



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

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: October 15, 2008 9:20 a.m.

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

ABSENT: Mel Baher, Commissioner

VISITORS: Kristen Keeling; Robert Gentry; Roxane Dowdy; Sally Rapp; Paul Schroeder; Samantha Emrick; Bryan Yankulov; and members of the Garmback family.

PURPOSE: GENERAL MONTHLY MEETING

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

The President deferred to the Good of the Order for the unveiling and presentation of portraits by Bryan Yankulov to the families of five deceased Cuyahoga County veterans. Family members were introduced alphabetically and presented with an original portrait of their loved one. Pictures were taken and family members were interviewed by the media at the conclusion of the presentation. The CCVSC has agreed to purchase pen and ink drawings of twenty-one Cuyahoga County deceased soldiers and prominently display them here at the Commission.

The Board recessed at 9:35 a.m.

The Board reconvened at 10:00 a.m.

A motion was made by Dan Weist and seconded by Thomas Zung to dispense with the reading of the minutes of October 1, 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 October 1, 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.

A motion was made by Dan Weist and seconded by Thomas Zung to accept indigent burials approved for the month of September 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.

The Consent Agenda reports of approved and denied cases are still a work in progress.

REPORTS:

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 submitted.

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

OLD BUSINESS:

Veterans Appreciation Week is November 10-14, 2008. The commission will have coffee, donuts, and handouts for veteran clients in recognition of their service to our country.

Bob Schloendorn attended a committee meeting at the Crile Archive Museum at Tri-C's Western Campus on October 10th to gather ideas on how to preserve the archives.

NEW BUSINESS:

None.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Thomas Zung to go into Executive Session to discuss potential future staffing in the Service Dept. and participation in the county's early retirement incentive program.

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

A motion was made by Thomas Zung 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. (11:12 a.m.)

No action was taken as a result of discussion in Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Bob Potts to adjourn the meeting at 11:13 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

September, 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

October 15, 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 September 30, 2008:

Executive:

The Executive Director

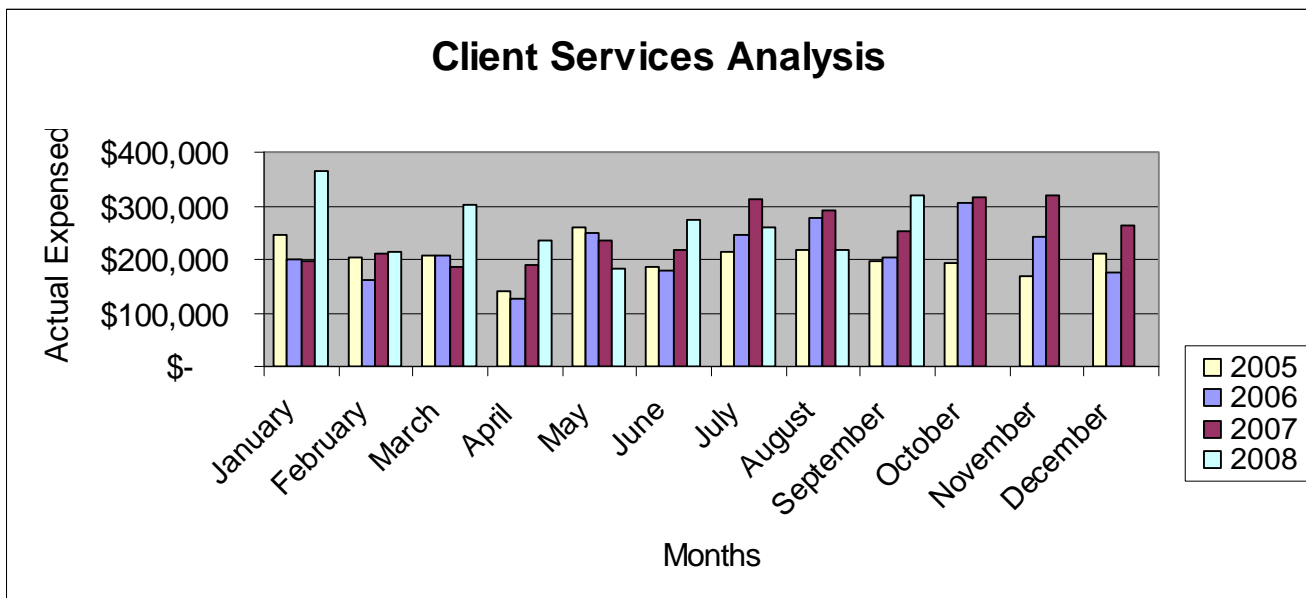
- Visited Ohio Desk Company to learn about sustainable office environment.
- Attended Dr. Flemings retirement dinner. She was the POW doctor at the VA.
- Met with the VAMC Director on common goals.
- Attended the pre-bid RFP meeting.

Finance Department

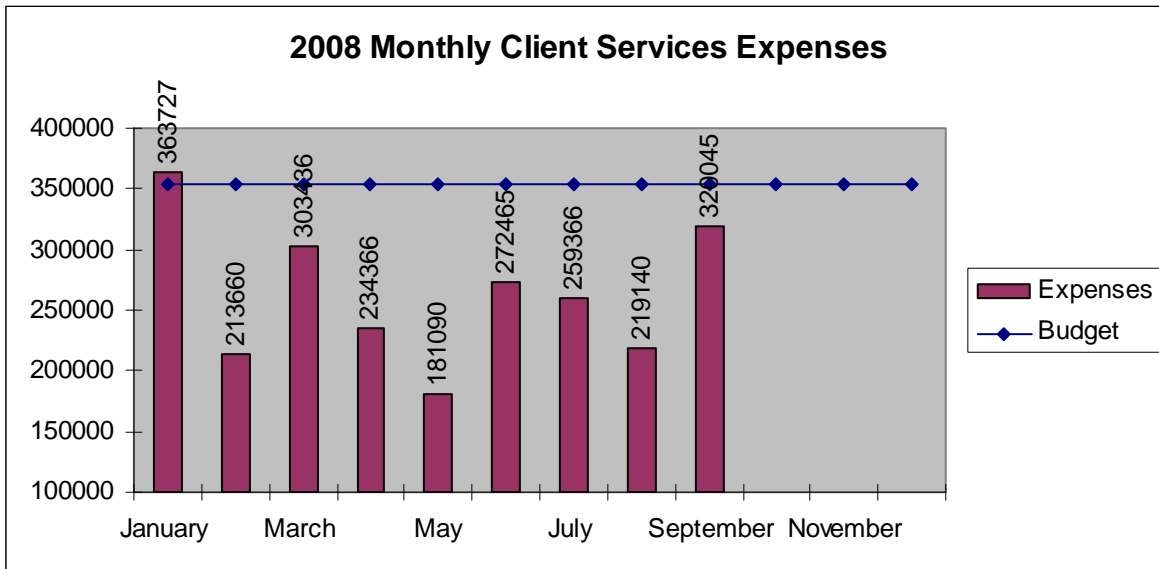
Below are selected September reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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	1,087,631	-	416,936	1,504,567	125,124
Fringe Benefits	607,036	403,029	-	153,661	556,690	50,346
Commodities	47,618	28,444	-	16,717	45,161	2,457
Contract Services	580,233	243,814	143,830	143,830	387,644	192,589
Controlled Expenditures	265,613	245,936	-	19,677	265,613	-
Client Services	4,296,807	2,367,295	142,933	995,200	3,362,495	934,312
Other Expenditures	587,369	246,297	104,390	87,315	333,612	253,757
Capital Outlay	81,850	36,292	1,350	5,923	42,215	39,635
Total Expenditures	8,096,217	4,658,738	392,503	1,839,259	6,497,997	1,598,220

Assistance Department:

September financial assistance totaled \$320,045, up from \$219,140 issued during August and up from \$253,262 issued in September of 2007. Year to date client assistance for 2008 is \$2,367,295 and YTD for 2007 was \$2,084,582 up \$282,713.

The September Financial Assistance Department activity report follows below.

Indicator	September 2008*
Number of clients seeking hardship assistance	910
Total applications taken	782
Applications Withdrawn/Denied	(256)
Total applications approved for hardship assistance (with trans.)	526
Transportation only approvals	(223)
F/A applications approved	303

*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	10,738
Total applications taken	4894
Applications Withdrawn/Denied	(1398)
Total applications approved for hardship assistance (with trans.)	3496
Transportation only approvals	(1578)
F/A applications approved	1918

During September, 2008, 53 veterans applied for assistance for the first time bringing the 2008 YTD total to 411. In September of 2007, 44 veterans applied for assistance for the first time bringing the 2007 YTD total to 390.

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

Number of workdays	21
Cases on hand beginning of month	7
Cases received	+54
Cases worked	<u>-47</u>
Cases on hand end of month	14

<u>Appeal Officer Appeals</u>	<u>Sept.</u> <u>2008</u>	<u>YTD</u>
Cases approved	0	57
Cases denied	31	155
Cases withdrawn, no show	7	61
Cases withdrawn	7	48
No determination at Level II (Referred to Level III)	0	2
Cases referred back to Financial Asst./Social Worker	0	24
*Cases not eligible for appeal	<u>2</u>	<u>9</u>
Total	47	356

<u>Board Appeals</u>	<u>Sept.</u> <u>2008</u>	<u>YTD</u>
Cases approved	14	80
Cases denied	7	51
Cases withdrawn	0	5
Cases verifying fraud	3	11
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	24	150

Medical and Other Transportation:

September medical assistance expensed for transportation totaled \$6,457.50 for the month, \$6,414.50 for bus tickets and \$43 for taxi services.

Medical and Dental Programs:

Medical payments for September amounted to \$2,853 with \$1,335 expensed for Dental and \$765 for Vision. Year to date medical expenses totaled \$30,241. Dental payments year to date are \$24,607 and Vision year to date payments are \$3,965.

\$753 in Miscellaneous Medical payments were expensed in September. Year to date Miscellaneous Medical payments are \$1,670.

Memorial Affairs Department:

\$14,980.94 was expensed during September, 2008 for indigent veteran funeral expenses, up \$5,029.08 from August, 2008. During September, 17 indigent burials were approved. The burials were for 3 Air Force, 0 Marine, 1 Navy and 13 Army veterans.

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

	<u>Sept.</u>	<u>2008</u> <u>YTD</u>	<u>Sept.</u>	<u>2007</u> <u>YTD</u>
DD14 Search	194	1,588	389	2,821
Benefits Counseling	659	8,259	1,172	8,866
Undelivered-Incorrect Headstones/Research	53	487	92	1,719
Presidential Memorial Certificates	163	1,833	413	3,510
National Cemetery Referrals	222	2,078	272	2,354
Blue Star Service Banners	4	33	0	35

Veterans Service Officers:

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	37	434
Pension claims and follow ups	16	139
Medical	7	139
Power of Atty. to Service Organizations	9	134
Misc. Applications/Correspondence	77	887
All Other	<u>19</u>	<u>278</u>
Total	165	2,011

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	57	432
Pension claims and follow ups	26	232
Medical	10	55
Power of Atty. to Service Organizations	20	174
Misc. Applications/Correspondence	35	287
All Other	<u>52</u>	<u>407</u>
Total	200	1,587

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

**September
2008**

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	34	424	47	442	1	42	3	15
Follow-up Pending Claims	91	802	122	1294	10	66	5	46
Pension Claims	23	336	22	234	7	136	13	106
Follow-up Pending Claims	33	358	71	663	30	281	29	320
Medical	22	161	25	321	4	21	6	49
Notice of Disagreements	11	86	11	108	0	7	0	6
Appeals & Waivers	9	79	8	70	2	11	0	4
Eligibility Verification Reports	3	57	3	54	2	28	1	39
Change of Address	8	67	6	73	1	7	1	6
Education Assistance	7	48	3	53	0	10	0	20
Cert. Eligibility - Home Loan	2	44	1	31	0	2	0	2
Insurance Discharges, Request for copy	0	3	0	3	1	15	0	14
Headstone/Marker Application	143	1154	113	1219	13	176	4	108
Referrals to Other Agencies	7	147	9	130	3	36	1	18
P of A Service Organization	66	761	54	550	6	191	15	95
Misc. Application/Corresp.	160	1551	315	3034	33	276	50	430
Ohio Veterans Home	5	73	5	48				
Burial Benefits					3	41	2	46
High School Diploma Applications	3	34	3	29				
Discharge Upgrades	1	37	9	54				
10-10 EZ Forms	0	10	0	24				
TOTAL	<u>628</u>	<u>6232</u>	<u>827</u>	<u>8434</u>	<u>116</u>	<u>1352</u>	<u>130</u>	<u>1336</u>

**% Chg
28.6%**

**% Chg.
YTD
28.8%**

TOTAL (Vet + Dep)

'07	YTD' 07	'08	YTD' 08
346	3928	415	4260
47	506	31	398
393	4434	446	4658

Interviews: Service Dept. Clients	315	3543	382	3962	31	385	33	298
Fin. Asst. Referrals	45	457	28	375	2	49	3	23
Office YTD	360	4000	410	4337	33	434	36	321
Phone Calls	1947	19738	1700	16983				

Information Systems:

ClientTrack (Primary focus)

Data cleanup is still required for:

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

The majority of the work is required to clear duplicate client records. This cleanup is needed regardless of which system we eventually choose.

Sam Taylor provided work to get the monthly numbers for our reports.

High speed county network

I spoke with the One Community project manager for about an hour in September. The ISC has decided to bring the high speed network up to the Public Defender's office on the second floor, then over to our offices, rather than installing an expensive rack/air conditioning/filtered station in the basement. This solution is much preferable to trying to make the basement installation work in the dirty and hot environment.

This agency/building is still not scheduled for installation yet. I was told it will probably happen in November.

New Employee Installations

New computers and phones were ordered and installed for the two new Eligibility Specialists and the two new VSO's. The new equipment is smaller and takes up less desk space, in addition to being faster than our current PC's.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During September, one veteran was 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 October 23, 2008.

Submitted by:

**Robert E. Schloendorn
Executive Director**