



Franklin County
Memorial Hall

FRANKLIN COUNTY VETERANS SERVICE COMMISSION

DIRECTOR
BUCK BRAMLISH

COMMISSIONERS
THOMAS ESHELMAN
DENNIS M. MCCARTHY
MERLE PRATT
JEFFREY D. NOBLE
MICHAEL E. KEHOE

AL
AMVETS
DAV
VFW
VVA

VETERANS SERVICE COMMISSION ANNUAL REPORT – 2015

The Franklin County Veterans Service Commission (FCVSC) experienced a monumental year of events in 2015. We began with the addition of Chip Tansill, who joined our team in February as Executive Director. In September, he was selected by Governor John Kasich to serve as the Director of the Ohio Department of Veteran Services. Assistant Director John Warrix served as the Interim Director.

The FCVSC added four new Veteran Benefits Specialists to the team which allowed for the creation of two Team Leader positions from the existing staff. This also prompted the need for a Team Leader for the administrative staff which is filled by the Executive Assistant.

The Commission recognized the importance of training for the staff enabling seven Veteran Benefits Specialists to obtain National County Veteran Service Officer certifications, increasing the number of certified Service Officers from three to ten.

In the months of November and December, the FCVSC provided 2,987 \$50.00 holiday gift cards to Veterans and their family members to assist with their holiday meals.

Our team celebrated its first year at the new location, 280 East Broad Street on December 15, 2015. The transition provided an increased square footage of 6,000 square feet, 18 offices for direct service, a hearing room and 40-person capacity training room.

We take great pride in the approval of funding for a mobile office which will allow the FCVSC to reach out to Veterans in nursing facilities and work in concert with the Department of Veterans Affairs. It will also improve our outreach capabilities, allowing us to provide services during community and local veteran organization's events.

Our Commissioners would like to thank the staff for their dedication and commitment in the support of our Veterans and their families. We also wish to thank the various Veteran service organizations in the community who are unsung heroes through their support for our Veterans. These organizations provide programs and services without the need for recognition or accolades; they do it because it's the right thing to do!

The FCVSC looks forward to the new year and welcomes you to visit and tour our offices. We are here to serve those who served honorably.

Sincerely,

Merle Pratt
President

John C. Warrix
Assistant Director

VETERANS SERVICE COMMISSION

John Maurer, AMVETS Representative..... President
Michael Kehoe, MOPH/VVA Representative..... Vice President
Thomas Eshelman, American Legion Representative Secretary
Jeffrey Noble, Veterans of Foreign Wars Representative Member
Merle Pratt, Disabled American Veterans Representative Member

OFFICE STAFF

Chip Tansill (03/09/2015 to 09/18/2015)..... Director
John C. Warrix Assistant Director
Angela M. Cline..... Executive Assistant

Anna M. Henry Administrative Assistant
Nicole McCabe Administrative Secretary
Sharon Gardner Administrative Secretary
Staci Bitzer Administrative Specialist
Barry Roberts..... Fiscal Specialist

Jascha L. Vissman..... Team Leader/VBS
Laurie Kline Team Leader/VBS

Marva Marshall (retired 03/17/2015)..... Veterans Benefits Specialist
Diana M. Burford..... Veterans Benefits Specialist
Doreen M Lafferty Veterans Benefits Specialist
Matthew Wyman (left 07/09/2015)..... Veterans Benefits Specialist
Andrew M. Amos Veterans Benefits Specialist
Mark Fausnaugh..... Veterans Benefits Specialist
Adam J. Williams Veterans Benefits Specialist
Deborah M. Ball Veterans Benefits Specialist
John K. Harris Veterans Benefits Specialist
Gerald Higdon..... Veterans Benefits Specialist
Sheldon Ivery, Sr. Veterans Benefits Specialist
Gerardo Navarro (05/11/2015 to 07/10/2015) Veterans Benefits Specialist
Terry D. McDonald..... Veterans Benefits Specialist
Moyo C. Mitchell Veterans Benefits Specialist
Patrick M. Nekoranec..... Veterans Benefits Specialist
Syreeta D. Long Veterans Benefits Specialist

VETERAN SERVICE COMMISSION

Office Activity by Officers

Office Activity counts between 1/1/2015 to 12/31/2015

Activity Name	Direction	Count
E-Mail	In	42,042
	Out	13,465
	SubTotal:	<u>55,507</u>
Fax	In	2,241
	Out	2,640
	SubTotal:	<u>4,881</u>
Mail	In	1,827
	Out	3,796
	SubTotal:	<u>5,623</u>
Phone	In	24,420
	Out	8,426
	SubTotal:	<u>32,846</u>
	Overall Total:	98,857

VETERAN SERVICE COMMISSION

Performance Summary

Performance summary between 1/1/2015 to 12/31/2015

Name	Count
Total Veterans Entering Office	27,209
Veterans Filing Financial Claims	3,487
Veterans Receiving Financial Claims	3,206
Veterans Requesting Food Vouchers	1,929
Veterans Receiving Food Vouchers	1,643
Veterans Requesting Help with Rent	1,084
Veterans Receiving Help with Rent	945
Veterans Requesting Help with Mortgage	141
Veterans Receiving Help with Mortgage	98
Veterans Requesting Help with Utilities	717
Veterans Receiving Help with Utilites	618
Veterans Requesting Help with Medical	831
Veterans Receiving Help with Medical	831
Veterans Requesting Help with Household Items	44
Veterans Receiving Help with Household Items	35
Veterans Receiving Bus Tickets	359
Veterans Receiving Gas Vouchers	563
Veterans Receiving Meijer Vouchers	196

VETERAN SERVICE COMMISSION

Applications Taken By Era

Count of Applicants Requesting Service Outside of County from 1/1/2015 to 12/31/2015

	<i>Appeal to Commission</i>	Approved	17
		Partial	4
		Denied	7
	<i>Appeal to Supervisor</i>	Approved	9
	<i>New</i>	Approved	35
		Withdrawn	1
	<i>Renewal</i>	Approved	84
		Total:	157
GL	<i>Appeal to Commission</i>	Approved	6
		Denied	3
		Partial	3
	<i>Appeal to Supervisor</i>	Approved	2
	<i>New</i>	Approved	1
	<i>Renewal</i>	Approved	19
		Total:	34
GL E	<i>Appeal to Commission</i>	Approved	5
		Partial	2
		Denied	1
	<i>Appeal to Supervisor</i>	Approved	2
	<i>New</i>	Approved	3
	<i>Renewal</i>	Approved	4
		Total:	17
IRAQ	<i>Appeal to Commission</i>	Denied	11
		Partial	14
		Approved	8
	<i>Appeal to Supervisor</i>	Approved	17
	<i>New</i>	Approved	14
		Denied	1
	<i>Renewal</i>	Approved	41
		Partial	1
		Total:	107

IRAQ E	<i>Appeal to Commission</i>	Approved	13
		Denied	7
		Partial	4
	<i>Appeal to Supervisor</i>	Approved	9
	<i>New</i>	Approved	10
<i>Renewal</i>	Approved	27	
		Total:	70
KW	<i>Appeal to Commission</i>	Partial	4
		Denied	5
		Approved	4
	<i>Appeal to Supervisor</i>	Approved	5
	<i>New</i>	Approved	2
	<i>Renewal</i>	Approved	20
		Total:	40
KW E	<i>Appeal to Commission</i>	Denied	9
		Partial	7
		Approved	7
	<i>Appeal to Supervisor</i>	Approved	6
	<i>New</i>	Approved	2
	<i>Renewal</i>	Approved	26
		Total:	57
OIF/OEF	<i>Appeal to Commission</i>	Approved	43
		Partial	15
		Denied	26
		Withdrawn	1
		Appeal	2
	<i>Appeal to Supervisor</i>	Approved	30
	<i>New</i>	Approved	36
	<i>Renewal</i>	Approved	94
	Partial	2	
		Total:	249
PEACETIME	<i>Appeal to Commission</i>	Denied	16
		Approved	28
		Partial	20
	<i>Appeal to Supervisor</i>	Approved	34
	<i>New</i>	Approved	19
		Partial	1
	<i>Renewal</i>	Approved	81
		Total:	199

PEACTIME VNE	<i>Appeal to Supervisor</i>	Approved	1
	<i>Renewal</i>	Approved	3
		Total:	4
PG	<i>Appeal to Commission</i>	Approved	28
		Denied	18
		Partial	18
	<i>Appeal to Supervisor</i>	Appeal	1
		Approved	37
		Partial	1
	<i>New</i>	Approved	17
		<i>Renewal</i>	Approved
		Denied	1
		Withdrawn	1
			Total:
PG E	<i>Appeal to Commission</i>	Partial	49
		Denied	40
	<i>Appeal to Supervisor</i>	Approved	82
		Approved	74
		Partial	2
	<i>New</i>	Approved	29
		<i>Renewal</i>	Approved
		Withdrawn	2
		Total:	482
PT	<i>Appeal to Commission</i>	Approved	124
		Partial	62
		Denied	61
		Appeal	6
	<i>Appeal to Supervisor</i>	Approved	131
		Partial	2
	<i>New</i>	Approved	40
		<i>Renewal</i>	Approved
		Partial	1
		Denied	1
		Total:	932

VN	<i>Appeal to Commission</i>	Partial	14
		Denied	20
		Approved	30
	<i>Appeal to Supervisor</i>	Approved	13
	<i>New</i>	Approved	14
	<i>Renewal</i>	Approved	125
		Denied	1
		Total:	217
VN E	<i>Appeal to Commission</i>	Approved	68
		Partial	39
		Denied	33
		Appeal	2
	<i>Appeal to Supervisor</i>	Approved	69
		Partial	2
		Denied	1
	<i>New</i>	Approved	28
		Partial	1
		Withdrawn	2
	<i>Renewal</i>	Approved	385
		Total:	630
	WW II	<i>Appeal to Commission</i>	Approved
Partial			2
<i>Appeal to Supervisor</i>		Approved	9
<i>New</i>		Approved	3
<i>Renewal</i>		Approved	28
Total:		47	
WW II E	<i>Appeal to Commission</i>	Denied	1
	<i>New</i>	Approved	1
	Total:	2	

Financial Assistance Weekly Averages

From 1/1/2015 to 12/31/2015 , 52 weeks

Description	% of Total Approved		
	Total Amount	Amounts	Average Per Week
Car Repair	\$132,518.57	5.71%	\$2,548.43
Dental Fees	\$357,460.26	15.41%	\$6,874.24
Doctor Fees	\$685.00	0.03%	\$13.17
Electric	\$140,179.03	6.04%	\$2,695.75
Electric-Deposit	\$3,724.00	0.16%	\$71.62
Electric-Late Charges	\$1,067.97	0.05%	\$20.54
Electric-Past Due	\$21,747.42	0.94%	\$418.22
Electric-Reconnect	\$5,248.43	0.23%	\$100.93
Eviction Fee	\$9,631.99	0.42%	\$185.23
Eye Exam/Glasses	\$2,393.96	0.10%	\$46.04
Food Voucher	\$587,100.00	25.31%	\$11,290.38
Fuel Oil	\$417.64	0.02%	\$8.03
Gas	\$67,088.70	2.89%	\$1,290.17
Gas-Deposit	\$193.00	0.01%	\$3.71
Gas-Past Due	\$10,514.06	0.45%	\$202.19
Gas-Reconnect	\$3,822.70	0.16%	\$73.51
Lot Rent	\$863.42	0.04%	\$16.60
Meijer Voucher	\$24,480.00	1.06%	\$470.77
Mortgage	\$64,048.89	2.76%	\$1,231.71
Mortgage lt cgs	\$3,402.01	0.15%	\$65.42
Mortgage Past Due	\$47,226.83	2.04%	\$908.21
Not Applicable	\$430.00	0.02%	\$8.27
Other Household Expenses	\$17,969.39	0.77%	\$345.57
Past Due Lot Rent	\$2,519.27	0.11%	\$48.45
Propane	\$640.17	0.03%	\$12.31
Real Estate Taxes	\$436.00	0.02%	\$8.38
Rent	\$418,273.19	18.03%	\$8,043.72
Rent 1/3rd Request	\$243.83	0.01%	\$4.69
Rent Condo Fee	\$869.86	0.04%	\$16.73
Rent Half Request	\$17,962.00	0.77%	\$345.42
Rent Late Charges	\$24,902.50	1.07%	\$478.89
Rent Past Due	\$238,293.33	10.27%	\$4,582.56
Rent-Deposit	\$54,601.96	2.35%	\$1,050.04
Storage Fee	\$4,403.91	0.19%	\$84.69
Telephone	\$83.44	0.00%	\$1.60
Trash	\$52.57	0.00%	\$1.01
Water	\$45,468.19	1.96%	\$874.39
Water-Late Charges	\$391.00	0.02%	\$7.52
Water-Past Due	\$5,120.98	0.22%	\$98.48
Water-Reconnect	\$1,269.33	0.05%	\$24.41
YMCA	\$334.00	0.01%	\$6.42
YMCA-BackRent	\$1,610.50	0.07%	\$30.97
Totals:	\$2,319,689.30		\$44,609.41

Average Award	\$723.55
Total Applications Taken	3,487
Total Approved Applications	3,206

Services Rendered Count for Officer

Appointment counts between 1/1/2015 to 12/31/2015

Totals for All Employees

Service (Forms)		
	10-10EZ	43
	20-572	20
	21-0516-1	10
	21-0518-1	5
	21-0779-ARE	32
	21-0781	81
	21-0958	60
	21-0966	371
	21-22	567
	21-2680	78
	21-4138	646
	21-4138*	51
	21-4142	23
	21-4142a	10
	21-4192	4
	21-526EZ	566
	21-527EZ	146
	21-530	11
	21-534 Pension	2
	21-534EZ	90
	21-601	4
	21-686c	116
	21-8416	57
	21-8940	40
	21P-530	9
	22-1990	2
	22-5490	4
	24-0296	9
	40-1330	18
	40-1330M	1
	dd0149	10
	SF 180	40
	SF-180	173
	VA Benefit Search	2
	VA1100	1
	VA3288	6
	VA5655	16
	VA9	5
	10-10 VAOPC	10

	10-10d	5
	21-0781a	20
	21-0845	22
	21-534 DIC	1
	40-0247	13
	VBS Client Screening	516
	21-526b-ARE	1
	21-527	1
	10-10ezr	3
	10-7959-C DIC For Life	2
	21-526 (comp)	27
	21-526-Compensation	1
	28-1900	7
	DD-2680 (CRSC)	7
	21-0847	3
	10-7959c	3
	21-4502	1
	9	1
	29-4125	1
	Appeal Options Form	1
	26-1880	1
	DD-2860 (CRSC)	1
Service (Interviews)	21-674	7
	Auth. Greyhound Pass	6
	Birth Records	4
	Burial Claim/Funeral Home	29
	Claim Development	1149
	Education	18
	DIC	49
	Letters Mailed	26
	Compensation	603
	Aportionment	2
	Compensation Granted	68
	Compensation Status	202
	DD-214/Pick-up	153
	DIC Granted	4
	Discharge Upgrade	17
	Home Loans	2
	Income Verification	64
	Miscellaneous	305
	NSC Pension	151
	NSC Pension Granted	19
	Ohio Bonus	2

OVERPAYMENT/DEBT	31
Service Medals Request	1
Survivors Benefits	21
Suvivors Pension	128
VA Appeal	24
Widows Pension Granted	2
Clinical Appeals	4
Death Records	4
Discharge Certificate Request	7
Drop-off for VA Claims	42
Formal Claim By Phone	9
Homeless Veteran	2
Informal Claim By	38
Letters Recieved	35
NG-22/Pick-up	1
Notice of Disagreement	35
NPRC Request Status	6
NSC Pension Status	35
ODVS DD-214 Request	8
PERS/SMR REQUEST NPRC	5
Pres. Memorial Certificate	1
Recorded DD-214	44
Referred to Financial Asst.	7
Referred to Job Services	5
Referred to the VBA	11
Referred To Vet Center	1
Request Award Ltr	4
VA Homeless Vet Program	2
Indigent Burial	2
Taxi Assistance	1

2015 SAFE HOUSING PROGRAM

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

ERS - 4th QTR - 2014	24,039.78
HR - 4th QTR - 2014	22,061.42
ERS - 1st QTR - 2015	21,703.97
HR - 1st QTR - 2015	53,050.60
HR - 2nd QTR - 2015	31,738.15
ERS - 2nd QTR - 2015	21,311.75
BED - 2nd QTR - 2015	581.00
HR - 3rd QTR - 2015	37,843.58
ERS - 3rd QTR - 2015	20,961.30

Bed/mattress Total spent	581.00
Safe Housing Total spent	144,693.75
ERS Total spent	88,016.80
	<u>\$233,291.55</u>

** 4th Quarter billings will always be paid from the next year budget as the bills are not received till February.

VETERANS SERVICE MEALS ON WHEELS 2015 REPORT

MONTH	TOTAL MEALS	COST	TOTAL CLIENTS
<i>DECEMBER</i>	1,361	\$9,880.86	31
<i>JANURAY</i>	1,443	\$10,476.18	33
<i>FEBRUARY</i>	1,582	\$11,596.06	51
<i>MARCH</i>	1,638	\$12,006.54	48
<i>APRIL</i>	1,925	\$14,110.25	59
<i>MAY</i>	2,093	\$15,341.69	69
<i>JUNE</i>	2,815	\$20,633.95	85
<i>JULY</i>	2,990	\$21,916.70	97
<i>AUGUST</i>	2,969	\$21,762.77	106
<i>SEPTEMBER</i>	3,373	\$24,724.09	119
<i>OCTOBER</i>	906	\$6,640.98	68
<i>NOVEMBER</i>	5,191	\$38,050.03	129
<i>DECEMBER</i>	4,728	\$34,656.24	133
<i>Supp. Invoice</i>	1,724	\$12,840.43	

Total Meals Served	Total Cost
34,738	\$254,636.77

Average number of Clients	79
Average per month	\$19,587.44
Average monthly cost per client	\$247.70
Average number of meals per month	2,672

2015 TRANSPORTATION PROGRAM

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

	ACME	ARROW	BOBCAT	METRO*	COLS. GREEN
December	3,258.00	3,780.28	3,918.20	4,648.50	9,152.70
January	4,115.76	2,810.36	4,126.05	1,491.75	9,659.07
February	3,613.20	3,074.88	3,892.15	1,284.75	10,580.49
March	4,318.00	5,421.49	5,030.45	1,368.00	12,987.39
April	5,027.96	4,362.33	5,218.35	1,314.00	13,445.70
May	5,141.56	4,148.06	5,940.55	1,140.75	10,209.40
June	4,391.12	4,385.24	6,085.55	1,030.50	12,169.29
July	4,725.68	3,953.48	5,095.15	1,329.75	13,890.40
August	4,258.08	4,351.64	4,618.60	1,427.60	13,423.62
September	3,700.96	4,242.72	4,192.95	1,215.00	14,856.50
October	4,197.32	3,854.46	4,235.85	1,102.50	14,698.61
November	3,716.16	3,228.22	4,076.85	873.00	14,157.49
Total Per Company	\$ 50,463.80	\$ 47,613.16	\$ 56,430.70	\$ 18,226.10	\$ 149,230.66

TOTAL SPENT FOR TRANSPORTATION

\$ 321,964.42

*Metro - is total of October, November and December. Did not receive invoices till late.

COUNTY ACTIVITY REPORT 2015
Franklin COUNTY VETERANS SERVICE COMMISSION

Financial Report Prepared By (Name and Title): Anna M Henry, Administrative Assistant
Direct Phone# 614-525-2525

GENERAL BUDGET INFORMATION

1. Total Commission's Budget Requested: \$ 5,239,683.98
2. Total Budget Appropriation: \$ 5,254,670.12
3. Total Budget Spent: \$ 4,948,979.62
4. Total Value of .5 mills: \$ 13,140,459.69

DIRECT FINANCIAL ASSISTANCE

1. Financial Assistance Budget Requested: \$ 2,455,717.00
2. Financial Assistance Appropriation: \$ 2,307,223.81
3. Financial Assistance Expenditures: \$ 2,245,513.38
4. (a) Total Approved:3,206 + (b) Total Ineligible:281 = (c) Total Applicants: 3,487

OTHER FINANCIAL EXPENDITURES

1. Amount paid out by County to help in defraying the expenses of Memorial Day (307.66 ORC) \$11,533.75
2. Total amount paid out by County for indigent veteran's burials and funerals (5901.16 to 5901.26) \$172,800.32
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 \$91,078.58
5. Total amount paid out by County for flags and their holders \$20,136.62
6. Total cost of transporting veterans for medical services \$322,234.42
7. Total veterans transported to DVA Medical Facilities (count each time vet went as one) 13,041
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 2015 CONTINUED

11. Training Expenses for Veterans Service Commissioner's for year \$532.00
12. Training expenses for office staff not included above: \$14,565.08
13. Dollar amount expended on veterans' OUTREACH \$65,838.07
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INFORMATION TECHNOLOGY

1. Do you have Internet access? Yes No
2. County Veteran Service Office's Web Address: vets.franklincountyohio.gov
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, VSOFT, 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? _____
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
-