



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

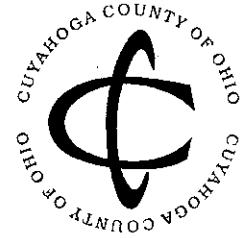


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT E. SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: August 21, 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
Lorri Slivka, Executive Secretary

EXCUSED: Brian Gutkoski, Asst. County Prosecutor

VISITORS: 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 Frank Pocci and seconded by Clay Uzell 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:

Resolution 2013-22 authorizing payment of unused sick time for the Executive Director at the time of retirement was withdrawn.

NEW BUSINESS:

Commissioner Baher suggested that we return to staffing a table at the Cuyahoga County Fair in 2014. Following some discussion, the Board decided to readdress the issue during the first part of next year when the 2014 Budget is discussed.

The Executive Director noted that DFAS employees are applying for financial assistance claiming that furlough days have caused a hardship. DFAS workers were given notice in March 2013. It was the consensus of the Board that, per policy, applicants on DFAS furloughs are eligible for first-time assistance, but must show evidence of an unexpected hardship should they reapply.

A motion was made by Mel Baher and seconded by Dan Weist to approve Resolution 2013-23 requesting authority for nine Cuyahoga County Veterans Service officers to attend the Ohio State Association of County Veterans Service Officer (OSACVSO) fall meeting and training conference from September 24-27, 2013 in Dublin, Ohio, expenses not to exceed \$5,832.00. Under discussion, it was agreed that Melinda Halliburton has the required points and will stay behind to man the office.

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

GOOD OF THE ORDER:

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

Mick Panek

- DFAS employees and first-time assistance policy
- Access to medical records throughout the VA system nationwide

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to review applications for the position of Executive Director.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:38 a.m.)

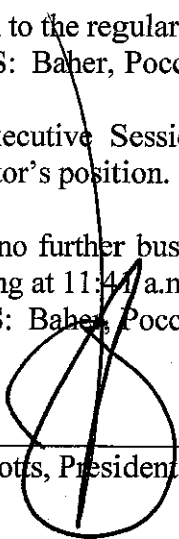
A motion was made by Frank Pocci and seconded by Dan Weist to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:40 a.m.)

In Executive Session, the Board discussed candidates and the interview process for the Executive Director's position. The Executive Director was given direction 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 11:44 a.m.

AYES: Baher, Pocci, 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

July, 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

August 21, 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 July 31, 2013:

Executive:

The Executive Director

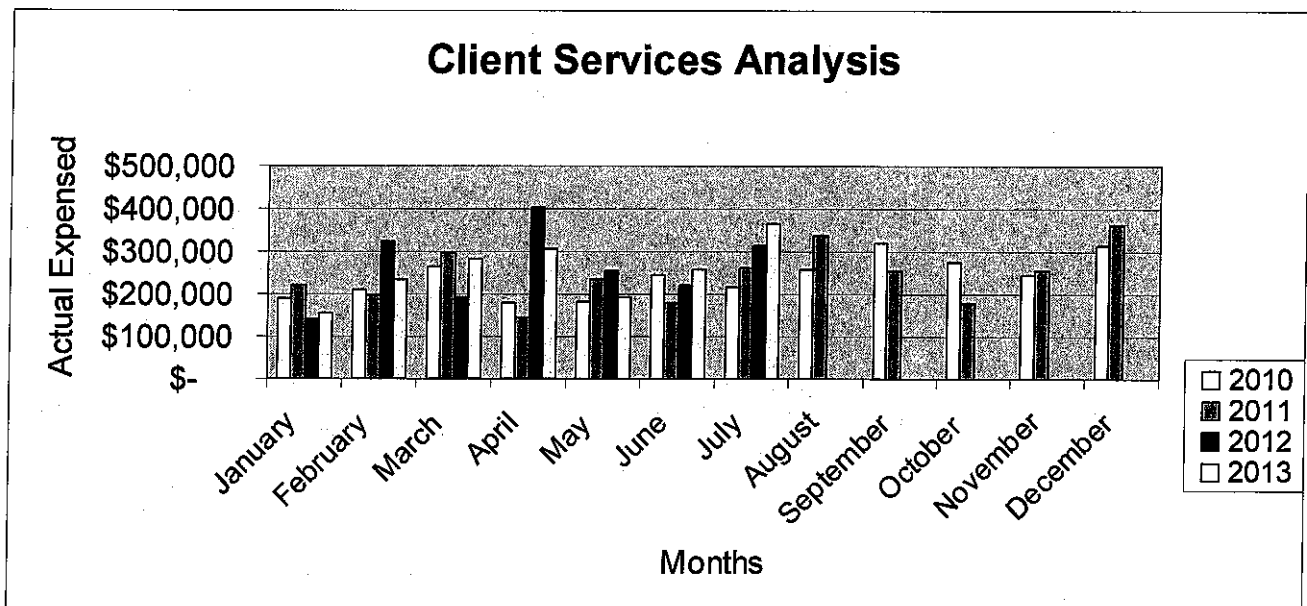
- Hosted a Sherrod Brown focus group

Finance Department

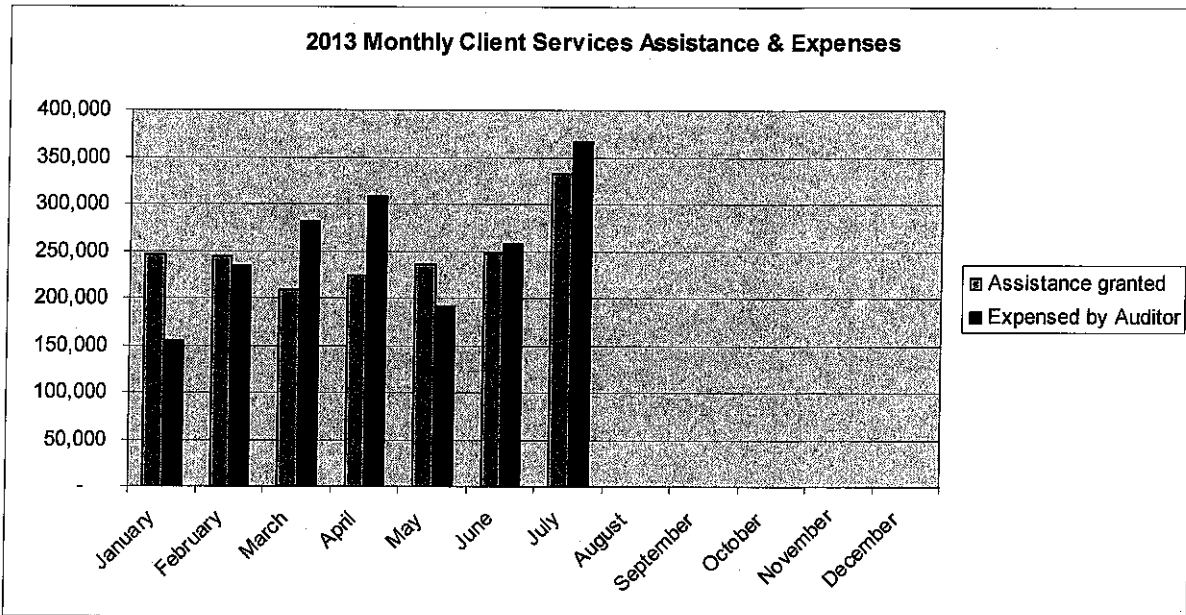
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2013 Projection	Budget Variance
Salaries	1,823,906	1,027,967	-	750,385	1,778,352	45,554
Fringe Benefits	638,367	363,264	-	259,159	622,423	15,944
Commodities	30,000	16,767	-	13,233	30,000	-
Contract Services	619,832	289,107	282,121	249,893	539,000	80,832
Controlled Expenditures	274,396	4,324	-	270,072	274,396	-
Client Services	3,439,190	1,794,020	-	1,500,000	3,294,020	145,170
Other Expenditures	381,847	132,014	12,125	217,986	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	3,627,463	294,374	3,281,728	6,909,191	329,475

Assistance Department:

July financial assistance totaled \$366,180, up from \$258,382 issued during June and up from \$314,198 issued in July of 2012. Year to date client assistance for 2013 is \$1,794,020 and YTD for 2012 was \$1,849,900, down \$55,880.

The July Financial Assistance Department activity report follows below.

Indicator	July 2013	July 2012	% Change		
Number of clients seeking hardship assistance	913	958	-4.7%		
Total applications taken	812	818	-0.7%		
Applications Withdrawn	(35)	(37)	-5.4%		
Applications Denied	(51)	(54)	-5.6%		
Total applications approved for hardship assistance (with trans.)	726	727	-0.1%		
Transportation only approvals	(479)	(493)	-2.8%		
F/A applications approved	247	234	5.6%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	5781	6275	-9.6%		
Total applications taken	4930	5263	-6.3%		
Applications Withdrawn	(194)	(210)	-7.6%		
Applications Denied	(377)	(352)	7.1%		
Total applications approved for hardship assistance (with trans.)	4359	4701	-7.3%		
Transportation only approvals	(2979)	(3125)	-4.7%		
F/A applications approved	1380	1576	-12.4%		

During July, 2013, 49 veterans applied for assistance for the first time bringing the 2013 YTD total to 291. Of the 49 new claims, 43 were approved, 0 were approved at Level III, 0 were partially approved, 1 was denied and 5 were withdrawn. In July, 2012, 46 veterans applied for assistance for the first time bringing the 2012 YTD total to 310.

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

Appeal Officer workdays	10
Cases on hand beginning of month	9
Cases received	+39
Cases worked	<u>-46</u>
Cases on hand end of month	2

<u>Appeal Officer Appeals</u>	<u>July 2013</u>	<u>YTD</u>
Cases approved	4	25
Cases denied	27	195
Cases denied/withdrawn, no show	11	41
Cases withdrawn	<u>4</u>	<u>18</u>
Total	46	279

<u>Board Appeals</u>	<u>July 2013</u>	<u>YTD</u>
Cases approved	19	122
Cases denied	8	62
Cases withdrawn	0	1
Cases verifying fraud	0	16
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>0</u>	<u>1</u>
Total	27	202

Medical and Other Transportation:

July assistance expensed for transportation totaled \$11,846.50 for the month, \$11,726.50 for medical bus tickets and \$120 for other transportation. Year to date transportation totaled \$74,144.50. Year to date medical transportation totaled \$72,774.50 and needs based transportation totaled \$1,370.

Medical and Dental Programs:

Medical payments for July amounted to \$11,512 with \$4,038 expensed for Dental and \$1,195 for Vision. Year to date medical expenses totaled \$62,313. Dental payments year to date are \$32,255 and Vision year to date payments are \$5,140.

\$6,279 Hearing Aid payments were expensed in July. Year to date Hearing Aid payments totaled \$24,918.

Memorial Affairs Department:

\$17,378 was expensed during July, 2013 for indigent veteran funeral expenses, up \$10,385 from July, 2012. During July, 18 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 4 Navy and 13 Army veterans.

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

	July	2013 YTD	July	2012 YTD
DD-214 Search	112	773	110	775
Benefits Counseling	898	6097	876	5688
Undelivered-Incorrect Headstone/Research	18	87	9	54
Presidential Memorial Certificates	71	685	126	698
National Cemetery Referrals	62	444	72	493
Blue Star Service Banners	4	10	0	6
Indigent Burials	18	74	7	73

Veterans Service Officers:

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	160	750
Pension claims and follow ups	25	102
Medical	4	33
Power of Atty. to Service Organizations	12	102
Misc. Applications/Correspondence	231	1010
All Other	<u>47</u>	<u>183</u>
Total	479	2180

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	113	676
Pension claims and follow ups	42	416
Medical	5	64
Power of Atty. to Service Organizations	31	226
Misc. Applications/Correspondence	377	2784
All Other	<u>81</u>	<u>739</u>
Total	649	4905

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

July
2013

	VETERAN				DEPENDENT			
	July 2012	YTD '12	July 2013	YTD '13	July 2012	YTD '12	July 2013	YTD '13
Compensation/DIC Claims	69	514	80	535	6	38	6	25
Follow-up Pending Claims	263	1803	395	1977	16	103	4	70
Pension Claims	32	210	36	191	14	96	15	85
Follow-up Pending Claims	131	722	103	776	70	417	66	476
Medical	16	214	36	172	2	24	1	13
Notice of Disagreements	0	11	1	9	0	5	1	2
Appeals & Waivers	12	96	20	109	3	14	5	19
Eligibility Verification Reports	3	89	2	30	0	48	1	11
Change of Address	9	61	10	98	1	7	0	4
Education Assistance	30	136	15	132	0	13	0	4
Cert. Eligibility - Home Loan	5	22	3	23	0	1	0	1
Insurance Discharges, Request for copy	2	24	3	14	0	0	0	0
Headstone/Marker Application	139	840	156	942	6	40	4	13
Referrals to Other Agencies	0	0	0	0	0	1	1	4
P of A Service Organization	78	645	102	637	14	67	6	21
Misc. Application/Corresp.	74	677	86	581	15	107	7	68
Ohio Veterans Home	880	5673	1036	6688	115	800	62	492
Burial Benefits	4	25	3	23				
High School Diploma Applications	4	28	5	30	4	28	5	30
Discharge Upgrades	0	5	1	4				
10-10 EZ Forms	3	50	6	43				
TOTAL	8	67	6	61				
	<u>1758</u>	<u>11874</u>	<u>2100</u>	<u>13045</u>	<u>266</u>	<u>1809</u>	<u>184</u>	<u>1338</u>
			<u>% Chg</u> 12.8%	<u>% Chg</u> 5.1%				
Interviews: Service Dept. Clients	1674	11700	1890	12953				
Fin. Asst. Referrals	36	156	46	285				
Office YTD	<u>1710</u>	<u>11856</u>	<u>1936</u>	<u>13238</u>				
Phone Calls	<u>2841</u>	<u>19220</u>	<u>2913</u>	<u>18773</u>				

Information Systems:

Microsoft Outlook – GroupWise conversion

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

Encrypted e-mail

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

KnowledgeTree Private Cloud

Test version of KnowledgeTree “private cloud” software is available and will be downloaded and installed in early August for testing.

Network Changes

No change from June - 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

Worked with the VA I/T department to upgrade Ken Redd's PC to be able to log in and access all VA systems. His system is now working correctly.

VA issuance of bus tickets at McCafferty and Parma

The initial test of accessing the VSC eVetAssist application from a VA-provided PC was successful. Six VA employees have been chosen for training on how to disburse bus tickets to veterans with medical appointments. An audit standard operating procedure is being developed to ensure complete and accurate processing of bus tickets. A Memorandum of Understanding describing roles and responsibilities of the VSC and VA is nearly complete.

Ohio Veterans Home Network:

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

At the OVH, there are 16 beds available in the nursing homes and 138 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**