



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

**JAMES L. STOLZ**  
SERVICE OFFICER MANAGER

## Cuyahoga County Veterans Service Commission

Ph: (216) 698-2600 • Fax: (216) 698-2650  
Email: [vsc\\_mail@cuyahogacounty.us](mailto:vsc_mail@cuyahogacounty.us)  
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



### MINUTES

DATE: May 21, 2008 9:30 a.m.

PRESENT: Frank Pocci, President  
Bob Potts, Vice President  
Thomas T.K. Zung, Secretary  
Daniel T. Weist, Commissioner  
Mel Baher, Commissioner  
Robert E. Schloendorn, Executive Director  
Tom O'Donnell, Asst. County Prosecutor

VISITORS: Dave Hrusch, VFW Post 3345 and Richard Danielson, Korean War Veterans of America, Post 69.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by 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 minutes of May 7, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Mel Baher and seconded by Bob Potts to dispense with the reading of the minutes of the Level III Board Appeals meeting of May 7, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Bob Potts to dispense with the reading of the correspondence since we have a Consent Agenda, with the exception of those items set aside, to be addressed during the regular order of business, and with any corrections and/or additions. (No items were set aside.)

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept cases approved on the Consent Agenda, with the exception of those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. Due to the large number of Level III appeals, the Board decided to forgo the review of cases for quality assurance.

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept cases denied on the Consent Agenda, with the exception of those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. Due to the large number of Level III appeals, the Board decided to forgo the review of cases for quality assurance.

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

A motion was made by Dan Weist and seconded by Bob Potts to accept indigent burials approved for April 2008 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

**Agenda Item E1. State of the Commission and Finance Report (Attached)**

A motion was made by Mel Baher and seconded by Dan Weist to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

**Agenda Item F1. Executive Director - Submitting Personnel Requests.**

Bob Schloendorn had two items to submit to the Board for discussion in Executive Session.

NEW BUSINESS:

**Agenda Item G1. OSAVSC Summer Convention.**

Commissioners Bob Potts and Dan Weist will be attending the Summer Convention of the Ohio State Association of Veterans Service Commissioners (OSAVSC) in Dublin, Ohio from July 11-13, 2008.

GOOD OF THE ORDER:

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

Richard Danielson

- Veterans' Awards Ceremony at North Olmsted City Hall

Dave Hrusch

- WTAM Radio – New avenue for CCVSC advertising
- Strongsville Veterans Memorial – pavers and stones are available for sale
- Strongsville VFW Post 3345 meeting on Saturday, May 10<sup>th</sup> at 1:00 p.m. was well attended. On behalf of the Board, Frank Pocci thanked Dave for arranging to have CCVSC representatives attend the meeting to explain services and benefits available to qualified veterans.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Bob Potts to go into Executive Session to discuss a personnel issue and the RFP for office space.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (10:15 a.m.)

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

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (10:55 a.m.)

Discussion took place in Executive Session concerning a personnel issue in the Service Department. No action was taken.

The RFP for office space was also discussed and it was agreed that we retain our current configuration.

Bob Schloendorn submitted Resolution 2008-02, CCVSC's Tax Budget for Fiscal Year 2009, for the Board's approval. Frank Pocci read aloud the resolution for the record. A motion was made by Mel Baher and seconded by Bob Potts to approve Resolution 2008-02; A resolution approving and adopting a tax budget for the Cuyahoga County Veterans Service Commission for the fiscal year beginning January 1, 2009 and ending December 31, 2009, and submitting it to the Board of the Cuyahoga County Commissioners, and declaring an emergency.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (10:55 a.m.)

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 11:03 a.m.

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

\* \* \* \* \*

At the request of the Executive Director, the meeting was reopened at 12:35 p.m. to discuss one (1) item in open public meeting and one (1) item in Executive Session.

*Commissioners Potts, Zung, Baher, Weist, Pocci, and Executive Director Bob Schloendorn were present. Asst. County Prosecutor Tom O'Donnell was not present.*

Bob Schloendorn noted that the Financial Assistance Manager and Social Work Manager are currently authorized to approve dental evaluations up to \$250.00. In order to allow the clients to receive more timely dental care, Bob recommended that the Board consider authorizing both managers to approve all dental work, in addition to the dental evaluations, up to \$250. Dental requests over \$250.00 must still be approved by the Board. The Board concurred and approved Bob's recommendation.

A motion was made by Thomas Zung and seconded by Bob Potts to go into Executive Session to discuss the union contract.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (12:43 p.m.)

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

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (1:00 p.m.)

Discussion took place in Executive Session concerning upcoming union contract negotiations. No action was taken.

With no further business, a motion was made by Bob Potts and seconded by Dan Weist to adjourn the meeting at 1:01 p.m.

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

Frank Pocci  
President

Thomas Zung  
Secretary

### **CONTACT INFORMATION**

Requests for Financial Assistance: Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)

Filing claims with the Dept. of Veterans' Affairs: Jim Stolz, Service Officer Manager (216-698-2639)

Memorial Affairs Laurene Rutkowski, Manager (216-698-2655)

Mobile Meals Program Jeff Sedlak, Social Worker/Case Management Officer (216-698-2615)

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, 2008**

**Issued by:**

### **The CCVSC Commissioners**

**Frank Pocci – President, AMVETS**

**Bob Potts– Vice President, VVA**

**Thomas Zung – Secretary, VFW**

**Daniel T. Weist – DAV**

**Mel Baher – American Legion**

**May 21, 2008**

**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, 2008:

**Executive:**

The Executive Director

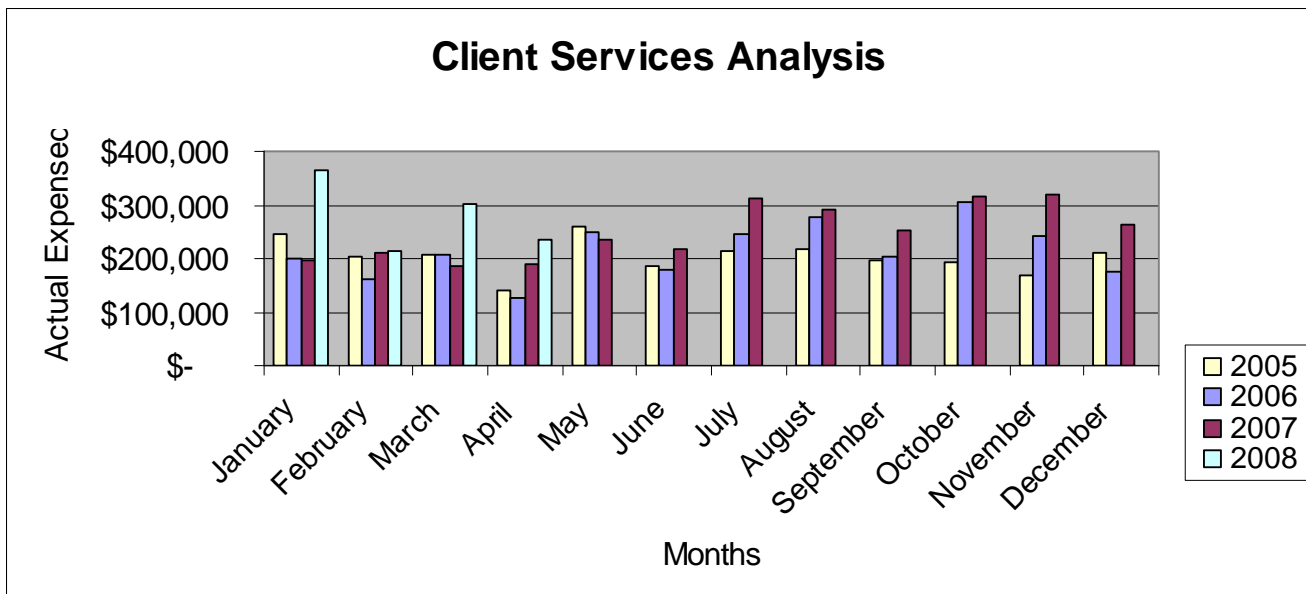
- Met with Criminal Justice Service Agency
- Taped a Veterans Forum for cable TV
- Met with Communication Staff
- Met with Planning Commission
- Met with other county Executive Directors
- Met with Deb Shaw on RFP

**Finance Department**

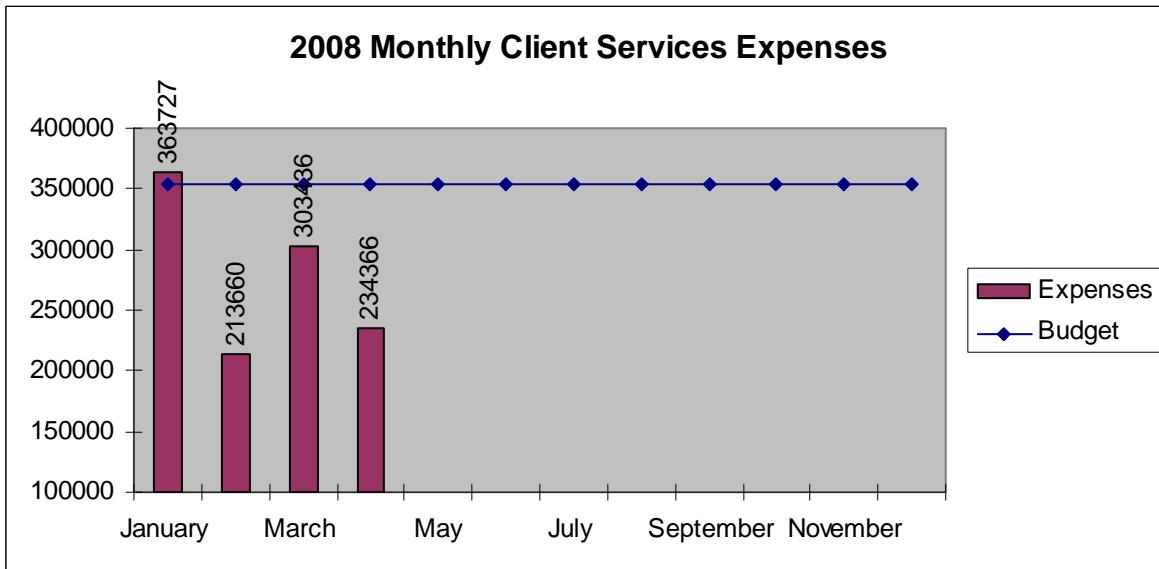
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



## Actual 2008 Expenses



## Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2007 Projection	Budget Variance
<b>Salaries</b>	1,629,691	469,468	-	1,123,069	1,592,537	37,154
<b>Fringe Benefits</b>	607,036	171,213	-	418,026	589,239	17,797
<b>Commodities</b>	47,618	10,994	-	34,167	45,161	2,457
<b>Contract Services</b>	580,233	95,142	233,423	307,323	402,465	177,768
<b>Controlled Expenditures</b>	265,613	15,556	-	250,057	265,613	-
<b>Client Services</b>	4,296,807	1,115,190	548,955	2,620,200	3,735,390	561,417
<b>Other Expenditures</b>	587,369	93,622	166,782	302,382	396,004	191,365
<b>Capital Outlay</b>	81,850	6,617	30,996	67,744	74,361	7,489
<b>Total Expenditures</b>	8,096,217	1,977,802	980,156	5,122,968	7,100,770	995,447

**Assistance Department:**

April financial assistance totaled \$234,366, down from \$303,436 issued during March and up from \$189,346 issued in April of 2007. Year to date client assistance for 2008 is \$1,115,189 and YTD for 2007 was \$779,889, up \$335,300.

The April Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>April 2008</b>	<b>April 2007</b>	<b>% Change</b>
Number of clients seeking hardship assistance	920	605	52.1%
Total applications taken	610	547	11.5%
Applications Withdrawn	(91)	(110)	-17.3%
Applications Denied	(69)	(72)	-4.2%
Total applications approved for hardship assistance (with trans.)	450	365	23.3%
Transportation only approvals	(198)	(150)	32%
F/A applications approved	252	215	17.2%

<b>Indicator</b>	<b>YTD 2008</b>	<b>YTD 2007</b>	<b>% Change</b>
Number of clients seeking hardship assistance	3317	2537	30.7%
Total applications taken	2435	2237	8.9%
Applications Withdrawn	(359)	(453)	-20.8%
Applications Denied	(250)	(270)	-7.4%
Total applications approved for hardship assistance (with trans.)	1826	1514	20.6%
Transportation only approvals	(773)	(660)	17.1%
F/A applications approved	1053	854	23.3%

During April, 2008, 41 veterans applied for assistance for the first time bringing the 2008 YTD total to 173. In April of 2007, 52 veterans applied for assistance for the first time bringing the 2007 YTD total to 208.



**Listed below is a breakdown of appeals for the month of April, 2008.**

Number of workdays	<u>22</u>
Cases on hand beginning of month	11
Cases received	+41
Cases worked	<u>-43</u>
Cases on hand end of month	9

<u>Appeal Officer Appeals</u>	<b>April 2008</b>	<b>YTD</b>
Cases approved	17	47
Cases denied	13	38
Cases withdrawn, no show	5	25
Cases withdrawn	5	19
No determination at Level II (Referred to Level III)	2	2
Cases referred back to Financial Asst./Social Worker	0	20
*Cases not eligible for appeal	<u>1</u>	<u>4</u>
<b>Total</b>	<b>43</b>	<b>155</b>

<u>Board Appeals</u>	<b>April 2008</b>	<b>YTD</b>
Cases approved	7	24
Cases denied	3	11
Cases withdrawn	1	4
Cases verifying fraud	2	2
Fraud/Fraudulent application	1	1
Cases Referred back to financial Asst./Social Worker	0	0
Client not eligible (not a veteran)	0	0
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	<u>0</u>	<u>0</u>
<b>Total</b>	<b>13</b>	<b>42</b>

### **Medical and Other Transportation:**

April medical assistance expensed for transportation totaled \$4,659.50 for the month, \$4,622.50 for bus tickets.

### **Medical and Dental Programs:**

Medical payments for April amounted to \$525 with \$0 expensed for Dental and \$525 for Vision.

\$ 0 in Miscellaneous Medical payments were expensed in April.

### **Memorial Affairs Department:**

\$23,560.17 was expensed during April, 2008 for indigent veteran funeral expenses, up \$1,318 from March, 2008. During April, 24 indigent burials were approved. The burials were for 1 Air Force, 2 Marine, 1 Navy and 20 Army veterans.

### **Following are the 2008 Year to Date statistics for Memorial Affairs:**

	<u>April</u>	<u>2008</u> <u>YTD</u>	<u>April</u>	<u>2007</u> <u>YTD</u>
DD14 Search	149	726	310	1,042
Benefits Counseling	1,048	4,098	893	3,460
Undelivered-Incorrect Headstones/Research	61	309	240	1,051
Presidential Memorial Certificates	191	872	391	1,354
National Cemetery Referrals	228	928	269	1,035
Blue Star Service Banners	3	17	0	35

## Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of April, 2008 for the Brecksville satellite office.

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	37	219
Pension claims and follow ups	13	71
Medical	12	79
Power of Atty. to Service Organizations	17	68
Misc. Applications/Correspondence	85	455
All Other	<u>30</u>	<u>163</u>
<b>Total</b>	<b>194</b>	<b>1,055</b>

Following are some of the major statistics reported by VSO Robert Erb for the month of April, 2008 for the Wade Park satellite office.

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	42	191
Pension claims and follow ups	25	120
Medical	4	21
Power of Atty. to Service Organizations	20	68
Misc. Applications/Correspondence	27	142
All Other	<u>40</u>	<u>194</u>
<b>Total</b>	<b>158</b>	<b>736</b>

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

April  
2008

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	59	191	47	182	9	19	1	5
Follow-up Pending Claims	91	344	137	740	11	26	6	22
Pension Claims	37	151	34	105	17	75	10	44
Follow-up Pending Claims	54	158	72	321	48	134	29	155
Medical	21	77	31	186	3	11	6	27
Notice of Disagreements	11	36	14	48	2	5	0	5
Appeals & Waivers	8	36	11	43	0	5	2	3
Eligibility Verification Reports	11	42	1	38	1	22	2	34
Change of Address	2	23	6	37	0	2	0	2
Education Assistance	1	20	8	23	3	6	0	9
Cert. Eligibility - Home Loan	5	19	6	17	0	0	0	2
Insurance Discharges, Request for copy	0	2	0	1	2	6	11	12
Headstone/Marker Application	116	477	120	620	0	2	1	5
Referrals to Other Agencies	11	68	13	71	2	18	3	7
P of A Service Organization	104	325	70	245	28	97	11	46
Misc. Application/Corresp.	179	648	347	1417	43	129	46	173
Ohio Veterans Home	9	26	2	16				
Burial Benefits					4	21	7	28
High School Diploma Applications	1	8	1	10				
Discharge Upgrades	7	25	8	27				
10-10 EZ Forms	2	4	2	16				
<b>TOTAL</b>	<u>729</u>	<u>2680</u>	<u>930</u>	<u>4163</u>	<u>201</u>	<u>466</u>	<u>146</u>	<u>635</u>

**% Chg.**  
15.7%

**% Chg. YTD**  
52.5%

### TOTAL (Vet + Dep)

	'07	YTD '07	'08	YTD '08
Interviews: Service Dept. Clients	448	1701	506	1907
Fin. Asst. Referrals	61	203	52	185
Office YTD	509	1904	558	2092
Phone Calls	2281	6065	2338	6913

## **Information Systems:**

### **ClientTrack (Primary focus)**

DSI is completing the requirements we have laid out fairly rapidly now that they are doing the development work. Sam Taylor will be coming here for three days in early June to help with our roll-out and “go live” implementation.

We have identified the requirements to add the Appeals function workflows and are discussing the needs for the Social Work workflow. Finance needs have been identified and the basic functions will be implemented prior to June’s roll-out.

### **RFP**

I have participated in three meetings related to space requirements, work area layouts, and power and cabling/wireless choices. This should result in a less crowded and messy computer room and cleaner cabling throughout the facility.

### **Laptops/Wireless**

The county has signed a \$14mm CONTRACT WITH One Community. One objective of this contract is to make the Justice Center, Courthouse and Admin Buildings wireless. Perhaps we are just ahead of our time after all.

### **Scanning**

I am working on learning and installing the new version of KnowledgeTree between ClientTrack sessions. It should operate much better on the new server. I will be setting up an individual scanner and printer in an ES office to see how the work would flow if we did individual printing and scanning in each office.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

### **Ohio Veterans Home Network:**

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

**Governor's Office of Veterans Affairs:**

GOVA Advisory Committee meetings are held at 10:30 PM at AMVETS Post 89, 3535 Westerville Rd., Columbus, Ohio 43224.

The next meeting is scheduled for August 21, 2008.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**