



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

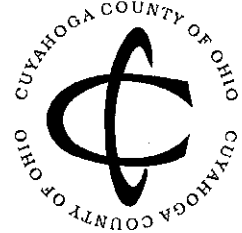


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

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: May 16, 2012 9:30 a.m.

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

ABSENT: Daniel T. Weist, Commissioner

VISITORS: Melvin Davis

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:

A policy for providing assistance with filing fees for legal aid assisted veterans is still a work in progress.

NEW BUSINESS:

Barbara Karam, VA Homeless Coordinator, presented the Board with a brief summary of the VA's initiative to eliminate homelessness among veterans. This challenge is being addressed through a range of services and benefits including:

- Housing and Supportive Services
- Home Loan Guaranty Service
- Prevention Services
- Job Training, Employment and Income Benefits
- Education Benefits
- Medical and Health Treatment Services

For additional information, please call 877-424-3838.

The Board recessed at 10:25 a.m. and reconvened at 10:30 a.m.

The Board reviewed a revised 2013 Tax Budget. A motion was made by Mel Baher and seconded by Clay Uzell to accept the Cuyahoga County Veterans Service Commission 2013 Tax Budget as presented by the Executive Director.

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

The current Lifetime Aid Policy was reviewed and a minor change was recommended. The Executive Director will present the updated policy at the next open public meeting for approval.

A motion was made by Bob Potts and seconded by Clay Uzell to accept CCVSC Resolution 2012-15; a resolution authorizing the reimbursement of membership registration fees in the amount of \$30.00 each for five Cuyahoga County Veterans Service Commissioners required in order to attend various conferences sponsored by the Ohio State Association of Veterans Service Commissioners in Ohio for the period July 1, 2012 through June 30, 2013.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept CCVSC Resolution 2012-16; a resolution providing for a seven month advertising agreement for panel flyer distributions in the quantities of 50,000 flyers per month. This advertising agreement is with Valpak of Cleveland, a panel flyer distributor that has mailings in over 680,000 homes in Northeast Ohio.

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

A motion was made by Mel Baher and seconded by Clay Uzell to accept CCVSC Resolution 2012-17; a resolution providing for the selection of qualified Environmental Engineering Consulting Firms to conduct a comprehensive indoor air quality investigation at CCVSC leased space at 1849 Prospect Ave., Suite 150, Cleveland, Ohio. EAGroup, Inc. was selected from among two other qualified Environmental Engineering Consulting Firms.

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

GOOD OF THE ORDER:

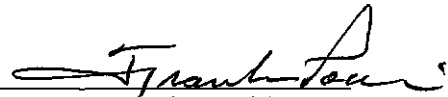
None.

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 11:45 a.m.

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


Frank Pucci, 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

April, 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

May 16, 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 April 30, 2012:

Executive:

The Executive Director

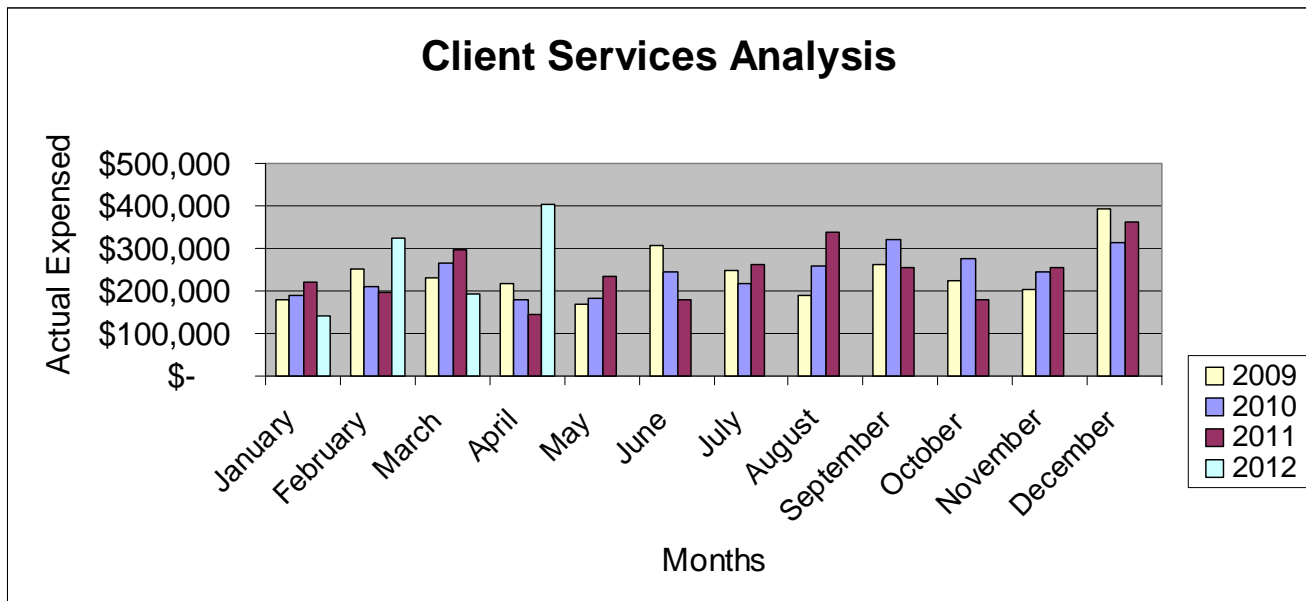
- Met with Lynn Wieland from Senior and Adult Services.
- Met with Mike Porbala from Medibag Advertising.

Finance Department

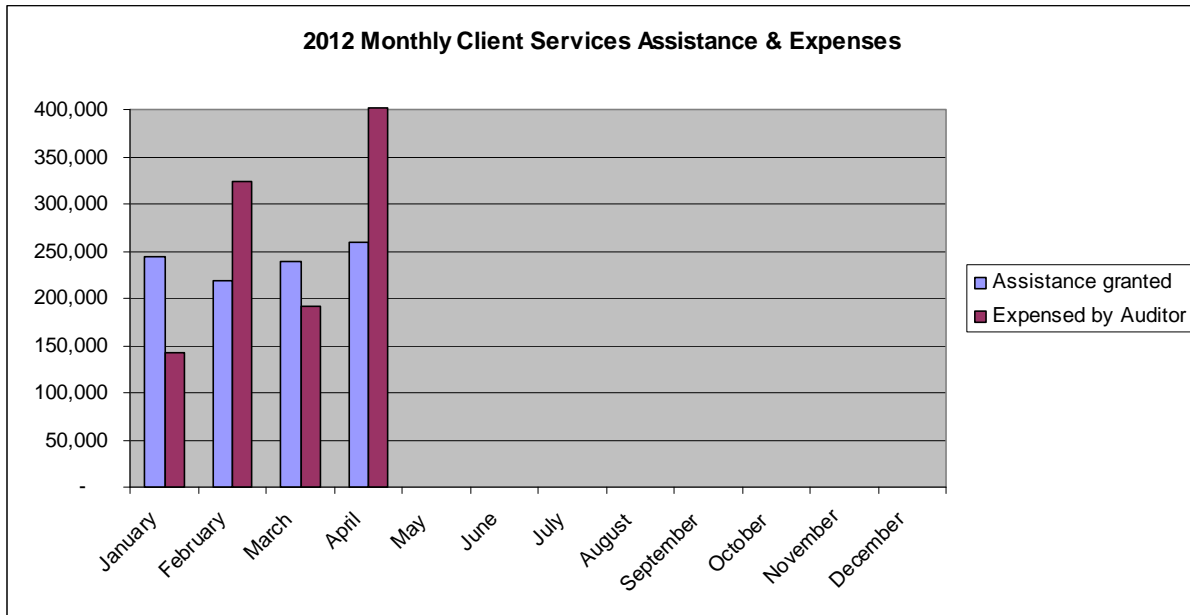
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2011 Projection	Budget Variance
Salaries	1,853,612	729,138	-	1,107,641	1,836,779	16,833
Fringe Benefits	648,764	238,392	-	404,481	642,873	5,891
Commodities	23,000	9,548	-	13,452	23,000	-
Contract Services	575,849	172,421	363,083	362,079	534,500	41,349
Controlled Expenditures	355,308	20,543	-	334,765	355,308	-
Client Services	4,248,368	1,059,700	500,000	2,480,000	3,539,700	708,668
Other Expenditures	406,644	124,976	60,658	185,195	310,171	96,473
Capital Outlay	14,628	-	128	8,500	8,500	6,128
Total Expenditures	8,126,173	2,354,718	923,869	4,896,113	7,250,831	875,342

Assistance Department:

April financial assistance totaled \$402,514, up from \$191,676 issued during March and up from \$143,108 issued in April of 2011. Year to date client assistance for 2012 is \$1,059,699 and YTD for 2011 was \$857,680, up \$202,019.

The April Financial Assistance Department activity report follows below.

Indicator	April 2012	April 2011	% Change		
Number of clients seeking hardship assistance	880	780	12.8%		
Total applications taken	740	649	14.0%		
Applications Withdrawn	(29)	(47)	-38.3%		
Applications Denied	(45)	(57)	-21.1%		
Total applications approved for hardship assistance (with trans.)	666	545	22.2%		
Transportation only approvals	(445)	(386)	15.3%		
F/A applications approved	221	159	40.0%		

Indicator	YTD 2012	YTD 2011	% Change		
Number of clients seeking hardship assistance	3525	3305	6.7%		
Total applications taken	2939	2796	5.1%		
Applications Withdrawn	(105)	(236)	-55.5%		
Applications Denied	(162)	(199)	-18.6%		
Total applications approved for hardship assistance (with trans.)	2672	2361	13.2%		
Transportation only approvals	(1794)	(1598)	12.3%		
F/A applications approved	878	763	15.1%		

During April, 2012, 43 veterans applied for assistance for the first time bringing the 2012 YTD total to 163. Of the 43 new claims, 35 were approved, 1 was partially approved, 1 was denied and 6 were withdrawn. In March, 2011, 34 veterans applied for assistance for the first time bringing the 2011 YTD total to 166.

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

Appeal Officer work days	12
Cases on hand beginning of month	5
Cases received	+42
Cases worked	<u>-35</u>
Cases on hand end of month	12

<u>Appeal Officer Appeals</u>	<u>April</u>	<u>YTD</u>
	<u>2012</u>	
Cases approved	12	24
Cases denied	16	78
Cases denied/withdrawn, no show	2	16
Cases withdrawn	<u>5</u>	<u>14</u>
Total	35	132

<u>Board Appeals</u>	<u>April</u>	<u>YTD</u>
	<u>2012</u>	
Cases approved	13	58
Cases denied	2	18
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	15	85

Medical and Other Transportation:

April assistance expensed for transportation totaled \$11,306 for the month, \$11,061 for medical bus tickets and \$245 for other transportation. Year to date transportation totaled \$43,568.50. Year to date medical transportation totaled \$41,828.50 and needs based transportation totaled \$1,740.

Medical and Dental Programs:

Medical payments for April amounted to \$10,401 with \$9,281 expensed for Dental and \$1,120 for Vision. Year to date medical expenses totaled \$29,467. Dental payments year to date are \$26,262 and Vision year to date payments are \$3,205.

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

Memorial Affairs Department:

\$17,766.42 was expensed during April, 2012 for indigent veteran funeral expenses, up \$6,399.23 from April, 2011. During April, 19 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 8 Navy and 8 Army veterans.

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

	April	2012 YTD	April	2011 YTD
DD-214 Search	99	412	93	411
Benefits Counseling	820	3018	766	3529
Undelivered-Incorrect Headstone/Research	11	25	11	38
Presidential Memorial Certificates	122	358	94	449
National Cemetery Referrals	71	269	45	203
Blue Star Service Banners	0	2	0	6
Indigent Burials	19	43	7	41

Veterans Service Officers:

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	69	126
Pension claims and follow ups	14	22
Medical	0	4
Power of Atty. to Service Organizations	0	5
Misc. Applications/Correspondence	107	199
All Other	<u>23</u>	<u>35</u>
Total	213	391

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	116	450
Pension claims and follow ups	64	218
Medical	13	63
Power of Atty. to Service Organizations	37	220
Misc. Applications/Correspondence	390	1442
All Other	<u>118</u>	<u>478</u>
Total	738	2871

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

**April
2012**

	VETERAN				DEPENDENT			
	April 2011	YTD '11	April 2012	YTD '12	April 2011	YTD '11	April 2012	YTD '12
Compensation/DIC Claims	82	281	63	298	7	25	6	21
Follow-up Pending Claims	232	750	276	1013	25	88	22	60
Pension Claims	23	96	39	131	11	53	11	46
Follow-up Pending Claims	71	318	112	386	46	231	56	228
Medical	30	131	20	156	3	12	2	18
Notice of Disagreements	2	11	3	8	0	0	1	4
Appeals & Waivers	12	34	19	59	1	1	1	8
Eligibility Verification Reports	7	80	4	74	5	48	5	45
Change of Address	4	18	11	35	1	6	0	2
Education Assistance	20	71	17	73	3	13	1	10
Cert. Eligibility - Home Loan	2	10	4	10	0	0	0	1
Insurance Discharges, Request for copy	0	3	2	14	0	0	0	0
Headstone/Marker Application	88	400	121	423	7	22	3	25
Referrals to Other Agencies	53	282	103	396	9	22	12	39
P of A Service Organization	90	292	95	432	15	63	13	44
Misc. Application/Corresp.	781	3211	895	3261	119	512	111	445
Ohio Veterans Home	5	21	6	15				
Burial Benefits					3	10	3	14
High School Diploma Applications	2	13	1	4				
Discharge Upgrades	2	23	7	33				
10-10 EZ Forms	8	61	10	28				
TOTAL	<u>1514</u>	<u>6106</u>	<u>1808</u>	<u>6849</u>	<u>255</u>	<u>1106</u>	<u>248</u>	<u>1011</u>

**%
Chg
16.2%**

**%
Chg.
YTD
9.0%**

TOTAL (Vet + Dep)

	YTD '11	'12	YTD' '12
	1493	1714	6693
	0	0	0
	1493	1714	6693

Interviews: Service Dept. Clients	1493	6015	1714	6693	0	0	0	0
Fin. Asst. Referrals	0	0	0	0	0	0	0	0
Office YTD	1493	6015	1714	6693	0	0	0	0
Phone Calls	2094	9788	2487	10720				

Information Systems:

KnowledgeTree

Still awaiting word on the completion of improvements to KnowledgeTree to permit Internet Explorer 9 to work correctly. Also waiting for the conversion checklist from our current in-house server operation to the cloud version.

Online Backup

Online backup to the ISC datacenter was tested briefly. The network connection to the Internet is too slow to allow the backups to complete in the required amount of time. An alternate solution is being reviewed.

Network Planning

Planning and budgeting continues for a conversion to Microsoft Active Directory networking. Also received information indicating that Novell Groupwise is being converted to Microsoft Exchange sometime in June. Microsoft Outlook or an Outlook equivalent will be used to access our email. The VA also uses Microsoft Exchange.

Message Encryption (VA related messages)

The VA has requested that we encrypt our email messages and attachments for them. Groupwise will not permit this type of encryption. Microsoft Exchange, noted above, will allow us to implement this type of encryption.

Outreach/Laptop support

This agency uses one laptop with wide area broadband access to provide support for work at McAfferty and other outreach events. This unit provides for onsite printing with a small portable HP printer. A netbook has been set up with wide area broadband access, portable printer and single sheet scanner for use in other outreach events. A Toshiba laptop was provided to support the Veteran Employer Outreach Specialist at outreach events and for offsite work. Each of these units is capable of accessing our agency applications and files using a Virtual Private Network which encrypts transmission of information in both directions, ensuring safety and privacy of our clients' information.

Second level I/T support

Several local Information Technology firms were contacted to get information on their service capabilities and their ability to provide remote and on-site support on an on-call, as-needed basis. Their responses will be reviewed and a firm will be selected to provide this support. We anticipate that this support will be used primarily during absence of the main I/T support person.

Internet Tablet support

A Samsung Galaxy 10 Android tablet is being tested with our current set of applications to determine whether tablets can provide the required level of support during outreach events and individual client visits. Potential add-ons are being identified to see if they can handle document scanning and signing using only the tablet capabilities.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 6 veterans waiting for nursing home standard care, 3 veterans for nursing home special care, 2 veterans for the domiciliary and 7 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**