



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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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: August 15, 2012 9:30 a.m.

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

VISITORS: Mick Panek
Michael Jackson

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 Bob Potts 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 given.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Commissioner Pocci introduced Mr. Michael Jackson from the Cuyahoga County Prosecutor's Office. Mr. Jackson gave a presentation concerning his suggestion for a separate veteran's docket in Common Pleas Court addressing veteran felony cases similar to the veteran's docket of the municipal court.

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)

A motion was made by Dan Weist and seconded by Bob Potts to approve Resolution 2012-19; A resolution providing for a maintenance agreement with Interfinish for carpet and floor cleaning for the Cuyahoga County Veterans Service Commission. The maintenance agreement is for twelve months, August 2012 through July 2013 and will not exceed \$3,479.00.

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

A motion was made by Dan Weist and seconded by Bob Potts to approve Resolution 2012-20; A resolution providing for the purchase of 477:30 second radio commercials for twenty weeks on Cleveland Browns flagship stations WMMS 100.7 FM and WTAM 1100 AM, not to exceed \$24,999.00.

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

The CCVSC Holiday Luncheon will take place on Friday, December 14, 2012. The location will be announced at a later date.

A motion was made by Bob Potts and seconded by Mel Baher to schedule the next Board outreach meeting at American Legion Post 91 in Berea, Ohio on Wednesday, October 17, 2012 at 7:00 p.m., pending confirmation from the Commander of the post.

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

GOOD OF THE ORDER:

Mel Baher reported that, as a result of a \$2,000.00 donation from the Gift for Yanks Program, the Parma CBOC will now have an audible traffic crosswalk on Brook Park Road.

Clay Uzell contacted the Civil Service Commission after learning that special credit for military service for police and fire applicants was dropped from their want ads. As a result, the CSC has since agreed to return special credit for military service.

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

Mick Panek

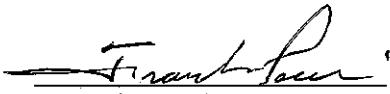
- Backlog of VA claims

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 10:52 a.m.

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


Frank Pocci, President


Clayton E. Uzell, Secretary

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

July, 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

August 15, 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 July 31, 2012:

Executive:

The Executive Director

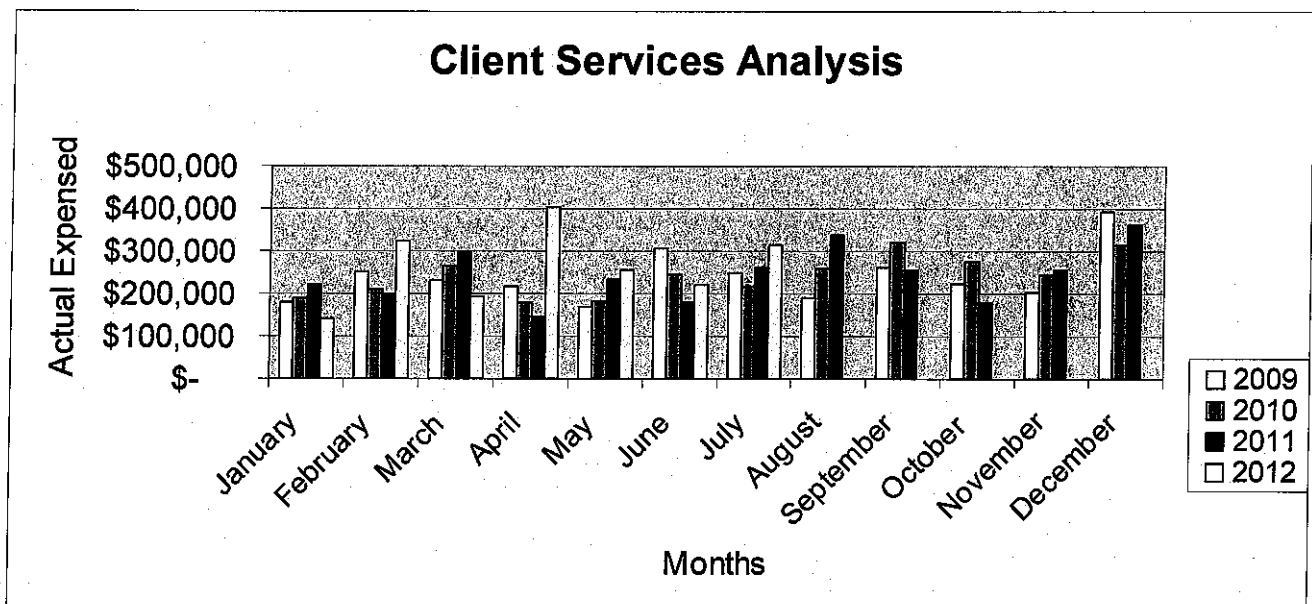
- Met with VA officials.
- Outreach event with CBOC Director of the VA.

Finance Department

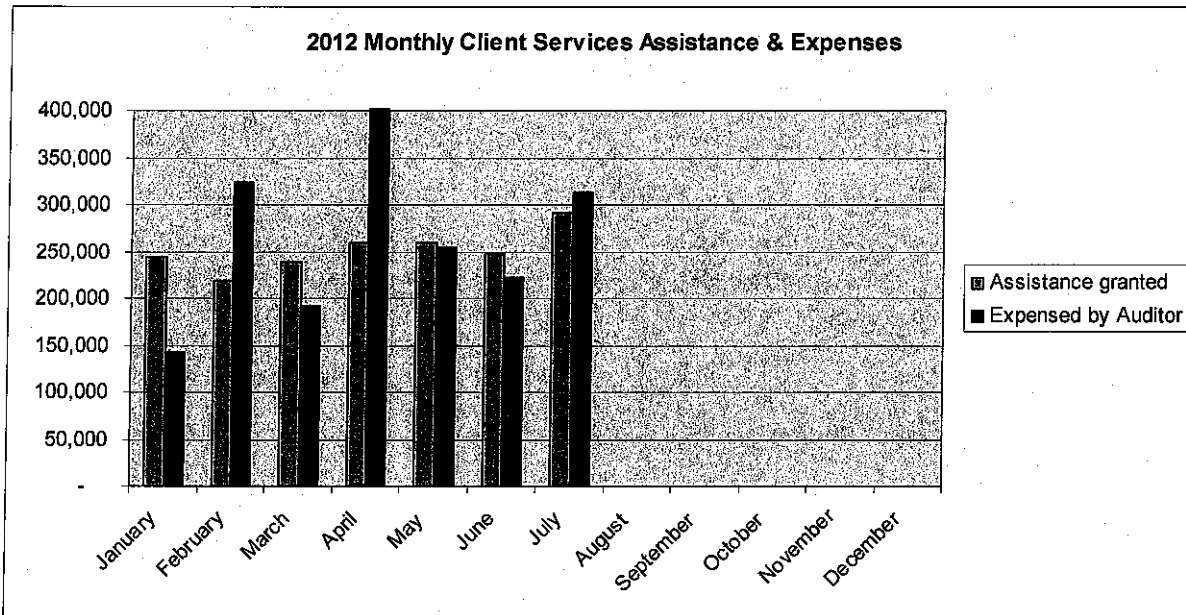
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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
Salaries	1,853,612	1,143,267	-	693,512	1,836,779	16,833
Fringe Benefits	648,764	381,835	-	261,038	642,873	5,891
Commodities	23,000	18,184	-	7,668	25,852	(2,852)
Contract Services	575,849	296,167	242,083	238,333	534,500	41,349
Controlled Expenditures	355,308	51,715	-	303,593	355,308	-
Client Services	4,248,368	1,849,901		1,750,000	3,599,901	648,467
Other Expenditures	406,644	232,184	12,808	88,987	321,171	85,473
Capital Outlay	14,628	-	128	8,500	8,500	6,128
Total Expenditures	8,126,173	3,973,253	255,019	3,351,631	7,324,884	801,289

Assistance Department:

July financial assistance totaled \$314,198, up from \$221,737 issued during June and up from \$260,605 issued in July of 2011. Year to date client assistance for 2012 is \$1,849,900 and YTD for 2011 was \$1,531,253, up \$318,647.

The July Financial Assistance Department activity report follows below.

Indicator	July 2012	July 2011	% Change		
Number of clients seeking hardship assistance	958	880	8.9%		
Total applications taken	818	746	9.7%		
Applications Withdrawn	(37)	(55)	-32.7%		
Applications Denied	(54)	(44)	22.7%		
Total applications approved for hardship assistance (with trans.)	727	647	12.4%		
Transportation only approvals	(493)	(387)	27.4%		
F/A applications approved	234	260	-10.0%		

Indicator	YTD 2012	YTD 2011	% Change		
Number of clients seeking hardship assistance	6275	5918	6.0%		
Total applications taken	5263	4947	6.4%		
Applications Withdrawn	(210)	(412)	-49.0%		
Applications Denied	(352)	(344)	2.3%		
Total applications approved for hardship assistance (with trans.)	4701	4191	12.2%		
Transportation only approvals	(3125)	(2770)	12.8%		
F/A applications approved	1576	1421	10.9%		

During July, 2012, 46 veterans applied for assistance for the first time bringing the 2012 YTD total to 310. Of the 46 new claims, 43 were approved, 1 was approved at Level III, 0 were partially approved, 0 were denied and 2 were withdrawn. In July, 2011, 68 veterans applied for assistance for the first time bringing the 2011 YTD total to 326.

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

Appeal Officer work days	12
Cases on hand beginning of month	9
Cases received	+40
Cases worked	<u>-37</u>
Cases on hand end of month	12

<u>Appeal Officer Appeals</u>	<u>July</u> <u>2012</u>	<u>YTD</u>
Cases approved	7	52
Cases denied	21	160
Cases denied/withdrawn, no show	8	29
Cases withdrawn	<u>1</u>	<u>19</u>
Total	37	260

<u>Board Appeals</u>	<u>July</u> <u>2012</u>	<u>YTD</u>
Cases approved	14	107
Cases denied	6	43
Cases withdrawn	0	2
Cases verifying fraud	3	18
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
Total	23	170

Medical and Other Transportation:

July assistance expensed for transportation totaled \$10,563.00 for the month, \$10,058.00 for medical bus tickets and \$505 for other transportation. Year to date transportation totaled \$75,352.50. Year to date medical transportation totaled \$72,362.50 and needs based transportation totaled \$2,990.

Medical and Dental Programs:

Medical payments for July amounted to \$5,792 with \$5,232 expensed for Dental and \$560 for Vision. Year to date medical expenses totaled \$40,462. Dental payments year to date are \$36,087 and Vision year to date payments are \$4,375.

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

Memorial Affairs Department:

\$6,993.00 was expensed during July, 2012 for indigent veteran funeral expenses, down \$4,177 from July, 2011. During June, 7 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 1 Navy and 5 Army veterans.

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

	July	2012 YTD	July	2011 YTD
DD-214 Search	110	775	84	711
Benefits Counseling	876	5688	814	6253
Undelivered-Incorrect Headstone/Research	9	54	21	84
Presidential Memorial Certificates	126	698	103	792
National Cemetery Referrals	72	493	49	389
Blue Star Service Banners	0	6	5	21
Indigent Burials	7	73	12	85

Veterans Service Officers:

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	121	371
Pension claims and follow ups	18	56
Medical	2	10
Power of Atty. to Service Organizations	16	30
Misc. Applications/Correspondence	157	557
All Other	46	144
Total	360	1168

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	92	837
Pension claims and follow ups	60	411
Medical	10	89
Power of Atty. to Service Organizations	31	352
Misc. Applications/Correspondence	326	2427
All Other	88	784
Total	607	4900

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

**July
2012**

	VETERAN				DEPENDENT			
	July 2011	YTD '11	July 2012	YTD '12	July 2011	YTD '11	July 2012	YTD '12
Compensation/DIC Claims	71	472	69	514	7	43	6	38
Follow-up Pending Claims	210	1408	263	1803	10	142	16	103
Pension Claims	22	171	32	210	14	95	14	96
Follow-up Pending Claims	94	553	131	722	54	381	70	417
Medical	23	189	16	214	11	27	2	24
Notice of Disagreements	3	18	0	11	1	4	0	5
Appeals & Waivers	9	73	12	96	4	19	3	14
Eligibility Verification Reports	2	88	3	89	1	53	0	48
Change of Address	7	40	9	61	1	9	1	7
Education Assistance	13	115	30	136	1	16	0	13
Cert. Eligibility - Home Loan	7	22	5	22	4	4	0	1
Insurance Discharges, Request for copy	1	7	2	24	0	0	0	0
Headstone/Marker Application	92	693	139	840	11	47	6	40
Referrals to Other Agencies	75	489	78	645	9	45	14	67
P of A Service Organization	93	531	74	677	12	107	15	107
Misc. Application/Corresp.	763	5518	880	5673	130	858	115	800
Ohio Veterans Home	3	33	4	25				
Burial Benefits					3	19	4	28
High School Diploma Applications	1	15	0	5				
Discharge Upgrades	6	38	3	50				
10-10 EZ Forms	10	109	8	57				
TOTAL	1505	10582	1758	11874	274	1863	266	1809

**%
Chg
13.8%**

**%
Chg.
YTD
9.9%**

Interviews: Service Dept. Clients	1497	9548	1674	11700
Fin. Asst. Referrals	0	0	30	146
Office YTD	1497	9548	1674	11846
Phone Calls	2427	16643	2841	19220

Information Systems:

KnowledgeTree

A "Private Cloud" version of KnowledgeTree is running as a virtual machine on a powerful server with expanded memory and a more powerful processor. It will be ready for internal testing in August. If all goes well our current database will be converted to run on this system.

Equipment Retirements

The ISC approved pickup of used equipment by Ret3. The company has taken our used equipment for refurbishing, where possible, to be donated to Cleveland Public Schools.

I/T SOP's

I/T Standard Operating Procedures were documented and saved for use in situations where the I/T manager is not available. Further additions will be made to this documentation during the remainder of 2012.

Phone Tree

The current Phone Tree was reviewed for possible changes due to some comments by clients about their inability to reach the correct department. After careful review we decided to leave the phone tree as it is. It was carefully prepared and tested when created, and there are no apparently better ways to handle it. Our phone tree, as with all phone trees of this type, requires our clients to listen carefully to all the options before choosing the one they need. It does require some patience to do this.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 32 veterans waiting for nursing home standard care, 13 veterans for nursing home special care, 1 veteran for the domiciliary and 7 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**