



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

VFW Post 1056
580 E. 200th Street
Euclid, Ohio 44119

DATE: April 21, 2010 7:00 p.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: Chuck Hill, Ed Morrow, Mike Patti, Steve Rushing, Richard Pecnik,
B.T. Fewicll, E. Hauch

PURPOSE: GENERAL MONTHLY MEETING

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

On behalf of the Board, Dan Weist thanked Commander Ed Morrow and members of VFW Post 1056, for inviting the CCVSC to their post to conduct an open public meeting. Dan explained that this venue is intended to afford the veterans community an opportunity to attend a meeting.

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, Weist, Zung. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (ATTACHED)

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

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

OLD BUSINESS:

The next open public Board meeting to be held outside the Commission is tentatively scheduled for Thursday, October 21, 2010 at 7:00 p.m., at VFW Post 3345 in Strongsville, Ohio.

NEW BUSINESS:

The CCVSC Board of Commissioners will be submitting the 2011 Budget to the Board of County Commissioners (BOCC) by the end of May 2010. The BOCC will review the proposed budget and shall appropriate the funds per state law.

GOOD OF THE ORDER:

Discussion took place regarding payment of client's condo fees. The Executive Director asked the Board to consider the issue for further discussion at the next meeting.

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

- Enrollment at the VA
- CCVSC bus ticket transportation to the VA
- VA I.D. cards
- CCVSC dental and hearing assistance

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 8:25 p.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

March, 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

April 21, 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 March 31, 2010:

Executive:

The Executive Director

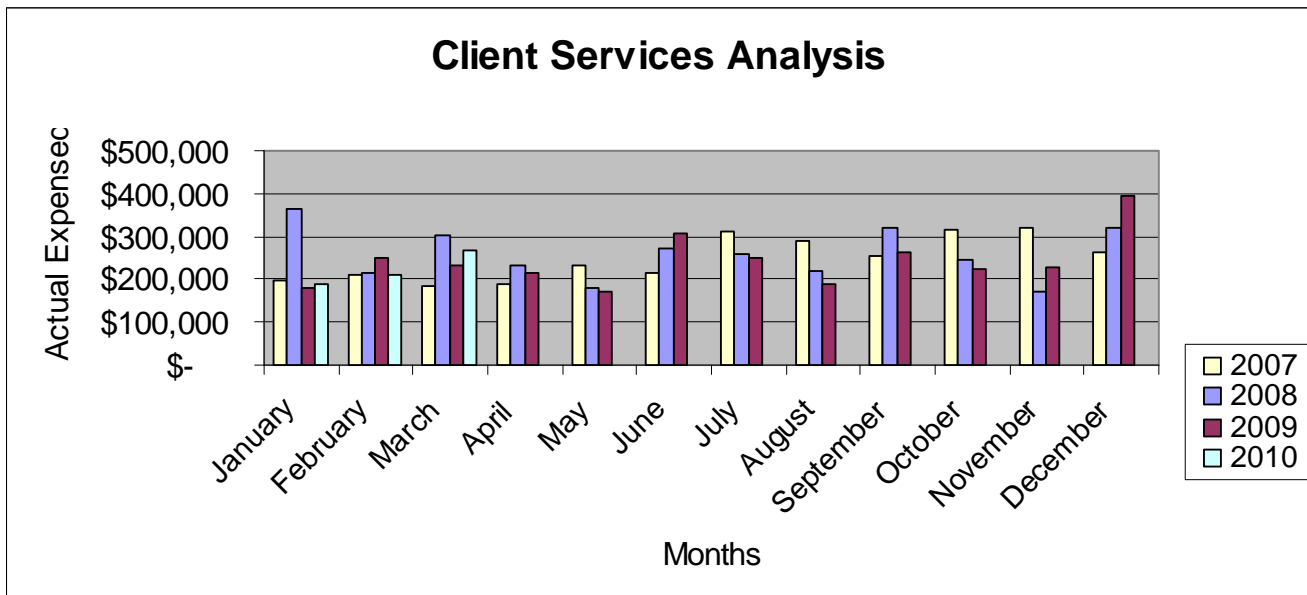
- Met with Dawn Bendel from the State Auditor’s Office.
- Attended a Transition Advisory Group meeting.

Finance Department

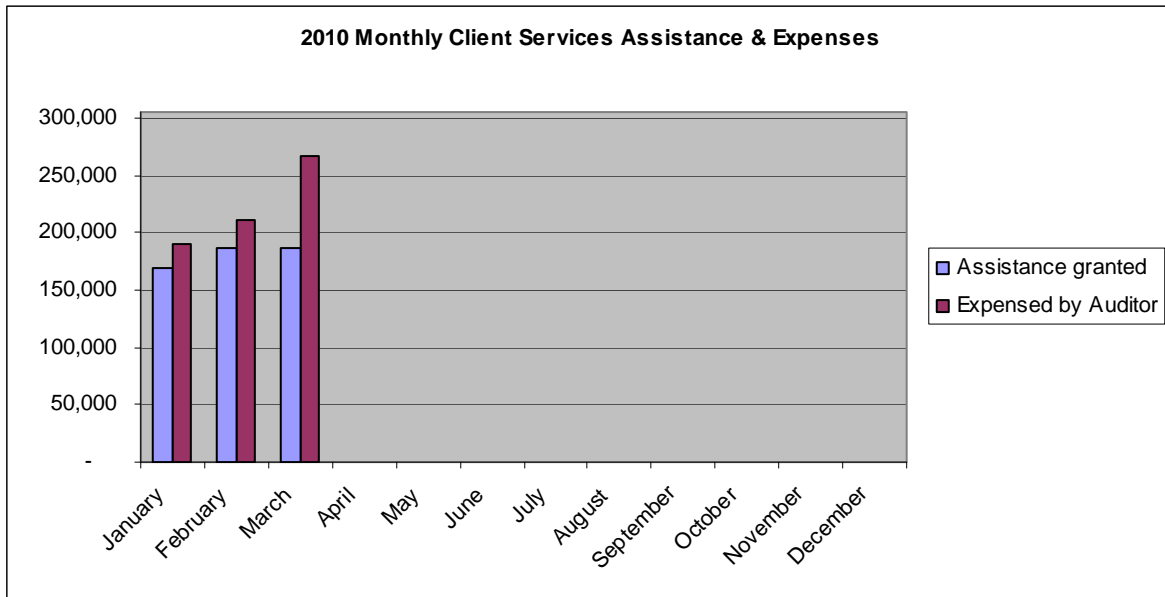
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, 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	388,006	-	1,327,181	1,715,187	42,847
Fringe Benefits	675,357	130,962	-	486,505	617,467	57,890
Commodities	46,064	5,387	-	39,749	45,136	928
Contract Services	1,028,776	134,010	458,107	189,727	323,737	705,039
Controlled Expenditures	283,188	-	-	283,188	283,188	-
Client Services	3,637,537	667,690	12,331	2,700,000	3,367,690	269,847
Other Expenditures	356,930	29,195	12,326	284,073	313,268	43,662
Capital Outlay	26,350	57	17,044	17,443	17,500	8,850
Total Expenditures	7,812,236	1,355,307	499,808	5,327,866	6,683,173	1,129,063

Assistance Department:

March financial assistance totaled \$266,400, up from \$210,726 issued during February and up from \$230,335 issued in March of 2010. Year to date client assistance for 2010 is \$667,690 and YTD for 2009 was \$658,697, up \$8,993.

The March Financial Assistance Department activity report follows below.

Indicator	March 2010	March 2009	% Change		
Number of clients seeking hardship assistance	738	827	-10.8%		
Total applications taken	634	745	-14.9%		
Applications Withdrawn	(84)	(177)	-52.5%		
Applications Denied	(47)	(49)	-4.1%		
Total applications approved for hardship assistance (with trans.)	503	519	-3.1%		
Transportation only approvals	(290)	(309)	-6.1%		
F/A applications approved	213	210	1.4%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	2106	2338	-10.0%		
Total applications taken	1818	2148	-15.4%		
Applications Withdrawn/Denied	(326) (118)	(637)	-30.3%		
Total applications approved for hardship assistance (with trans.)	1374	1511	-9.1%		
Transportation only approvals	(794)	(834)	-4.8%		
F/A applications approved	580	677	-14.3%		

During March, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 120. Of the 47 new claims, 40 were approved, 0 were partially approved, 0 were approved at Level II, 0 were denied and 7 were withdrawn. In March, 2009, 48 veterans applied for assistance for the first time bringing the 2009 YTD total to 105.

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

Number of workdays	23
Cases on hand beginning of month	4
Cases received	+30
Cases worked	<u>-21</u>
Cases on hand end of month	13

	March	
<u>Appeal Officer Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	3	20
Cases denied	15	48
Cases denied/withdrawn, no show	0	12
Cases withdrawn	2	7
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>1</u>	<u>1</u>
Total	<u>21</u>	<u>88</u>

	March	
<u>Board Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	8	37
Cases denied	7	23
Cases withdrawn	4	4
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	<u>19</u>	<u>64</u>

Medical and Other Transportation:

March medical assistance expensed for transportation totaled \$8,554.50 for the month, \$8,554.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for March amounted to \$7,052 with \$3,603 expensed for Dental and \$775 for Vision. Year to date medical expenses totaled \$13,884. Dental payments year to date are \$9,490 and Vision year to date payments are \$1,720.

\$2,674 in Miscellaneous Medical payments were expensed in March. Year to date Miscellaneous Medical payments are \$2,674.

Memorial Affairs Department:

\$8,990.94 was expensed during March, 2010 for indigent veteran funeral expenses, down \$1,278.06 from March, 2009. During March, 9 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 2 Navy and 6 Army veterans.

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

	<u>March</u>	<u>2010 YTD</u>	<u>March</u>	<u>2009 YTD</u>
DD14 Search	99	278	159	533
Benefits Counseling	939	2,777	1,214	2,618
Undelivered-Incorrect Headstones/Research	13	24	18	123
Presidential Memorial Certificates	135	360	144	657
National Cemetery Referrals	83	248	517	892
Blue Star Service Banners	0	4	1	4

Veterans Service Officers:

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	24	60
Pension claims and follow ups	30	43
Medical	10	23
Power of Atty. to Service Organizations	2	16
Misc. Applications/Correspondence	166	279
All Other	<u>44</u>	<u>89</u>
Total	276	510

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	55	108
Pension claims and follow ups	27	66
Medical	5	25
Power of Atty. to Service Organizations	23	46
Misc. Applications/Correspondence	128	262
All Other	<u>46</u>	<u>130</u>
Total	284	637

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

**March
2010**

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	49	157	59	135	11	15	3	7
Follow-up Pending Claims	103	261	110	214	10	18	2	13
Pension Claims	21	75	22	49	14	41	19	42
Follow-up Pending Claims	31	119	60	142	22	74	30	72
Medical	24	56	43	105	0	10	5	16
Notice of Disagreements	6	23	20	34	2	4	0	0
Appeals & Waivers	8	21	17	35	3	3	0	0
Eligibility Verification Reports	12	74	10	63	3	46	1	15
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	3	11	16	31	0	1	2	6
Cert. Eligibility - Home Loan	0	2	8	14	0	0	0	0
Insurance Discharges, Request for copy	0	4	0	0	0	4	1	1
Headstone/Marker Application	116	302	111	283	10	18	2	3
Referrals to Other Agencies	11	40	28	75	3	5	3	5
P of A Service Organization	81	215	73	163	12	35	10	35
Misc. Application/Corresp.	181	615	331	682	11	87	31	101
Ohio Veterans Home	0	12	3	7				
Burial Benefits					4	7	5	8
High School Diploma Applications	0	6	3	8				
Discharge Upgrades	2	11	12	27				
10-10 EZ Forms	2	6	0	0				
TOTAL	<u>650</u>	<u>2019</u>	<u>926</u>	<u>2067</u>	<u>105</u>	<u>370</u>	<u>114</u>	<u>324</u>

**%
Chg
37.7%**

**%
Chg.
YTD
1%**

TOTAL (Vet + Dep)

	YTD '09	'10	YTD' 10
'09	741	1012	2360
	14	49	31
	755	1461	2391

Interviews: Service Dept. Clients	639	1256	898	2036	102	156	114	324
Fin. Asst. Referrals	11	45	28	31	3	4	0	0
Office YTD	650	1301	926	2067	105	160	114	324
Phone Calls	1175	4846	1540	6290				

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 March one veteran was transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 11 veterans waiting for nursing home standard care, 11 veterans for nursing home special care, 0 veterans for the domiciliary and 0 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for May 20, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**