



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

Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: March 17, 2010 9:34 a.m.

PRESENT: Daniel T. Weist, President
Mel Baher, Vice President
Frank Pocci, Secretary
Thomas Zung, Commissioner
Bob Potts, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor

VISITORS: Bernice & George Johnson

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Dan Weist, followed by the Pledge of Allegiance.

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

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

OLD BUSINESS:

The Board will conduct two evening open public meetings outside the Commission to give the veterans' community an opportunity to attend. The spring meeting is scheduled to take place on Wednesday, April 21, 2010 at VFW Post 1056, 580 E. 200th St., Euclid, Ohio, at 7:00 p.m. Commissioner Pocci will contact VFW Post 3345 in Strongsville, Ohio to see if they would be willing to host the Fall meeting at their post on Wednesday, October 20th at 7:00 p.m.

NEW BUSINESS:

The Board is in the process of reviewing current policies and guidelines and making revisions when necessary. A motion was made by Mel Baher and seconded by Thomas Zung to accept revisions to the Guideline for Medical Transportation dated 6/8/05, as read by the Executive Director.

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept revisions to the Guideline for Applying for Assistance and Verification dated 6/4/08, as read by the Executive Director.

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

GOOD OF THE ORDER:

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

Deborah Jackson

- CCVSC assistance with a refrigerator.

George Jackson

- Widow's Pension for his mother.

EXECUTIVE SESSION:

There was one item for Executive Session.

A motion was made by Thomas Zung and seconded by Bob Potts to go into Executive Session to discuss employment/demotion and/or compensation of an employee.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:02 a.m.)

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

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:34 a.m.)

A motion was made by Frank Pocci and seconded by Bob Potts to accept the resignation of John Murphy, from the position of Service Manager, and to discuss the restructuring of the Service Department at the next open public meeting.

AYES: Pocci, Potts, Weist, Zung. NAYS: Baher. Motion carried.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 11:36 a.m.

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

Daniel T. Weist, President

Frank Pocci, 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, Social Worker/Case Management
(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

February, 2010

Issued by:

The CCVSC Commissioners

Daniel Weist – President, DAV

Mel Baher – Vice President, American Legion

Frank Pocci – Secretary, AMVETS

Thomas Zung – VFW

Bob Potts - VVA

March 17, 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 February 28, 2010:

Executive:

The Executive Director

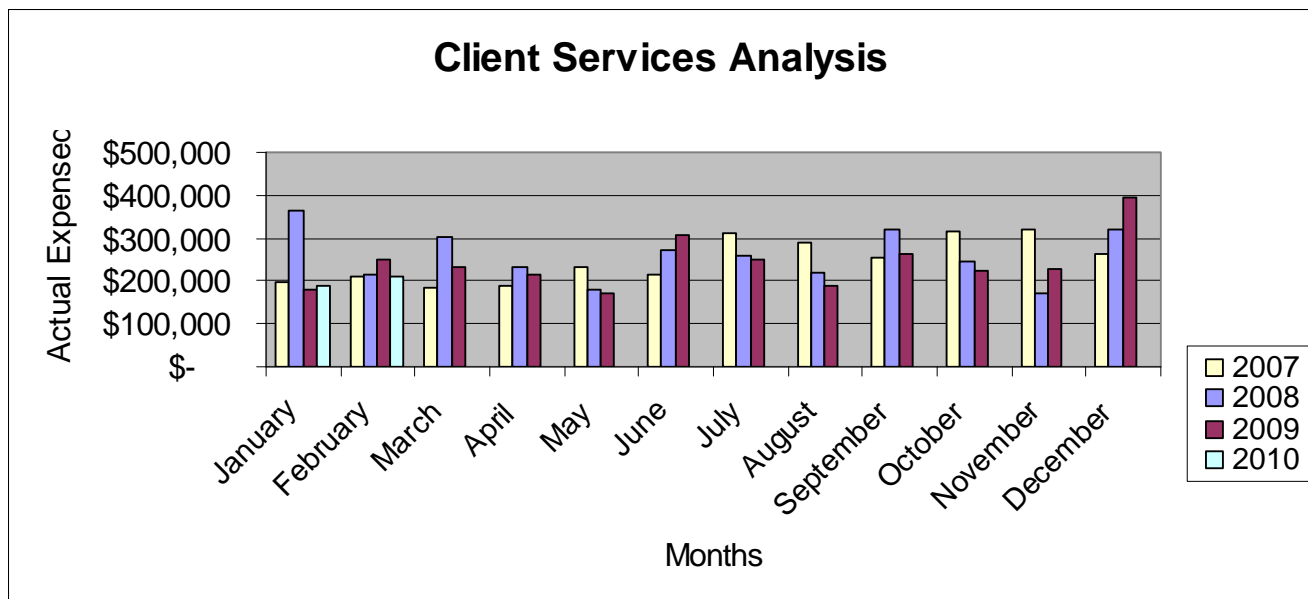
- Attended the farewell function for the Director of the Cleveland VA Medical Center.
- Met with the Business Agents for the union.
- Met with the Director and other employees of the Kentucky Department of Veterans Affairs.

Finance Department

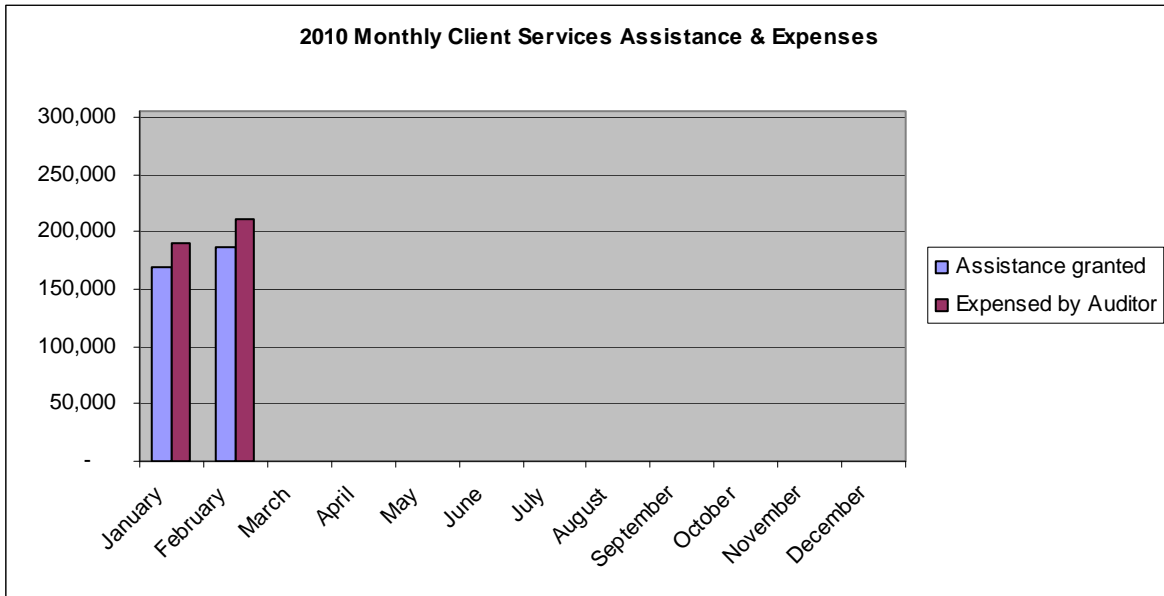
Below are selected February reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2010 Expenses



Total 2010 Expense Analysis

	Total	YTD	YTD	Remaining	2010	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,758,034	264,224	-	1,450,963	1,715,187	42,847
Fringe Benefits	675,357	88,148	-	529,319	617,467	57,890
Commodities	46,064	2,574	-	42,562	45,136	928
Contract Services	1,028,776	87,835	458,486	236,281	324,116	704,660
Controlled Expenditures	283,188	-	-	283,188	283,188	-
Client Services	3,637,537	401,290	12,331	3,000,000	3,401,290	236,247
Other Expenditures	356,930	15,609	22,639	307,972	323,581	33,349
Capital Outlay	26,350	57	1,350	17,443	17,500	8,850
Total Expenditures	7,812,236	859,737	494,806	5,867,728	6,727,465	1,084,771

Assistance Department:

February financial assistance totaled \$210,726, up from \$190,564 issued during January and down from \$250,727 issued in February of 2010. Year to date client assistance for 2010 is \$401,290 and YTD for 2009 was \$428,362, down \$27,072.

The February Financial Assistance Department activity report follows below.

Indicator	February 2010	February 2009	% Change		
Number of clients seeking hardship assistance	623	827	-24.7%		
Total applications taken	544	745	-27.0%		
Applications Withdrawn	(92)	(177)	-48.0%		
Applications Denied	(38)	(49)	-22.4%		
Total applications approved for hardship assistance (with trans.)	414	519	-20.2%		
Transportation only approvals	(238)	(309)	-23.0%		
F/A applications approved	176	210	-16.1%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	1368	1511	-9.5%		
Total applications taken	1184	1403	-15.6%		
Applications Withdrawn/Denied	(242) (71)	(411)	-23.8%		
Total applications approved for hardship assistance (with trans.)	871	992	-12.2%		
Transportation only approvals	(504)	(525)	-4.0%		
F/A applications approved	367	467	-21.4%		

During February, 2010, 25 veterans applied for assistance for the first time bringing the 2010 YTD total to 73. Of the 25 new claims, 20 were approved, 1 was partially approved, 0 were approved at Level II, 0 were denied and 4 were withdrawn. In February, 2009, 42 veterans applied for assistance for the first time bringing the 2009 YTD total to 57.

Listed below is a breakdown of appeals for the month of February, 2010.

Number of workdays	19
Cases on hand beginning of month	5
Cases received	+25
Cases worked	<u>-26</u>
Cases on hand end of month	4

	February	
<u>Appeal Officer Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	7	17
Cases denied	11	33
Cases denied/withdrawn, no show	6	12
Cases withdrawn	2	5
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	0
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	26	67

	February	
<u>Board Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	15	29
Cases denied	7	16
Cases withdrawn	0	0
Cases verifying fraud	0	0
Fraud not verified	0	0
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	22	45

Medical and Other Transportation:

February medical assistance expensed for transportation totaled \$5,610 for the month, \$5,610 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for February amounted to \$5,726 with \$4,961 expensed for Dental and \$765 for Vision. Year to date medical expenses totaled \$6,832. Dental payments year to date are \$5,887 and Vision year to date payments are \$945.

\$0 in Miscellaneous Medical payments were expensed in February. Year to date Miscellaneous Medical payments are \$0.

Memorial Affairs Department:

\$10,269 was expensed during February, 2010 for indigent veteran funeral expenses, down \$9,925.88 from February, 2009. During January, 11 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 4 Navy and 5 Army veterans.

Following are the 2010 Year to Date statistics for Memorial Affairs:

	<u>Feb.</u>	<u>2010 YTD</u>	<u>Feb.</u>	<u>2009 YTD</u>
DD14 Search	74	179	216	374
Benefits Counseling	876	1,838	858	1,404
Undelivered-Incorrect Headstones/Research	7	11	57	105
Presidential Memorial Certificates	122	225	237	513
National Cemetery Referrals	58	165	224	375
Blue Star Service Banners	0	4	3	3

Veterans Service Officers:

Following are some of the major statistics reported by VSO Murray Evans for the month of February, 2010 for the Brecksville satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	22	36
Pension claims and follow ups	12	13
Medical	13	13
Power of Atty. to Service Organizations	3	14
Misc. Applications/Correspondence	99	113
All Other	<u>40</u>	<u>45</u>
Total	189	234

Following are some of the major statistics reported by VSO's Robert Erb and Iris DeHart for the month of February, 2010 for the Wade Park satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	24	53
Pension claims and follow ups	15	39
Medical	10	20
Power of Atty. to Service Organizations	14	23
Misc. Applications/Correspondence	67	134
All Other	<u>37</u>	<u>84</u>
Total	167	353

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

February
2010

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	45	108	41	76	2	4	1	4
Follow-up Pending Claims	68	158	54	104	4	8	7	11
Pension Claims	22	54	15	27	19	27	9	23
Follow-up Pending Claims	44	88	26	82	31	52	21	42
Medical	4	32	36	62	3	10	7	11
Notice of Disagreements	7	17	8	14	1	2	0	0
Appeals & Waivers	7	13	10	18	0	0	0	0
Eligibility Verification Reports	32	62	36	53	27	43	12	14
Change of Address	4	9	0	0	1	1	0	0
Education Assistance	3	8	8	15	1	1	4	4
Cert. Eligibility - Home Loan	0	2	1	6	0	0	0	0
Insurance Discharges, Request for copy	2	4	0	0	2	4	0	0
Headstone/Marker Application	71	186	82	172	3	8	0	1
Referrals to Other Agencies	1	1	0	0	1	1	0	0
P of A Service Organization Misc. Application/Corresp.	2	29	15	47	1	2	2	2
Ohio Veterans Home	60	134	44	90	14	23	10	25
Burial Benefits High School Diploma Applications	199	434	162	351	38	76	26	70
Discharge Upgrades 10-10 EZ Forms	3	12	1	4	1	3	1	3
TOTAL	<u>581</u>	<u>1369</u>	<u>550</u>	<u>1141</u>	<u>149</u>	<u>265</u>	<u>100</u>	<u>210</u>

% Chg
-
11.0%

% Chg. YTD
-
-17.3%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
Interviews: Service Dept. Clients	281	671	649	1348
Fin. Asst. Referrals	4	35	1	3
Office YTD	285	705	650	1351
Phone Calls	2026	3671	2389	4750

Information Systems:

PC Modifications

Zenworks is now installed correctly on all workstations. The Windows 7 Professional upgrade (free) is being reviewed for possible deployment later this year.

Document Management

A KnowledgeTree annual maintenance license was approved during March. We are now operating on a temporary license.

Remote Offices

Further changes are in process for the Brecksville and Wade Park workstations and printers. These changes will allow faster and more reliable operation than the current 4 year old software allows.

Scanners for VSO's

The desktop scanners are here and will be installed during the last week of March. Small printers will also be ordered for each office to reduce the time spent copying and increase the time spent directly with the clients.

Laptops for Commissioners

Replacements for the five-year-old laptops used by VSC Commissioners are on order and should be received during April.

VA system access

Work is proceeding on getting VSO's access to MAP-D and SHARE systems from the VA.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 14 veterans waiting for nursing home standard care, 7 veterans for nursing home special care, 0 veterans for the domiciliary and 1 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for March 18, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**