



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

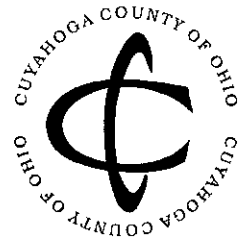


Vietnam Veterans of America  
**BOB POTTS**  
COMMISSIONER

**ROBERT SCHLOENDORN**  
EXECUTIVE DIRECTOR

## Cuyahoga County Veterans Service Commission

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Email: [vsc\\_mail@cuyahogacounty.us](mailto:vsc_mail@cuyahogacounty.us)  
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

DATE: July 18, 2012 9:30 a.m.

PRESENT: Frank Pocci, President  
Clayton E. Uzell, Secretary  
Mel Baher, Commissioner  
Daniel T. Weist, Commissioner  
Brian Gutowski, Asst. County Prosecutor  
Robert E. Schloendorn, Executive Director  
Lorri Slivka, Executive Secretary

ABSENT: Bob Potts, Vice President

VISITORS: Melvin Davis, Mick Panek, Andrew Peculis, Brian Albrecht

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocci, followed by the Pledge of Allegiance.

A motion was made by Mel Baher and seconded by Dan Weist 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, Uzell, Weist. NAYS: None. Motion carried.

### **COMMISSIONERS' REPORTS**

#### Clay Uzell – VFW

- June 2<sup>nd</sup> – I attended the VFW District 7 Convention. The election and installation of new officers for 2012-2013 were held. The Athlete of the Year, Police/Fire/EMT awards were given. As Safety Chairman, I presented the Police/Fire/EMT awards. During the business session, I placed CCVSC pamphlets out for the taking.
- June 6<sup>th</sup> – I attended the CCVSC open public meeting.
- June 7<sup>th</sup> through the 11<sup>th</sup> - I attended the last tribute to two WWII Post members who passed away two days apart.
- June 13<sup>th</sup> – I attended the CCVSC Level III Appeal hearings.
- June 17<sup>th</sup> – I visited downtown Public Square for Marine week. I thanked uniformed members displaying their weaponry for their service.

- June 18<sup>th</sup> – I attended a meeting at VFW Post 7536 and gave the quartermaster's report in his absence.
- June 19<sup>th</sup> – I attended a budget hearing in County Council chambers along with fellow commissioners and executive director.
- June 20<sup>th</sup> – I attended the CCVSC open public meeting. That evening, I attended a funeral service for a member of the Ladies Auxiliary.
- June 25<sup>th</sup> – I attended Parma VFW Post 1974 Past President's meeting and dinner where I called bingo for the ladies.
- June 27<sup>th</sup> – I attended the CCVSC Level III Appeal Hearings.
- June 27 through July 1<sup>st</sup> – I attended the VFW Department of Ohio Convention in Independence, Ohio. I attended all of the business meetings and placed CCVSC brochures on the hotel check-in counter for the Wednesday through Sunday sessions. Elections for state officers were held on Sunday. I attended the banquet on Saturday night and the installation on Sunday morning. My wife, Sandra, was installed as Jr. Vice President for the VFW Ladies Auxiliary Dept. of Ohio and I am Safety Chairman for the Dept. of Ohio for 2012-2013.

#### Dan Weist – DAV

- June 6 & 20 - I attended open public meetings of the Board.
- June 13 & 27<sup>th</sup> – I attended Level III Appeal hearings.
- June 19<sup>th</sup> – I attended a budget hearing in County Council chambers along with fellow commissioners and executive director.
- June 20<sup>th</sup> – I attended the N. Olmsted VFW monthly post meeting. I stepped down as quartermaster and am now one of the trustees.
- I also participated in the N. Olmsted July 4<sup>th</sup> parade.

#### Mel Baher – American Legion

- June 10<sup>th</sup> – I attended the American Legion 13<sup>th</sup> District Summer Convention held at 10:00 a.m. at Post 91. I was elected 13<sup>th</sup> District finance officer for 2012-2013 membership years.
- June 14<sup>th</sup> - The Post 91 annual Flag Day Ceremony was held at Post 91 at 7:00 p.m. Immediately following was the monthly Post membership meeting. I gave the final Post membership report for the 2011 – 2012 membership years.
- June 18<sup>th</sup> – I attended the CCVSC budget review at County Council chambers along with our executive director and fellow commissioners.
- June 25<sup>th</sup> – I attended the American Legion 13<sup>th</sup> District executive board meeting. I gave an updated report of the financial condition from August 2011 through June 2012.
- June 28<sup>th</sup> – I attended the Post 91 e-board meeting at 7:00 p.m.
- July 4<sup>th</sup> – I attended the Post 91 annual Independence Day festivities.
- July 5 through 8<sup>th</sup> – I attended the American Legion Department Convention held in Columbus, Ohio. I serve as the chairman of the credentials committee. I also presented a draft resolution of the temporary Memorial Day grave markers to the Americanism Committee for their review. Their meeting is schedule for July 21<sup>st</sup>.
- July 11<sup>th</sup> – I attended the American Legion 13<sup>th</sup> District council meeting held at Post 469. I gave my monthly finance report.
- July 12<sup>th</sup> – I attended Post 91 monthly membership meeting. I gave my first 2013 membership report.

Frank Pocci – AMVETS

- The AMVESTS Post 80 monthly meeting was held on July 2<sup>nd</sup>. As I was unable to attend that evening, I provided the commander with the necessary financial information I would normally report.
- I filed the tax reports for fiscal year 2011 for Post 80.
- I filed for the Memorial Day reimbursements with the county.

Other Activities:

- I attended all the CCVSC open meetings as well as the appeals meetings in the month of June.
- June 14<sup>th</sup> – I attended the American Legion's flag disposal ceremony which was very well attended and very respectfully conducted.
- June 18<sup>th</sup> – I attended, along with other commissioners and executive director for review of the CCVSC budget by the County Council's finance review committee in the Council's chambers. All questions were properly and adequately answered by the executive director.
- June 22<sup>nd</sup> – I participated in the Middleburg Hts. Summer in the City parade. I used the Commission's van and had with me another veteran. We were immediately behind the Honor Guard and in front of the mayor's car. We were well received and I was able to distribute about 300 VSC brochures with the help of some of the vendors there.
- June 25<sup>th</sup> – I stopped in at the Parma clinic where I spoke with a few veterans. I will be taking a veteran there to our claims specialist to file a claim against the VA.
- June 29<sup>th</sup> – I attended the Italian American War Veterans open public meeting where our finances and donations were reviewed. Twenty-four veterans attended the meeting.
- Late June, I visited Commissioner Bob Potts, who appears to be coming along well from his hip replacement and femur fracture, but who I expect to still be out a number of weeks.

**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 given.

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

**OLD BUSINESS:**

Mel Baher noted that American Legion Posts 83 (Sandusky) and 211 (Avon Lake) did not send one delegate to the Dept. Convention in Columbus, Ohio. At the Convention, Mel presented a draft resolution of the temporary Memorial Day grave markers to the Americanism Committee for their review.

**NEW BUSINESS:**

None.

**GOOD OF THE ORDER:**

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

Melvin Davis

- County Council approved a Veterans Services Fund.
- Commented on Memorial Day flags.

Mick Panek

- Leslie Palmer is with the Dept. of Jobs and Family Services.
- Update on the Fisher House

**EXECUTIVE SESSION:**

A motion was made by Dan Weist and seconded by Mel Baher to go into Executive Session to discuss employee salary structure.

AYES: Baher, Pocci, Uzell, Weist. NAYS: None. Motion carried. (10:25 a.m.)

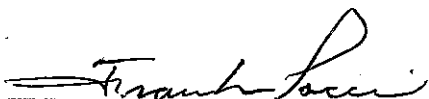
A motion was made by Dan Weist and seconded by Clay Uzell to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Uzell, Weist. NAYS: None. Motion carried. (10:57 a.m.)

Employee performance evaluations and salaries were discussed in Executive Session. The Executive Director was instructed on how to proceed.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 11:00 a.m.

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

  
Frank Pocci, President

  
Clayton/E. Uzell, 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, 2012**

**Issued by:**

### **The CCVSC Commissioners**

**Frank Pocci –President, AMVETS**

**Bob Potts – Vice President, VVA**

**Clayton E. Uzell – Secretary, VFW**

**Mel Baher –American Legion**

**Daniel Weist –DAV**

**July 18, 2012**

**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, 2012:

**Executive:**

The Executive Director

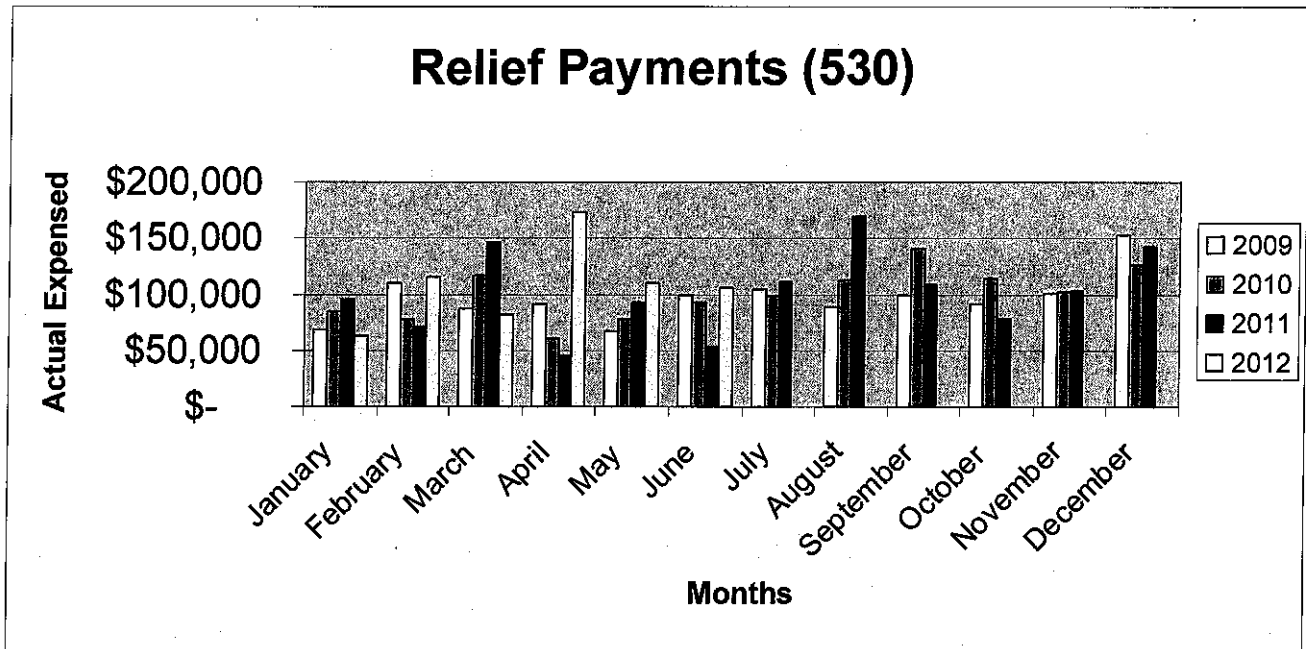
- Met with Mickey Darr at St. Vincent Charity Hospital.
- Interviewed on WTAM with Bill Wills.
- Met with Jason Chung every Tuesday to discuss the Hiring Our Heroes event.

**Finance Department**

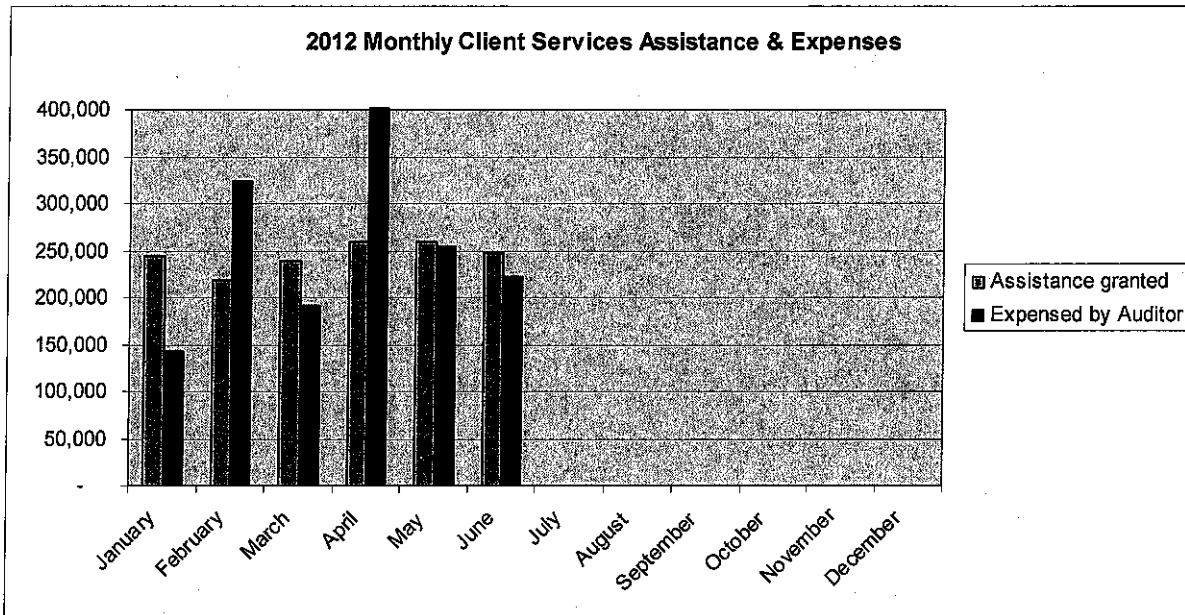
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



**Actual 2012 Expenses**



### Total 2012 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2012 Projection	Budget Variance
<b>Salaries</b>	1,853,612	1,005,558	-	831,221	1,836,779	16,833
<b>Fringe Benefits</b>	648,764	334,264	-	308,609	642,873	5,891
<b>Commodities</b>	23,000	12,926	-	12,926	25,852	(2,852)
<b>Contract Services</b>	575,849	214,326	322,421	320,174	534,500	41,349
<b>Controlled Expenditures</b>	355,308	41,426	-	313,882	355,308	-
<b>Client Services</b>	4,248,368	1,535,703		2,060,000	3,595,703	652,665
<b>Other Expenditures</b>	406,644	189,992	15,818	131,179	321,171	85,473
<b>Capital Outlay</b>	14,628	-	128	8,500	8,500	6,128
<b>Total Expenditures</b>	<b>8,126,173</b>	<b>3,334,195</b>	<b>338,367</b>	<b>3,986,491</b>	<b>7,320,686</b>	<b>805,487</b>

**Assistance Department:**

June financial assistance totaled \$221,737, down from \$254,266 issued during May and up from \$178,513 issued in June of 2011. Year to date client assistance for 2012 is \$1,535,702 and YTD for 2011 was \$1,270,648, up \$265,054

The June Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>June 2012</b>	<b>June 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	865	894	-3.2%		
Total applications taken	720	725	-.7%		
Applications Withdrawn	(35)	(60)	-41.7%		
Applications Denied	(68)	(44)	54.5%		
Total applications approved for hardship assistance (with trans.)	617	621	-.6%		
Transportation only approvals	(395)	(410)	-3.7%		
F/A applications approved	222	211	5.2%		

<b>Indicator</b>	<b>YTD 2012</b>	<b>YTD 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	5317	5038	5.5%		
Total applications taken	4445	4201	5.8%		
Applications Withdrawn	(173)	(357)	-51.5%		
Applications Denied	(298)	(300)	-.7%		
Total applications approved for hardship assistance (with trans.)	3974	3544	12.4%		
Transportation only approvals	(2632)	(2383)	10.4%		
F/A applications approved	1342	1161	15.6%		

During June, 2012, 39 veterans applied for assistance for the first time bringing the 2012 YTD total to 264. Of the 39 new claims, 38 were approved, 0 were partially approved, 0 were denied and 1 was withdrawn. In June, 2011, 56 veterans applied for assistance for the first time bringing the 2011 YTD total to 258.



Listed below is a breakdown of appeals for the month of June, 2012.

Appeal Officer work days	12
Cases on hand beginning of month	6
Cases received	+52
Cases worked	<u>-49</u>
Cases on hand end of month	9

<u>Appeal Officer Appeals</u>	<u>June</u> <u>2012</u>	<u>YTD</u>
Cases approved	14	45
Cases denied	31	139
Cases denied/withdrawn, no show	3	21
Cases withdrawn	<u>1</u>	<u>18</u>
<b>Total</b>	<b>49</b>	<b>223</b>

<u>Board Appeals</u>	<u>June</u> <u>2012</u>	<u>YTD</u>
Cases approved	20	93
Cases denied	9	37
Cases withdrawn	1	2
Cases verifying fraud	4	15
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
<b>Total</b>	<b>34</b>	<b>147</b>

**Medical and Other Transportation:**

June assistance expensed for transportation totaled \$10,093.50 for the month, \$9,653.50 for medical bus tickets and \$440 for other transportation. Year to date transportation totaled \$64,789.50. Year to date medical transportation totaled \$62,304.50 and needs based transportation totaled \$2,485.

**Medical and Dental Programs:**

Medical payments for June amounted to \$1,874 with \$1,544 expensed for Dental and \$330 for Vision. Year to date medical expenses totaled \$34,670. Dental payments year to date are \$30,855 and Vision year to date payments are \$3,815.

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

**Memorial Affairs Department:**

\$11,279.00 was expensed during June, 2012 for indigent veteran funeral expenses, down \$2,374.74 from June, 2011. During June, 12 indigent burials were approved. The burials were for 3 Air Force, 1 Marine, 2 Navy and 6 Army veterans.

**Following are the 2012 Year to Date statistics for Memorial Affairs:**

	<b>June</b>	<b>2012 YTD</b>	<b>June</b>	<b>2011 YTD</b>
DD-214 Search	123	665	103	627
Benefits Counseling	822	4812	964	5439
Undelivered-Incorrect Headstone/Research	9	45	17	63
Presidential Memorial Certificates	104	572	120	689
National Cemetery Referrals	74	421	70	340
Blue Star Service Banners	0	6	9	16
Indigent Burials	12	66	15	73

**Veterans Service Officers:**

Following are some of the major statistics reported by VSO Randy Stevenson for the month of June, 2012 for the Parma satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	54	250
Pension claims and follow ups	5	38
Medical	4	8
Power of Atty. to Service Organizations	9	14
Misc. Applications/Correspondence	85	400
All Other	<u>29</u>	<u>98</u>
<b>Total</b>	<b>186</b>	<b>808</b>

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of June, 2012 for the Wade Park satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	160	745
Pension claims and follow ups	77	351
Medical	7	79
Power of Atty. to Service Organizations	58	321
Misc. Applications/Correspondence	355	2101
All Other	<u>106</u>	<u>696</u>
<b>Total</b>	<b>763</b>	<b>4293</b>

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

June  
2012

	VETERAN				DEPENDENT			
	June 2011	YTD '11	June 2012	YTD '12	June 2011	YTD '11	June 2012	YTD '12
Compensation/DIC Claims	66	401	73	445	3	36	4	32
Follow-up Pending Claims	211	1198	269	1540	26	132	7	87
Pension Claims	34	149	19	178	11	81	16	82
Follow-up Pending Claims	73	459	102	591	41	327	58	347
Medical	20	166	18	198	1	16	2	22
Notice of Disagreements	1	15	2	11	0	3	0	5
Appeals & Waivers	22	64	9	84	2	5	0	11
Eligibility Verification Reports	3	86	7	86	0	52	2	48
Change of Address	9	33	6	52	1	8	1	6
Education Assistance	18	102	12	106	1	15	2	13
Cert. Eligibility - Home Loan	4	15	1	17	0	0	0	1
Insurance Discharges, Request for copy	2	6	1	22	0	0	0	10
Headstone/Marker Application	121	601	139	701	8	36	3	34
Referrals to Other Agencies	67	414	76	567	1	3	0	1
P of A Service Organization	85	438	85	603	6	36	16	53
Misc. Application/Corresp.	772	4755	758	4793	15	95	24	92
Ohio Veterans Home	5	30	2	21	110	728	119	685
Burial Benefits	5	30	2	21	1	16	5	24
High School Diploma Applications	1	14	0	5				
Discharge Upgrades	4	32	8	47				
10-10 EZ Forms	24	99	6	49				
<b>TOTAL</b>	<b>1542</b>	<b>9077</b>	<b>1593</b>	<b>10116</b>	<b>227</b>	<b>1589</b>	<b>249</b>	<b>1543</b>

**% Chg**  
**4.1%**

**% Chg. YTD**  
**9.3%**

Interviews: Service Dept. Clients	588	8051	1698	10026
Fin. Asst. Referrals	0	0	21	116
Office YTD	588	8051	1719	10142
Phone Calls	2151	14216	2864	16379

## **Information Systems:**

### **KnowledgeTree**

Some testing of the KnowledgeTree “Public Cloud” version of the system (running on an Amazon data center) has been done by the testing team. The response time did improve somewhat after the developers of the system made some changes related to Internet Explorer 9. We also accidentally discovered how the Search function works, explaining why we could upload a document and still not be able to find it a few minutes later. The user interface to the system has changed somewhat in terms of where software menu items are located and what they are called, so some user re-training would have to be done.

We are also preparing to test the “Private Cloud” version of the system. This is very similar to the Public Cloud version except that it runs on our servers in-house and does not require Internet access. Operating the system this way would mitigate concerns about general Internet response time over the wide area network, as well as concerns about data privacy issues. It requires that we add more memory and processor power to one of our servers as it requires a more powerful machine than we currently own. These upgrades are minor and will be done in July so we can test the in-house version as well.

The KnowledgeTree application as it runs currently on our servers will not be available after December 2012 so we need to make a decision on which of the two options makes the most sense economically and operationally.

### **GroupWise and Microsoft Exchange**

GroupWise email replacement with Microsoft Exchange has been re-scheduled for September. Two hour training sessions for users will be conducted in August prior to implementing the software. Microsoft Outlook client software can be obtained if wanted, but generally access to the Exchange email system will be accomplished through a web browser. This “Outlook Web Access” looks very similar to the Outlook client on the desktop. This approach also removes the need to purchase the Outlook client software for each desktop, saving money in the process.

### **Message Encryption (VA related messages)**

The VA has requested that we encrypt our email messages and attachments for them. We will need to develop and test a method to encrypt and send/receive documents using the Web Access client of Exchange.

### **“Cloud Processing” study**

During the last two months several very large data centers, among them Amazon, Microsoft and Google have experienced network failures. They have almost always

been related to electrical interruptions. Despite having backup electrical sources and generators and detailed and accurate backup plans in place, many companies running their software in these large data centers have been “down” for several hours at various times. It appears the US electrical grid is a bigger problem than security issues for these large providers of computing and communications services. That weakness needs to be taken into consideration when deciding where to run our applications.

### **County Printer Project**

The County has removed several hundred personal printers from a variety of agencies with the goal of using centrally managed and controlled network printers for most printing. The aim of the project is to reduce the cost of purchasing a wide variety of printer cartridges for a diverse group of printers, and to reduce the cost of centralized printing to around 1 ¼ cents per page versus the current 8 cents per page. cost per page.

It also includes a review of workflows by each agency to determine whether the documents being printed actually need to be printed at all. This could provide a substantial saving over the approximately 78 million sheets of paper printed by the county in a year. Centralized cartridge inventory management would also be included as part of the project.

Many of our workflows require printing at the desk while the client is in front of our employees. These workflows were redefined and tuned prior to our move to the new offices. Therefore individual printers are a critical part of the process for efficiency and privacy reasons and they will be retained. Where it is possible to more efficiently use the centralized printing, copying and scanning functions of the multi-function Toshiba printers, we will make the necessary changes to do so.

### **Equipment Retirements**

Each year several pieces of equipment are retired because they are broken, parts can no longer be obtained, or they are no longer functional. Normally we would return this equipment to the Information Services Center, since it was purchased through that agency. The ISC no longer has room to store this equipment and personnel to manage it. It has been suggested that we contact Ret3, the company which refurbishes and donates used equipment to schools and non-profits to have them come and pick it up. We will follow up on that suggestion in the coming months.

### **Help Tips**

A database and website containing tips on how to solve common problems with the network, PCs, and software is being developed. This will be made available shortly so that users can “self help” their way through common problems without having to contact an I/T person.

**Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 21 veterans waiting for nursing home standard care, 13 veterans for nursing home special care, 1 veteran for the domiciliary and 8 for the domiciliary plus.

**Submitted by:**

**Robert E. Schloendorn**  
**Executive Director**