

# Franklin County

## Veterans Service Commission



FRANKLIN COUNTY  
**VETERANS MEMORIAL**  
Your Entertainment and Events Complex

FRANKLIN COUNTY  
**VETERANS SERVICE COMMISSION**  
250 WEST BROAD STREET



**TO CARE FOR HIM WHO SHALL  
HAVE BORNE THE BATTLE  
AND FOR HIS WIDOW AND HIS ORPHAN"**  
ABRAHAM LINCOLN SECOND INAUGURAL ADDRESS, 1865

*From Veterans Memorial To Memorial Hall*  
**2014 Annual Report**





Franklin County  
Memorial Hall

# FRANKLIN COUNTY VETERANS SERVICE COMMISSION

DIRECTOR,  
CHIP TANSILL

|                  |        |
|------------------|--------|
| COMMISSIONERS:   |        |
| THOMAS ESHELMAN  | AL     |
| JOHN W. MAURER   | AMVETS |
| MERLE PRATT      | DAV    |
| MICHAEL L. CLOSE | VFW    |
| MICHAEL E. KEHOE | VVA    |

## VETERANS SERVICE COMMISSION ANNUAL REPORT - 2014

The Franklin County Veterans Service Commission (FCVSC) once again expanded staff to process financial assistance applications and provide guidance to veterans in processing veteran's benefits through the Department of Veteran's Affairs.

Our Commissioners along with the support of the County Commissioners recognized the need and importance of training for our Veterans Benefit Specialists (VBS) and sent five (5) VBSs to Michigan to obtain their National Service Officer Certification, which is needed to process benefit claims. Also, the need for financial assistance has continued to increase requiring a supplemental budget request in the amount of \$400,000 which was needed to ensure that our veterans and families were not without a meal during the holiday season.

The most significant event of the year for our agency was also an historic event. We moved from Veterans Memorial located at 250 West Broad Street to our new office at Memorial Hall located at 280 East Broad Street. Veterans Memorial will always hold fond memories for us and many of you who have participated or attended meetings, concerts and special events that were part of the fabric of Veterans Memorial. As we close one chapter, we begin another. The County Commissioners promised us a new space that would be bigger and allow for growth in the future. We went from 6,000 square feet of office space to 12,000 square feet. Everything in the new facility is state of the art in technology. The décor emphasizes Duty, Honor, and Country, which epitomizes the core values of those who have served or are serving our country. Our new facility is something we can all be proud of and we thank the County Commissioners for providing Franklin County with the Hallmark of Veteran Service Commissions in the state of Ohio.

On behalf of our commissioners, we would like to thank the staff for their dedication and commitment in supporting the veterans and their families. We also appreciate the support we received from the Veterans Memorial staff as we transitioned to Memorial Hall.

Lastly, we wish to thank the various veteran service organizations in our community who are the unsung heroes in supporting our veterans through various programs. These programs and services are done without recognition or accolades; they are simply done by fellow veterans because it is the right thing to do.

We look forward to the new year and welcome you to visit our new location and tour our offices. We are here to serve those who have served. Thank you for your service to this great country.

Sincerely,

Merle Pratt  
President

John C. Warrix  
Acting Director



## VETERANS SERVICE COMMISSION

Merle Pratt, Disabled American Veterans Representative ..... President  
John Maurer, AMVETS Representative ..... Vice President  
Michael Kehoe, MOPH/VVA Representative ..... Secretary  
Michael Close, Veterans of Foreign Wars Representative ..... Member  
Carl Swisher, American Legion Representative ..... Member

### OFFICE STAFF

Douglas Lay (retired 12/2014) ..... Director  
John C. Warrix ..... Assistant Director  
Angela M. Cline ..... Executive Assistant

Anna M. Henry ..... Administrative Assistant  
Catherine L. Radford (retired 04/2014) ..... Administrative Secretary  
Nicole McCabe ..... Administrative Secretary  
Sharon Gardner ..... Administrative Secretary  
Staci Bitzer ..... Administrative Specialist  
Barry Roberts ..... Fiscal Specialist

Marva Marshall ..... Veterans Benefits Specialist  
Diana M. Burford ..... Veterans Benefits Specialist  
J. Ron Reidenbaugh (retired 07/2014) ..... Veterans Benefits Specialist  
Doreen M Lafferty ..... Veterans Benefits Specialist  
Matthew Wyman ..... Veterans Benefits Specialist  
Justin Goodman (resigned 02/2014) ..... Veterans Benefits Specialist  
Jascha Vissman ..... Veterans Benefits Specialist  
Richard Smith (resigned 05/2014) ..... Veterans Benefits Specialist  
Andrew Amos ..... Veterans Benefits Specialist  
Mark Fausnaugh ..... Veterans Benefits Specialist  
Adrian Rodriguez (resigned 09/2014) ..... Veterans Benefits Specialist  
Matthew Thompson (resigned 09/2014) ..... Veterans Benefits Specialist  
Adam Williams ..... Veterans Benefits Specialist  
Deborah Ball ..... Veterans Benefits Specialist  
John Harris ..... Veterans Benefits Specialist  
Gerald Higdon ..... Veterans Benefits Specialist  
Sheldon Ivery ..... Veterans Benefits Specialist  
Laurie Kline ..... Veterans Benefits Specialist



# VETERAN SERVICE COMMISSION

## Office Activity by Officers

Office Activity counts between 1/1/2014 to 12/31/2014

| <b>Activity Name</b>  | <b>Direction</b> | <b>Count</b>  |
|-----------------------|------------------|---------------|
| E-Mail                | In               | 33,569        |
|                       | Out              | 10,793        |
|                       | SubTotal:        | 44,362        |
| Fax                   | In               | 2,889         |
|                       | Out              | 2,052         |
|                       | SubTotal:        | 4,941         |
| Mail                  | In               | 2,723         |
|                       | Out              | 3,595         |
|                       | SubTotal:        | 6,318         |
| Phone                 | In               | 28,633        |
|                       | Out              | 6,394         |
|                       | SubTotal:        | 35,027        |
| <b>OVERALL TOTAL:</b> |                  | <b>90,648</b> |



# VETERAN SERVICE COMMISSION

## Performance Summary

Performance summary between 1/1/2014 to 12/31/2014

| Name  | Count  |
|---|--------|
| Total Veterans Entering Office                | 26,079 |
| Veterans Filing Financial Claims              | 3,896  |
| Veterans Receiving Financial Claims           | 3,480  |
| Veterans Requesting Food Vouchers             | 2,246  |
| Veterans Receiving Food Vouchers              | 1,858  |
| Veterans Requesting Help with Rent            | 1,216  |
| Veterans Receiving Help with Rent             | 1,020  |
| Veterans Requesting Help with Mortgage        | 155    |
| Veterans Receiving Help with Mortgage         | 99     |
| Veterans Requesting Help with Utilities       | 916    |
| Veterans Receiving Help with Utilites         | 771    |
| Veterans Requesting Help with Medical         | 854    |
| Veterans Receiving Help with Medical          | 851    |
| Veterans Requesting Help with Household Items | 52     |
| Veterans Receiving Help with Household Items  | 41     |
| Veterans Receiving Bus Tickets                | 380    |
| Veterans Receiving Gas Vouchers               | 470    |
| Veterans Receiving Meijer Vouchers            | 203    |



# VETERAN SERVICE COMMISSION

## Applications Taken By Era

Count of Applicants Requesting Service of County from 1/1/2014 to 12/31/2014

|               |                             |               |     |
|---------------|-----------------------------|---------------|-----|
|               | <i>Appeal to Commission</i> | Approved      | 10  |
|               |                             | Partial       | 6   |
|               |                             | Denied        | 6   |
|               | <i>Appeal to Supervisor</i> | Approved      | 10  |
|               |                             | Denied        | 1   |
|               | <i>New</i>                  | Approved      | 31  |
|               | <i>Renewal</i>              | Approved      | 56  |
|               |                             | <b>Total:</b> | 120 |
| <b>GL</b>     | <i>Appeal to Commission</i> | Approved      | 3   |
|               |                             | Denied        | 3   |
|               |                             | Partial       | 2   |
|               | <i>Appeal to Supervisor</i> | Approved      | 3   |
|               |                             | Partial       | 1   |
|               | <i>New</i>                  | Approved      | 2   |
|               | <i>Renewal</i>              | Approved      | 13  |
|               |                             | <b>Total:</b> | 27  |
| <b>GL E</b>   | <i>Appeal to Commission</i> | Approved      | 3   |
|               | <i>Appeal to Supervisor</i> | Approved      | 1   |
|               | <i>Renewal</i>              | Approved      | 3   |
|               |                             | <b>Total:</b> | 7   |
| <b>GL EW</b>  | <i>Appeal to Commission</i> | Denied        | 2   |
|               | <i>Renewal</i>              | Approved      | 5   |
|               |                             | <b>Total:</b> | 7   |
| <b>IRAQ</b>   | <i>Appeal to Commission</i> | Partial       | 6   |
|               |                             | Approved      | 15  |
|               |                             | Denied        | 15  |
|               | <i>Appeal to Supervisor</i> | Approved      | 23  |
|               |                             | Partial       | 1   |
|               | <i>New</i>                  | Approved      | 7   |
|               | <i>Renewal</i>              | Approved      | 51  |
|               |                             | Withdrawn     | 3   |
|               |                             | Open          | 1   |
|               |                             | <b>Total:</b> | 122 |
| <b>IRAQ E</b> | <i>Appeal to Commission</i> | Denied        | 12  |
|               |                             | Approved      | 13  |
|               |                             | Partial       | 7   |
|               |                             | Appeal        | 1   |
|               | <i>Appeal to Supervisor</i> | Approved      | 10  |
|               | <i>New</i>                  | Approved      | 9   |
|               | <i>Renewal</i>              | Approved      | 37  |
|               |                             | Partial       | 1   |
|               |                             | <b>Total:</b> | 90  |
| <b>IRAQ W</b> | <i>Appeal to Commission</i> | Partial       | 2   |
|               |                             | <b>Total:</b> | 2   |



|                  |                             |                             |               |     |
|------------------|-----------------------------|-----------------------------|---------------|-----|
| <b>KW</b>        | <i>Appeal to Commission</i> | Approved                    | 5             |     |
|                  |                             | Partial                     | 4             |     |
|                  |                             | Denied                      | 3             |     |
|                  | <i>Appeal to Supervisor</i> | Approved                    | 8             |     |
|                  |                             | New                         | 2             |     |
|                  |                             | Renewal                     | 29            |     |
|                  |                             | <b>Total:</b>               | 51            |     |
| <b>KW E</b>      | <i>Appeal to Commission</i> | Denied                      | 3             |     |
|                  |                             | Partial                     | 6             |     |
|                  |                             | Approved                    | 1             |     |
|                  | <i>Appeal to Supervisor</i> | Approved                    | 7             |     |
|                  |                             | Partial                     | 1             |     |
|                  |                             | New                         | 4             |     |
|                  | <i>Renewal</i>              | Approved                    | 24            |     |
|                  |                             | Withdrawn                   | 1             |     |
|                  |                             | <b>Total:</b>               | 47            |     |
| <b>KWE W</b>     | <i>Appeal to Supervisor</i> | Withdrawn                   | 1             |     |
|                  | <i>Renewal</i>              | Approved                    | 2             |     |
|                  | <b>Total:</b>               | 3                           |               |     |
| <b>OIF/OEF</b>   | <i>Appeal to Commission</i> | Denied                      | 37            |     |
|                  |                             | Approved                    | 34            |     |
|                  |                             | Partial                     | 19            |     |
|                  |                             | Withdrawn                   | 1             |     |
|                  |                             | Appeal                      | 1             |     |
|                  | <i>Appeal to Supervisor</i> | Approved                    | 45            |     |
|                  |                             | Partial                     | 3             |     |
|                  |                             | New                         | 52            |     |
|                  | <i>Renewal</i>              | Partial                     | 1             |     |
|                  |                             | Denied                      | 2             |     |
|                  |                             | Approved                    | 88            |     |
|                  |                             | Denied                      | 1             |     |
|                  |                             | Withdrawn                   | 2             |     |
|                  |                             |                             | <b>Total:</b> | 286 |
|                  | <b>PAM</b>                  | <i>Appeal to Commission</i> | Approved      | 1   |
| <i>Renewal</i>   |                             | Approved                    | 1             |     |
| <b>Total:</b>    |                             | 2                           |               |     |
| <b>PEACETIME</b> | <i>Appeal to Commission</i> | Denied                      | 21            |     |
|                  |                             | Approved                    | 16            |     |
|                  |                             | Partial                     | 20            |     |
|                  |                             | Appeal                      | 1             |     |
|                  |                             | Approved                    | 29            |     |
|                  | <i>Appeal to Supervisor</i> | Partial                     | 3             |     |
|                  |                             | New                         | 32            |     |
|                  | <i>Renewal</i>              | Approved                    | 108           |     |
|                  |                             | Withdrawn                   | 1             |     |
|                  |                             | Partial                     | 1             |     |
|                  |                             |                             | <b>Total:</b> | 232 |



|                             |                             |                             |           |     |
|-----------------------------|-----------------------------|-----------------------------|-----------|-----|
| <b>PG</b>                   | <i>Appeal to Commission</i> | Denied                      | 20        |     |
|                             |                             | Partial                     | 30        |     |
|                             |                             | Approved                    | 34        |     |
|                             |                             | Appeal                      | 2         |     |
|                             | <i>Appeal to Supervisor</i> | Approved                    | 25        |     |
|                             |                             | <i>New</i>                  | Approved  | 16  |
|                             |                             | <i>Renewal</i>              | Approved  | 105 |
|                             |                             |                             | Withdrawn | 1   |
|                             | <b>Total:</b>               |                             |           | 233 |
|                             | <b>PG E</b>                 | <i>Appeal to Commission</i> | Approved  | 76  |
| Partial                     |                             |                             | 54        |     |
| Denied                      |                             |                             | 45        |     |
| Appeal                      |                             |                             | 1         |     |
| Withdrawn                   |                             |                             | 1         |     |
| <i>Appeal to Supervisor</i> |                             | Approved                    | 60        |     |
|                             |                             | Partial                     | 2         |     |
|                             |                             | Denied                      | 1         |     |
| <i>New</i>                  |                             | Approved                    | 30        |     |
|                             |                             | Denied                      | 1         |     |
| <i>Renewal</i>              |                             | Approved                    | 222       |     |
|                             |                             | Partial                     | 2         |     |
|                             |                             | Withdrawn                   | 3         |     |
| <b>Total:</b>               |                             |                             | 498       |     |
| <b>PG W</b>                 | <i>Appeal to Commission</i> | Denied                      | 2         |     |
|                             |                             | Approved                    | 5         |     |
|                             | <i>New</i>                  | Withdrawn                   | 1         |     |
|                             |                             | Approved                    | 3         |     |
|                             | <i>Renewal</i>              | Open                        | 1         |     |
|                             |                             | Approved                    | 5         |     |
|                             |                             | <b>Total:</b>               |           |     |
| <b>PGE W</b>                | <i>Appeal to Commission</i> | Approved                    | 1         |     |
| <b>Total:</b>               |                             |                             | 1         |     |
| <b>PT</b>                   | <i>Appeal to Commission</i> | Partial                     | 86        |     |
|                             |                             | Denied                      | 83        |     |
|                             |                             | Approved                    | 138       |     |
|                             |                             | Withdrawn                   | 2         |     |
|                             |                             | Appeal                      | 2         |     |
|                             | <i>Appeal to Supervisor</i> | Approved                    | 131       |     |
|                             |                             | Partial                     | 10        |     |
|                             |                             | <i>New</i>                  | Approved  | 31  |
|                             |                             |                             | Withdrawn | 3   |
|                             | <i>Renewal</i>              | Approved                    | 586       |     |
|                             |                             | Withdrawn                   | 7         |     |
|                             |                             | Partial                     | 2         |     |
|                             |                             | Open                        | 1         |     |
|                             |                             | Denied                      | 1         |     |
| <b>Total:</b>               |                             |                             | 1083      |     |



|                |                             |               |               |
|----------------|-----------------------------|---------------|---------------|
| <b>VN</b>      | <i>Appeal to Commission</i> | Denied        | 30            |
|                |                             | Partial       | 13            |
|                |                             | Approved      | 20            |
|                | <i>Appeal to Supervisor</i> | Appeal        | 2             |
|                |                             | Approved      | 19            |
|                |                             | Denied        | 1             |
|                | <i>New</i>                  | Partial       | 2             |
|                |                             | Approved      | 19            |
|                | <i>Renewal</i>              | Approved      | 131           |
|                |                             | Withdrawn     | 3             |
| Partial        |                             | 2             |               |
|                |                             | <b>Total:</b> | <b>242</b>    |
| <b>VN E</b>    | <i>Appeal to Commission</i> | Approved      | 75            |
|                |                             | Denied        | 70            |
|                |                             | Partial       | 43            |
|                |                             | Withdrawn     | 1             |
|                |                             | Appeal        | 1             |
|                | <i>Appeal to Supervisor</i> | Approved      | 68            |
|                |                             | Denied        | 1             |
|                | <i>New</i>                  | Approved      | 29            |
|                |                             | Withdrawn     | 1             |
|                | <i>Renewal</i>              | Approved      | 445           |
|                |                             | Withdrawn     | 4             |
|                |                             | Denied        | 1             |
|                |                             | Partial       | 1             |
|                |                             | <b>Total:</b> | <b>740</b>    |
| <b>VN W</b>    | <i>Appeal to Commission</i> | Approved      | 1             |
|                |                             | New           | 1             |
|                |                             |               | <b>Total:</b> |
| <b>VNE W</b>   | <i>Appeal to Commission</i> | Denied        | 1             |
|                |                             |               |               |
| <b>WW II</b>   | <i>Appeal to Commission</i> | Partial       | 5             |
|                |                             | Approved      | 7             |
|                |                             | Denied        | 3             |
|                | <i>Appeal to Supervisor</i> | Approved      | 8             |
|                |                             | New           | 3             |
|                | <i>Renewal</i>              | Approved      | 46            |
|                |                             |               |               |
| <b>WW II E</b> | <i>Appeal to Commission</i> | Denied        | 1             |
|                |                             | Approved      | 1             |
|                |                             |               | <b>Total:</b> |
| <b>WWII W</b>  | <i>Appeal to Commission</i> | Approved      | 1             |
|                |                             | Partial       | 1             |
|                | <i>Appeal to Supervisor</i> | Approved      | 3             |
|                |                             | Renewal       | 4             |
|                |                             | <b>Total:</b> | <b>9</b>      |



## Financial Assistance Weekly Averages

From 1/1/2014 to 12/31/2014 , 52 weeks

| Description              | Total Amount          | % of Total<br>Approved Amounts | Average Per Week   |
|--------------------------|-----------------------|--------------------------------|--------------------|
| car repair               | \$70,086.74           | 2.83%                          | \$1,347.82         |
| Dental Fees              | \$368,140.73          | 14.86%                         | \$7,079.63         |
| Doctor Fees              | \$1,605.00            | 0.06%                          | \$30.87            |
| Electric                 | \$156,558.13          | 6.32%                          | \$3,010.73         |
| Electric-Deposit         | \$2,976.00            | 0.12%                          | \$57.23            |
| Electric-Late Charges    | \$194.30              | 0.01%                          | \$3.74             |
| Electric-Past Due        | \$30,416.59           | 1.23%                          | \$584.93           |
| Electric-Reconnect       | \$7,376.57            | 0.30%                          | \$141.86           |
| Eviction Fee             | \$7,096.27            | 0.29%                          | \$136.47           |
| Eye Exam/Glasses         | \$3,166.93            | 0.13%                          | \$60.90            |
| Food Voucher             | \$685,950.00          | 27.69%                         | \$13,191.35        |
| Fuel Oil                 | \$900.70              | 0.04%                          | \$17.32            |
| Gas                      | \$77,802.18           | 3.14%                          | \$1,496.20         |
| Gas-Deposit              | \$405.00              | 0.02%                          | \$7.79             |
| Gas-Late Charges         | \$129.00              | 0.01%                          | \$2.48             |
| Gas-Past Due             | \$30,211.37           | 1.22%                          | \$580.99           |
| Gas-Reconnect            | \$4,030.12            | 0.16%                          | \$77.50            |
| Long Distance            | \$100.10              | 0.00%                          | \$1.93             |
| Lot Rent                 | \$859.00              | 0.03%                          | \$16.52            |
| Manual Voucher           | \$400.00              | 0.02%                          | \$7.69             |
| Meijer Voucher           | \$25,260.00           | 1.02%                          | \$485.77           |
| Mortgage                 | \$63,139.15           | 2.55%                          | \$1,214.21         |
| Mortgage It cgs          | \$1,368.12            | 0.06%                          | \$26.31            |
| Mortgage Past Due        | \$35,632.77           | 1.44%                          | \$685.25           |
| Not Applicable           | \$225.00              | 0.01%                          | \$4.33             |
| Other Household Expenses | \$11,163.42           | 0.45%                          | \$214.68           |
| Past Due Lot Rent        | \$723.24              | 0.03%                          | \$13.91            |
| Rent                     | \$486,561.62          | 19.64%                         | \$9,356.95         |
| Rent 1/3rd Request       | \$350.00              | 0.01%                          | \$6.73             |
| Rent Condo Fee           | \$1,646.50            | 0.07%                          | \$31.66            |
| Rent Half Request        | \$10,864.50           | 0.44%                          | \$208.93           |
| Rent Late Charges        | \$29,558.00           | 1.19%                          | \$568.42           |
| Rent Past Due            | \$222,242.69          | 8.97%                          | \$4,273.90         |
| Rent-Deposit             | \$59,534.53           | 2.40%                          | \$1,144.89         |
| Storage Fee              | \$4,214.06            | 0.17%                          | \$81.04            |
| Telephone                | \$782.13              | 0.03%                          | \$15.04            |
| Trash                    | \$1,363.45            | 0.06%                          | \$26.22            |
| Water                    | \$62,297.63           | 2.51%                          | \$1,198.03         |
| Water-Late Charges       | \$183.41              | 0.01%                          | \$3.53             |
| Water-Past Due           | \$7,837.93            | 0.32%                          | \$150.73           |
| Water-Reconnect          | \$857.50              | 0.03%                          | \$16.49            |
| YMCA                     | \$710.50              | 0.03%                          | \$13.66            |
| YMCA-BackRent            | \$2,273.00            | 0.09%                          | \$43.71            |
| <b>Totals:</b>           | <b>\$2,477,193.88</b> |                                | <b>\$47,638.34</b> |

|                                    |          |
|------------------------------------|----------|
| <b>Average Award</b>               | \$712.04 |
| <b>Total Applications Taken</b>    | 3,896    |
| <b>Total Approved Applications</b> | 3,479    |



# VETERAN SERVICE COMMISSION

## Services Rendered Count for Officer

Appointment counts between 1/1/2014 to 12/31/2014

### Totals for All Employees

|                 |                            |     |
|-----------------|----------------------------|-----|
| Service (Forms) | 21-22                      | 384 |
|                 | 21-2680                    | 42  |
|                 | 21-4138                    | 668 |
|                 | sf-180                     | 287 |
|                 | 21-0516-1                  | 7   |
|                 | 21-0779-ARE                | 17  |
|                 | 21-0781                    | 38  |
|                 | 21-0845                    | 6   |
|                 | 21-0958                    | 51  |
|                 | 21-4142                    | 12  |
|                 | 21-526-CompensationPension | 1   |
|                 | 21-526B-ARE                | 15  |
|                 | 21-526EZ                   | 346 |
|                 | 21-527EZ                   | 82  |
|                 | 21-530                     | 10  |
|                 | 21-534 Pension             | 8   |
|                 | 21-534EZ                   | 69  |
|                 | 21-686c                    | 50  |
|                 | 21-8416                    | 27  |
|                 | 21-8940                    | 28  |
|                 | 9                          | 1   |
|                 | SF 180                     | 60  |
|                 | VA3288                     | 3   |
|                 | VA5655                     | 18  |
|                 | VA9                        | 3   |
|                 | 21-4138*                   | 52  |
|                 | 21-526 (comp)              | 13  |
|                 | 10-10EZ                    | 37  |
|                 | 29-4364 RH Insurance       | 1   |
|                 | 26-1880                    | 4   |
|                 | 10-10 VAOPC                | 4   |
|                 | 10-10D                     | 6   |
|                 | 10-10EZR                   | 6   |
|                 | 10-8678                    | 1   |
|                 | 20-572                     | 18  |
|                 | 21-0518-1                  | 4   |
|                 | 21-0781a                   | 7   |
|                 | 21-4502                    | 1   |
|                 | 21-601                     | 4   |



|                               |      |
|-------------------------------|------|
| 22-1990                       | 3    |
| 22-5490                       | 5    |
| 24-0296                       | 6    |
| 28-1900                       | 11   |
| 40-0247                       | 2    |
| 40-1330                       | 5    |
| dd0149                        | 10   |
| 21-534 DIC                    | 3    |
| DD-2680 (CRSC)                | 4    |
| DD-2860 (CRSC)                | 2    |
| Direct Deposit VA form        | 5    |
| 21-527                        | 1    |
| 21-534                        | 1    |
| 21-4142a                      | 1    |
| 21-8049                       | 4    |
| 40-1330M                      | 1    |
| 10-7959-C DIC For Life        | 2    |
| <b>Service (Interviews)</b>   |      |
| Auth. Greyhound Pass          | 4    |
| Birth Records                 | 9    |
| Miscellaneous                 | 664  |
| Education                     | 37   |
| Letters Recieved              | 66   |
| Aportionment                  | 7    |
| Burial Claim/Funeral Home     | 83   |
| Claim Developement            | 1264 |
| Compensation                  | 698  |
| Compensation Granted          | 113  |
| DD-214/Pick-up                | 105  |
| Death Records                 | 4    |
| DIC                           | 78   |
| DIC Granted                   | 14   |
| Discharge Certificate Request | 2    |
| Discharge Upgrade             | 21   |
| Home Loans                    | 7    |
| Homeless Veteran              | 5    |
| Income Verification           | 105  |
| Indigent Burial               | 4    |
| Letter of Service             | 2    |
| NPRC Request Status           | 14   |
| NSC Pension                   | 163  |
| NSC Pension Granted           | 26   |
| Ohio Bonus                    | 31   |
| OVERPAYMENT/DEBT              | 28   |
| Referred to Job Services      | 8    |



|                                  |     |
|----------------------------------|-----|
| Referred To Vet Center           | 5   |
| Survivors Benefits               | 54  |
| Suvivors Pension                 | 105 |
| Taxi Assistance                  | 4   |
| Drop-off for VA Claims           | 3   |
| Informal Claim By Phone/Fax/Mail | 15  |
| Letters Mailed                   | 42  |
| Pres. Memorial Certificate       | 6   |
| Recorded DD-214                  | 105 |
| Service Medals Request           | 3   |
| ODVS DD-214 Request              | 18  |
| 21-674                           | 10  |
| Clinical Appeals                 | 3   |
| Compensation Status              | 276 |
| Notary Services                  | 4   |
| Notice of Disagreement           | 27  |
| NSC Pension Status               | 29  |
| Referred to Financial Asst.      | 1   |
| VA Homeless Vet Program          | 2   |
| PERS/SMR REQUEST NPRC            | 5   |
| Request Award Ltr                | 3   |
| VA Appeal                        | 40  |
| VA life insurance                | 3   |
| Referred to the VBA              | 4   |
| Widows Pension Granted           | 2   |



## 2014 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.

|                  |             |
|------------------|-------------|
| ERS-4th QTR-2013 | \$24,156.71 |
| HR-4th QTR-2013  | \$61,231.89 |
| ERS-1st QTR-2014 | \$19,653.65 |
| HR-1st QTR-2014  | \$54,670.29 |
| ERS-2nd QTR-2014 | \$20,536.36 |
| HR-2nd QTR-2014  | \$52,025.90 |
| ERS-3rd QTR-2014 | \$16,867.72 |
| HR-3rd QTR-2014  | \$42,776.72 |

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|       |              |
|-------|--------------|
| TOTAL | \$291,919.24 |
|-------|--------------|



**VETERANS SERVICE MEALS ON WHEELS  
2014 REPORT**

| <b>MONTH</b>                 | <b>TOTAL MEALS</b> | <b>COST</b> | <b>TOTAL CLIENTS</b> |
|------------------------------|--------------------|-------------|----------------------|
| <i>DECEMBER</i>              | 1,044              | \$7,579.44  | 28                   |
| <i>JANURAY</i>               | 1,087              | \$7,891.62  | 28                   |
| <i>FEBRUARY</i>              | 1,199              | \$8,704.74  | 33                   |
| <i>MARCH</i>                 | 1,315              | \$9,546.90  | 30                   |
| <i>APRIL</i>                 | 1,262              | \$9,162.12  | 28                   |
| <i>MAY</i>                   | 1,237              | \$8,980.62  | 27                   |
| <i>JUNE</i>                  | 1,123              | \$8,152.98  | 28                   |
| <i>JULY</i>                  | 1,170              | \$8,494.20  | 27                   |
| <i>AUGUST</i>                | 1,170              | \$8,334.48  | 27                   |
| <i>SEPTEMBER</i>             | 1,090              | \$7,913.40  | 27                   |
| <i>OCTOBER</i>               | 1,208              | \$8,770.08  | 29                   |
| <i>NOVEMBER</i>              | 1,246              | \$9,045.96  | 31                   |
| <i>Supp. Invoic for 2013</i> | 2,232              | \$16,204.32 | 6                    |

| Total Meals Served | Total Cost   |
|--------------------|--------------|
| 16,383             | \$118,780.86 |

|                           |    |
|---------------------------|----|
| Average number of Clients | 29 |
|---------------------------|----|

|                        |            |
|------------------------|------------|
| Average cost per month | \$9,898.41 |
|------------------------|------------|

|                                 |          |
|---------------------------------|----------|
| Average monthly cost per client | \$340.35 |
|---------------------------------|----------|

|                                   |     |
|-----------------------------------|-----|
| Average number of meals per month | 563 |
|-----------------------------------|-----|



## 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.

|              | ACME        | BOBCAT      | Columbus<br>Green Cab | Arrow       | Metro       | TOTAL<br>MONTHLY |
|--------------|-------------|-------------|-----------------------|-------------|-------------|------------------|
| December     | 2,297.28    | 5,038.00    | 4,957.66              | 1,989.90    | 2,020.19    | \$16,303.03      |
| January      | 2,371.40    | 8,306.80    | 4,240.69              | 2,743.40    | 2,029.00    | \$19,691.29      |
| February     | 2,775.84    | 6,442.08    | 4,873.76              | 2,201.98    | 1,327.50    | \$17,621.16      |
| March        | 2,667.48    | 5,742.83    | 5,397.42              | 1,931.38    | 1,779.75    | \$17,518.86      |
| April        | 2,651.44    | 4,203.15    | 6,884.72              | 2,307.80    | 1,692.00    | \$17,739.11      |
| May          | 2,329.16    | 3,358.50    | 6,708.78              | 2,009.48    | 2,256.75    | \$16,662.67      |
| June         | 2,562.64    | 4,323.90    | 7,953.76              | 2,560.80    | 1,581.75    | \$18,982.85      |
| July         | 3,533.76    | 4,662.20    | 8,354.73              | 2,810.50    | 1,586.25    | \$20,947.44      |
| August       | 4,311.28    | 4,212.55    | 6,585.89              | 2,830.08    | 1,507.70    | \$19,447.50      |
| September    | 4,275.20    | 4,007.25    | 8,033.43              | 3,928.44    | 1,741.50    | \$21,985.82      |
| October      | 3,538.40    | 2,310.83    | 8,054.81              | 4,254.21    | 0.00        | \$18,158.25      |
| November     | 2,307.60    | 4,134.93    | 7,524.87              | 2,961.50    | 0.00        | \$16,928.90      |
| <b>TOTAL</b> |             |             |                       |             |             |                  |
| Per Company  | \$35,621.48 | \$56,743.02 | \$79,570.52           | \$32,529.47 | \$17,522.39 | \$221,986.88     |

Number of clients approved for services

375

Average yearly cost per client

\$591.97



**COUNTY ACTIVITY REPORT 2014**  
**Franklin COUNTY VETERANS SERVICE COMMISSION**

|  |
|--|
| <b>Financial Report Prepared By (Name and Title): Anna M Henry, Administrative Assistant</b> |
| <b>Direct Phone# 614-252-2525</b>  |

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**GENERAL BUDGET INFORMATION**

1. Total Commission's Budget Requested: \$ 5,105,079.17  
2. Total Budget Appropriation: \$ 4,961,791.00  
3. Total Budget Spent: \$ 5,386,054.47  
4. Total Value of .5 mills: \$ 13,133892.75

\*In accordance with ORC 5901.021, Franklin County is only authorized to receive .25 mills: \$7,558,125.00

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**DIRECT FINANCIAL ASSISTANCE**

1. Financial Assistance Budget Requested: \$ 2,212,384.00  
2. Financial Assistance Appropriation: \$ 2,652,409.00  
3. Financial Assistance Expenditures: \$ 2,646,380.56

4. (a) Total Approved: 3,479 + (b) Total Ineligible: 417 = (c) Total Applicants: 3,896

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**OTHER FINANCIAL EXPENDITURES**

1. Amount paid out by County to help in defraying the expenses of Memorial Day (307.66 ORC) \$ 11,030.75  
2. Total amount paid out by County for indigent veteran's burials and funerals (5901.16 to 5901.26) \$ 105,730.72  
3. If your County provides assistance toward a veteran's burial or funeral, how much total? \$ 0  
4. Total amount paid out by County for the setting of government markers/headstones \$ 90,265.16  
5. Total amount paid out by County for flags and their holders \$ 20,541.35  
6. Total cost of transporting veterans for medical services \$ 222,886.88  
7. Total veterans transported to DVA Medical Facilities (count each time vet went as one) 9,689  
8. How does your county transport veterans for medical appointments? (Check All That Apply)  
 POV/Gas Reimbursement  Volunteers  Public Transport  Commission Van  DAV Vans  
9. Does your County transport wheel chair bound vets with the above resources?  Yes  No  
10. Does your County transport wheel chair bound vets using outside sources?  Yes  No



COUNTY ACTIVITY REPORT 2014 CONTINUED

- |  |                    |
|--|--------------------|
| 11. Training Expenses for Veterans Service Commissioner's for year | <u>\$240.26</u>    |
| 12. Training expenses for office staff not included above:         | <u>\$15,170.75</u> |
| 13. Dollar amount expended on veterans' OUTREACH                   | <u>\$50,758.34</u> |
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INFORMATION TECHNOLOGY

1. Do you have Internet access?      Yes   No
2. County Veteran Service Office's Web Address:      franklincountyohio.gov/vets
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?      Yes
5. What version of Microsoft Operating System do you have?      Windows 7
6. What Software do you use to file veterans' claims (VETREX, VIMS, VSOF, VIRTUAL VETERAN, or something else)? Please specify which one(s); if none, "NONE".      eVetsAssist
7. Does your commission have a DPRIS account?      Yes   No
  - a. If "NO", please explain why not: \_\_\_\_\_
8. Are you aware that marketing data (BMV) for the veterans in your county is available through ODVS?      Yes   No

VETERANS IDENTIFICATION CARDS

1. Does your county issue Veteran's Identification Cards?      Yes   No
  2. Who issues them?      County Recorder
  3. Is there a cost to the veteran for the card?      Yes   No
    - a. If so, how much?      \$1.00
  4. Check which discharge(s) is required to qualify the veteran for their Veteran's Identification Card:  
    \_\_\_ Honorable,  
    \_\_\_ General  
    \_\_\_ General Under Honorable Conditions
  5. Who verifies that the applicant has the required character of service?      County Recorder's Office
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