



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: January 18, 2012 9:30 a.m.

PRESENT: Frank Pocci, President
Bob Potts, Vice President
Clayton E. Uzell, Secretary
Daniel T Weist, Commissioner
Mel Baher, Commissioner
Robert E. Schloendorn, Executive Director
Lorri Slivka, Executive Secretary

VISITORS: Sara DeCaro, Mick Panek, Brian Gutkoski

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocci, followed by the Pledge of Allegiance.

A motion was made by Mel Baher and seconded by Bob Potts to go out of the regular order of business and move to the Good of the Order.

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

Asst. County Prosecutor Sara E. DeCaro addressed the Board with a recommendation to accept a settlement agreement between Edward Schaefer v. Cuyahoga County Veterans Service Commission, United States District Court Case No. 1:11CV00747.

A motion was made by Mel Baher and seconded by Dan Weist to accept the recommendation of the Asst. County Prosecutor and approve the settlement agreement between Edward Schaefer v. the Cuyahoga County Veterans Service Commission, et al, United States District Court Case No. 1:11CV00747.

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

A motion was made by Mel Baher and seconded by Bob Potts to return to the regular order of business.

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

A motion was made by Mel Baher and seconded by Dan Weist to dispense with the reading of the Consent Agenda and to accept the agenda with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

STATE OF THE COMMISSION AND FINANCE REPORT FOR DECEMBER (Attached)

A motion was made by Mel Baher and seconded by Bob Potts to accept the report of the Executive Director as given.

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

OLD BUSINESS:

A motion was made by Bob Potts and seconded by Dan Weist to accept Resolution 2012-02, approving a software maintenance agreement between the Cuyahoga County Veterans Service Commission and KnowledgeTree, Inc., for the purpose of maintaining the KnowledgeTree Document Management System between February 19, 2012 and February 19, 2013 in the amount of \$3,832.00.

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

The Board instructed the Executive Director to proceed with submitting the resolution to the County Executive and Fiscal Office for proper reimbursement to KnowledgeTree.

NEW BUSINESS:

The Executive Director is to gather information on obtaining liability insurance for Board members and submit his findings at the next open public meeting.

The Policy on the Schedule of Record Retention and Destruction dated August 16, 2006 is to be revised by the Executive Director and submitted to the Board at the next open public meeting for approval.

The Board recessed at 10:36 a.m. and reconvened at 10:45 a.m.

A letter to C. Ellen Connally, President of County Council, in response to her January 10, 2012 letter regarding VSC funds, was approved and will be forwarded to her with copies to the County Executive and members of County Council.

GOOD OF THE ORDER:

The Board approved a position description for Veteran and Employer Outreach Specialist submitted by the Executive Director. The new position will be a non-bargaining, part-time position, four days per week (32 hours weekly) at \$19.73/hr., and posted internally for a minimum of ten working days.

A motion was made by Mel Baher and seconded by Bob Potts to implement the 2012 pay scale as approved in the 2012 Budget.

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

Under discussion, the Executive Director's salary was considered. Mel Baher amended his motion and it was seconded by Bob Potts, to include a temporary freeze on the Executive Director's salary for 2012.

AYES: Baher. NAYS: Pocci, Potts, Uzell, Weist. Motion denied.

President Pocci opened the floor to visitors for any comments. The following bullet points were topics of discussion.

Mick Panek

- ES productivity report
- CCVSC advertising on VA closed circuit television
- Distributing CCVSC brochures at the Cleveland Public libraries
- Memorial Day Flags
- Bus ticket transportation

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to discuss a pending personnel issue.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:40 a.m.)

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

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (12:25 a.m.)

Employee discipline was discussed in Executive Session.

A motion was made by Dan Weist and seconded by Mel Baher to direct the Executive Director to impose the employee discipline that was discussed in Executive Session.

AYES: Baher, Pocci, Potts, Weist. NAYS: Uzell. Motion carried. Commissioner Uzell noted that his vote was for termination of the employee.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 12:29 p.m.

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



Frank Pocci, President



Clayton E. Uzell, Secretary

CONTACT INFORMATION

Requests for Financial Assistance:	Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)
Filing claims with the Dept. of Veterans' Affairs:	Melinda Halliburton, Service Office Manager (216-698-2639)
Memorial Affairs:	Laurene Rutkowski, Manager (216-698-2655)
Social Work Dept.:	Terry Walker, Manager, Social Worker/Case Management (216-698-2379)
Executive Director:	Bob Schloendorn (216-698-2611)

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

December, 2011

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts – Secretary, VVA

Daniel Weist –DAV

Clayton E. Uzell – VFW

January 18, 2012

Submitted By: Robert E. Schloendorn – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of November 30, 2011:

Executive:

The Executive Director

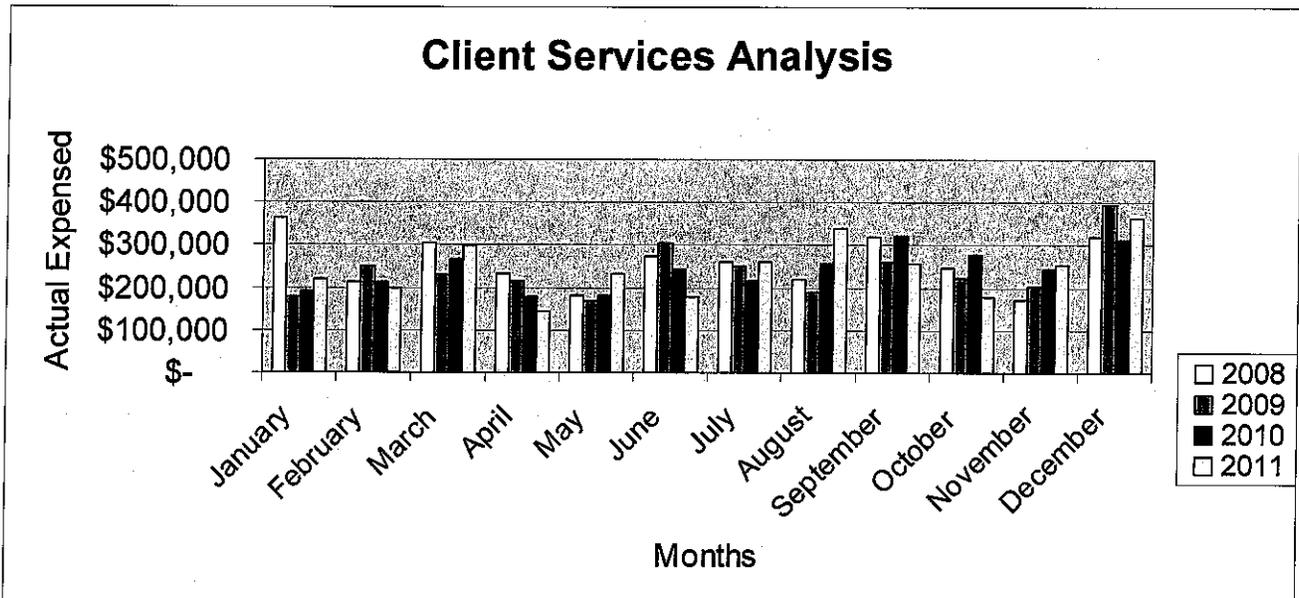
- Met with Sara DeCaro from the County Prosecutor's Office.

Finance Department

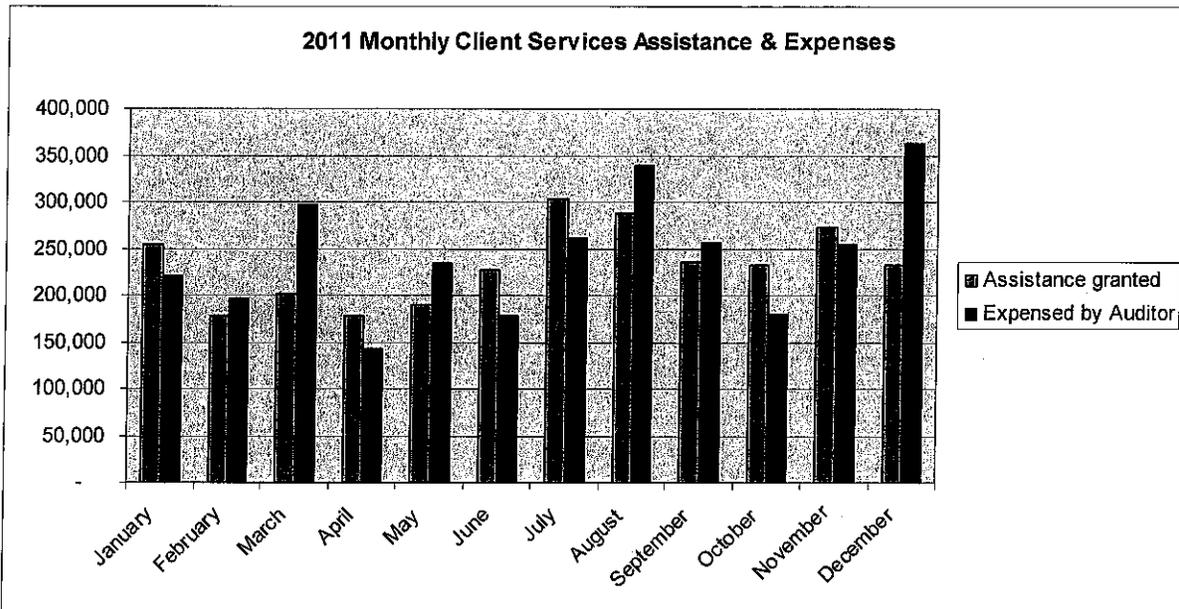
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2011 Projection	Budget Variance
Salaries	1,766,047	1,713,618	-	-	1,713,618	52,429
Fringe Benefits	618,116	605,742	-	-	605,742	12,374
Commodities	25,556	23,905	-	-	23,905	1,651
Contract Services	573,114	510,769	41,349	41,349	552,118	20,996
Controlled Expenditures	301,320	274,396	-	-	274,396	26,924
Client Services	3,693,517	2,921,414	500,000	500,000	3,421,414	272,103
Other Expenditures	399,783	206,592	85,473	85,473	292,065	107,718
Capital Outlay	18,788	6,160	128	128	6,288	12,500
Total Expenditures	7,396,241	6,262,596	626,950	626,950	6,889,546	503,695

Assistance Department:

December financial assistance totaled \$362,060 up from \$253,554 issued during November and up from \$312,850 issued in December of 2010. Year to date client assistance for 2011 is \$2,921,415 and YTD for 2010 was \$2,902,446, up \$18,969.

The December Financial Assistance Department activity report follows below.

Indicator	Dec. 2011	Dec. 2010	% Change		
Number of clients seeking hardship assistance	935	802	16.6%		
Total applications taken	766	660	16.1%		
Applications Withdrawn	(59)	(68)	-13.2%		
Applications Denied	(52)	(50)	4.0%		
Total applications approved for hardship assistance (with trans.)	655	542	20.8%		
Transportation only approvals	(433)	(298)	45.3%		
F/A applications approved	222	244	-9.0%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	10401	8980	15.8%		
Total applications taken	8643	7543	14.6%		
Applications Withdrawn	(650)	(958)	-32.2%		
Applications Denied	(632)	(622)	1.6%		
Total applications approved for hardship assistance (with trans.)	7361	5963	23.4%		
Transportation only approvals	(4796)	(3367)	42.4%		
F/A applications approved	2565	2596	-1.2%		

During December, 2011, 47 veterans applied for assistance for the first time bringing the 2011 YTD total to 565. Of the 47 new claims, 41 were approved, 1 was partially approved, 0 were denied and 5 were withdrawn. In December, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 532.

Listed below is a breakdown of appeals for the month of December, 2011.

Appeal Officer work days	10
Cases on hand beginning of month	5
Cases received	+38
Cases worked	<u>-29</u>
Cases on hand end of month	14

	Dec.	
<u>Appeal Officer Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	8	68
Cases denied	16	277
Cases denied/withdrawn, no show	3	50
Cases withdrawn	<u>2</u>	<u>36</u>
Total	29	431

	Dec.	
<u>Board Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	14	155
Cases denied	6	101
Cases withdrawn	0	1
Cases verifying fraud	1	18
Client is eligible (Review DD-214)	0	1
Fraud not verified	<u>0</u>	<u>1</u>
Total	21	277

Medical and Other Transportation:

December assistance expensed for transportation totaled \$8,624.50 for the month, \$8,624.50 for medical bus tickets and \$200 for other transportation. Year to date transportation totaled \$118,142.50. Year to date medical transportation totaled \$113,927.50 and needs based transportation totaled \$4,215.

Medical and Dental Programs:

Medical payments for December amounted to \$11,432 with \$10,007 expensed for Dental and \$1,425 for Vision. Year to date medical expenses totaled \$60,571. Dental payments year to date are \$45,703 and Vision year to date payments are \$9,245.

\$0 Hearing Aid payments were expensed in December. Year to date Hearing Aid payments totaled \$5,623.

Memorial Affairs Department:

\$8,207.34 was expensed during December, 2011 for indigent veteran funeral expenses, down \$587.28 from December, 2010. During December, 9 indigent burials were approved. The burials were for 0 Air Force, 1 Marines, 3 Navy and 5 Army veterans.

Following are the 2011 Year to Date statistics for Memorial Affairs:

	Dec.	2011 YTD	Dec.	2010 YTD
DD-214 Search	91	1237	113	1289
Benefits Counseling	697	10,544	680	10,477
Undelivered-Incorrect Headstone/Research	5	130	5	180
Presidential Memorial Certificates	75	1306	100	1353
National Cemetery Referrals	74	753	66	920
Blue Star Service Banners	0	32	1	16
Indigent Burials	9	126	10	128

Veterans Service Officers:

Following are some of the major statistics reported during 2011 for the Brecksville satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	0	229
Pension claims and follow ups	0	95
Medical	0	22
Power of Atty. to Service Organizations	0	62
Misc. Applications/Correspondence	0	831
All Other	<u>0</u>	<u>188</u>
Total	0	1427

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of December, 2011 for the Wade Park satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	104	1300
Pension claims and follow ups	51	521
Medical	17	219
Power of Atty. to Service Organizations	51	579
Misc. Applications/Correspondence	353	3518
All Other	<u>94</u>	<u>1139</u>
Total	670	7276

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

**December
2011**

	VETERAN				DEPENDENT			
	Dec. 2010	YTD '10	Dec. 2011	YTD '11	Dec. 2010	YTD '10	Dec. 2011	YTD '11
Compensation/DIC Claims	46	901	85	850	5	80	2	60
Follow-up Pending Claims	151	1336	228	2581	15	98	6	208
Pension Claims	21	306	36	309	11	215	11	170
Follow-up Pending Claims	55	657	100	1018	49	374	45	662
Medical	17	485	27	345	4	65	0	37
Notice of Disagreements	3	85	3	29	0	0	0	8
Appeals & Waivers	14	191	17	147	0	9	0	16
Eligibility Verification Reports	2	123	6	107	1	21	4	68
Change of Address	7	12	14	72	1	4	1	12
Education Assistance	6	145	24	207	5	30	0	25
Cert. Eligibility - Home Loan	1	32	3	55	0	1	0	5
Insurance Discharges, Request for copy	1	11	2	18	0	3	0	0
Headstone/Marker Application	133	1393	80	1151	9	31	3	64
Referrals to Other Agencies	45	313	74	879	6	21	2	73
P of A Service Organization	54	914	117	996	9	122	6	186
Misc. Application/Corresp.	708	4598	835	9197	80	614	80	1322
Ohio Veterans Home	0	41	8	57				
Burial Benefits					3	39	1	30
High School Diploma Applications	2	14	0	15				
Discharge Upgrades	5	97	14	72				
10-10 EZ Forms	7	19	12	170				
TOTAL	1278	11673	1685	18275	200	1734	162	2956

% Chg
25.0%

% Chg. YTD
58.4%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	1341	11764	1489	16984	0	1416	0	0
Fin. Asst. Referrals	0	94	0	0	0	0	0	0
Office YTD	1341	11858	1489	16984	0	1416	0*	0
Phone Calls	2355	28746	2348	24237				

	'10	YTD '10	'11	YTD '11
	1341	13180	1489	16984
	0	94	0	0
	1341	13274	1489	16984

*eVetAssist not separating dependents. Working to correct.

Information Systems:

KnowledgeTree

Efforts continue to renew the KnowledgeTree maintenance agreement for 2012. The ethics training requirement is not necessary for this agreement. KnowledgeTree does not wish to complete the notarized Sole Source Affidavit form, particularly in view of the greatly reduced price of our new maintenance agreement. We also actively review other document management offerings on a continuing basis.

Online Backup

The agency is responsible for an increasingly large amount of data on its servers, approximately 120 gigabytes. Our current tape backup will not handle that much data. The other option being explored is online backup to the ISC data center over the network each evening. A test will be scheduled in January to review the operation of this backup process.

Parma Planning

Planning continues for equipment requirements and installation for our office at the Parma VA site. The move to that site will occur February 23-24. Equipment required will be similar to that used at Wade Park for remote access to our applications.

Network outreach to Veterans

Review of the VSC website show a fairly high level of activity, primarily in the area of financial assistance. Usage of the website has stayed flat over the past year. The Facebook site and the Twitter site show very low levels of activity. This is probably because these are "push" sites to send information to veterans with little feedback possible. It is also likely that older veterans are not used to using applications like Facebook and Twitter to communicate.

Network Planning

We continue to plan for eventual conversion from Novell to Microsoft Active Directory on our network sometime in 2012. Monitoring of network bandwidth usage continues to ensure that our applications can be accessed remotely when needed without being hindered by capacity problems.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 17 veterans waiting for nursing home standard care, 10 veterans for nursing home special care, 1 veteran for the domiciliary and 13 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**