



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
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: August 18, 2010 9:34 a.m.

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

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

STATE OF THE COMMISSION AND FINANCE REPORT (ATTACHED)

A motion was made by Mel Baher and seconded by Bob Potts to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

A motion was made by Mel Baher and seconded by Bob Potts to take the Guideline for Assisting Students off the table from the previous meeting for discussion.

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

A motion was made by Mel Baher and seconded by Bob Potts to approve the revised Guideline for Assisting Students dated August 18, 2010 as submitted by the Executive Director.

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

NEW BUSINESS:

The Board received regional training dates for the Ohio State Association of Veterans Service Commissioners for 2010. Commissioner Weist will be attending Region #2 training on September 14, 2010 in Mansfield, Ohio and Commissioners Pocci, Potts, and Zung will be attending Region #3 training on October 14, 2010 in Ravenna.

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 to the Guideline for Client Who is Under the Influence of Drugs or Alcohol dated August 18, 2010, as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept the revision to the Guideline for Assisting First Time Clients With Financial Assistance dated August 18, 2010, as submitted by the Executive Director.

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

The Board recessed at 10:39 a.m. and reconvened at 10:54 a.m.

John Murphy, Service Dept. Manager, addressed the Board requesting to step down as manager due to personal issues. Following discussion, the Board accepted John's request to step down from his managerial position for the betterment of the commission. The Executive Director recommended that John be out-stationed at the Brecksville VA Hospital and return Murray Evans to the CCVSC office. He also recommended that Melinda Halliburton be offered the position of Manager of the Service Dept. The Commissioners told John that they value his judgment and expressed appreciation for all his efforts.

A motion was made by Mel Baher and seconded by Bob Potts to accept the recommendation of the Executive Director and move John Murphy from the position of Service Dept. Manager to service officer, Range 9, Step 14, effective September 13, 2010.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept the recommendation of the Executive Director to promote Melinda Halliburton to the position of Service Dept. Manager, Range 9, Step 15, effective September 13, 2010, upon her acceptance.

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

Terry Walker, Social Work Manager, and Dave Hatcher, Social Worker, met with the Board to better explain the role of the Social Work Dept. and its involvement with other CCVSC departments. Monthly reports and charts were distributed and details were given regarding their contents. Following some discussion, the Board reiterated the importance of client case management and requested that detailed follow up notes be given in their monthly report. The Executive Director is to include the Social Work Dept.'s monthly report in the State of the Commission and Finance report.

GOOD OF THE ORDER:

The Board requested that the Executive Director publicize the commission's open public meetings when advertising on the radio in an attempt to attract the veteran community to our board meetings.

EXECUTIVE SESSION:

None.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 12:24 p.m.

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

Daniel T. Weist, President

Frank Pocci, Secretary

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

July, 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

August 18, 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 July 31, 2010:

Executive:

The Executive Director

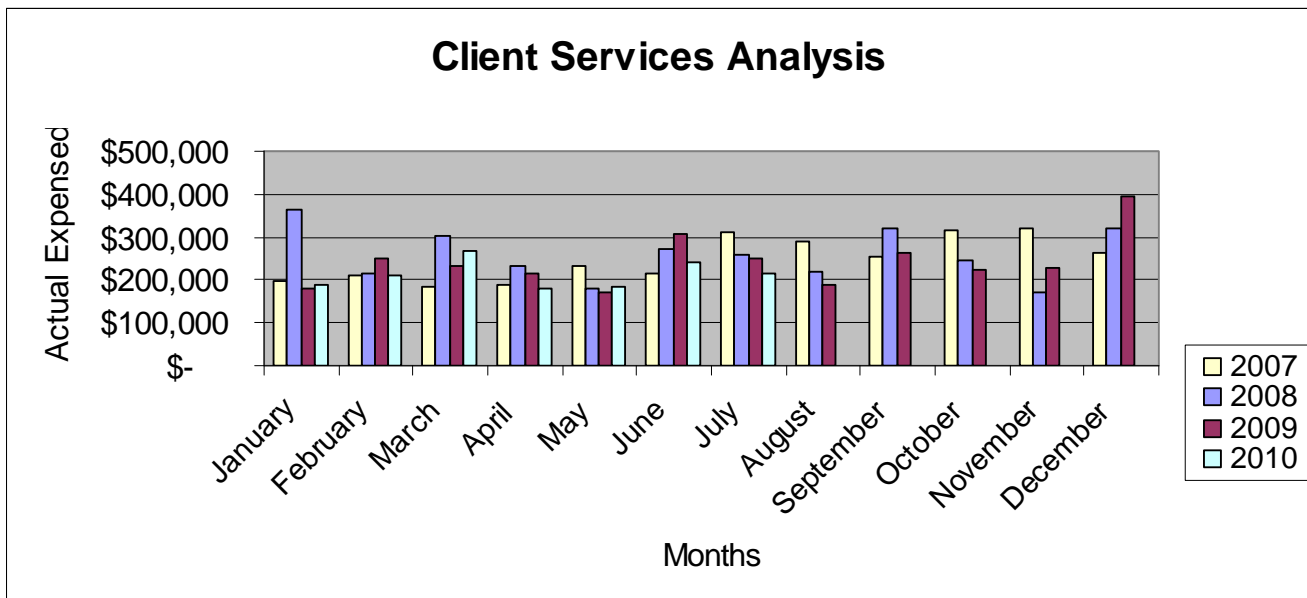
- Attended a Transition Advisory Group meeting
- Met with Deb Shaw and all contractors
- VA Outreach

Finance Department

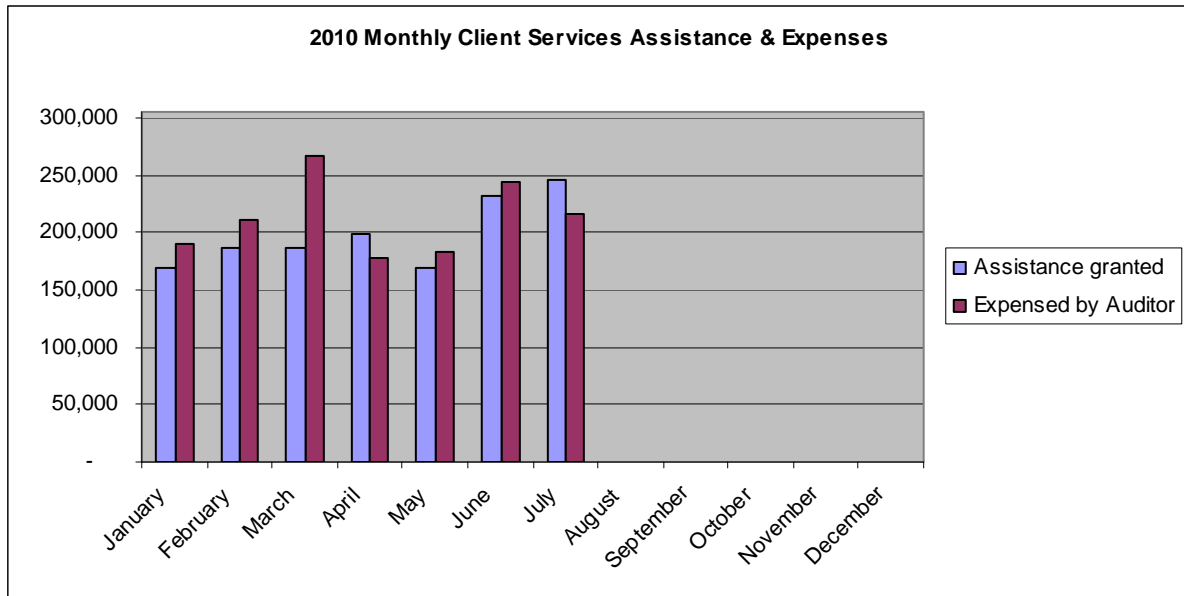
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, 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
Salaries	1,758,034	938,333	-	776,854	1,713,187	42,847
Fringe Benefits	675,357	322,589	-	294,878	617,467	57,890
Commodities	46,064	11,800	-	27,156	38,956	7,108
Contract Services	1,028,776	340,999	257,263	186,352	527,351	501,425
Controlled Expenditures	283,188	60,714	-	222,474	283,188	-
Client Services	3,637,537	1,488,606	-	1,500,000	2,988,606	648,931
Other Expenditures	356,930	77,903	157,443	230,482	308,385	48,545
Capital Outlay	26,350	15,751	3,819	5,249	21,000	5,350
Total Expenditures	7,812,236	3,256,695	418,525	3,243,445	6,500,140	1,312,096

Assistance Department:

July financial assistance totaled \$216,792, down from \$243,214 issued during June and down from \$249,758 issued in July of 2009. Year to date client assistance for 2010 is \$1,488,605 and YTD for 2009 was \$1,599,230, down \$110,625.

The July Financial Assistance Department activity report follows below.

Indicator	July 2010	July 2009	% Change		
Number of clients seeking hardship assistance	743	1022	-27.3%		
Total applications taken	614	913	-32.7%		
Applications Withdrawn	(72)	(149)	-51.7%		
Applications Denied	(41)	(36)	13.9%		
Total applications approved for hardship assistance (with trans.)	501	728	-31.2%		
Transportation only approvals	(272)	(482)	-43.6%		
F/A applications approved	229	246	-6.9%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	4972	6568	-24.3%		
Total applications taken	4214	5809	-27.5%		
Applications Withdrawn/Denied	(657) (328)	(1471)	-33.3%		
Total applications approved for hardship assistance (with trans.)	3229	4338	-25.6%		
Transportation only approvals	(1827)	(2811)	-35.0%		
F/A applications approved	1402	1527	-8.2%		

During July, 2010, 41 veterans applied for assistance for the first time bringing the 2010 YTD total to 305. Of the 41 new claims, 33 were approved, 0 were partially approved, 2 were denied and 6 were withdrawn. In July, 2009, 59 veterans applied for assistance for the first time bringing the 2009 YTD total to 343.

Listed below is a breakdown of appeals for the month of July, 2010.

Appeal Officer workdays	10
Cases on hand beginning of month	14
Cases received	+24
Cases worked	<u>-30</u>
Cases on hand end of month	8

<u>Appeal Officer Appeals</u>	July 2010	YTD
Cases approved	5	44
Cases denied	22	141
Cases denied/withdrawn, no show	1	21
Cases withdrawn	2	15
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	2
*Cases not eligible for appeal	<u>0</u>	<u>3</u>
Total	30	226

<u>Board Appeals</u>	July 2010	YTD
Cases approved	20	95
Cases denied	11	59
Cases withdrawn	0	4
Cases verifying fraud	1	2
Fraud not verified	0	2
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	32	162

Medical and Other Transportation:

July medical assistance expensed for transportation totaled \$8,248 for the month, \$8,248 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for July amounted to \$5,596 with \$3,916 expensed for Dental and \$1,680 for Vision. Year to date medical expenses totaled \$32,599. Dental payments year to date are \$24,980 and Vision year to date payments are \$4,845.

\$0 in Miscellaneous Medical payments were expensed in July. Year to date Miscellaneous Medical payments are \$2,774.

Memorial Affairs Department:

\$6,687.13 was expensed during July, 2010 for indigent veteran funeral expenses, down \$1,852.15 from July, 2009. During June, 7 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 0 Navy and 5 Army veterans.

Following are the 2010 Year to Date statistics for Memorial Affairs:

	<u>July</u>	<u>2010</u> <u>YTD</u>	<u>July</u>	<u>2009</u> <u>YTD</u>
DD14 Search	109	758	121	1,039
Benefits Counseling	889	6,645	1,350	6,333
Undelivered-Incorrect Headstones/Research	18	96	25	244
Presidential Memorial Certificates	99	860	152	1280
National Cemetery Referrals	81	606	80	1224
Blue Star Service Banners	1	8	0	7

Veterans Service Officers:

Following are some of the major statistics reported by VSO Murray Evans for the month of July, 2010 for the Brecksville satellite office.

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	74	296
Pension claims and follow ups	39	149
Medical	18	63
Power of Atty. to Service Organizations	8	47
Misc. Applications/Correspondence	197	973
All Other	<u>37</u>	<u>257</u>
Total	373	1785

Following are some of the major statistics reported by VSO's Robert Erb and Iris DeHart for the month of July, 2010 for the Wade Park satellite office.

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	40	260
Pension claims and follow ups	27	160
Medical	2	45
Power of Atty. to Service Organizations	17	116
Misc. Applications/Correspondence	75	691
All Other	<u>25</u>	<u>249</u>
Total	186	1521

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

**July
2010**

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	89	430	112	451	9	48	8	34
Follow-up Pending Claims	155	629	126	592	9	33	16	51
Pension Claims	26	175	39	140	21	104	23	129
Follow-up Pending Claims	55	402	67	352	24	208	26	155
Medical	54	172	64	271	1	14	10	38
Notice of Disagreements	14	54	5	53	0	4	0	0
Appeals & Waivers	17	95	16	87	0	4	0	3
Eligibility Verification Reports	0	86	8	92	1	50	0	19
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	14	40	8	63	6	14	3	20
Cert. Eligibility - Home Loan	3	8	1	22	0	0	0	0
Insurance Discharges, Request for copy	0	11	0	5	0	7	0	3
Headstone/Marker Application	125	726	116	727	7	31	5	12
Referrals to Other Agencies	0	0	0	0	0	3	1	1
P of A Service Organization Misc. Application/Corresp.	24	123	23	143	3	16	0	7
Ohio Veterans Home	75	468	115	492	10	89	12	75
Burial Benefits High School Diploma Applications	281	1639	257	1858	52	210	58	293
Discharge Upgrades 10-10 EZ Forms	6	27	2	26	1	17	4	25
TOTAL	<u>957</u>	<u>5194</u>	<u>963</u>	<u>5435</u>	<u>144</u>	<u>853</u>	<u>166</u>	<u>866</u>

% Chg. 2.5%
% Chg. YTD 4.2%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
	1073	5034	1129	6239
	28	88	16	78
	1101	5122	1145	6317

Interviews: Service Dept. Clients	933	4399	963	5373	140	635	166	866
Fin. Asst. Referrals	24	80	16	78	4	8	0	0
Office YTD	957	4479	979	5451	144	643	166	833
Phone Calls	1860	14173	1922	15578				

Information Systems:

Document Management

One of two KnowledgeTree upgrades has been successfully applied. The second upgrade requires a fix from KnowledgeTree before it can be applied.

Microfilming

VSO documents have been microfilmed by the County Recorder's office. Yearly catch-up scanning will be done for Financial Assistance and Memorial Affairs at the end of 2010 based on the Recorder's current project schedule.

Bluetooth Keyboards and Mice

We are still awaiting shipment of replacement keyboards and mice.

Commission Minutes recording

An omni-directional microphone is now installed and commission minutes are being recorded digitally on a laptop PC. These will be stored on a server for future access.

VA Share and DMAP software

The VA Share and DMAP software has been installed on a standalone PC. This software can be used by our VSO's to retrieve information directly rather than having to call the VA and wait for someone to look up that information, saving time and effort.

Novell Netware software update

The Novell server software which runs our network is now past its support date. We will have to examine either a Microsoft or a Linux option to replace that software as soon as it is practical to do so.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

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 26 veterans waiting for nursing home standard care, 15 veterans for nursing home special care, 1 veteran for the domiciliary and 10 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for August 19, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**