



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER

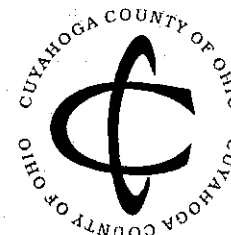


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

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: October 16, 2013 7:00 p.m.

LOCATION: American Legion Post 196
7400 Chippewa Road
Brecksville, Ohio 44141

PRESENT: Clayton E. Uzell, Vice President
Mel Baher, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director
Lorri Slivka, Executive Secretary

EXCUSED: Bob Potts, President
Daniel T. Weist, Secretary
Brian Gutkoski, Asst. County Prosecutor

VISITORS: Carl Lamantia, Tony Borrelli, Sandra Uzell, David Slivka, John Slivka

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by Vice President Clayton Uzell, followed by the Pledge of Allegiance.

A motion was made by Mel Baher 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, Uzell. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Mel Baher and seconded by Frank Pocci to accept the report of the Executive Director with corrections.

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

OLD BUSINESS:

None.

NEW BUSINESS:

A revision to the May 1, 2013 Policy on Tardiness defining progressive discipline was discussed. It was agreed to postpone the matter to the next open public meeting on November 6th when a full board is present.

A motion was made by Mel Baher and seconded by Frank Pocci to adopt Resolution 2013-24 providing for the purchase of three 2-digit displays from Quality Ribbons and Supplies Company so clients can visually track their place in the waiting room of the CCVSC, expenses not to exceed \$1,100.00.

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

GOOD OF THE ORDER:


On behalf of the CCVSC Board, Commissioner Uzell thanked Cmdr. Greene and members of American Legion Post 196 for hosting the evening meeting. He then opened the floor for any questions and/or comments. Commissioner Baher gave a brief explanation of the commission's benefits and services.

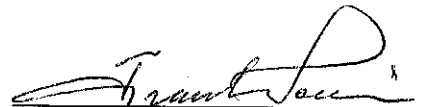
EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Frank Pocci and seconded by Mel Baher to adjourn the meeting at 7:40 p.m.

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


Clayton E. Uzell, Vice President


Frank Pocci, Secretary pro tem

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

September, 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

October 16, 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 September 30, 2013:

Executive:

The Executive Director

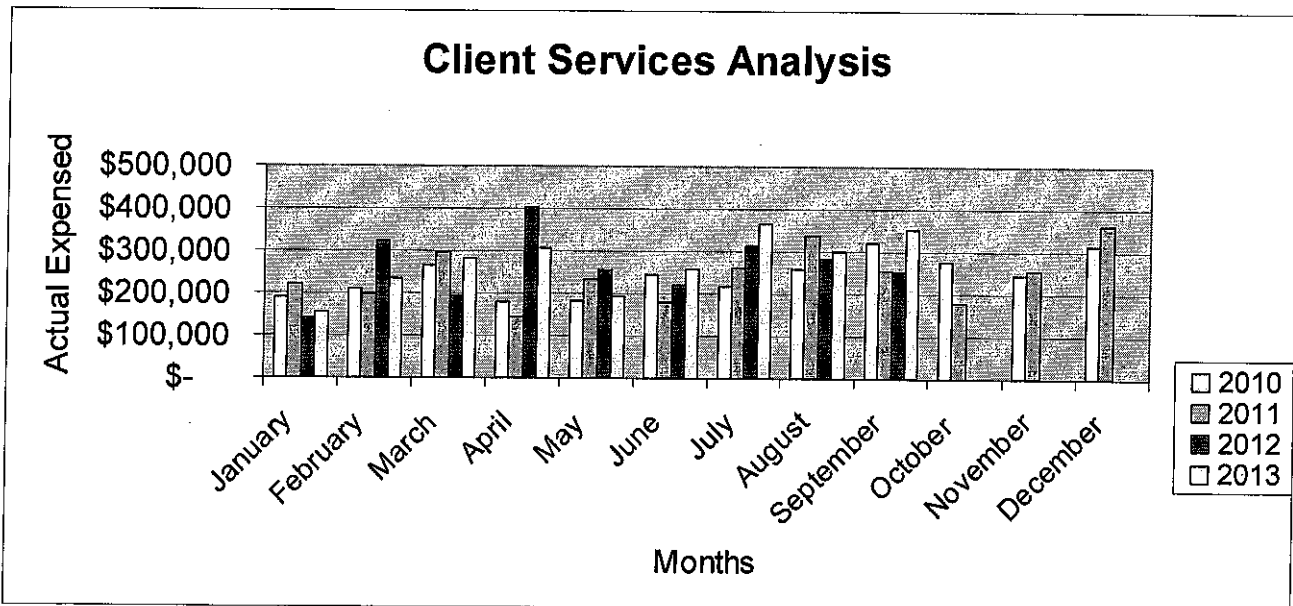
No outreach events for the month of September

Finance Department

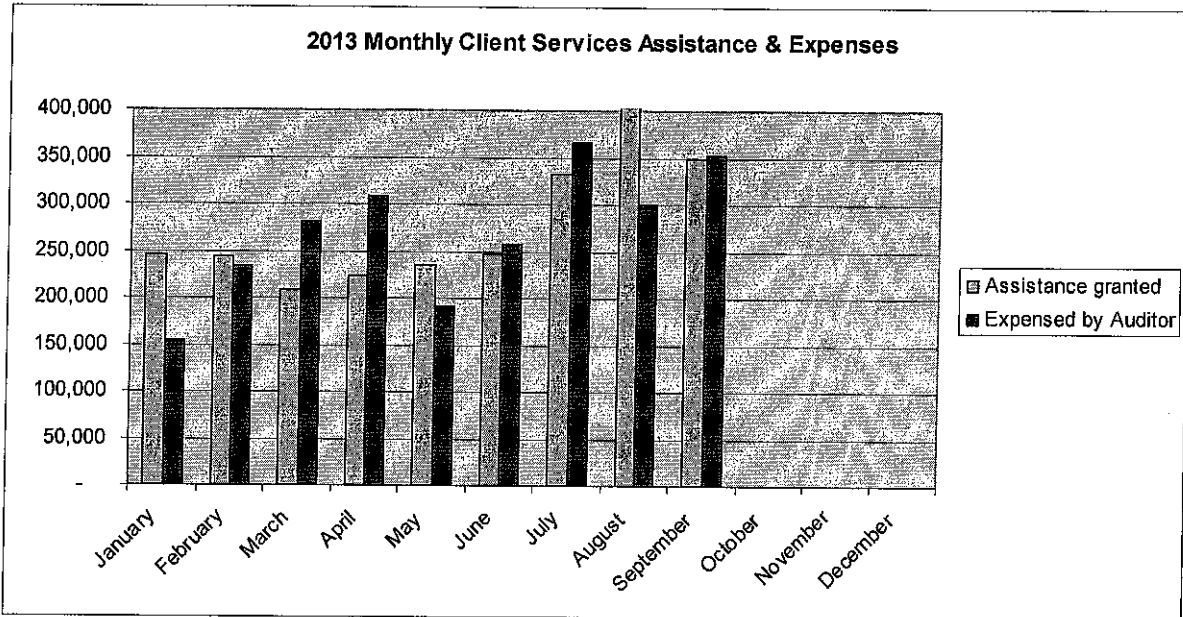
Below are selected September reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total	YTD	YTD	Remaining	2013	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,823,906	1,364,866	-	413,486	1,778,352	45,554
Fringe Benefits	638,367	486,120	-	136,303	622,423	15,944
Commodities	30,000	23,758	-	6,242	30,000	-
Contract Services	619,832	410,980	161,571	124,020	535,000	84,832
Controlled Expenditures	274,396	4,324	-	270,072	274,396	-
Client Services	3,439,190	2,446,604	-	960,000	3,406,604	32,586
Other Expenditures	381,847	173,914	12,125	161,086	335,000	46,847
Capital Outlay	31,128	-	128	-	-	31,128
Total Expenditures	7,238,666	4,910,566	173,824	2,071,209	6,981,775	256,891

Assistance Department:

September's financial assistance totaled \$352,613, up from \$299,971 issued during August and up from \$253,278 issued in September of 2012. Year to date client assistance for 2013 is \$2,446,604 and YTD for 2012 was \$2,384,267, up \$62,337.

The September Financial Assistance Department activity report follows below.

Indicator	Sept. 2013	Sept. 2012	% Change		
Number of clients seeking hardship assistance	914	881	3.7%		
Total applications taken	782	742	5.4%		
Applications Withdrawn	(27)	(25)	8%		
Applications Denied	(52)	(43)	21.0%		
Total applications approved for hardship assistance (with trans.)	703	674	4.3%		
Transportation only approvals	(448)	(440)	1.8%		
F/A applications approved	255	234	9.0%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	7979	8192	-2.6%		
Total applications taken	6800	6887	-1.3%		
Applications Withdrawn	(257)	(292)	-12.0%		
Applications Denied	(488)	(476)	2.5%		
Total applications approved for hardship assistance (with trans.)	6055	6119	-1.0%		
Transportation only approvals	(4136)	(4052)	2.1%		
F/A applications approved	1919	2067	-7.2%		

During September, 2013, 47 veterans applied for assistance for the first time bringing the 2013 YTD total to 406. Of the 47 new claims, 60 were approved, 0 were approved at Level III, 2 were partially approved, 0 were denied and 6 were withdrawn. In September, 2012, 40 veterans applied for assistance for the first time bringing the 2012 YTD total to 406.

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

Appeal Officer workdays	9-1/2
Cases on hand beginning of month	11
Cases received	+37
Cases worked	<u>-40</u>
Cases on hand end of month	8

<u>Appeal Officer Appeals</u>	<u>Sept.</u> <u>2013</u>	<u>YTD</u>
Cases approved	8	39
Cases denied	25	243
Cases denied/withdrawn, no show	6	48
Cases withdrawn	<u>1</u>	<u>19</u>
Total	40	349

<u>Board Appeals</u>	<u>Sept.</u> <u>2013</u>	<u>YTD</u>
Cases approved	6	150
Cases denied	9	80
Cases withdrawn	0	1
Cases verifying fraud	3	19
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	0	1
Sanctioned	<u>1</u>	<u>1</u>
Total	19	252

Medical and Other Transportation:

September assistance expensed for transportation totaled \$11,466 for the month, \$11,226 for medical bus tickets and \$240 for other transportation. Year to date transportation totaled \$95,905.50. Year to date medical transportation totaled \$94,070.50 and needs based transportation totaled \$1,835.

Medical and Dental Programs:

Medical payments for September amounted to \$13,451 with \$7,335 expensed for Dental and \$305 for Vision. Year to date medical expenses totaled \$80,456. Dental payments year to date are \$43,392 and Vision year to date payments are \$6,335.

\$5,811 Hearing Aid payments were expensed in September. Year to date Hearing Aid payments totaled \$30,729.

Memorial Affairs Department:

\$14,528.66 was expensed during September, 2013 for indigent veteran funeral expenses, up \$6,536.66 from September, 2012. During September, 16 indigent burials were approved. The burials were for 1 Air Force, 4 Marines, 1 Navy and 10 Army veterans.

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

	Sept.	2013 YTD	Sept.	2012 YTD
DD-214 Search	109	991	95	972
Benefits Counseling	938	7955	807	7405
Undelivered-Incorrect Headstone/Research	20	122	9	76
Presidential Memorial Certificates	81	850	94	907
National Cemetery Referrals	56	559	44	603
Blue Star Service Banners	0	10	1	12
Indigent Burials	16	96	8	91

Veterans Service Officers:

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	73	977
Pension claims and follow ups	9	128
Medical	1	36
Power of Atty. to Service Organizations	24	136
Misc. Applications/Correspondence	109	1314
All Other	<u>26</u>	<u>261</u>
Total	242	2852

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	86	860
Pension claims and follow ups	50	523
Medical	2	69
Power of Atty. to Service Organizations	27	288
Misc. Applications/Correspondence	402	3637
All Other	<u>113</u>	<u>996</u>
Total	680	6373

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

**September
2013**

	VETERAN				DEPENDENT			
	Sept. 2012	YTD '12	Sept. 2013	YTD '13	Sept. 2012	YTD '12	Sept. 2013	YTD '13
Compensation/DIC Claims	68	674	61	686	2	50	5	34
Follow-up Pending Claims	221	2235	285	2600	8	132	8	89
Pension Claims	26	266	28	248	16	130	11	106
Follow-up Pending Claims	81	945	92	993	63	550	57	582
Medical	20	264	8	177	3	28	0	13
Notice of Disagreements	1	13	1	14	0	5	0	2
Appeals & Waivers	12	117	12	129	5	20	4	28
Eligibility Verification Reports	8	99	5	38	0	49	1	13
Change of Address	6	77	17	134	0	9	1	6
Education Assistance	21	178	10	166	0	13	3	9
Cert. Eligibility - Home Loan	6	30	6	34	0	1	1	2
Insurance Discharges, Request for copy	7	37	2	19	0	0	0	0
Headstone/Marker Application	86	1072	126	1256	1	47	3	19
Referrals to Other Agencies	73	805	92	871	6	84	2	28
P of A Service Organization	88	882	77	747	16	140	9	79
Misc. Application/Corresp.	832	7489	871	8716	102	1050	80	639
Ohio Veterans Home	4	32	1	26				
Burial Benefits					4	38	6	38
High School Diploma Applications	0	7	0	4				
Discharge Upgrades	5	60	3	51				
10-10 EZ Forms	12	82	9	88				
TOTAL	1577	15364	1706	16997	227	2349	192	1695

% Chg
5.2%

% Chg. YTD
5.5%

Interviews: Service Dept. Clients	1660	15360	1708	16690
Fin. Asst. Referrals	35	229	57	403
Office YTD	1695	15589	1765	17093
Phone Calls	2601	25114	2628	24336

Information Systems:

Microsoft Outlook – GroupWise conversion

No further information available on this project.

KnowledgeTree Private Cloud

Test data being loaded for September. Testing will begin 10/17/2013.

Network Changes

PC inventory made available to ISC conversion personnel. Windows updates need to be applied to all systems to get them up to date prior to conversion.

VA issuance of bus tickets at McCafferty and Parma

The VA bus ticket project is in a holding pattern because of personnel furloughs because of government shutdown. VA signature pads need to be tested with eVetAssist.

Ohio Veterans Home Network:

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

At the OVH, there are 3 beds available in the nursing homes and 121 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**