

HARDIN COUNTY VETERANS' SERVICE COMMISSION

**IN ACCORDANCE WITH ORC 5901.03 (A, B, C, D, E, F, G, H, I, & J), HEREBY
AUTHORIZES THE FOLLOWING POLICY & PROCEDURES**

SIGNED

STEVEN GOSSARD, EXECUTIVE DIRECTOR/CVSO

APPROVED:

RAY PETTY, PRESIDENT

GERALD PURCELL, VICE PRESIDENT

TERRY HAMM, SECRETARY

NELSON SHULTIS, MEMBER

ROBERT "MATT" CRAWFORD, MEMBER

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Introduction

The purpose of this handbook is to provide both the County Veterans' Service Commission (hereafter referred to as either the "VSC" and/or "The Commission") and the County Veterans' Service Office employees with a single reference document that directs them to applicable law, rules, and policies relating to office activities and the overall departmental operations.

Mission Statement

"Serving those who have served" ...is the official motto of the Hardin County Veterans' Service Commission and the Veterans' Service Office. All employees are required to implement this willingness to serve others into their daily activities while representing the veteran community.

Veterans' Service Commission Dual Policies

The Commission requires their employees to adhere to two different policies: The Veterans' Service Commission Policy & Procedures *and* the Hardin County's Personnel Policy & Procedures Manual.

Furthermore, the VSC's Policy and Procedures will always take *precedence* over the Hardin County's Policy on every topic discussed within their policy. However, if the subject matter is not *explicitly* addressed within the VSC's Policy then the employee must adhere to the Hardin County's Policy for the proper guidance.

Note: The VSC's demands and expects strict adherence by each of their employees to abide by their policy, first, before referring to the Hardin County's Policy.

Ohio Revised Code References for Financial Assistance (FA)

- VSC shall request the amount necessary for financial assistance expenditures ORC 5901.11
- ORC 5901.01(B), 5901.08-09, 5901.11-15 list mandated requirements and procedures related to financial assistance
- County Veterans Service Commissioners will establish local policies and procedures for the administration of assistance. ORC 5901.03 (C)
- ORC 5902.02 (K) The Department of Veterans' Services shall adopt no guidelines or rules regulating the purposes, scope, duration, or amounts of financial assistance provided to applicants pursuant to sections 5901.01 to 5901.15 of the Revised Code.

Financial Assistance Statement

Financial assistance is not “poor relief” and shall not be designated, considered, or referred to as welfare. *Applicants shall not be unnecessarily embarrassed!* If it's determined that a veteran requesting assistance has a major problem with some type of substance abuse, he/she will be referred to the local VA Hospital or to other agencies who are known to provide care for admitted addicts.

Financial Assistance is never to be considered as a pension or compensation type of benefit. *Nor is it to be used to supplement an applicant's income.* It is only temporary in nature, and is provided to help prevent undue hardship for the applicant until other federal benefits, state, or county assistance can be obtained.

Every effort is made to identify, and drop from the financial assistance rolls, those individuals who, through laziness, lack of character, and lack of moral responsibility, try to gain relief assistance for their personal benefit at the expense of the county tax-payers.

The Commission may deny benefits and disallow any future assistance to an applicant for financial assistance under Chapter 5901 of the Ohio Revised Code when the applicant, or anyone acting on the applicant's behalf, has knowingly provided false or misleading information on a financial assistance application.

FA Eligibility Requirements

1. Definition “VETERAN” as used in Section 5901.08 and other sections of the Revised Code with regard to applications for financial assistance under Sections 5901.02 to 5901.15 of the Revised Code, “VETERAN” means a person who served in the Armed Forces of the United States on active military duty and was discharged from Service under Honorable Conditions, and who either served on active duty for reasons other than training, or while serving on active duty for training, incurred a disability recognized by the Department of Veterans Affairs or Department of Defense as service connected.
2. Residential eligibility shall be established if applicant is a veteran, an active member of the Armed Forces of the United States, or the spouse, surviving spouse, dependent parent, minor child, or ward of a veteran, or active duty member of the armed forces of the United States, who has been a bona fide resident of the county in which application is being made for the last three months, per O.R.C. 5901.08. The applicant must have resided in Hardin County for at least three (3) months at time of filing of application (they must provide proof that they are residing, in Hardin County, for the last 90 days).
3. Common-law marriage: Any contract, lease, utility, etc. or child’s birth record listing the name of both parents will be sufficient documentation attesting to common-law marriage and/or a typed notarized statement signed by the veteran and common-law wife, prior to October 10, 1991.
4. Each applicant for financial assistance under sections 5901.01 to 5901.15 of the Revised Code shall provide the VSC with a statement concerning his/her household income and the amount of real and personal taxable property, stocks, bonds, monies on hand or deposited in any bank or elsewhere, shares in building associations, mortgages, notes, or other articles of value from which they derive an income or revenue. Such statement shall be made upon blanks furnished by The Commission and shall be subscribed by the applicant (a copy of the application can be found in Appendix A).
5. Applicants must also meet the VSC income guidelines in order to be considered eligible to receive financial assistance. There are two separate income guidelines that the VSC uses in making eligibility determinations: one set of income guidelines is designated for food vouchers and the other set of guidelines is designated for all other relief (a copy of both guidelines can be found in Appendix B).

FA Application Process

The applicant must either fill out the hard copy of the application (Appendix A) and/or be assisted by the office staff with filling out the approved electronic financial assistance application within VetraSpec (this is the preferred method).

Applicants will be briefed on the list of required documents, if any, and all necessary information to complete an application for assistance. The Executive Director, or the Director's designee, has discretion on what forms the applicant will be required to provide during the application process, especially, if there is any suspicion of the credibility of the information being provided.

No application will be processed without the discharge papers (DD214, DD215, or Honorable Report of Separation) or copy of same. Form DD256 (certificate of honorable discharge) can be used to verify character of service in conjunction with the veteran's DD214, if the character of discharge on the DD214 is blank (must compare them both to see if it makes sense). Exceptions to having the discharge paperwork in hand are as follows:

1. Confirmation of active duty service by Ohio Department of Veteran Services (ODVS)
2. Confirmation through DPRIS, if records are available
3. Confirmation through the Department of Veterans Affairs (VA)

A. Net Income

Per ORC 5901.09, each applicant for financial assistance shall provide The Commission with a statement concerning the applicant's "household income." Per the VSC, only the "net income" (after taxes) of the household must be disclosed by the applicant (all household members' income must be included on the financial application).

Note: *Educational stipends* will be used as countable income unless documentation is presented attesting to the fact that the monies are being used for educational/medical expenses. Also, veterans who are self-employed must supply their past month of net income from their business ledgers for proof of eligibility.

1. If the monthly net income of the applicant is in excess of the amount needed to meet their basic living expenses, from any or all sources, relief may/or may not be administered (it will depend on their current situation and our eligibility guidelines).
2. If the family's income from other sources, such as disability benefits, Social Security, VA payments, etc., is less than the amount needed to meet their basic needs, then the applicant may be given financial assistance, depending on if they meet our eligibility guidelines.

B. Dependent Definition

In regards to whether or not a household member will qualify under our income guidelines (Appendix B) for financial assistance they must be considered a “dependent” of the veteran/applicant.

Dependent is defined to be the following: son, daughter, grandchild, adopted child, having custody of child, step-child, niece, nephew; all of whom must be under the age of 18, and an adult child up to the age of 22, if enrolled in some form of higher education. The only exception to the age requirement would be if the child/ward, of *any age*, is totally and permanently disabled.

C. Emergency FA

The Commission grants authority to the Executive Director/CSVSO, or the Director’s designee, to make the determination as to approve or deny “emergency” financial assistance, per Section 5901.15. Those actions shall be presented to the Veterans’ Service Commission at their next scheduled meeting where they will officially confirm each decision by an official vote.

Applicants will be briefed at time of application that emergency financial assistance will not exceed sixty (60) days in a six-month time-frame; there is a mandatory 120-day cutoff for all financial assistance. If at any time during the four-month cutoff period the applicant needs additional relief they are required to appear before The Commission and ask for an exception.

There is also a “maximum yearly limit” of \$2,700.00 in total FA benefits within a 12-month period; again, if the applicant needs additional relief they are required, each and every time, to come before the VSC in order to request an exception to be made beyond the 12-month limit. The following are examples of the 120-day cutoff policy:

1. If an applicant gets financial assistance in the month of January, doesn’t get assistance in February, but then comes back in March then he/she could get financial assistance for March before being cutoff for an additional 90 days in order to meet the mandatory 120-day cutoff requirement.
2. If the veteran gets relief in January but doesn’t get assistance in February, March, or April, but comes back in the month of May the applicant could get relief in May before being cutoff for “one” month in order to meet the four month cutoff requirement.
3. No matter how the applicant cuts up a six-month time-frame they can only get two months of emergency FA without being required to appear before the VSC.

Note: The applicant must have a new “emergency” each and every month (they just don’t get automatic FA for two months at a time). Applicants who reapply for financial assistance must also re-verify their income (did it go up, go down, or stayed the same).

D. Exceptions to the FA 120 Day Cutoff Period

If an eligible applicant is recovering from a *severe accident* or has extensive medical expenses due to a *long-term illness* or *medical procedure* an exception can be made to grant them “one” additional month of financial assistance, if eligible. What this means is the applicant could get one additional month (three months instead of two months) of emergency relief without going to the VSC and asking for an exception. It also means that the 120-day cutoff will be reduced down to a 90-day cutoff for that 6-month time-frame.

Note: This exception can only be used once every twelve months, per applicant. The applicant is required to provide proof to the VSC of their severe accident and extensive medical expenses.

The last exception to the cutoff period is for *food vouchers*. If the Executive Director/CVSO, or his/her designee, determines that an eligible applicant is in need, due to their unique circumstances, for a food voucher during the 120-day cutoff period they can be issued a food voucher, as long as they get verbal approval from a member of the VSC (their name must be listed on the application).

E. FA Coaching Requirements *-Revised per the May 22nd, 2019 minutes-*

The Commission authorizes the Executive Director/CVSO to partner up with Gwen Riase, AFC[®], FFC[®] and her associates who will provide financial coaching for veterans, dependents, and widows, at an agreed upon hourly rate. This additional expense will be added to the overall financial assistance expenditure for the applicant.

Therefore, in order for any former or current applicant who is eligible to receive relief starting with the “third” application for financial assistance, in totality, they will be required to call Gwen Riase and/or a member of her team and go through an official coaching session via the telephone in order to receive such relief (Appendix C). Confirmation that the applicant completed the coaching session will be sent to the Veterans’ Service Office by the financial coach once they receive the signed release form from the applicant.

If at any time the Executive Director determines that the applicant is in need of *additional* financial coaching, beyond the initial coaching session, he/she is authorized to require the applicant to go through a second coaching session prior to them receiving any sort of relief from the Veterans’ Service Office. An example of when additional coaching should be required is when an applicant, on a continuous basis, requests financial assistance for overspending their monthly income and there is no emergency.

Note: The Executive Director/CVSO has the authority to make an exception to the above requirements, if it is warranted; any exception will be made on a case-by-case basis (applicant’s overall emergency situation will be taken into consideration).

F. Dollar Amount Authorized for Emergency FA

-Revised per the November 30th, 2022 minutes-

FA applicants who are requesting \$2000 or more in total relief, on an emergency basis, shall appear before The Commission to present their case, *unless* the Executive Director/CVSO, or the Director's designee, seeks verbal approval from *two* of the five members of the VSC (their names must be listed on the application).

However, the total limit of additional authorization (by the two board members) can't exceed \$2,700 total, before the FA applicant is "required" to appear before the entire VSC. Again, all emergency FA decisions shall be presented to the entire VSC at their next scheduled meeting where they will officially confirm each decision by an official vote.

G. Application once every 30 days

Only one application per household will be considered in a thirty (30) day period, which also means that financial assistance can only be administered once (1) within those 30 days for emergency purposes.

Please review the examples below (there is only one possible exception):

Example 1: Applicant comes in and applies for financial assistance, qualifies, and is approved, but forgets to bring in a bill at the time he/she applied. If the applicant requests additional time to present the bill(s) the Executive Director/CVSO, or his/her designee, can give the applicant a temporary extension (not to exceed 7 business days) to bring in the bill(s) for payment (this must be documented in their FA file).

Example 2: Applicant comes in and applies for financial assistance, qualifies, and is approved, but later on decides they need additional help within the 30 days from the time they first applied. The applicant will be *denied* (no exception will be made) until the 30 days have expired, at which time they may reapply for FA.

H. Spouse and/or dependent applying for FA

When a spouse and/or a dependent is applying for assistance, he/she must provide proof that the veteran is aware of them applying for relief and the reason(s) why he/she cannot be present at the interview, or show documentation that the veteran is incapacitated, incarcerated, or if a spouse, that they are legally separated; active military requires station of assignment. If separated and/or divorced spouse(s) may make an additional application in the same thirty (30) day period for the veteran's dependent(s), *provided* those same dependents were not included on the initial application.

I. FA Income Guidelines

The Commission authorizes using 150% of the federal poverty guidelines in order to make a determination of eligibility for general financial assistance (Appendix B).

Federal poverty guidelines shall be reviewed every *two* years in order to determine if there should be an increase/decrease in our income guidelines; the Executive Director/CVSO shall present updated FA guidelines to the VSC, as appropriate.

J. House Calls for FA

There will be no house calls for financial assistance. It is mandatory for all applicants to come into the Veterans' Service Office in order to apply for and receive financial assistance.

K. FA Applications – Daily Submittal Time

No new relief application or re-applications are to be taken after 3:30 p.m., unless emergency need arises whereby application should be taken.

L. Work Requirements

All applicants for relief, who are physically capable of work, must be actively trying to secure employment. This condition can be met by submission of proof that the applicant is seeking employment by showing proof of registration with the Ohio Means Jobs (Job & Family Services). Alternative proof for seeking employment can only be authorized by the Executive Director/CVSO.

The applicants must be willing to go on any and all work leads that the Ohio Means Jobs (Job & Family Services) provides referrals to. The applicant must be willing to accept any work, within reason, that may be offered to them (applicant must provide a rational reason on why they turned down an employment opportunity). *Failure to follow these rules will result in the applicant being denied for future financial assistance request, due to the failure of not adhering to the work requirements set forth by the VSC.*

M. Disabled – Applicant Unable to Work

If the applicant is not physically capable of employment, they must provide some sort of medical documentation (i.e., letter from their medical doctor) concerning his/her inability to work. If the applicant is on Social Security Disability, they must provide their official award letter as proof of being disabled. Other award letters which will be accepted showing the applicant to be 100% disabled and unable to work is as follows:

1. Paperwork showing that the VA awarded the applicant individual unemployability (IU);
2. Paperwork showing that the VA awarded the applicant a non-service-connected pension.

Note: If any applicant refuses to cooperate in providing medical documentation, who claims to be disabled, then no assistance will be granted to that person.

N. Outstanding Felony

The Executive Director/CVSO, or his/her designee, is required to do an exploratory type of investigation based on the information provided on the FA application and by the applicant. Any applicant that is found to have an outstanding felony warrant will be immediately “DENIED” financial assistance and the applicant will not be permitted to apply for relief until proof is provided that the felony warrant is no longer active.

O. FA Applicant’s Negligence

Applicants applying for FA assistance for situations brought on by their own negligence (actions) shall be denied. Please review the following examples:

1. An applicant uses their disposable income to gamble with and now doesn’t have the money to buy food or to pay their utility bills...their emergency FA application will be denied.
2. An applicant uses their disposable income to buy drugs or alcohol and no longer has the money to buy food or to pay their utility bills...their emergency application will be denied.
3. An applicant spends all of their disposable income on the latest and greatest gun, rifle, iPhone, computer system, etc., and now doesn’t have the money to buy food or to pay their utility bills...their emergency application will be denied.

The above examples are not all inclusive but rather to provide insight on what “their own actions” could entail. Also, if the applicant is struggling with some sort of addiction that is preventing them from supporting themselves/family they need to be referred to the agencies (federal, state, or local) who can provide the necessary assistance and/or treatment that they need.

P. Incarcerated Requirements

If an applicant has been incarcerated for thirty (30) days or more, upon release, the Executive Director/CVSO, or the Director's designee, will verify that he/she was a resident of Hardin County prior to incarceration, and depending if they meet all other eligibility requirements relief may be provided *if the applicant appears* before The Commission to present their case.

1. The applicant has thirty (30) days to apply under this condition from date of release. This special consideration will be limited to once every five years; however, The Commission may authorize an exception based upon extenuating circumstances.

Q. FA Courtesy for Relocating Applicants

The VSC authorizes the Executive Director/CVSO, or his/her designee, to provide FA to applicants who were eligible for relief in Hardin County but have moved to another county in Ohio. This is done as a courtesy to the applicant who would otherwise be unable to receive any sort of financial assistance in the new county until they have met the 90-day residency requirement. Every precaution must be taken to ensure that the applicant was a resident before relocating to the new county.

Note: Relief, in this situation, cannot be provided when there is more than a 90-day gap from the time the applicant left Hardin County.

FA Appeal Process

An explanation will be mailed to the applicant who was denied emergency relief, if they weren't present (in person or on the phone) when the decision was made. The letter will advise the applicant of their right to appeal before The Commission at their next board meeting where an exception could be made.

1. All applicants shall have the right of a hearing with the VSC. He/she shall receive a notice, either verbal or written, of the date and time where they can personally present their situation to The Commission.
2. When an applicant requests to personally appear before The Commission to appeal an emergency FA denial and does not appear when scheduled, their appeal will automatically be denied.

A. Applicant's Presence Requested

When an applicant is summoned to appear before VSC and does not do so, as requested, no further assistance will be granted to that applicant until they appear before The Commission. If the applicant wants to re-apply for relief, before the application is provided, they will be advised that they must make a personal appearance before The Commission before any consideration as to FA is made. At that time, the application will be provided and presented to the VSC who will make a decision as to whether or not provide any relief to the applicant.

Waiver of FA Guidelines

-Revised per the November 30th, 2022 minutes-

The Commission agrees to waive the financial assistance (FA) guidelines for applicants who appear before the board and are able to demonstrate that they are experiencing extraordinary hardship, so as long as there is a "quorum" vote from the VSC members. This vote must take place during the open session of the board meeting (waiver of guidelines is done on a case-by-case basis).

The Commission has also agreed that the regular income FA guidelines and application will be waived, yearly, for their holiday food voucher outreach program. Instead, the Executive Director/CVSO will be required to use 400% of the current year's Federal Poverty Level, and is responsible for creating a shorten version of the application which is required to capture the applicant's yearly household net income and property from which the applicant derives an income or revenue. This annual outreach program is offered to all the needy veterans and widows of Hardin County who meets the above threshold and the other specific requirements outlined in O.R.C. 5901, contingent upon available funding.

Housing Allowance

Carefully consider the following questions when an FA applicant is applying for any sort of housing allowance:

1. Will the loss of the home have serious financial and economic effects on the family?
2. Is it more feasible (economically) to pay moving expenses, transfer utilities, and rent at a new location?
3. Will foreclosure separate members of the immediate family; will it deter the veteran or spouse from actively seeking gainful employment?

A. Deposits

The Commission does allow relief for a required deposit, once every five years, not to exceed the monthly rent/mortgage payment, and as long as it doesn't exceed their maximum yearly limit. Any request for an exception by the applicant must go before the Veterans' Service Commission.

B. Mortgage, Rental, Land Contract & Room and Board

-Revised per the November 30th, 2022 minutes-

If an applicant is purchasing or renting a residence that they are residing in, The Commission will allow for a payment up to \$950 maximum, per year, as long as it doesn't exceed their maximum yearly limit and their eligible for FA. The actual current month billing, or in arrears amount can be paid provided as long as the mortgage/rent payment falls reasonably within applicant's income.

The VSC will not pay rent, mortgage, land contract, or room and board payments without detailed documentation, and in the case of renting/purchasing from a relative they must also show consistent proof of payments, cancelled checks, or certified documents.

1. **Mortgage/Rental:** Relief is for an original mortgage payment, 2nd mortgage payment, or a consolidation loan which includes the mortgage/rental payment.
2. **Land Contract:** The allowance can also be used for a land contract's monthly payment.
3. **Room and Board:** Actual room and board allowance cannot exceed **\$600**, per year. Also, The Commission only authorizes half of the "room and board" relief amount to the landlord, if the applicant is living with his/her immediate family member (mother/father/brother/sister/aunt/uncle/spouse/children).
Exception: A returning active-duty service member shall receive the full allowance for up to three (3) months, before the amount will be reduce back to half of the room and board amount, if living with their immediate family members.
4. **Hotel Rental:** The allowance can also be used for a hotel rental daily, weekly, or monthly payment.

C. No Eviction/Foreclosure Requirement

The landlord/mortgagee holder shall certify to the Veterans' Service Office that the renter/mortgagor will not be evicted or foreclosed upon should the VSC make payment, on behalf of the applicant, for their rent or mortgage in arrears. If they can't provide that guarantee, not to evict or foreclose, then relief will "not" be provided for any past due or current amounts. In the rare circumstance that this situation would occur, the applicant will be advised of our deposit allowance in case they make the decision to move to a new residence within Hardin County.

Utilities -Revised per the November 30th, 2022 minutes-

The VSC authorizes relief of \$700, for each utility below, per year, unless otherwise specified, as long as the utility is not included in the rent; the allowance can be for the actual current month billing, or for the amount in arrears provided the applicant has proper paperwork and is eligible for FA.

Please keep in mind, that all relief is contingent on not exceeding their maximum yearly limit, unless the VSC has granted an exception to the applicant.

1. Gas bill
2. Water bill
3. Sewer bill
4. Electric bill
5. Propane bill, if during the same year the applicant needs additional propane then a one (1) time exception can be made for an additional \$650.
6. Internet bill, not to exceed \$80, per month, if the internet is strictly being used for home schooled students and/or higher education students who are taking online classes, if this is not the case then no authorization of payment will be permitted for the internet bill.
7. Telephone bill, not to exceed \$80, per month, if the applicant has a medical reason who requires the use of life alert or similar device, if not no authorization of payment will be permitted for the telephone bill.

Note: All utility bills must be in the applicants' name and/or in the name of the applicant's spouse, also the VSC will not pay for any utility bills for any prior residences.

Food Vouchers - Revised per the January 31st, 2024 minutes -

Food vouchers will be issued in the following increments to applicants based on the number of dependents (please review the definition of a dependent as previously defined) who meet our food voucher income guidelines, one per household, if eligible for FA:

1. \$200.00 for single veteran
2. \$275.00 for veteran & 1 dependent
3. \$350.00 for veteran & 2 dependents
4. \$425.00 for veteran & 3 dependents
5. \$500.00 for veteran & 4 dependents

Per each additional dependent add an extra \$75.00, not to exceed \$575.00 maximum

Food Vouchers Continued....

Food vouchers should be strictly used for purchasing food for human consumption; please review Appendix B for the official list of what food items are and are not acceptable, along with the exception list of non-food items that can be purchased with a food voucher.

The Commission has agreed to use WIC's guidelines which is 185% of the federal poverty level for all food voucher requests. Moreover, the VSC has authorized the usage of *two* separate guidelines, one for general financial assistance and one for food assistance when determining eligibility.

WIC's guidelines will be reviewed every *two* years in order to determine if there should be an increase/decrease in our food voucher guidelines; the Executive Director/CVSO shall present WIC's updated guidelines to the VSC, as appropriate.

A. Consequences of Unauthorized Purchases

If an applicant mispends funds by purchasing items not authorized, depending on the overall severity, they will be informed of the infraction via a verbal warning by the Executive Director/CVSO, or his/her designee, before being issued another food voucher. If the applicant continues, after being given a verbal warning, to mispend funds on food and/or non-food items they will be denied any additional food relief. At which time they will be advised that they must appear before the VSC in order to ask for an exception to be made for additional relief.

B. Store Options for Food Vouchers

The VSC authorizes FA applicants to use either Kroger's or Save-A-Lot stores in Kenton with their food vouchers. If at any time there is an infraction on mispending funds on unauthorized food or non-food items, the Executive Director/CVSO can demand that the applicant strictly use the Save-A-Lot store over Kroger's (this will help eliminate potential mispending by the applicant).

Gas Voucher

A \$30.00 gas voucher can be granted one per household, if eligible for FA, as long as it doesn't exceed their maximum yearly limit. If the applicant requests a second gas voucher, at the time of application, due to their medical needs (doctor's appointments) and/or looking for employment the request shall be reviewed by the Executive Director/CVSO as to what additional monies may be granted (the reason must be listed on the FA application).

Medical Relief -Revised per the November 30th, 2022 minutes-

Financial assistance can be provided directly for the following, depending on budgetary constraints and as long as it doesn't exceed their maximum yearly limit:

1. Prescriptions drugs up to \$500, per household, per 12 months
2. Eye examination & glasses (combine) up to \$250; however, an additional \$250 can be authorize for a dependent, not to exceed a total of \$500, per household, per 12 months;
3. Dental expenses up to \$500, per household, per 12 months

Chase Stewart -Revised per the May 24th, 2023 minutes-

Additional medical relief may be granted, if approved under **Chase Stewart**. The Veterans' Service Commission won't accept or process any applications, directly, but will refer all applicants to the county commissioner's office, for approval. An applicant, per their request, can be provided with a prescribed Chase Stewart application (Appendix D); however, the county commissioners may require them to use their own prescribed application in order to process their request.

Per Chase Stewart's last will and testament, the funds are to be used when *"who in the judgment of the commissioners of each respective county are not themselves [veterans] financially able to provide such services."* It's also clearly stated within the will, *"the decision of the County Commissioners in all cases shall be final."*

Clothing -Revised per the November 30th, 2022 minutes-

Clothing assistance will be provided to all eligible applicants and their "dependents," as defined in this policy, in increments of \$50, per person, up to a maximum of \$250, per family. Clothing assistance can be issued no more than twice a year (every six months, per person).

Exception: School age children still in school (documentation is required) can be issued an additional \$40 voucher, one per child, to help with school supplies and clothes, during the months of August through September, and again from January through February, not to exceed the maximum yearly limit.

Automobile Repair

The Commission authorizes relief up to \$1000 to help make the applicant's automobile road worthy and safe (only necessary repairs; nothing cosmetic in nature). The applicant can only request this type of relief once in a lifetime, depending on budgetary restraints and as long as it doesn't exceed their maximum yearly limit. Two estimates are required and the repairs will only be authorized for applicants who need the vehicle for medical reasons and/or employment.

Lost Vouchers

Applicants claiming to have lost a voucher must sign an affidavit stating such. If the applicant was robbed, they must have a police report in order to be reissued a new voucher.

Repetitive reports of lost vouchers are to be reviewed for possible fraud by the Executive Director, or his/her investigator.

Fraud or Attempted Fraud with FA

All suspected cases of fraud/attempted fraud shall be promptly referred to the Executive Director/CVSO. He/she will review the information and make a determination on whether additional evidence is needed, if so, the case will be assigned to the staff investigator in order to conduct an investigation.

Once there is clear and convincing evidence that fraud or attempted fraud took place a summary of the facts will be presented to the VSC by the Executive Director/CVSO. At which time, a decision will be made on whether or not to forward the potential case to the county prosecutor.

1. Any applicant that purposely and knowingly supplies erroneous or falsified documentation is committing fraud and will not be permitted to apply for any new or additional FA for one (1) year from the date of the last application or review;
2. If there is any additional fraud or attempted fraud by the offender who was previously barred they will become permanently barred;
3. Any applicant wanting to appeal this suspension must appear before The Commission to present their case.

Executive Session - Financial Assistance

Per ORC 121.22 (J)(1), pursuant to division (C) of section 5901.09 of the Revised Code, a Veterans' Service Commission shall hold an executive session for one or more of the following purposes unless an applicant requests a public hearing:

- (a) Interviewing an applicant for financial assistance under sections 5901.01 to 5901.15 of the Revised Code;
- (b) Discussing applications, statements, and other documents described in division (B) of section 5901.09 of the Revised Code;
- (c) Reviewing matters relating to an applicant's request for financial assistance under sections 5901.01 to 5901.15 of the Revised Code.

Executive Session – Applicant’s Representative

Per ORC 121.22 (J)(2), a Veterans’ Service Commission shall not exclude an applicant for, recipient of, or former recipient of financial assistance under sections 5901.01 to 5901.15 of the Revised Code, and shall not exclude representatives selected by the applicant, recipient, or former recipient, from a meeting that the commission conducts as an executive session that pertains to the applicant's, recipient's, or former recipient's application for financial assistance.

Minutes of the Meeting

The Commission shall vote on the grant or denial of financial assistance under section 5901.01 to 5901.15 of the Revised Code only in an open meeting. Per ORC. 121.22 (J)(3), the following items will appear in the minutes of the meeting:

1. Name of applicant;
2. Address of applicant;
3. Occupation of applicant;
4. Assistance granted or denied;
5. Amount of aid provided, if granted;
6. Votes for or against providing assistance.

Referrals for Denied FA Applicants

If an applicant is not eligible for relief, they should be referred to the following partner agencies (the list is “not” all inclusive):

1. Love Inc. (misc. expenses);
2. New Hope (local homeless shelter);
3. Community Action (HEAP);
4. Local food pantries;
5. Salvation Army (housing);
6. Job & Family Services (JFS);
7. VA (HUD for housing & medical);
8. Council on Aging (transportation);
9. Troop & Family Assistance Center (misc. expenses);
10. Military Veterans Resource Center (utilities & misc. expenses).

Ohio Revised Code References for Transportation

- The Commission shall establish regularly scheduled transportation for veterans to and from Veterans Administration [VA] medical centers whose districts the county is within, through contractual agreements or through other arrangements determined by The Commission to be most cost-effective, 5901.03 (H).
- The Commission is responsible for establishing policies and procedures for the administration of VSC and the Veterans' Service Office, per ORC 5901.03 (B).

Transportation Statement *-Revised per the April 19th, 2023 minutes-*

The Veterans' Service Commission recognizes both the Columbus VA Outpatient Clinic and the Dayton VA Hospital as part of their district, including their respective Community Based Outpatient Clinics (CBOCs) Lima and Marion; therefore, the VSC will provide transportation to each location, pending driver availability and available funding.

The Commission also authorizes transportation for veterans who have an appointment at a non-VA medical facility that is scheduled through the Veterans' Choice Program, the Veterans' Evaluation Services (VES), and/or any other VA fee base program.

Transportation will be provided for both the veteran and their caregiver (the person must be capable of assisting the veteran) for all scheduled appointments.

Transportation Rules

1. All veterans requesting transportation must notify the Veterans' Service office, at least, *forty-eight* hours prior to their appointment time in order to secure scheduled transportation, pending availability.
2. Each veteran and caregiver must read and sign their name to the established "passenger rules" before they will be permitted to be transported by the van driver (Appendix E).
3. The VSC does not provide any emergency room (ER) transportation to any hospital or medical facility, we strictly transport veterans to their scheduled appointments; pharmacy and lab work transportation is also permissible.

Transportation rules continued....

4. All veterans are required to drive to the established pick-up-point **prior** to their designated leave time, unless they meet the exceptions below (the van drivers are not required to wait for passengers after the scheduled leave time expires):

Exceptions - Veterans who have proper medical documentation stating that they are either housebound or unable to drive due to current medical conditions can be picked up from their home residence. The only other exception would be for veterans whose vehicle is broken down or doesn't have a vehicle can also be picked up from their residence.

5. All passengers who ride the county funded van are not entitled to VA travel pay.
6. Veterans who are scheduled to use the van are required to call the Veterans' Service Office the day before their scheduled appointment, between 8:30 a.m. and 3:30 p.m., to listen to the pre-recorded leave time, by pressing one (1).

A. Cancellation Procedure & Infractions

All veterans who have secured a spot on the van, for a scheduled VA appointment, and wishes to cancel their ride must contact the Veterans' Service Office no later than the day prior to their scheduled appointment, during office hours. If they fail to properly cancel with the Veterans' Office they will officially be listed as a "No Call, No Show."

If the veteran incurs two (2) infractions (no calls, no shows) within a sixty (60) day time period, a letter reminding them of our policy will be sent to the veteran. The letter will inform them that their riding privileges will be suspended for ninety (90) days if they have any additional infractions within the next sixty (60) days from the date of the letter, due to not following our transportation policy.

B. Suspended Indefinitely

If after the ninety (90) day suspension they continue to abuse the policy by having an additional infraction (no call, no show), the veteran will be suspended indefinitely, if this happens within one (1) year of their last suspension. Any exception in regards to the indefinite suspension will be considered by the Executive Director/CVSO which shall be based strictly upon urgent health conditions of the veteran. However, it's the responsibility of the veteran to make a request for an exception.

Transportation rules continued....

C. Non-Scheduled Transportation

The Commission grants the Executive Director/CVSO the authority to make the decision, on a case-by-case basis, when to provide transportation to a veteran who has been released from VA's custody and needs transported back to their residence in Hardin County, regardless of having a scheduled appointment or with little to no advance notice, pending driver availability.

Ohio Revised Code References for Indigent Burial

- Applies to burial of veteran, parent, or spouse when the family is without means to defray burial expenses ORC 5901.25, ORC 5901.27
- ORC 5901.16 through 5901.37 list the mandated requirements and procedures related to veteran burials
- Duties of The Commission as to burial of indigent, not to exceed \$1,000 VSC cost ORC 5901.26
- Application process and form (Funeral Director's Blank) for indigent burial ORC 5901.25; ORC 5901.29
- VA Headstone Information ORC 155.04

Indigent Burial Process

The Service Officer under the auspices of and with the approval of The Commission, upon application, and with the approval of the family or friends of the deceased to contract with the funeral director, and cause to be interred or cremated the body of any **VETERAN, OR THE PARENT, SPOUSE, OR SURVIVING SPOUSE** of any such veteran.

1. Such burial may be for any veteran who dies without the means to defray the necessary funeral or cremation expense.
2. Such burial may be made in any cemetery or burial ground within the state, other than those used exclusively for the burial of paupers and criminals.
3. The Service Officer shall use the form of contract prescribed by Sections 5901.25 to 5901.32 of the Ohio Revised Code and abide by the regulations provided by such sections.
4. The Service Officer shall see that the funeral directors furnish all specified items in the contract (Appendix F)
5. The entire amount to be contributed by Hardin County will not exceed \$1,000.00.

Indigent Burial Process continued....

6. Before assuming the charge and expenses of any burial, the Service Officer shall satisfy, beyond a reasonable doubt (Appendix F-2):
 - (a) Family of deceased is unable, for want of means, to defray the expenses of burial, or cremation; or that the
 - (b) Family may be deprived of means actually necessary for its immediate support.
7. The Service Officer shall use the current income guidelines when making the determination on whether or not the applicant is indigent, or their family is in indigent circumstances. Once it's determined that the applicant's indigent, the application will be presented to The Commission who will vote on whether or not to approve the application (Appendix G) for relief. If approved, the application and all reference material will be forwarded to the county commissioners for final approval or denial.
8. The Service Officer shall cause the deceased to be buried or cremated and make a report (see Appendix H) thereof to the Board of County Commissioners, as required by the Ohio Revised Code 5901.27.
9. The Funeral Director shall present his itemized bill and contract to the Service Officer which in turn will be submitted to the Hardin County Auditor for processing and ultimate payment (Appendix G).
10. The Service Officer shall turn in a completed Indigent Burial Form (Appendix F & F-2).

Data Security Statement

The Veterans' Service office contains a significant number of records with extremely sensitive personal and financial information. It is absolutely necessary to ensure the security of paper and electronic files. An inadvertent disclosure, release or loss of any portion of these records has the potential to cause extreme hardship to the veteran or veteran family member in question.

The Veterans' Service Commission and their employees are required to protect financial and personal information. The VSC requires that each their employees adhere to all applicable laws in order to protect personal information of the veterans and their dependents that we serve.

Laws, rules and regulations protecting official documents include but are not limited to:

1. ORC 149 Documents, Reports, and Records;
2. ORC 1306.01 Uniform Electronic Transactions Act;
3. ORC 5901.09 Statement of Household Income and Property.

Files cannot be left in the open, file cabinets need to be closed and locked when not in use, computers and computer files must be password protected.

Physical Security Statement

The Veterans' Service Commission has a duty to furnish a place of employment free from recognized hazards that are causing or are likely to cause death or serious physical harm. Therefore, the VSC and their Executive Director/CSVSO will do everything reasonably necessary to protect the life, health, safety and welfare of each employee and those who frequent places of employment, per ORC 4167.

The Employee has an obligation to recognize an unsafe workplace and report potential problems to the Executive Director/CSVSO and to allow him/her the opportunity to make the workplace reasonably safe. If that does not happen, the Employee has the right to refuse to work in that place. HOWEVER, that Employee must make the proper reports to the Director of Workman's Compensation in a timely manner as specified in the ORC 4167 and the OAC 4167.

Personnel & Office Procedures

Office Hours & Designated Work Week

The Veterans' Service Office hours of normal operation is from 8:30 a.m. - 12:00 p.m. (closed 1 hour for lunch) and from 1:00 p.m. - 4:00 p.m., every Monday thru Friday. The designated work week for all employees shall commence Saturday at 12:00 a.m. and end the following Friday at 11:59 p.m.

Any short-term deviation of office hours or closings, due to inclement weather, staff training, or staff shortage is at the *discretion* of the Executive Director/CVSO. All long-term deviations (3 business days or more) must be addressed with the VSC's President to help develop a contingency plan, if needed.

Employee Status - Revised per the June 28th, 2023 minutes-

In addition to being categorized as either classified, unclassified, exempt, or non-exempt all employees shall also be categorized in one of the following employee status types:

1. *Full-time* employees, per ORC 325.19 (K)(1), "Full-time employee" means an employee whose regular hours of service for a county total forty hours per week, or who renders any other standard of service accepted as full-time by an office, department, or agency of county service.

The VSC considers an employee who works at least thirty (30) hours per week or more on a regularly scheduled basis to be considered full-time and is specifically entitled to vacation and sick-time benefits. Full-time employees are also entitled to other fringe benefits that the VSC and county offers.

2. *Part-time* employees, per ORC 325.19 (K)(2), "Part-time employee" means an employee whose regular hours of service for a county total less than forty hours per week, or who renders any other standard of service accepted as part-time by an office, department, or agency of county service, and whose hours of county service total at least five hundred twenty [520] hours annually."

The VSC considers an employee who works less than thirty (30) hours per week, or less than full-time, on a regularly scheduled basis to be considered part-time, and is not entitled to any vacation or sick-time benefits. Part-time employees are not entitled to any other fringe benefits that the VSC or county may offer, except as required by law.

3. *Interim* employees are appointed to a position for an indefinite period of time, fixed by the length of absence of an employee due to the sickness, disability, or approved leave of absence of such employee. Such appointment shall continue only during such period of employee's absence. An interim appointment may be made on a full-time, part-time, or less than part-time basis. Interim employees serve in the untested, unclassified, at will service by operation of law.

Vacation Carryover & Conversion of Excess Vacation to Compensatory Time

The Commission authorizes carryover of vacation leave for all full-time employees up to a total of three (3) years, authority granted by ORC 325.19 (C) (also see Hardin County’s prosecuting attorney’s opinion dated October 5th, 2015). Furthermore, any excess vacation that was eliminated per this carryover policy can be converted to compensatory time. All conversions of vacation must be reviewed and authorized by the Executive Director/CVSO. The newly converted compensatory time can only be used for taking time off on scheduled work days; there will be no cash payout for those hours.

A. Vacation, Sick-time, & Timesheets Forms

The Commission’s staff are required to adhere to the Hardin County Personnel Policy and Procedures Manual in regards to vacation and sick-time requirements.

In addition to the county’s policy, The Commission has created their own internal vacation, sick-time, timesheet, and personal day forms (Appendix I, J, K, & M) that are to be used by all eligible employees. Moreover, all vacation requests “should” be submitted two weeks in advance to the actual days being requested off, however, if such request is less than two weeks it will still be considered, on a case-by-case bases (departmental operation is a major determining factor of whether or not a request is approved or denied by the Executive Director/CVSO).

Prior Governmental Service (vacation & sick-time accumulation)

Per ORC 325.19 (A)(1), “The appointing authorities of the offices and departments of the county service may permit all or any part of a person's prior service with any regional council of government established in accordance with Chapter 167 of the Revised Code to be considered service with the county or a political subdivision of the state for the purpose of determining years of service under this division.”

The Commission authorizes *full* credit for prior governmental service, by the state or any political subdivision of the state, per ORC 9.44, to all eligible employees of the Veterans’ Service Commission when determining years of service, per ORC 325.19 (A)(1). The employee’s prior years of service shall be submitted to the County Auditor in order to have it properly calculated into their vacation and sick-time equation.

Credit Card Authorization, Usage, & Liability

The Commission authorizes one departmental credit card (currently US bank) will be issued to the Executive Director/CVSO, which is intended to be used to purchase office supplies, office equipment, vehicle expenses, and for payment of training expenses (registration, parking, car rental, hotel, airfare, luggage, and meal expenses) for the Executive Director/CVSO, VSC members, and staff.

The Commission also authorizes the use of the credit card to purchase gift cards by using the excess funds in the donation account (A409-D08), at the end of each fiscal year (those funds are non-tax dollars). The gift cards are to be given to either needy veterans and/or used in conjunction with future expenses of the annual Veteran's Dinner.

The Veterans' Service Commission accepts full responsibility for all debts charged monthly on the credit card, as long as the debt meets the approved intended usage as spelled out above, up to the credit limit which is not to exceed \$5,000.00 (departmental use).

Records Retention

Records must be retained in accordance with ORC 149.38 and with the Veterans' Service Commission *approved* Records Retention Schedule (RC-2), please review Appendix O.

Paper records vs. electronic records must be followed in accordance with ORC 304, along with authorized electronic filing to have same effect as paper filing, per ORC 304.03.

Training Expenses

Per ORC 5901.03 (F), The Commission authorizes all training and expenses for the CVSO(s) to maintain their state and national accreditations with OACVSO and NACVSO, along with their continuing education training with Ohio Department of Veteran Services (funding will be provided on a yearly basis). The VSC also authorizes their members with yearly funding for all training and expenses associated with maintaining their continuing education with ODVS.

Note: All additional training request for the staff will be determined on a case-by-case basis by the Executive Director/CVSO who will present such request to The Commission.

A. Travel & Reimbursement Request *-Revised per the August 29th, 2018 minutes-*

All travel and reimbursement request must be completed on the proper form (Expense Reimbursement Form 27- Part A & B, from the county's policy), and must be presented to the Executive Director/CVSO for review. Once approved the form will be submitted to the Hardin County Auditor for payment of expenses.

The Executive Director/CVSO must submit his/her travel and reimbursement request using Form 27 and/or the VSC's internal mileage form, if it's strictly for mileage reimbursement, to The Commission's President for approval and/or to the full commission, if warranted. Once approved the form(s) will be submitted to the Hardin County Auditor for payment of expenses.

The Veterans' Service Commission **authorizes** their employees with lodging reimbursement and meal and incidental allowance (M&IE) for the evening prior to their approved out-of-county training, and reimbursement for the full day prior to their authorized out-of-state training; additional days for M&IE and lodging reimbursement prior to their out-of-state training will be authorized on a case-by-case basis (this has been an going, permitted, practice over the years). The VSC provides this benefit to promote safe and timely travel for their employees.

B. Mileage Reimbursement

Mileage will be reimbursed, per mile, for both in-county and out-of-county travel via a personal vehicle using the IRS standard mileage rates for business travel (rates are adjusted yearly). All travel, including overnight stays, using a personal or county vehicle must be approved by the Executive Director/CVSO.

C. Meal Allowance/Reimbursement

The Commission and their employees who are attending scheduled training events that require them to travel outside of Hardin County are authorized meal and incidental (M&IE) allowance up to the total per-diem rate for that location (city), the per-diem rates are listed at www.gsa.gov/perdiem, GSA website. However, per-diem rate for a single day travel less than 12 hours will only be reimbursed at 50% of the total M&IE rate for that particular location. **No receipts** will be required for payment of the GSA per-diem allowance (Appendix L).

1. *Training related M&IE allowance* – In order to get M&IE allowance for training outside of the county, the per-diem request should be submitted to the Hardin County Auditor's office at least one week prior to the travel date, stating the amount of meal expense required for the trip (the per-diem request is to be processed and issued prior to travel by the Auditor's office). If the per-diem request is not submitted prior to travel, it shall be promptly submitted upon return from training in order to get the full allowance.

Meal Allowance/Reimbursement continued...

2. *Work related meal reimbursement* - Reasonable expenses incurred by the Executive Director/CVSO or The Commission when attending or holding a luncheon/dinner meeting necessary to the performance of their duties, are reimbursable, whether it's within the county or outside the county, provided a statement is attached to the reimbursement request detailing the business or official purpose of the meeting and a list of the persons in attendance.

Dress Code

The Commission requires all staff to dress in a professional manner, business casual is preferred, Monday - Thursday. On Friday's, the employees are allowed to dress down, which means they can wear non-business casual attire, as long as it is non-offensive and appropriate for the employee's job responsibilities. The Executive Director/CVSO will settle all disputes on what is and isn't appropriate and/or offensive, his/her decision is final.

A. Issued Polo Shirts, Jacket, & Coat *-Revised per November 27th, 2024 minutes-*

The VSC and their employees shall be issued, at the expense of the department, polo shirts, one (1) jacket, and one (1) coat with the department's logo embroidered on each item. The Commission members and their part-time staff will be issued a total of three (3) polo shirts, while all full-time staff will be issued a total of five (5) polo shirts. The polo shirts, jacket, and coat can be worn during the week, in lieu of business casual, and it is highly recommended to be worn at the different training events throughout the year, this helps to promote the Veterans' Service Commission and Hardin County.

Note: All drivers are required to wear their issued polo shirts, jacket and/or coat, depending on the weather, when transporting veterans to and from VA medical facilities.

B. Disposal of Polo Shirts, Jacket, & Coat *-Revised per November 27th, 2024 minutes-*

Whenever the issued polo shirts, jacket, and/or coat are severely worn out or tattered, pending the approval from the Executive Director/CVSO, those items can be discarded and reissued, at no cost to the employee and/or VSC members. The Commission and their employees must take every necessary precaution to keep their polo shirts, jacket, and/or coat in good condition in order to avoid unnecessary expenses to the county.

Personnel File Request

The Commission authorizes any former VSC member and/or employee “one” free copy of their personnel file (the original file shall not leave the office). In order not to disrupt daily operations, the Veterans’ Office shall be given a reasonable amount of time (up to 5 business days) to collect and make copies for such requests. Please review the Hardin County Personnel Policy and Procedures manual, section 6.05 and 6.06, for any additional requirements in regards to personnel file request.

Public Records

The Veterans’ Service Office will adhere to the Hardin County Personnel Policy and Procedures Manual and any applicable state and federal laws in regards to public records request. The county policy on this topic can be found in section 6.07 of the county’s manual.

The Commission may also ask that an individual or organization wishing to inspect or obtain copies of public records to submit a written request (in duplicate) to the employer prior to the inspection or release of such information (section 6.07 (B)(1)(a)). The Commission also requires any request of a public record that is questionable of “whether or not a record is public as defined in R.C. Section 149.43 should be determined by the Hardin County Prosecuting Attorney. The employer shall request such opinion in writing (section 6.07(B)(7)).”

Salary Review

The Commission requires the Executive Director/CVSO, at a bare minimum, to review the salary/hourly wage for all employees during their yearly evaluation. And to present any recommendation, if one is warranted (based off of job performance), to The Commission for consideration of an increase in compensation.

Per ORC 5901.03(A), The Commission reserves the right, with or without such recommendation from the Executive Director/CVSO, per the statute, to fix their employees compensation.

COLA Annual Increase

The Commission authorizes an automatic 3% cost of living adjustment for all of their employees beginning the start of each new calendar year.

1. This adjustment should be included in the figures, each May, whenever the new proposed budget is submitted to the Hardin County Commissioners. At the beginning of the new budget year, prior to the first official pay period, a letter will be submitted to the County Auditor informing him/her of the new salary figures for each full-time employee.

Public Notification for Regular, Special, & Emergency Meetings

In order to inform the general public of the time, place, and purpose of regular, special, and emergency meetings a public announcement will be posted on the public bulletin board in the Hardin County Commissioner's office, along with allowing any person upon request and payment of a reasonable fee, to obtain reasonable advance notification of all meetings at which any specific type of public business is to be discussed.

Compensatory Time *-Revised per the July 14th, 2023, minutes-*

All employees (classified & unclassified) of The Commission shall be awarded compensatory time at time and half, for every minute worked in excess of forty (40) hours, per week (previously the standard work-week was used for compensatory time). Also vacation days, sick-time, and holidays will be used with hours worked for computation purposes of compensatory time.

For example, if an employee works 30 minutes past forty hours, then that employee will earn 45 minutes in compensatory time (1.5 minutes per each minute worked).

1. No employees shall work overtime without the approval from the Executive Director/CVSO;
2. An employee requesting to use compensatory time shall be permitted to use the time within a reasonable time of the request, unless its use would unduly disrupt the operations of the department, in which case the Executive Director/CVSO may deny such request.

Personal Days

The Commission authorizes two (2) personal days, retroactively to the beginning of 2018, for each of their full-time employees who have been employed with the VSC for at least two years. The personal days will be awarded to each eligible employee at the start of the calendar year and can be carried over for a maximum of two years (never to exceed a balance of four (4) personal days).

1. The Executive Director/CVSO will notify the Hardin County Auditor to remove any excess personal days if it exceeds the maximum days permitted, as warranted.
2. All full-time employees must fill out the personal day form (Appendix M) and submit it to the Executive Director/CVSO for review and approval.

Health Insurance Premiums *-Revised per the October 16th, 2019 minutes-*

The VSC will pay the full premium for health insurance for each "eligible" employee, on a monthly basis, except \$75 for the family plan and \$25 for the single plan, which is the portion of the premium the employee is still responsible to pay.

Federal Holidays & Presidential Executive Orders

-Added per the January 31st, 2019, minutes-

The Veterans' Service Commission, going forward, will honor all federal holidays, including all presidential executive orders that closes federal offices, by closing the Veterans' Office on those days.

Note: This decision was in response to the VA being shut down on all federal holidays, which includes Columbus Day, and for presidential funerals when federal offices are required to be closed.

Death of VSC Member, Employee, or Past Employee

In addition to the Hardin County Personnel Policy and Procedures Manual defining funeral leave, The Commission authorizes the following:

In the event of the death of a Veterans' Service Commission member, an employee of the VSC, or a past VSC member or employee, a present employee of the VSC will not be charged time for attending a service, visitation, wake, funeral, or calling hours for the same during normal business hours. Current employees attending the same after normal business hours shall not earn compensatory time. Attendance at such events, during business hours, shall be at the discretion of and approval of the Executive Director/CVSO dependent on staff availability.

Vehicle Usage – VSC's Requirements

1. Use of the VSC vehicles shall be strictly controlled by The Commission and Executive Director/CVSO and shall be restricted for business purposes only. No county vehicles may leave the county without permission from the Executive Director/CVSO.
2. Employees who operate a motor vehicle are required to be, at least, eighteen (18) and have a current, valid Ohio driver's license. All employees shall be subject to having the status of their driver's license checked.
3. Drivers with a conviction of D.U.I. or reckless operation will not be permitted to operate a county vehicle until written approval has been obtained by the County's Risk Management Director and/or if an exception is made by the VSC.
4. Drivers with two (2) moving violations/convictions or two (2) preventable accidents within twelve (12) months from the first such conviction or accident shall be placed on driving probation notice, will be required to complete a remedial or defensive driving course.

Vehicle usage continued...

5. Drivers with four (4) moving violations/convictions or three (3) preventable accidents, as determined by the Accident Review Board, within twelve (12) months from the first such violation/conviction or accident shall not operate a county owned or county leased vehicle.
6. Drivers who use their own vehicles on county business shall be required to offer proof of insurance, if requested, and carry minimum limits of liability of \$25,000/\$50,000/\$25,000.
7. Employees are required to use their privately-owned vehicles for purposes of getting to and from work. County vehicles are not to be used for this purpose unless explicitly authorized by Executive Director/CVSO and/or the VSC.
8. Any employee who operates a county vehicle shall exercise caution and responsibility and shall adhere to all safety regulations. Reckless or destructive operation of vehicles is cause for disciplinary action.
9. Vehicle expenses shall be submitted with a proper receipt and/or invoice to the Veterans' Service Office in order to be submitted for payment and/or reimbursement.
10. Employees must continuously recognize that the use of a county owned vehicle is a privilege and that they are constantly visible as an official representative of the County.
11. Employees should show every courtesy while operating a county vehicle in order to enhance the good reputation of the County.
12. No hitchhikers are permitted in county owned vehicles, strictly the veteran and their designated caregiver, as previously discussed.
13. Spouses are permitted as passengers, never as drivers, in county owned vehicles only on authorized trips to meetings, conferences, and conventions when specifically approved in advance by the Executive Director/CVSO.
14. The county maintains insurance coverage on bodily injury and property damage to other vehicles and their occupants. Injury to county personnel while on county business is covered by Workers' Compensation. Employees who use their personal vehicles for county business shall verify that they have adequate insurance, as required in six above.

A. Accidents

In the event of an accident involving a county vehicle, the employee shall do the following:

1. Obtain the other driver's name, address, telephone number, license plate number and name of insurance company.
2. Never discuss liability, but give the other party your name, address, telephone number, license plate number, insurance company and Employer's name.
3. If the accident happens in Hardin County, the Hardin County Sheriff should investigate unless the Sheriff requests you to contact another agency. If the accident occurs outside of Hardin County, the appropriate law enforcement agency shall be contacted to investigate the accident.
4. Confine yourself to the facts not opinions in making your report to the investigating officer, and contact your supervisor and assist in the completion of the Accident Report Form.

Grievance Procedures

The following steps must be followed consecutively by the employee in order to get their grievance resolved in a timely manner; there will be no tolerance by the VSC for any employee trying to circumvent these established grievance procedures:

- Step 1:** Grievance must be brought to the Executive Director/CVSO for determination. Response will be made within five (5) working days.
- Step 2:** If not satisfied with the Executive Director's decision, employee may appeal decision to The Commission's President.
- Step 3:** Appeal to the President must be in writing within ten (10) working days of the Executive Director's decision.
- Step 4:** The President will meet with the employee and make a determination of the grievance. Response will be made within fifteen (15) working days.
- Step 5:** If not satisfied with the President's decision, employee may appeal decision to the entire Commission for final determination.
- Step 6:** Appeal to The Commission must be in writing within ten (10) working days of the Commission's President decision.
- Step 7:** The Commission will meet with the employee and make a determination of the grievance. Response will be made within fifteen (15) working days.

Employee Job Descriptions & Responsibilities

Executive Director/County Veterans Service Office (CVSO)

Classification: Classified

Ohio Revised Code 5901.07 - *Employee shall be a Veteran*

Per OAC 5902-1-03 - Minimum qualification for hiring a CVSO

1. Shall be veteran with an honorable discharge/separation;
2. Shall be a high school graduate or equivalent;
3. Shall satisfactorily complete a background investigation by a local law enforcement agency;
4. Service-connected disability shall be given special consideration.

Additional Requirement for this position

Bachelor's Degree or equivalent work experience.

Job Description & Responsibilities

The position of the Executive Director/CVSO is to be the administrator of the department and the official spokesperson/representative of the Veterans' Service Commission.

The Executive Director/CVSO is responsible for supervising the departmental staff, coordinating funding strategies, implementing solutions for any ongoing problems, outreach programs, and identifying needs and objectives of the veterans in Hardin County.

The Executive Director/CVSO shall make recommendations to The Commission as for possible improvements to the overall operation of the Veterans' Service Office, as well as identifying problems that are a hindrance to the department. He/she will operate within the framework of the policies as established by the VSC and will be directly responsible to The Commission's President.

The Executive Director/CVSO will assure that all work areas are adequately covered and will be responsible for granting time off, scheduling vacations, etc. The Executive Director/CVSO will verify that all office policies and directives are in accordance with county, state, and federal regulations.

The Executive Director will be available to discuss any misunderstandings and problems that arise when dealing with the public and will see that the highest quality of service is provided to them, on behalf of The Commission.

A. Essential Job Functions

1. Supervises departmental personnel;
 - (a) Training of employees
 - (b) Conducts annual performance evaluations
2. Acquaints the department personnel with current regulations, directives, rules, and policies with aspect to allocating relief funds;
3. Responsible with keeping current operating procedures and policies updated;
4. Implements and enforces the directives and policies established by The Commission;
5. Ensures that all public records are properly retained and disposed of per the departments approved records retention schedule;
6. Review all financial assistance applications; approve or deny, as warranted, relief assistance;
7. Communicative skills.
 - (a) Verbally communicate one on one
 - (b) Verbally communicate in a group
 - (c) Professional telephone etiquette
 - (d) Letter writing
 - (e) Public speaking

Accreditation Requirement

No individual may assist claimants in the preparation, presentation, and prosecution of claims for VA (Department of Veterans Affairs) benefits as an agent or attorney unless he or she has first been accredited by VA for such purpose. 38 CFR (Code of Federal Regulations) Ch 1 14.629 (b) (1); 38 USC (United States Code) § 5901

Therefore, due to the above regulations, the VSC requires that the Executive Director/CVSO secure his/her accreditations with the VA within the first year of employment. This requirement shall be fulfilled by attending both the OACVSO and NACVSO training classes and to successfully pass their required examinations in order to become accredited. Once accredited, the Executive Director/CVSO is required to attend the yearly conferences sponsored by OACVSO and NACVSO to maintain their accreditations.

Hiring Authorization

The Commission authorizes the Executive Director/CVSO to hire staff, as needed, in order to maintain the current levels of operation for the Veteran's Service Office. If additional staff is being requested, then such request shall be presented to The Commission for approval.

Disciplinary Authorization

The Commission grants the Executive Director/CVSO the authority to take the following type of disciplinary action when it's deemed necessary, while adhering to the guidelines spelled out in the Hardin County Personnel Policy and Procedure Manual (Section 8.01) for classified employees:

1. Write-ups;
2. Suspension;
3. Termination (this action should only be taken when there is clear evidence of theft, or when there is flagrant insubordination by an employee).

Note: If termination of an employee is being considered by the Executive Director/CVSO, the Director must contact the President and brief him/her on the situation. At which time, the President may decide to call an emergency meeting prior to the termination, if warranted.

Purchase Authorization *-Revised per the November 30th, 2022 minutes-*

The Commission grants the Executive Director/CVSO authorization up to \$1500 to make purchases without prior VSC approval.

Disposal of Manuals & CFR's *- Added per the October 31st, 2018 minutes-*

Executive Director is to dispose of the veteran benefits manuals and CFRs on a yearly basis, or as needed.

Financial Assistance Authorization *-Revised per the November 30th, 2022 minutes-*

The Commission grants the Executive Director/CVSO, or the Director's designee, the authority to approve financial assistance applications up to \$2,000, per applicant, before needing approval from *two* members of the VSC.

All actions shall be presented to the entire VSC at their next scheduled meeting where they will officially confirm each decision by an official vote (eligibility guidelines can be found in Appendix B).

Required Annual Reports for ODVS

ORC 5902.02 (H) dictates that the Director of Ohio Department of Veterans' Services will establish and provide statistical reporting formats and procedures for County Veterans' Service Commissions; therefore, the VSC requires that the Executive Director/CVSO, or the Director's designee, complete the required reports in timely fashion while adhering to the following deadlines:

ODVS Annual Personnel Report – Due February 15th

ODVS Annual Activity Report – Due March 31st

Responsibility for Assets

Significant monetary responsibility in that the Executive Director/CVSO is primarily responsible for the overall annual appropriation to include office expenses, salaries, and financial assistance. The ability to work within the budget and to avoid loss is preventable through exercise of discretion and care as well as communication between The Commission and Hardin County Board of Commissioners.

Ex Officio Chairperson - *Added per the June 28th, 2023 minutes-*

The Executive Director shall serve as the ex officio chairperson at each monthly and special board meeting. However, this requirement can be suspended by the VSC President if he/she elects to chair the meeting themselves.

Deputy Executive Director - Added per the June 28th, 2023, minutes -

Classification: Unclassified

Ohio Revised Code 124.11(A)(28) - Revised per the July 14th, 2023, minutes -

“Pursuant to R.C. 124.11(A)(28) a veterans service commission employee that performs the functions and duties of a deputy or assistant authorized to act for in place of the executive director, is in the unclassified civil service” - Prosecuting Att’y Op. dated July 7th, 2023. And pursuant to the definition of “principal” as defined in 2017 Op. Att’y Gen. No. 17-041

The Commission requires the following *additional* minimum qualifications for this position:

- 1 Shall be veteran with an honorable discharge/separation;
- 2 Shall be a high school graduate or equivalent;
- 3 Shall satisfactorily complete a background investigation;
- 4 Service-connected disability shall be given special consideration;
- 5 Bachelor’s Degree or equivalent is preferred.

Job Description & Responsibilities

The Deputy Executive Director shall perform all of the listed responsibilities and essential job functions listed under the job descriptions for both the receptionist and office manager, essentially combining those positions while a Deputy Executive Director is employed. Additional responsibilities shall include supervising other office staff, if any, and the drivers *in the absence of the Executive Director*, along with participating in the Memorial Day ceremonies and/or other yearly outreach events, as assigned by the Director.

The Deputy Executive Director will also be required to perform any other tasks as assigned by the Executive Director, except for claims work. Compensation and pension claims shall only be performed by an accredited CVSO and/or Benefits Coordinator.

Ex Officio Chairperson

The Deputy Executive Director shall also fill-in as the ex officio chairperson for each monthly and/or special board meeting *in the absence of the Executive Director*. However, this requirement can be suspended by the VSC President if he/she elects to chair the meeting themselves.

Accreditation & Training Requirements

The Deputy Executive Director is required to be accredited through NACVSO. Once accredited, the Deputy Director is required to attend the yearly conference sponsored by NACVSO to maintain their accreditation. Any additional local or state training will be assigned by the Executive Director on a case-by-case basis, with the approval from The Commission.

Receptionist – Office Manager – Benefits Coordinator

Ohio Revised Code 5901.07

Employees shall be a veteran, or if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

Classification: Each shall be employed in the classified service and is exempt from civil service examination.

Additional Requirement for this position

Associate's Degree or equivalent work experience.

Job Description & Responsibilities

This individual, regardless of title, serves as a liaison between the Executive Director, the public, and support staff; therefore, it's imperative to have a positive attitude and to have a professional demeanor at all times.

Employee is instrumental in compiling data for both the required monthly and yearly reports. And is responsible for typing and distributing the monthly minutes of The Commission's meetings, along with composing letters, conducting inventory, ordering office supplies and equipment, as directed by the Executive Director/CVSO.

The employee is required to adhere to all office policies and directives given to him/her by the Executive Director/CVSO.

A. Essential Job Functions

1. Communicative skills;
 - (a) Verbally communicate one on one or to a group
 - (b) Professional telephone etiquette
 - (c) Letter creation and typing speed of, at least, 35 wpm
 - (d) Relationship building with other county personnel and agencies
2. Experience with computers and Microsoft Office (Word, Excel, & PowerPoint);
3. Maintaining office records: ledgers, billings, payroll worksheets, employee personnel files, etc.;
4. Assist with filing and maintaining veteran's claim and financial assistance folders;
5. Operation of copy/fax machine, signature pad, scanner, and paper shredder;
6. Assist with scheduling transportation appointments for veterans;
7. Obtain and maintain a Notary Public commission;
8. Perform any other tasks as assigned by the Executive Director.

Reports

The employee will keep statistical data, on a daily, weekly, and monthly basis. The data will consist of all walk-ins, telephone assistance, vehicle trips, veterans and caregivers transported, all vehicle expenses, financial assistance applications, referrals, and total vouchers written, including anything else directed by the Executive Director/CVSO.

Specific data that is collected will be provided to the Department of Veteran Services, Executive Director/CVSO, VSC members, and to the newspaper as public announcements. Annual reports will also be prepared from these statistics.

Additional Responsibility as the Office Manager

Once the Receptionist is promoted to Office Manager, he/she will have the additional responsibility of assisting the Executive Director/CVSO with Financial Assistance applications, which includes writing out vouchers.

A. Documents Authorization

The Commission authorizes the *Office Manager*, only in the absence of the Executive Director/CVSO **and** with the Director's consent, to approve and sign the following documents for payment:

1. Purchase Orders
2. Payroll Worksheets

Note: The Office Manager must sign using their own name with the following phrase "in lieu of Executive Director's name" (write out the Director's name).

Additional Responsibility as the Benefits Coordinator

No individual may assist claimants in the preparation, presentation, and prosecution of claims for VA (Department of Veterans Affairs) benefits as an agent or attorney unless he or she has first been accredited by VA for such purpose. 38 CFR (Code of Federal Regulations) Ch 1 14.629 (b) (1); 38 USC (United States Code) § 5901

Once the Office Manager is approved to attend national accreditation training and successfully passes the examination administered by NACVSO, they can be promoted to Benefits Coordinator, pending approval. The Benefits Coordinator will be permitted to assist, on a limited basis, with veteran's claims (required duties and responsibilities takes precedence, before assisting veterans with VA claims), pending the Executive Director/CVSO direct approval.

Driver – Investigator

Ohio Revised Code 5901.06 & 5901.07

Employees shall be a veteran, or if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

Additional Requirement for this position

Must have a valid Ohio Drivers' license with a clean driving record;
Must be able pass a physical once every three years, or as requested.

Classification: Each shall be employed in the classified service and is exempt from civil service examination.

Job Description & Responsibilities -Revised per the April 19th, 2023 minutes-

The driver must maintain a high degree of integrity, compassion, courtesy, confidentiality, and a willingness to serve the veterans of Hardin County. Nothing that is discussed by the Officer Manager, Executive Director/CVSO, the VSC, or anything else that is learned within the Veterans' Service Office should be discussed with passengers or the general public, *if privileged information is discussed disciplinary action may be taken.*

The driver is responsible for operating the Veterans' Service Commission vehicles in a safe and professional manner. As a representative of Hardin County and the Veterans' Service Office, the driver must present a professional appearance and attitude at all times (i.e. wearing the issued shirts & jacket).

The vehicles are strictly to be used by the drivers to provide transportation to the veterans and their caregivers to approved VA and non-VA medical facilities (please review our transportation section in this policy).

A. Essential Job Functions

1. Adherence to all traffic and safety laws of the State of Ohio, as well as the policies and procedures of the Veterans' Service Commission and Hardin County;
2. Required to complete a vehicle safety inspection checklist, at least, once a week for each vehicle (Appendix N), and before each and every use (paperwork is not required);
3. Must take the vehicle to the designated location, authorized by the Executive Director/CVSO, to get an oil change once the vehicle exceeds 3000 miles since its last oil change;
4. Ensure that the cell phone assigned is maintained and is in operating working order;

Required Responsibilities continued ...

5. Maintain cleanliness of the vehicle, inside and out, at all times;
6. Google Calendar must be used to get leave times and appointment information; if the departure times are insufficient immediately contact the Veterans' Office to get it change;
7. Maintain familiarity and knowledge of operating procedures of the VA facilities;
8. Assists veterans as necessary without any lifting. If a client is unable to enter vehicle with minimal aid, then a caregiver is required to assist the veteran;
9. Maintain hours worked (see below for start and stop times). Hours worked are to be turned in to the Office Manager on alternating Fridays;
10. No individual, other than the veteran, will be permitted to ride in the van unless he/she is the veteran's caregiver with the permission from the Veterans' Service Office;
11. Gas credit cards, that are assigned, can only be used for gas fill-ups for the county vehicle;
12. Drivers are responsible for properly filling out the weekly vehicle designation and mileage log.

B. Passenger Safety

Ensure the safety of passengers by refusing to transport anyone he/she feels is too ill, intoxicated, or a threat to the driver or other passengers (exposed bodily fluids are considered a potential threat).

C. Leaving Passengers

The driver must, at all times, do what is humanly possible to avoid leaving a passenger at any VA medical facility. Before the decision to leave someone behind, the driver must attempt to page the passenger, at least twice, and must physically search the facility, within reason, and must wait, at minimum, 20 minutes after the very last scheduled appointment, and must also make direct contact with the Executive Director/CVSO before making the decision to return to Hardin County.

D. Timesheet – Start & Stop Time

Drivers must record their actual start and stop time of work each day on their time sheets. Moreover, all drivers are authorized to round the time to the nearest quarter hour, and to start 15 minutes earlier than their leave time. It is expected for the drivers to use this time to warm the vehicle and to do their vehicle inspection.

Employees who have claimed hours not actually worked may be subject to criminal investigation and prosecution.

Cell Phone & Usage Agreement

One cell phone will be issued to each driver who must abide with the following rules:

1. Driver is required to take care of the cellular phone and return it in the same condition that they received it in;
2. Drivers must carry the phone on the person while on duty for the Veterans' Service Commission;
3. Driver is authorized to use the phone in order to take and make phone calls, send and receive text messages, and to surf the web while waiting on the veterans (i.e. check google calendar, etc.);
4. Drivers understand that this cell phone is being issued so they have a means to communicate with the Office Manager and the Executive Director/CVSO during business hours and in case of an emergency;
5. Driver must return the assigned phone if they are terminated and/or resign from their position as a driver;
6. The driver will reimburse the Veterans' Service Commission the full price of the phone if they fail to return the phone within 24 hours of being terminated and/or resigning, along with any issued car charger and phone adapter, if applicable.

Additional Responsibility – Investigator

Once a driver is promoted to be an investigator, he/she will have the responsibility of performing the following, in addition to their driving responsibilities:

1. Investigating all suspicious financial applications for potential fraud, as assigned by the Executive Director/CVSO;
2. Investigating all suspicious indigent burial applications for potential fraud, as assigned by the Executive Director/CVSO;
3. Perform home investigations, when assigned, to evaluate the home conditions verification of persons occupying residence, rent amount, food, utilities, and number of dependents by assessing the information provided on their FA application;
4. Perform any other tasks as assigned by the Executive Director/CVSO.

Appointment of Veterans' Service Commissioners

Requirements – VSC Appointment

- Each member of the commission appointed under this section shall be an honorably discharged or honorably separated veteran. ORC 5901.02
- Must be a resident of the county appointed. ORC 5901.02
- At the time of appointment or reappointment to The Commission, no commission member appointed under this section shall be an employee of The Commission or hold an elective or other appointive office of the county served by the commission. ORC 5901.02
- Within sixty days after the date of appointment, each such member shall file the member's form DD214 with the Ohio Department of Veterans Services in accordance with guidelines established by the director of that department. ORC 5901.02
- Information about the appointment process is provided in ORC 5901.02 and 5901.021
- VSC, upon appointment, must file a signed standard of conduct. OAC (Ohio Administrative Code) 5902-0-01. It is suggested that the form be provided with the Commissioner's appointment letter to Ohio Department of Veterans Services (the form will be provided by ODVS).

Prescribed Duties are listed in ORC 5901.03

Shall include but are not limited to:

- (a) Employing such staff as are necessary to carry out The Commission's duties and fixing their compensation.
- (b) Establishing policies and procedures for the administration of The Commission and the Veterans Service Office.
- (c) Establishing policies and procedures for the administration of assistance as provided under this chapter (5901.03).
- (d) Causing the budget of The Commission and Veterans Service Office to be presented to the Board of County Commissioners for approval.

Duties continued....

- (e) Establishing programs of outreach and coordination with other agencies to enhance available services to veterans within the county.
- (f) Promoting, monitoring and providing funding for ongoing education and training for The Commission and staff.
- (g) Making reports to the organization represented on The Commission, as provided in Section 5901.02 of the Revised Code and to others, upon request.
- (h) Establishing regularly scheduled transportation for Veterans to and from Veterans Administration Medical Centers whose districts the county is within, through contractual agreements or through other arrangements determined by The Commission to be most cost effective.
- (i) Participating in appropriate memorial and commemorative activities to help promote patriotism and Veterans Services.
- (j) Training and any other actions required by Chapter (5901.03).

Compensation

The Board of County Commissioners (BoCC) establishes the compensation for the VSC only, per ORC 5901.04.

In order for a VSC member to be paid their monthly compensation they must be present at the monthly meeting; any exceptions will be at the discretion of attending VSC members (majority rules).

Organization of the Commission

The Veterans' Service Commission shall select one of its members as president, one as vice-president, and one as secretary. ORC 5901.03

General Responsibilities & Requirements

All VSC members should familiarize themselves with Title 5901.01 - 5901.99, The Commission's Policies and Procedures, and with the Hardin County's Personnel Policy & Procedures Manual.

Newly Appointed Commissioners:

1. Must sign a Standards of Conduct form and submit it to ODVS. OAC 5902-1-01
2. Must attend the "New County Veteran Service Commissioner Course. OAC 5902-1-01
3. Shall complete annually a minimum of five continuing education credits (one of which must be at either the spring and/or fall conference). OAC 5902-1-02;
4. Must meet the minimum qualification for hiring. OAC 5902-1-03

Reappointed Commissioners:

1. Must sign a new Standards of Conduct form and submit it to ODVS.
2. Shall complete annually a minimum of five continuing education credits (one of which must be at either the spring and/or fall conference). OAC 5902-1-02

Monthly Meetings - Public Body

1. The County Veterans' Service Commission is a public body (ORC 121.22 (A) (B) (1) (a)).
2. All meetings must be declared public open meetings at all times (ORC 121.22 (C)).
3. As a public body CVSC is subject to the provisions of the Ohio Sunshine Law.
4. CSVC as an appointed public official is subject to Ohio Ethics Law.
5. The Commission shall meet at least once each month. ORC 5901.03 Meeting Notification
6. Every public body, by rule, shall establish a reasonable method whereby any person may determine the time and place of all regularly scheduled meetings and the time, place, and purpose of all special meetings. ORC 121.22(F).
 - A. The VSC officially declares that the last Wednesday of every month, starting at 1:30 p.m., is when they will hold their monthly meeting, unless otherwise posted. Revised 2/22/2023**
7. Notifications for special meeting refer to ORC 121.22(F).
 - A. The VSC requires that all regular and special meetings to be posted in the Hardin County Commissioners office on their public bulletin board.**
8. Any person, upon request and payment of a reasonable fee, may obtain reasonable advance notification of all meetings at which any specific type of public business is to be discussed. ORC 121.22(F)

Attendance Requirements at Monthly Meetings

- VSC members must be physically present to be considered in attendance. ORC 121.22 (C)
- VSC members must be present in person to vote. ORC 121.22 (C)
- County Veterans' Service Commissioners (CVSC) must attend at least three-fifths of regular and special meetings during any two-year period or forfeit their position. ORC 3.17

In addition to ORC 3.17, the following must be adhered to by all Veterans' Service Commission members:

A member can't miss more than three (3) consecutive meetings, which includes both regular & special, or five (5) meetings in a 12-month period, if the board member fails to meet this attendance policy they will be asked to resign; however, if they refuse to resign then an official complaint will be filed with the common pleas court seeking a judgement of forfeiture of the office.

Even though attendance for monthly meetings is mandated by the Ohio Revised Code, it does allow for some flexibility; therefore, any VSC member who has a valid reason for missing a meeting will still be paid their monthly compensation, if approved by the VSC President, *per the October 19th, 2020 minutes.*

Executive Session – General

There are very limited topics that members of a public body may consider in executive session. While general topics are provided below a more thorough analysis is available in ORC 121.22 (G) and the Ohio Sunshine Laws. Topics that may be considered in executive session include:

1. Certain Personnel Matters
2. The Purchase of Property
3. Pending or Imminent Litigation
4. Collective Bargaining Matters
5. Matters Required to be Kept Confidential
6. Security Matters
7. CVSC Applicants for Financial Assistance

Additional Responsibilities for The Commission's President

He/she shall conduct meetings for the transaction of business. When a VSC member requests a meeting of The Commission, it is the President's responsibility to make a determination if a *special* meeting is warranted.

The President is also entrusted with having sole discretion whether to allow members of the public to officially address the Commission, at their public meeting. If the public is permitted to speak, then they will only be authorized to speak once official business is completed. The public will only be permitted to address the VSC one time and will be afforded a total of two minutes to speak. If more time is needed the President can provide additional time not to exceed five minutes, in totality. In addition, if a board member wishes to hear from the public, against the wishes of the President, a motion to allow the public to speak at the meeting should be made, and, if passed, the President is required to follow the guidelines outlined above. - Revised per the May 22nd, 2024, minutes -

The President shall conduct the adjudication of applications for financial assistance during the monthly meeting as well as conduct all other business confronting The Commission at that time. The President shall assure all members of the Appointing Authority (VSC) abide by the final vote of the majority of the quorum.

Per ORC 5901.03, The Veterans' Service Commission shall select one of its members as president, one as vice-president, and one as secretary; therefore, the President is responsible to ensure that this selection occurs either during their December meeting, if the appointing judge has already made a selection of the new or reappointed member, or during their January meeting.

The President is required to review the monthly minutes to ensure the accuracy of decisions made in the previous month's meeting by signing his/her name to the minutes just like the Vice President & Secretary, which will make it an official public document.

The President, of The Commission, is also the designated person with having the responsibility of supervising the activities of the Executive Director/CVSO; therefore, the Executive Director shall report directly to the President.

The President will be available for interviews with office personnel when complications arise that are *out of the jurisdiction* of the Executive Director/CVSO. He/she will be available to make public or governmental contacts as may be necessary to the successful conduct of business of the department.

The President will be directly responsible to the VSC for any said recommendations by the Executive Director/CVSO which affects any change in operations. The President, like the rest of the members, is expected to operate within the framework of the policies as established by the Hardin County Veterans' Service Commission.

Additional Responsibilities for The Commission's Vice President

The Vice President, of The Commission, in the absence of the President shall fulfill all of the additional responsibilities tasked to the President, and shall have the responsibility of supervising the Executive Director/CVSO.

The Vice President is required to review the monthly minutes to ensure the accuracy of decisions made in the previous month's meeting by signing his/her name to the minutes just like the President & Secretary, which will make it an official public document.

Additional Responsibilities for The Commission's Secretary

The Secretary, of The Commission, will transcribe the minutes for all regular and special meetings conducted by the VSC; however, the Secretary does have the discretion to task the Executive Director/CVSO with this responsibility on his/her behalf, as have been historically been done.

In the absence of both the President and Vice President the Secretary shall fulfill all of the additional responsibilities tasked to the President and the responsibility of supervising the Executive Director/CVSO.

The Secretary is required to review the monthly minutes to ensure the accuracy of decisions made in the previous month's meeting by signing his/her name to the minutes just like the President and Vice President, which will make it an official public document.

General Abbreviations

BoCC.....	Board of County Commissioners
CBOC.....	Community Based Outpatient Clinic
CFR.....	Code of Federal Regulation
CVSC.....	County Veteran Service Commission
CVSO.....	County Veteran Service Officer or County Veteran Service Office
DoD.....	Department of Defense
FDC.....	Fully Developed Claims
FA.....	Financial Assistance
IAW.....	In accordance with
IT.....	Information Technology (Computers)
OAC.....	Ohio Administrative Code
OACVSO.....	Ohio Association of County Veterans Service Officers
ODVS.....	Ohio Department of Veterans Services
ORC.....	Ohio Revised Code
NACVSO.....	National Association of County Veterans Service Officers
USC.....	United States Code
VA.....	United States Department of Veterans Affairs
VARO.....	VA Regional Office
VHA.....	Veterans Health Administration
VSC.....	Veterans' Service Commission
VSO.....	Veterans Service Organization or Veteran Service Officer

Appendix A – Financial Assistance Application

HARDIN COUNTY VETERANS SERVICE COMMISSION FINANCIAL ASSISTANCE APPLICATION/STATISTICAL DATA SHEET						
Date of Application: _____						
THIS APPLICATION MUST BE COMPLETED BY ANSWERING ALL QUESTIONS.						
<small>Note: Disclosure of Social Security numbers is voluntary, but failure to provide such information may affect your application for financial assistance. Social Security numbers are used as secondary identifiers to determine an applicant's eligibility for assistance.</small>						
1	Veteran's Name: Last First Middle				SSN: _____	Occupation: _____
2	Date of Birth:	Date of Death:	Marital Status:	Date of Marriage: Date of Divorce/Separation:		
3	Spouse (Maiden Name if Applicable):		Spouse SSN:	Spouse Date of Birth:		
<small>NOTE: COMMON LAW MARRIAGES ARE RECOGNIZED IN OHIO ONLY IF THEY WERE ESTABLISHED PRIOR TO OCTOBER 10, 1991.</small>						
4	Veterans Address:	City:	State:	Zip:	How Long?	
5	Date Established Residency in this County: (Proof Required)			Telephone (Area Code)		
6	Previous Address:	City:	State:	Zip:	How Long?	
7	Name of Current Landlord/Mortgage Co.		Telephone (Area Code)	Fax # (Area Code)		
IF APPLICANT IS A NOT THE VETERAN, PLEASE COMPLETE THE FOLLOWING:						
8	Name:		Relation To Veteran:	Date Of Birth	SSN:	
9	Address:	City:	State:	Zip:	Telephone (Area Code)	
MILITARY SERVICE (MUST HAVE PROOF OF SERVICE)						
10	Date From:		To:	Type of Discharge:	Branch of Service:	
<small>(Office use Only) Military Service Verified: Yes - No - DD214 - VA</small>						
DEPENDENTS						
11	Name	How Related	SSN of Dependent	Date of Birth	Support Yes - No	In Custody of Who:
a						
b						
c						
d						
e						
12	Does anyone else live in your household? Yes <input type="checkbox"/> No <input type="checkbox"/>					
<small>(If yes, please explain)</small>						
13	Has anyone in your household applied for assistance from any other agency in the last thirty days? Yes <input type="checkbox"/> No <input type="checkbox"/>					
<small>(If yes, please explain)</small>						
a	Agency:	Assistance:				

Appendix A-2 - Financial Assistance Application

b	Agency:		Assistance:			
	Employment	Veteran		Spouse		Other
14	Employer Name:					
15	Employer Address:					
16	Employer Phone:					
17	Date of Employment:					
18	Rate of Pay:	\$		\$		\$
19	Are you seeking Employment? Yes <input type="checkbox"/> No <input type="checkbox"/>			Where:		Registered with ODJFS: Yes <input type="checkbox"/> No <input type="checkbox"/>
20	If not seeking employment, explain why:					
ASSETS						
	Type	\$ Value	Type	Description	\$ Value	Loan Owed
	Checking		Home			
	Savings or CD		Other Property			
	Other		Vehicle			
	Other		Vehicle			
	Other		Other Property			
INCOME AND EXPENSES (VERIFICATION OF ALL INCOME AND EXPENSES REQUIRED)						
	Present Monthly Net Income- List \$	Current (30 days)	30 Days After App.	60 Days After App.	Estimated Immediate Monthly Needs- List \$	Assistance Requested
	Wages - Veteran				Food \$	Type Amount
	Wages - Spouse				Shelter	
	Wages - Children				Water	\$
	Pension/Compensation				Electric	
	Retirement				Heat	\$
	Social Sec. - Veteran				Telephone	
	Social Sec. - Spouse				Cable	\$
	SSI				Auto Payments	
	Child Support				Insurances	\$
	Unemployment				Credit Accounts	
	Worker's Comp.				Rx/Medical	\$
	All Other Income				Transportation	
					Day Care	\$
					Child Support	
	Total	\$			Total \$	\$
Please explain why you need assistance at this time:						
<p><i>I understand that false statements made on this application may lead to prosecution. I have completed and/or reviewed all information pertaining to my application for financial assistance and I certify that it is correct to the best of my knowledge.</i></p>						
_____ Applicant's Signature					_____ Date	

Appendix B - Financial Assistance Income Guidelines - Revised on 1/31/2024 -

**HARDIN COUNTY
VETERANS' SERVICE OFFICE
KENTON, OHIO 43326
(419) 674-2219**

Emergency assistance is provided in cases of *sickness, accident (life changing event), or great destitution*. This type of assistance is not provided to maintain an applicant's *current lifestyle* or monthly income.

Please be advised that the food vouchers issued by this office are intended to be used to purchase general groceries for human consumption and may not be used to purchase the following:

- | | | |
|--|----------------------------|----------------------------|
| 1. Tobacco Products | 2. Alcoholic Beverages | 3. Soft Drinks (pop, soda) |
| 4. Candy | 5. Ice Cream | 6. Deli Products |
| 7. Pet Food | 8. Bakery Products | 9. Protein drinks |
| 10. Snack Foods (chips, nuts, cookies) | 11. No food item over \$30 | 12. Non-food Items* |

*Exception to the "non-food" items would be only for the following items:

- (a) Toilet Paper
- (b) Feminine Hygiene Products
- (c) Diapers for infants and/or adults depends
- (d) Basic Hygiene Products (bath soap, toothpaste, dental floss, Q-tips & shampoo)
- (e) Home cleaning supplies (garbage sacks, cleaning detergent/agents, sponges, or rags)
- (f) Over the counter medication, strictly a generic version not to exceed over \$10

In order to continue to be eligible for assistance with **utility bills** applicants must:

1. Apply for HEAP
2. Apply for a budget plan with your utility company
3. Are required to be actively trying to secure employment, if unemployed and not disabled or retired

Income guidelines for FA (see note)

VETERAN	\$1,882.50
VETERAN & 1 Dependent	\$2,555.00
VETERAN & 2 Dependents	\$3,227.50
VETERAN & 3 Dependents	\$3,900.00
VETERAN & 4 Dependents	\$4,572.50

Add \$672.50 per each additional dependent

Food voucher guidelines & amounts (see note)

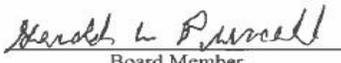
VETERAN	\$2,321.75 - \$200 voucher
VETERAN & 1 Dependent	\$3,151.17 - \$275 voucher
VETERAN & 2 Dependents	\$3,980.58 - \$350 voucher
VETERAN & 3 Dependents	\$4,810.00 - \$425 voucher
VETERAN & 4 Dependents	\$5,639.42 - \$500 voucher

Add an extra \$75.00 per dependent, not to exceed \$575

***** Note: Federal Poverty Guidelines, at the 150% level, are used to determine FA eligibility *****

***** Note: WIC's income guidelines will be used for the granting or denying of food vouchers *****

Approved by the Veterans' Service Commission (VSC)

 Board Member	 Board Member
 Secretary	 Vice President
 President	1/31/24 Date

Appendix C - Free Financial Coaching Letter



HARDIN COUNTY VETERANS SERVICE COMMISSION
One Courthouse Square, Suite 120
Kenton, Ohio 43326
Phone: 419-674-2219
Fax: 419-673-8406

Ray Petty -	President (DAV)
Gerald Purcell -	Vice President (Amvets)
Terry Hamm -	Secretary (VVA)
Robert Crawford -	Member (Am. Legion)
Nelson Skultis -	Member (VFW)

NOTICE TO FINANCIAL ASSISTANCE APPLICANT

The Veterans' Service Commission (VSC) has recently modified their financial policy to include the requirement of financial coaching for any financial assistance (FA) applicant who has requested relief three (3) or more times.

The VSC has partnered up with the Armed Forces Services Corporation who is partnered up with the Consumer Financial Protection Bureau (CFPB) in order to provide "free financial coaching services" to veterans, widows, and their dependents.

So, if you are receiving this notice then you have been slated to use the "free" financial coaching services by calling **1-844-90-Goals** in order to receive any additional financial assistance from the Veterans' Service Commission.

Upon completion of your coaching session, the financial coach will send notification to the Veterans' Service Office (2-3 day turn around), at which time financial assistance can be administered, if the applicant is eligible for FA.

*****Please keep in mind, a financial coach is a trained professional who will guide you in a process that is non-judgmental and based on your goals. Financial coaches provide support, encouragement, accountability, and tools to help you make informed decisions.****

Serving those who have served.



Appendix D - Chase Stewart Application

Chase Stewart Application.xlsx			
Application Date		Checked by	
Interviewed on		Disposition	
To the Board of County Commissioners:			
I hereby make application for assistance in paying my hospitalization and medical bills under the regulations of the Chase Stewart Fund and submit the following information for your consideration:			
Name		Phone	
Address		SSN	
Previous Address		Birthdate	
Employer		Occupation	
Earnings			
Other income			
Marital Status		Spouses Name	
Spouses Earnings			
Dependents & Relationship		Birthdate	
Branch of Service		Service Dates	
Character of Service		Service Number	
Do you own Real Estate?		Amount Owed	
Do you own a Vehicle?		Amount Owed	
Stocks, Bonds, CD's, IRA's			
Checking			
Savings			
Life Insurance			
Medical Insurance			
Physician		Physician Address	
Employable?			
I hereby submit the following hospital and/or medical bills for your consideration:			
<div style="border-bottom: 1px solid black; width: 100%;"></div> Applicant Signature		<div style="border-bottom: 1px solid black; width: 100%;"></div> Spouse Signature	
<div style="border-bottom: 1px solid black; width: 100%;"></div> Date		<div style="border-bottom: 1px solid black; width: 100%;"></div> Date	

Appendix E- Passenger Rules

Passenger Rules

Due to some unacceptable behavior, by previous passengers, the following rules were implemented and “must” be adhered by everyone who rides the van. Any reported and confirmed violation of the rules will result in the passenger being suspended from using the van.

- 1) No lewd or graphic behavior on the van;
- 2) No racial or sexual comments will be tolerated;
- 3) No bullying of other passengers or the driver;
- 4) No being overly loud with voice or electronic devices;
- 5) No sexist comments will be tolerated;
- 6) Must clean up after oneself;
- 7) No comments about the government or public figures;
- 8) No transportation of *any kind* of bodily fluids (urine, blood, etc.), in any sort of container, will be permitted inside the county vehicle; all violators will automatically be suspended for, at least, 90 days from using the VSC’s designated vehicle; repeat violators will be suspended indefinitely.

Please keep in mind that the driver has the responsibility to ensure the safety of each and every passenger and does has the **authority** to “refuse” to transport anyone who poses a threat or a safety risk (bodily fluids are considered to be a safety risk).

The Veterans’ Service Office provides free public transportation to veterans and their caregivers who may not share or appreciate other passenger’s personal views and opinions, and who does not want to be exposed to unnecessary and avoidable safety hazards.

Appendix F - Indigent Burial Application

VETERANS' SERVICE COMMISSION INDIGENT BURIAL APPLICATION

PART I

The funeral director employed to perform the service described by section 5901.25 of the Ohio Revised Code shall use the blanks provided by this section (5901.29), specifying what the funeral director is to furnish for the service. The contract shall be signed by the funeral director and a copy thereof left with the Veterans' Service Commission with which it is made.

"I, _____, residing at _____,

PRINT FUNERAL DIRECTOR'S NAME

ADDRESS OF FUNERAL DIRECTOR, FUNERAL HOME

hereby agree to furnish the following items for the burial or cremation (circle one) of:

_____, who resided at _____,

PRINT NAME OF DECEASED/APPLICANT

ADDRESS OF DECEASED/APPLICANT

and died at _____, on _____,

PLACE OF DEATH

DATE OF DEATH

which shall consist of the following:

- (A) One casket, nicely covered with a good quality of black cloth, lined with a good quality of white satin or other material, and trimmed on the outside with handles of a fair quality in keeping with the casket;
- (B) One burial robe of a good quality of material;
- (C) One plain box appropriate for receiving the coffin or urn containing cremated remains inside the grave;
- (D) Payment for digging the grave, in the place designated by the friends of the deceased or as otherwise provided, and for filling the grave in a proper manner;
- (E) Furnishing a funeral car for conveying the remains to the place of burial or crematory;
- (F) Preparing the body for burial when so requested;
- (G) Furnishing necessary transportation for the use of the family, friends, and pallbearers, which people shall be returned to their respective homes or to the place where the funeral services were held;
- (H) Furnishing a decent, respectable funeral, for the sum of \$ _____."

I, _____, certify that the itemized bill being presented is a true copy, and such

PRINT FUNERAL DIRECTOR'S NAME

bill covers the entire expense of the funeral of the applicant listed above; I have honestly and faithfully performed the above contract (A through H, if the burial option was chosen), and do hereby swear that the above information is true and correct to the best of my knowledge.

Funeral Director Signature/Phone Number

Required documents to be submitted with application: DD214, Itemized Bill & Death Certificate.

1

Appendix F-2

PART II

Responsible Person for Indigent Applicant

Name of Responsible Person: _____

Relation to Applicant: _____ Applicant's occupation while living: _____

Date of Death: _____ Place of Death: _____

Place of Burial or disposition of remains: _____

Military Service Info for Applicant (required form – DD214)

Date of Entry: _____ Place of Entry: _____

Date of Discharge: _____ Former Unit/Command: _____

Rank at Discharge: _____ Service Number/SSN: _____

Branch of Service: _____

Monthly "Net" Income for widow (surviving spouse)

Current Net Income: _____

Applicant's Total Assets

VA Burial Benefit, if any: _____

Social Security Burial Benefit, if any: _____

Cash total (on hand, bank, IRA, 401K, etc.): _____

Life Insurance payout, if any: _____

Property(s) market value (minus liens & mortgages): _____

I, _____, certify that the cost of the funeral would place me and my family into
RESPONSIBLE PARTY (FAMILY/FRIEND)
indigent circumstances (statement applies if the responsible person is the applicant's widow); therefore, I am requesting the Veterans' Service Commission to approve and submit my request for reimbursement not to exceed \$1000, depending on the total amount of the burial cost. The information that I have provided above is true and correct to the best of my knowledge.

Responsible Party's Signature

Street Address

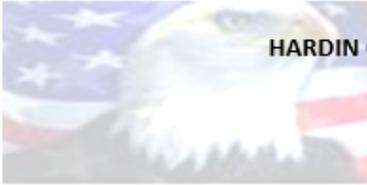
City, State, Zip Code

Phone Number

Required documents to be submitted with application: DD214, Itemized Bill & Death Certificate.

2

Appendix G - VSC'S Authorization for Indigent Burial

	
HARDIN COUNTY VETERANS SERVICE COMMISSION	
One Courthouse Square, Suite 120 Kenton, Ohio 43326	
Phone: 419-674-2219 Fax: 419-673-8406	
Ray Petty -	President (DAV)
Gerald Purcell -	Vice President (Amvets)
Terry Hamm -	Secretary (VVA)
Robert Crawford -	Member (Am. Legion)
Nelson Skultis -	Member (VFW)

February 28, 2018

Hardin County Auditor
One Courthouse Square, Suite 250
Kenton, Ohio 43326

Pursuant to the Ohio Revised Code Section 5901.25-5901.32, the Veterans' Service Commission has satisfied itself, beyond a reasonable doubt, by careful inquiry, that the family of the deceased is unable for want of means, to defray the expenses of the burial or cremation, or that the family may be deprived of means actually necessary for its immediate support.

Indigent Burial Applicant: _____
Name of Deceased/Applicant

The Veterans' Service Commission requests the Hardin County Auditor to make payment to:

Funeral Home

Address

In the amount of \$ _____

Approved at Veterans Service Commission meeting dated: _____

Motion by: _____ Second by: _____ Objections: _____

Sincerely,

Hardin County Veterans' Service Commission

Serving those who have served.



Appendix H - Indigent Burial Report



Report

ORC 5901.32 States the following Requirement

“Upon securing the report and statement of expenses as provided by section 5901.27 of the Revised Code, the board of county commissioners shall transcribe in a book to be kept for that purpose, all the facts contained in the report concerning a deceased veteran, and shall certify the expenses thus incurred to the county auditor, who shall draw a warrant for those expenses upon the county treasurer, to be paid from the county fund to such persons as are designated by the board.”

Below contains all of the required information for the report; the following information is required to be transcribed:

1. That the commission (VSC) found the family of the deceased person in indigent circumstances. – *Yes, the applicant qualifies.*
2. Name of the deceased –
3. Rank of the deceased –
4. Command of the deceased –
5. Date of death –
6. Place of burial or disposition –
7. Occupation while living –
8. Itemized statement of the expenses – *Please review the attached expenses.*

Serving those who have served.



Appendix I - Vacation Form

HARDIN COUNTY VETERANS SERVICE OFFICE- REQUEST FOR VACATION TIME

EMPLOYEE: _____ DATE SUBMITTED: _____

I HEREBY REQUEST PAID VACATION TIME FOR THE FOLLOWING WORK DAY(S):

DAY(S) REQUESTED:

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
Date					

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
Date					

EMPLOYEE SIGNATURE: _____ DATE: _____

HOURS AVAILABLE: _____ HOURS REQUESTED: _____

<input type="checkbox"/> Approved <input type="checkbox"/> Denied
Reason For Denial: _____
Executive Director/Appointing Authority _____ DATE _____

Appendix K- Time Sheet

HARDIN COUNTY VETERANS' SERVICE COMMISSION TIME SHEET

NAME: _____

WEEK 1

PAY PERIOD FROM: _____ TO: _____

	TIME IN	TIME OUT	TOTAL HOURS:
SATURDAY			
SUNDAY			
MONDAY			
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY			
WEEKLY TOTAL:			

WEEK 2

PAY PERIOD FROM: _____ TO: _____

	TIME IN	TIME OUT	TOTAL HOURS:
SATURDAY			
SUNDAY			
MONDAY			
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY			
WEEKLY TOTAL:			

TOTAL HOURS FOR PAY PERIOD: _____

EMPLOYEE'S SIGNATURE DATE

EXECUTIVE DIRECTOR/CVSO - APPOINTING AUTHORITY DATE

Appendix L- Meal & Incidental Allowance



HARDIN COUNTY VETERANS SERVICE COMMISSION
 One Courthouse Square, Suite 120
 Kenton, Ohio 43326
 Phone: 419-674-2219
 Fax: 419-673-8406

Ray Petty - President (DAV)	Gerald Purcell - Vice President (Amvets)
Terry Hamm - Secretary (VVA)	Robert Crawford - Member (Am. Legion)
Nelson Shultis - Member (VFW)	

Meal & Incidental (M&IE) Allowance

Due to my scheduled training in _____, I am requesting the below meal and
city & state
 incidental (M&IE) per-diem allowance be paid to me directly prior to my out-of-the county
 training and/or upon my return from training, per the Veterans' Service Commission M&IE
 policy:

The Commission and their employees who are attending scheduled training events that require them to travel outside of Hardin County are authorized meal and incidental (M&IE) allowance up to the total per-diem rate for that location (city), the per-diem rates are listed at www.gsa.gov/perdiem (GSA) website. However, per-diem rate for a single day travel less than 12 hours will only be reimbursed at 50% of the total M&IE rate for that particular location. No receipts will be required for payment of the GSA per-diem allowance.

Total full days of training: _____ x _____ (dollar amount for location) = _____ (total amount)
 Total half days of training: _____ x _____ (dollar amount for location) = _____ (total amount)
 (add the amounts and place below)

Total Requested \$ _____

I certify that the above total per-diem amount is a true reflection of the rates listed on the GSA.gov website at the time of my out-of-county scheduled training.

Printed Name	Signature	Date	Date(s) of Training
--------------	-----------	------	---------------------

The above M&IE allowance is hereby authorized, per the Veterans' Service Commission policy.

Executive Director/Appointing Authority	Date
---	------

Serving those who have served.



Appendix M- Personal Day Form

HARDIN COUNTY VETERANS SERVICE OFFICE- REQUEST FOR PAID PERSONAL DAY

EMPLOYEE: _____ DATE SUBMITTED: _____

I HEREBY REQUEST PAID PERSONAL DAY FOR THE FOLLOWING WORK DAY(S):

DAY(S) REQUESTED:

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
Date					

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
Date					

EMPLOYEE SIGNATURE: _____ DATE: _____

HOURS AVAILABLE: _____ HOURS REQUESTED: _____

Approved

Denied

Reason For Denial: _____

Executive Director/Appointing Authority _____ DATE _____

Appendix N- Vehicle Safety Inspection Checklist

Veterans' Service Office - Vehicle Safety Inspection Checklist

	Yes	NO	Corrective Action, if no?
Headlights: Are both high & low beams operational?			
Brake & Tail lights: Are they operational & intact?			
Turn signals & Parking lights: Front & rear operational?			
Four-way emergency flashers: Front & rear operational?			
Backup light & License plate light: Operational?			
Tires: Left & right front tires - adequate tire tread?			
Tires: Left & right rear tires - adequate tire tread?			
<i>Note: list any concerns about the tires, if none write NA</i>			
Windshield & Windows: Cracked, broken, or scratched?			
Windshield wipers: All wipers present and adequate?			
Windshield wipers: Cleaning fluid at an adequate level?			
Brakes: Are the brakes properly working?			
Brake fluid: Is the brake fluid at the appropriate level?			
Oil level: Is the oil level at the proper level?			
Oil change: Does the oil need changed, 3000 miles yet?			How many miles to go? _____
Mirrors: Are the outside or inside mirrors cracked?			
Defroster: Front & rear operational?			
Horn: Functional?			
Emergency equipment: Is all e-equipment accounted for?			
Body damage: Any damage to the vehicle?			
<i>Any other concerns, please explain?</i>			

Inspection Completed by: _____

Vehicle Inspected: _____

Date: _____

Note : All vehicles must be inspected prior to each usage, however, an official inspection sheet must be turned into the Veterans' Service Office only once a week. Please check the master inspection sheet log to see if this vehicle already had an inspection sheet turned in for the week.

Appendix O- Records Retention Schedule (RC-2)



OHIO HISTORY CONNECTION

Ohio History Connection
State Archives of Ohio
Local Government Records Program
800 E. 17th Avenue
Columbus, OH 43211-2474

OHIO HISTORY CONNECTION Page 1 of 13

APR 28 2016

STATE AND LOCAL GOVERNMENT RECORDS

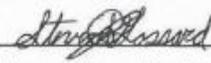
KENTON, OHIO
FILED
APR 25 2016
HARDIN COUNTY COMMISSIONERS

RECORDS RETENTION SCHEDULE (RC-2)– Part 1

See instructions before completing this form. Must be submitted with PART 2

Section A: Local Government Unit

Hardin County Veterans' Service Office/Commission

(local government entity)	(unit)		
	Steven Gossard	Executive Director/CVSO	4/25/2016
(signature of responsible official)	(name)	(title)	(date)

Section B: Records Commission

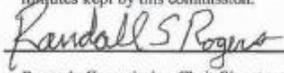
Records Commission

(telephone number)

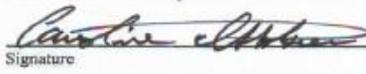
(address) (city) (zip code) (county)

To have this form returned to the Records Commission electronically, include an email address:

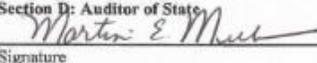
I hereby certify that our records commission met in an open meeting, as required by Section 121.22 ORC, and approved the schedules listed on this form and any continuation sheets. I further certify that our commission will make every effort to prevent these records series from being destroyed, transferred, or otherwise disposed of in violation of these schedules and that no record will be knowingly disposed of which pertains to any pending legal case, claim, action or request. This action is reflected in the minutes kept by this commission.

	4-28-16
Records Commission Chair Signature	Date

Section C: Ohio History Connection - State Archives

	Government Records Analyst	5/3/16
Signature	Title	Date

Section D: Auditor of State

	Records Mgr	5-18-16
Signature	Title	Date

Please Note: The State Archives retains RC-2 forms permanently. It is strongly recommended that the Records Commission retain a permanent copy of this form

SAO-/LGRP- RC-2 (Part 1 & 2), Revised August 2014

APR 25 2016

(1)
HARDIN COUNTY
COMMISSIONERS

(2.a)
Record Series Title

(2.b)
Description

(3)
Retention Period

(4)
Media Type

(5)
For use by
Auditor of
State or OHS
-LGRP

(6)
RC-3
Required by
OHS-LGRP

Hardin County Veterans' Service Office/Commission
(local government entity)

Unit

Note: This RC-2 supersedes all previous retention schedules for the Hardin County Veterans' Service Office/Commission.

VET16-01	Accident Reports/Files	A) Bodily injury to non-employee	Six years provided no action pending, then destroy	paper		
		B) Employee injury reports	Placed in personnel file	paper		
		C) Damage to county vehicle	Six years, then destroy	paper		
VET16-02	Activity Reports	A) Reports compiled to detail financial, statistical, and or operational data	Retain until scanned	paper		
		B) Activity Reports - see above description	Two years, then destroy	electronic		
VET16-03	Affirmative Action Progress Report	Progress reports on affirmative action	Until no longer of administrative value,	paper		
VET16-04	Agendas	A list of items to be discussed and/or acted upon during a meeting	Two years, then destroy	electronic		
VET16-05	Annual Budget	Fiscal allocation to the department for a fiscal year (budgets signed and approved by the Veteran's Service Commission and the County Commissioners)	3 years, then destroy	paper/electronic		
VET16-06	Annual Report (ODVS)	Annual report the Veterans' Service Office submits annually to Ohio Department of Veteran Services (ODVS) documenting yearly personnel and expenditure information	Permanent	paper/electronic		<input checked="" type="checkbox"/>
VET16-07	Applications for Headstones	Headstones & grave markers VA form 1330 & 1330m- (permanent with Department of Veterans Affairs)	Until no longer of administrative value, then destroy	paper	Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.	
VET16-08	Annual Inventory	O.R.C 305.18 - Departmental inventory of all the materials, machinery, tools, and other county supplies under the jurisdiction of each county office or department	Three years provided audit, then destroy	paper		
VET16-09	Audit Reports	O.R.C 117.26. Financial examinations and reports issued by the Federal Government, Auditor of State, independent auditing agencies or conducted internally	Five years, then destroy	paper		

2016

Section E: RECORDS RETENTION SCHEDULE (RC-2) – Part 2

(1) Schedule Number	(2.a) Record Series Title	(2.b) Description	(3) Retention Period	(4) Media Type	(5) For use by Auditor of State or OHS -LGRP	(6) RC-3 Required by OHS-LGRP
---------------------------	------------------------------	----------------------	-------------------------	-------------------	--	--

Hardin County Veterans' Service Office/Commission
(local government entity)

Unit

VET16-10	Benefit Pamphlets	Pamphlets describing benefits available to qualifying veterans/dependents (federal, state, or departmental)	Until no longer of administrative value or superseded, then destroy	paper/electronic		
VET16-11	Bids (Successful)	Records documenting publicizing, hearing, and awarding quoted bids from vendors for services or merchandise including bonding information, specification sheets, bid forms and amounts, references, etc. Incorporate into contract file O.R.C. 2305.06	Fifteen years, then destroy	paper		
VET16-12	Bids (Unsuccessful)	Bids not awarded	Two years after letting of the contract, then destroy	paper		
VET16-13	Board Minutes	A) Official copy of proceedings for all regular and special meetings of the Veterans' Service Commission	Permanent	paper/electronic		<input checked="" type="checkbox"/>
		B) Audio and video recordings	One year provided information is transcribed to hardcopy, then destroy	tape		
VET16-14	Bonus Applications	Applications for a bonus to veterans of certain designated campaigns. (permanent with Ohio Department of Veterans Services)	Until no longer of administrative value, then destroy	paper		
VET16-15	Blank Forms	Obsolete, unneeded, or superseded forms stock	Until no longer of administrative value, then destroy	paper		
VET16-16	Budget Preparation Documents	Preparation documents (working papers) used to create annual budgets, budget proposals	Two years, then destroy	paper/electronic		
VET16-17	Bulletins, Posters, and Notices To Employees	Announcements and Informational notices including unsolicited announcements related to job functions	Until no longer of administrative value, then destroy	paper/electronic		

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Hardin County Veterans' Service Office/Commission
(local government entity)

Unit

VET16-18	Burial Applications	Requests for burial in a Department of Veterans Affairs (VA) National Cemetery. (Permanent with Department of Veterans Affairs/National Cemetery Division)	Until no longer of administrative value, then destroy	paper		
VET16-19	Burial Records	Records of burial in a Department of Veterans Affairs (VA) National Cemetery. (Permanent with Department of Veterans Affairs/National Cemetery Division)	Until no longer of administrative value, then destroy	paper		
VET16-20	Calendar/Appointment Books	Wall calendars, desk calendars, appointments books, etc.	Until no longer of administrative value, then destroy	paper		
VET16-21	Chase Stewart	Applications, ledgers, approvals, denials, bond billing from commissioners office (permanent records are with the county commissioners and recorded in their resolutions)	Three years, then destroy	paper		
VET16-22	Copies of Records	Additional copies of records or images which are no longer required and serve no useful purpose.	Until no longer of administrative value, then destroy	paper		
VET16-23	Contact Cards	Contains social security number, service number, veteran's name and if not a veteran relationship to the veteran, dates and services rendered, branch of service, parents name, dependents name (some cards have more or less information than described above)	Until no longer of administrative value, then destroy	paper		
VET16-24	Continuing Education Certifications/Class/ Seminars/ Training Attendance Records	Includes professional licenses, certifications, trainings, registrations, and other documents noting advancement in education related to job position	Placed in personnel file	paper		
VET16-25	Contracts	O.R.C. 2305.06 - Legal Agreements with individuals, organizations, or entities to procure goods and/or services, including leases	Eight years, after expiration, then destroy	paper		

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Hardin County Veterans' Service Office/Commission
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Unit

VET16-26	Correspondence	Correspondence - Messages sent and received by any media including letters, memoranda, faxes, e-mail messages, misc. communications, etc.	Retain according to content, ensure metadata is retained			
		A) Transient - Communications which convey information of temporary importance in lieu of oral communication (i.e. drafts, meeting notices, etc.) Referral letters, requests for routine information or publications provided to the public by an agency which are answered by standard form letters	Retain until scanned	paper		
		1) Transient - see above description	Until no longer of administrative value, then destroy	electronic		
		B) General - Requests for information pertaining to interpretations and other miscellaneous inquiries: informative does not attempt to influence policy. Including copies of outgoing correspondence maintained for reference purposes	Retain until scanned	paper		
		1) General - see above description	Two years, then destroy	electronic		
		C) Substantive - Correspondence of the head and the executive staff of an agency dealing with significant aspects of the administration of the office. Includes information concerning agency policies, procedures, program, fiscal and personnel matters.	Retain until scanned	paper		<input checked="" type="checkbox"/> (Historical)
		1) Substantive - see above description	Five years; file with related records if content requires longer retention, if not then appraise for historical value	electronic		<input checked="" type="checkbox"/> (Historical)
		**Footnote: Email is a format on which records are sent, received and/or drafted using electronic mailing systems. Email is NOT a record series. Instead, each individual email should be evaluated according to its content and retained in accordance with the record series adopted within this schedule that the content most closely fits. (Email should be retained electronically rather than on paper as conversion to paper may cause loss of electronically attached metadata that is important to the authenticity of the record				

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Hardin County Veterans' Service Office/Commission
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Unit

VET16-26	Delivery Slips / Packing Slips	Documents received when accepting goods from a carrier or vendor	Until no longer of administrative value, then destroy	paper		
VET16-27	Parades	Records of the welcome home parades & relevant committee's, parade routes, and list of names from the event	Until no longer of administrative value, then destroy	paper		
VET16-28	Directories / List / Rosters	Lists including such information as employee phone numbers, e-mail, addresses, staff roster, committee membership, assignments, schedules	Until superseded, obsolete, or replaced, then destroy	paper/electronic		
VET16-29	Disaster Plans	Documents plans and procedures to protect and reestablish county operations in the event of a disaster	Until updated or superseded, then destroy	paper/electronic		
VET16-30	Disciplinary Hearings	A proceeding where an issue of employee discipline is heard and evidence is presented to help determine the issue				
		A) Report of proceedings	Placed in personnel file	paper/electronic		
		B) Transcripts	Five years	paper/electronic		
		C) Audio & video recordings	One year provided information is transcribed to hardcopy, then destroy	tape/electronic		
VET16-31	Discharges	Copies of DD214s ,DD215s, Discharge Certificates, and WD-AGOS3555 (Permanent records maintained with various organizations - NPRC, ODVS and Department of Veterans Affairs)	Until no longer of administrative value, then destroy	paper		
VET16-32	Drafts / Transient Records	Preliminary working documents and other documents which serve to convey information of temporary importance in lieu of oral communication	Until no longer of administrative value, then destroy	paper/electronic		

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Hardin County Veterans' Service Office/Commission
(local government entity)

Unit

VET16-33	Election Process (VSC Board Members)	Election held first meeting of year for officers - held during regular board meeting, results recorded in minutes	Permanent	paper/electronic		
VET16-34	Employment Applications/Resumes	Application submissions by individuals for employment				
		A) Individuals chosen for employment	Placed in personnel file	paper		
		B) Individuals not chosen for employment, includes unsolicited resumes	One year, then destroy	Paper		
VET16-35	Employee Evaluations	Records used to measure employee work performance	Placed in personnel file	paper/electronic		
VET16-36	Equipment Maintenance	Files documentation ownership, warranties, routine maintenance and repair of county owned equipment	Life of equipment, once sold then destroy	paper		
VET16-37	Fax	A) Documentation - Fax machine generated cover sheets, confirmation notices, and buffer printouts	Until no longer of administrative value, then destroy	paper		
		B) Logs - Register or fax messages sent and received	One year, then destroy	paper/electronic		
		C) Messages - Communication sent and received using a fax machine	Treat as correspondence	paper		
VET16-38	Form 180's & 1010's	VA forms that are filled out, by the veteran, requesting specific copies of their military records from the VA, and application for VA medical benefits	Until no longer of administrative value, then destroy	paper		
VET16-39	Financial Assistance Applications	Records pertaining to the application process for financial/relief assistance, along with the actual application and any other required documents for verification/validation purposes (<i>Permanent record of all granted and denied financial assistance request, including the applicants name, occupation, address and the amount granted, is documented in the monthly board minutes</i>)	5 years after date of the last application, then destroy	paper		

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Hardin County Veterans' Service Office/Commission
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Unit

VET16-40	Financial Records	Records pertaining to financial transactions; purchase orders; requisitions; invoices; account spreadsheets; transfers; encumbered and unencumbered amounts; reallocation request; remaining balances; monthly expenditures statements; donation account transactions; vouchers, voucher stubs; pay-ins to Treasury	Three years provided audit, then destroy	paper/electronic	Audited means: the records encompassed by the audit report has been based pursuant to Sec. 117.26 O.R.C.	
VET16-41	Flags/Flag Holders	Flag Holders and Flags Cost (Permanent with ODVS which is provided in the annual report), including receipts, quotes, etc.	Two years, then destroy	paper/electronic		
VET16-42	Flags Request Forms	Flag request forms for volunteers who wishes to put flags on graves within county cemeteries	Until no longer of administrative value, then destroy	paper/electronic		
VET16-43	Flextime	Time off that is awarded to employees who worked extra hours beyond their standard work week	One year, then destroy	electronic		
VET16-44	Grants Application	Not funded	One year, then destroy	paper/electronic		
VET16-45	Grants Files	Documents the application, evaluation, awarding, monitoring, and tracking of grants received	Maintain records as required by grant; if retention unspecified, five years provided all audits have been conducted, the audit reports released and all litigation, claims, or audit findings have been resolved	paper/electronic		
VET16-46	Image File	Visual documentation of a person, place or event	Until no longer of administrative value, appraise for historical value, then destroy	photo / electronic		(Historical)

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Hardin County Veterans' Service Office/Commission
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Unit

VET16-47	Indigent Burial	Applications, burial requests, itemized expenses, and reports are maintained (Permanent records are kept in the Auditor's office)	Three years providing audit, then destroy	paper/electronic	Audited means: the records encompassed by the audit report have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.	
VET16-48	Leave Request	Vacation and sick time request used to document the employee absentees from work	Three years provided audit, then destroy	paper/electronic		
VET16-49	Legal Advertisement / Notices	Legal announcements to inform the public of meetings, hearings, bids, auctions or other events	One year after expiration, then destroy	paper/electronic		
VET16-50	Legal opinion	Legal opinions from county prosecutor, private attorney, or the state Attorney General	Until no longer of administrative value, appraise for historical value, then destroy	paper		<input checked="" type="checkbox"/> (historical)
VET16-51	Litigation Records	Records related to legal claims against an office and subsequent legal actions and court proceedings	Five years after case is closed and appeals are exhausted, then destroy	paper/electronic		
VET16-52	Mail	Communication received from other agencies, commercial entities, and outside institutions or individuals for general information purposes	Until no longer of administrative value, then destroy	paper/electronic		
VET16-53	Mailing Lists	List of individuals and addresses for mail distribution and/or for other purposes	Until updated, superseded, or obsolete, then destroy	paper/electronic		
VET16-54	Manuals, Handbooks, Office Policies, SOP's	Documents related to activities and operation of department, office, agency, etc., may include rules regarding behavior, job description, job duties, policies and procedures, processes, etc., or instructions for operating equipment/software	Until superseded, obsolete, or replaced/appraise for historical value, then destroy	paper/electronic		<input checked="" type="checkbox"/> (historical)

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Unit

VET16-55	Management and Operations Reports	Reports, graphs, and/or feasibility studies including statistical analysis created to assess functions, projects and programs	Three years, then destroy	paper/electronic		
VET16-56	Meeting Notices	Notices posted publicly showing the time, place, and subject of upcoming meetings of boards, commissions, agencies, etc.	One year, then destroy	paper/electronic		
VET16-57	Memoranda	Internal communication	Use correspondence periods	paper/electronic		
VET16-58	Memorial Day	A) Memorial Day meeting minutes	Permanent	paper/electronic	Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.	
		B) Memorial Day Resolutions for service organizations and miscellaneous expenses reimbursement (permanent records are with the county commissioners office)	Three years providing audit, then destroy	Paper/electronic		
		C) Memorial Day meeting sign-in sheets, miscellaneous notes, parade lineup guide, worksheet displaying the officers (already in minutes), guest speakers, and volunteers for the parade and memorial services	Until no longer of administrative value, then destroy	paper/electronic		
VET16-59	Oaths of Office (VSC Board Members)	Oath of office conducted by elected Common Pleas Judge - Judgment Entry Made (Permanent records held by Clerk of Courts)	Ten years after leaving office, then destroy	paper		
VET16-60	Obituaries	Cutout newspaper clippings of deceased Hardin County veterans	Until no longer of administrative value, then destroy	paper		
VET16-61	Payroll Records	Departmental copies of payroll sheets and balance report (sick time and vacation balances)	Two years provided audit, then destroy	paper		
VET16-62	Personnel Files	A) Documentation of service throughout the duration of an individual's employment	Two years after termination from employment, retain retirement waivers, service record, leave balances	paper		

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		B) Records pertaining to employee's medical insurance, conditions, etc., as they relate to their employment. Includes HIPPA, FMLA information	Seven years, then destroy	paper		
VET16-63	POW/MIA Records	Names of Hardin County POW's, Ohio POW/MIA Recognition Day Resolution(s)	Until no longer of administrative value, then destroy	paper		
VET16-64	Publications	Miscellaneous publications from service organizations, non-profits organizations, state, county, city, townships, and federal entities	Until no longer of administrative value, then destroy	paper		
VET16-65	Press / News Releases	Information disseminated to the public through media or radio outlets	Until no longer of administrative value, appraise for historical value, then destroy	paper/electronic		<input checked="" type="checkbox"/> (historical)
VET16-66	Professional Association Records	Documents from associations related to an employee's job function that enhance job performance and knowledge, inform of events, or provide general information about the association	Until no longer of administrative value, then destroy	paper/electronic		
VET16-67	Project Plans / Drawings	Written plan or pictorial diagrams for a work related project or program	Life of project or until obsolete. Appraise for historical or operational value, then destroy	paper/electronic		<input checked="" type="checkbox"/> (historical)
VET16-68	Record Inventory	A detailed listing of the types, locations, dates volumes, and equipment files	Until superseded, then destroy	paper/electronic		
VET16-69	Record Requests	ORC 149.43 - Requests to inspect and review public records	Two Years, then destroy	paper		
VET16-70	Records Retention and Disposition Forms	Records also called RC-1, RC-2, and RC-3 forms that were approved	Permanent	paper		

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Unit

VET16-71	Release Forms	Written consent given to an authorized provider/agent to obtain specific information on behalf of the veteran/claimant	One year after expiration of consent, then destroy	paper		
VET16-72	Research Records	Collected information from a variety of sources to learn about events, legislative actions, programs, or compiled for the purpose of comparing and contrasting options, equipment, and/or plans of action	Until no longer of administrative, fiscal, or legal value, then destroy	paper/electronic		
VET16-73	Resolutions	Written motions officially documenting policy development, changes and decisions	Until no longer of administrative value, then destroy	paper/electronic		
VET16-74	Speeches/Presentations	Written and/or recorded materials distributed and/or presented to a group or press conference concerning an office and/or its operations	Until no longer of administrative value/appraise for historical value, then destroy	paper/electronic		<input checked="" type="checkbox"/> (Historical)
VET16-75	Telephone Records	Messages for recipients received via telephone, and copies of the telephone bill displaying phone activity	Until no longer of administrative value, then destroy	paper/electronic		
VET16-76	Timesheets	Timesheets are used to reflect hours worked, for each pay period, minus any approved vacation and/or sick time request	Three years provided audit, then destroy	paper/electronic		
VET16-78	Travel Requests / Expense Reports	Requests for reimbursement for employee travel expenses	Three years, then destroy	paper		
VET16-79	Uniform Records	Records of the purchasing of the shirts and jackets, with the VSC logo embroidered on them, provided by the department	Three years, then destroy	paper/electronic		
VET16-80	Vehicle Purchases, Maintenance & Mileage Records	A) Purchase records and other pertinent information for each county vehicle (insurance card, license plate info, registration, warranties, etc.); records noting repairs and routine maintenance of county-owned vehicles; log of mileage and expenses incurred in county-owned vehicles	Until vehicle sold or disposed of, then destroy	paper/electronic		

Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to S.C. 117.20 O.R.C.

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Unit

		B) Records regarding the use of the DAV vehicle are submitted and maintained by the Veterans Affairs Medical Center in Columbus	Until no longer of administrative value, then destroy	paper/electronic		
VET16-81	Veteran/Claimant Paper and Electronic Records	Office records of working copies of applications and supporting documents for federal & state Veteran's benefits for veterans/dependents (original papers submitted to the VA & State)	Five years after last activity, then destroy	paper/electronic		
VET16-82	Work Schedules	Schedules on personal or internet calendars noting working hours for employees	Until no longer of administrative value, then destroy	electronic		
VET16-83	Workers' Compensation Claims	O.R.C. 4123 - Files covering claims made by employee for Workers Compensation benefits; includes claim, investigation, hearings, results, requirements, terms and condition, etc. (claim for Workers' Compensation, incident report - maintained in personnel file; Originals sent to Loss Prevention for proceedings)	10 Years after last activity	paper		

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