



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

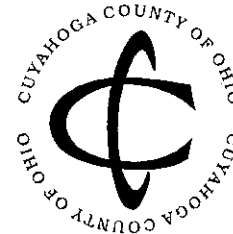


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT E. SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: June 19, 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: None.

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 Frank Pocci and seconded by Clay Uzell 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 Frank Pocci and seconded by Clay Uzell to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Roger Erickson, Information Systems Applications Manager, updated the Board on computing and communications, equipment, applications and future plans at the CCVSC.

A motion was made by Mel Baher and seconded by Frank Pocci to approve the revised Electronic Communications and Equipment Policy dated June 19, 2013, effective immediately.

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

A motion was made by Frank Pocci and seconded by Clay Uzell to approve the revised News Media Policy dated June 19, 2013, effective immediately.

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

A motion was made by Dan Weist and seconded by Mel Baher to approve the revised Policy on Affirmative Action dated June 19, 2013, effective immediately.

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

A motion was made by Mel Baher and seconded by Dan Weist to approve the revised Policy on Equal Opportunity Counseling and Complaint Procedures dated June 19, 2013, effective immediately.

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

A motion was made by Dan Weist and seconded by Clay Uzell to approve the revised Tuition Reimbursement Program Policy, dated June 19, 2013, effective immediately.

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

Following a review of the tardiness report, the Board expressed concern about the number of times employees arrive late for work. The Executive Director assured Commissioners that tardiness will continue to be monitored and egregious employees will be disciplined. All employees are expected to be at their desks working at their designated start time. The Board will continue to review the tardiness report on a monthly basis.

GOOD OF THE ORDER:

VFW Commander, Jeff Richie, asked Dan Weist for help in supporting a program through the Cuyahoga County Land Bank Association, whose objective is to acquire vacant and abandoned properties that have been foreclosed and rehabbed. Dan met with the Executive Director of the Land Bank Association who asked for a recommendation of veterans' families that may be interested in purchasing the rehabbed homes for a minimal amount. The request has been forwarded to the appropriate CCVSC staff.

Frank Pocci will not participate in, but will attend, the Middleburg Hts. Summer in the City Parade this weekend and will distribute CCVSC brochures.

A location for the October 16, 2013 CCVSC outreach Board meeting was discussed. A separate mailing will go out to posts and chapters asking if anyone would like to host the evening meeting.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Frank Pocci to go into Executive Session to discuss a personnel matter.

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

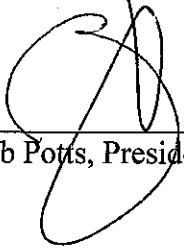
A motion was made by Dan Weist and seconded by Clay Uzell to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:25 a.m.)

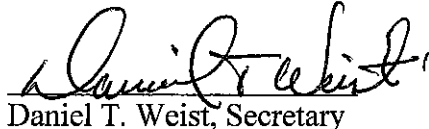
In Executive Session, a pending personnel issue was discussed that the Board will address in the future.

With no further business, a motion was made by Frank Pocci and seconded by Clay Uzell to adjourn the meeting at 11:26 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

May, 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

June 19, 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 May 31, 2013:

Executive:

The Executive Director

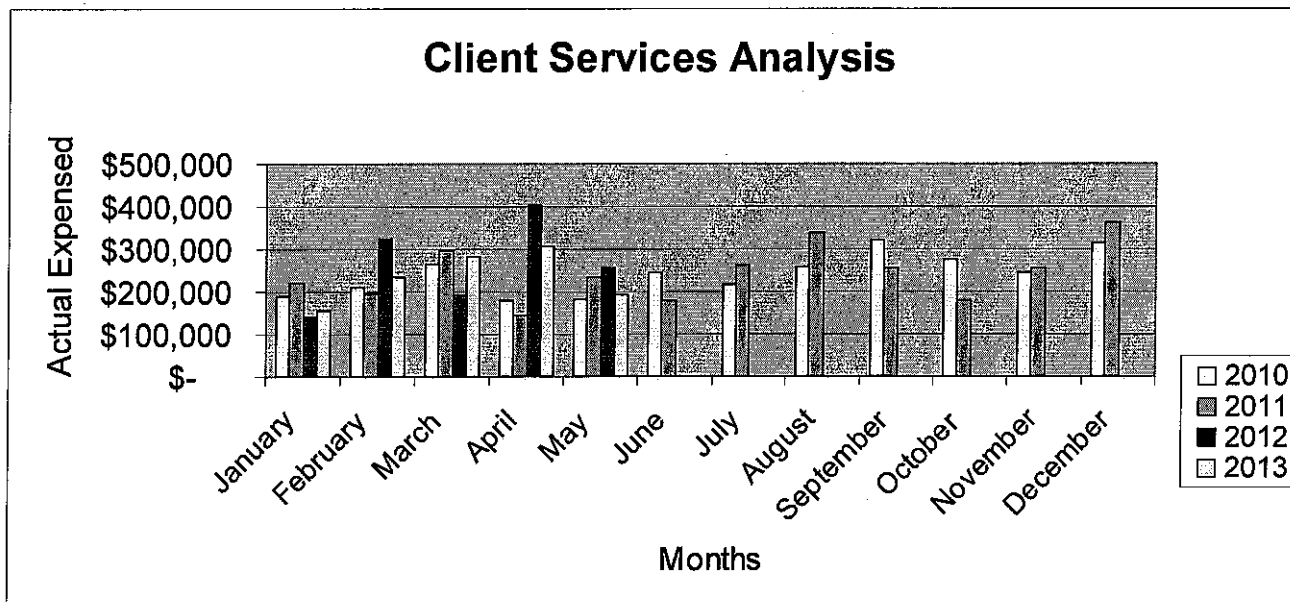
- Met with Linda Delmonico from the Red Cross.
- Spoke on Memorial Day at the Lakeview Cemetery in Rocky River.
- Met with ODVS regarding veterans utilizing the VA Hospital instead of Medicaid.

Finance Department

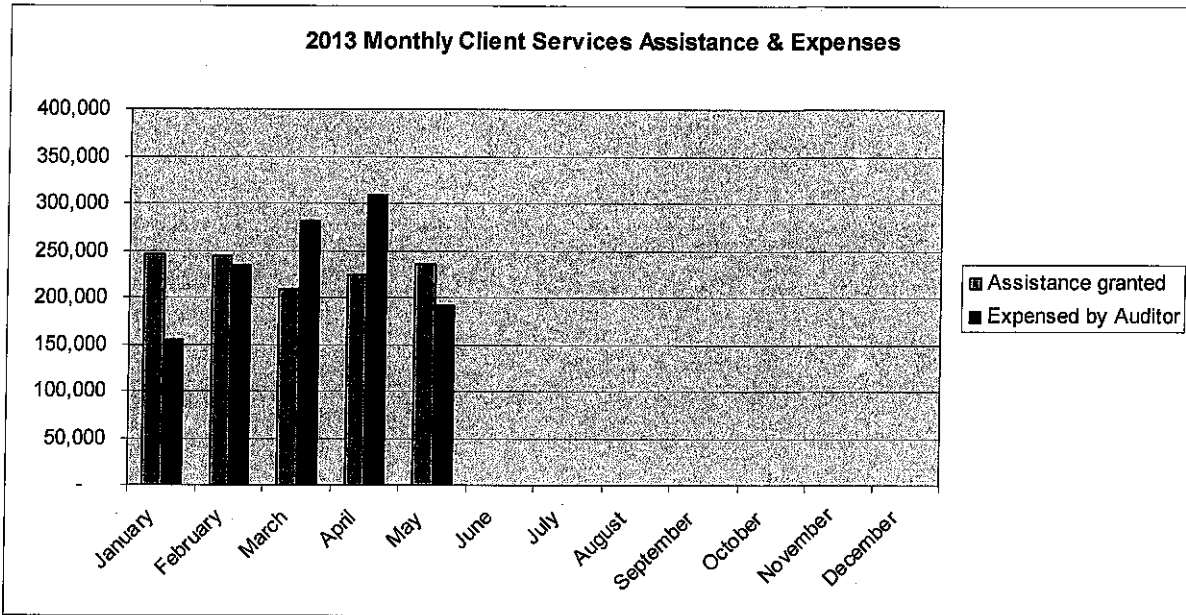
Below are selected May reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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	757,467	-	1,019,589	1,777,056	46,850
Fringe Benefits	638,367	264,815	-	357,155	621,970	16,397
Commodities	30,000	13,692	-	16,308	30,000	-
Contract Services	619,832	247,064	322,377	291,936	539,000	80,832
Controlled Expenditures	274,396	-	-	274,396	274,396	-
Client Services	3,439,190	1,169,458	-	1,960,000	3,129,458	309,732
Other Expenditures	381,847	66,657	12,555	283,343	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	2,519,153	335,060	4,223,727	6,742,880	495,786

Assistance Department:

May financial assistance totaled \$192,296, down from \$308,360 issued during April and down from \$254,266 issued in May of 2012. Year to date client assistance for 2013 is \$1,169,458 and YTD for 2012 was \$1,313,965, down \$144,507.

The May Financial Assistance Department activity report follows below.

Indicator	May 2013	May 2012	% Change		
Number of clients seeking hardship assistance	854	927	-7.9%		
Total applications taken	727	786	-7.5%		
Applications Withdrawn	(36)	(33)	9.1%		
Applications Denied	(53)	(68)	-22.1%		
Total applications approved for hardship assistance (with trans.)	638	685	-6.9%		
Transportation only approvals	(434)	(443)	-2.0%		
F/A applications approved	204	242	-15.7%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	4135	4452	-7.1%		
Total applications taken	3491	3725	-6.3%		
Applications Withdrawn	(134)	(138)	-2.9%		
Applications Denied	(272)	(230)	18.2%		
Total applications approved for hardship assistance (with trans.)	3085	3357	-8.1%		
Transportation only approvals	(2138)	(2237)	-4.4%		
F/A applications approved	947	1120	-15.4%		

During May, 2013, 49 veterans applied for assistance for the first time bringing the 2013 YTD total to 195. Of the 49 new claims, 46 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 3 were withdrawn. In May, 2012, 62 veterans applied for assistance for the first time bringing the 2012 YTD total to 225.

Listed below is a breakdown of appeals for the month of May, 2013.

Appeal Officer workdays	10
Cases on hand beginning of month	14
Cases received	+37
Cases worked	<u>-38</u>
Cases on hand end of month	13

<u>Appeal Officer Appeals</u>	<u>May 2013</u>	<u>YTD</u>
Cases approved	2	17
Cases denied	27	134
Cases denied/withdrawn, no show	7	26
Cases withdrawn	<u>2</u>	<u>13</u>
Total	38	190

<u>Board Appeals</u>	<u>May 2013</u>	<u>YTD</u>
Cases approved	14	79
Cases denied	15	47
Cases withdrawn	0	1
Cases verifying fraud	2	14
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>0</u>	<u>1</u>
Total	31	142

Medical and Other Transportation:

May assistance expensed for transportation totaled \$10,571 for the month, \$10,456 for medical bus tickets and \$115 for other transportation. Year to date transportation totaled \$52,213.50. Year to date medical transportation totaled \$51,033.50 and needs based transportation totaled \$1,180.

Medical and Dental Programs:

Medical payments for May amounted to \$13,325 with \$9,059 expensed for Dental and \$705 for Vision. Year to date medical expenses totaled \$43,165. Dental payments year to date are \$21,821 and Vision year to date payments are \$2,705.

\$3,561 Hearing Aid payments were expensed in May. Year to date Hearing Aid payments totaled \$18,639.

Memorial Affairs Department:

\$5,994 was expensed during May, 2013 for indigent veteran funeral expenses, down \$10,665.71 from May, 2012. During May, 6 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 1 Navy and 4 Army veterans.

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

	May	2013 YTD	May	2012 YTD
DD-214 Search	96	556	130	542
Benefits Counseling	841	4381	972	3990
Undelivered-Incorrect Headstone/Research	15	58	11	36
Presidential Memorial Certificates	111	526	110	468
National Cemetery Referrals	61	321	78	347
Blue Star Service Banners	0	6	4	6
Indigent Burials	6	46	11	54

Veterans Service Officers:

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

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	125	490
Pension claims and follow ups	11	62
Medical	3	27
Power of Atty. to Service Organizations	15	79
Misc. Applications/Correspondence	149	632
All Other	<u>26</u>	<u>92</u>
Total	329	1382

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

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	67	467
Pension claims and follow ups	47	310
Medical	19	52
Power of Atty. to Service Organizations	28	155
Misc. Applications/Correspondence	329	1965
All Other	<u>110</u>	<u>524</u>
Total	600	3473

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

**May
2013**

	VETERAN				DEPENDENT			
	May 2012	YTD '12	May 2013	YTD '13	May 2012	YTD '12	May 2013	YTD '13
Compensation/DIC Claims	74	372	69	391	7	28	1	16
Follow-up Pending Claims	258	1271	263	1321	20	80	12	51
Pension Claims	28	159	22	124	20	66	4	58
Follow-up Pending Claims	103	489	104	578	61	289	75	361
Medical	24	180	17	115	2	20	0	11
Notice of Disagreements	1	9	1	8	1	5	0	1
Appeals & Waivers	16	75	12	74	3	11	6	12
Eligibility Verification Reports	5	79	5	26	1	46	1	9
Change of Address	11	46	12	71	3	5	0	4
Education Assistance	21	94	23	91	1	11	0	3
Cert. Eligibility - Home Loan	6	16	8	15	0	1	1	1
Insurance	7	21	3	8	0	0	0	0
Discharges, Request for copy	139	562	142	600	6	31	1	7
Headstone/Marker Application					0	1	1	2
Referrals to Other Agencies	95	491	94	449	8	47	3	13
P of A Service Organization	86	518	70	407	24	68	4	54
Misc. Application/Corresp.	774	4035	797	4704	121	566	69	363
Ohio Veterans Home	4	19	3	16				
Burial Benefits					5	19	3	20
High School Diploma Applications	1	5	1	2				
Discharge Upgrades	6	39	4	33				
10-10 EZ Forms	15	43	8	42				
TOTAL	1674	8523	1658	9075	283	1294	181	986

**%
Chg.
-6.0%**

**%
Chg.
YTD
2.5%**

Interviews: Service Dept. Clients	1635	8328	1613	9271
Fin. Asst. Referrals	95	95	41	188
Office YTD	1730	8423	1654	9459
Phone Calls	2795	13515	2692	13378

Information Systems:

Microsoft Outlook – GroupWise conversion

No schedule has yet been published for this conversion.

Encrypted e-mail

We are still testing email encryption with the VA Regional Office IRM group.

KnowledgeTree Private Cloud

We are required to upgrade from Version 3.6 of KnowledgeTree to version 3.7 prior to converting to the new private cloud version. A sever is being set up to do this work.

Network Changes

Conversion of our Novell network to a Microsoft Active Directory network hosted by the Information Technology Department is currently scheduled for 3Q 2013. Implementation plans and data requirements will be tested in June and July.

Google Analytics

The VSC website was converted to a standard software platform earlier this year. This enabled us to easily maintain our site as well as access Google Analytics for the site. This software allows us to examine who is using our website and the software they are using for accessing it. It will also give us an idea of how many people are using the facility, how long they are spending on different areas of the site, and how many visitors we have and referrals to our website from other sites such as the VA, the county, etc.

Ohio Veterans Home Network:

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

At the OVH, there are 6 beds available in the nursing homes and 128 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**

