



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

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: May 15, 2013 9:30 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: 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 Mel Baher and seconded by Dan Weist 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)

A motion was made by Mel Baher 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:

The Executive Director is to instruct the financial assistance staff not to include CCVSC assistance when calculating income and expenses on financial assistance applications.

NEW BUSINESS:

A motion was made by Dan Weist and seconded by Clay Uzell to approve Resolution 2013-17 providing for the purchase of five radio commercials per week for thirteen weeks on WTAM 1100 and six

prerecorded reads per week for ten weeks on the Mike Trivisonno Show, expenses not to exceed \$25,000.00.

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

The Executive Director presented the Board with the final copy of the CCVSC 2014 Tax Budget for approval. A motion was made by Dan Weist and seconded by Frank Pocci to approve the 2014 Tax Budget for the Cuyahoga County Veterans Service Commission for a total of \$6,913,118.00.

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

GOOD OF THE ORDER:

Commissioner Pocci asked the Executive Director to compare other online veterans service commission websites for possible new ideas for the CCVSC website.

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

Mick Panek

- Fisher House Fundraising
- WTAM Advertising

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Mel Baher to go into Executive Session to discuss a legal issue.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:24 a.m.)

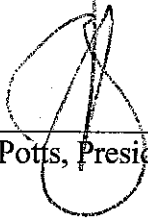
A motion was made by Mel Baher and seconded by Dan Weist to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:01 a.m.)


Correspondence from the President of the Service Officers' Association and the Commissioners' Association to the Director of the Ohio Dept. of Veterans Services was discussed in Executive Session. It was the consensus of the Board to wait to see if a response is issued from ODVS and will then act accordingly.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 11:04 a.m.

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



Bob Potts, President



Daniel T. Weist, 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

April, 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

May 15, 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 April 30, 2013:

Executive:

The Executive Director

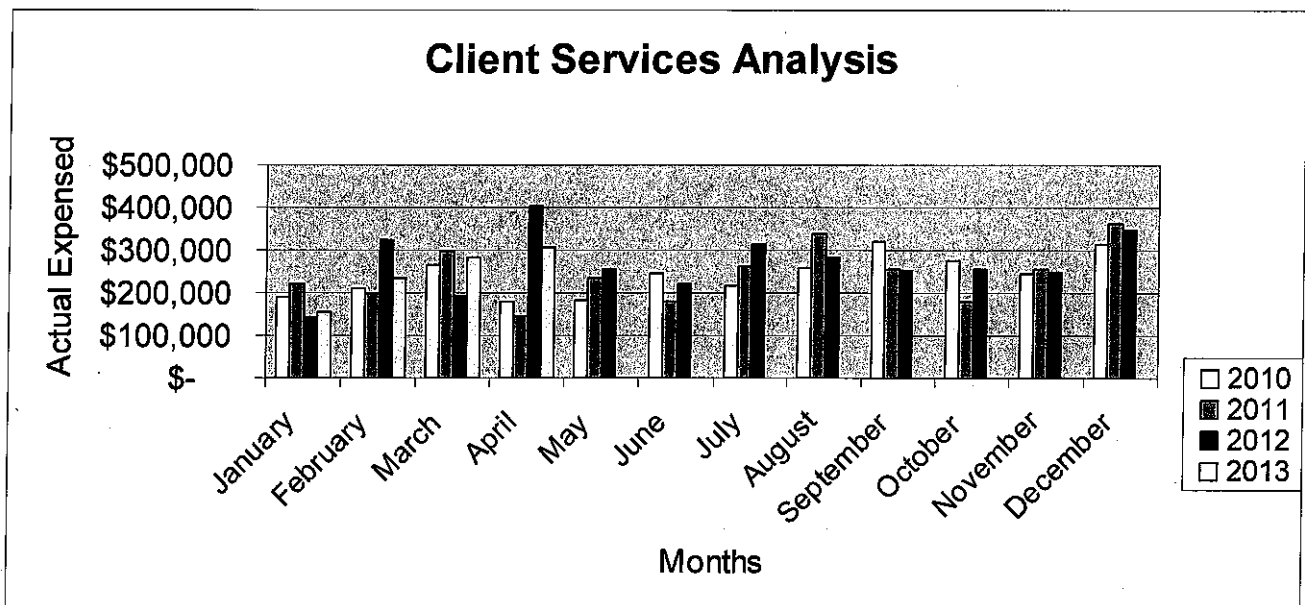
- Attended a VA luncheon
- Met with Sean Gutoski from Public Consulting Group
- Met with Tom Sweeney regarding Fisher House

Finance Department

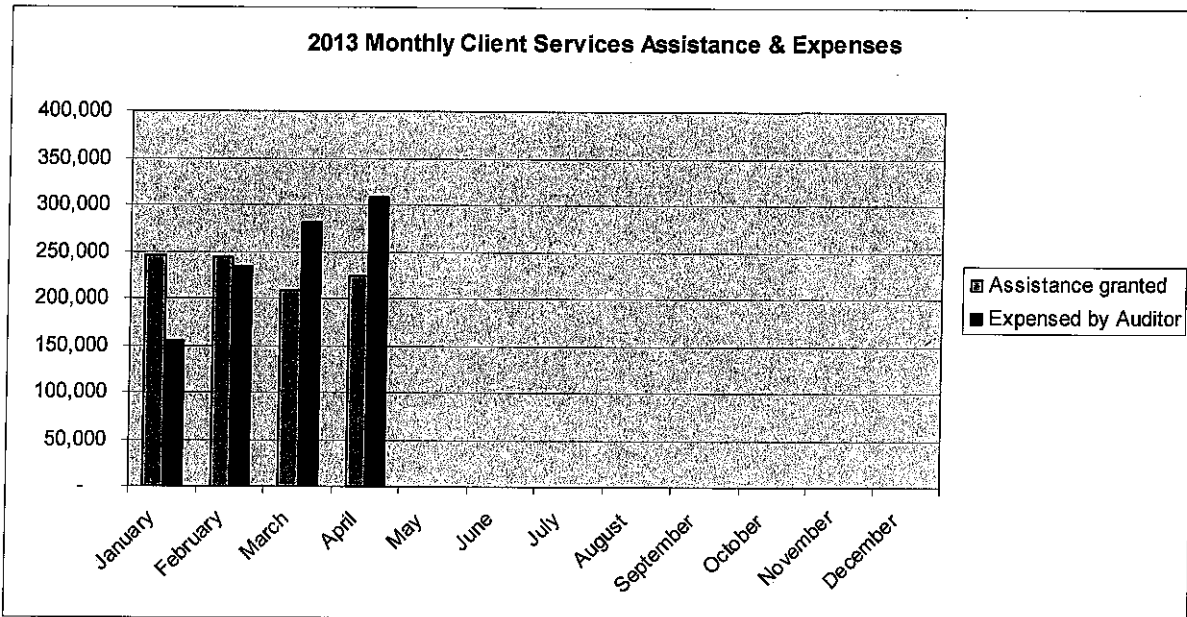
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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 Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2013 Projection	Budget Variance
Salaries	1,823,906	622,178	-	1,154,878	1,777,056	46,850
Fringe Benefits	638,367	215,577	-	406,393	621,970	16,397
Commodities	30,000	10,052	-	19,948	30,000	-
Contract Services	619,832	204,909	362,024	334,091	539,000	80,832
Controlled Expenditures	274,396	-	-	274,396	274,396	-
Client Services	3,439,190	977,162	-	2,240,000	3,217,162	222,028
Other Expenditures	381,847	38,587	13,728	311,413	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	2,068,465	375,880	4,762,119	6,830,584	408,082

Assistance Department:

April financial assistance totaled \$308,360, up from \$281,290 issued during March and down from \$402,514 issued in April of 2012. Year to date client assistance for 2013 is \$977,162 and YTD for 2012 was \$1,059,699, down \$82,537.

The April Financial Assistance Department activity report follows below.

Indicator	April 2013	April 2012	% Change		
Number of clients seeking hardship assistance	838	880	-4.8%		
Total applications taken	704	740	-4.9%		
Applications Withdrawn	(18)	(29)	-37.9%		
Applications Denied	(56)	(45)	24.4%		
Total applications approved for hardship assistance (with trans.)	630	666	-5.4%		
Transportation only approvals	(439)	(445)	-1.3%		
F/A applications approved	191	221	-13.6%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	3281	3525	-6.9%		
Total applications taken	2764	2939	-6.0%		
Applications Withdrawn	(98)	(105)	-6.7%		
Applications Denied	(219)	(162)	35.2%		
Total applications approved for hardship assistance (with trans.)	2447	2672	-8.4%		
Transportation only approvals	(1704)	(1794)	-5.0%		
F/A applications approved	743	878	-15.4%		

During April, 2013, 42 veterans applied for assistance for the first time bringing the 2013 YTD total to 146. Of the 42 new claims, 40 were approved, 0 were approved at Level III, 1 was partially approved, 0 were denied and 1 was withdrawn. In April, 2012, 43 veterans applied for assistance for the first time bringing the 2012 YTD total to 163.

) **Listed below is a breakdown of appeals for the month of April, 2013.**

Appeal Officer workdays	12-1/2
Cases on hand beginning of month	2
Cases received	+47
Cases worked	<u>-35</u>
Cases on hand end of month	14

<u>Appeal Officer Appeals</u>	<u>April 2013</u>	<u>YTD</u>
Cases approved	0	15
Cases denied	31	107
Cases denied/withdrawn, no show	2	19
Cases withdrawn	<u>2</u>	<u>11</u>
) Total	35	152

<u>Board Appeals</u>	<u>April 2013</u>	<u>YTD</u>
Cases approved	18	65
Cases denied	5	32
Cases withdrawn	1	1
Cases verifying fraud	1	12
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>0</u>	<u>1</u>
Total	25	111

Medical and Other Transportation:

April assistance expensed for transportation totaled \$11,804.50 for the month, \$11,589.50 for medical bus tickets and \$215 for other transportation. Year to date transportation totaled \$41,642.50. Year to date medical transportation totaled \$40,577.50 and needs based transportation totaled \$1,065.

Medical and Dental Programs:

Medical payments for April amounted to \$14,195 with \$4,648 expensed for Dental and \$280 for Vision. Year to date medical expenses totaled \$29,840. Dental payments year to date are \$12,762 and Vision year to date payments are \$2,000.

\$9,267 Hearing Aid payments were expensed in April. Year to date Hearing Aid payments totaled \$15,078.

Memorial Affairs Department:

\$7,680.52 was expensed during April, 2013 for indigent veteran funeral expenses, down \$10,085.90 from April, 2012. During April, 8 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 0 Navy and 5 Army veterans.

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

	April	2013 YTD	April	2012 YTD
DD-214 Search	125	460	99	412
Benefits Counseling	890	3540	820	3018
Undelivered-Incorrect Headstone/Research	14	43	11	25
Presidential Memorial Certificates	130	415	122	358
National Cemetery Referrals	57	260	71	269
Blue Star Service Banners	5	6	0	2
Indigent Burials	8	40	19	43

Veterans Service Officers:

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	96	365
Pension claims and follow ups	17	51
Medical	5	24
Power of Atty. to Service Organizations	17	64
Misc. Applications/Correspondence	99	483
All Other	<u>19</u>	<u>66</u>
Total	253	1053

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	102	400
Pension claims and follow ups	65	263
Medical	3	33
Power of Atty. to Service Organizations	27	127
Misc. Applications/Correspondence	445	1636
All Other	<u>100</u>	<u>414</u>
Total	742	2873

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

**April
2013**

	VETERAN				DEPENDENT			
	April 2012	YTD '12	April 2013	YTD '13	April 2012	YTD '12	April 2013	YTD '13
Compensation/DIC Claims	63	298	96	322	6	21	2	15
Follow-up Pending Claims	276	1013	278	1058	22	60	10	39
Pension Claims	39	131	20	102	11	46	13	54
Follow-up Pending Claims	112	386	118	474	56	228	69	286
Medical	20	156	22	98	2	18	0	11
Notice of Disagreements	3	8	1	7	1	4	0	1
Appeals & Waivers	19	59	22	62	1	8	2	6
Eligibility Verification Reports	4	74	4	21	5	45	1	8
Change of Address	11	35	21	59	0	2	0	4
Education Assistance	17	73	21	68	1	10	1	3
Cert. Eligibility - Home Loan	4	10	2	7	0	1	0	0
Insurance	2	14	2	5	0	0	0	0
Discharges, Request for copy	121	423	109	458	3	25	1	6
Headstone/Marker Application					1	1	1	1
Referrals to Other Agencies	103	396	93	355	12	39	2	10
P of A Service Organization	95	432	90	337	13	44	15	50
Misc. Application/Corresp.	895	3261	1007	3907	111	445	75	294
Ohio Veterans Home	6	15	1	13				
Burial Benefits					3	14	4	17
High School Diploma Applications	1	4	0	1				
Discharge Upgrades	7	33	4	29				
10-10 EZ Forms	10	28	9	34				
TOTAL	1808	6849	1920	7417	248	1011	196	805

**%
Chg
YTD
2.9%**

**%
Chg.
YTD
4.6%**

Interviews: Service Dept. Clients	1714	6693	2048	7658
Fin. Asst. Referrals	0	0	44	147
Office YTD	1714	6693	7794	7794
Phone Calls	2487	10720	2648	10686

Information Systems:

Microsoft Outlook – GroupWise conversion

A contract between the county and a Microsoft Exchange contract vendor is currently being vetted. Implementation of Microsoft Exchange and Outlook is not yet scheduled.

Map-D/Share/VBMS implementation

A new version of Internet access to VA applications has been released. Some changes to the existing applications will be required. This will also allow access to the VA VBA application.

Commissioner Laptops

Two other Commissioner laptops were put into service in April. One of these is the same ASUS laptop that three other commissioners use. The second is a Dell 14 inch laptop with a touch screen running Windows 8.

Encrypted e-mail

The VSO manager is running a PC-based Outlook version which supports encrypted e-mails. Several tests have been run between the VSC and the VA coordinator for this service. The tests appear to be running correctly.

KnowledgeTree Private Cloud

The release date for the Private Cloud version of KnowledgeTree has been changed from Q1 2013 to July 2013. We will begin testing as soon as it is released.

Network Changes

The VSC currently operates on a Novell network. Support for this software is being withdrawn in 2013. We are working with the county Information Technology Department to lay out a plan for conversion of our Novell network to a Microsoft Active Directory network hosted by the Information Technology Department. This move is being targeted for mid-July, 2013. Current VSC servers will be re-purposed.

Ohio Veterans Home Network:

In April, three veterans were transported to the Sandusky home for tours and admission evaluations.

At the OVH, there is 1 bed available in the nursing homes and 126 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**

