



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

JAMES L. STOLZ
SERVICE OFFICER MANAGER

Cuyahoga County Veterans Service Commission

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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: August 20, 2008 9:30 a.m.

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

ABSENT: Mel Baher, Commissioner

VISITORS: Richard Danielson, Korean War Veterans of American Post #69.

PURPOSE: GENERAL MONTHLY MEETING

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

A motion was made by Dan Weist and seconded by Bob Potts to dispense with the reading of the minutes of August 6, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Bob Potts to dispense with the reading of the minutes of the Level III Board Appeals meeting of August 6, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Thomas Zung to dispense with the reading of the correspondence since we have a Consent Agenda, with the exception of those items set aside, to be addressed during the regular order of business, and with any corrections and/or additions. (No items were set aside.)

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

The vote on cases approved and denied on the Consent Agenda was deferred to the September 3, 2008 Board meeting because information from Client Track is still unavailable.

A motion was made by Dan Weist and seconded by Thomas Zung to accept indigent burials approved for July 2008 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

Agenda Item E1. State of the Commission and Finance Report (Attached)

A motion was made by Bob Potts and seconded by Thomas Zung to accept the report of the Executive Director as given.

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

Bob Schloendorn will be on vacation and unable to attend the September 17, 2008 open public meeting of the Board. Therefore, the State of the Commission and Finance Report for the month of August will be given at the September 3rd Board meeting.

OLD BUSINESS:

Agenda Item F1. Executive Director - Submitting Personnel Requests.

The Executive Director indicated that he had three personnel issues to discuss in Executive Session.

NEW BUSINESS:

Agenda Items G1 through G4. Revised Policies and Guidelines

The "Guideline for Employee Dress in the Work Place" dated September 26, 1996 and the "Cuyahoga County Identification Card Policy" dated May 11, 1999, were reviewed and updated by the Executive Director and submitted to the Board for approval. A motion was made by Bob Potts and seconded by Thomas Zung to accept both revisions effective immediately.

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

The "Performance Evaluation Policy" dated June 23, 1997 and the "Key Control Policy" dated August 18, 1999 are still a work in progress.

GOOD OF THE ORDER:

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

Richard Danielson

- State laws, rules, and legislation relating to the operation of the veterans service commissions

Since the last meeting, Bob Schloendorn contacted Bryan Yankulov and negotiated a price of \$250.00 for each pen and ink portrait of deceased Cuyahoga County veterans. The drawings, which will be a formal picture of the soldier in uniform, will be prominently displayed at the Commission.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Bob Potts to go into Executive Session to discuss new hires.

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

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

AYES: Potts, Zung, Weist, Pocci. NAYS: None. Motion carried. (10:50 a.m.)

A motion was made by Dan Weist and seconded by Bob Potts to approved new hire recommendations submitted by the Executive Director.

AYES: Potts, Weist, Pocci. NAYS: None. (Zung: not present, no vote recorded.) Motion carried.

With no further business, a motion was made by Bob Potts and seconded by Dan Weist to adjourn the meeting at 10:53 a.m.

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

Frank Pocci
President

Thomas Zung
Secretary

CONTACT INFORMATION

Requests for Financial Assistance: Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)

Filing claims with the Dept. of Veterans' Affairs: Jim Stolz, Service Officer Manager (216-698-2639)

Memorial Affairs Laurene Rutkowski, Manager (216-698-2655)

Mobile Meals Program Jeff Sedlak, Social Worker/Case Management Officer (216-698-2615)

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, 2008

Issued by:

The CCVSC Commissioners

Frank Pocci – President, AMVETS

Bob Potts– Vice President, VVA

Thomas Zung – Secretary, VFW

Daniel T. Weist – DAV

Mel Baher – American Legion

August 20, 2008

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, 2008:

Executive:

The Executive Director

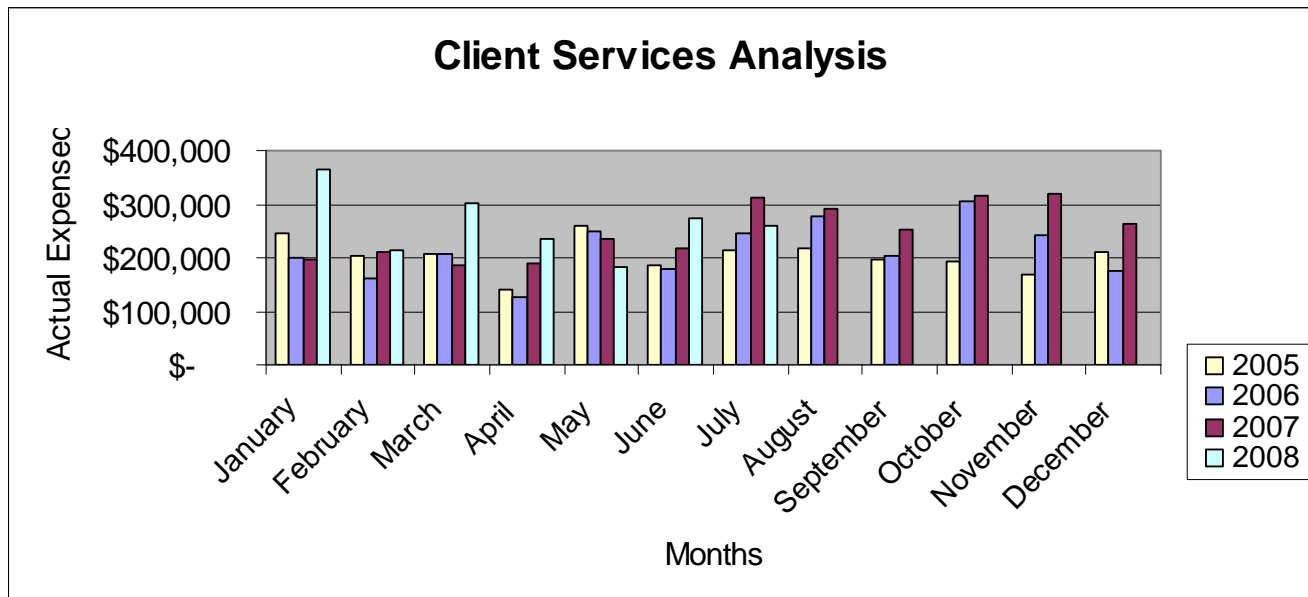
- Participated in the Honor Flag Ceremony in Brookpark, Ohio.
- Met with Marvin Davies, our budget examiner, on the '08 and '09 budget.
- Met with Deb Shaw on the RFP.

Finance Department

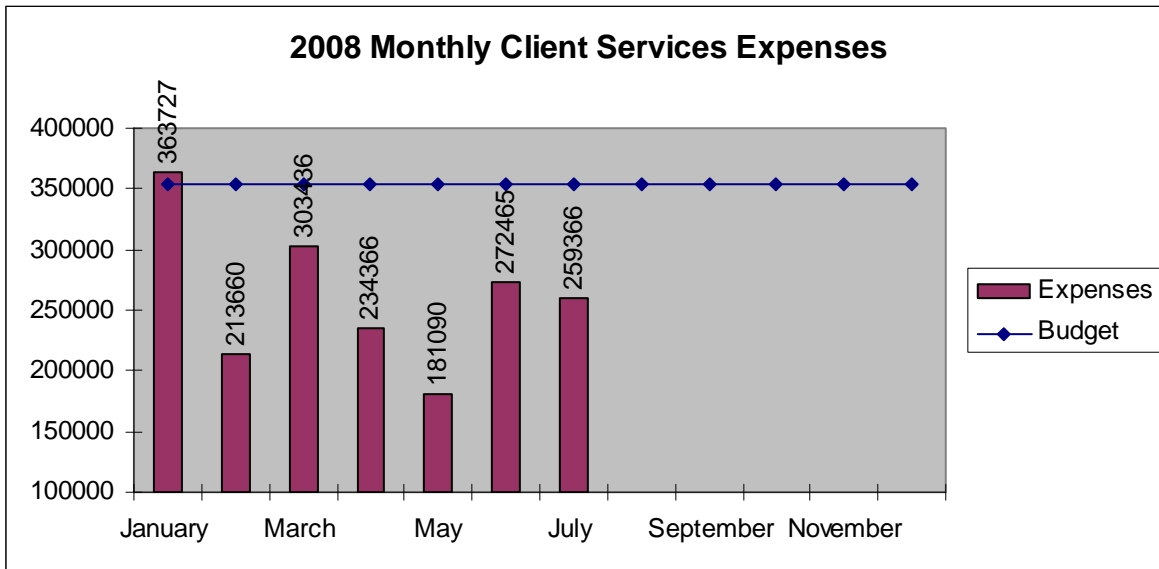
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2008 Expenses



Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,629,691	864,848	-	639,719	1,504,567	125,124
Fringe Benefits	607,036	320,679	-	236,011	556,690	50,346
Commodities	47,618	19,636	-	25,525	45,161	2,457
Contract Services	580,233	162,394	178,911	222,811	385,205	195,028
Controlled Expenditures	265,613	51,608	-	214,005	265,613	-
Client Services	4,296,807	1,828,110	348,779	1,675,200	3,503,310	793,497
Other Expenditures	587,369	194,721	139,270	173,771	368,492	218,877
Capital Outlay	81,850	12,198	25,444	40,111	52,309	29,541
Total Expenditures	8,096,217	3,454,194	692,404	3,227,153	6,681,347	1,414,870

Assistance Department:

July financial assistance totaled \$259,366, down from \$272,465 issued during June and down from \$310,791 issued in July of 2007. Year to date client assistance for 2008 is \$1,828,110 and YTD for 2007 was \$1,541,338, up \$286,772.

The July Financial Assistance Department activity report follows below.

Indicator	July 2008*
Number of clients seeking hardship assistance	711
Total applications taken	526
Applications Withdrawn/Denied	(186)
Total applications approved for hardship assistance (with trans.)	340
Transportation only approvals	(185)
F/A applications approved	155

*2007 numbers are not presented because the Paradox system inflated the number of visitors. These numbers were not a true comparison.

Indicator	YTD 2008
Number of clients seeking hardship assistance	9129
Total applications taken	3578
Applications Withdrawn/Denied	(964)
Total applications approved for hardship assistance (with trans.)	2614
Transportation only approvals	(1143)
F/A applications approved	1471

During July, 2008, 95 veterans applied for assistance for the first time bringing the 2008 YTD total to 297. In July of 2007, 51 veterans applied for assistance for the first time bringing the 2007 YTD total to 285.

Listed below is a breakdown of appeals for the month of July, 2008.

Number of workdays	<u>22</u>
Cases on hand beginning of month	11
Cases received	+47
Cases worked	<u>-50</u>
Cases on hand end of month	8

<u>Appeal Officer Appeals</u>	July 2008	YTD
Cases approved	3	57
Cases denied	28	99
Cases withdrawn, no show	13	48
Cases withdrawn	6	38
No determination at Level II (Referred to Level III)	0	2
Cases referred back to Financial Asst./Social Worker	0	20
*Cases not eligible for appeal	<u>1</u>	<u>5</u>
Total	50	269

<u>Board Appeals</u>	July 2008	YTD
Cases approved	17	55
Cases denied	11	38
Cases withdrawn	0	5
Cases verifying fraud	0	8
Fraud/Fraudulent application	0	1
Cases Referred back to financial Asst./Social Worker	0	1
Client not eligible (not a veteran)	0	0
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	0	0
Fraud expunged	<u>0</u>	<u>1</u>
Total	28	109

Medical and Other Transportation:

July medical assistance expensed for transportation totaled \$5,889 for the month, \$5,869 for bus tickets.

Medical and Dental Programs:

Medical payments for July amounted to \$140 with \$0 expensed for Dental and \$140 for Vision. Year to date medical expenses totaled \$27,389. Dental payments year to date are \$23,272 and Vision year to date payments are \$3,200.

\$0 in Miscellaneous Medical payments were expensed in July. Year to date Miscellaneous Medical payments are \$917.

Memorial Affairs Department:

\$12,835.30 was expensed during July, 2008 for indigent veteran funeral expenses, down \$4,078.86 from June, 2008. During July, 14 indigent burials were approved. The burials were for 2 Air Force, 2 Marine, 3 Navy and 7 Army veterans.

Following are the 2008 Year to Date statistics for Memorial Affairs:

	<u>July</u>	<u>2008 YTD</u>	<u>July</u>	<u>2007 YTD</u>
DD14 Search	167	1,221	347	2,061
Benefits Counseling	978	6,868	1,053	6,554
Undelivered-Incorrect Headstones/Research	27	392	124	1,524
Presidential Memorial Certificates	202	1,474	443	2,698
National Cemetery Referrals	231	1,650	253	1,781
Blue Star Service Banners	3	29	0	35

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of July, 2008 for the Brecksville satellite office.

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	46	358
Pension claims and follow ups	11	107
Medical	19	118
Power of Atty. to Service Organizations	12	106
Misc. Applications/Correspondence	97	724
All Other	<u>27</u>	<u>238</u>
Total	212	1,651

Following are some of the major statistics reported by VSO Robert Erb for the month of July, 2008 for the Wade Park satellite office.

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	44	315
Pension claims and follow ups	32	179
Medical	7	29
Power of Atty. to Service Organizations	28	135
Misc. Applications/Correspondence	37	218
All Other	<u>44</u>	<u>298</u>
Total	192	1,174

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

July
2008

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	67	347	59	339	7	35	2	10
Follow-up Pending Claims	102	627	102	1053	11	45	8	37
Pension Claims	46	277	26	178	14	115	18	84
Follow-up Pending Claims	54	285	74	513	27	215	49	259
Medical	25	125	38	264	3	16	6	36
Notice of Disagreements	12	63	12	81	1	6	0	6
Appeals & Waivers	12	64	4	56	0	7	0	4
Eligibility Verification Reports	1	50	4	46	0	25	0	37
Change of Address	7	45	4	55	1	5	0	5
Education Assistance	2	36	4	42	2	9	2	19
Cert. Eligibility - Home Loan	5	33	0	27	1	1	0	2
Insurance Discharges, Request for copy	0	2	0	3	1	12	1	14
Headstone/Marker Application	164	854	145	978	3	6	2	9
Referrals to Other Agencies	25	123	10	109	3	29	4	15
P of A Service Organization	120	612	48	410	31	165	0	70
Misc. Application/Corresp.	212	1209	382	2364	19	212	24	306
Ohio Veterans Home	11	57	3	35				
Burial Benefits					2	29	7	40
High School Diploma Applications	5	22	4	20				
Discharge Upgrades	6	35	6	41				
10-10 EZ Forms	3	8	3	21				
TOTAL	879	4874	928	6635	145	1068	136	1046

% Chg
3.9%

% Chg. YTD
29.3%

TOTAL (Vet + Dep)

	'07	YTD '07	'08	YTD '08
	510	3098	526	3339
	72	383	72	321
	582	3481	598	3660

Interviews: Service Dept. Clients	480	2786	489	3108	30	312	37	231
Fin. Asst. Referrals	63	340	67	303	9	43	5	18
Office YTD	543	3126	556	3411	39	355	42	249
Phone Calls	2253	15349	2520	15832				

Information Systems:

ClientTrack (Primary focus)

Data cleanup continues on the ClientTrack database. The errors involve missing address and work history information. Original data entry errors in Paradox over the past ten years result in more than one person with the same SSN, or erroneous SSN's which are off by one digit. These errors are being corrected as they occur. We have a full report of duplicate SSN's which are being corrected as time permits.

We are developing documentation on the database at this time as it contains several hundred tables. Only a few of these are of interest to us for reporting purposes. We went through nine hours of training on the new Query Designer and Report Writer in the 2008 version of ClientTrack. We are working on creating some of the needed monthly reports using these tools.

High speed county network

No word on the timing is for installing the high speed network in this building. AT&T has been back to review the basement layout one more time.

Remote Site setups

Remote sites were brought back online after a five day outage with the help of the Network Administration staff of the ISC. A new version of the Virtual Private Network was brought initiated to support this requirement. Brecksville is running on a Sprint wireless broadband adapter at this time.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During July, two veterans were transported to the Sandusky home for tours and admission evaluations.

Governor's Office of Veterans Affairs:

GOVA Advisory Committee meetings are held at 10:30 PM at AMVETS Post 89, 3535 Westerville Rd., Columbus, Ohio 43224.

The next meeting is scheduled for August 21, 2008.

Submitted by:

**Robert E. Schloendorn
Executive Director**