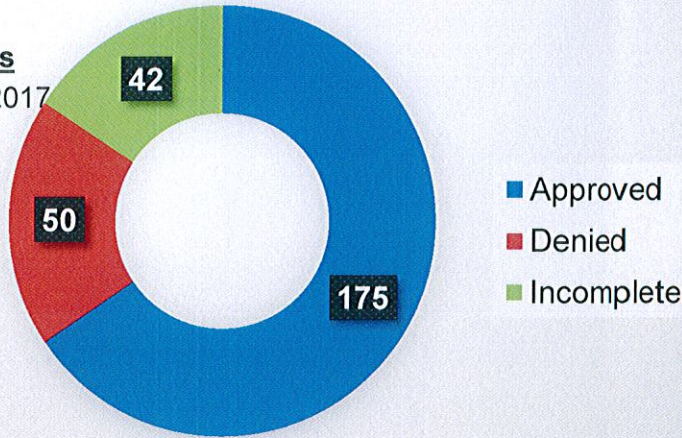
# STATE OF COMMISSION AND FINANCE REPORT (JUNE)

## Financial Assistance Department

### FINANCIAL ASSISTANCE ACTIVITY REPORT

#### Monthly Application Outcome

**267 Applications**  
Down 22.4% from 2017

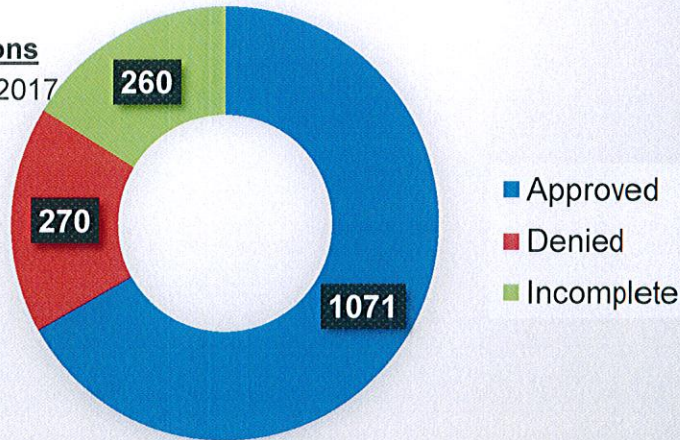


#### APPEALS

- Appeals Officer  
Total: 47 (241)  
Approved: 9 (70)  
Partial: 3 (14)  
Denied: 35 (139)  
Incomplete: 0 (18)

#### YTD Application Outcome

**1602 Applications**  
Down 7.5% from 2017



- Board Appeals  
Total: 17 (75)  
Approved: 6 (31)  
Partial: 1 (1)  
Denied: 10 (41)  
Incomplete: 0 (0)  
Other: 0 (2)

\* Current Month (year-to-date)

#### NOTES

- Application Approval Rate: 72.7% (includes levels I, II, and III)
- Completed Application Approval Rate: 86.2% (includes levels I, II, and III)



# STATE OF COMMISSION AND FINANCE REPORT (JUNE)

## Transportation / Memorial Affairs / Social Work

### MEDICAL AND OTHER TRANSPORTATION

DESCRIPTION	MONTH	YEAR-TO-DATE
Medical Bus Tickets	\$13,045.50	\$92,136.00
Other	\$192.50	\$1,073.50
<b>Total</b>	<b>\$13,238.00</b>	<b>\$93,208.50</b>
Applicants	582	3,730

### MEDICAL AND DENTAL PROGRAMS

DESCRIPTION	MONTH	YEAR-TO-DATE
Dental	\$4,401.00	\$16,710.00
Vision	\$0.00	\$3,699.00
Hearing Aids	\$0	\$0
<b>Total</b>	<b>\$4,401.00</b>	<b>\$20,409.00</b>

### INDIGENT BURIALS

DESCRIPTION	MONTH	YEAR-TO-DATE
Total (#)	7	33
Total (\$)	\$6,242.00	\$31,601.53

# STATE OF COMMISSION AND FINANCE REPORT (JUNE)

## SOCIAL WORK ACTIVITY

DESCRIPTION	MONTH	YEAR-TO-DATE
Seen	110	909
Not Seen	29	338
Offline	8	61
<b>Total</b>	<b>147</b>	<b>1287</b>
Consultation	28	258
Follow-ups	82	613
Ohio Veterans Home Tours	0	0

## SOCIAL WORK REFERRALS

DESCRIPTION	MONTH	YEAR-TO-DATE
VA Medical	0	4
Employment	0	2
Debt Counseling	0	2
Other	5	16

## FINANCIAL WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
6/7/2018	15	7	2	6	0
6/21/2018	8	5	1	2	0
6/28/2018	5	5	0	0	0
<b>TOTAL</b>	<b>28</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>0</b>
<b>YTD</b>	<b>258</b>	<b>148</b>	<b>19</b>	<b>90</b>	<b>1</b>

## NUTRITION WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
6/4/2018	33	23	1	9	0
6/11/2018	23	20	1	2	0
6/18/2018	20	18	0	2	0
<b>TOTAL</b>	<b>76</b>	<b>61</b>	<b>2</b>	<b>13</b>	<b>0</b>
<b>YTD</b>	<b>790</b>	<b>587</b>	<b>64</b>	<b>138</b>	<b>1</b>

# STATE OF COMMISSION AND FINANCE REPORT (JUNE)

## Service Department

	Compensation	Pension	DIC	Follow-up	Medical	POA	Misc. Coord.	DD214	Headstone (New and Replacement)	PMC	Other
Wade Park	57	9	4	321	9	66	273	59	-	2	135
Parma	56	4	4	194	16	72	140	24	1	-	163
Main Office	28	7	9	96	6	42	149	146	14	16	99
Fed. Bldg.	-	-	-	-	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	2	-	-	-
Mobile Benefits Team	1	-	1	4	-	2	13	5	-	-	5
<b>Total (Month)</b>	<b>142</b>	<b>20</b>	<b>18</b>	<b>615</b>	<b>31</b>	<b>182</b>	<b>575</b>	<b>236</b>	<b>15</b>	<b>18</b>	<b>402</b>
<b>Total (YTD)</b>	<b>719</b>	<b>173</b>	<b>36</b>	<b>3396</b>	<b>126</b>	<b>904</b>	<b>3237</b>	<b>369</b>	<b>70</b>	<b>62</b>	<b>1964</b>