



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

JOHN C. MURPHY
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

AMERICAN LEGION POST 91
91 AMERICAN LEGION PKWY.
BEREA, OHIO 44017

DATE: September 16, 2009 7:00 p.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Frank Pocchi, Commissioner
Robert E. Schloendorn, Executive Director
Daniel Weist, Commissioner
Thomas O'Donnell, Asst. County Prosecutor

VISITORS: Richard Danielson, Korean War Veterans of America, Post 69
John Kasimecz
Don Mozny
Don Vaji
Larry Jancsek
Roger Gil

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 Mel Baher and seconded by Thomas Zung to dispense with the reading of the Consent Agenda as published. (All Commissioners have a copy of the minutes.)

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

State of the Commission Report and Finance Report (Attached)

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

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

OLD BUSINESS:

It was noted for the record, that we still have not heard from the judges of the Common Pleas Court regarding the VVA appointment on the CCVSC Board.

NEW BUSINESS:

The groundbreaking ceremony for the Louis Stokes Cleveland VA Medical Center has been postponed to a later date not yet determined.

GOOD OF THE ORDER:

President Potts turned the meeting over to John Murphy, Manager of the CCVSC Service Dept., for a presentation on his department's activities.

- VSO interview/claims comparisons for 2007/2008 and 2008/2009 (Gave an update and showed where improvements have been made.)
- Pension and benefit information for wartime veterans
- VA benefits for assisted living
- His recommendations for the CCVSC Service Dept.

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

- CCVSC Budget
- Obama's healthcare package and how it will affect veterans
- Priority 8 veterans
- Filing for VA claims at CCVSC

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 8:16 p.m.

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

Bob Potts, President

Mel Baher, 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)
Mobile Meals Program:	Terry Walker, Social Worker/Case Management Officer (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

August, 2009

Issued by:

The CCVSC Commissioners

Bob Potts – President, VVA

Thomas Zung – Vice President, VFW

Mel Baher – Secretary, American Legion

Daniel T. Weist – DAV

Frank Pocci – AMVETS

September 16, 2009

Submitted By: Robert E. Schloendorn – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of August 31, 2009:

Executive:

The Executive Director

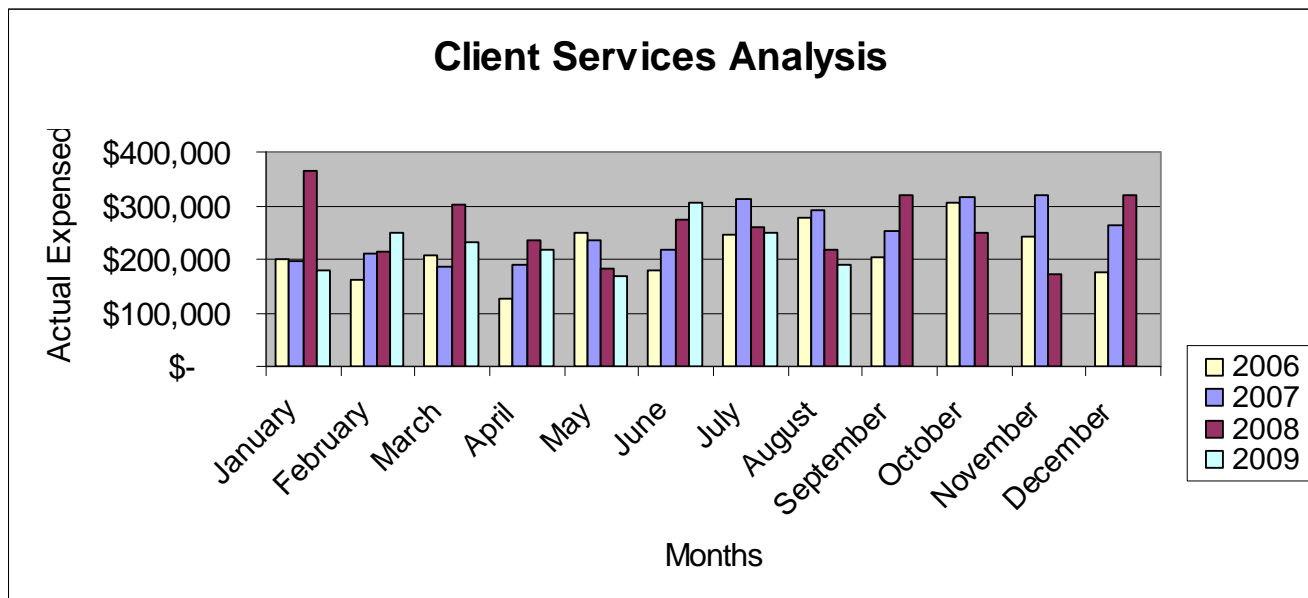
- Met weekly with general contractor, Deb Shaw, and each sub-contractor to discuss progress and new business.
- Attended Peaceful and Proud luncheon at the Bay Village Police Department
- Met with Jim Ciepley of ER Partners (eVetAssist).
- Attended outreach event at Summit County VSC.

Finance Department

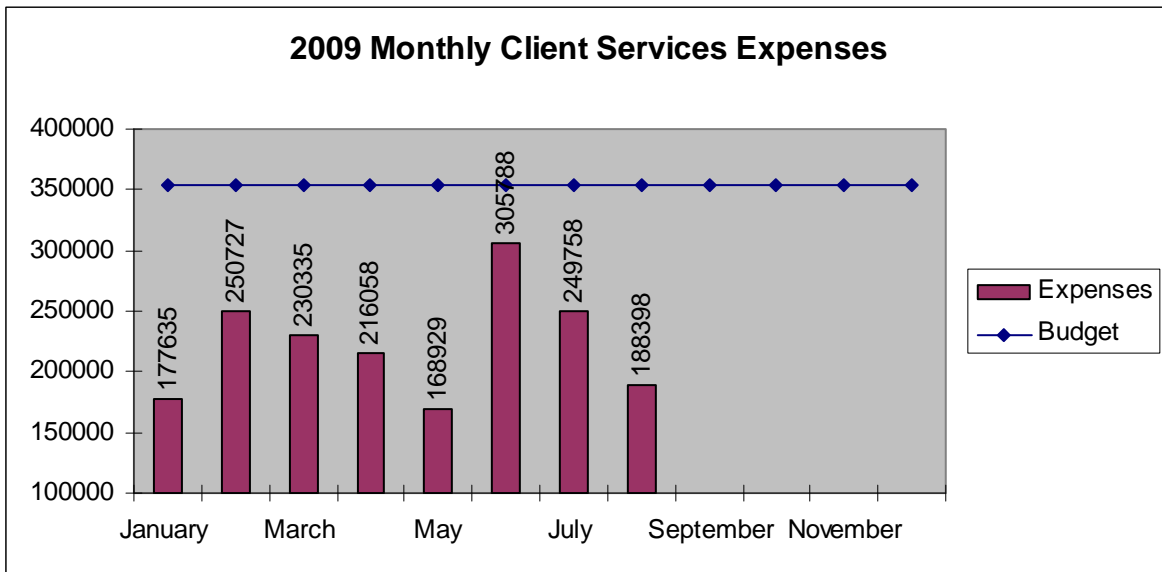
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2009 Expenses



Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,651,412	1,103,453	-	575,246	1,678,699	(27,287)
Fringe Benefits	640,989	367,401	-	270,505	637,906	3,083
Commodities	47,419	31,584	-	13,788	45,372	2,047
Contract Services	849,408	199,203	501,329	501,329	700,532	148,876
Controlled Expenditures	260,106	84,634	-	175,472	260,106	-
Client Services	3,946,028	1,787,628	12,331	1,420,000	3,207,628	738,400
Other Expenditures	456,295	160,839	130,158	143,541	304,380	151,915
Capital Outlay	331,350	40,980	162,837	271,857	312,837	18,513
Total Expenditures	8,183,007	3,775,772	806,655	3,371,738	7,147,460	1,035,547

Assistance Department:

August financial assistance totaled \$188,398, down from \$249,758 issued during July and down from \$219,140 issued in August of 2008. Year to date client assistance for 2009 is \$1,787,628 and YTD for 2008 was \$2,047,250 down \$259,622.

The August Financial Assistance Department activity report follows below.

Indicator	August 2009	August 2008
Number of clients seeking hardship assistance	1052	699
Total applications taken	894	534
Applications Withdrawn	(128)	(178)
Applications Denied	(37)	
Total applications approved for hardship assistance (with trans.)	729	356
Transportation only approvals	(459)	(212)
F/A applications approved	270	144

Indicator	YTD 2009	YTD 2008
Number of clients seeking hardship assistance	7620	9828
Total applications taken	6703	4112
Applications Withdrawn/Denied	(1636)	(1142)
Total applications approved for hardship assistance (with trans.)	5067	2970
Transportation only approvals	(3270)	(1355)
F/A applications approved	1797	1615

During August, 2009, 64 veterans applied for assistance for the first time bringing the 2009 YTD total to 407. Of the 64 new claims, 50 were approved, 2 were partially approved, none were approved at Level III, 2 were denied and 10 were withdrawn. In August 2008, 61 veterans applied for assistance for the first time bringing the 2008 YTD total to 425.

Listed below is a breakdown of appeals for the month of August, 2009.

Number of workdays	20
Cases on hand beginning of month	14
Cases received	+36
Cases worked	<u>-38</u>
Cases on hand end of month	12

	August	
<u>Appeal Officer Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	6	19
Cases denied	20	155
Cases denied/withdrawn, no show	9	38
Cases withdrawn	2	14
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	1	8
*Cases not eligible for appeal	<u>0</u>	<u>1</u>
Total	38	235

	August	
<u>Board Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	15	107
Cases denied	10	50
Cases withdrawn	1	2
Cases verifying fraud	2	11
Fraud/Fraudulent application	0	8
Cases Referred back to financial Asst./Social Worker	0	0
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
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	28	178

Medical and Other Transportation:

August medical assistance expensed for transportation totaled \$6,816 for the month, \$6,816 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for August amounted to \$1,205 with \$0 expensed for Dental and \$1,205 for Vision. Year to date medical expenses totaled \$37,296. Dental payments year to date are \$32,860 and Vision year to date payments are \$3,155.

\$0 in Miscellaneous Medical payments were expensed in August. Year to date Miscellaneous Medical payments are \$1,281.

Memorial Affairs Department:

\$12,165 was expensed during August, 2009 for indigent veteran funeral expenses, up 3,625.72 from August, 2008. During August, 13 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 3 Navy and 9 Army veterans.

Following are the 2009 Year to Date statistics for Memorial Affairs:

	<u>Aug.</u>	<u>2009</u> <u>YTD</u>	<u>Aug.</u>	<u>2008</u> <u>YTD</u>
DD14 Search	98	1137	173	1394
Benefits Counseling	1004	7337	732	7600
Undelivered-Incorrect Headstones/Research	16	260	42	434
Presidential Memorial Certificates	120	1400	196	1670
National Cemetery Referrals	70	1294	206	1856
Blue Star Service Banners	0	7	0	29

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of August, 2009 for the Brecksville satellite office.

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	72	428
Pension claims and follow ups	28	174
Medical	6	48
Power of Atty. to Service Organizations	15	110
Misc. Applications/Correspondence	71	602
All Other	<u>64</u>	<u>274</u>
Total	256	1636

Following are some of the major statistics reported by VSO Robert Erb for the month of August, 2009 for the Wade Park satellite office.

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	50	392
Pension claims and follow ups	17	135
Medical	8	67
Power of Atty. to Service Organizations	15	151
Misc. Applications/Correspondence	73	291
All Other	<u>44</u>	<u>327</u>
Total	207	1363

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

**August
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	43	393	63	493	6	35	15	63
Follow-up Pending Claims	84	926	125	754	11	57	9	42
Pension Claims	36	270	26	201	14	105	15	119
Follow-up Pending Claims	40	470	66	468	36	291	22	230
Medical	14	238	43	215	1	30	3	17
Notice of Disagreements	12	84	6	60	1	9	0	4
Appeals & Waivers	6	74	27	122	2	5	1	5
Eligibility Verification Reports	4	60	7	93	1	37	0	50
Change of Address	14	69	0	9	1	6	0	1
Education Assistance	5	37	24	64	1	16	6	20
Cert. Eligibility - Home Loan	9	39	2	10	1	4	1	1
Insurance Discharges, Request for copy	1	2	1	12	2	11	0	7
Headstone/Marker Application	157	1150	126	852	0	8	0	3
Referrals to Other Agencies	17	141	26	149	4	21	3	19
P of A Service Organization	83	649	65	533	20	151	14	103
Misc. Application/Corresp.	182	1992	272	1911	31	284	79	289
Ohio Veterans Home	11	65	3	30				
Burial Benefits					9	42	4	21
High School Diploma Applications	9	33	0	21				
Discharge Upgrades	1	37	12	84				
10-10 EZ Forms	2	22	0	7				
TOTAL	<u>730</u>	<u>6751</u>	<u>894</u>	<u>6088</u>	<u>168</u>	<u>1259</u>	<u>180</u>	<u>1033</u>

% Chg
19.6%

% Chg.
YTD
-11.1%

TOTAL (Vet + Dep)

	'08	YTD '08	'09	YTD '09
	484	3770	1069	5354
	76	331	5	244
	560	4201	1074	5598

Interviews: Service Dept. Clients	442	3483	889	4751	42	287	180	603
Fin. Asst. Referrals	72	401	5	230	4	30	0	14
Office YTD	514	3884	894	4981	46	317	180	617
Phone Calls	2442	18639	2124	16213				

Information Systems:

eVetAssist

Signature pads are now installed in the production version. Desktop scanning is also in operation. It is no longer necessary to print a paper application, sign it, and scan it as it goes directly into eVetAssist.

RFP/Move to first floor

All offices are cabled. Wireless access points will be installed during early September. All racks and cabling are installed. Internet access will be turned on later in September once the PCs are moved to the first floor.

Scanning and Microfilming.

Documents created since the Recorder's office completed scanning are now being microfilmed. New documents are being filed for regularly scheduled microfilming.

New PC Installation

New PC's are installed and troubleshooting is being done. Network management software is not working correctly and Novell is diagnosing the problem. Several troubleshooting tips were created to help individual users correct some common problems.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During August no veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 35 veterans waiting for nursing home standard care, 13 veterans for nursing home special care, 0 veteran for the domiciliary and 5 for the domiciliary plus.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for September 17, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**