



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

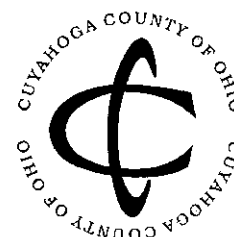


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

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



MINUTES

DATE: April 18, 2012 7:00 p.m.

PLACE: VFW Post 3445
4727 Turney Road
Garfield Heights, Ohio 44125

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

ABSENT: Robert E. Schloendorn, Executive Director

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocci, followed by the Pledge of Allegiance.

Commissioner Pocci thanked Commander Sam Bella and members of VFW Post 3445 for hosting an evening outreach meeting of the Cuyahoga County Veterans Service Commission Board. Mr. Pocci introduced fellow board members and gave a brief description of the services and benefits of the Commission to approximately 30 attendees.

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, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

President Pocci read the State of the Commission and Finance report that was previously submitted by the Executive Director who was on vacation. Bryan McGown, CCVSC Outreach Specialist, was also present and gave highlights of his outreach report.

A motion was made by Bob Potts and seconded by Clay Uzell to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

None.

NEW BUSINESS:

A motion was made by Dan Weist and seconded by Mel Baher to accept CCVSC Resolution 2012-13; a resolution authorizing eight Cuyahoga County Veterans Service Officers to attend the Ohio State Association of County Veterans Service Officer (OSACVSO) Spring meeting and training conference sponsored by the OSACVSO from May 8, 2012 to May 11, 2012 in Independence, Ohio for expenses not to exceed \$600.00.

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

GOOD OF THE ORDER:

President Pocci opened the floor to visitors for any comments and/or questions. Topics discussed included the Ohio Veterans Home, Rittman National Cemetery, VA claims, the Eastside Vet Center, indigent burial benefits and the CCVSC Budget.

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 8:04 p.m.

AYES: Baher, Pocci, Potts, Uzell, Weist. 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

March, 2012

Issued by:

The CCVSC Commissioners

Frank Pucci –President, AMVETS

Bob Potts – Vice President, VVA

Clayton E. Uzell – Secretary, VFW

Mel Baher –American Legion

Daniel Weist –DAV

April 18, 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 March 31, 2012:

Executive:

The Executive Director

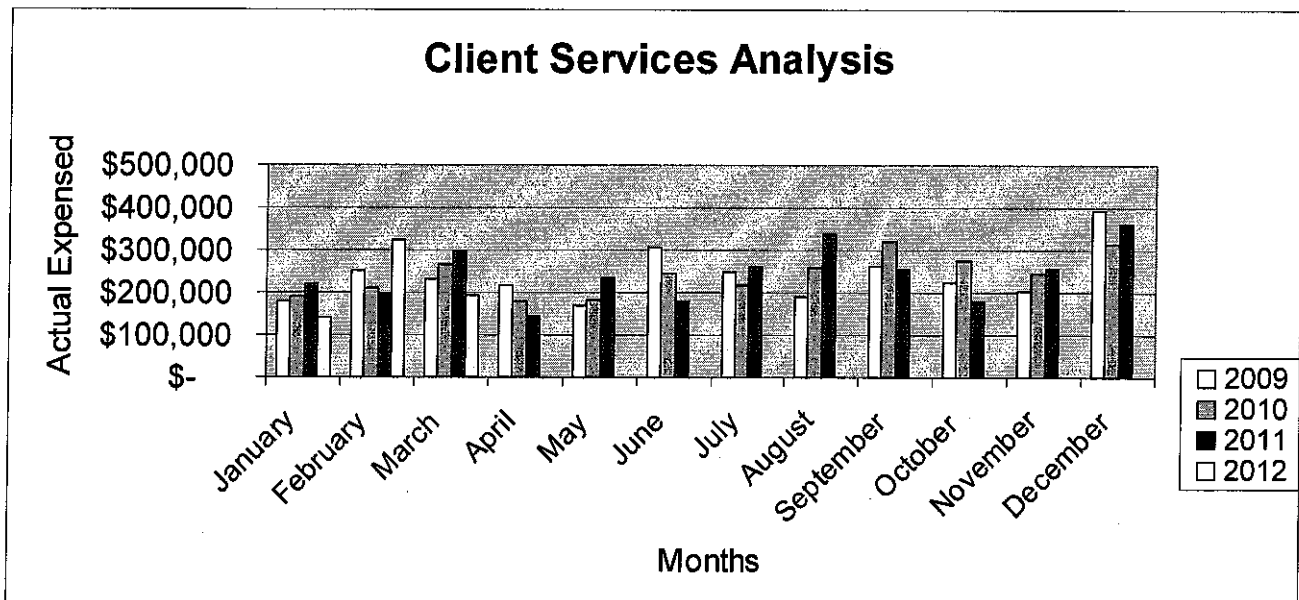
- Met with Barbara Karam on VA homelessness.
- Recorded a 30 and 90 second spot for Channel 19.
- Met with Gus Frangos regarding foreclosed properties.
- Met with the Plain Dealer Editorial Board.
- Met with John Ryan from Senator Brown’s office.
- Met with a representative from the State of Ohio treasurer’s office.
- Attended tow lift training.
- Met with Andrea Kinast regarding foreclosure mediation with the Common Pleas Court.
- Met with C. Ellen Connally with Tom Moe and Frank Pocci.
- Met with CSU and Senator Brown’s staff.

Finance Department

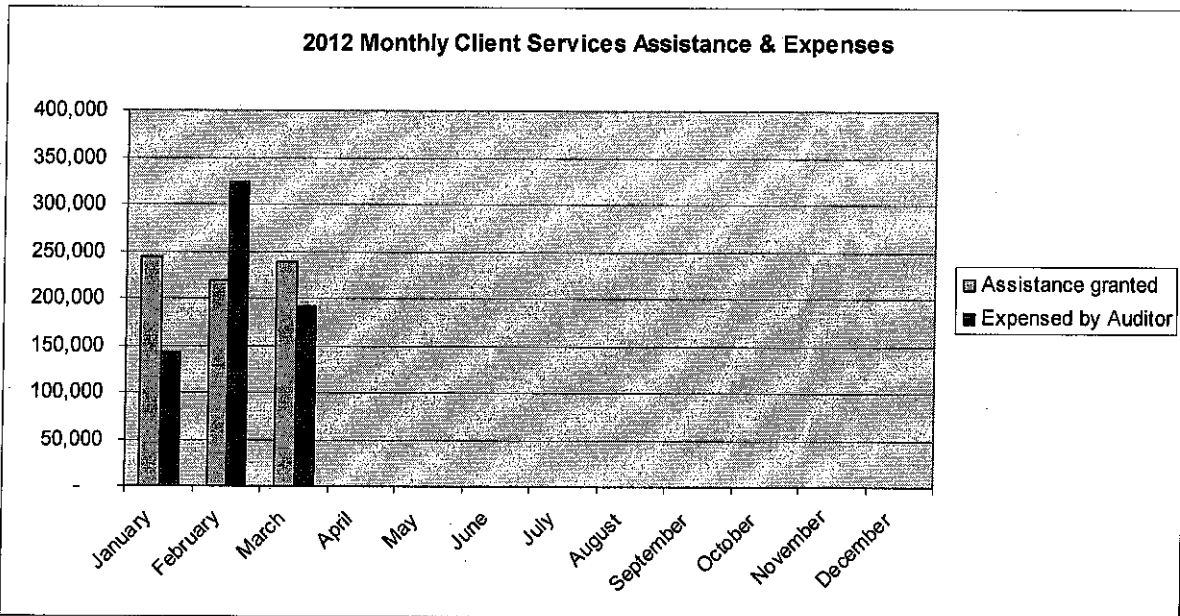
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

| | Total | YTD | YTD | Remaining | 2011 | Budget |
|--------------------------------|-----------|-------------|-----------|--------------|------------|----------|
| | Budget | Expenditure | Encumbr | Expenditures | Projection | Variance |
| Salaries | 1,853,612 | 589,720 | - | 1,247,059 | 1,836,779 | 16,833 |
| Fringe Benefits | 648,764 | 188,958 | - | 453,915 | 642,873 | 5,891 |
| Commodities | 23,000 | 4,081 | - | 18,919 | 23,000 | - |
| Contract Services | 575,849 | 88,502 | 441,889 | 445,998 | 534,500 | 41,349 |
| Controlled Expenditures | 355,308 | 1,854 | - | 353,454 | 355,308 | - |
| Client Services | 4,248,368 | 657,186 | 500,000 | 2,970,000 | 3,627,186 | 621,182 |
| Other Expenditures | 406,644 | 103,570 | 61,611 | 206,601 | 310,171 | 96,473 |
| Capital Outlay | 14,628 | - | 128 | 8,500 | 8,500 | 6,128 |
| Total Expenditures | 8,126,173 | 1,633,871 | 1,003,628 | 5,704,446 | 7,338,317 | 787,856 |

Assistance Department:

March financial assistance totaled \$191,676, down from \$323,457 issued during February and down from \$296,934 issued in March of 2011. Year to date client assistance for 2012 is \$657,185 and YTD for 2011 was \$714,572, down \$57,387.

The March Financial Assistance Department activity report follows below.

| Indicator | March 2012 | March 2011 | % Change | | |
|---|-----------------------|-----------------------|---------------------|--|--|
| Number of clients seeking hardship assistance | 900 | 988 | -8.9% | | |
| Total applications taken | 747 | 838 | -10.9% | | |
| Applications Withdrawn | (26) | (73) | -64.4% | | |
| Applications Denied | (30) | (47) | -36.2% | | |
| Total applications approved for hardship assistance (with trans.) | 691 | 718 | -3.8% | | |
| Transportation only approvals | (460) | (518) | -11.2% | | |
| F/A applications approved | 231 | 200 | 15.5% | | |

| Indicator | YTD 2012 | YTD 2011 | % Change | | |
|---|---------------------|---------------------|---------------------|--|--|
| Number of clients seeking hardship assistance | 2645 | 2525 | 4.8% | | |
| Total applications taken | 2199 | 2147 | 2.4% | | |
| Applications Withdrawn | (76) | (189) | -59.8% | | |
| Applications Denied | (117) | (142) | -17.6% | | |
| Total applications approved for hardship assistance (with trans.) | 2006 | 1816 | 10.5% | | |
| Transportation only approvals | (1349) | (1212) | 11.3% | | |
| F/A applications approved | 657 | 604 | 8.8% | | |

During March, 2012, 43 veterans applied for assistance for the first time bringing the 2012 YTD total to 120. Of the 43 new claims, 36 were approved, 0 were partially approved, 1 was denied and 6 were withdrawn. In March, 2011, 46 veterans applied for assistance for the first time bringing the 2011 YTD total to 132.

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

| | |
|----------------------------------|------------|
| Appeal Officer work days | 8 |
| Cases on hand beginning of month | 2 |
| Cases received | +23 |
| Cases worked | <u>-20</u> |
| Cases on hand end of month | 5 |

| | March | |
|--------------------------------------|--------------------|-------------------|
| <u>Appeal Officer Appeals</u> | <u>2012</u> | <u>YTD</u> |
| Cases approved | 1 | 12 |
| Cases denied | 16 | 62 |
| Cases denied/withdrawn, no show | 3 | 14 |
| Cases withdrawn | <u>0</u> | <u>9</u> |
| Total | 20 | 97 |

| | March | |
|------------------------------------|--------------------|-------------------|
| <u>Board Appeals</u> | <u>2012</u> | <u>YTD</u> |
| Cases approved | 19 | 45 |
| Cases denied | 5 | 16 |
| Cases withdrawn | 0 | 0 |
| Cases verifying fraud | 2 | 9 |
| Client is eligible (Review DD-214) | 0 | 0 |
| Fraud not verified | <u>0</u> | <u>0</u> |
| Total | 26 | 70 |

Medical and Other Transportation:

March assistance expensed for transportation totaled \$11,000 for the month, \$10,640 for medical bus tickets and \$360 for other transportation. Year to date transportation totaled \$32,262.50. Year to date medical transportation totaled \$30,767.50 and needs based transportation totaled \$1,495.

Medical and Dental Programs:

Medical payments for March amounted to \$11,553 with \$11,133 expensed for Dental and \$420 for Vision. Year to date medical expenses totaled \$19,066. Dental payments year to date are \$16,981 and Vision year to date payments are \$2,085.

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

Memorial Affairs Department:

\$4,571 was expensed during March, 2012 for indigent veteran funeral expenses, down \$41.81 from March, 2011. During March, 6 indigent burials were approved. The burials were for 0 Air Force, 0 Marine, 0 Navy and 6 Army veterans.

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

| | March | 2012 YTD | March | 2011 YTD |
|--|--------------|---------------------|--------------|---------------------|
| DD-214 Search | 114 | 313 | 99 | 318 |
| Benefits Counseling | 640 | 2198 | 1083 | 2763 |
| Undelivered-Incorrect Headstone/Research | 1 | 14 | 16 | 27 |
| Presidential Memorial Certificates | 62 | 236 | 132 | 355 |
| National Cemetery Referrals | 76 | 198 | 57 | 158 |
| Blue Star Service Banners | 0 | 2 | 4 | 6 |
| Indigent Burials | 6 | 24 | 12 | 34 |

Veterans Service Officers:

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

| | <u>March</u> | <u>YTD</u> |
|---|--------------|------------|
| Compensation DIC Claims & Follow ups | 57 | 57 |
| Pension claims and follow ups | 8 | 8 |
| Medical | 4 | 4 |
| Power of Atty. to Service Organizations | 5 | 5 |
| Misc. Applications/Correspondence | 92 | 92 |
| All Other | <u>12</u> | <u>12</u> |
| Total | 178 | 178 |

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

| | <u>March</u> | <u>YTD</u> |
|---|--------------|-------------|
| Compensation DIC Claims & Follow ups | 118 | 334 |
| Pension claims and follow ups | 67 | 154 |
| Medical | 20 | 50 |
| Power of Atty. to Service Organizations | 71 | 183 |
| Misc. Applications/Correspondence | 354 | 1052 |
| All Other | <u>115</u> | <u>360</u> |
| Total | 745 | 2133 |

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

**March
2012**

| | VETERAN | | | | DEPENDENT | | | |
|--|-------------|-------------|-------------|-------------|------------|------------|------------|------------|
| | March 2011 | YTD '11 | March 2012 | YTD '12 | March 2011 | YTD '11 | March 2012 | YTD '12 |
| Compensation/DIC Claims | 72 | 199 | 92 | 235 | 2 | 18 | 7 | 15 |
| Follow-up Pending Claims | 208 | 518 | 279 | 737 | 15 | 63 | 11 | 38 |
| Pension Claims | 32 | 73 | 29 | 92 | 14 | 42 | 16 | 35 |
| Follow-up Pending Claims | 83 | 247 | 95 | 274 | 69 | 185 | 53 | 172 |
| Medical | 49 | 101 | 54 | 136 | 1 | 9 | 3 | 16 |
| Notice of Disagreements | 5 | 9 | 2 | 5 | 0 | 0 | 0 | 3 |
| Appeals & Waivers | 5 | 22 | 9 | 40 | 0 | 0 | 1 | 7 |
| Eligibility Verification Reports | 7 | 73 | 14 | 70 | 7 | 43 | 7 | 40 |
| Change of Address | 1 | 14 | 7 | 24 | 1 | 5 | 1 | 2 |
| Education Assistance | 18 | 51 | 25 | 56 | 6 | 10 | 3 | 9 |
| Cert. Eligibility - Home Loan | 5 | 8 | 3 | 6 | 0 | 0 | 0 | 1 |
| Insurance Discharges, Request for copy | 0 | 3 | 6 | 12 | 0 | 0 | 0 | 0 |
| Headstone/Marker Application | 106 | 312 | 111 | 302 | 2 | 15 | 5 | 22 |
| Referrals to Other Agencies | 77 | 229 | 93 | 293 | 4 | 13 | 10 | 27 |
| P of A Service Organization | 81 | 202 | 136 | 337 | 13 | 48 | 14 | 31 |
| Misc. Application/Corresp. | 936 | 2430 | 806 | 2366 | 129 | 393 | 112 | 334 |
| Ohio Veterans Home | 5 | 16 | 0 | 9 | | | | |
| Burial Benefits | | | | | 0 | 7 | 6 | 11 |
| High School Diploma Applications | 3 | 11 | 2 | 3 | | | | |
| Discharge Upgrades | 8 | 21 | 11 | 26 | | | | |
| 10-10 EZ Forms | 23 | 53 | 7 | 18 | | | | |
| TOTAL | 1724 | 4592 | 1782 | 5041 | 263 | 851 | 249 | 763 |

**%
Chg
2.2%**

**%
Chg.
YTD
6.6%**

| | | | | | | | | |
|-----------------------------------|------|------|------|------|---|---|---|---|
| Interviews: Service Dept. Clients | 1696 | 4522 | 1721 | 4979 | 0 | 0 | 0 | 0 |
| Fin. Asst. Referrals | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office YTD | 1696 | 4522 | 4979 | 8237 | 0 | 0 | 0 | 0 |
| Phone Calls | 2634 | 7694 | 2665 | 8233 | | | | |

| | '10 | YTD '10 | '11 | YTD '11 |
|--|------|---------|------|---------|
| | 1696 | 4522 | 1721 | 4979 |
| | 0 | 0 | 0 | 0 |
| | 1696 | 4522 | 1721 | 4979 |

Information Systems:

KnowledgeTree

KnowledgeTree is currently working on performance improvements to operation of the system under Internet Explorer. Currently the "cloud" system only works with Firefox. The Internet Explorer improvements are due to be completed sometime in April. It is our intent to cut over to the "cloud" system as soon after that as training can be completed.

Online Backup

Data backups are being created for local storage on disk so restoration of service can be completed quickly. Remote backups to the Information Services Center are also being planned so data is available in multiple places. KnowledgeTree data backups will be done in multiple places on the Amazon network when the "cloud" version is implemented.

Network Planning

Planning and budgeting continues for a conversion from Novell network software, which is no longer supported, to Microsoft Active Directory software. This action will ensure compatibility of the VSC network with the rest of the county.

VPN Setup for Assistant Prosecutor

A laptop setup is in place for the Assistant Prosecutor assisting the VSC so he can securely access information as needed on VSC internal computer systems.

Ohio Veterans Home Network:

In March, no veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 10 veterans waiting for nursing home standard care, 7 veterans for nursing home special care, 2 veterans for the domiciliary and 14 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**