



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:** September 19, 2018 9:30 a.m.

**PRESENT:** Clayton E. Uzell, Vice President  
Mel Baher, Secretary  
Christopher Grau, Commissioner  
Jon Reiss, Executive Director  
Lorri Slivka, Executive Secretary  
Mary Kitko, Administrative Assistant  
Brian Gutkoski, Asst. County Prosecutor (10:12 a.m.)

**EXCUSED:** Bob Potts, President  
Frank Pocchi, Commissioner

**VISITORS:** None.

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by Vice President Clay Uzell followed by the Pledge of Allegiance.

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

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

A motion was made by Mel Baher and seconded by Chris Grau to accept the report of the Executive Director, as given.

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

#### **OLD BUSINESS:**

Action Items – Updates:

- 1) **Kronos Migration** – Work in progress.
- 2) **Linear** – Work in progress. Work in progress.
- 3) **Rent Voucher Disclaimer Clause** – Work in progress.

- 4) **Employee Overpayments** – The commission has started to receive payments from both parties involved. Full payments are to be made by the end of next year.
- 5) **Emergency Plan for Files** – Work in progress. Jon is to contact Ohio Desk.
- 6) **Dental Trial Program** – No update. Work in progress.
- 7) **Temporary Aid Assistance; revisit 9 month extension** – Leave in place until 12/18.
- 8) **Driver's Licenses; MyHR** – Work in progress. The CCVSC has compiled a list of our employees and are waiting for the county.
- 9) **Social Media Sites; Control** – Jon will develop a plan and present his recommendation to the Board at the next public meeting.
- 10) **Home Depot** – The County is not willing to carry liability for the program. Jon will refer Team Depot to a non-profit to assist the veterans with home repairs.
- 11) **Commissioner On-line Training** – Deferred to the next public meeting when all commissioners are present.

The Board approved an employee's request for tuition reimbursement for a Digital Marketing Course offered through Cuyahoga Community College.

Clay Uzell stated that the VFW has not received Memorial Day reimbursements to date. Jon Reiss will check with the Finance Dept. and provide updated information.

**NEW BUSINESS:**

Jon Reiss submitted Resolution 2018-14 providing for a contract with PayScale.com for the purpose of creating and maintaining a market-based compensation model for the CCVSC, expenses not to exceed \$7,040 annually for three years. The resolution was deferred to the next public meeting when all commissioners are present. Jon was also asked to provide five quotes for comparison.

The Ohio State Association of Veterans Service Commissioner's Fall Conference will be held in Dublin, Ohio from November 16-18, 2018. A registration fee of \$10 is due by October 31st. Checks should be made payable to "OSAVSC."

**GOOD OF THE ORDER:**


None.


**EXECUTIVE SESSION:**

None.

With no further business, a motion was made by Mel Baher and seconded Chris Grau to adjourn the meeting at 11:03 a.m.

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

  
Clay Uzell, Vice President

  
Mel Baher, Secretary

## **CONTACT INFORMATION**

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

Veterans' Affairs/Memorial Affairs:

Finance Dept.:

Social Work Dept.:

Executive Director:

Commissioners:

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

Steve Fernandez, Finance Operations Mgr. (216-698-2391)

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

AUGUST 2018

## *State of the Commission and Finance Report*



Submitted By:  
**Jon Reiss**  
Executive Director  
September 19, 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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[www.CuyahogaVets.org](http://www.CuyahogaVets.org)

# STATE OF COMMISSION AND FINANCE REPORT (AUGUST)

## Executive Report

### DIRECTOR'S OUTREACH

- Met with Melissa Reichard and Chris Torok from Advance Ohio
- Attended the Project DRIVE ERP demo in Council Chambers
- Conference call with PayScale
- Met with Jeff Richie – North Olmsted VFW
- Open Enrollment Meeting with Mr. Smock and Mr. Dykes
- Attended the CVEB conference in Washington DC
- Met with Mr. Krob about Team Depot Project
- Spoke with Ira Robinson regarding h-drives
- Attended the Gold Star Family Monument Dedication
- Met with members of the Veterans Community Task Force

### OUTREACH TEAM

- Representative Renacci Veterans Benefit Fair
- Veterans Family Fair – USS Cod
- County Fair
- VEAC
- Veterans Picnic – Berea
- Federal Building Benefit Fair
- Airshow
- VA Mental Health Summit
- 98.5 Golf Classic
- Community Days – VFW Post 3345
- Rep. Anielski's Military Resource Fair
- Twinsburg Vets Resource Fair

### UPCOMING EVENTS

- Road Rally Scavenger Hunt

### NEW CLIENT REPORT

- Total New Clients for August 2018: 545 (YTD: 2,618)
- Financial Assistance New Clients for August 2018: 41 (Up from 39 in 2017) 36 approved, 0 at Level III, 2 partial, 0 denied, 3 incomplete
- Financial Assistance New Clients Year-to-Date: 253 (Down from 311 in 2017)

### CUSTOMER SATISFACTION SURVEYS

There were 16 surveys completed; 15 positive and 1 negative.

- Complimentary letter about services received by Libby Jenkins
- Terry Walker phone call
- Jim Wilson for service to OVH

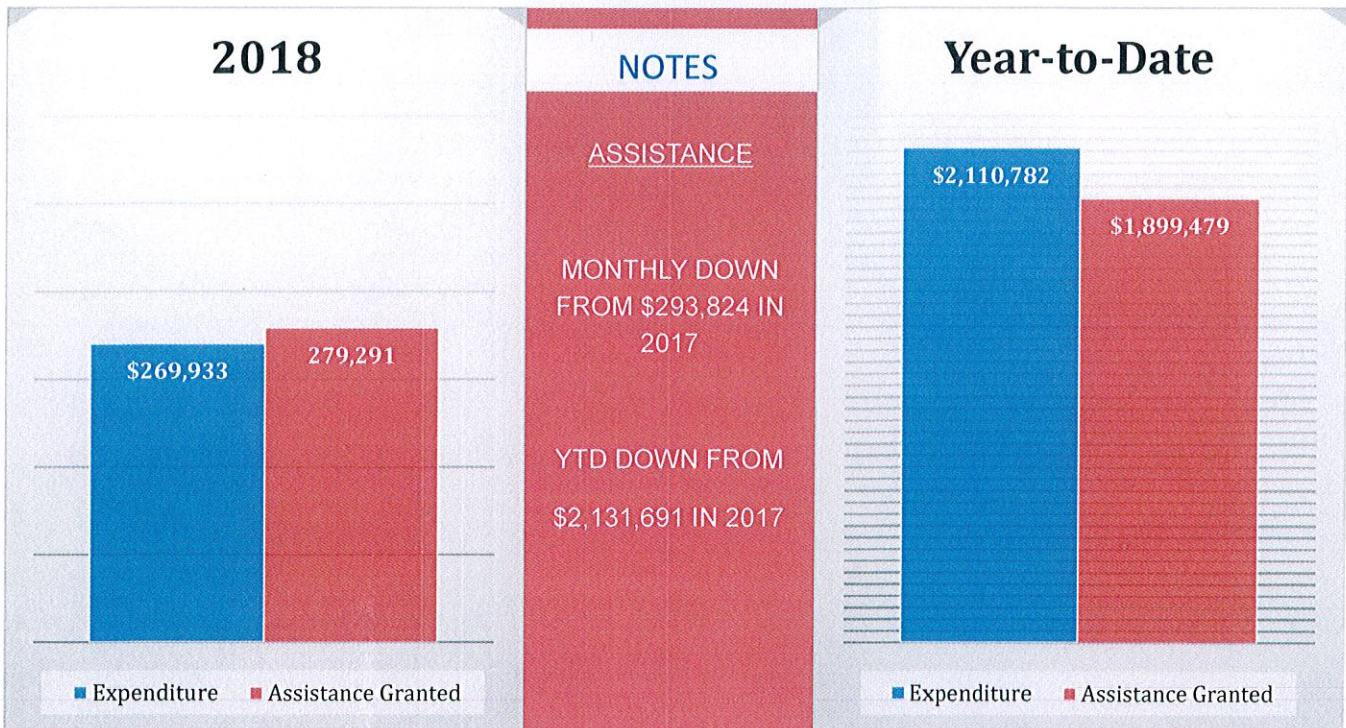
### REOCCURRING OUTREACH

- LIBRARY OUTREACH
  - 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 (AUGUST)

## 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	1,135,087	615,173	1,750,260	25,000
<b>Fringe Benefits</b>	727,230	517,079	200,528	717,607	9,632
<b>Commodities</b>	29,258	16,528	9,458	25,986	3,272
<b>Contract Svcs</b>	404,123	139,359	119,197	258,556	145,567
<b>Controlled Exp.</b>	149,536	133,460	91,777	225,237	(75,701)
<b>Client Svcs</b>	3,548,680	2,110,782	1,130,688	3,241,470	307,210
<b>Other Exp</b>	395,697	259,288	124,000	383,288	12,409
<b>Capital Outlay</b>	13,414	2,352	7,502	9,854	3,560
<b>Total</b>	7,043,198	4,313,935	2,298,323	6,612,258	430,940

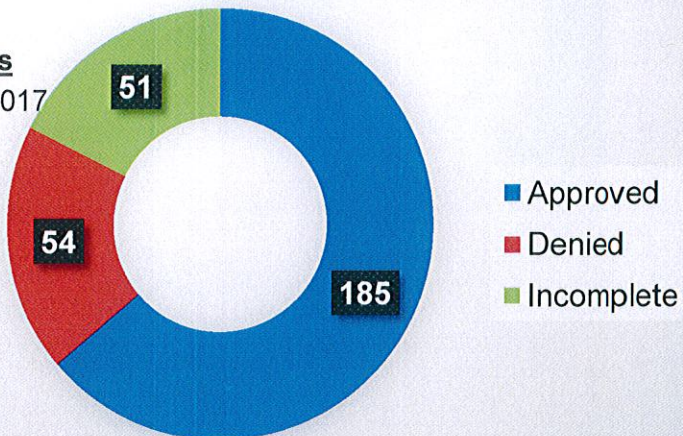
# STATE OF COMMISSION AND FINANCE REPORT (AUGUST)

## Financial Assistance Department

### FINANCIAL ASSISTANCE ACTIVITY REPORT

#### Monthly Application Outcome

**290 Applications**  
Down 11.0% from 2017

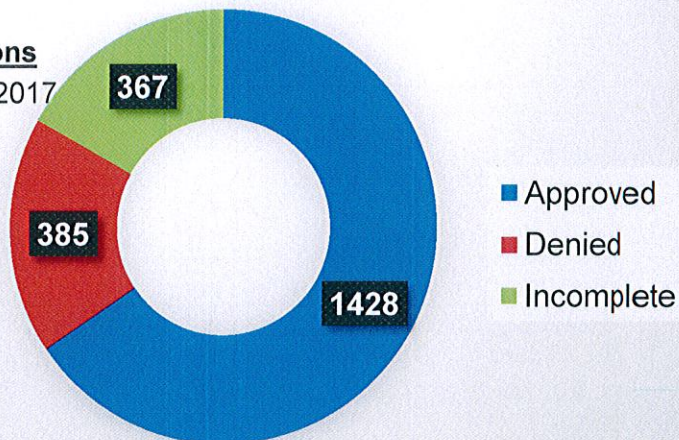


#### APPEALS

- Appeals Officer  
Total: 57 (345)  
Approved: 19 (112)  
Partial: 7 (24)  
Denied: 28 (183)  
Incomplete: 3 (26)

#### YTD Application Outcome

**2180 Applications**  
Down 7.2% from 2017



- Board Appeals  
Total: 13 (99)  
Approved: 8 (43)  
Partial: 0 (2)  
Denied: 4 (50)  
Incomplete: 0 (0)  
Other: 1 (4)

\* Current Month (year-to-date)

#### NOTES

- Application Approval Rate: 75.5% (includes levels I, II, and III)
- Completed Application Approval Rate: 91.6% (includes levels I, II, and III)



# STATE OF COMMISSION AND FINANCE REPORT (AUGUST)

## Transportation / Memorial Affairs / Social Work

### MEDICAL AND OTHER TRANSPORTATION

DESCRIPTION	MONTH	YEAR-TO-DATE
Medical Bus Tickets	\$14,124.00	\$122,119.50
Other	\$121.00	\$1,292.50
<b>Total</b>	<b>\$14,245.00</b>	<b>\$123,412.00</b>
Applicants	640	4,974

### MEDICAL AND DENTAL PROGRAMS

DESCRIPTION	MONTH	YEAR-TO-DATE
Dental	\$175.00	\$18,592.00
Vision	\$420.00	\$5,054.00
Hearing Aids	\$0	\$0
<b>Total</b>	<b>\$595.00</b>	<b>\$23,646.00</b>

### INDIGENT BURIALS

DESCRIPTION	MONTH	YEAR-TO-DATE
Total (#)	14	57
Total (\$)	\$13,984.00	\$55,570.53

# STATE OF COMMISSION AND FINANCE REPORT (AUGUST)

## SOCIAL WORK ACTIVITY

DESCRIPTION	MONTH	YEAR-TO-DATE
Seen	140	1159
Not Seen	63	450
Offline	13	79
<b>Total</b>	<b>216</b>	<b>1667</b>
Consultation	35	325
Follow-ups	102	793
Ohio Veterans Home Tours	3	6

## SOCIAL WORK REFERRALS

DESCRIPTION	MONTH	YEAR-TO-DATE
VA Medical	1	5
Employment	1	5
Debt Counseling	0	2
Other	10	29

## FINANCIAL WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
8/02/2018	23	16	1	6	0
8/16/2018	19	9	4	6	0
8/23/2018	13	8	1	4	1
<b>TOTAL</b>	<b>55</b>	<b>33</b>	<b>6</b>	<b>16</b>	<b>1</b>
YTD	358	215	28	113	2

## NUTRITION WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
8/6/2018	34	17	2	15	0
8/20/2018	38	26	2	10	0
8/27/2018	35	26	3	5	1
<b>TOTAL</b>	<b>107</b>	<b>69</b>	<b>7</b>	<b>30</b>	<b>1</b>
YTD	984	710	75	197	2

# STATE OF COMMISSION AND FINANCE REPORT (AUGUST)

## Service Department

	Compensation	Pension	DIC	Follow-up	Medical	POA	Misc. Corr.	DD214	Headstone (New and Replacement)	PMC	Other
Wade Park	67	16	1	403	23	78	327	76	-	-	176
Parma	60	7	4	330	6	84	201	30	-	3	159
Main Office	37	11	3	93	10	47	229	161	7	24	107
Fed. Bldg.	-	-	-	-	-	-	-	1	-	-	-
CRRC	-	-	-	-	-	-	-	1	-	-	-
Mobile Benefits Team	-	-	-	-	-	-	-	-	-	-	-
<b>Total (Month)</b>	<b>164</b>	<b>34</b>	<b>8</b>	<b>826</b>	<b>39</b>	<b>209</b>	<b>757</b>	<b>268</b>	<b>7</b>	<b>27</b>	<b>442</b>
<b>Total (YTD)</b>	<b>1015</b>	<b>249</b>	<b>50</b>	<b>4976</b>	<b>200</b>	<b>1291</b>	<b>4623</b>	<b>872</b>	<b>111</b>	<b>113</b>	<b>2814</b>