



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

Ph: (216) 698-2600 • Fax: (216) 698-2650  
Email: [vsc\\_mail@cuyahogacounty.us](mailto:vsc_mail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

**DATE:** March 21, 2012 9:30 a.m.

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

**ABSENT:** Daniel T. Weist, Commissioner

**VISITORS:** Mick Panek

**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 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. **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 given.

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

#### **OLD BUSINESS:**

Memorial Day Flag cases will be provided for indigent burials and to non-indigent families when requested.

Commission policies versus county policies were addressed. The Executive Director is to draft a new policy addressing bereavement time and the lunch/break periods previously covered under the union contract. Job postings will continue to be posted internally for a minimum of ten (10) working days.

A motion was made by Mel Baher and seconded by Bob Potts to eliminate the longevity pay bonus which was originally brought into effect to bring Union employee wages up to par.

AYES: Pocci, Uzell. NAYS: Baher, Potts. Motion denied. As a result of the tie vote, it was the consensus of the Board to re-address this issue at the next open public meeting when all five commissioners are present.

The first Board outreach meeting of the year is scheduled to take place on Wednesday, April 18, 2012, at VFW Post 3445, 4727 Turney Rd., in Garfield Hts., at 7:00 p.m. Parking is available at the Golubski Deliberato Funeral Home.

*The Board recessed at 11:05 a.m. and reconvened at 11:11 a.m.*

**NEW BUSINESS:**

The Board authorized the Executive Director to purchase holiday gift cards to be issued to clients with each food voucher the week before Easter.

A motion was made by Mel Baher and seconded by Bob Potts to accept the revision to the "Policy on Tardiness" dated March 21, 2012 as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Clay Uzell to accept the revision to the "Policy on Administration Procedure of Three (3) Personal Days" dated March 21, 2012, as submitted by the Executive Director.

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

A motion was made by Bob Potts and seconded by Clay Uzell to rescind the "Policy on the Clarification of Benefits of the Non-Bargaining Unit Employees vs. the Bargaining Unit Employees" dated October 6, 2010.

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

**GOOD OF THE ORDER:**

VVA Chapter 15 will hold their annual End of the War Ceremony on Monday, April 30, 2012 at Veteran's Memorial on Mall C. The reading of the names of those killed in the Vietnam Conflict will be read at 5:00 p.m.

The Asst. County Prosecutor advised the Board that the EEOC complaint has been resolved with no wrong doing on the part of the Veterans Service Commission.

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

Mick Panek

- Reuse of the Memorial Day Flags
- CCVSC Board outreach meetings

**EXECUTIVE SESSION:**

A motion was made by Mel Baher and seconded by Bob Potts to go into Executive Session to discuss personnel performance evaluations.

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried. (11:57 a.m.)

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

AYES: Baher, Pocci, Potts, Uzell. NAYS: None. Motion carried. (1:40 p.m.)

Personnel evaluations were reviewed in Executive Session. No action was taken.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 1:45 p.m.

AYES: Baher, Pocci, Potts, Uzell. 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)
Commissioners:	Lorri Slivka, Secretary to the Board (216-698-2646)

# **CUYAHOGA COUNTY VETERANS SERVICE COMMISSION**

## **Progress Report on the State of the Commission**

**February, 2012**

**Issued by:**

### **The CCVSC Commissioners**

**Frank Pocci –President, AMVETS**

**Bob Potts – Vice President, VVA**

**Clayton E. Uzell – Secretary, VFW**

**Mel Baher –American Legion**

**Daniel Weist –DAV**

**March 21, 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 February 29, 2012:

**Executive:**

The Executive Director

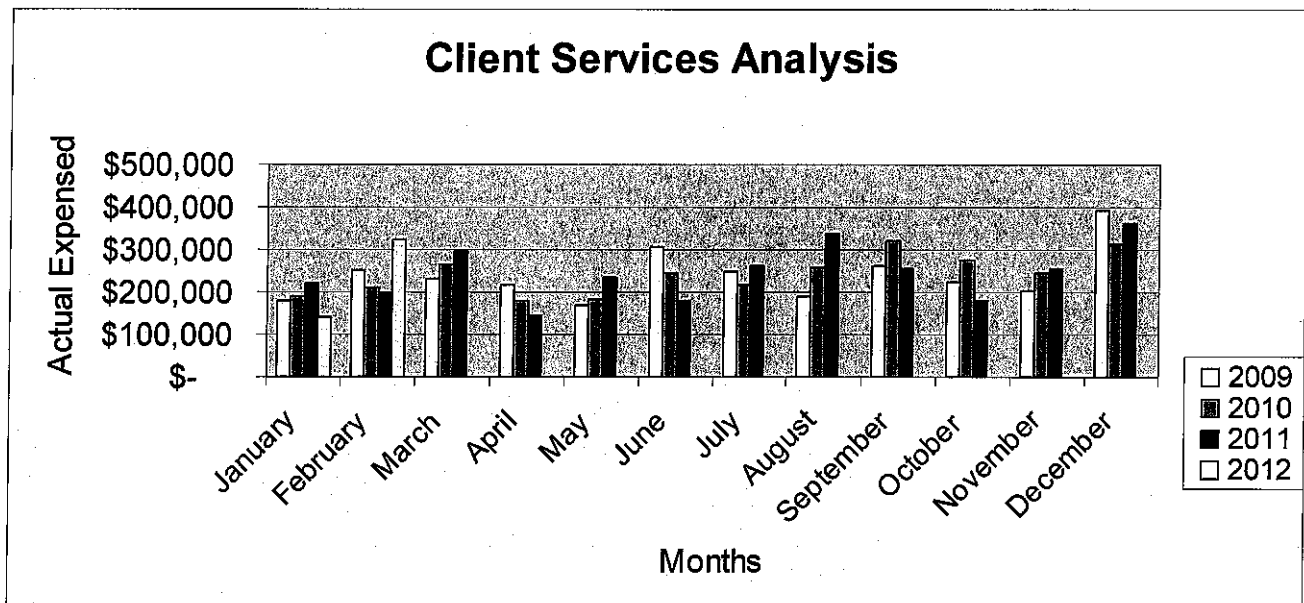
- Met with Larry Benders, Director of Development for Cuyahoga County.
- Interview with Tom Meyer from Channel 3.
- Met with Joe Gauntner.
- Met with Jan Silverman and Neel from WTAM regarding advertising.
- Presented medals to veterans and their families at the Parma Outpatient Clinic.
- Met with Wade Steen.

**Finance Department**

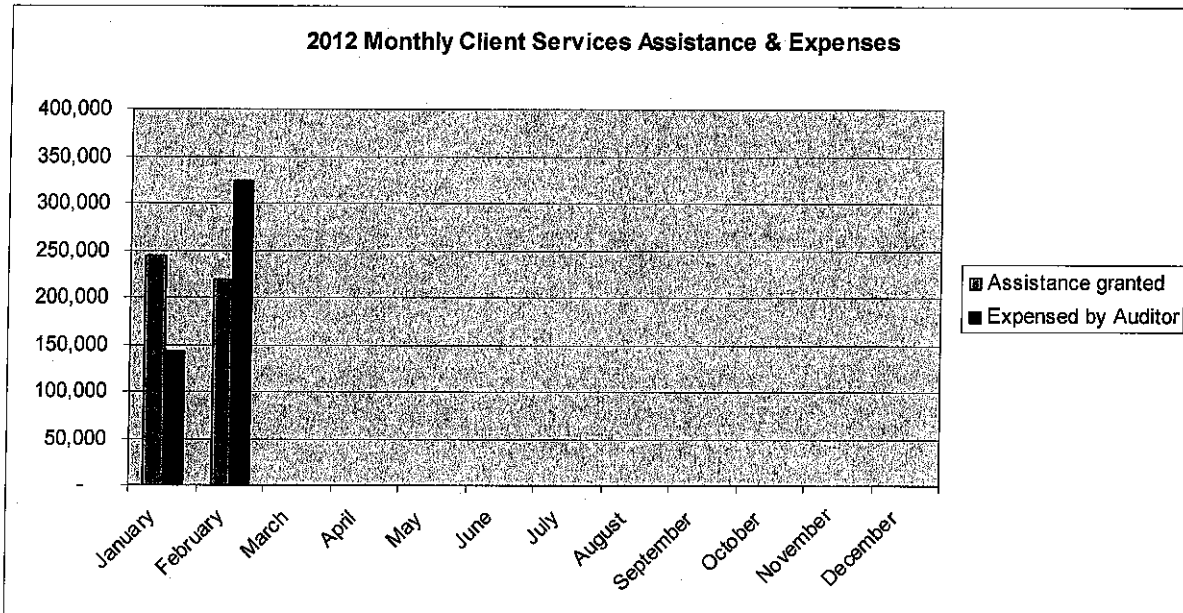
Below are selected February reports from the CVCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,853,612	380,567	-	1,423,045	1,803,612	50,000
<b>Fringe Benefits</b>	648,764	114,710	-	491,032	605,742	43,022
<b>Commodities</b>	23,000	3,366	-	19,634	23,000	-
<b>Contract Services</b>	575,849	45,944	485,349	488,556	534,500	41,349
<b>Controlled Expenditures</b>	355,308	1,854	-	353,454	355,308	-
<b>Client Services</b>	4,248,368	465,510	500,000	3,400,000	3,865,510	382,858
<b>Other Expenditures</b>	406,644	75,078	84,613	235,093	310,171	96,473
<b>Capital Outlay</b>	14,628	-	128	8,500	8,500	6,128
<b>Total Expenditures</b>	8,126,173	1,087,029	1,070,090	6,419,314	7,506,343	619,830

**Assistance Department:**

February financial assistance totaled \$323,457, up from \$142,052 issued during January and up from \$197,111 issued in February of 2011. Year to date client assistance for 2012 is \$465,509 and YTD for 2011 was \$417,638, up \$47,871.

The February Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Feb. 2012</b>	<b>Feb. 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	853	648	31.6%		
Total applications taken	702	540	30.0%		
Applications Withdrawn	(13)	(47)	72.3%		
Applications Denied	(35)	(37)	-5.4%		
Total applications approved for hardship assistance (with trans.)	654	456	43.4%		
Transportation only approvals	(455)	(291)	56.4%		
F/A applications approved	199	165	20.6%		

<b>Indicator</b>	<b>YTD 2012</b>	<b>YTD 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	1745	1537	13.5%		
Total applications taken	1452	1309	10.9%		
Applications Withdrawn	(50)	(116)	-56.9%		
Applications Denied	(87)	(95)	-8.4%		
Total applications approved for hardship assistance (with trans.)	1315	1098	19.8%		
Transportation only approvals	(889)	(694)	28.1%		
F/A applications approved	426	404	5.4%		

During February, 2012, 40 veterans applied for assistance for the first time bringing the 2012 YTD total to 77. Of the 40 new claims, 34 were approved, 1 was partially approved, 2 were denied and 3 were withdrawn. In February, 2011, 36 veterans applied for assistance for the first time bringing the 2011 YTD total to 86.

**Listed below is a breakdown of appeals for the month of February, 2012.**

Appeal Officer work days	10
Cases on hand beginning of month	8
Cases received	+21
Cases worked	<u>-27</u>
Cases on hand end of month	2

<b><u>Appeal Officer Appeals</u></b>	<b><u>Feb.</u></b> <b><u>2012</u></b>	<b><u>YTD</u></b>
Cases approved	2	11
Cases denied	20	46
Cases denied/withdrawn, no show	4	11
Cases withdrawn	<u>2</u>	<u>9</u>
<b>Total</b>	<b>28</b>	<b>77</b>

<b><u>Board Appeals</u></b>	<b><u>Feb.</u></b> <b><u>2012</u></b>	<b><u>YTD</u></b>
Cases approved	13	26
Cases denied	6	11
Cases withdrawn	0	0
Cases verifying fraud	6	7
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
<b>Total</b>	<b>25</b>	<b>44</b>



**Medical and Other Transportation:**

February assistance expensed for transportation totaled \$10,314.50 for the month, \$9,839.50 for medical bus tickets and \$475 for other transportation. Year to date transportation totaled \$21,262.50. Year to date medical transportation totaled \$20,127.50 and needs based transportation totaled \$1,135.

**Medical and Dental Programs:**

Medical payments for February amounted to \$4,938 with \$4,123 expensed for Dental and \$815 for Vision. Year to date medical expenses totaled \$7,513. Dental payments year to date are \$5,848 and Vision year to date payments are \$1,665.

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

**Memorial Affairs Department:**

\$9,643.19 was expensed during February, 2012 for indigent veteran funeral expenses, down \$41.81 from February, 2011. During February, 11 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 5 Navy and 4 Army veterans.

**Following are the 2012 Year to Date statistics for Memorial Affairs:**

	<b>Feb.</b>	<b>2012 YTD</b>	<b>Feb.</b>	<b>2011 YTD</b>
DD-214 Search	91	199	94	219
Benefits Counseling	690	1558	756	1680
Undelivered-Incorrect Headstone/Research	7	13	3	11
Presidential Memorial Certificates	62	174	96	223
National Cemetery Referrals	56	122	54	101
Blue Star Service Banners	2	2	2	2
Indigent Burials	11	18	10	22

**Veterans Service Officers:**

Following are some of the major statistics reported by VSO Randy Stevenson for the month of February, 2012 for the Parma satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	0	0
Pension claims and follow ups	0	0
Medical	0	0
Power of Atty. to Service Organizations	0	0
Misc. Applications/Correspondence	0	0
All Other	<u>0</u>	<u>0</u>
<b>Total</b>	<b>0</b>	<b>0</b>

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of February, 2012 for the Wade Park satellite office.

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	113	216
Pension claims and follow ups	37	87
Medical	20	30
Power of Atty. to Service Organizations	55	112
Misc. Applications/Correspondence	333	698
All Other	<u>131</u>	<u>245</u>
<b>Total</b>	<b>689</b>	<b>1388</b>

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

**February  
2012**

	VETERAN				DEPENDENT			
	Feb. 2011	YTD '11	Feb. 2012	YTD '12	Feb. 2011	YTD '11	Feb. 2012	YTD '12
Compensation/DIC Claims	58	127	62	143	6	16	4	8
Follow-up Pending Claims	156	310	226	458	21	48	12	27
Pension Claims	17	41	33	63	16	28	10	19
Follow-up Pending Claims	71	164	78	179	59	116	60	119
Medical	22	52	50	82	4	8	10	13
Notice of Disagreements	4	4	2	3	0	0	2	3
Appeals & Waivers	6	17	14	31	0	0	0	6
Eligibility Verification Reports	38	66	31	56	20	36	21	33
Change of Address	4	13	11	17	2	4	1	1
Education Assistance	13	33	16	31	3	4	3	6
Cert. Eligibility - Home Loan	0	3	1	3	0	0	1	1
Insurance	2	3	3	7	0	0	0	0
Discharges, Request for copy	92	206	95	191	5	13	5	17
Headstone/Marker Application					0	0	0	0
Referrals to Other Agencies	75	152	104	200	4	9	11	17
P of A Service Organization	48	121	103	201	17	35	9	17
Misc. Application/Corresp.	645	1494	753	1558	130	264	118	222
Ohio Veterans Home	6	11	5	9				
Burial Benefits					4	7	3	5
High School Diploma Applications	8	8	0	1				
Discharge Upgrades	4	13	7	15				
10-10 EZ Forms	10	30	4	11				
<b>TOTAL</b>	<b>1279</b>	<b>2826</b>	<b>1598</b>	<b>3259</b>	<b>291</b>	<b>588</b>	<b>260</b>	<b>514</b>

**% Chg. YTD**  
18.3%  
9.2%

**TOTAL (Vet + Dep)**

Interviews: Service Dept. Clients	1217	2826	1601	3258	0	0	0	0
Fin. Asst. Referrals	0	0	0	0	0	0	0	0
Office YTD	1217	2826	1601	3258	0	0	0	0
Phone Calls	2283	5060	2594	5568				

	'10	YTD '10	'11	YTD '11
	1217	2826	1601	3258
	0	0	0	0
	1217	2826	1601	3258

## **Information Systems:**

### **KnowledgeTree**

The KnowledgeTree annual maintenance contract was successfully renewed in February. KnowledgeTree has changed the implementation from a local version to a "cloud" version running on Amazon's internet network. Currently testing is ongoing to assess performance, features, and any changes made to the application which differ from the local version.

### **Online Backup**

Online backup is on hold pending results of the investigation into the "cloud" version of KnowledgeTree. Those backups would be held on the Internet servers rather than being stored locally.

### **Parma Planning**

The Parma site is operational and went live with very few changes needed. VA I/T personnel were very helpful in making this effort successful.

### **Network Planning**

Preliminary quotes are in process for equipment needed to support a Windows Active Directory network. These quotes will be tuned for our environment and then reviewed with the Executive Director and agency Commissioners.

### **Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 12 veterans waiting for nursing home standard care, 9 veterans for nursing home special care, 0 veterans for the domiciliary and 14 for the domiciliary plus.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**