



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCI**  
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/TIME: October 17, 2018 7:00 p.m.

LOCATION: Don Umerley Civic Center  
21012 Hilliard Blvd.  
Rocky River, Ohio 44116

PRESENT: Bob Potts, President  
Mel Baher, Secretary  
Frank Pocci, Commissioner  
Christopher Grau, Commissioner  
Jon Reiss, Executive Director  
Lorri Slivka, Executive Secretary  
Mary Kitko, Administrative Assistant  
Larry Amato, Veterans Service Officer  
Brian Gutkoski, Asst. County Prosecutor

EXCUSED: Clayton E. Uzell, Vice President

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

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

A motion was made by Mel Baher 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, Grau, Pocci, Potts. 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, Pocci, Potts. NAYS: None. Motion carried.

**OLD BUSINESS:**

Action Items – Updates:

- 1) **Kronos Migration** – Effective 10/28/18, staff will no longer submit paper copies of leave requests, as the system has shown to be accurate.
- 2) **Linear Creative**– Larry Amato will begin working on the script. Work in progress.
- 3) **Rent Voucher Disclaimer Clause** – Work in progress.
- 4) **Employee Overpayments** – The commission continues to receive payments from both parties involved. Full payments are to be made by the end of next year.
- 5) **Emergency Plan for Files** – The current retention scheduled approves electronic files in lieu of paper documents. It was decided that a fireproof safe may not be necessary.
- 6) **Dental Trial Program** – No update. Work in progress.
- 7) **Resolution 2018-13; VVA Compensation** – Jon Reiss hand delivered the resolution to the County Executive’s office today for consideration. Work in progress.

**NEW BUSINESS:**

Jon Reiss informed the Board that, in the near future, we will be losing the ability to obtain information from the county WIPS system. As a result, we will be unable to determine the amount of financial assistance a client has received in their lifetime. Jon recommended applying the timeline based on amount of assistance contained in eVet. The matter was tabled to the November 7, 2018 for further discussion.

**GOOD OF THE ORDER:**

Frank Pocci is now a member of the Catholic War Veterans Post 1812. The Post commander is Richard France, who has asked to be on the CCVSC mailing list.

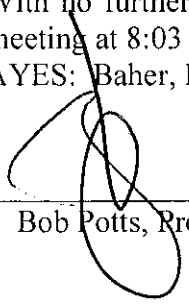
Mel Baher sent letters to 151 members from Columbus holding posts to become members of our local posts. Mel has received 14 requests, including two WWII Veterans, to become members of A.L. Post 91.

**EXECUTIVE SESSION:**

None.


With no further business, a motion was made by Chris Grau and seconded Frank Pocci to adjourn the meeting at 8:03 p.m.

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




---

Bob Potts, Resident




---

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

SEPTEMBER 2018

## *State of the Commission and Finance Report*



Submitted By:

**Jon Reiss**

Executive Director

October 17, 2018



**Frank Pocci**  
Commissioner  
AMVETS



**Bob Potts**  
President  
VVA



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



**Christopher Grau**  
Commissioner  
DAV



**Mel Baher**  
Secretary  
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 (SEPTEMBER)

## Executive Report

### DIRECTOR'S OUTREACH

- Participated in Payfactors webinar
- Attended the Warrior Community Integration Symposium in Atlanta
- Met with Workforce Radio
- Met with David Christian from New Horizons
- Attended event at Hospice of the Western Reserve
- Attended the NACVSO Summit
- Participated in the Morning Show Feud at WMJI
- Met with Neil Hodgeman from WKYC
- Participated in the VA Wilkie Webcast
- Met with Anson from ESPN
- Met with Salary.com for follow up meeting
- Attended training for HR Administrators

### OUTREACH TEAM

- Heat and Plumb County Benefit
- Browns Tailgate at Barley House
- Lakeland Veteran Student Community
- North Royalton High School Health Fair
- Homeless Stand Down meeting – Hands on NEO
- Hyland Software Veterans Resource Fair
- Mayor briefings
- Road Rally Scavenger Hunt

### UPCOMING EVENTS

- Generations Health Care briefing
- VA Disability Fair
- Bedford Heights Veterans Luncheon
- Federal Building Employee Fair

### NEW CLIENT REPORT

- Total New Clients for September 2018: 292 (YTD: 2,910)
- Financial Assistance New Clients for September 2018: 38 (Down from 40 in 2017) 29 approved, 0 at Level III, 3 partial, 2 denied, 4 incomplete
- Financial Assistance New Clients Year-to-Date: 291 (Down from 351 in 2017)

### CUSTOMER SATISFACTION SURVEYS

There were 12 surveys completed; 11 positive and 1 negative.

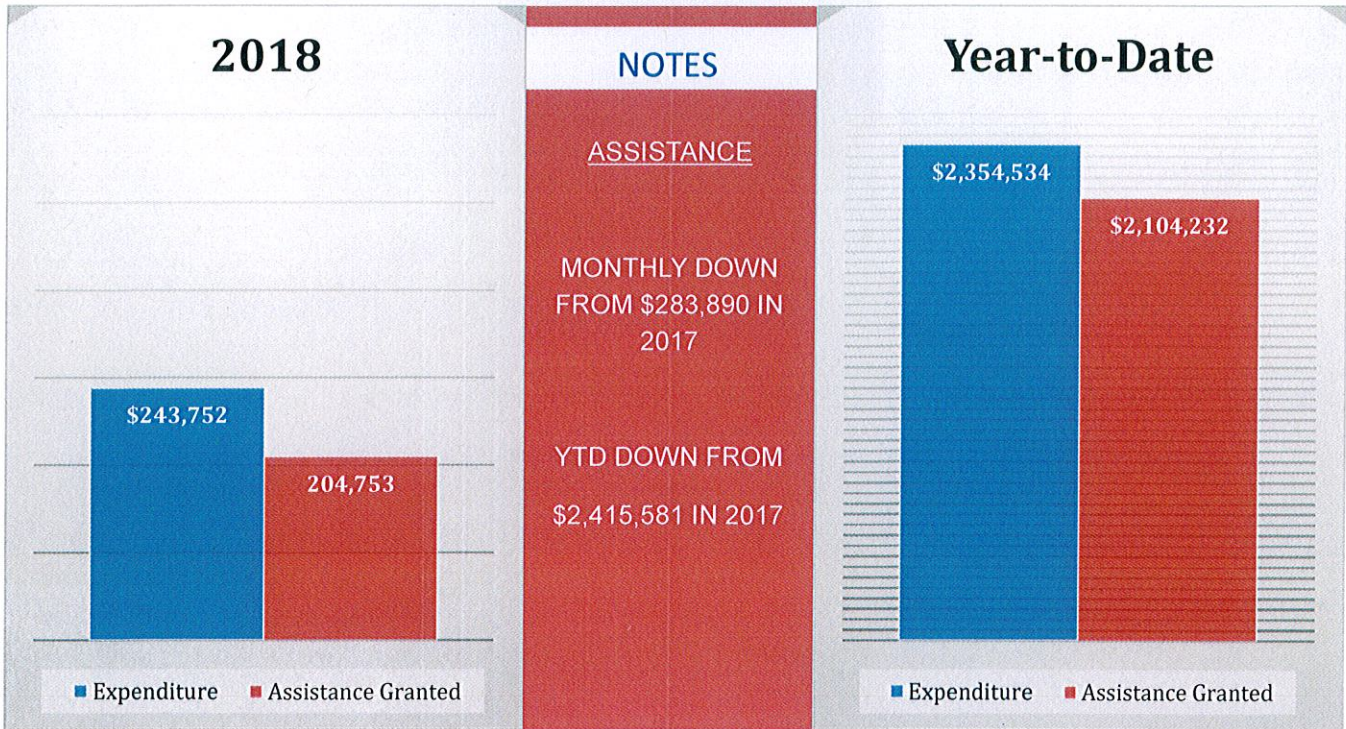
### REOCCURRING OUTREACH

- 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 (SEPTEMBER)

## 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	1,266,036	484,224	1,750,260	25,000
<b>Fringe Benefits</b>	727,230	577,544	140,063	717,607	9,623
<b>Commodities</b>	29,258	19,609	6,377	25,986	3,272
<b>Contract Svcs</b>	404,123	153,850	104,706	258,556	145,567
<b>Controlled Exp.</b>	149,536	122,864	60,955	183,819	(34,283)
<b>Client Svsc</b>	3,548,680	2,354,534	887,016	3,241,550	307,130
<b>Other Exp</b>	395,697	284,510	98,778	383,288	12,409
<b>Capital Outlay</b>	13,414	2,352	7,502	9,854	3,560
<b>Total</b>	7,043,198	4,781,299	1,789,621	6,570,920	472,278

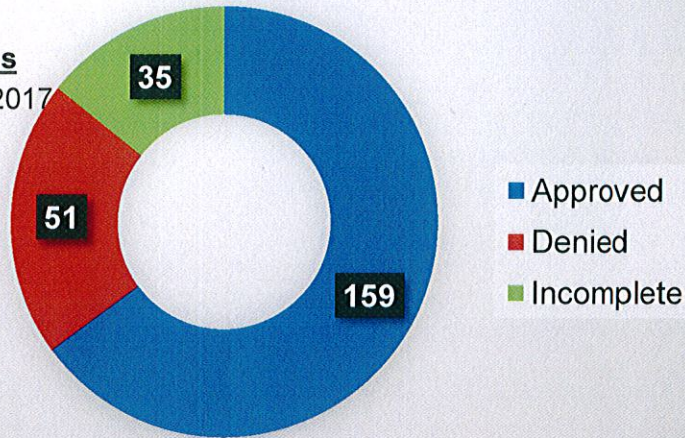
# STATE OF COMMISSION AND FINANCE REPORT (SEPTEMBER)

## Financial Assistance Department

### FINANCIAL ASSISTANCE ACTIVITY REPORT

#### Monthly Application Outcome

**245 Applications**  
Down 17.8% from 2017

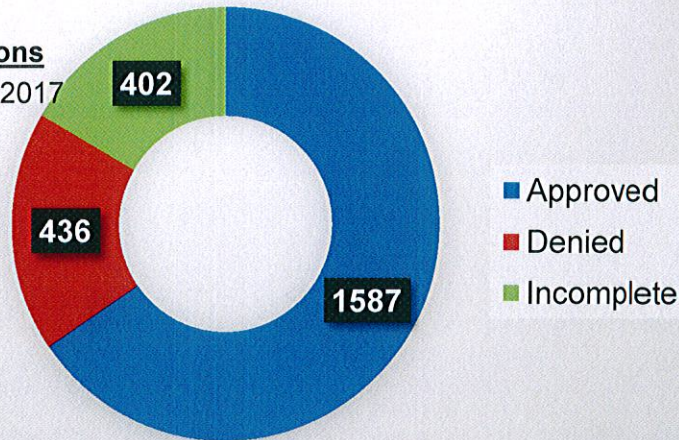


#### APPEALS

- Appeals Officer  
Total: 45 (390)  
Approved: 15 (127)  
Partial: 2 (26)  
Denied: 24 (207)  
Incomplete: 4 (30)

#### YTD Application Outcome

**2425 Applications**  
Down 8.9% from 2017



- Board Appeals  
Total: 12 (111)  
Approved: 7 (50)  
Partial: 0 (2)  
Denied: 5 (55)  
Incomplete: 0 (0)  
Other: 0 (4)

\* Current Month (year-to-date)

#### NOTES

- Application Approval Rate: 74.7% (includes levels I, II, and III)
- Completed Application Approval Rate: 87.1% (includes levels I, II, and III)

# STATE OF COMMISSION AND FINANCE REPORT (SEPTEMBER)

## Transportation / Memorial Affairs / Social Work

### MEDICAL AND OTHER TRANSPORTATION

DESCRIPTION	MONTH	YEAR-TO-DATE
Medical Bus Tickets	\$14,561.00	\$136,680.50
Other	\$209.00	\$1,501.50
<b>Total</b>	<b>\$14,770.00</b>	<b>\$138,182.00</b>
Applicants	604	5,578

### MEDICAL AND DENTAL PROGRAMS

DESCRIPTION	MONTH	YEAR-TO-DATE
Dental	\$591.00	\$19,183.00
Vision	\$0	\$5,054.00
Hearing Aids	\$0	\$0
<b>Total</b>	<b>\$591.00</b>	<b>\$24,237.00</b>

### INDIGENT BURIALS

DESCRIPTION	MONTH	YEAR-TO-DATE
Total (#)	12	69
Total (\$)	\$11,961.00	\$67,531.53



# STATE OF COMMISSION AND FINANCE REPORT (SEPTEMBER)

## SOCIAL WORK ACTIVITY

DESCRIPTION	MONTH	YEAR-TO-DATE
Seen	119	1278
Not Seen	52	502
Offline	7	86
<b>Total</b>	<b>178</b>	<b>1845</b>
Consultation	32	357
Follow-ups	85	878
Ohio Veterans Home Tours	2	8

## SOCIAL WORK REFERRALS

DESCRIPTION	MONTH	YEAR-TO-DATE
VA Medical	2	7
Employment	0	5
Debt Counseling	1	3
Other	5	34

## FINANCIAL WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
9/06/2018	14	8	1	5	0
9/20/2018	10	7	1	2	0
9/27/2018	9	4	3	2	0
<b>TOTAL</b>	<b>33</b>	<b>19</b>	<b>5</b>	<b>9</b>	<b>0</b>
<b>YTD</b>	<b>391</b>	<b>234</b>	<b>32</b>	<b>122</b>	<b>2</b>

## NUTRITION WORKSHOP

DATE	SCHEDULED	ATTENDED	RESCHEDULED	NO-SHOW	LEFT
9/10/2018	43	29	3	10	1
9/17/2018	32	21	3	8	0
9/24/2018	36	28	3	5	0
<b>TOTAL</b>	<b>111</b>	<b>78</b>	<b>9</b>	<b>23</b>	<b>1</b>
<b>YTD</b>	<b>1095</b>	<b>788</b>	<b>84</b>	<b>220</b>	<b>3</b>

# STATE OF COMMISSION AND FINANCE REPORT (SEPTEMBER)

## Service Department

	Compensation	Pension	DIC	Follow-up	Medical	POA	Misc. Corr.	DD214	Headstone (New and Replacement)	PMC	Other
Wade Park	48	7	1	255	8	46	168	26	1	-	107
Parma	47	7	-	258	12	53	142	25	1	1	103
Main Office	26	4	4	69	5	21	109	190	6	18	73
Fed. Bldg.	-	-	-	-	-	-	-	-	-	-	-
CRRC	-	-	-	-	-	-	-	2	-	-	-
Mobile Benefits Team	4	-	-	10	-	4	6	6	-	-	4
<b>Total (Month)</b>	<b>125</b>	<b>18</b>	<b>5</b>	<b>592</b>	<b>25</b>	<b>124</b>	<b>425</b>	<b>251</b>	<b>8</b>	<b>19</b>	<b>287</b>
<b>Total (YTD)</b>	<b>1140</b>	<b>267</b>	<b>55</b>	<b>5568</b>	<b>225</b>	<b>1415</b>	<b>5048</b>	<b>1123</b>	<b>119</b>	<b>142</b>	<b>2814</b>