



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

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



MINUTES

DATE: May 19, 2010 9:31 a.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: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Dan Weist, 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, Weist, Zung. 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, Weist, Zung. NAYS: None. Motion carried.

OLD BUSINESS:

The Executive Director presented the Commissioners with a draft copy of the CCVSC 2011 Tax Budget for their review and approval. A motion was made by Bob Potts and seconded by Mel Baher to accept the 2011 Tax Budget as submitted by the Executive Director, with recommended changes, to be submitted to the BOCC by the end of May 2010.

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

Commissioner Pocci left the meeting at 10:10 a.m. for a previously scheduled appointment.

The Board recessed at 10:30 a.m. and reconvened at 10:41 a.m. Asst. County Prosecutor Tom O'Donnell left the meeting at 10:33 a.m.

NEW BUSINESS:

Membership registration fees for the Ohio State Association of Veterans Service Commissioners (OSAVSC) are due and payable in the amount of \$30.00 per member for the period of July 1, 2010 through June 30, 2011.

The OSAVSC Executive Committee meeting is scheduled for May 20, 2010 at 12:30 p.m. in Columbus, Ohio. Dan Weist will not be able to attend due to a prior commitment, but stated that he has had conversation with Dr. John Wasyluk of the Advisory Committee, concerning the reassessment of education requirements.

The Louis Stokes VA Medical Center Parma Outpatient Clinic's groundbreaking ceremony is scheduled for May 24, 2010 at 9:00 a.m. at 8701 Brookpark Rd., Parma, Ohio. The Commissioners and Executive Director have been invited to attend.

Discussion took place concerning the responsibilities of the Social Work Dept. Bob Schloendorn and the Social Work Manager are in the process of revising the position description and will present it to the Board when completed.

The Board is in the process of reviewing current policies and guidelines and making revisions when necessary.

A motion was made by Mel Baher and seconded by Thomas Zung to accept the revision of the Addendum to the Guideline for Restrictive Assistance, Separated Spouses, dated May 19, 2010, as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept the revision of the Addendum to the Guideline for Restrictive Assistance, Applicant/Client with Substance Abuse, dated May 19, 2010, as submitted by the Executive Director.

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

GOOD OF THE ORDER:

The Board discussed ways to attract more members of the veterans' organizations to our open public Board meetings.

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Bob Potts and seconded by Thomas Zung to adjourn the meeting at 11:25 a.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

April, 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

May19, 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 April 30, 2010:

Executive:

The Executive Director

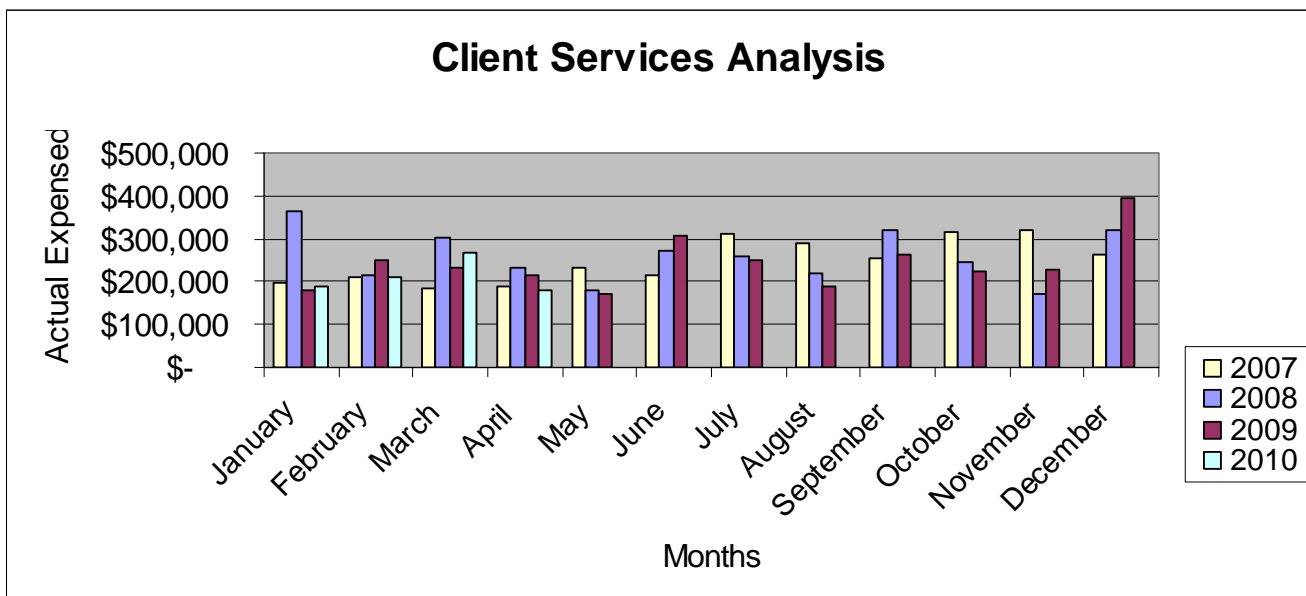
- Met with Kathleen Palmer from the Transition Advisory Group.
- Attended a Transition Advisory Group meeting.
- Conducted a mediation for the Federal Aviation Administration.
- Attended the Executive Director’s meeting in Columbus.

Finance Department

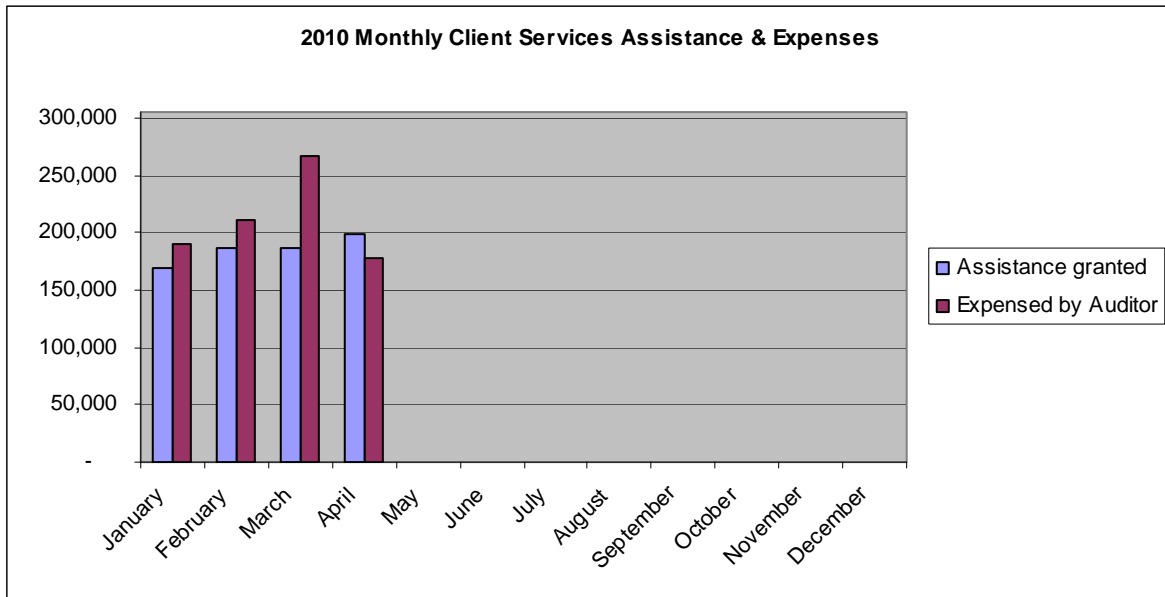
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, 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	573,649	-	1,141,538	1,715,187	42,847
Fringe Benefits	675,357	195,178	-	422,289	617,467	57,890
Commodities	46,064	7,999	-	37,137	45,136	928
Contract Services	1,028,776	176,449	417,938	350,902	527,351	501,425
Controlled Expenditures	283,188	-	-	283,188	283,188	-
Client Services	3,637,537	845,544	12,331	2,400,000	3,245,544	391,993
Other Expenditures	356,930	44,573	6,743	213,112	257,685	99,245
Capital Outlay	26,350	57	20,863	20,943	21,000	5,350
Total Expenditures	7,812,236	1,843,449	457,875	4,869,109	6,712,558	1,099,678

Assistance Department:

April financial assistance totaled \$177,853, down from \$266,400 issued during March and down from \$216,058 issued in April of 2010. Year to date client assistance for 2010 is \$845,543 and YTD for 2009 was \$874,755, down \$29,212.

The April Financial Assistance Department activity report follows below.

Indicator	April 2010	April 2009	% Change		
Number of clients seeking hardship assistance	682	988	-31.0%		
Total applications taken	569	868	-34.4%		
Applications Withdrawn	(93)	(196)	-52.6%		
Applications Denied	(46)	(38)	21.1%		
Total applications approved for hardship assistance (with trans.)	430	634	-32.2%		
Transportation only approvals	(241)	(456)	-47.1%		
F/A applications approved	189	178	6.8%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	2788	2499	11.6%		
Total applications taken	2387	2271	5.1%		
Applications Withdrawn/Denied	(419) (164)	(645)	-9.6%		
Total applications approved for hardship assistance (with trans.)	1804	1626	10.9%		
Transportation only approvals	(1035)	(981)	5.5%		
F/A applications approved	769	645	19.2%		

During April, 2010, 45 veterans applied for assistance for the first time bringing the 2010 YTD total to 165. Of the 45 new claims, 38 were approved, 0 were partially approved, 0 were approved at Level II, 2 were denied and 5 were withdrawn. In April, 2009, 56 veterans applied for assistance for the first time bringing the 2009 YTD total to 161.

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

Appeal Officer workdays	13
Cases on hand beginning of month	13
Cases received	+29
Cases worked	<u>-35</u>
Cases on hand end of month	7

<u>Appeal Officer Appeals</u>	<u>April 2010</u>	<u>YTD</u>
Cases approved	5	25
Cases denied	25	73
Cases denied/withdrawn, no show	1	13
Cases withdrawn	1	8
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	1	1
*Cases not eligible for appeal	<u>2</u>	<u>3</u>
Total	35	123

<u>Board Appeals</u>	<u>April 2010</u>	<u>YTD</u>
Cases approved	18	55
Cases denied	8	31
Cases withdrawn	0	4
Cases verifying fraud	2	2
Fraud not verified	0	0
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	28	92

Medical and Other Transportation:

April medical assistance expensed for transportation totaled \$7,306.50 for the month, \$7,196.50 for bus tickets and \$110 for taxi services.

Medical and Dental Programs:

Medical payments for March amounted to \$7,820 with \$6,910 expensed for Dental and \$810 for Vision. Year to date medical expenses totaled \$21,704. Dental payments year to date are \$16,400 and Vision year to date payments are \$2,530.

\$100 in Miscellaneous Medical payments were expensed in March. Year to date Miscellaneous Medical payments are \$2,774.

Memorial Affairs Department:

\$7,953.69 was expensed during April, 2010 for indigent veteran funeral expenses, down \$6,908.31 from April, 2009. During April, 9 indigent burials were approved. The burials were for 1 Air Force, 2 Marines, 3 Navy and 3 Army veterans.

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

	<u>April</u>	<u>2010 YTD</u>	<u>April</u>	<u>2009 YTD</u>
DD14 Search	135	413	141	674
Benefits Counseling	1,088	3,865	225	2,843
Undelivered-Incorrect Headstones/Research	17	41	54	177
Presidential Memorial Certificates	147	507	180	837
National Cemetery Referrals	100	348	100	992
Blue Star Service Banners	1	5	1	4

Veterans Service Officers:

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	47	107
Pension claims and follow ups	18	61
Medical	10	33
Power of Atty. to Service Organizations	8	24
Misc. Applications/Correspondence	179	458
All Other	<u>37</u>	<u>126</u>
Total	299	809

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	40	148
Pension claims and follow ups	28	94
Medical	9	34
Power of Atty. to Service Organizations	19	65
Misc. Applications/Correspondence	131	393
All Other	<u>38</u>	<u>168</u>
Total	265	902

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

**April
2010**

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	47	204	72	207	17	32	3	10
Follow-up Pending Claims	29	290	68	282	1	19	5	18
Pension Claims	37	112	20	69	13	54	25	67
Follow-up Pending Claims	121	240	62	204	69	143	25	97
Medical	21	77	38	143	0	10	5	21
Notice of Disagreements	4	27	4	38	0	4	0	0
Appeals & Waivers	18	39	11	46	0	3	1	1
Eligibility Verification Reports	7	81	8	71	1	47	2	17
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	4	15	7	38	0	1	5	11
Cert. Eligibility - Home Loan	0	2	3	17	0	0	0	0
Insurance Discharges, Request for copy	4	8	1	1	0	4	0	1
Headstone/Marker Application	127	429	130	413	2	20	2	5
Referrals to Other Agencies	12	52	10	85	0	5	0	5
P of A Service Organization	72	287	64	227	12	47	10	45
Misc. Application/Corresp.	270	885	313	995	1	88	45	146
Ohio Veterans Home	0	12	4	11				
Burial Benefits					4	11	4	12
High School Diploma Applications	8	14	0	8				
Discharge Upgrades	19	30	8	35				
10-10 EZ Forms	0	6	0	0				
TOTAL	<u>800</u>	<u>2819</u>	<u>823</u>	<u>2890</u>	<u>121</u>	<u>491</u>	<u>132</u>	<u>456</u>

**%
Chg
3.7%**

**%
Chg.
YTD
1.1%**

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
	915	2327	938	3298
	6	55	17	48
	921	2382	955	3346

Interviews: Service Dept. Clients	794	2050	806	2842	121	277	132	456
Fin. Asst. Referrals	6	51	17	48	0	4	0	0
Office YTD	800	2101	823	2890	121	281	132	456
Phone Calls	2398	7244	2022	8312				

Information Systems:

Document Management

Two updates to KnowledgeTree document management software will be applied. A test system has been set up to try these upgrades before applying them to the production system. A Raid-1 equipped network storage unit will be used to do daily backups, with weekly backups to tape. A new faster server with redundant data storage was also put in place.

Remote Offices

Scanning applications are active at all remote offices. Additional training will be required.

Laptops for Commissioners

Four laptops were set up, requiring technical help from an HP technician.

GroupWise Calendar Access

The GroupWise shared calendar was further revised to correct problems with VSO access.

Internet Access – IronPort

All required changes to allow use of the new county proxy server, Ironport, were applied manually. Training on access was also done individually.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

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 15 veterans waiting for nursing home standard care, 14 veterans for nursing home special care, 0 veterans for the domiciliary and 1 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**