



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: September 18, 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
Brian Gutkoski, Asst. County Prosecutor

VISITORS: None.

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 Dan Weist 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, Uzell, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

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

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

OLD BUSINESS:

The ongoing issue of tardiness among employees continues to be a concern of the Board. Proper disciplinary action will be taken for those who are in violation of the policy.

NEW BUSINESS:

The Commission received an invitation to attend the Grand Opening Ceremony of the Harry Donovan, Jr. Valor Home of Summit County on Wednesday, September 25th from 6:00 p.m. to 9:00 p.m. The Valor Home is a thirty bed, transitional housing facility for homeless veterans.

GOOD OF THE ORDER:

Mel Baher attended the American Legion National Convention in Houston, Texas August 23-29, 2013. Vice President Joe Biden and Dept. of VA Secretary Eric Shinseki were featured speakers addressing the backlog of VA claims.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Frank Pocci to go into Executive Session to conduct interviews for the position of Executive Director.

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

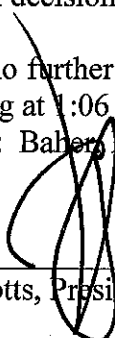
A motion was made by Mel Baher and seconded by Frank Pocci to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (1:02 p.m.)

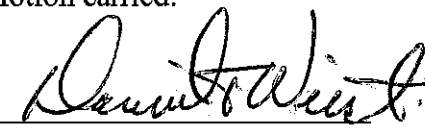
In Executive Session, the Board interviewed potential candidates for the Executive Director's position. A final decision has yet to be made.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 1:06 p.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

August, 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

September 18, 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 August 31, 2013:

Executive:

The Executive Director

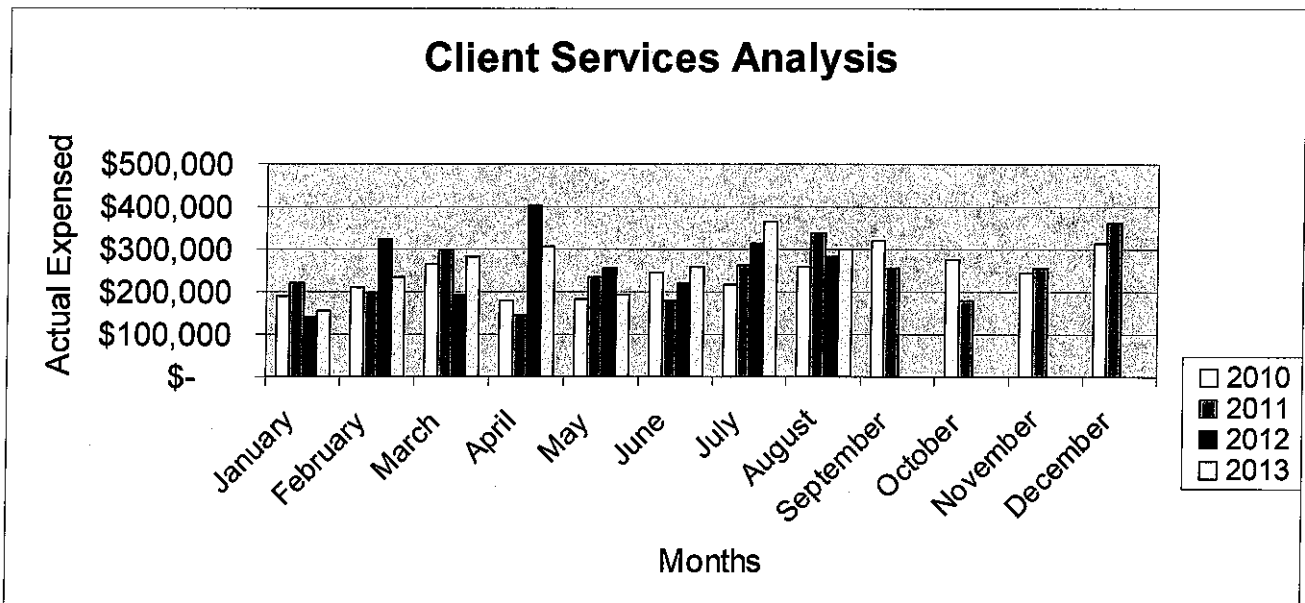
- Hosted a Sherrod Brown focus group
- Spoke with Rick Tully from the Governors’ Office of Health Transformation about veterans moving from Medicaid to the VA system.

Finance Department

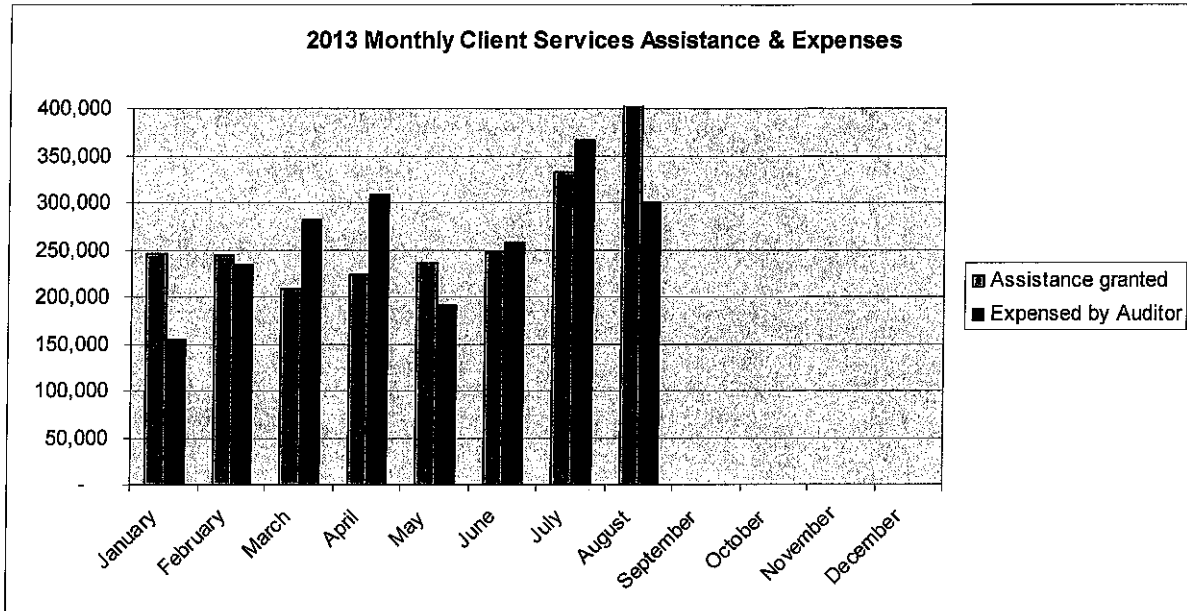
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, 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	1,229,758	-	548,594	1,778,352	45,554
Fringe Benefits	638,367	436,924	-	185,499	622,423	15,944
Commodities	30,000	22,223	-	7,777	30,000	-
Contract Services	619,832	370,295	201,740	164,705	535,000	84,832
Controlled Expenditures	274,396	4,324	-	270,072	274,396	-
Client Services	3,439,190	2,093,991	-	1,200,000	3,293,991	145,199
Other Expenditures	381,847	148,067	12,125	186,933	335,000	46,847
Capital Outlay	31,128	-	128	11,000	11,000	20,128
Total Expenditures	7,238,666	4,305,582	213,993	2,574,580	6,880,162	358,504

Assistance Department:

August financial assistance totaled \$299,971, down from \$366,180 issued during July and up from \$281,089 issued in August of 2012. Year to date client assistance for 2013 is \$2,093,991 and YTD for 2012 was \$2,130,989, down \$36,998.

The August Financial Assistance Department activity report follows below.

Indicator	Aug 2013	Aug 2012	% Change		
Number of clients seeking hardship assistance	1284	1036	23.9%		
Total applications taken	1088	882	23.4%		
Applications Withdrawn	(36)	(57)	-36.8%		
Applications Denied	(59)	(81)	-27.2%		
Total applications approved for hardship assistance (with trans.)	993	744	33.5%		
Transportation only approvals	(709)	(487)	45.6%		
F/A applications approved	284	257	10.5%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	7065	7311	-3.4%		
Total applications taken	6018	6145	-2.1%		
Applications Withdrawn	(230)	(267)	-13.9%		
Applications Denied	(436)	(433)	.7%		
Total applications approved for hardship assistance (with trans.)	5352	5445	-1.7%		
Transportation only approvals	(3688)	(3612)	2.1%		
F/A applications approved	1664	1833	-9.2%		

During August, 2013, 68 veterans applied for assistance for the first time bringing the 2013 YTD total to 359. Of the 68 new claims, 60 were approved, 0 were approved at Level III, 2 were partially approved, 0 were denied and 6 were withdrawn. In August, 2012, 56 veterans applied for assistance for the first time bringing the 2012 YTD total to 377.

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

Appeal Officer workdays	10-1/2
Cases on hand beginning of month	2
Cases received	+39
Cases worked	<u>-30</u>
Cases on hand end of month	11

<u>Appeal Officer Appeals</u>	<u>Aug.</u> <u>2013</u>	<u>YTD</u>
Cases approved	6	31
Cases denied	23	218
Cases denied/withdrawn, no show	1	42
Cases withdrawn	<u>0</u>	<u>18</u>
Total	30	309

<u>Board Appeals</u>	<u>Aug.</u> <u>2013</u>	<u>YTD</u>
Cases approved	22	144
Cases denied	9	71
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	31	233

Medical and Other Transportation:

August assistance expensed for transportation totaled \$10,295 for the month, \$10,070 for medical bus tickets and \$225 for other transportation. Year to date transportation totaled \$84,439.50. Year to date medical transportation totaled \$82,844.50 and needs based transportation totaled \$1,595.

Medical and Dental Programs:

Medical payments for August amounted to \$4,692 with \$3,802 expensed for Dental and \$890 for Vision. Year to date medical expenses totaled \$67,005. Dental payments year to date are \$36,057 and Vision year to date payments are \$6,030.

\$0 Hearing Aid payments were expensed in August. Year to date Hearing Aid payments totaled \$24,918.

Memorial Affairs Department:

\$5,993 was expensed during August, 2013 for indigent veteran funeral expenses, down \$1,725.50 from August, 2012. During August, 6 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 2 Navy and 3 Army veterans.

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

	Aug.	2013 YTD	Aug.	2012 YTD
DD-214 Search	109	882	102	887
Benefits Counseling	920	7017	910	6598
Undelivered-Incorrect Headstone/Research	15	102	13	67
Presidential Memorial Certificates	84	769	115	813
National Cemetery Referrals	59	503	66	559
Blue Star Service Banners	0	10	5	11
Indigent Burials	6	80	10	83

Veterans Service Officers:

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	154	904
Pension claims and follow ups	17	119
Medical	2	35
Power of Atty. to Service Organizations	10	112
Misc. Applications/Correspondence	195	1205
All Other	<u>52</u>	<u>235</u>
Total	430	2610

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	98	774
Pension claims and follow ups	57	473
Medical	3	67
Power of Atty. to Service Organizations	35	261
Misc. Applications/Correspondence	451	3235
All Other	<u>144</u>	<u>883</u>
Total	788	5693

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

**August
2013**

	VETERAN				DEPENDENT			
	Aug. 2012	YTD '12	Aug. 2013	YTD '13	Aug. 2012	YTD '12	Aug. 2013	YTD '13
Compensation/DIC Claims	92	606	90	625	10	48	4	29
Follow-up Pending Claims	211	2014	338	2315	21	124	11	81
Pension Claims	30	240	29	220	18	114	10	95
Follow-up Pending Claims	142	864	125	901	70	487	49	525
Medical	30	244	8	169	1	25	0	13
Notice of Disagreements	1	12	4	13	0	5	0	2
Appeals & Waivers	9	105	8	117	1	15	5	24
Eligibility Verification Reports	2	91	3	33	1	49	1	12
Change of Address	10	71	19	117	2	9	1	5
Education Assistance	21	157	24	156	0	13	2	6
Cert. Eligibility - Home Loan	2	24	5	28	0	1	0	1
Insurance Discharges, Request for copy	6	30	3	17	0	0	0	0
Headstone/Marker Application	146	986	188	1130	6	46	3	16
Referrals to Other Agencies	87	732	142	779	11	78	5	26
P of A Service Organization	117	794	89	670	17	124	2	70
Misc. Application/Corresp.	984	6657	1157	7845	148	948	67	559
Ohio Veterans Home	3	28	2	25				
Burial Benefits					6	34	2	32
High School Diploma Applications	2	7	0	4				
Discharge Upgrades	5	55	5	48				
10-10 EZ Forms	13	70	18	79				
TOTAL	1913	13787	2257	15291	313	2122	165	1503
			% Chg 8.8%	% Chg. YTD 5.6%				
Interviews: Service Dept. Clients	2000	13700	2029	14982				
Fin. Asst. Referrals	38	194	61	346				
Office YTD	2038	13894	2090	15328				
Phone Calls	3293	22513	2935	21708				

Information Systems:

Microsoft Outlook – GroupWise conversion

Status unchanged from July - No schedule has yet been published for this conversion. Contract terms still being worked out between the county and the vendor.

KnowledgeTree Private Cloud

A test version of the KnowledgeTree “private cloud” software is available and has been installed on a test server. A test copy of our current data will be loaded onto the virtual machine for user validation and testing during September.

Network Changes

Planning with the Information Technology Department to convert our Novell network to Microsoft Active Directory has started. The conversion will take place during September/October, probably over a long weekend.

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 was working correctly but something has changed on the VA network and he can no longer log onto the system.

VA issuance of bus tickets at McCafferty and Parma

Six VA employees have been chosen for training on how to disburse bus tickets to veterans with medical appointments. Training will occur in September. The audit SOP is undergoing final revision and will be discussed during training. A Memorandum of Understanding describing roles and responsibilities of the VSC and VA is complete and signed off.

Ohio Veterans Home Network:

In August, four veterans were transported to the Sandusky home for tours and admission evaluations.

At the OVH, there are 7 beds available in the nursing homes and 122 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**

