

BUTLER COUNTY VETERANS SERVICE COMMISSION



ANNUAL REPORT 2019

Approved May 20, 2020

**FROM THE BUTLER COUNTY VETERANS SERVICE COMMISSION BOARD OF
COMMISSIONERS**

The Butler County Veterans Service Commission is an agency that provides veterans and their dependents reliable and professional service in providing advocacy and assistance in obtaining veterans benefits, temporary financial assistance, and transportation to VA appointments. The Butler County Veterans Service Commission works closely with our community partners to best meet the needs of the veteran families that we service, thus helping to improve the lives of veterans and their families residing within Butler County.

This 2019 Annual Report is being disseminated in PDF format. Written copies of the report are available upon request.

Due to COVID-19 and social distancing practices, this annual report was approved via tele/videoconference. Board members were unable to sign approved report.

Charles Weber, President

H. Bruce Jones, Vice-President

Thomas L. Jeffers, Secretary

David L. Reed II, Member

David R. Smith, Member

BUTLER COUNTY VETERANS SERVICE COMMISSION

Location: 315 High Street, 1st Floor
Hamilton, Ohio 45011

78 N. Breiel Blvd.
Middletown, OH 45042

Phone: (513)887- 3600
(513)425-8600

www.bcvets.org

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Find us on Twitter @bcvets1

COMMISSIONERS

Charles Weber, President (US Army 1970 – 1972)	Member at Large
Bruce Jones, Vice President (US Army 1971 - 1991)	Representing American Veterans (AMVETS)
Thomas L. Jeffers, Secretary (US Air Force 1969 – 1972)	Representing American Legion
David R. Smith, Member (US Army 1964 – 1972)	Representing Veterans of Foreign Wars (VFW)
David L. Reed II, Member (US Army 1989–1993/1995–1997)	Representing Disabled American Veterans (DAV)

STAFF

Caroline Dineen (USMC 1993 - 2013) Joined Commission in 2014	Executive Director
Loren McKenzie (USMC 2011 - 2015) Joined Commission in 2016	Administrative Assistant
Matt Jones (USA 2000 – 2004 / 2006 – 2008) Joined Commission in 2009	Chief County Veterans Service Officer
Willie Croxton (USMC 1975 - 1997) Joined Commission in 2013	County Veterans Service Officer
Mike Farmer (USMC 2001 - 2005) Joined Commission in 2015	County Veterans Service Officer
Casey James (USA 2005 - 2009) Joined Commission in 2015	County Veterans Service Officer
Jason Cook (USA 2006 - 2011) Joined Commission in 2014	County Veterans Service Officer
Tian Myers (USAF 1999 – 2009) Joined Commission 2019	County Veterans Service Officer
Karen Lovell (USA 1975 - 1978) Joined Commission in 2006	Veteran Benefit Coordinator / Administrative Assistant
Eric Cotten (USA 1997-2020) Joined Commission in 2020	Veteran Benefit Coordinator
Apt Boykin (USA 1996-2016) Joined Commission in 2020	Veteran Benefit Coordinator
Anita Lewis (USAF Spouse) Joined Commission in 2020	Receptionist
Terri Blair (USN Spouse) Joined Commission in 2020	Transportation Scheduler

Board of Commissioners



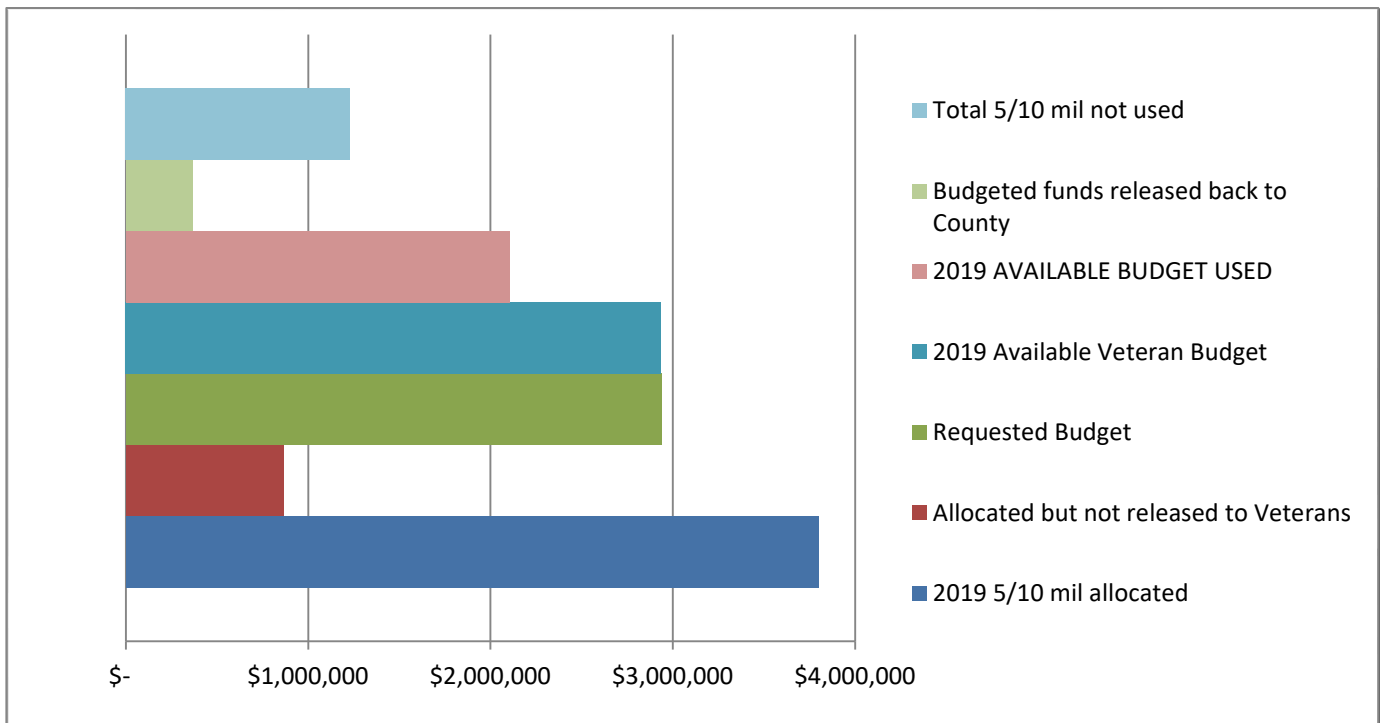
BUTLER COUNTY VETERAN OF THE YEAR 2019

C. Robert Perry



5-10 Mil Comparison

Description	\$	%age
2019 5/10 mil allocated	\$ 3,799,904	
Allocated but not released to Veterans	\$ 864,981	23%
Requested Budget	\$ 2,938,511	77%
2019 Available Veteran Budget	\$ 2,934,923	
2019 AVAILABLE BUDGET USED	\$ 2,102,789	72%
Budgeted funds released back to County	\$ 363,509	12%
Total 5/10 mil not used	\$ 1,228,490	32%



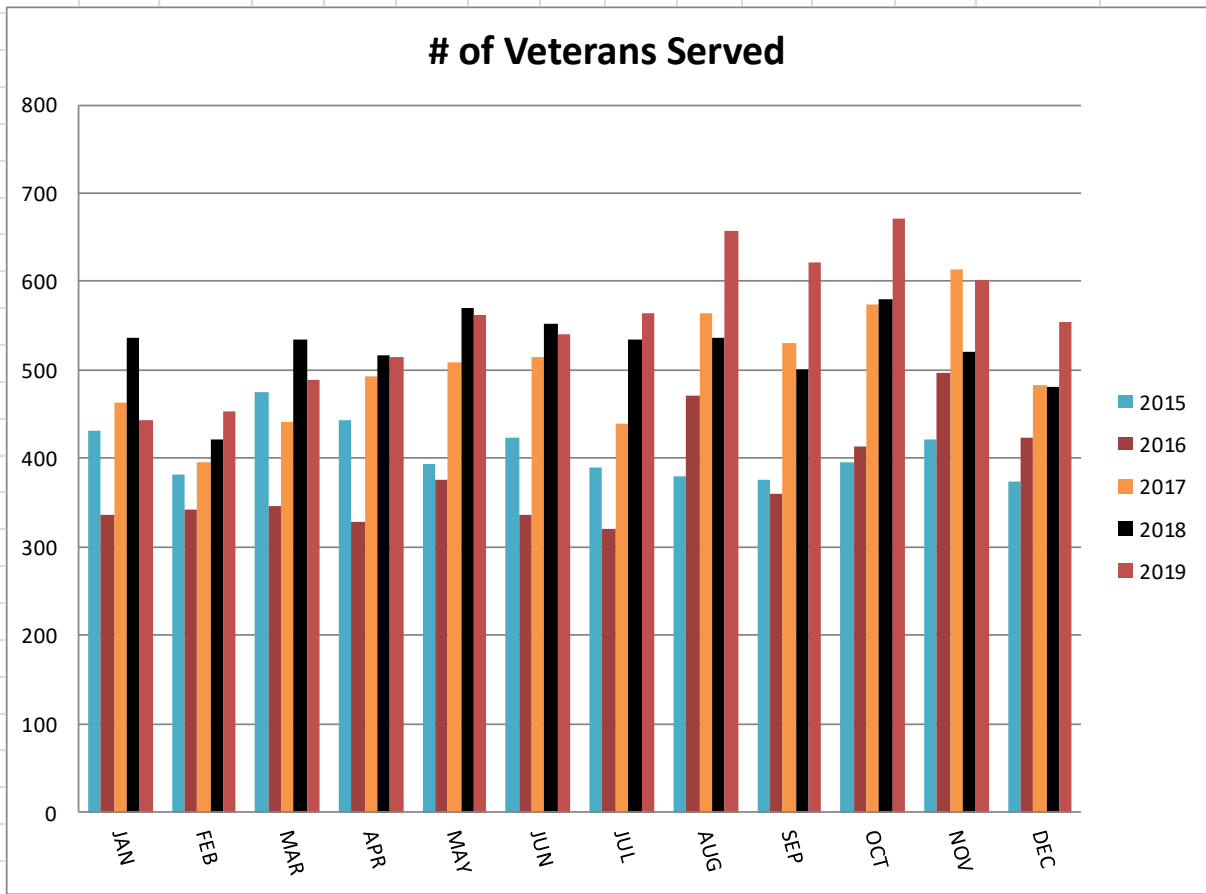
2019 BUDGET AND EXPENSE SUMMARY

EXPENSE DESCRIPTION BY SECTION	BUDGETED		ACTUAL EXPENSES			RETURNED TO COUNTY	
	Dollars Requested	%age of Total Budget	Dollars Spent	% of Total Budget	% of Total Expenses	Dollars Returned	%age of Requested Budget Returned
PERSONNEL	\$ 1,034,273	35%	\$ 857,360	29%	41%	\$ 176,913	17%
Commissioner Salaries	\$49,037		\$ 49,023				
Staff Salaries	\$ 635,884.00		\$ 545,333				
Employer Share Taxes/Insurances	\$307,552		\$ 234,786				
Training and Membership Expenses, Local Mileage	\$41,800		\$ 28,218				
OFFICE OPERATIONS	\$ 141,650	5%	\$ 91,198	3%	4%	\$ 50,452	36%
Agency Vehicle Fuel and Maintenance	\$ 2,800.00		\$ 196				
Rent/Utilities/Security for Middletown office	\$ 33,500.00		\$ 21,425				
General office supplies, other materials, food	\$ 56,300.00		\$ 33,023				
Subscriptions and other contracts, notary	\$ 19,700.00		\$ 16,087				
Equipment purchase and maintenance	\$ 5,000.00		\$ -				
Software, hardware, IT support**	\$ 24,550.00		\$ 20,467				
ADVERTISING AND OUTREACH	\$ 176,000	6%	\$ 131,269	4%	6%	\$ 44,731	25%
Advertising	\$ 176,000.00		\$ 131,269				
VETERAN DIRECT EXPENDITURES	\$ 1,600,000	55%	\$ 1,022,962	45%	49%	\$ 577,038	36%
Food Assistance	180,000		\$ 142,357				
All Other Veteran Expense Assistance	\$ 770,000.00		\$ 570,500				
Transportation for VA Medical Appointments	\$ 600,000.00		\$ 278,095				
Indigent Burials and Survivor Condolences	\$ 50,000.00		\$ 32,010				
**AGENCY TOTALS	\$ 2,951,923	101%	\$ 2,102,789	81%	100%	\$ 849,134	29%
** \$17,200 IS CARRYOVER FOR COMPUTER HARDWARE PURCHASE							

2019 VA EXPENDITURES IN BUTLER COUNTY

FY19 Summary of Expenditures by State										
Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
BUTLER	22,449	\$ 172,989	\$ 78,888	\$ -	\$ 9,838	\$ -	\$ -	\$ 1,415	\$ 82,847	6,367

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	YR AVE
2015	432	381	475	443	393	423	390	379	375	395	422	374	4882	407
2016	336	342	346	328	376	337	321	472	361	414	496	424	4553	379
2017	463	395	442	492	508	514	440	564	530	574	614	483	6019	502
2018	537	422	535	516	570	552	535	536	500	581	521	481	6286	524
2019	444	454	488	514	563	541	564	657	621	671	602	554	6673	556
Mo Ave	442	399	457	459	482	473	450	522	477	527	531	463		
% Change	-17%	8%	-9%	0%	-1%	-2%	5%	23%	24%	15%	16%	13%		



Number of Veterans Served

Service Officers 2019

ITEMS	Month Totals												YTD TOTALS			
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	ITEM TOTAL	LOW	AVE	HIGH
NEW CLAIMS FILED	77	61	61	45	68	54	78	80	63	82	61	68	798	45	73	82
FORMS COMPLETED	580	494	515	422	547	442	502	588	500	688	521	497	6296	422	572	688
OFFICE VISITS	250	241	254	215	265	187	243	279	241	293	228	220	2916	187	265	293
Documents Uploaded	435	328	425	305	435	346	406	444	378	571	444	417	4934	305	449	571
E-mails	424	330	421	400	361	397	375	355	469	420	384	432	4768	330	433	469
Faxes	274	205	246	191	241	200	211	246	222	313	270	246	2865	191	260	313
Filled out Forms	580	494	515	422	547	442	502	588	500	688	521	497	6296	422	572	688
Home Visits	3	1	4	0	1	1	5	6	4	3	2	2	32	0	3	6
Incoming Mail	81	53	47	44	44	45	50	53	42	72	54	57	642	42	58	81
Other Items	125	112	94	71	64	27	23	15	29	17	25	29	631	15	57	125
Outgoing Mail	33	24	34	36	42	32	38	28	29	48	30	39	413	24	38	48
Outreach	1	1	0	0	0	2	1	1	2	0	3	0	11	0	1	3
Phone Calls	230	205	239	209	201	126	242	218	221	213	267	174	2545	126	231	267
TOTALS	2436	1994	2279	1893	2201	1805	2096	2233	2137	2638	2228	2113	26053	1642	2368	2864

Financial Assistance 2019

2019 SUMMARY											
Application Preparer		Total Applicants	DEP	VET	HAM	MIDD	New Applications/Cards	Reveivs / Appeals	Award \$	Denied: (Initial & Appeal)	Incomplete
VBC	YTD	87	25	62	30	0	83	1	\$ 97,353	1	2
VBC	YTD	224	69	155	224	0	182	23	\$ 288,631	8	11
VBC	YTD	77	21	56	42	77	68	2	\$ 222,321	3	4
VBC	YTD	135	41	94	35	100	126	5	\$ 178,370	0	4
VBC	YTD	134	40	94	131	3	122	6	\$ 164,959	1	5
YTD TOTALS		657	196	461	462	180	581	37	\$ 951,633	13	26

2019 AGENCY HIGHLIGHTS

AGENCY OPERATIONS

Re-appointment of Commissioner to Board representing the American Legion, Tom Jeffers

Continued mass media advertising campaign on Cumulus Radio (96Rock, NASH, Fox, and WARM 98) and iHeart Radio (550 WKRC and 700 WLW). Added advertising on Star 93.3 and WNKV (Public radio)

Continued to support and provide advocacy for veterans involved in the Hamilton and Municipal Veteran Court dockets and the Common Pleas Court Veteran Docket

TRAINING

Commissioners and service officers are required to complete annual training in order to maintain their Board appointment and for the service officers, to maintain their certifications and accreditations.

During 2019, the Commissioners attended three training sessions: Spring Conference, Summer Convention, and Fall Conference. They were also required to complete online training. Training includes ethics, discussion of best practices within the Commissions, updates from the Ohio Department of Veterans Services, and other service organizations.

The service officer training includes: updates from Veterans Benefit Administration (VBA), Veterans Healthcare Administration (VHA), Department of Veterans Affairs, National Cemetery Administration, veteran education updates, discussion on legislation affecting veterans, and updates from national service organizations. In 2019, the service officers attended quarterly training in March and July, Spring School, Fall School, and the National Convention, which during 2019 was hosted by the State of Ohio and took place in Cleveland. The service officers are also required to complete online training. Additionally, the service officers completed three webinars sponsored by the National Veterans Legal Services Program (NVLSP) that included information on non-service connected pensions, Gulf War illness claims, and Presumption of Soundness and Aggravation claims.

EMPLOYEE RECOGNITION

The Veterans Service Commission has an active Employee Recognition program. During 2019, we individually recognized two employees for their exemplary service and job performance. The 1st Quarter 2019 Employee of the Quarter was Service Officer Casey James and the 2nd Quarter 2019 Employee of the Quarter was Chief Service Officer Matt Jones. During the 3rd Quarter 2019, the entire staff was recognized by the Board for their service and performance. During 2019, the number of veterans served increased dramatically from the previous year. All

staff numbers stepped up to support this increase and ensure that the quality of service was never compromised.

OUTREACH EVENTS

Middletown, Hamilton, and Common Pleas Veterans Court Veterans Court

West Chester Assisted Living & Memory Care

Council on Aging Panel

West Chester American Legion presentation

Community Outreach Ministry health fair

Edgewood H.S. JROTC awards banquet

WEBN Veterans Memorial Day takeover

West Chester Memorial Day parade

City of Hamilton Memorial Day parade

VA Health Show (550 WKRC)

Networking @ Noon, Hamilton Chamber of Commerce

West Chester Rotary breakfast

VetsLink/United Way

Grace Baptist Church veterans dinner

Middletown Chamber of Commerce

Cincinnati VAMC Transportation Fair

Ohio Challenge

Butler County Fair (Veterans Day/July 24)

Wingfest, Miami Valley Gaming

Purple Heart Ceremony w/Warren County VSC

Ride 4 Heroes

Oxford Senior Center

MOAA Convention

Central Connections Wellness Fair

Elderly Services Network

Senior Service Fair, St John's, West Chester

Butler Metro Housing/ SELF Housing events

Central Connections Veteran Breakfast

Hospice Care of Middletown luncheon

AMVETS outreach w/Medicare presentation

NAMI/Butler County CIT training

Hoxworth blood drive

West Chester/Liberty Twp Chamber Veterans Day

"Elements" presentation for Partners in Prime

Veterans Summit

COLLABORATED WITH COMMUNITY PARTNERS

Military Veteran Resource Center (MVRC)

Disabled Veteran Outreach Program Specialist (DVOP), Ohio Means Jobs Butler County

Supports to Encourage Low-Income Families (SELF) / Partners in Prime

Homeless Veterans Reintegration Project (HVRP), Goodwill

Cincinnati VA Medical Center, Veterans Justice Outreach Specialists

Cincinnati Vet Center / Dayton Vet Center