



American Legion  
**MEL. BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCI**  
COMMISSIONER



Disabled American Veterans  
**DANIEL T. WEIST**  
COMMISSIONER



Veterans of Foreign Wars  
**THOMAS T. K. ZUNG**  
COMMISSIONER

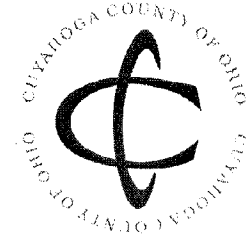


Vietnam Veterans of America  
**BOB POTTS**  
COMMISSIONER

**ROBERT SCHLOENDORN**  
EXECUTIVE DIRECTOR

## Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

DATE: June 2, 2010 9:34 a.m.

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

ABSENT: Frank Pocci, Secretary

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

### **COMMISSIONERS' REPORTS**

#### Thomas Zung – VFW

- I attended the monthly meeting of VFW Post 1056.
- Sunday, May 30<sup>th</sup>, I attended Memorial Day Services at the Cod. The service was well-attended.
- On Monday, May 31<sup>st</sup>, I represented the CCVSC by driving the Jeep in the Memorial Day Parade.

#### Mel Baher – American Legion

- May 5<sup>th</sup>, I missed the American Legion 13<sup>th</sup> District Meeting due to a death in our family.
- May 13<sup>th</sup>, I conducted my last Post Membership meeting at 7:00 p.m., as Post Commander. Ed Leopold was elected Post Commander for the 2010-2011 membership year.

- May 24<sup>th</sup>, I attended the American legion 13<sup>th</sup> District E-board meeting at 7:30 p.m. at Post 451.
- May 27<sup>th</sup>, I attended the Post 91 E-board meeting at 7:00 p.m. as Immediate Past Commander.
- May 31<sup>st</sup>, I conducted the Memorial Day Program in the City of Berea.

Upcoming Events:

- June 5<sup>th</sup> – My wife has requested I take her out to dinner for our 34<sup>th</sup> wedding anniversary.
- June 6<sup>th</sup> – American Legion 13<sup>th</sup> District Summer Convention is to be held at Post 572 at 10:00 a.m.
- June 10<sup>th</sup> – American Legion Post 91 Membership meeting is to be held at 7:00 p.m.
- June 24<sup>th</sup> – Post 91 E-board meeting is to be held at 7:00 p.m.
- June 25-27<sup>th</sup> – Dept. of Ohio, American Legion State Convention is to be held in Toledo, Ohio. I serve on the Department Credentials Committee.

Bob Potts – VVA

- May 4<sup>th</sup>, I attended my monthly board meeting. Plans were finalized for the Memorial Day Parade in Bay Village.
- May 18<sup>th</sup>, I attended our monthly membership meeting.
- May 20<sup>th</sup>, I attended the monthly meeting at American Legion Post 91.
- May 24<sup>th</sup>, I attended the Ground Breaking Ceremony for the new Parma CBOC.
- May 27<sup>th</sup>, I attended the meeting at Wade Park with Congresswoman Fudge's Veterans Committee.
- May 31<sup>st</sup>, I participated in the Memorial Day Parade in Bay Village, marching from Huntington Park.

Frank Pocci – AMVETS (Report submitted via e-mail)

AMVETS EVENTS

- 1) May 4<sup>th</sup> – General meeting at Post 80
- 2) May 10<sup>th</sup> – Bingo at Brecksville VA
- 3) May 11<sup>th</sup> – 20<sup>th</sup> District meeting, Perry Post 1971
- 4) May 23<sup>rd</sup> – Memorial at Post 80
- 5) May 25<sup>th</sup> – Honor Guard at Western Reserve National Cemetery
- 6) May 31<sup>st</sup> – Maple Heights Memorial Day Parade and graveside services at Zion Lutheran Cemetery.

OTHER ACTIVITIES:

- May 10<sup>th</sup>, I brought a 91-year old widow of a WWII veteran who died of Lou Gherig's Disease, to the CCVSC to file a claim.
- May 13<sup>th</sup>, I attended the American Legion Post 91's General meeting and Installation of Officers.
- May 24<sup>th</sup>, I attended the groundbreaking ceremony for the new CBOC in Parma, Ohio.
- May 28<sup>th</sup>, I attended the General meeting of the Italian American War Veterans Post 34. The special guest was VSC service officer, Larry Amato, who gave a presentation on how the VSC helps veterans and answered various questions from the 26 veterans in attendance. Everyone was thankful for Larry's input and felt lucky to now have a certified service officer as one of the post members.

- May 30<sup>th</sup>, I attended the traditional Memorial Day celebration at Cuyahoga Community College West, representing AMVETS and the CCVSC. This was another well-attended reverent event.
- May 31<sup>st</sup>, I attended the Memorial Day Ceremony at Strongsville VFW Post 3345. A well-conducted and well-attended ceremony took place there immediately after the Memorial Day Parade. The ceremony was held at the new (and beautiful) Veteran's Memorial in the field behind the Post. The Post has added a link to the CCVSC on their website: <http://vfwpost3345.homestead.com>.

#### Dan Weist – DAV

- I attended the monthly meeting at VFW #7647 the third week of May.
- May 29<sup>th</sup> - I visited Lakewood Park Cemetery in Rocky River. Approximately one hundred boy scouts, girl scouts, and the H2O Group from Lakewood, helped decorate approximately 2300 veterans' graves with flags. American Legion #451 and DAV #108 sponsored the activity.
- May 31<sup>st</sup> - I attended ceremonies at two North Olmsted cemeteries: Coe Ridge Cemetery on Lorain Rd., and Butternut Ridge Cemetery on Butternut Ridge Rd. A parade followed the services at 10:30 a.m. which was very well-attended. I also attended another ceremony at American Legion #211 at 2:00 p.m.
- June 1<sup>st</sup> – I appeared on Ed Flash Ferenz's radio program, American Workforce, speaking about services and benefits of the Cuyahoga County Veterans Service Commission.

#### **OLD BUSINESS:**

None.

#### **NEW BUSINESS:**

The Board has been approving, on an ad-hoc basis, clients' requests for assistance for the payment of condo fees. Following a brief discussion, the Executive Director was instructed to draft an addendum to the Food and Shelter Monthly Allowance Guideline dated March 3, 2010, to cover such requests and present it to the Board at the next open public meeting.

The Board deferred discussion on financial assistance training issues to the next meeting.

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 Bob Potts to accept the revision of the Guideline for the Homeless Veterans' Population dated June 2, 2010, as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept the revision of the Policy for Payment of Utility Bills dated June 2, 2010, with minor changes, as submitted by the Executive Director.

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

#### **GOOD OF THE ORDER:**

The Executive Director presented the Board with a revision of the Social Work Manager/Case Management Officer's position description for their review and approval. A motion was made by

Mel Baher and seconded by Bob Potts to accept the revised position description outlined for the Social Work Manager/Case Management Officer as presented by the Executive Director. The Executive Director will report back to the Board at the completion of a 90-day period with an update.

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

The Regular Meeting of the Board for June 16, 2010 has been cancelled. The next open public meeting will be held on Wednesday, July 7, 2010 at which time the State of the Commission and Finance Report will be given.

The Level III Appeal Meeting for June 9, 2010 has been moved to June 16, 2010 at 9:30 a.m. An additional Level III Appeal meeting will be held on June 23<sup>rd</sup>.


**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 10:44 a.m.

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

  
Daniel T. Weist, President

  
Mel Baher, Vice President

**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**

**May 19, 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

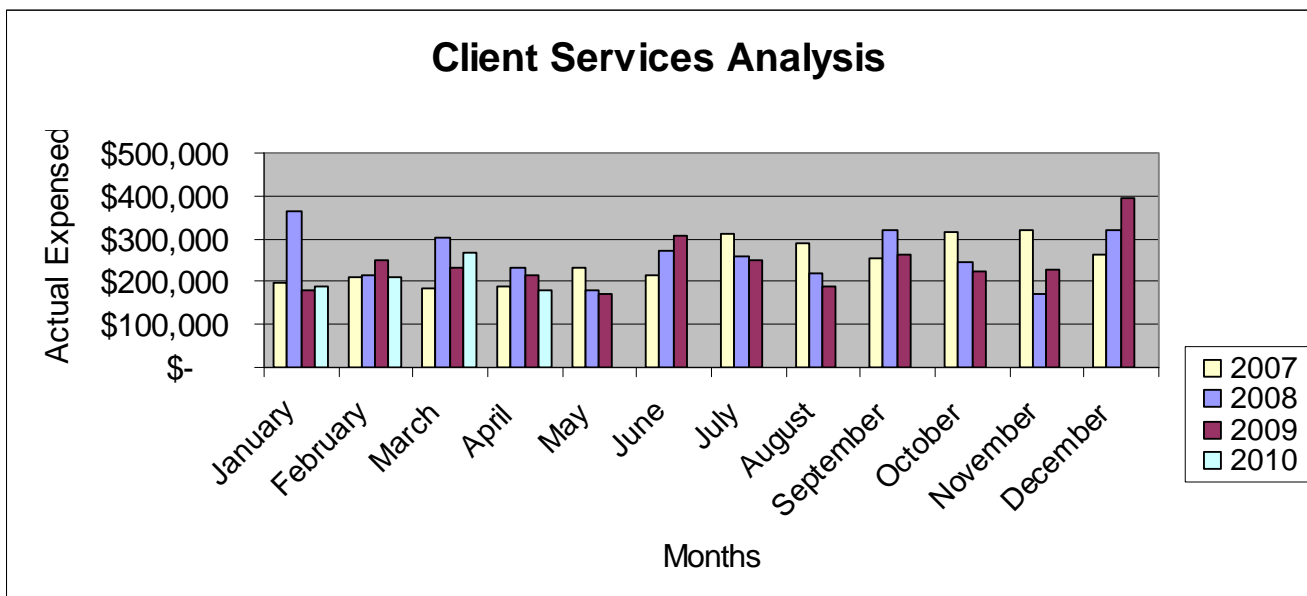
- Met with Kathleen Palmer from the Transition Advisory Group.
- Attended a Transition Advisory Group meeting.
- Conducted a mediation for the Federal Aviation Administration.
- Attended the Executive Director’s meeting in Columbus.

**Finance Department**

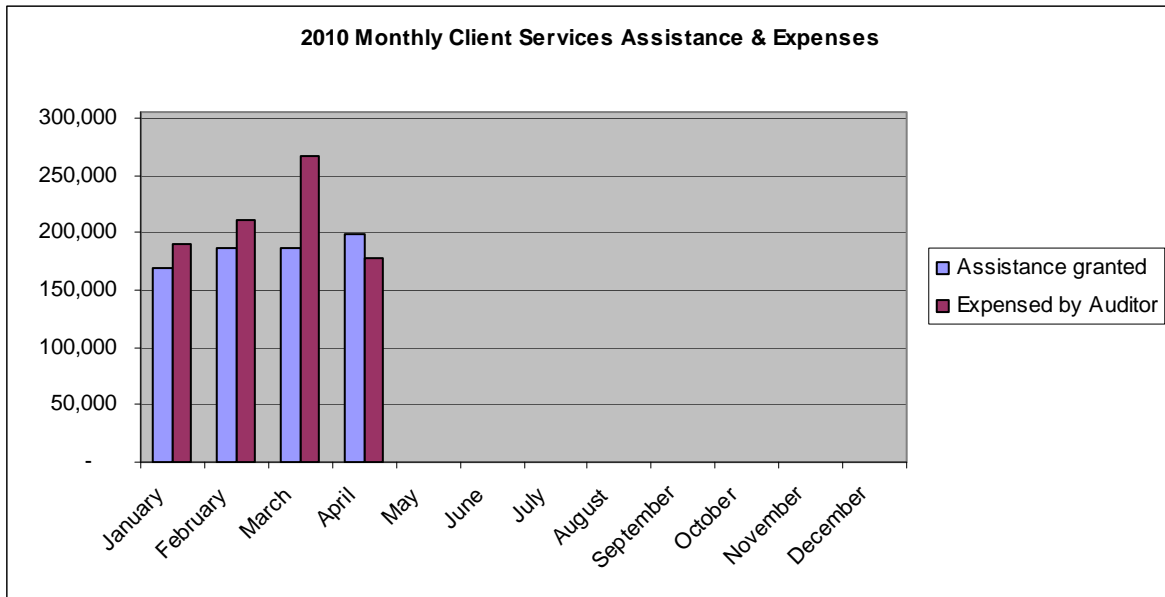
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,758,034	573,649	-	1,141,538	1,715,187	42,847
<b>Fringe Benefits</b>	675,357	195,178	-	422,289	617,467	57,890
<b>Commodities</b>	46,064	7,999	-	37,137	45,136	928
<b>Contract Services</b>	1,028,776	176,449	417,938	350,902	527,351	501,425
<b>Controlled Expenditures</b>	283,188	-	-	283,188	283,188	-
<b>Client Services</b>	3,637,537	845,544	12,331	2,400,000	3,245,544	391,993
<b>Other Expenditures</b>	356,930	44,573	6,743	213,112	257,685	99,245
<b>Capital Outlay</b>	26,350	57	20,863	20,943	21,000	5,350
<b>Total Expenditures</b>	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.

<b>Indicator</b>	<b>April 2010</b>	<b>April 2009</b>	<b>% Change</b>		
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%		

<b>Indicator</b>	<b>YTD 2010</b>	<b>YTD 2009</b>	<b>% Change</b>		
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

<b><u>Appeal Officer Appeals</u></b>	<b><u>April</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
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>
<b>Total</b>	<b>35</b>	<b>123</b>

<b><u>Board Appeals</u></b>	<b><u>April</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
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>
<b>Total</b>	<b>28</b>	<b>92</b>

### **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>
<b>Total</b>	<b>299</b>	<b>809</b>

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>
<b>Total</b>	<b>265</b>	<b>902</b>

**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				
<b>TOTAL</b>	<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**