



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

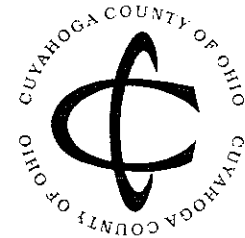


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: October 19, 2011 9:30 a.m.

PRESENT: Mel Baher, President
Bob Potts, Secretary
Clayton Uzell, Commissioner
Daniel T. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Tom O'Donnell, Asst. Prosecuting Attorney
Lorri Slivka, Executive Secretary

ABSENT: Frank Pocci, Vice President

VISITORS: Mick Panek

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Mel Baher, followed by the Pledge of Allegiance.

A motion was made by Dan Weist and seconded by Clay Uzell 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, Potts, Uzell, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Bob Potts and seconded by Clay Uzell to accept the report of the Executive Director as given.

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

OLD BUSINESS:

We are currently reviewing the option for running the Knowledge Tree service from the "cloud" (Internet access to a large datacenter), reducing hardware, software, and maintenance costs for the system.

NEW BUSINESS:

Mel Baher and Dan Weist will be attending the Ohio State Association of Veterans Service Commissioner's Fall Conference in Dublin, Ohio from November 17-19, 2011.

GOOD OF THE ORDER:

To better serve the veteran's community, the Board is considering opening the office for business on Veteran's Day. The Executive Director will meet with managers to see if enough staff will be available in each department.

Commissioner Uzell informed the Board that his VFW post would like to donate six veterans' plots at Whitehaven Cemetery to the CCVSC. Since the county is responsible for the purchase of the burial plots and the CCVSC only administers them, it was suggested that the post donate the plots to the county with the stipulation that the plots be designated for veterans only.

President Baher opened the floor to visitors for any comments. The following bullet points were topics of discussion:

- Car service for dialysis patients to the VA Hospital
- Veteran's court

The Executive Director is scheduled to attend a budget hearing next Tuesday, October 25th, at 4:00 p.m. The meeting will be held in County Council Chambers on the first floor of the Justice Center. Members of the veterans' organizations are encouraged to attend.


The Executive Director has accepted an invitation by County Council President C. Ellen Connally to give a five-minute presentation on the benefits and services of the CCVSC at a Veteran's Day Program on November 1st.

EXECUTIVE SESSION:

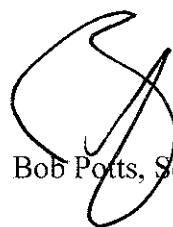
There were no items for Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 10:25 a.m.

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



Mel Baher, President



Bob Potts, 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

September, 2011

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts – Secretary, VVA

Daniel Weist –DAV

Clayton E. Uzell – VFW

October 19, 2011

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, 2011:

Executive:

The Executive Director

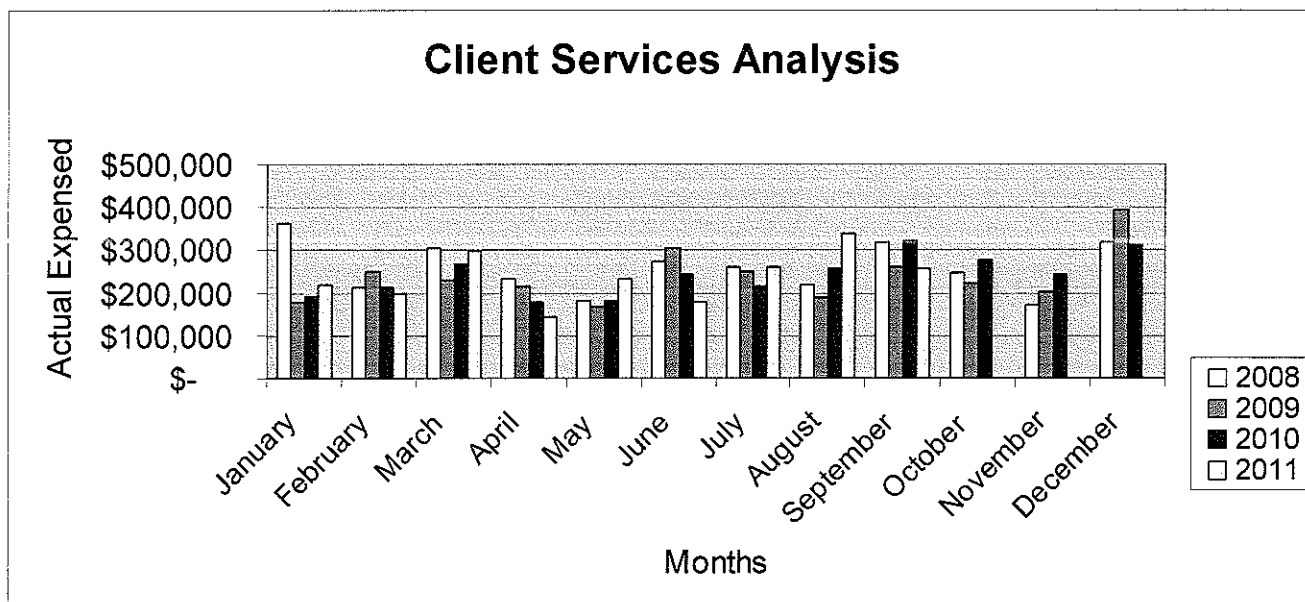
- Attended the Brecksville decommissioning ceremony.
- Met with Joe Gaunter
- Met with Sara DeCaro.
- Attended the VA Blind Rehabilitation dedication ceremony.
- Met with Sharon Moses from WTAM.

Finance Department

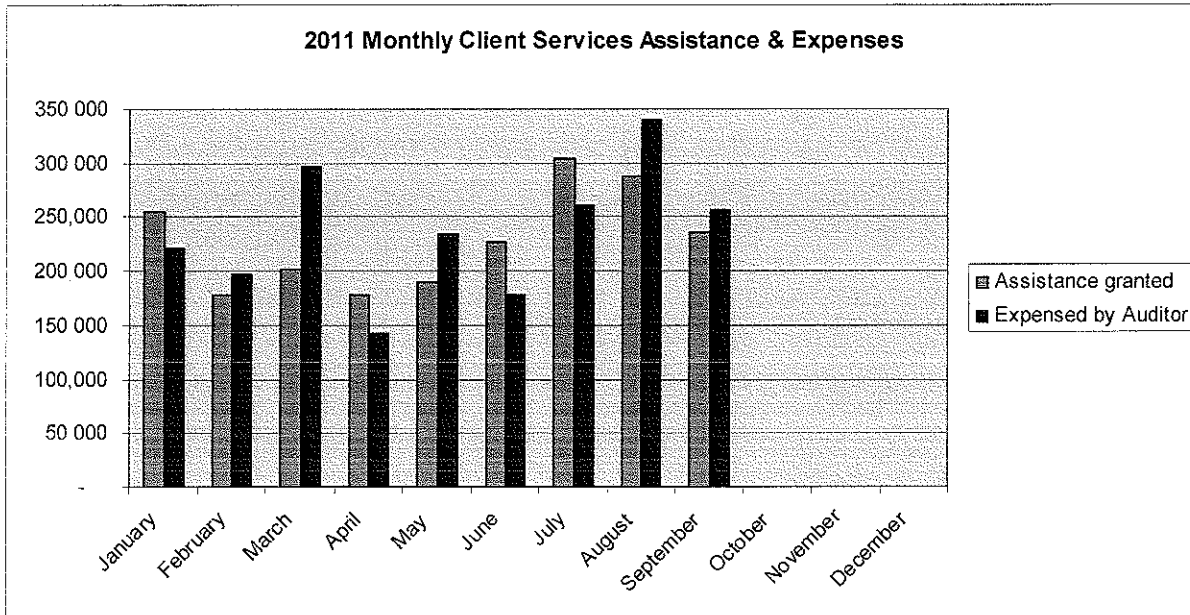
Below are selected September reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total	YTD	YTD	Remaining	2011	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,766,047	1,292,802	-	416,592	1,709,394	56,653
Fringe Benefits	618,116	442,943	-	155,345	598,288	19,828
Commodities	25,556	17,101	-	5,159	22,260	3,296
Contract Services	573,114	344,993	201,503	187,507	532,500	40,614
Controlled Expenditures	301,320	244,359	-	56,961	301,320	-
Client Services	3,693,517	2,126,493	-	960,000	3,086,493	607,024
Other Expenditures	399,783	157,643	51,520	127,252	284,895	114,888
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	4,626,334	259,311	1,915,104	6,541,438	854,803

Assistance Department:

September financial assistance totaled \$256,072 down from \$339,169 issued during August and down from \$321,641 issued in September of 2010. Year to date client assistance for 2011 is \$2,126,494 and YTD for 2010 was \$2,068,529, up \$57,966.

The September Financial Assistance Department activity report follows below.

Indicator	Sept. 2011	Sept. 2010	% Change		
Number of clients seeking hardship assistance	853	760	12.2%		
Total applications taken	704	638	10.3%		
Applications Withdrawn	(46)	(65)	-29.2%		
Applications Denied	(65)	(60)	8.3%		
Total applications approved for hardship assistance (with trans.)	593	513	15.6%		
Transportation only approvals	(377)	(284)	32.7%		
F/A applications approved	216	229	-5.7%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	7664	6593	16.2%		
Total applications taken	6394	5540	15.4%		
Applications Withdrawn	(501)	(779)	-35.7%		
Applications Denied	(480)	(448)	7.1%		
Total applications approved for hardship assistance (with trans.)	5413	4313	25.5%		
Transportation only approvals	(3526)	(2425)	45.4%		
F/A applications approved	1887	1888	-.1%		

During September, 2011, 39 veterans applied for assistance for the first time bringing the 2011 YTD total to 416. Of the 39 new claims, 34 were approved, 0 were partially approved, 1 was denied and 4 were withdrawn. In September, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 395.

Listed below is a breakdown of appeals for the month of September, 2011.

Appeal Officer work days	12
Cases on hand beginning of month	14
Cases received	+35
Cases worked	<u>-44</u>
Cases on hand end of month	5

<u>Appeal Officer Appeals</u>	<u>Sept.</u> <u>2011</u>	<u>YTD</u>
Cases approved	8	45
Cases denied	23	219
Cases denied/withdrawn, no show	8	42
Cases withdrawn	<u>5</u>	<u>34</u>
Total	44	340

<u>Board Appeals</u>	<u>Sept.</u> <u>2011</u>	<u>YTD</u>
Cases approved	10	116
Cases denied	12*	86
Cases withdrawn	0	1
Cases verifying fraud	4*	16
Client is eligible (Review DD-214)	0	1
Fraud not verified	<u>0</u>	<u>1</u>
Total	25*	221

*One case was denied and marked fraud. Listed in both categories, but not counted twice in total.

Medical and Other Transportation:

September assistance expensed for transportation totaled \$9,637 for the month, \$9,322 for medical bus tickets and \$315 for other transportation. Year to date transportation totaled \$88,147.50. Year to date medical transportation totaled \$84,677.50 and needs based transportation totaled \$3,470.

Medical and Dental Programs:

Medical payments for September amounted to \$8,179 with \$7,519 expensed for Dental and \$660 for Vision. Year to date medical expenses totaled \$43,667. Dental payments year to date are \$31,309 and Vision year to date payments are \$6,735.

\$0 in Miscellaneous Medical payments were expensed in September. Year to date Miscellaneous Medical payments are \$5,623

Memorial Affairs Department:

\$3,648.99 was expensed during September, 2011 for indigent veteran funeral expenses, down \$11,336.01 from September, 2010. During September, 4 indigent burials were approved. The burials were for 0 Air Force, 0 Marines, 1 Navy and 3 Army veterans.

Following are the 2011 Year to Date statistics for Memorial Affairs:

	Sept.	2011 YTD	Sept.	2010 YTD
DD-214 Search	110	930	103	970
Benefits Counseling	929	8192	746	8267
Undelivered-Incorrect Headstone/Research	11	109	14	132
Presidential Memorial Certificates	118	1031	99	1063
National Cemetery Referrals	97	553	64	748
Blue Star Service Banners	6	31	1	13
Indigent Burials	4	101	15	97

Veterans Service Officers:

Following are some of the major statistics reported by VSO John Murphy for the month of September, 2011 for the Brecksville satellite office.

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	0	229
Pension claims and follow ups	0	95
Medical	0	22
Power of Atty. to Service Organizations	0	62
Misc. Applications/Correspondence	0	831
All Other	0	188
Total	0	1427

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of September, 2011 for the Wade Park satellite office.

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	112	954
Pension claims and follow ups	43	385
Medical	19	163
Power of Atty. to Service Organizations	42	412
Misc. Applications/Correspondence	299	2564
All Other	98	860
Total	613	5338

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

September
2011

	VETERAN				DEPENDENT			
	Sept. 2010	YTD '10	Sept 2011	YTD '11	Sept. 2010	YTD '10	Sept 2011	YTD '11
Compensation/DIC Claims	120	686	58	597	14	57	3	49
Follow-up Pending Claims	157	894	199	1873	9	65	5	173
Pension Claims	18	207	12	210	19	169	9	124
Follow-up Pending Claims	67	471	66	719	33	221	31	487
Medical	48	374	29	244	5	48	0	32
Notice of Disagreements	13	74	0	22	0	0	1	7
Appeals & Waivers	20	136	5	93	0	7	1	11
Eligibility Verification Reports	2	108	2	96	1	20	1	58
Change of Address	0	0	5	53	0	0	0	10
Education Assistance	13	102	19	153	1	25	1	21
Cert Eligibility - Home Loan	5	28	8	34	1	1	1	5
Insurance	3	8	3	13	0	3	0	0
Discharges Request for copy	178	1030	82	873	2	17	2	56
Headstone/Marker Application					0	2	0	7
Referrals to Other Agencies	24	206	62	629	0	8	3	58
P of A Service Organization	68	662	65	656	6	92	9	143
Misc Application/Corresp	507	2728	661	6878	44	376	52	1045
Ohio Veterans Home	0	27	3	45				
Burial Benefits					3	31	0	24
High School Diploma Applications	1	11	0	15				
Discharge Upgrades	13	76	1	41				
10-10 EZ Forms	4	6	16	132				
TOTAL	<u>1261</u>	<u>7834</u>	<u>1296</u>	<u>13376</u>	<u>138</u>	<u>1142</u>	<u>119</u>	<u>2310</u>

%
Chg.
YTD
1.1% 75.4%

TOTAL (Vet + Dep)

Interviews: Service Dept Clients	1257	7756	1295	12363	138	1142	0	0
Fin Asst Referrals	4	94	0	0	0	0	0	0
Office YTD	1261	7850	1295	12363	138	1142	0*	0
Phone Calls	2393	21253	1976	18821				

	'10	YTD '10	'11	YTD' 11
	1395	8898	1295	11068
	4	94	0	0
	1399	8992	1295	11068

*eVetAssist not separating dependents Working to correct.

Information Systems:

KnowledgeTree

The process to renew the KnowledgeTree license started early in light of the time taken to process last year's renewal. We are currently reviewing the option for running the KnowledgeTree service from the "cloud" (Internet access to a large datacenter), reducing hardware, software and maintenance costs for the system.

Client side Monitors

Client side monitors appear to be working well.

Networking issues

No specific direction for county Information Technology projects is available from the county's Chief Technology Officer as of the week of October 3rd.

County Print Project

Nothing further has been done with the county Toshiba printer/copier/scanner replacement project.

Decommission Brecksville office

Brecksville office computer equipment was returned to the main office for future use in a different office.

Service Officer setup

Robert Erb returned from active duty and was set up on all systems with appropriate password and user ID's.

Ohio Veterans Home Network:

In September, three veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 16 veterans waiting for nursing home standard care, 11 veterans for nursing home special care, 0 veterans for the domiciliary and 11 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for October 27, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**