

Franklin County
Veterans Service Commission

250 W Broad Street
Columbus, Ohio 43215
Phone: (614) 525-2500
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Dedicated to the recognition of the Vietnam Veterans

2013 Annual Report



**Franklin County
Veterans Memorial**

FRANKLIN COUNTY VETERANS SERVICE COMMISSION

DIRECTOR
DOUGLAS E. LAY

COMMISSIONERS
CARL W. SWISHER
JOHN W. MAURER
MERLE PRATT
MICHAEL L. CLOSE
LARRY W. ROBERTS

AL
AMVETS
DAV
VFW
VVA

Veterans Service Commission Annual Report 2013

The Franklin County Veterans Service Commission expanded during the year adding additional staff to assist veterans and their dependents with emergency financial assistance and guidance with filing for veteran's benefits. Both the County Commissioners and the Veteran Service Commissioners recognized that more highly trained staff needs to be in place and our agency is grateful to the County Commissioners for their financial support as we move to expand both services and staff to meet a growing need in our community.

Our agency continues to provide training opportunities to staff to ensure they meet both organizational and state requirements so they can provide the best service available. Unfortunately, at times this will require that our office be closed so staff can attend the training; however, we try to minimize office closures so we maintain our services.

As you will read in the following data we have compiled, our office is very busy with a variety of tasks and, although we strive to return every call or email, sometimes we make mistakes so please let us know when we do and also be understanding that not everything on our list can be number one.

On behalf of all of our Commissioners, we wish to thank our staff for everything they do, their dedication and commitment to veterans and their families, and during times that may be difficult for everyone, but they get the job done. We appreciate the support of the management and staff of Veterans Memorial for maintaining a wonderful working environment and a facility dedicated to our Franklin County veterans. Lastly, we wish to thank the many involved central Ohio veterans and the various veteran organizations for everything they do that impacts a fellow veteran or their family's lives – some during difficult times – sometimes not recognized but surely appreciated.

As we work together to ensure we meet our mission, we welcome your comments and suggestions – we won't get any better without them. Thanks for your service to America.

Sincerely,

Douglas Lay
Director

VETERANS SERVICE COMMISSION

Michael Close, Veterans of Foreign Wars Representative President
Merle Pratt, Disabled American Veterans Representative Vice President
John Maurer, AMVETS Representative Secretary
Carl Swisher, American Legion Representative Member
Larry W. Roberts, MOPH/VVA 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
Joshua Timson (resigned 9/20/2013) Administrative Secretary
Staci Bitzer Administrative Specialist
Barry Roberts Fiscal Specialist

Marva Marshall Veterans Benefits Specialist
Diana M. Burford Veterans Benefits Specialist
J. Ron Reidenbaugh CVSO/Veterans Benefits Specialist
Angel M. Guillereault (resigned 1/30/2013) Veterans Benefits Specialist
Doreen M Lafferty Veterans Benefits Specialist
Matthew Wyman Veterans Benefits Specialist
Robert Taylor (resigned 9/5/2013) Veterans Benefits Specialist
Andrea Fitzgerald (resigned 8/16/2013) Veterans Benefits Specialist
Rachel Hawkins (resigned 8/16/2013) Veterans Benefits Specialist
Tara Saunders (resigned 10/1/2013) Veterans Benefits Specialist
Justin Goodman Veterans Benefits Specialist
Jascha Vissman Veterans Benefits Specialist
Richard Smith Veterans Benefits Specialist
Andrew Amos Veterans Benefits Specialist
Mark Fausnaugh Veterans Benefits Specialist
Adrian Rodriguez Veterans Benefits Specialist
Matthew Thompson Veterans Benefits Specialist
Adam Williams Veterans Benefits Specialist



VETERAN SERVICE COMMISSION

Office Activity by Officers

Office Activity counts between 1/1/2013 to 12/31/2013

Activity Name	Total	
E-Mail		
In	42,592	
Out	25,763	
Sub Total	<u>68,355</u>	68,355
Fax		
In	1,621	
Out	2,843	
Sub Total	<u>4,464</u>	4,464
Mail		
In	3,475	
Out	5,118	
Sub Total	<u>8,593</u>	8,593
Phone		
In	24,076	
Out	15,965	
Sub Total	<u>40,041</u>	40,041
OVERALL TOTAL		121,453



VETERAN SERVICE COMMISSION

Applications Taken By Era

Count of Applicants Requesting Service from 1/1/2013 to 12/31/2013

	<i>Appeal to Commission</i>	Approved	13
		Partial	4
		Denied	5
	<i>Appeal to Supervisor</i>	Partial	1
		Approved	6
	<i>New</i>	Approved	113
	<i>Renewal</i>	Approved	123
		Withdrawn	1
		Total:	266
GL	<i>Appeal to Commission</i>	Denied	8
		Approved	4
		Partial	1
	<i>Appeal to Supervisor</i>	Approved	2
		Partial	1
	<i>Renewal</i>	Approved	15
		Withdrawn	1
		Total:	32
GL E	<i>Appeal to Commission</i>	Denied	1
	<i>Renewal</i>	Approved	9
		Total:	10
GL EW	<i>Appeal to Supervisor</i>	Approved	1
	<i>Renewal</i>	Approved	3
		Total:	4
IRAQ	<i>Appeal to Commission</i>	Denied	8
		Approved	29
		Partial	13
	<i>Appeal to Supervisor</i>	Approved	18
	<i>New</i>	Approved	22
	<i>Renewal</i>	Approved	64
		Total:	154

IRAQ E	<i>Appeal to Commission</i>	Partial	10
		Approved	12
		Denied	5
	<i>Appeal to Supervisor</i>	Approved	14
		<i>New</i>	7
	<i>Renewal</i>	Approved	29
		Denied	1
		Total:	78
IRAQ W	<i>Appeal to Commission</i>	Approved	2
		<i>Appeal to Supervisor</i>	1
	<i>New</i>	1	
	<i>Renewal</i>	2	
			Total:
KW	<i>Appeal to Commission</i>	Denied	7
		Approved	5
		Partial	2
	<i>Appeal to Supervisor</i>	Approved	5
		Withdrawn	1
	<i>New</i>	Approved	5
	<i>Renewal</i>	Approved	62
		Total:	87
KW E	<i>Appeal to Commission</i>	Denied	2
		Approved	6
		Partial	1
	<i>Appeal to Supervisor</i>	Approved	5
		Partial	1
	<i>New</i>	Approved	5
	<i>Renewal</i>	Approved	56
		Total:	76
KWE W	<i>Renewal</i>	Approved	1
		Total:	1

OIF/OEF	<i>Appeal to Commission</i>	Approved	38
		Partial	11
		Denied	8
	<i>Appeal to Supervisor</i>	Partial	2
		Approved	23
	<i>New</i>	Approved	36
		Withdrawn	1
	<i>Renewal</i>	Approved	69
		Withdrawn	2
			Total:
PEACETIME	<i>Appeal to Commission</i>	Approved	16
		Denied	10
		Partial	7
	<i>Appeal to Supervisor</i>	Approved	18
		Approved	26
	<i>Renewal</i>	Approved	84
		Partial	1
			Total:
PG	<i>Appeal to Commission</i>	Approved	51
		Denied	17
		Partial	25
	<i>Appeal to Supervisor</i>	Approved	25
		Approved	14
	<i>Renewal</i>	Withdrawn	2
		Approved	135
		Open	1
		Partial	1
		Denied	1
	Withdrawn	1	
		Total:	274

PG E	<i>Appeal to Commission</i>	Approved	81
		Partial	45
		Denied	31
	<i>Appeal to Supervisor</i>	Approved	52
		Partial	4
	<i>New</i>	Approved	37
		Open	1
	<i>Renewal</i>	Approved	281
		Partial	3
		Withdrawn	3
		Total:	538
PG W	<i>Appeal to Commission</i>	Approved	7
		Denied	3
		Partial	2
	<i>Appeal to Supervisor</i>	Approved	1
		Partial	1
	<i>Renewal</i>	Approved	7
	PT	<i>Appeal to Commission</i>	Approved
Denied			78
Partial			68
Appeal			1
<i>Appeal to Supervisor</i>		Approved	102
		Partial	3
<i>New</i>		Approved	43
		<i>Renewal</i>	Approved
Partial			4
Withdrawn			4
		Total:	1,420
PT W	<i>Renewal</i>	Approved	1

VN	<i>Appeal to Commission</i>	Partial	17
		Approved	38
		Denied	13
	<i>Appeal to Supervisor</i>	Partial	3
		Approved	18
		Denied	1
	<i>New</i>	Approved	23
	<i>Renewal</i>	Approved	274
		Withdrawn	3
			Total:
VN E	<i>Appeal to Commission</i>	Approved	95
		Partial	31
		Denied	48
	<i>Appeal to Supervisor</i>	Approved	42
		Partial	2
		Denied	1
	<i>New</i>	Approved	58
	<i>Renewal</i>	Approved	696
		Partial	3
		Withdrawn	4
		Total:	980
VN W	<i>New</i>	Approved	1
	<i>Renewal</i>	Approved	2
			Total:
WW II	<i>Appeal to Commission</i>	Denied	3
		Approved	11
		Partial	3
	<i>Appeal to Supervisor</i>	Approved	3
	<i>New</i>	Approved	7
	<i>Renewal</i>	Approved	82
		Total:	109
WW II E	<i>Renewal</i>	Approved	2
WWI	<i>Renewal</i>	Approved	1
WWII W	<i>Appeal to Commission</i>	Approved	2
	<i>Appeal to Supervisor</i>	Approved	1
	<i>Renewal</i>	Approved	3
		Total:	6



VETERAN SERVICE COMMISSION

Weekly Averages

From 1/1/2013 to 12/31/2013 , 52 weeks

Description	% of Total		Average Per Week
	Total Amount	Approved Amounts	
Available Budget	\$0.00	0.00 %	\$0.00
Car Ins	\$0.00	0.00 %	\$0.00
car pmt	\$0.00	0.00 %	\$0.00
car repair	\$83,086.41	3.64 %	\$1,597.82
Dental Fees	\$336,411.84	14.73 %	\$6,469.46
Doctor Fees	\$15.00	0.00 %	\$0.29
Electric	\$55,626.24	2.44 %	\$1,069.74
Electric-Deposit	\$5,809.43	0.25 %	\$111.72
Electric-Late Charges	\$235.15	0.01 %	\$4.52
Electric-Past Due	\$71,610.67	3.14 %	\$1,377.13
Electric-Reconnect	\$2,510.45	0.11 %	\$48.28
Entertainment	\$0.00	0.00 %	\$0.00
Eviction Fee	\$1,485.00	0.07 %	\$28.56
Eye Exam/Glasses	\$3,468.49	0.15 %	\$66.70
Food Voucher	\$634,150.00	27.77 %	\$12,195.19
Food Vouchers Pending	\$0.00	0.00 %	\$0.00
Fuel Oil	\$1,564.71	0.07 %	\$30.09
Gas	\$31,371.57	1.37 %	\$603.30
gas for the car	\$0.00	0.00 %	\$0.00
gas for the home	\$0.00	0.00 %	\$0.00
Gas-Deposit	\$292.51	0.01 %	\$5.63
Gas-Late Charges	\$0.00	0.00 %	\$0.00
Gas-Past Due	\$40,365.56	1.77 %	\$776.26
Gas-Reconnect	\$5,136.46	0.22 %	\$98.78
Gasoline Voucher	\$0.00	0.00 %	\$0.00
Groceries, etc.	\$0.00	0.00 %	\$0.00
Lot Rent	\$1,268.73	0.06 %	\$24.40
Medications	\$0.00	0.00 %	\$0.00
Meijer Voucher	\$22,380.00	0.98 %	\$430.38
Meijer Vouchers Pending	\$0.00	0.00 %	\$0.00
Monthly Bus Ticket	\$0.00	0.00 %	\$0.00
Mortgage	\$61,511.00	2.69 %	\$1,182.90
Mortgage Condo Fee	\$0.00	0.00 %	\$0.00
Mortgage It cgs	\$896.03	0.04 %	\$17.23

Mortgage Past Due	\$32,925.87	1.44 %	\$633.19
Not Applicable	\$0.00	0.00 %	\$0.00
Other Household Expenses	\$5,889.02	0.26 %	\$113.25
Past Due Lot Rent	\$2,793.20	0.12 %	\$53.72
Propane	\$0.00	0.00 %	\$0.00
Property Taxes	\$0.00	0.00 %	\$0.00
Real Estate Taxes	\$889.52	0.04 %	\$17.11
Rent	\$441,143.24	19.32 %	\$8,483.52
Rent 1/3rd Request	\$1,626.87	0.07 %	\$31.29
Rent 1/4th Request	\$0.00	0.00 %	\$0.00
Rent Condo Fee	\$0.00	0.00 %	\$0.00
Rent Half Request	\$12,924.50	0.57 %	\$248.55
Rent Late Charges	\$28,678.27	1.26 %	\$551.51
Rent Past Due	\$278,577.88	12.20 %	\$5,357.27
Rent-Deposit	\$44,229.00	1.94 %	\$850.56
Second Mortgage	\$0.00	0.00 %	\$0.00
Storage Fee	\$1,842.53	0.08 %	\$35.43
Telephone	\$0.00	0.00 %	\$0.00
Transportation	\$0.00	0.00 %	\$0.00
Trash	\$150.63	0.01 %	\$2.90
Water	\$37,568.38	1.65 %	\$722.47
Water-Late Charges	\$70.00	0.00 %	\$1.35
Water-Past Due	\$24,801.23	1.09 %	\$476.95
Water-Reconnect	\$1,117.17	0.05 %	\$21.48
Winter Coats	\$0.00	0.00 %	\$0.00
YMCA	\$7,831.00	0.34 %	\$150.60
YMCA-BackRent	\$903.00	0.04 %	\$17.37
YMCA-Deposit	\$337.00	0.01 %	\$6.48
Totals:	\$2,283,493.56		\$43,913.34

Weeks Remaining:	Weekly Average	Required Funds
0	\$43,913.34	\$0.00

Average Award

Total Applications Taken	4811	
Total Approved Applications	4532	\$503.86

VETERAN SERVICE COMMISSION

Performance Summary

Performance summary between 1/1/2013 to 12/31/2013

Name	Count
Total Veterans Entering Office	27769
Veterans Filing Financial Claims	4811
Veterans Receiving Financial Claims	4528
Veterans Requesting Food Vouchers	3460
Veterans Receiving Food Vouchers	3170
Veterans Requesting Help with Rent	1233
Veterans Receiving Help with Rent	1104
Veterans Requesting Help with Mortgage	160
Veterans Receiving Help with Mortgage	98
Veterans Requesting Help with Utilities	737
Veterans Receiving Help with Utilities	659
Veterans Requesting Help with Medical	826
Veterans Receiving Help with Medical	825
Veterans Requesting Help with Household Items	26
Veterans Receiving Help with Household Items	17
Veterans Receiving Bus Tickets	415
Veterans Receiving Gas Vouchers	597
Veterans Receiving Meijer Vouchers	182

VETERAN SERVICE COMMISSION

Services Rendered Count for Officer

Appointment counts between 1/1/2013 to 12/31/2013

Totals for All Employees

All	Authorize Gas Voucher	1
Financial	Food Voucher	1246
	Cota Ticket	42
	Gasoline Voucher	24
	Monthly Bus Ticket	1
Service (Forms)	dd0149	1
	sf-180	449
	10-8678 Clothing Allowance	2
	21-4138	1000
	10-10 VAOPC	14
	21-0516-1	7
	21-22	612
	21-2680	60
	21-4138*	86
	21-4142	101
	21-526-Compensation	25
	21-526-CompensationPension	6
	21-526-Pension	8
	21-526B-ARE	148
	21-526EZ	359
	21-527EZ	85
	21-530	22
	21-534	6
	21-534 DIC	5
	21-534 Pension	3
	21-534EZ	70
	21-601	5
	21-686c	121
	21-8416	46
	21-8940	31
	SF 180	240
	VA5655	25
	10-7959-C DIC For Life	6
	10-10EZ	96
	21-0781	81
	40-1330	7

	10-10D	11
	21-0779-ARE	18
	21-0845	31
	21-0958	16
	21-526 (comp)	11
	21-8049	2
	FDC Certification	1
	VBA-21-601	1
	20-572	16
	21-0518-1	3
	21-527	2
	24-0296	15
	26-1880	4
	29-4364 RH Insurance	1
	40-0247	5
	VA9	6
	10-10EZR	3
	10-8678	2
	21-0847	2
	28-1900	9
	9	7
	Direct Deposit VA form	5
	SF-15 Vets Preference	1
	22-1990	1
	29-4125	1
	Appeal Options Form	1
	22-5490	1
	DD-2680 (CRSC)	2
	VA3288	1
Service (Interviews)	Apportionment	14
	Home Loans	28
	Birth Records	12
	Burial Claim/Funeral Home	102
	Claim Development	2027
	Clinical Appeals	16
	Compensation	1019
	Compensation Granted	203
	Compensation Status	630
	DD-214/Pick-up	143
	Death Records	3
	DIC	139
	DIC Granted	9

Discharge Upgrade	32
Education	84
Income Verification	138
Indigent Burial	5
Informal Claim By Phone/Fax/Mail	73
Miscellaneous	696
Notary Services	37
NPRC Request Status	11
NSC Pension	275
NSC Pension Granted	40
NSC Pension Status	45
Ohio Bonus	78
OVERPAYMENT/DEBT	43
PERS/SMR REQUEST NPRC	49
Survivors Benefits	67
Survivors Pension	154
Taxi Assistance	2
VA Appeal	77
ODVS DD-214 Request	24
Referred to Financial Asst.	18
Referred to Job Services	29
Discharge Certificate Request	145
Referred To Vet Center	7
Auth. Greyhound Pass	1
Drop-off for VA Claims	5
Homeless Veteran	9
Letters Mailed	382
Notice of Disagreement	18
Recorded DD-214	170
Letters received	547
Pres. Memorial Certificate	11
VA Homeless Vet Program	5
Widows Pension Granted	12
21-674	3
Service Medals Request	14
VA life insurance	8
Referred to the VBA	1
Request Award Ltr	4
Formal Claim By Phone	3
Letter of Service	1
NG-22/Pick-up	1

2013 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.

3rd Quarter 2012	Safe Housing *	5,696.78
4th Quarter 2012	Safe Housing **	44,516.89
	ERS	15,022.47
1st Quarter 2013	Safe Housing	36,459.60
	ERS	16,357.50
2nd Quarter 2013	Safe Housing	44,128.67
	ERS	17,886.10
3rd Quarter 2013	Safe Housing	42,382.71
	ERS	15,233.93
	Safe Housing Total spent for 2013	173,184.65
	ERS Total spent for 2013	64,500.00
		<u>\$237,684.65</u>

* This amount is what was left from 2012 to be paid.

** 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 2013 REPORT

<i>MONTH</i>	<i>TOTAL MEALS</i>	<i>COST</i>	<i>TOTAL CLIENTS</i>
<i>DECEMBER</i>	1,490	\$10,608.80	39
<i>JANURAY</i>	1,446	\$10,497.96	37
<i>FEBRUARY</i>	1,315	\$9,546.90	36
<i>MARCH</i>	1,383	\$10,040.58	37
<i>APRIL</i>	1,287	\$9,343.62	34
<i>MAY</i>	1,310	\$9,510.60	33
<i>JUNE</i>	1,225	\$8,893.50	33
<i>JULY</i>	1,229	\$8,922.54	32
<i>AUGUST</i>	1,142	\$8,290.92	31
<i>SEPTEMBER</i>	1,059	\$7,688.34	30
<i>OCTOBER</i>	1,068	\$7,753.68	29
<i>NOVEMBER</i>	1,018	\$7,390.68	27

Total Meals Served	Total Cost
14,972	\$108,488.12

Average number of Clients	33
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2013 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	5,514.60	1,133.22	9,509.57	1,904.24	1,175.91
January	5,967.20	2,386.12	10,064.90	945.00	1,414.14
February	2,874.96	1,829.52	8,697.85	909.67	1,562.23
March	4,605.60	2,146.32	9,923.90	950.40	1,856.06
April	3,049.12	2,029.06	10,578.25	1,338.28	2,506.18
May	3,205.20	2,336.84	10,821.85	1,775.20	2,842.29
June	2,777.92	1,854.16	9,904.35	2,233.80	2,400.08
July	2,576.12	2,203.96	9,125.95	1,670.40	2,609.87
August	2,811.76	1,860.54	7,812.90	1,701.45	4,029.44
September	2,452.08	2,095.72	6,510.05	1,630.00	6,595.38
October	3,208.80	1,602.48	7,535.25	1,869.79	5,508.42
November	2,679.00	1,739.32	5,995.30	1,071.81	636.64
	\$ 41,722.36	\$ 23,217.26	\$ 106,480.12	\$ 18,000.04	\$ 33,136.64

TOTAL SPENT FOR TRANSPORTATION IN 2013

\$ 222,556.42

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 2013 CONTINUED

11. Training Expenses for Veterans Service Commissioner's for year \$194.00

12. Training expenses for office staff not included above: \$8,504.69

13. Dollar amount expended on veterans' OUTREACH \$66,577.98

INFORMATION TECHNOLOGY

1. Do you have Internet access? Yes No

2. County Veteran Service Office's Web Address: www.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". eVetAssist

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