



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCHI**  
COMMISSIONER



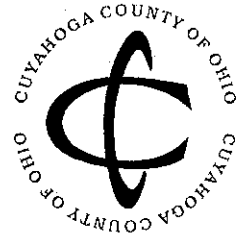
Disabled American Veterans  
**DANIEL T. WEIST**  
COMMISSIONER



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: [vsccmail@cuyahogacounty.us](mailto:vsccmail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

### MINUTES

**DATE:** July 17, 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:** John Murphy  
Mick Panek

**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 Mel Baher and seconded by Frank Pocci 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 Dan Weist 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:**

A motion was made by Mel Baher and seconded by Frank Pocci to adopt Resolution 2013-21 approving the purchase of a recruitment ad for the position of Executive Director that will run for three days in the Plain Dealer with a full month online, featured spot and highlighted and linked to equal opportunity employer and military vet job sites, expenses not to exceed \$1,598.80.

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

On Saturday, July 20, 2013, Cuyahoga County Executive Ed FitzGerald issued a press release at a Veteran's Appreciation Event announcing the new Veteran's I.D. Card Program. Bob Schloendorn responded to the county with some concerns regarding the information provided.

**NEW BUSINESS:**

A motion was made by Mel Baher and seconded by Clay Uzell to approve the updated Flextime Policy dated July 17, 2013 effective immediately.

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

A motion was made by Mel Baher and seconded by Frank Pocci to approve the updated Policy on Vacation Leave for Part-Time Employees dated July 17, 2013, effective immediately.

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

A motion was made by Dan Weist and seconded by Frank Pocci to approve the updated Policy on Bereavement Leave dated July 17, 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 updated Lunch and Break Policy dated July 17, 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 updated Overview of Duties of Officers and Board of Commissioners of the Veterans Service Commission Policy, dated July 17, 2013, effective immediately.

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

**GOOD OF THE ORDER:**

Three candidates have applied for the position of Executive Director to date. Applications will be received through July 26<sup>th</sup>.

The County has yet to set the salary for the two re-appointed CVCSC Commissioners. The Executive Director will contact Joe Nanni, Chief of Staff, for assistance in this matter.

Clay Uzell will be attending the VFW National Convention in Louisville, KY from July 18-25, 2013.

The Board will not conduct a third Level III Appeals hearing on July 31, 2013.

President Potts opened the floor to visitors for any comments. The following bullet points were topics of discussion.

Mick Panek

- Homeless shelters/transition homes in Akron, Ohio

John Murphy, former CVCSC Service Officer Manager, paid a visit to the Commission and spoke briefly about his activities since his retirement this past December.

*Frank Pocci left the meeting at 10:13 a.m. for a previously scheduled appointment.*

**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Clay Uzell to adjourn the meeting at 10:17 a.m.

AYES: Baher, 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**

**June, 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**

**July 17, 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 June 30, 2013:

**Executive:**

The Executive Director

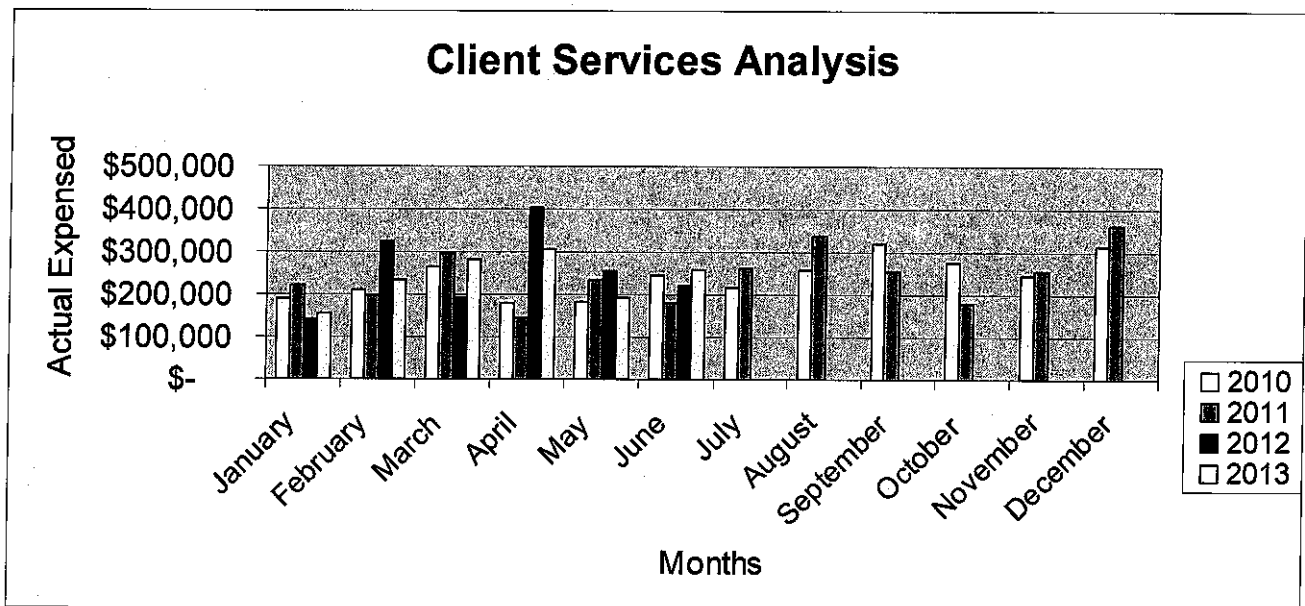
- Met with Joe Kohut to discuss transportation at McCafferty.

**Finance Department**

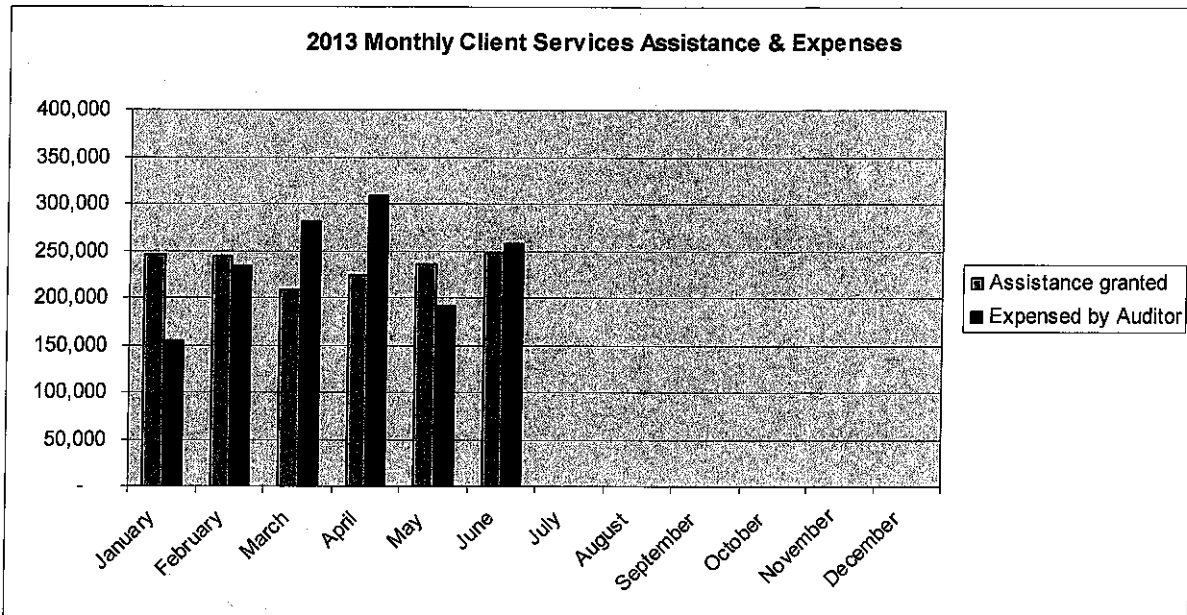
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,823,906	892,702	-	884,354	1,777,056	46,850
<b>Fringe Benefits</b>	638,367	314,044	-	307,926	621,970	16,397
<b>Commodities</b>	30,000	14,374	-	15,626	30,000	-
<b>Contract Services</b>	619,832	287,919	282,121	251,081	539,000	80,832
<b>Controlled Expenditures</b>	274,396	4,324	-	270,072	274,396	-
<b>Client Services</b>	3,439,190	1,427,840	-	1,680,000	3,107,840	331,350
<b>Other Expenditures</b>	381,847	96,057	12,555	253,943	350,000	31,847
<b>Capital Outlay</b>	31,128	-	128	21,000	21,000	10,128
<b>Total Expenditures</b>	7,238,666	3,037,260	294,804	3,684,002	6,721,262	517,404

**Assistance Department:**

June financial assistance totaled \$258,382, up from \$192,296 issued during May and up from \$221,737 issued in June of 2012. Year to date client assistance for 2013 is \$1,427,840 and YTD for 2012 was \$1,535,702, down \$107,862.

The June Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>June 2013</b>	<b>June 2012</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	733	865	-15.3%		
Total applications taken	627	720	-12.9%		
Applications Withdrawn	(25)	(35)	-28.6%		
Applications Denied	(54)	(68)	-20.6%		
Total applications approved for hardship assistance (with trans.)	548	617	-11.2%		
Transportation only approvals	(362)	(395)	-8.4%		
F/A applications approved	186	222	-16.2%		

<b>Indicator</b>	<b>YTD 2013</b>	<b>YTD 2012</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	4868	5317	-8.4%		
Total applications taken	4118	4445	-7.4%		
Applications Withdrawn	(159)	(173)	-8.1%		
Applications Denied	(326)	(298)	9.4%		
Total applications approved for hardship assistance (with trans.)	3633	3974	-8.6%		
Transportation only approvals	(2500)	(2632)	-5.0%		
F/A applications approved	1133	1342	-15.6%		

During June, 2013, 47 veterans applied for assistance for the first time bringing the 2013 YTD total to 242. Of the 47 new claims, 42 were approved, 0 were approved at Level III, 0 were partially approved, 3 were denied and 2 were withdrawn. In June, 2012, 39 veterans applied for assistance for the first time bringing the 2012 YTD total to 264.



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

Appeal Officer workdays	10
Cases on hand beginning of month	13
Cases received	+39
Cases worked	<u>-43</u>
Cases on hand end of month	9

<u>Appeal Officer Appeals</u>	<u>June</u> <u>2013</u>	<u>YTD</u>
Cases approved	4	21
Cases denied	34	168
Cases denied/withdrawn, no show	4	30
Cases withdrawn	<u>1</u>	<u>140</u>
<b>Total</b>	<b>43</b>	<b>233</b>

<u>Board Appeals</u>	<u>June</u> <u>2013</u>	<u>YTD</u>
Cases approved	24	103
Cases denied	7	54
Cases withdrawn	0	1
Cases verifying fraud	2	16
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>0</u>	<u>1</u>
<b>Total</b>	<b>33</b>	<b>175</b>

**Medical and Other Transportation:**

June assistance expensed for transportation totaled \$10,084.50 for the month, \$10,014.50 for medical bus tickets and \$70 for other transportation. Year to date transportation totaled \$62,298. Year to date medical transportation totaled \$61,048 and needs based transportation totaled \$1,250.

**Medical and Dental Programs:**

Medical payments for June amounted to \$7,636 with \$6,396 expensed for Dental and \$1,240 for Vision. Year to date medical expenses totaled \$50,801. Dental payments year to date are \$28,217 and Vision year to date payments are \$3,945.

\$0 Hearing Aid payments were expensed in June. Year to date Hearing Aid payments totaled \$18,639.

**Memorial Affairs Department:**

\$9,690 was expensed during June, 2013 for indigent veteran funeral expenses, down \$1589 from June, 2012. During May, 10 indigent burials were approved. The burials were for 0 Air Force, 0 Marine, 2 Navy and 8 Army veterans.

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

	<b>June</b>	<b>2013 YTD</b>	<b>June</b>	<b>2012 YTD</b>
DD-214 Search	105	661	123	665
Benefits Counseling	818	5199	822	4812
Undelivered-Incorrect Headstone/Research	11	69	9	45
Presidential Memorial Certificates	88	614	104	572
National Cemetery Referrals	61	382	74	421
Blue Star Service Banners	0	6	0	6
Indigent Burials	10	56	12	66

**Veterans Service Officers:**

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	100	590
Pension claims and follow ups	15	77
Medical	2	29
Power of Atty. to Service Organizations	11	90
Misc. Applications/Correspondence	147	779
All Other	<u>44</u>	<u>136</u>
<b>Total</b>	<b>319</b>	<b>1701</b>

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	96	563
Pension claims and follow ups	64	374
Medical	7	59
Power of Atty. to Service Organizations	40	195
Misc. Applications/Correspondence	442	2407
All Other	<u>134</u>	<u>658</u>
<b>Total</b>	<b>783</b>	<b>4256</b>

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

June  
2013

	VETERAN				DEPENDENT			
	June 2012	YTD '12	June 2013	YTD '13	June 2012	YTD '12	June 2013	YTD '13
Compensation/DIC Claims	73	445	64	455	4	32	3	19
Follow-up Pending Claims	269	1540	261	1582	7	87	15	66
Pension Claims	19	178	31	165	16	82	12	70
Follow-up Pending Claims	102	591	95	673	58	347	49	410
Medical	18	198	21	136	2	22	1	12
Notice of Disagreements	2	11	0	8	0	5	0	1
Appeals & Waivers	9	84	15	89	0	11	2	14
Eligibility Verification Reports	7	86	2	28	2	48	1	10
Change of Address	6	52	17	88	1	6	0	4
Education Assistance	12	106	26	117	2	13	1	4
Cert. Eligibility - Home Loan	1	17	5	20	0	1	0	1
Insurance Discharges, Request for copy	1	22	3	11	0	0	0	0
Headstone/Marker Application	139	701	186	786	3	34	2	9
Referrals to Other Agencies	76	567	86	535	6	53	2	15
P of A Service Organization	85	603	88	495	24	92	7	61
Misc. Application/Corresp.	758	4793	948	5652	119	685	67	430
Ohio Veterans Home	2	21	4	20				
Burial Benefits					5	24	5	25
High School Diploma Applications	0	5	1	3				
Discharge Upgrades	8	47	4	37				
10-10 EZ Forms	6	49	13	55				

**TOTAL**                    1593                    10116                    1870                    10945                    249                    1543                    168                    1154

**% Chg**  
**10.6%**

**% Chg.**  
**YTD**  
**3.8%**

Interviews: Service Dept. Clients	1698	10026	1792	11063
Fin. Asst. Referrals	25	120	51	239
Office YTD	1723	10146	1843	11302

Phone Calls                    2864                    16379                    2482                    15860

## **Information Systems:**

### **Microsoft Outlook – GroupWise conversion**

Status unchanged from May - No schedule has yet been published for this conversion.

### **Encrypted e-mail**

No change to previous status. Awaiting verification or correction from the VA on the test of email encryption conducted one month ago.

### **KnowledgeTree Private Cloud**

A hardware error required reinstallation of KnowledgeTree on a different server. Conversion from version 3.61 to version 7 will also be done on the replacement machine prior to implementing the new Private Cloud software. This software will run on a “virtual machine” on a Windows server.

### **Network Changes**

Conversion of our Novell network to a Microsoft Active Directory network hosted by the Information Technology Department is still scheduled for 3Q 2013.

### **Internet access to VA systems**

Working with the VA I/T department to upgrade Ken Redd's PC to be able to log in and access all VA systems. Also working with VA I/T to establish a wired connection at McCafferty instead of using a slow, wide area broadband card to access VSC systems.

### **VA issuance of bus tickets at McCafferty and Parma**

The initial test of accessing the VSC eVetAssist application from a VA-provided PC was run successfully. The VA I/T department will set up a pc for each location. VA management will select an employee at each site to issue bus tickets to clients who have medical appointments. An audit process is being developed to ensure complete and accurate processing of bus tickets.

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

In June, two 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**