



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

JOHN C. MURPHY
SERVICE OFFICER MANAGER

Cuyahoga County Veterans Service Commission

Ph: (216) 698-2600 • Fax: (216) 698-2650

Email: vsc_mail@cuyahogacounty.us

1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: January 20, 2010 9:36 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Frank Pocci, Commissioner
Daniel Weist, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Bob Potts, followed by the Pledge of Allegiance.

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, Weist, Zung. NAYS: None. Motion carried.

State of the Commission and Finance Report (Attached)

A motion was made by Mel Baher and seconded by Frank Pocci to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

A purchase order has been submitted for the boardroom tables and chairs.

NEW BUSINESS:

A retirement luncheon has been planned for Jim Stolz on Friday, January 29th. Jim's official date of retirement is January 31st. The Board extended best wishes to Jim in this new phase of his life.

A motion was made by Dan Weist and seconded by Thomas Zung to accept Resolution 2010-01; 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: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried.

GOOD OF THE ORDER:

Commissioner Baher noted for the record that he will be leaving today at 12:00 p.m. for a previously scheduled appointment with the judges of the Veterans Service Committee to interview for the American Legion slot on the CCVSC Board.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Thomas Zung to go into Executive Session to discuss an EEO complaint and employee discipline.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (10:32 a.m.)

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

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:04 a.m.)

As a result of discussion in Executive Session, a motion was made by Mel Baher and seconded by Frank Pocci to instruct the Executive Director and Special Counsel to offer the employee a Last Chance Agreement with the stipulation that a breach of the agreement will result in his immediate termination. If the employee does not accept the Last Chance Agreement, he is to be immediately terminated.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. For the record, although the vote appears to be 5-0 in favor of the Last Chance Agreement, the members actually would have preferred the employee's termination.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist adjourn the meeting at 11:07 a.m.

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

Bob Potts, President

Mel Baher, Secretary

CONTACT INFORMATION

Requests for Financial Assistance: Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)

Filing claims with the Dept. of Veterans' Affairs: John Murphy, Service Officer Manager (216-698-2637)

Memorial Affairs: Laurene Rutkowski, Manager (216-698-2655)

Social Work Dept.: Terry Walker, Manager (216-698-2379)

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, 2009

Issued by:

The CCVSC Commissioners

Bob Potts – President, VVA

Thomas Zung – Vice President, VFW

Mel Baher – Secretary, American Legion

Daniel T. Weist – DAV

Frank Pocci – AMVETS

January 20, 2010

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, 2009:

Executive:

The Executive Director

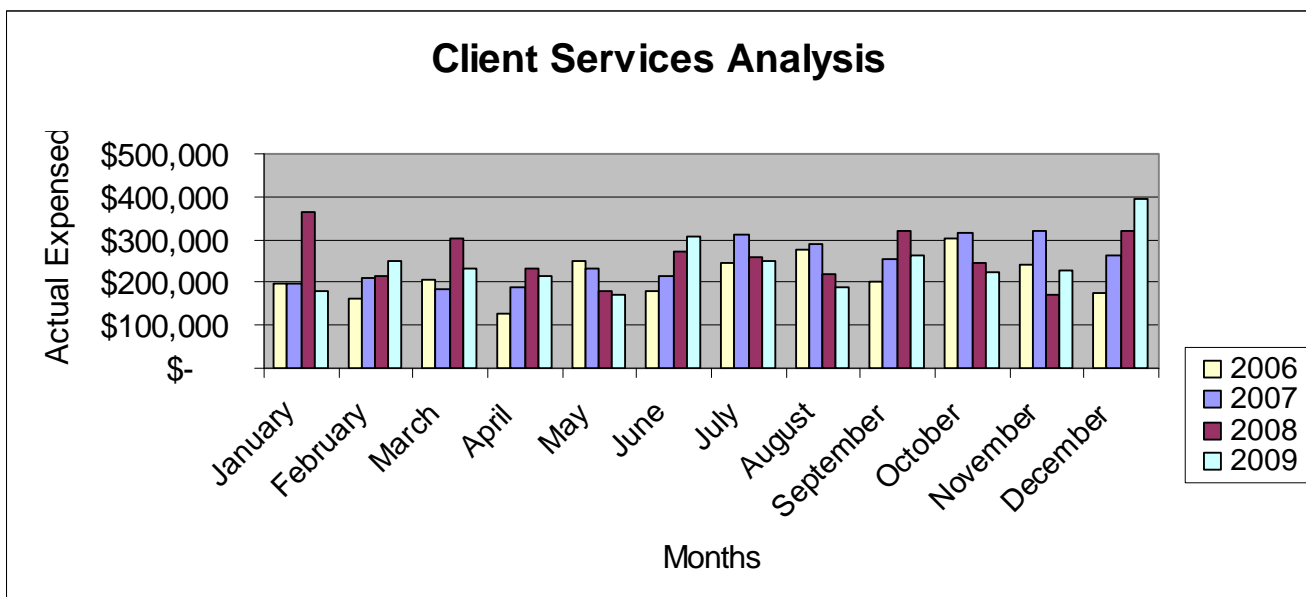
- Met with general contractor, Deb Shaw and each sub-contractor to discuss HVAC.
- Veterans Committee at Congresswoman Fudge’s office.
- Spoke about the Commission at the Cleveland Foodbank.
- Attended the BOCC meeting regarding Bob Potts salary.
- Met with Mickey Volkamp from the ODVS.

Finance Department

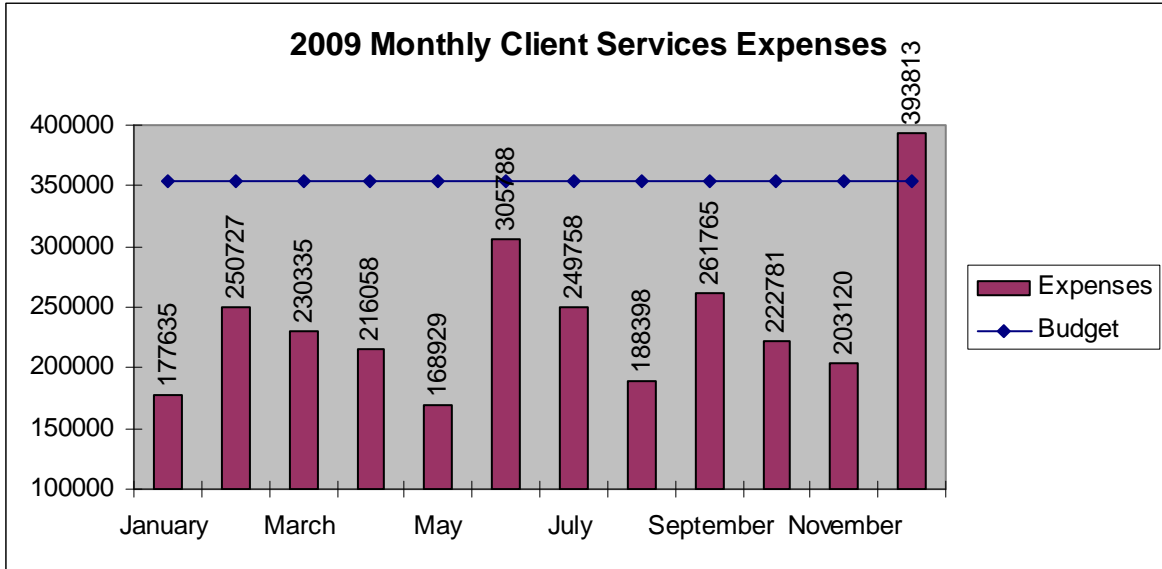
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2009 Expenses



Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2009 Projection	Budget Variance
Salaries	1,681,412	1,680,946	-	-	1,680,946	466
Fringe Benefits	610,989	558,816	-	-	558,816	52,173
Commodities	47,419	45,136	-	-	45,136	2,283
Contract Services	849,408	347,667	498,276	498,276	845,943	3,465
Controlled Expenditures	325,106	301,320	-	-	301,320	23,786
Client Services	3,946,028	2,869,106	12,331	12,331	2,881,437	1,064,591
Other Expenditures	389,214	300,942	31,664	31,664	332,606	56,608
Capital Outlay	331,350	213,818	1,350	1,350	215,168	116,182
Total Expenditures	8,180,926	6,317,751	543,621	543,621	6,861,372	1,319,554

Assistance Department:

December financial assistance totaled \$393,813, up from \$230,120 issued during November and up from \$319,315 issued in December of 2008. Year to date client assistance for 2009 is \$2,896,107 and YTD for 2008 was \$3,106,769 down \$210,662.

The December Financial Assistance Department activity report follows below.

Indicator	December 2009	December 2008	% Change		
Number of clients seeking hardship assistance	838	795	5.4%		
Total applications taken	662	714	-7.3%		
Applications Withdrawn	(184)	(252)	-4.4%		
Applications Denied	(57)				
Total applications approved for hardship assistance (with trans.)	421	462	-8.9%		
Transportation only approvals	(174)	(216)	19.4%		
F/A applications approved	247	246	.4%		

Indicator	YTD 2009	YTD 2008	% Change		
Number of clients seeking hardship assistance	11319	9789	15.6%		
Total applications taken	10099	7510	34.5%		
Applications Withdrawn/Denied	(2464)	(2367)	4.1%		
Total applications approved for hardship assistance (with trans.)	7635	5143	48.5%		
Transportation only approvals	(4912)	(2393)	105.3%		
F/A applications approved	2723	2750	-9.8%		

During December, 2009, 36 veterans applied for assistance for the first time bringing the 2009 YTD total to 629. Of the 36 new claims, 29 were approved, 2 were partially approved, 1 was approved at Level II, 0 were denied and 4 were withdrawn. In December, 2008, 43 veterans applied for assistance for the first time bringing the 2008 YTD total to 609.

Listed below is a breakdown of appeals for the month of December, 2009.

Number of workdays	22
Cases on hand beginning of month	23
Cases received	+46
Cases worked	-45
Cases on hand end of month	24

	December	
<u>Appeal Officer Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	3	37
Cases denied	30	251
Cases denied/withdrawn, no show	9	67
Cases withdrawn	2	25
No determination at Level II (Referred to Level III)	0	1
Cases referred back to Financial Asst./Social Worker	1	10
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	45	391

	December	
<u>Board Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	19	172
Cases denied	10	79
Cases withdrawn	0	2
Cases verifying fraud	0	26
Fraud not verified	0	1
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	29	280

Medical and Other Transportation:

December medical assistance expensed for transportation totaled \$6,886.50 for the month, \$6,886.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for December amounted to \$8,462 with \$4,024 expensed for Dental and \$1,440 for Vision. Year to date medical expenses totaled \$56,579. Dental payments year to date are \$45,690 and Vision year to date payments are \$6,610.

\$2,998 in Miscellaneous Medical payments were expensed in December. Year to date Miscellaneous Medical payments are \$4,279.

Memorial Affairs Department:

\$8,866.37 was expensed during December, 2009 for indigent veteran funeral expenses, down \$12,234.61 from December, 2008. During December, 9 indigent burials were approved. The burials were for 4 Air Force, 2 Marine, 0 Navy and 3 Army veterans.

Following are the 2009 Year to Date statistics for Memorial Affairs:

	<u>Dec.</u>	<u>2009 YTD</u>	<u>Dec.</u>	<u>2008 YTD</u>
DD14 Search	111	1562	172	2064
Benefits Counseling	984	11786	727	10138
Undelivered-Incorrect Headstones/Research	15	331	44	624
Presidential Memorial Certificates	112	1876	161	2312
National Cemetery Referrals	63	1584	308	2903
Blue Star Service Banners	4	13	2	37

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Haliburton/James Stolz for the month of December, 2009 for the Brecksville satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	22	558
Pension claims and follow ups	17	248
Medical	0	60
Power of Atty. to Service Organizations	17	178
Misc. Applications/Correspondence	31	762
All Other	<u>11</u>	<u>354</u>
Total	98	2160

Following are some of the major statistics reported by VSO Robert Erb for the month of December, 2009 for the Wade Park satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	57	602
Pension claims and follow ups	27	231
Medical	8	100
Power of Atty. to Service Organizations	11	219
Misc. Applications/Correspondence	88	649
All Other	<u>49</u>	<u>562</u>
Total	240	2363

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

**December
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	45	566	39	719	0	42	4	92
Follow-up Pending Claims	113	1372	101	1173	7	89	14	87
Pension Claims	44	395	25	328	15	169	17	169
Follow-up Pending Claims	78	704	64	681	36	452	28	312
Medical	17	330	27	332	0	39	4	32
Notice of Disagreements	10	132	12	113	0	12	0	4
Appeals & Waivers	2	103	17	180	1	11	1	6
Eligibility Verification Reports	3	71	1	103	0	42	1	53
Change of Address	4	101	0	9	0	9	0	1
Education Assistance	10	62	11	104	1	20	0	26
Cert. Eligibility - Home Loan	5	57	1	24	0	4	0	1
Insurance Discharges, Request for copy	0	2	0	15	0	14	0	9
Headstone/Marker Application	119	1617	79	1232	10	185	1	44
Referrals to Other Agencies	14	181	20	265	0	25	4	30
P of A Service Organization	78	941	52	791	15	206	14	163
Misc. Application/Corresp.	248	2875	210	2867	29	441	58	499
Ohio Veterans Home	9	85	8	52				
Burial Benefits					5	1833	153	38
High School Diploma Applications	4	45	0	24				
Discharge Upgrades	8	57	8	127				
10-10 EZ Forms	1	26	0	7				
TOTAL	<u>812</u>	<u>9722</u>	<u>675</u>	<u>9146</u>	<u>119</u>	<u>1833</u>	<u>153</u>	<u>1570</u>

% Chg - 11.1%
% Chg. YTD -7.3%

TOTAL (Vet + Dep)

	'08	YTD '08	'09	YTD '09
	642	5713	827	10459
	31	594	1	257
	673	6307	828	10716

Interviews: Service Dept. Clients	552	5211	674	8903	90	502	153	1556
Fin. Asst. Referrals	27	549	1	243	4	45	0	14
Office YTD	579	5760	675	9146	94	547	153	1570
Phone Calls	2794	28094	2620	24152				

Information Systems:

eVetAssist

The developer has added/modified features in eVetAssist almost weekly during December.

RFP/Move to first floor

The only feature not working correctly is showing video from the Boardroom laptop to the projector. The image quality is poor and the hardware which converts VGA input to video output needs to be upgraded.

New PC Installation

Most PC's have been "re-imaged" during December. This work installs a new version of the operating software and settings on each PC. Group Controls are also installed so that PC's can be diagnosed and corrected remotely.

Document Management

Testing two upgrades to KnowledgeTree continued in December. We anticipate installing the new software on our production machine during January. We anticipate noticeably faster response from the system after this upgrade.

Remote Offices

PC's and software in the remote offices will be upgraded in January to improve performance, reduce dependence on the VA internet system, and provide a practical way for Service Officers to scan documents and add them to KnowledgeTree online.

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.

The waiting list for the Ohio Veterans Home includes 22 veterans waiting for nursing home standard care, 14 veterans for nursing home special care, 0 veteran for the domiciliary and 8 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for January 21, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**