

# Franklin County Veterans Service Commission

250 W Broad Street  
Columbus, Ohio 43215  
Phone: (614) 525-2500  
Fax: (614) 525-2505



*Dedicated to the Official end of the Iraq War  
December 15, 2011*

## 2011 Annual Report

## VETERANS SERVICE COMMISSION

Will Davis, Disabled American Veterans Representative ..... President  
Larry W. Roberts, MOPH/VVA Representative ..... Vice President  
Carl Swisher, American Legion Representative ..... Secretary  
Wallace W. Sarto, AMVETS Representative ..... Member  
Gary Pfaff, Veterans of Foreign Wars Representative ..... Member

### OFFICE STAFF

Douglas Lay ..... Director  
John C. Warrix ..... Assistant Director  
Angela M. Cline ..... Executive Assistant

Anna M. Henry ..... Administrative Assistant  
Catherine L. Radford ..... Administrative Secretary  
Sheila E. Quappe ..... Administrative Secretary  
Joyce A. Lilly (resigned 7/16/2010) ..... Administrative Specialist  
Barry Roberts ..... Fiscal Specialist  
Rachel A. Hawkins (first day 10/25/2010) ..... Case Review Officer

Darrel A. Peaks ..... CVSO/Veterans Benefits Specialist  
Marva Marshall ..... Veterans Benefits Specialist  
Diana M. Burford ..... Veterans Benefits Specialist  
Ann Krogman Miller ..... Veterans Benefits Specialist  
J. Ron Reidenbaugh ..... CVSO/Veterans Benefits Specialist  
Angel M. Guillereault ..... Veterans Benefits Specialist  
Doreen M Lafferty ..... Veterans Benefits Specialist  
Matthew Wyman ..... Veterans Benefits Specialist  
Robert Taylor ..... Veterans Benefits Specialist  
John Bolen (resigned 10/29/2010) ..... Veterans Benefits Specialist

# VETERAN SERVICE COMMISSION

## Office Activity by Officers

Office Activity counts between 1/1/2011 to 12/31/2011

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<b>Activity Name</b>	<b>Direction</b>	<b>Count</b>
E-Mail	In	31,160
	Out	14,145
	SubTotal:	<u>45,305</u>
Fax	In	3,106
	Out	3,198
	SubTotal:	<u>6,304</u>
Mail	In	3,562
	Out	4,668
	SubTotal:	<u>8,230</u>
Phone	In	30,234
	Out	11,130
	SubTotal:	<u>41,364</u>
	Overall Total	101,203



## VETERAN SERVICE COMMISSION

### Applications Taken By Era

Count of Applicants Requesting Service from 1/1/2011 to 12/31/2011

	<i>Appeal to Commission</i>	Denied	4
		Approved	12
		Partial	3
	<i>Appeal to Supervisor</i>	Approved	2
	<i>New</i>	Approved	137
		Withdrawn	1
	<i>Renewal</i>	Approved	255
		<b>Total:</b>	<b>414</b>
<b>GL</b>	<i>Appeal to Commission</i>	Denied	3
		Partial	2
		Approved	1
	<i>Appeal to Supervisor</i>	Approved	1
	<i>Renewal</i>	Approved	25
		<b>Total:</b>	<b>32</b>
<b>GL E</b>	<i>Renewal</i>	Approved	13
		<b>Total:</b>	<b>13</b>
<b>GL EW</b>	<i>Renewal</i>	Approved	1
		<b>Total:</b>	<b>1</b>
<b>IRAQ</b>	<i>Appeal to Commission</i>	Approved	28
		Denied	12
		Partial	4
	<i>Appeal to Supervisor</i>	Approved	12
		Partial	1
	<i>New</i>	Approved	14
		Withdrawn	1
	<i>Renewal</i>	Approved	59
		<b>Total:</b>	<b>131</b>

IRAQ E	<i>Appeal to Commission</i>	Approved	15	
		Denied	11	
		Partial	2	
	<i>Appeal to Supervisor</i>	Approved	3	
	<i>New</i>	Approved	8	
	<i>Renewal</i>	Approved	41	
			<b>Total:</b>	80
IRAQ W	<i>Appeal to Commission</i>	Denied	1	
	<i>New</i>	Approved	1	
			<b>Total:</b>	2
KW	<i>Appeal to Commission</i>	Approved	12	
		Denied	5	
		Partial	3	
	<i>Appeal to Supervisor</i>	Approved	5	
	<i>New</i>	Approved	13	
	<i>Renewal</i>	Approved	92	
		Partial	1	
			<b>Total:</b>	131
KW E	<i>Appeal to Commission</i>	Approved	8	
		Denied	8	
		Partial	2	
	<i>Appeal to Supervisor</i>	Approved	5	
	<i>New</i>	Approved	6	
	<i>Renewal</i>	Approved	79	
		Open	1	
			<b>Total:</b>	109
OIF/OEF	<i>Appeal to Commission</i>	Partial	2	
		Approved	4	
		Denied	3	
	<i>Appeal to Supervisor</i>	Approved	5	
	<i>New</i>	Approved	11	
	<i>Renewal</i>	Approved	15	
			<b>Total:</b>	40

PEACETIME	<i>Appeal to Commission</i>	Approved	22	
		Denied	20	
		Partial	7	
	<i>Appeal to Supervisor</i>	Approved	6	
		<i>New</i>	Approved	27
		<i>Renewal</i>	Approved	104
<b>Total:</b>			186	
PG	<i>Appeal to Commission</i>	Approved	39	
		Denied	30	
		Partial	15	
	<i>Appeal to Supervisor</i>	Approved	17	
		<i>New</i>	Approved	17
		<i>Renewal</i>	Approved	188
		Withdrawn	1	
	<b>Total:</b>			307
PG E	<i>Appeal to Commission</i>	Approved	108	
		Denied	77	
		Partial	35	
	<i>Appeal to Supervisor</i>	Approved	38	
		Partial	3	
		Denied	1	
	<i>New</i>	Approved	39	
		Withdrawn	2	
	<i>Renewal</i>	Approved	371	
		Partial	1	
	<b>Total:</b>			675
PG W	<i>Appeal to Commission</i>	Denied	2	
		Approved	1	
	<i>Appeal to Supervisor</i>	Approved	2	
		<i>New</i>	Approved	3
	<i>Renewal</i>	Approved	5	
<b>Total:</b>			13	

PT	<i>Appeal to Commission</i>	Denied	158	
		Approved	239	
		Partial	60	
		Appeal	2	
	<i>Appeal to Supervisor</i>	Approved	75	
		Partial	3	
	<i>New</i>	Approved	66	
		Partial	1	
	<i>Renewal</i>	Approved	1330	
		Withdrawn	3	
Partial		1		
		<b>Total:</b>	1938	
VN	<i>Appeal to Commission</i>	Denied	47	
		Approved	65	
		Partial	12	
		Appeal	1	
	<i>Appeal to Supervisor</i>	Approved	17	
		<i>New</i>	Approved	34
	<i>Renewal</i>	Approved	436	
		Withdrawn	1	
			<b>Total:</b>	613
	VN E	<i>Appeal to Commission</i>	Denied	98
Approved			112	
Appeal			1	
Partial			34	
<i>Appeal to Supervisor</i>		Approved	35	
		<i>New</i>	Withdrawn	1
<i>Renewal</i>		Approved	64	
		Approved	1105	
		Withdrawn	3	
		Partial	2	
		Denied	1	
		<b>Total:</b>	1456	
VN W	<i>New</i>	Approved	1	
	<i>Renewal</i>	Approved	1	
		<b>Total:</b>	2	

WW II	<i>Appeal to Commission</i>	Denied	6	
		Approved	10	
		Partial	1	
	<i>Appeal to Supervisor</i>	Approved	4	
		New	Approved	13
		Renewal	Approved	102
		Withdrawn	1	
	Partial	1		
		<b>Total:</b>	138	
WW II E	<i>New</i>	Approved	1	
		Renewal	Approved	1
			<b>Total:</b>	2
WWI	<i>Renewal</i>	Approved	1	
				<b>Total:</b>
WWII W	<i>Appeal to Commission</i>	Approved	1	
		<i>Appeal to Supervisor</i>	Approved	1
		Renewal	Approved	7
			<b>Total:</b>	9





# VETERAN SERVICE COMMISSION

## Weekly Averages

From 1/1/2011 to 12/31/2011 , 52 weeks

Description	% of Total Approved		Average Per Week
	Total Amount	Amounts	
Available Budget	\$0.00	0.00%	\$0.00
cable bill	\$0.00	0.00%	\$0.00
Car Ins	\$0.00	0.00%	\$0.00
car pmt	\$0.00	0.00%	\$0.00
car repair	\$54,793.37	2.57%	\$1,053.72
cell phone	\$0.00	0.00%	\$0.00
Child Support	\$0.00	0.00%	\$0.00
Clothing	\$0.00	0.00%	\$0.00
Cota Ticket	\$0.00	0.00%	\$0.00
Credit Card	\$0.00	0.00%	\$0.00
Dental Fees	\$366,111.52	17.19%	\$7,040.61
Doctor Fees	\$300.00	0.01%	\$5.77
eating out	\$0.00	0.00%	\$0.00
Electric	\$89,152.43	4.19%	\$1,714.47
Electric-Deposit	\$2,325.00	0.11%	\$44.71
Electric-Late Charges	\$0.00	0.00%	\$0.00
Electric-Past Due	\$42,286.39	1.99%	\$813.20
Electric-Reconnect	\$4,294.87	0.20%	\$82.59
Entertainment	\$0.00	0.00%	\$0.00
Eye Exam/Glasses	\$6,280.41	0.29%	\$120.78
Food Voucher	\$478,750.00	22.48%	\$9,206.73
Food Vouchers Pending	\$0.00	0.00%	\$0.00
Fuel Oil	\$2,275.35	0.11%	\$43.76
Gas	\$39,632.11	1.86%	\$762.16
gas for the car	\$0.00	0.00%	\$0.00
gas for the home	\$0.00	0.00%	\$0.00
Gas-Deposit	\$568.92	0.03%	\$10.94
Gas-Late Charges	\$175.00	0.01%	\$3.37
Gas-Past Due	\$15,860.02	0.74%	\$305.00
Gas-Reconnect	\$4,404.40	0.21%	\$84.70
Gasoline Voucher	\$0.00	0.00%	\$0.00
Groceries, etc.	\$0.00	0.00%	\$0.00
Haircut Voucher	\$0.00	0.00%	\$0.00
Long Distance	\$0.00	0.00%	\$0.00
Lot Rent	\$485.00	0.02%	\$9.33
Manual Voucher	\$0.00	0.00%	\$0.00

Medications	\$0.00	0.00%	\$0.00
Meijer Voucher	\$21,560.00	1.01%	\$414.62
Meijer Vouchers Pending	\$0.00	0.00%	\$0.00
Monthly Bus Ticket	\$0.00	0.00%	\$0.00
Mortgage	\$74,366.58	3.49%	\$1,430.13
Mortgage Condo Fee	\$0.00	0.00%	\$0.00
Mortgage It cgs	\$335.18	0.02%	\$6.45
Mortgage Past Due	\$59,986.20	2.82%	\$1,153.58
Not Applicable	\$0.00	0.00%	\$0.00
Other Household Expenses	\$5,428.50	0.25%	\$104.39
Past Due Lot Rent	\$388.89	0.02%	\$7.48
Police Check	\$0.00	0.00%	\$0.00
Propane	\$0.00	0.00%	\$0.00
Property Taxes	\$0.00	0.00%	\$0.00
Real Estate Taxes	\$0.00	0.00%	\$0.00
Rent	\$443,191.22	20.81%	\$8,522.91
Rent 1/3rd Request	\$1,688.33	0.08%	\$32.47
Rent 1/4th Request	\$0.00	0.00%	\$0.00
Rent Condo Fee	\$0.00	0.00%	\$0.00
Rent Half Request	\$14,536.49	0.68%	\$279.55
Rent Late Charges	\$7,799.75	0.37%	\$150.00
Rent Past Due	\$265,161.75	12.45%	\$5,099.26
Rent-Deposit	\$64,284.13	3.02%	\$1,236.23
Second Mortgage	\$0.00	0.00%	\$0.00
Storage Fee	\$152.81	0.01%	\$2.94
Telephone	\$771.01	0.04%	\$14.83
Transportation	\$0.00	0.00%	\$0.00
Trash	\$0.00	0.00%	\$0.00
Water	\$35,985.80	1.69%	\$692.03
Water-Late Charges	\$0.00	0.00%	\$0.00
Water-Past Due	\$17,186.26	0.81%	\$330.51
Water-Reconnect	\$1,075.51	0.05%	\$20.68
YMCA	\$8,200.00	0.38%	\$157.69
YMCA-BackRent	\$165.60	0.01%	\$3.18
YMCA-Deposit	\$20.00	0.00%	\$0.38
<b>Totals:</b>	<b>\$2,129,978.80</b>		<b>\$40,961.13</b>

<b>Weeks Remaining:</b>	<b>Weekly Average</b>	<b>Required Funds</b>
0	\$40,961.13	\$0.00

<b>Average Award</b>		
<b>Total Applications Taken</b>	6293	
<b>Total Approved Applications</b>	5787	\$368.06

# VETERAN SERVICE COMMISSION

## Performance Summary

Performance summary between 1/1/2011 to 12/31/2011

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Name	Count
Total Veterans Entering Office	27337
Veterans Filing Financial Claims	6293
Veterans Receiving Financial Claims	5787
Veterans Requesting Food Vouchers	4481
Veterans Receiving Food Vouchers	4190
Veterans Requesting Help with Rent	1370
Veterans Receiving Help with Rent	1115
Veterans Requesting Help with Mortgage	174
Veterans Receiving Help with Mortgage	121
Veterans Requesting Help with Utilities	739
Veterans Receiving Help with Utilities	606
Veterans Requesting Help with Medical	954
Veterans Receiving Help with Medical	948
Veterans Requesting Help with Household Items	16
Veterans Receiving Help with Household Items	11
Veterans Receiving Bus Tickets	437
Veterans Receiving Gas Vouchers	479
Veterans Receiving Meijer Vouchers	160



## VETERAN SERVICE COMMISSION

### Services Rendered

Appointment counts between 1/1/2011 to 12/31/2011

#### Totals for All Employees

Service (Forms)	10-10EZ	41
	21-22	457
	21-4138	1177
	21-4138*	164
	21-4142	143
	21-526 (comp)	27
	21-526-CompensationPension	9
	21-526EZ	10
	21-534	49
	21-534 DIC	6
	21-534 Pension	22
	21-8940	31
	9	19
	SF 180	314
	SF-180	240
	21-526B-ARE	26
	10-10 VAOPC	45
	10-10EZR	5
	21-0518-1	3
	21-0781	46
	21-526-Compensation	187
	21-526-Pension	38
	21-527	9
	21-686c	34
	29-4364 RH Insurance	3
	DD-215	4
	VA Benefit Search	41
	20-572	15
	40-0247	1
	NA 13075 NPRC Questionnaire	1
	SF-15 Vets Preference	2
	VA5655	17
	Direct Deposit VA form	5
	VA Expedite Form	12
	10-10D	9
	10-8678 Clothing Allowance	6
	21-0516-1	16

21-530	13
22-1990	2
22-5490	3
26-1817 XC Home Loan	2
26-1880	7
28-1900	5
40-1330	3
DD-2860 (CRSC)	5
DD-2680 (CRSC)	3
10-7959-C DIC For Life	3
21-8416	10
21-4502	1

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**Service (Interviews)**

	2
Aportionment	21
Burial Claim/Funeral Home	385
Claim Development	1968
Compensation	1098
Compensation Granted	139
Compensation Status	186
DD-214/Pick-up	132
DIC	183
DIC Granted	15
Discharge Certificate Request	12
Education	121
Homeless Veteran	14
Income Verification	204
Miscellaneous	1384
NPRC Request Status	21
NSC Pension	253
NSC Pension Granted	38
NSC Pension Status	25
ODVS DD-214 Request	185
Ohio Bonus	108
OVERPAYMENT/DEBT	50
PERS/SMR REQUEST NPRC	101
Recorded DD-214	281
Request Award Ltr	6
Survivors Benefits	112
Suvivors Pension	159
VA Appeal	116
Drop-off for VA Claims	10
Informal Claim By	128
Notary Services	15

Birth Records	25
Clinical Appeals	8
Death Records	8
Discharge Upgrade	40
Formal Claim By Phone	4
Home Loans	42
Letters Mailed	553
Letters Recieved	431
Medical Release of information	3
Notice of Disagreement	26
Pres. Memorial Certificate	31
Referred to the VBA	1
Service Medals Request	15
Services (interviews)	12
Taxi Assistance	18
VA Homeless Vet Program	10
VA life insurance	5
VSC Release of Info	3
Widows Pension Granted	15
Indigent Burial	96
Referred to Job Services	3
Referred To Vet Center	4
Auth. Greyhound Pass	4
21-674	10
Letter of Service	68
Medical Care	1
Referred to Financial Asst.	1

## 2011 SAFE HOUSING PROGRAM

This program provides home modifications and repairs, along with Emergency Response Systems for eligible veterans so they may live in their homes free of barriers and unsafe conditions.

Safe Housing	\$3,265.00
ERS	\$4,032.02
Safe Housing	\$2,885.00
ERS	\$5,082.56
Smoke detectors	\$23,100.00
Safe Housing	\$21,861.06
ERS	\$7,739.73
<hr/>	
TOTAL	\$67,965.37

**VETERANS SERVICE MEALS ON WHEELS  
2011 REPORT**

<i>MONTH</i>	<i>TOTAL MEALS</i>	<i>COST</i>	<i>TOTAL CLIENTS</i>
<i>JANUARY</i>	914	\$6,507.68	20
<i>FEBRUARY</i>	863	\$6,144.56	20
<i>MARCH</i>	1024	\$7,290.88	21
<i>APRIL</i>	852	\$6,066.24	20
<i>MAY</i>	888	\$6,322.56	19
<i>JUNE</i>	780	\$5,553.60	17
<i>JULY</i>	709	\$5,048.08	16
<i>AUGUST</i>	780	\$5,553.60	15
<i>SEPTEMBER</i>	735	\$5,233.20	15
<i>OCTOBER</i>	791	\$5,631.92	17
<i>NOVEMBER</i>	1146	\$8,159.52	27

Total Meals Served	Total Cost
9,482	\$67,511.84



# 2011 TRANSPORTATION PROGRAM

This program provides transportation to/from medical appointments for veterans and their spouses who have no other way of getting to their appointments.

This report is measured in units (ex: 1 unit = 1 mile)

	ACME	BOBCAT	TOTAL MONTHLY
January	3,345.7	2,478.8	5,824.5
February	3,352.7	2,426.4	5,779.1
March	3,810.4	2,494.9	6,305.3
April	2,500.5	1,986.5	4,487.0
May	2,534.4	2,084.4	4,618.8
June	2,589.1	2,377.1	4,966.2
July	2,477.9	2,617.8	5,095.7
August	2,821.10	2,861.9	5,683.0
September	2,823.1	2,876.4	5,699.5
October	3,008.40	2,625.8	5,634.2
November	3,109.0	2,635.8	5,744.8
December	3,576.8	2,264.9	5,841.7
			<b>COMBINED TOTAL</b>
<b>TOTAL</b>			<b>65,679.8</b>
<b>PER COMPANY</b>	<b>35,949.1</b>	<b>29,730.7</b>	

COUNTY ACTIVITY REPORT 2011  
FRANKLIN COUNTY VETERANS SERVICE COMMISSION

Financial Report Prepared By (Name and Title): John Warrix, Assistant Director and Anna Henry, Administrative Assistant

Direct Phone# 525-2589

**GENERAL BUDGET INFORMATION**

1. Total Commission's Budget Requested:	\$ 5,372,384
2. Total Budget Appropriation:	\$ 4,921,758
3. Total Budget Spent:	\$ 4,528,277
4. Total Value of .5 mills:	\$ 14,700,042

**DIRECT FINANCIAL ASSISTANCE**

1. Financial Assistance Budget Requested:	\$ 2,429,670
2. Financial Assistance Appropriation:	\$ 2,363,455
3. Financial Assistance Expenditures:	\$ 2,196,955
4. (a) Total Assisted: 5592 + (b) Total Denied: 701 + (c) Total Incomplete: 0 =	
	(d) Total Applicants: 6293
5. Total Unique (Non-Repeating) Veterans Assisted:	2905

**OTHER FINANCIAL EXPENDITURES**

1. Amount paid out by County to help in defraying the expenses of Memorial Day (307.66 ORC)	\$ 13,771
2. Total amount paid out by County for veteran's burials and funerals (5901.16 to 5901.26)	\$ <u>107,015</u>
3. Total amount paid out by County for the setting of government markers/headstones	\$ 56,277
4. Total amount paid out by County for flags and their holders	\$ 32,811
5. Total cost of transporting veterans for medical services	\$ 222,582
6. Total veterans transported to DVA Medical Facilities.	6,418
7. How does your county transport veterans for medical appointments? (Check All That Apply)	
X POV/Gas Reimbursement <input type="checkbox"/> Volunteers <input checked="" type="checkbox"/> Public Transport <input type="checkbox"/> Commission Van <input type="checkbox"/> DAV Vans	
8. Does your County transport wheel chair bound vets with the above resources?	Yes
9. Does your County transport wheel chair bound vets using outside sources?	Yes
10. Does your County routinely advise the VA Travel Office of which veterans you transport?	No

11. Training Expenses for Veterans Service Commissioner's for year ?	\$ 603.63
12. Training expenses for office staff not included above:	\$ 8, 231,08
13. Dollar amount expended on veterans' OUTREACH?	\$ 83,037

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### INFORMATION TECHNOLOGY

1. Do you have Internet access? [www.franklincountyohio.gov/vets](http://www.franklincountyohio.gov/vets) Yes
  2. County Veteran Service Office's Web Address: Yes
  3. Do you have access to the Department of Veterans Affairs' computer system? Yes
  4. If you answered "Yes" to the previous question, do you use it? If "No," why not? NA
  5. What version of Microsoft Operating System do you have? Windows XP
  6. What Software do you use to file veterans' claims? eVetAssist
  7. Do you handwrite the claims you submit? On some home visits this may be necessary because we can't connect to the internet using Wi-Fi.
-