



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
THOMAS T. K. ZUNG
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

JAMES L. STOLZ
SERVICE OFFICER MANAGER

Cuyahoga County Veterans Service Commission

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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: January 16, 2008 9:35 a.m.

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Bob Potts, Secretary
Daniel T. Weist, Commissioner
Thomas T.K. Zung, Commissioner
Robert E. Schloendorn, Executive Director

ABSENT/EXCUSED: Thomas P. O'Donnell, Asst. County Prosecutor

VISITORS: Art Stone, American Legion Post 451/VFW 7th District; Lawrence Florence, American Legion Post 315; Tom Nevans and Dave Hrusch, VFW Post 3345; and Richard Danielson, Korean War Veterans of America Post 69.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Mel Baher followed by the Pledge of Allegiance.

A motion was made by Dan Weist and seconded by Frank Pocci to dispense with the reading of the minutes of January 2, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

AYES: Pocci, Zung, Potts, Weist, Baher. **NAYS:** None. Motion carried.

A motion was made by Dan Weist and seconded by Thomas Zung to dispense with the reading of the minutes of the Level III Board Appeals meeting of January 2, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

AYES: Pocci, Zung, Potts, Weist, Baher. **NAYS:** None. Motion carried.

A motion was made by Dan Weist and seconded by Frank Pocci to dispense with the reading of the correspondence since we have a Consent Agenda, with the exception of those items set aside, to be addressed during the regular order of business, and with any corrections and/or additions. (No items were set aside.)

AYES: Pocci, Zung, Potts, Weist, Baher. **NAYS:** None. Motion carried.

A motion was made by Dan Weist and seconded by Thomas Zung to accept cases approved on the Consent Agenda, with the exception of VSC case file #86633 and #62636 that were set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

A motion was made by Dan Weist and seconded by Frank Pocci to accept cases denied on the Consent Agenda, with the exception of VSC case file #76606 that was set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

A motion was made by Dan Weist and seconded by Frank Pocci to accept indigent burials approved for December 2007 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

Agenda Item E1. State of the Commission and Finance Report (Attached)

A motion was made by Dan Weist and seconded by Frank Pocci to accept the report of the Executive Director.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

OLD BUSINESS:

Agenda Item F1. Executive Director Submitting Personnel Requests

No personnel items were submitted to the Board.

Agenda Item F2. Election of Officers on the CCVSC Board for 2008

A motion was made by Dan Weist and seconded by Bob Potts to continue to follow the guideline for the election of officers on the CCVSC Board that was put in place on January 17, 2007.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

A motion was made by Dan Weist and seconded by Frank Pocci to nominate Frank Pocci as President, Bob Potts as Vice President, and Thomas Zung for Secretary on the CCVSC Board for Year 2008. Nominations were accepted by Commissioners Pocci, Potts, and Zung.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

NEW BUSINESS:

Agenda Item G1. Additional Level III Board Appeal Meeting – 1/30/08

A motion was made by Bob Potts and seconded by Dan Weist to tentatively schedule an additional Level III Board Appeals Meeting for January 30, 2008 in the event a need arises.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

Agenda Item G2. Mileage and Per Diem Travel Reimbursement Rates: Resolution for 2008

A motion was made by Frank Pocci and seconded by Dan Weist to accept Resolution 2008-01: *A resolution annually adjusting employee mileage and per diem travel reimbursement rates in accordance with standard federal rates, for the Cuyahoga County Veterans Service Commission.*

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

GOOD OF THE ORDER:

Dan Weist noted that the final report of the Veterans Study Council was submitted to Governor Strickland for approval on December 28th. All council members have been invited to attend a

photo shoot with the Governor on February 11, 2008 from 3-4 p.m. at the Statehouse in Columbus, Ohio.

Mel Baher opened the floor to visitors for any comments or questions. The following bullet points were topics of discussion.

Richard Danielson

- Parma location for future CBOC
- Commended CCVSC on all 2007 accomplishments
- Oversight Committee

Art Stone

- CCVSC Budget
- Wheelchair bound veterans and transportation to the VA hospitals

Tom Nevans

- Friday, January 4th he passed out flags at an informational briefing prior to the deployment of the National Guard at Medina Sr. High School Performing Arts Center.
- Letter to funeral homes concerning the posting of colors for deceased veterans

Dave Hrusch

- Noted a change in date and time for the VFW Post Meeting at Post #3345, 17900 Strongsville Rd., in Strongsville, Ohio. The meeting, originally scheduled for Thursday, February 14th at 7:00 p.m., has been moved to Saturday, March 8th at 1:00 p.m. Representatives from the Veterans Service Commission will be present to share information on services available to qualified veterans of Cuyahoga County.
- Commended CCVSC on their efforts in 2007
- Increase CCVSC advertising and outreach

EXECUTIVE SESSION:

A motion was made by Frank Pocci and seconded by Dan Weist to go into Executive Session to discuss client cases.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. (11:00 a.m.)

A motion was made by Dan Weist and seconded by Thomas Zung to come out of Executive Session and return to the regular order of business.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. (11:16 a.m.)

Two VSC case files, pulled from the Consent Agenda's list of cases approved for further investigation, were reviewed and found in order. A motion was made by Bob Potts and seconded by Dan Weist to accept VSC case file #86633 and #62636.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

One VSC case file, pulled from the Consent Agenda's list of cases denied for further investigation, was reviewed and found in order. A motion was made by Bob Potts and seconded by Dan Weist to accept VSC cases file #76606.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

President Baher referred back to New Business to discuss two additional items.

The Cuyahoga County Planning Commission has submitted a proposal to prepare a state veterans home feasibility study for the Greater Cleveland, Ohio region. The proposal will be reviewed and then discussed at the next open public meeting on February 6th.

Details concerning future office space at the Wade Park VA were briefly discussed.

With no further business, a motion was made by Dan Weist and seconded by Frank Pocci to adjourn the meeting at 11:30 a.m.

AYES: Pocci, Zung, Potts, Weist, Baher. NAYS: None. Motion carried.

Mel Baher
President

Bob Potts
Secretary

CONTACT INFORMATION

Requests for Financial Assistance:	Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)
Filing claims with the Dept. of Veterans' Affairs:	Jim Stolz, Service Officer Manager (216-698-2639)
Memorial Affairs	Laurene Rutkowski, Manager (216-698-2655)
Mobile Meals Program	Jeff Sedlak, Social Worker/Case Management Officer (216-698-2615)
Executive Director:	Bob Schloendorn (216-698-2611)
Commissioners:	Lorri Slivka, Secretary to the Board (216-698-2646)

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

December, 2007

Issued by:

The CCVSC Commissioners

Mel Baher – President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts– Secretary, VVA

Thomas Zung – VFW

Daniel T. Weist – DAV

January 16, 2007

Submitted By: Robert E. Schloendorn – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of December 31, 2007:

Executive:

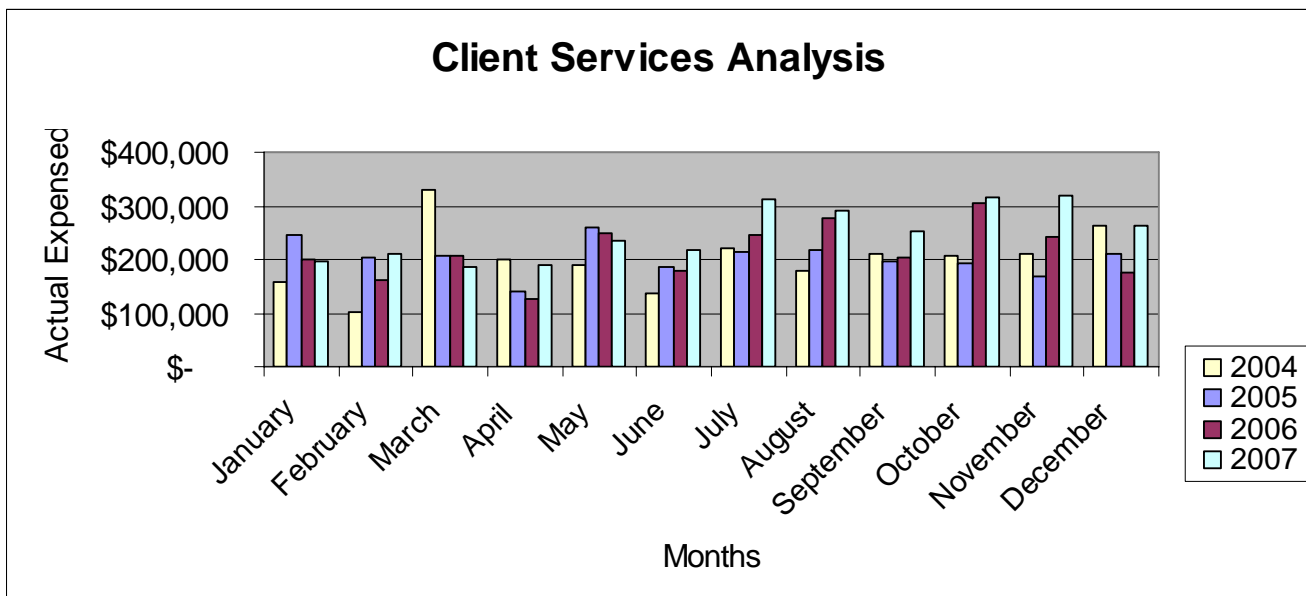
- The Executive Director met with the Medical Center Director on issues of mutual concern.

Finance Department

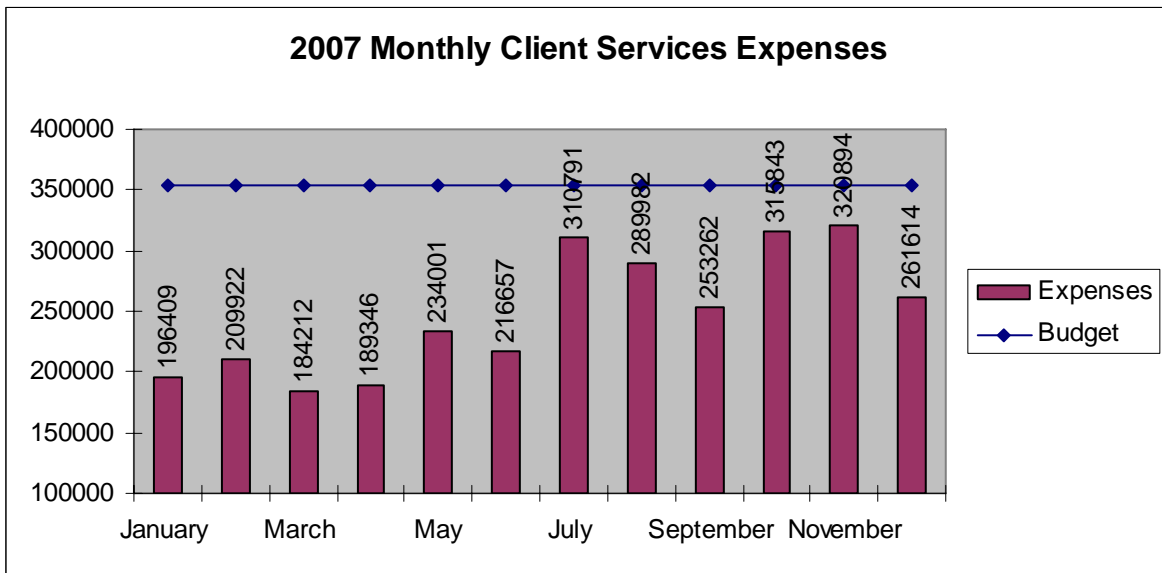
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, Infant Layette, Personal Hygiene, Shoes & Clothing

Comparative Chart Analysis



Actual 2007 Expenses



Total 2007 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2007 Projection	Budget Variance
Salaries	1,544,166	1,544,166	-	-	1,544,166	-
Fringe Benefits	572,714	572,714	-	-	572,714	-
Commodities	51,708	45,161	-	-	45,161	6,547
Contract Services	751,534	236,045	121,313	121,313	357,358	394,176
Controlled Expenditures	252,853	248,461	-	-	248,461	4,392
Client Services	4,281,011	2,982,932	84,365	84,365	3,067,297	1,213,714
Other Expenditures	513,098	229,222	82,747	82,747	311,969	201,129
Capital Outlay	158,717	26,865	1,350	1,350	28,215	130,502
Total Expenditures	8,125,801	5,885,566	289,775	289,775	6,175,341	1,950,460

Assistance Department:

December financial assistance totaled \$261,614, down from \$320,894 issued during November. Year to date client assistance for 2007 is \$2,982,933 and YTD for 2006 was \$2,571,639, up \$411,294.

The December Financial Assistance Department activity report follows below.

Indicator	December 2007	December 2006	% Change
Number of clients seeking hardship assistance	916	887	3.3%
Total applications taken	633	626	1.1%
Applications Withdrawn	(139)	(109)	27.5%
Applications Denied	(62)	(62)	0.0%
Total applications approved for hardship assistance (with trans.)	432	455	-5.1%
Transportation only approvals	(140)	(219)	-36.1%
F/A applications approved	292	236	23.7%

Indicator	YTD 2007	YTD 2006	% Change
Number of clients seeking hardship assistance	10,696	8093	32.2%
Total applications taken	7743	7147	8.3%
Applications Withdrawn	(1340)	(1389)	-3.5%
Applications Denied	(703)	(843)	-16.6%
Total applications approved for hardship assistance (with trans.)	5700	4915	16.0%
Transportation only approvals	(2239)	(2209)	1.4%
F/A applications approved	3461	2706	27.9%

During December, 2007, 39 veterans applied for assistance for the first time bringing the 2007 YTD total to 526. In December of 2006, 32 veterans applied for assistance for the first time bringing the 2006 YTD total to 635.

Listed below is a breakdown of appeals for the month of December, 2007.

Number of workdays	<u>19</u>
Cases on hand beginning of month	13
Cases received	+28
Cases worked	<u>-23</u>
Cases on hand end of month	18

<u>Appeal Officer Appeals</u>	Dec. 2007	YTD
Cases approved	6	101
Cases denied	8	78
Cases withdrawn, no show	3	65
Cases withdrawn	4	51
No determination at Level II (Referred to Level III)	0	3
Cases referred back to Financial Asst./Social Worker	1	39
*Cases not eligible for appeal	<u>1</u>	<u>11</u>
Total	23	348

<u>Board Appeals</u>	Dec. 2007	YTD
Cases approved	6	56
Cases denied	6	36
Cases withdrawn	0	1
Cases verifying fraud	0	6
Fraud/Fraudulent application	0	0
Cases Referred back to financial Asst./Social Worker	0	1
Client not eligible (not a veteran)	0	2
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	<u>0</u>	<u>1</u>
Total	12	103

Medical and Other Transportation:

December medical assistance expensed for transportation totaled \$3,671 for the month, \$3,549 for bus tickets.

Medical and Dental Programs:

Medical payments for December amounted to \$18,866 with \$15,956 expensed for Dental and \$2,910 for Vision.

\$ 0 in Miscellaneous Medical payments were expensed in December.

Memorial Affairs Department:

\$6,993 was expensed during December for indigent veteran funeral expenses, down \$4,808 from November, 2006. During December, 7 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 1 Navy and 4 Army veterans.

Following are the 2007 Year to Date statistics for Memorial Affairs:

	<u>Dec.</u>	<u>2007</u> <u>YTD</u>	<u>Dec.</u>	<u>2006</u> <u>YTD</u>
DD14 Search	288	3,799	329	3,094
Benefits Counseling	1,398	12,742	861	10,081
Undelivered-Incorrect Headstones/Research	154	2,121	121	1,484
Presidential Memorial Certificates	307	4,626	451	4,341
National Cemetery Referrals	251	3,017	241	2,633
Blue Star Service Banners		Discontinued		

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of December, 2007 for the Brecksville satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	57	547
Pension claims and follow ups	23	183
Medical	7	91
Power of Atty. to Service Organizations	18	222
Misc. Applications/Correspondence	49	586
All Other	<u>36</u>	<u>366</u>
Total	190	1995

Following are some of the major statistics reported by VSO Robert Erb for the month of December, 2007 for the Wade Park satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	34	375
Pension claims and follow ups	29	222
Medical	2	7
Power of Atty. to Service Organizations	17	211
Misc. Applications/Correspondence	97	295
All Other	<u>57</u>	<u>404</u>
Total	236	1514

December performance indicators report for the VSO division indicates the following activities were accomplished:

Decemberr 2007

	VETERAN				DEPENDENT			
	2006	YTD '06	2007	YTD '07	2006	YTD '06	2007	YTD '07
Compensation/DIC Claims	33	837	45	563	1	84	0	48
Follow-up Pending Claims	83	979	113	1157	6	80	7	88
Pension Claims	22	562	44	438	12	222	15	193
Follow-up Pending Claims	30	459	78	559	16	200	36	412
Medical	11	316	17	231	1	43	0	26
Notice of Disagreements	3	114	10	123	1	17	0	10
Appeals & Waivers	7	112	2	99	0	12	1	15
Eligibility Verification Reports	1	47	3	65	3	18	0	31
Change of Address	8	70	4	91	1	18	0	9
Education Assistance	2	72	10	66	0	13	1	14
Cert. Eligibility - Home Loan	4	95	5	60	0	0	0	2
Insurance Discharges, Request for copy	0	14	0	3	0	16	0	17
Headstone/Marker Application	107	1373	119	1478	9	196	10	201
Referrals to Other Agencies	21	294	14	180	0	52	0	37
P of A Service Organization	68	1279	78	987	14	269	15	240
Misc. Application/Corresp.	83	1861	248	2274	16	287	29	400
Ohio Veterans Home	6	82	9	88				
Burial Benefits					1	37	5	60
High School Diploma Applications	3	21	4	43				
Discharge Upgrades	6	70	8	56				
10-10 EZ Forms	1	65	1	14				
TOTAL	<u>499</u>	<u>8722</u>	<u>812</u>	<u>8575</u>	<u>81</u>	<u>1573</u>	<u>119</u>	<u>1810</u>

% Chg
60.5%

% Chg. YTD
.88%

TOTAL (Vet + Dep)

	YTD' '06	'07	YTD' '07
Interviews: Service Dept. Clients	257	4399	5525
Fin. Asst. Referrals	39	1000	622
Office YTD	296	5399	6147

Interviews: Service Dept. Clients	223	3848	552	4956	34	551	90	569
Fin. Asst. Referrals	36	872	27	560	3	128	4	62
Office YTD	259	4720	579	5516	37	679	94	631
Phone Calls	1858	24233	2794	24993				

Information Systems:

ClientTrack (Primary focus)

ClientTrack training continues for Jennifer, Mary and I. These are two hour Webex training sessions with Sam Taylor of DSI. We are at the point of starting to maintain the screens and the data for our system (in a “test” system for right now). We are also bringing John Warrix up from Franklin County to share their experiences with Vet Assist with us and to give us the benefit of their knowledge of how to operate with a highly automated system. We continue to work toward a target of end-February to have Financial Assistance up and running.

VOIP phones

Steve and I have been directed to dump the VOIP phone system. I will provide technical help with this effort, but I cannot take the project on right now.

Laptops

Laptops (Dan and “housecall” laptop) are configured and on order, since December 19th when the order was sent to OBM for approval. Nothing has happened since then. The ISC has approved the purchase.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During December no veterans were transported to the Sandusky home for tours and admission evaluations.

Governor’s Office of Veterans Affairs:

GOVA Advisory Committee meetings are held at 10:30 PM at AMVETS Post 89, 3535 Westerville Rd., Columbus, Ohio 43224.

The next meeting is scheduled for January 17, 2008.

Submitted by:

**Robert E. Schloendorn
Executive Director**