



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: March 18, 2009 9:45 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Daniel Weist, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director
Tom 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 Frank Pocci to dispense with the reading of the minutes of March 4, 2009 and to accept the minutes 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.

A motion was made by Mel Baher and seconded by Thomas Zung to dispense with the reading of the minutes of the Level III Board Appeals meeting of March 4, 2009 and to accept the minutes 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.

A motion was made by Mel Baher and seconded by Thomas Zung 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: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried.

A motion was made by Dan Weist and seconded by Thomas Zung to accept cases approved on the Consent Agenda for the month of February 2009, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

A motion was made by Dan Weist and seconded by Thomas Zung to accept cases denied on the Consent Agenda for the month of February 2009, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

A motion was made by Thomas Zung and seconded by Dan Weist to accept indigent burials approved for the month of February 2009 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

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

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

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

OLD BUSINESS:

None.

NEW BUSINESS:

Volunteers are needed for the Honor Flight program. Through this program, WWII veterans can fly, free of charge, to Washington, D.C. to visit the WWII Memorial. Examples of volunteer positions include sending off the veterans at the airport in the morning and welcoming them home at the end of the trip with a cheering reception; answering office phones and entering application info into the data system; mailing requested material and purchased merchandise; as well as contacting veterans and guardians to make arrangements for flight schedules. If you are interested in volunteering, please call 937-521-2400 or email volunteer-application@honorflight.org.

GOOD OF THE ORDER:

None.

EXECUTIVE SESSION:

No items were submitted.

With no further business, a motion was made by Frank Pocci and seconded by Dan Weist to adjourn the meeting at 10:30 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)

Mobile Meals Program Terry Walker, Social Worker/Case Management Officer (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, 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

March 18, 2009

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, 2009:

Executive:

The Executive Director

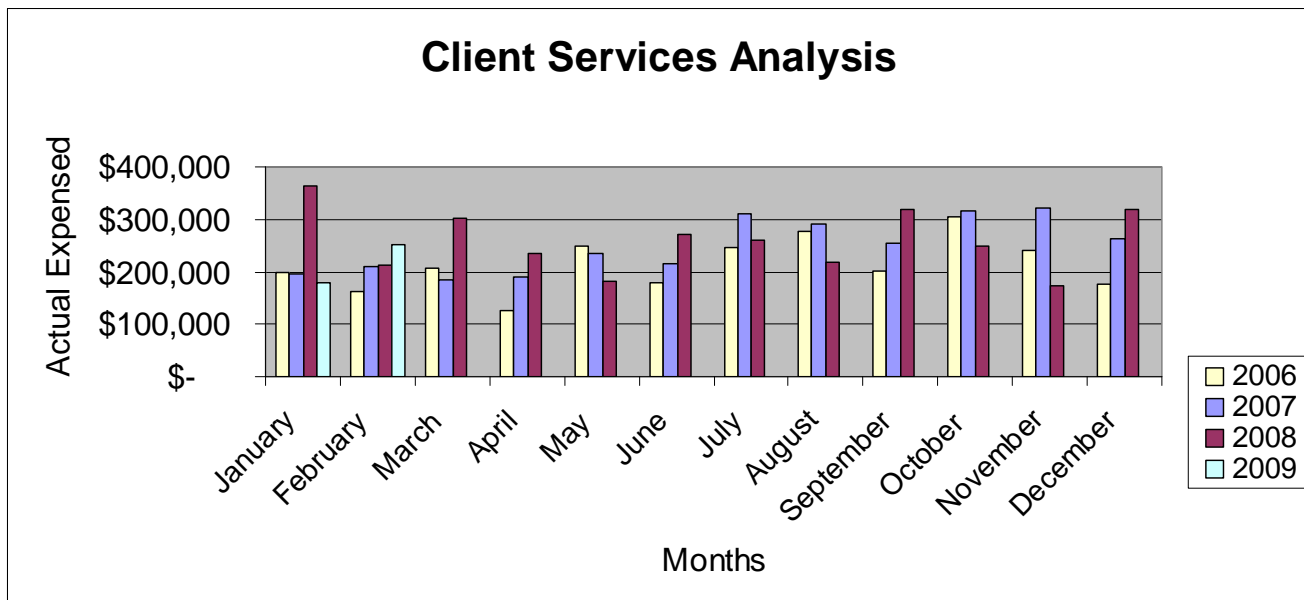
- Met with Deb Shaw and Terry Poltorek to discuss the move.

Finance Department

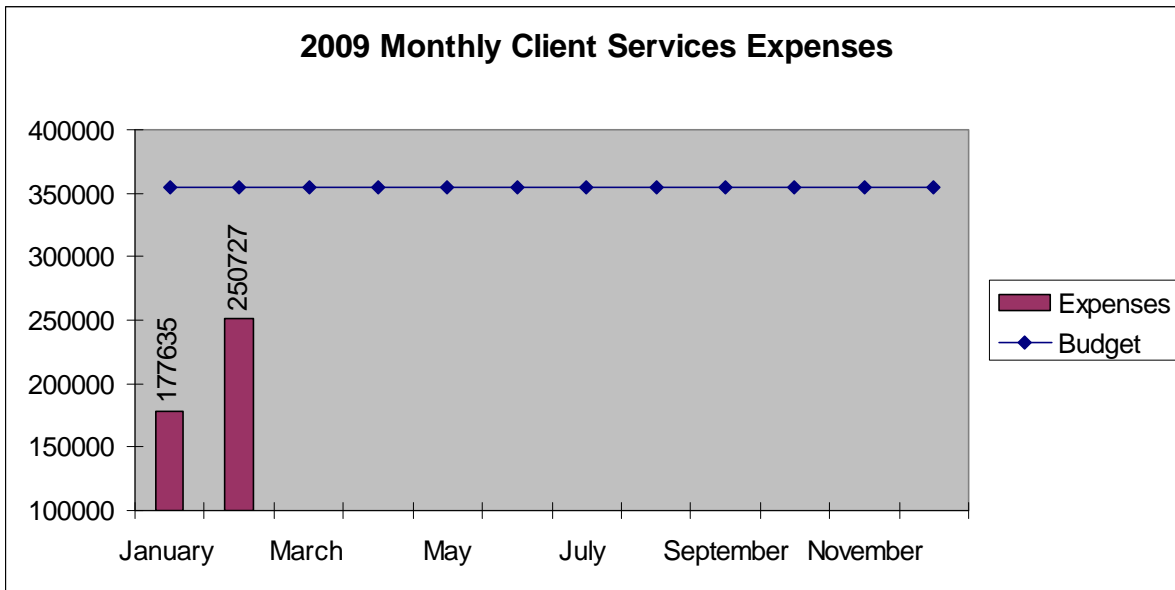
Below are selected February reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2009 Expenses



Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,651,412	249,996	-	1,366,385	1,616,381	35,031
Fringe Benefits	640,989	87,142	-	543,247	630,389	10,600
Commodities	47,419	6,428	-	32,528	38,956	8,463
Contract Services	529,408	35,011	96,915	341,409	376,420	152,988
Controlled Expenditures	260,106	-	-	260,106	260,106	-
Client Services	4,266,028	428,362	12,331	3,010,200	3,438,562	827,466
Other Expenditures	456,295	23,212	17,257	329,476	352,688	103,607
Capital Outlay	331,350	-	1,350	321,350	321,350	10,000
Total Expenditures	8,183,007	830,151	127,853	6,204,701	7,034,852	1,148,155

Assistance Department:

February financial assistance totaled \$177,635, down from \$319,315 issued during January and down from \$363,727 issued in February of 2008. Year to date client assistance for 2009 is \$177,635 and YTD for 2008 was \$363,727 down \$186,092.

The February Financial Assistance Department activity report follows below.

Indicator	February 2009*
Number of clients seeking hardship assistance	684
Total applications taken	658
Applications Withdrawn/Denied	(185)
Total applications approved for hardship assistance (with trans.)	473
Transportation only approvals	(216)
F/A applications approved	257

*2008 numbers are not presented because the Paradox system inflated the number of visitors. These numbers were not a true comparison.

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During February, 2009, 15 veterans applied for assistance for the first time bringing the 2009 YTD total to 15. Of the 15 new claims, 10 were approved, 4 were withdrawn and

1 was not taken. In February of 2008, 53 veterans applied for assistance for the first time bringing the 2008 YTD total to 53.

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

Number of workdays	19
Cases on hand beginning of month	2
Cases received	+19
Cases worked	- <u>16</u>
Cases on hand end of month	5

<u>Appeal Officer Appeals</u>	<u>Feb.</u> <u>2009</u>	<u>YTD</u>
Cases approved	2	3
Cases denied	12	32
Cases withdrawn, no show	1	3
Cases withdrawn	5	5
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	1	2
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	29	29

<u>Board Appeals</u>	<u>Feb.</u> <u>2009</u>	<u>YTD</u>
Cases approved	19	19
Cases denied	5	5
Cases withdrawn	0	0
Cases verifying fraud	4	4
Fraud/Fraudulent application	0	0
Cases Referred back to financial Asst./Social Worker	0	0
Client not eligible (not a veteran)	0	0
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	0	0
Asst. rescinded due to false statements on application	1	1
Fraud expunged	<u>0</u>	<u>0</u>
Total	28	28

Medical and Other Transportation:

February medical assistance expensed for transportation totaled \$6,579.50 for the month, \$6,579.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for February amounted to \$3,960 with \$3,960 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$3,960. Dental payments year to date are \$3,960 and Vision year to date payments are \$0.

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

Memorial Affairs Department:

\$20,194.88 was expensed during February, 2009 for indigent veteran funeral expenses, down \$15,277.65 from February, 2008. During February, 21 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 5 Navy and 15 Army veterans.

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

	<u>Feb.</u>	<u>2009 YTD</u>	<u>Feb</u>	<u>2008 YTD</u>
DD14 Search	216	374	176	417
Benefits Counseling	858	1,404	898	1,991
Undelivered-Incorrect Headstones/Research	57	105	87	203
Presidential Memorial Certificates	237	513	202	466
National Cemetery Referrals	224	375	221	483
Blue Star Service Banners	3	3	2	13

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of February, 2009 for the Brecksville satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	36	36
Pension claims and follow ups	11	11
Medical	6	6
Power of Atty. to Service Organizations	15	15
Misc. Applications/Correspondence	82	82
All Other	<u>35</u>	<u>35</u>
Total	185	185

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

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	61	61
Pension claims and follow ups	22	22
Medical	14	14
Power of Atty. to Service Organizations	21	21
Misc. Applications/Correspondence	15	15
All Other	<u>40</u>	<u>40</u>
Total	173	173

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

**February
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	56	56	63	63	2	2	2	2
Follow-up Pending Claims	177	177	90	90	7	7	4	4
Pension Claims	24	24	32	32	13	13	8	8
Follow-up Pending Claims	104	104	44	44	40	40	21	21
Medical	42	42	28	28	13	13	7	7
Notice of Disagreements	12	12	10	10	1	1	1	1
Appeals & Waivers	6	6	6	6	0	0	0	0
Eligibility Verification Reports	22	2	30	30	16	16	16	16
Change of Address	6	6	5	5	2	2	0	0
Education Assistance	6	6	5	5	3	3	0	0
Cert. Eligibility - Home Loan	5	5	2	2	1	1	0	0
Insurance Discharges, Request for copy	0	0	2	2	0	0	2	2
Headstone/Marker Application	261	261	115	115	27	27	5	5
Referrals to Other Agencies	30	130	27	27	1	1	1	1
P of A Service Organization	77	77	74	74	11	11	9	9
Misc. Application/Corresp.	407	407	235	235	42	42	38	38
Ohio Veterans Home	7	7	9	9				
Burial Benefits					5	5	2	2
High School Diploma Applications	4	4	2	2				
Discharge Upgrades	6	6	6	6				
10-10 EZ Forms	4	4	3	3				
TOTAL	<u>1256</u>	<u>1256</u>	<u>788</u>	<u>788</u>	<u>184</u>	<u>184</u>	<u>116</u>	<u>116</u>

% Chg

37.2%

% Chg. YTD

-37.2%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	483	483	364	364	32	32	26	26
Fin. Asst. Referrals	68	68	30	30	4	4	1	1
Office YTD	551	551	394	394	36	36	27	27

	'08	YTD' 08	'09	YTD' 09
	515	515	390	390
	72	72	31	31
	587	587	421	421

Information Systems:

ClientTrack

The final SQL Server database of CCVSC data was downloaded on the evening of January 31st 2009 and is installed on our server. Of the 600 tables in ClientTrack, 29 contain information of value to the CCVSC. Several queries have been developed to allow VSC personnel to review the information in these tables as required. Several other queries are being developed for the other tables. These queries are available on our network for anyone who needs them.

Catch-up reporting still needs to be completed for the months of June through September.

eVetAssist

The SQL Server database was installed and configured for use by John Yan in developing the eVetAssist application. A test database was also set up by John for our use in testing. A Virtual Private Network connection was set up for John to be able to upload and maintain the application from Columbus. This is working correctly.

We are looking into the purchase of electronic signature pads so that all documentation is electronic rather than being in paper files. The CSC Group is providing information to us on their signature pads and two other vendors have been contacted about their products. John Yan will have to develop an interface to allow these signature pads to work with the eVetAssist application.

A web camera has been installed to take client pictures to be stored with their claim data. The camera works well. Now eVetAssist needs to be modified to allow us to store the pictures. John Yan will be developing a new method for handling the pictures in the system during February.

High speed county network

A high speed connection to the One Community high speed Internet was installed on January 15th. Internet speeds have improved for uploading and downloading from the Internet. However, our internal network speed is gated by the VOIP phones which handle both voice and data traffic.

VSO Scanning

VSO's have scanned all the catch-up documents created since the Recorder's office finished the original scanning. The scanned documents are being uploaded to KnowledgeTree during February.

Microfilming/Record Retention

We are investigating several outside companies to do microfilming of our documents once they are scanned and uploaded. This would allow us to microfilm more often and will permit shredding of paper files on a more frequent basis. This will become more important when we move to the new offices later this year as filing space is much more limited.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During February, one veteran was transported to the Sandusky home for tours and admission evaluations.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for March 19, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**