



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



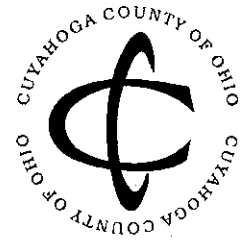
Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER



ROBERT E. SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

MINUTES

DATE: March 20, 2013 9:35 a.m.

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

VISITORS: Melvin Davis and Mick Panek

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 Dan Weist and seconded by Clay Uzell to dispense with the reading of the Consent Agenda and to accept the agenda with the necessary corrections and/or additions. One item was pulled from the agenda to be addressed under New Business. (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 (Attached)

A motion was made by Dan Weist and seconded by Clay Uzell to accept the report of the Executive Director as given.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Laurene Rutkowski provided the Board with an updated report on the Memorial Affairs Department. Benefits and services of her department include obtaining discharge papers, permits for graves, indigent burials, government headstones, Presidential Memorial certificates, flag cases and medals.

A motion was made by Mel Baher and seconded by Frank Pocci to approve Resolution 2013-11 requesting authority for nine CCVSC service officers to attend the OSAVSC Spring School in Independence, Ohio from May 8-10, 2013, expenses not to exceed \$675.00.
AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

The spring outreach meeting of the Board will be held April 17, 2013 at 7:00 p.m. at VFW Post 6676, 590 N. Rocky River Dr., Berea, Ohio. All are invited to attend.

Correspondence from a veteran concerning his ineligibility for financial assistance at the CCVSC for an "other than honorable discharge" was discussed. The veteran claimed that he received assistance from Hamilton County prior to his ten year incarceration and recent release. The Executive Director contacted Hamilton County and learned that only one discharge was presented to them and it was honorable. They were unaware of the veteran's second "other than honorable" discharge and would have denied the financial assistance had they known. The Executive Director is to respond to the veteran.

GOOD OF THE ORDER:

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

Mick Panek

- Commissioners' compensation
- Funding for county veterans' programs

Mel Davis

- Veterans job fair
- Medallions for veterans' graves
- Veterans I.D. cards

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Frank Pocci to go into Executive Session to discuss Commissioners' compensation, travel pay and a personnel issue.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:45 a.m.)

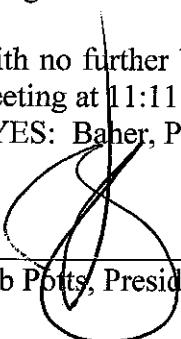
A motion was made by Mel Baher and seconded by Clay Uzell to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:10 a.m.)


The Executive Director was given input and direction on how to respond to an email from Melvin Davis, Executive Assistant to the County Executive, concerning Commissioners' compensation and clarification was given concerning travel pay and a personnel issue.

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

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



Bob Potts, President



Daniel T. Weist, Secretary FOR

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)
Commissioners: Lorri Slivka, Secretary to the Board (216-698-2646)

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

February, 2013

Issued by:

The CCVSC Commissioners

Bob Potts –President, VVA

Clayton E. Uzell – Vice President, VFW

Daniel Weist – Secretary, DAV

Mel Baher –American Legion

Frank Pocci – AMVETS

March 20, 2013

Submitted By: Robert E. Schloendorn – Executive Director

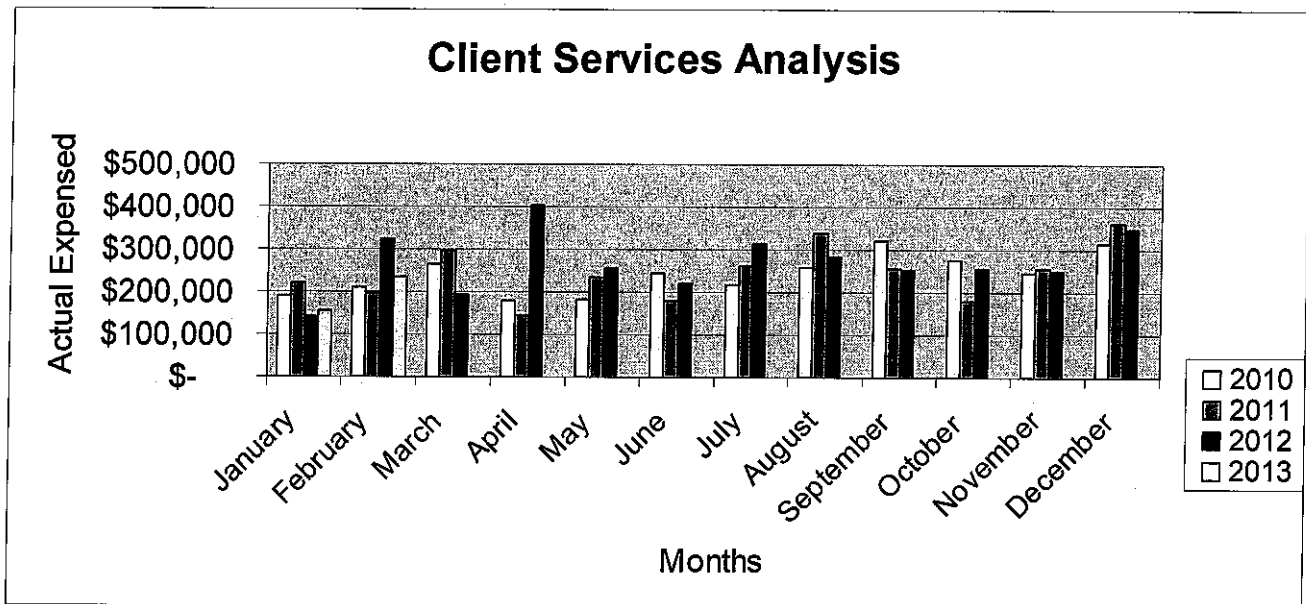
The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of February 28, 2013:

Finance Department

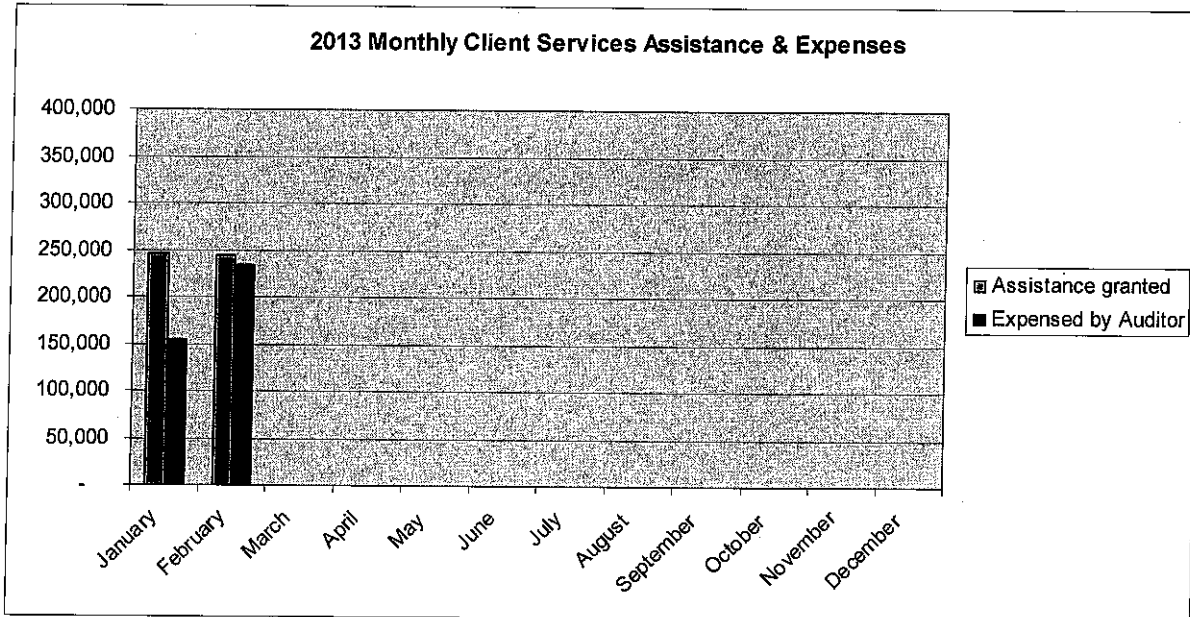
Below are selected February reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total	YTD	YTD	Remaining	2013	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,823,906	282,825	-	1,494,231	1,777,056	46,850
Fringe Benefits	638,367	92,820	-	529,150	621,970	16,397
Commodities	30,000	3,189	-	26,811	30,000	-
Contract Services	619,832	82,953	482,531	456,047	539,000	80,832
Controlled Expenditures	274,396	-	-	274,396	274,396	-
Client Services	3,439,190	387,512	200,000	2,800,000	3,187,512	251,678
Other Expenditures	381,847	14,621	44,158	335,379	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	863,920	726,817	5,937,014	6,800,934	437,732

Assistance Department:

February financial assistance totaled \$233,985, up from \$153,527 issued during January and down from \$323,457 issued in February of 2012. Year to date client assistance for 2013 is \$387,512 and YTD for 2012 was \$465,509, down \$77,977.

The February Financial Assistance Department activity report follows below.

Indicator	February 2013	February 2012	% Change		
Number of clients seeking hardship assistance	720	853	-15.6%		
Total applications taken	609	702	-13.2%		
Applications Withdrawn	(27)	(13)	107.7%		
Applications Denied	(43)	(35)	22.9%		
Total applications approved for hardship assistance (with trans.)	539	654	-17.6%		
Transportation only approvals	(367)	(455)	-19.3%		
F/A applications approved	172	199	-13.6%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	1593	1745	-8.7%		
Total applications taken	1336	1452	-8.0%		
Applications Withdrawn	(56)	(50)	12.0%		
Applications Denied	(115)	(87)	32.2%		
Total applications approved for hardship assistance (with trans.)	1165	1315	-11.4%		
Transportation only approvals	(789)	(889)	-11.2%		
F/A applications approved	376	426	-11.7%		

During February, 2013, 40 veterans applied for assistance for the first time bringing the 2013 YTD total to 77. Of the 40 new claims, 39 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 1 was withdrawn. In February, 2012, 40 veterans applied for assistance for the first time bringing the 2012 YTD total to 77.

Listed below is a breakdown of appeals for the month of February, 2013.

Appeal Officer workdays	10
Cases on hand beginning of month	15
Cases received	+37
Cases worked	<u>-45</u>
Cases on hand end of month	7

<u>Appeal Officer Appeals</u>	February	
	<u>2013</u>	<u>YTD</u>
Cases approved	8	11
Cases denied	22	48
Cases denied/withdrawn, no show	10	16
Cases withdrawn	<u>5</u>	<u>9</u>
Total	45	84

<u>Board Appeals</u>	February	
	<u>2013</u>	<u>YTD</u>
Cases approved	26	32
Cases denied	9	17
Cases withdrawn	0	0
Cases verifying fraud	4	11
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>1</u>	<u>1</u>
Total	40	61

Medical and Other Transportation:

February assistance expensed for transportation totaled \$8,801.50 for the month, \$8,541.50 for medical bus tickets and \$260 for other transportation. Year to date transportation totaled \$19,302.00. Year to date medical transportation totaled \$18,657.00 and needs based transportation totaled \$645.

Medical and Dental Programs:

Medical payments for February amounted to \$2,765 with \$2,765 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$6,429. Dental payments year to date are \$5,759 and Vision year to date payments are \$670.

\$0 Hearing Aid payments were expensed in February. Year to date Hearing Aid payments totaled \$0.

Memorial Affairs Department:

\$11,692.00 was expensed during February, 2013 for indigent veteran funeral expenses, up \$2,048.81 from February, 2012. During February, 12 indigent burials were approved. The burials were for 3 Air Force, 1 Marine, 1 Navy and 7 Army veterans.

Following are the 2013 Year to Date statistics for Memorial Affairs:

	Feb.	2013 YTD	Feb.	2012 YTD
DD-214 Search	98	222	91	199
Benefits Counseling	931	1797	690	1558
Undelivered-Incorrect Headstone/Research	3	16	7	13
Presidential Memorial Certificates	110	192	62	174
National Cemetery Referrals	67	149	56	122
Blue Star Service Banners	1	1	2	2
Indigent Burials	12	23	11	18

Veterans Service Officers:

Following are some of the major statistics reported by VSO Randy Stevenson for the month of February, 2013 for the Parma satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	73	162
Pension claims and follow ups	10	20
Medical	7	9
Power of Atty. to Service Organizations	21	36
Misc. Applications/Correspondence	128	266
All Other	<u>16</u>	<u>34</u>
Total	255	527

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of February, 2013 for the Wade Park satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	78	189
Pension claims and follow ups	54	130
Medical	14	25
Power of Atty. to Service Organizations	27	67
Misc. Applications/Correspondence	359	808
All Other	<u>88</u>	<u>214</u>
Total	620	1433

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

**February
2013**

	VETERAN				DEPENDENT			
	Feb. 2012	YTD '12	Feb. 2013	YTD '13	Feb. 2012	YTD '12	Feb. 2013	YTD '13
Compensation/DIC Claims	62	143	63	144	4	8	4	9
Follow-up Pending Claims	226	458	209	503	12	27	8	16
Pension Claims	33	63	18	44	10	19	11	27
Follow-up Pending Claims	78	179	102	235	50	119	61	139
Medical	50	82	21	54	10	13	5	8
Notice of Disagreements	2	3	2	4	2	3	0	0
Appeals & Waivers	14	31	8	23	0	6	0	2
Eligibility Verification Reports	31	56	5	11	21	33	2	4
Change of Address	11	17	7	22	1	1	0	2
Education Assistance	16	31	20	34	3	6	2	2
Cert. Eligibility - Home Loan	1	3	2	2	1	1	0	0
Insurance	3	7	1	2	0	0	0	0
Discharges, Request for copy	95	191	113	231	5	17	1	2
Headstone/Marker Application					0	0	0	0
Referrals to Other Agencies	104	200	73	167	11	17	1	7
P of A Service Organization	103	201	73	165	9	17	11	24
Misc. Application/Corresp.	753	1558	756	1651	118	222	66	135
Ohio Veterans Home	5	9	5	10				
Burial Benefits					3	5	1	9
High School Diploma Applications	0	1	0	1				
Discharge Upgrades	7	15	10	16				
10-10 EZ Forms	4	11	10	19				
TOTAL	1598	3259	1498	3338	254	514	173	386

% Chg
-10.1%

% Chg. YTD
-1.3%

Interviews: Service Dept. Clients	1601	3258	1589	3439
Fin. Asst. Referrals	0	0	32	57
Office YTD	1601	3258	1621	3496
Phone Calls	2594	5568	2800	5484

Information Systems:

Microsoft Outlook – GroupWise conversion

The county has solicited bids for a Hosted Microsoft Exchange service. The bids are being returned and a selection will hopefully be made in the next month.

Implementation of open source free email software is in progress during the interim period.

Map-D/Share/VBMS implementation

Ethernet has been activated in the Parma VSO officer's office. A small table is being added to the office so the laptop used for Map-D and Share access can be installed.

Fax Boards in copiers

Toshiba fax software does not provide sufficient control over sending, receipt, and delivery of faxes. Third party software is being researched to see if the delivery task can be handled correctly.

Microfilm processing of scanned images

The first large scale transmission of one quarter's scanned documents to the microfilming office is complete. The scanned images are being converted to microfilm. Once this process is verified we will be able to eliminate file storage of paper documents.

On-Call support

We are discussing options for on-call support, as required, with three local vendors. A simple service which does not include yearly maintenance and monitoring is the goal.

Commissioner Netbooks

Some current commissioner laptops will be replaced with smaller and lighter Netbook computers. The laptops will be recycled for use with VA Map-D and Share applications.

KnowledgeTree update

The company has extended our license to the end of April when the new private cloud version of KnowledgeTree will be available for testing. A server running Ubuntu Linux will be used to host the new system. Free Ubuntu online training is being used to familiarize ourselves with the Linux operating system prior to delivery of the new private cloud version.

Ohio Veterans Home Network:

In February, 3 veterans were transported to the Sandusky home for tours and admission evaluations.

At the OVH, there are 7 beds available in the nursing homes and 127 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**