



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](mailto:vsc_mail@cuyahogacounty.us)  
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



### MINUTES

**DATE:** September 3, 2008 9:33 a.m.

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

**VISITORS:** None.

**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 20, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

AYES: Potts, Zung, Baher, 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 20, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

The Consent Agenda approved and denied cases remain unavailable as a result of ongoing problems with Client Track.

A motion was made by Mel Baher and seconded by Thomas Zung to accept indigent burials approved for August 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, Baher, Weist, Pocci. NAYS: None. Motion carried.

### **Agenda Item E1. 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 given.

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

### **Agenda Item E2. Commissioners' Reports.**

#### Bob Potts

- August 24<sup>th</sup>, Chapter 249 will march in the North Olmsted parade.
- September 2<sup>nd</sup>, I attended the monthly board meeting for Chapter 249.

#### Thomas Zung

- Commander Ed Morrow held the monthly meeting of VFW Post 1056 and announced the forthcoming District 7 VFW & Ladies Auxiliary Fall Conference to be held from October 4-6, 2008 at the Holiday Inn in Westlake, Ohio.
- VFW Post 1056 received a trophy at the City of Euclid Memorial Day Parade. The commander announced that the Ohio National Guard, Rescue Unit "B" Company 1-107 Armory Battalion will be deployed to Egypt.
- The National VFW Convention was held in Orlando, Florida from August 16-21, 2008. The attendance was strong despite the economy and heat. Senator John McCain was the special guest.

#### Mel Baher

- August 6<sup>th</sup> – attended American Legion 13<sup>th</sup> District council meeting at Post 703 at 8:00 p.m.
- August 14<sup>th</sup> – conducted American Legion Post 91 membership meeting at 8:00 p.m. as Post Commander.
- I attended the American Legion National Convention, August 24<sup>th</sup> – 29<sup>th</sup>, in Phoenix AZ. Highlights of the convention were:
  - Support the troops rally where 600 young men and women took the oath of enlistment into the military service
  - Visit and speech from Senator John McCain
  - Visit and speech from Vice President Chaney
  - Video message from Senator Barrack Obama
  - Election of new National Commander and Vice Commanders

#### Upcoming events for September 2008:

September 11<sup>th</sup> – Patriot Day commemoration services - 9:00 a.m. on the Berea triangle

Post 91 membership meeting - September 11, 2008 at 8:00 p.m.

Post 91 POW/MIA remembrance ceremonies - September 19<sup>th</sup> at 7:00 p.m.

#### Frank Pocci

- Attended the August general meeting of American Legion Post 91 in Berea. A new member was sworn in during the meeting.

- I attended the general meeting of the Italian American War Veterans Cleveland Post 34. The post is attempting to host a fund raising dinner the end of September.
- The Italian American War Veterans held their national convention at the Cleveland Sheraton Airport August 21-23. I was selected to be a member of the National Executive Committee representing the State of Ohio.
- I attended the AMVETS Post 80 general meeting on September 2<sup>nd</sup>. I gave a preliminary budget for 2009 which is to be reviewed by the post officers and approved at the next meeting with any necessary revisions. I also gave the financial report for the end of August business.
- On August 27<sup>th</sup>, I interviewed with Judge Timothy McMonagle for the AMVETS Commissioner slot at the CCVSC for the term ending Dec. 31, 2012.

#### Dan Weist

- August 16<sup>th</sup> - I attended the VFW North Olmsted's golf outing.
- August 20<sup>th</sup> - I attended a general meeting of VFW Post 7647 where I serve as commander.
- August 24<sup>th</sup> - I attended the North Olmsted Home Day parade
- DAV Chapter 108 will conduct their first meeting after summer break on September 11<sup>th</sup>.
- I will be attending the USO golf outing on September 19<sup>th</sup>.

#### OLD BUSINESS:

##### **Agenda Item F1. Executive Director - Submitting Personnel Requests.**

The Executive Director indicated that he had one personnel issue for Executive Session.

Bob Schloendorn presented the Board with two policy revisions for review and approval. A motion was made by Mel Baher and seconded by Bob Potts to accept revisions to the "Key Control Policy" and "Policy for Premises' Admittance" as submitted by the Executive Director.

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

Review of the "Performance Evaluation Policy" is still a work in progress.

#### NEW BUSINESS:

None.

#### GOOD OF THE ORDER:

None.

#### EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Bob Potts to go into Executive Session to discuss a personnel issue (promotion).

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

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

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (11:32 a.m.)

A motion was made by Dan Weist and seconded by Bob Potts to approve the recommendation of the Executive Director to promote Terry Walker to Social Work Manager, Range 7, Step 4, effective September 14, 2008.

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

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 11:33 a.m.

AYES: Potts, Zung, Baher, 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**

**August, 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**

**September 3, 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

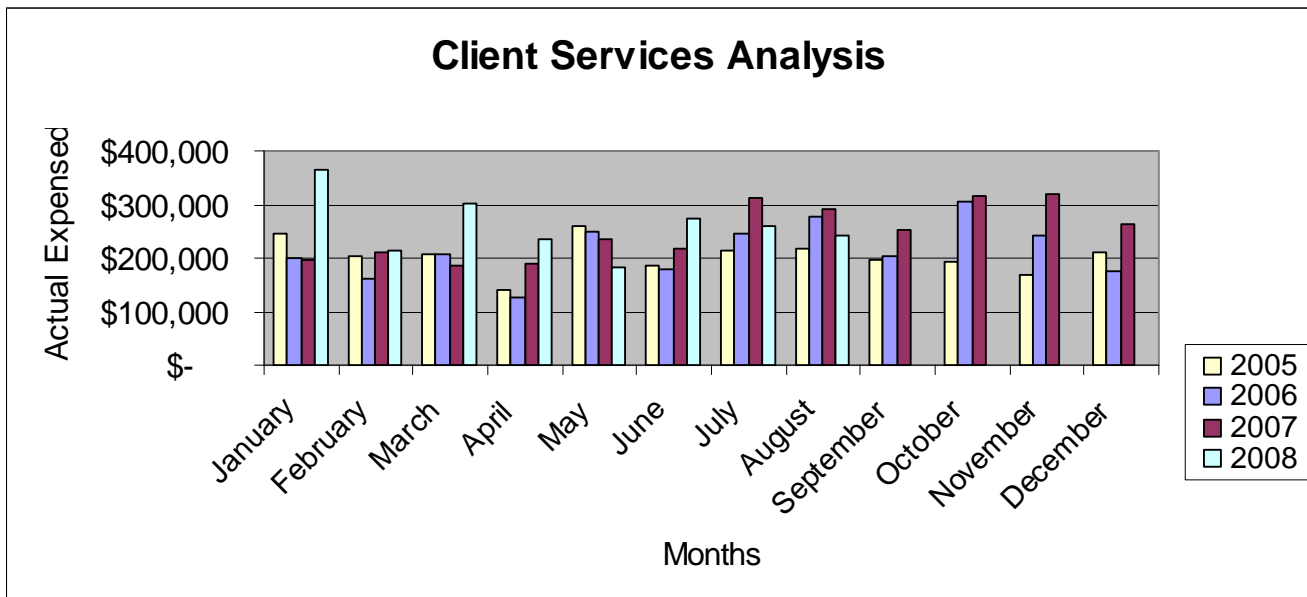
- Met with other Executive Directors on August 22 in Franklin County. Mr. Espich and Mr. Hartnett attended and briefed the group on their vision for the new Department of Veterans Services.
- Interviewed and selected two new VSO's and 2 Eligibility Specialists.

**Finance Department**

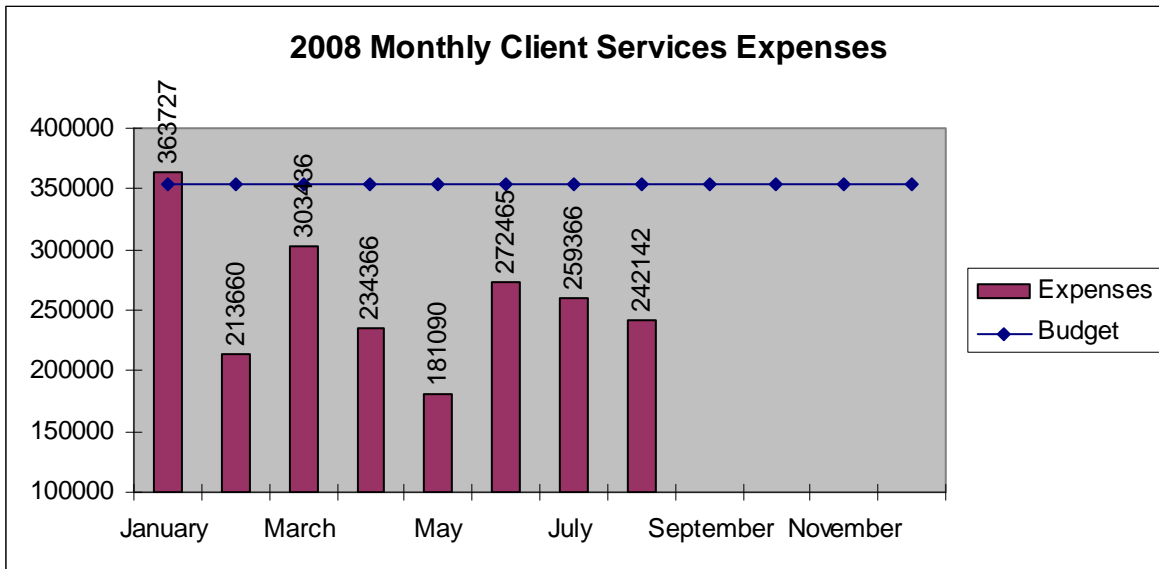
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,629,691	976,498	-	528,069	1,504,567	125,124
<b>Fringe Benefits</b>	607,036	362,410	-	194,280	556,690	50,346
<b>Commodities</b>	47,618	24,033	-	21,128	45,161	2,457
<b>Contract Services</b>	580,233	182,299	160,269	204,169	386,468	193,765
<b>Controlled Expenditures</b>	265,613	59,605	-	206,008	265,613	-
<b>Client Services</b>	4,296,807	2,070,252	111,406	1,360,200	3,430,452	866,355
<b>Other Expenditures</b>	587,369	216,507	123,105	135,820	352,327	235,042
<b>Capital Outlay</b>	81,850	36,292	1,350	(8,077)	28,215	53,635
<b>Total Expenditures</b>	8,096,217	3,927,896	396,130	2,641,597	6,569,493	1,526,724

## Assistance Department:

August financial assistance totaled \$242,142, down from \$259,366 issued during July and down from \$289,982 issued in August of 2007. Year to date client assistance for 2008 is \$2,070,252 and YTD for 2007 was \$1,831,320, up \$238,932.

The August Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>August 2008*</b>
Number of clients seeking hardship assistance	699
Total applications taken	534
Applications Withdrawn/Denied	(178)
Total applications approved for hardship assistance (with trans.)	356
Transportation only approvals	(212)
F/A applications approved	144

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

<b>Indicator</b>	<b>YTD 2008</b>
Number of clients seeking hardship assistance	9828
Total applications taken	4112
Applications Withdrawn/Denied	(1142)
Total applications approved for hardship assistance (with trans.)	2970
Transportation only approvals	(1355)
F/A applications approved	1615

During August, 2008, 61 veterans applied for assistance for the first time bringing the 2008 YTD total to 358. In August of 2007, 61 veterans applied for assistance for the first time bringing the 2007 YTD total to 346.



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

Number of workdays	21
Cases on hand beginning of month	8
Cases received	+39
Cases worked	<u>-40</u>
Cases on hand end of month	7

<b><u>Appeal Officer Appeals</u></b>	<b><u>Aug.</u></b> <b><u>2008</u></b>	<b><u>YTD</u></b>
Cases approved	0	57
Cases denied	25	124
Cases withdrawn, no show	6	54
Cases withdrawn	3	41
No determination at Level II (Referred to Level III)	0	2
Cases referred back to Financial Asst./Social Worker	4	24
*Cases not eligible for appeal	<u>2</u>	<u>7</u>
<b>Total</b>	<b>40</b>	<b>309</b>

<b><u>Board Appeals</u></b>	<b><u>Aug.</u></b> <b><u>2008</u></b>	<b><u>YTD</u></b>
Cases approved	11	66
Cases denied	6	44
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>
<b>Total</b>	<b>17</b>	<b>126</b>

### **Medical and Other Transportation:**

August medical assistance expensed for transportation totaled \$5,792.50 for the month, \$5,663.50 for bus tickets and \$129 for taxi services.

### **Medical and Dental Programs:**

Medical payments for August amounted to \$0 with \$0 expensed for Dental and \$0 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 August. Year to date Miscellaneous Medical payments are \$917.

### **Memorial Affairs Department:**

\$9,951.86 was expensed during August, 2008 for indigent veteran funeral expenses, down \$2,883.44 from July, 2008. During August, 11 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 1 Navy and 8 Army veterans.

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

	<u>Aug.</u>	<u>2008 YTD</u>	<u>Aug.</u>	<u>2007 YTD</u>
DD14 Search	173	1,394	371	2,432
Benefits Counseling	732	7,600	1,140	7,694
Undelivered-Incorrect Headstones/Research	42	434	103	1,627
Presidential Memorial Certificates	196	1,670	399	3,097
National Cemetery Referrals	206	1,856	301	2,082
Blue Star Service Banners	0	29	0	35

## Veterans Service Officers:

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	39	397
Pension claims and follow ups	16	123
Medical	14	132
Power of Atty. to Service Organizations	19	125
Misc. Applications/Correspondence	86	810
All Other	<u>21</u>	<u>259</u>
<b>Total</b>	<b>195</b>	<b>1,846</b>

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	60	375
Pension claims and follow ups	27	206
Medical	16	45
Power of Atty. to Service Organizations	19	154
Misc. Applications/Correspondence	34	252
All Other	<u>57</u>	<u>355</u>
<b>Total</b>	<b>213</b>	<b>1,387</b>

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

**August  
2008**

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	43	390	56	395	6	41	2	12
Follow-up Pending Claims	84	711	119	1172	11	56	4	41
Pension Claims	36	313	34	212	14	129	9	93
Follow-up Pending Claims	40	325	79	592	36	251	32	291
Medical	14	139	32	296	1	17	7	43
Notice of Disagreements	12	75	16	97	1	7	0	6
Appeals & Waivers	6	70	6	62	2	9	0	4
Eligibility Verification Reports	4	54	5	51	1	26	1	38
Change of Address	14	59	12	67	1	6	0	5
Education Assistance	5	41	8	50	1	10	1	20
Cert. Eligibility - Home Loan	9	42	3	30	1	2	0	2
Insurance Discharges, Request for copy	1	3	0	3	2	14	0	14
Headstone/Marker Application	157	1011	128	1106	0	6	3	12
Referrals to Other Agencies	17	140	12	121	4	33	2	17
P of A Service Organization	83	695	86	496	20	185	10	88
Misc. Application/Corresp.	182	1391	355	2719	31	243	74	380
Ohio Veterans Home	11	68	8	43				
Burial Benefits					9	38	4	40
High School Diploma Applications	9	31	6	26				
Discharge Upgrades	1	36	4	45				
10-10 EZ Forms	2	10	3	24				
<b>TOTAL</b>	<u>730</u>	<u>5604</u>	<u>972</u>	<u>7607</u>	<u>168</u>	<u>1236</u>	<u>160</u>	<u>1214</u>

**%  
Chg.  
26.1%**

**%  
Chg.  
YTD  
29.0%**

**TOTAL (Vet + Dep)**

Interviews: Service Dept. Clients	442	3228	472	3580	42	354	34	265
Fin. Asst. Referrals	72	412	44	347	4	47	2	20
Office YTD	514	3640	516	4353	46	401	36	285
Phone Calls	2442	17791	2274	15586				

	'07	YTD '07	'08	YTD '08
	484	3582	506	3845
	76	459	46	367
	560	4041	552	4212

## **Information Systems:**

### **ClientTrack (Primary focus)**

Data cleanup is a daily task concentrated on eliminating three kinds of errors created by conversion of Paradox data:

1. Duplicate client records
2. Missing address and work history information
3. Missing family names and addresses

The Query and Reporting tools available in the 2008 version of ClientTrack use a very non-standard user interface and are difficult to use. A new version of the Reporting tool will be available when Service Pack 1 is released. There is no date for this release yet.

Full time has been devoted to producing queries and reports, primarily the Consent Agenda, with the new tools. Sam Taylor is the expert on these tools and he is now in classes so we only get a very small amount of his time to help with questions. He is doing what he can with the time he has available. The support staff at ClientTrack needs to get up to speed on these tools as well.

We continue to develop documentation on the database at this time. Only a few of the data tables are of interest to us for reporting purposes. Instructions are also being prepared for running reports as required.

### **High speed county network**

Many county sites are already getting their installation of the high speed network from Community One. County network personnel told us that the cost to bring the network into our building through the basement was too high and the county network people and AT&T are examining other options for installation.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

### **Ohio Veterans Home Network:**

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

**G.overnor'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 September 18, 2008.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**