



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

## Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

DATE: November 17, 2010 9:36 a.m.

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

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Dan Weist, 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 and to accept the agenda with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

#### **STATE OF THE COMMISSION AND FINANCE REPORT (Attached)**

A motion was made by Frank Pocci and seconded by Bob Potts to accept the report of the Executive Director as submitted.

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

#### **OLD BUSINESS:**

A program is in place for issuing need-based bus tickets. The Executive Director will include these figures in his December State of the Commission report.

The Executive Director will meet with the Financial Assistance Manager to discuss the disparity in numbers for approved, denied and withdrawn cases of the Eligibility Specialists. The Board would like to ensure that all client cases are adjudicated fairly in spite of who they see.

**NEW BUSINESS:**

The Board is in the process of reviewing employee policies and guidelines.

A motion was made by Mel Baher and seconded by Bob Potts accept the recommendation of the Executive Director to rescind the "Lunch Hour Policy" dated December 6, 2006, as it is addressed in the Union Contract.

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

A motion was made by Mel Baher and seconded by Bob Potts to approve the revised "Policy on Administration Procedure of Three (3) Personal Days" dated July 16, 1997, as submitted by the Executive Director, with a minor change.

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

A motion was made by Mel Baher and seconded by Bob Potts to approve the revised "Policy on the Request for Copies of Public Records" dated December 5, 2007, as submitted by the Executive Director, with a minor change.

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

A motion was made by Bob Potts and seconded by Frank Pocci to approve the "Premise Admittance Policy" dated September 3, 2008, as submitted by the Executive Director, with a minor change.

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

**GOOD OF THE ORDER:**

Our new Service Officer, Libby Jenkins, reported to work on Monday, November 15<sup>th</sup>. Libby was introduced to the Commissioners and given a warm welcome.

Commissioner Potts is scheduled to have hip surgery on December 1<sup>st</sup> and will not be able to attend that day's open public Board meeting.

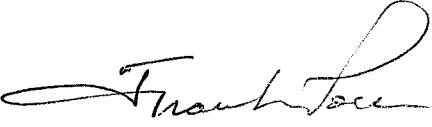
**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 10:40 a.m.

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

  
Daniel T. Weist, President

  
Frank Pocci, 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**

**October, 2010**

**Issued by:**

### **The CCVSC Commissioners**

**Daniel Weist – President, DAV**

**Mel Baher – Vice President, American Legion**

**Frank Pocci – Secretary, AMVETS**

**Thomas Zung – VFW**

**Bob Potts - VVA**

**November 17, 2010**

**Submitted By: Robert E. Schloendorn – Executive Director**

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of October 31, 2010:

**Executive:**

The Executive Director

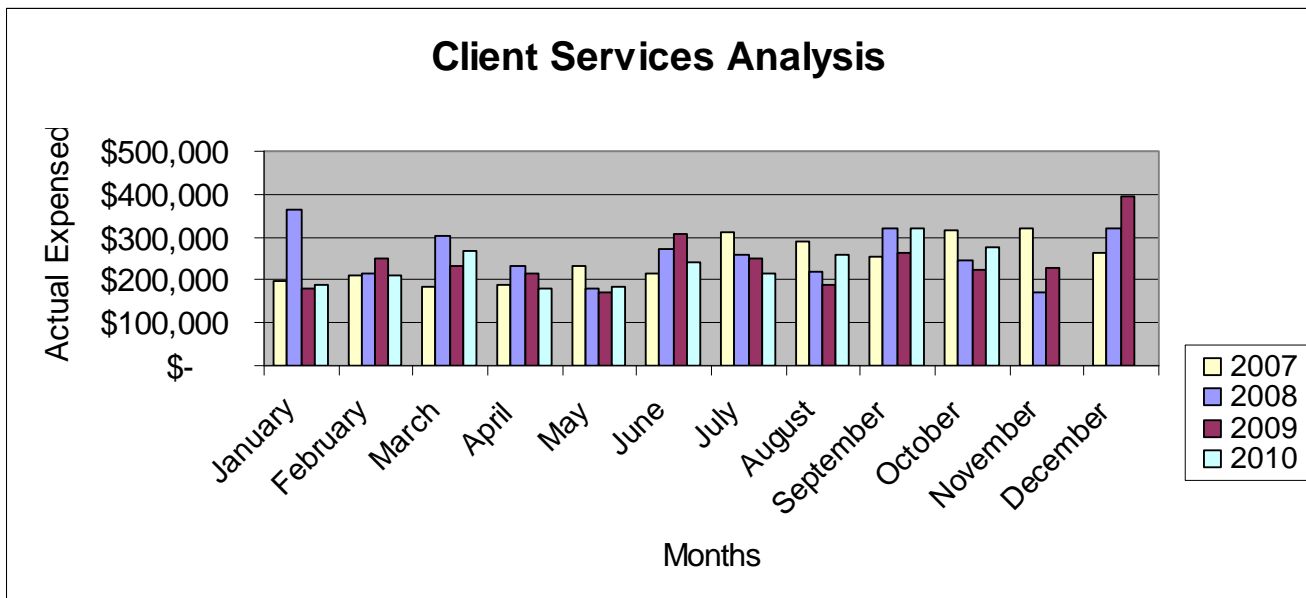
- Bill Wills interview
- Interviewed job candidates
- VA Outreach

**Finance Department**

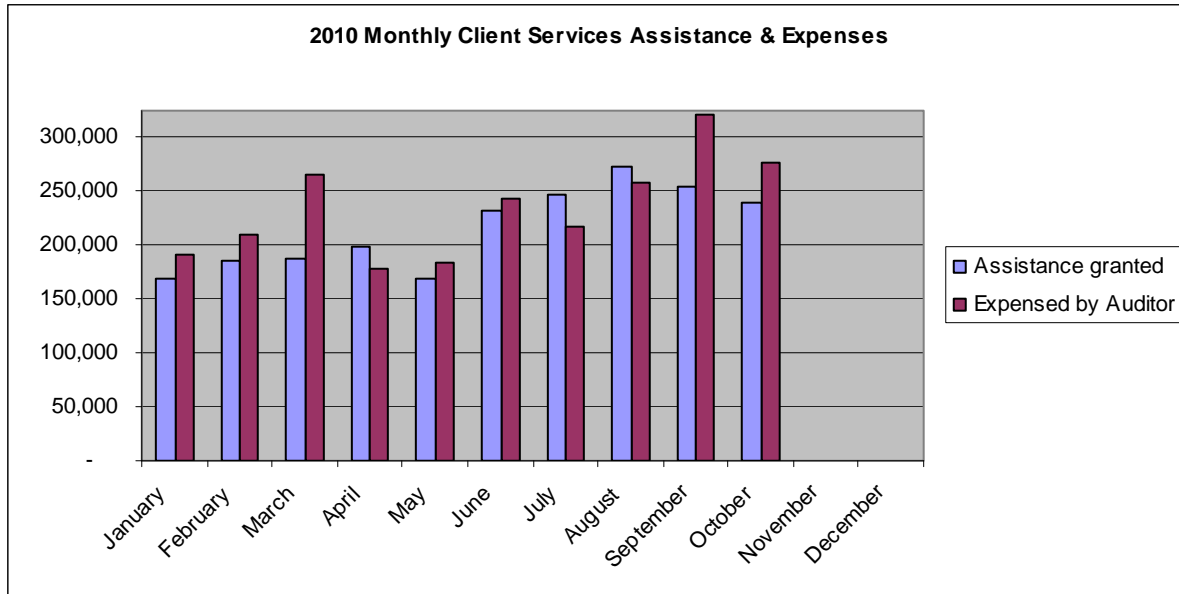
Below are selected October reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



## Actual 2010 Expenses



## Total 2010 Expense Analysis

	Total	YTD	YTD	Remaining	2010	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
<b>Salaries</b>	1,758,034	1,360,975	-	354,212	1,715,187	42,847
<b>Fringe Benefits</b>	675,357	466,179	-	151,288	617,467	57,890
<b>Commodities</b>	46,064	17,166	-	8,790	25,956	20,108
<b>Contract Services</b>	1,028,776	469,889	120,952	118,758	588,647	440,129
<b>Controlled Expenditures</b>	283,188	98,578	-	184,610	283,188	-
<b>Client Services</b>	3,637,537	2,344,907	-	750,000	3,094,907	542,630
<b>Other Expenditures</b>	356,930	168,022	129,035	111,955	279,977	76,953
<b>Capital Outlay</b>	26,350	19,442	128	1,558	21,000	5,350
<b>Total</b>	7,812,236	4,945,158	250,115	1,681,171	6,626,329	1,185,907

## Expenditures

### Assistance Department:

October financial assistance totaled \$276,377 down from \$321,641 issued during September and up from \$222,781 issued in October of 2009. Year to date client assistance for 2010 is \$2,344,906 and YTD for 2009 was \$2,272,174, up \$72,732.

The October Financial Assistance Department activity report follows below.

Indicator	Oct 2010	Oct 2009	% Change		
Number of clients seeking hardship assistance	761	1139	-33.2%		
Total applications taken	659	995	-33.8%		
Applications Withdrawn	(57)	(171)	-66.7%		
Applications Denied	(60)	(22)	172.7%		
Total applications approved for hardship assistance (with trans.)	542	802	-32.4%		
Transportation only approvals	(310)	(537)	-42.3%		
F/A applications approved	232	265	-12.5%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	7354	9506	-22.6%		
Total applications taken	6199	8588	-27.8%		
Applications Withdrawn/Denied	(836) (508)	(2019)	-33.4%		
Total applications approved for hardship assistance (with trans.)	4855	6569	-26.1%		
Transportation only approvals	(2735)	(4289)	-36.2%		
F/A applications approved	2120	2280	-7.0%		

During October, 2010, 46 veterans applied for assistance for the first time bringing the 2010 YTD total to 441. Of the 46 new claims, 37 were approved, 1 was partially approved, 4 were denied and 4 were withdrawn. In October, 2009, 83 veterans applied for assistance for the first time bringing the 2009 YTD total to 553.

**Listed below is a breakdown of appeals for the month of October, 2010.**

Appeal Officer workdays	11
Cases on hand beginning of month	14
Cases received	+39
Cases worked	<u>-43</u>
Cases on hand end of month	10

<b><u>Appeal Officer Appeals</u></b>	<b><u>Oct.</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
Cases approved	7	69
Cases denied	29	212
Cases denied/withdrawn, no show	6	36
Cases withdrawn	0	21
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	3
*Cases not eligible for appeal	<u>1</u>	<u>4</u>
<b>Total</b>	<b>43</b>	<b>345</b>

<b><u>Board Appeals</u></b>	<b><u>Oct.</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
Cases approved	14	128
Cases denied	12	84
Cases withdrawn	0	4
Cases verifying fraud	0	5
Fraud not verified	0	2
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
<b>Total</b>	<b>26</b>	<b>223</b>



### **Medical and Other Transportation:**

October medical assistance expensed for transportation totaled \$8,945 for the month, \$8,945 for bus tickets and \$0 for taxi services.

### **Medical and Dental Programs:**

Medical payments for October amounted to \$1,651 with \$926 expensed for Dental and \$725 for Vision. Year to date medical expenses totaled \$38,729. Dental payments year to date are \$29,040 and Vision year to date payments are \$6,500.

\$0 in Miscellaneous Medical payments were expensed in October. Year to date Miscellaneous Medical payments are \$3,189.

### **Memorial Affairs Department:**

\$6,993 was expensed during October, 2010 for indigent veteran funeral expenses, down \$2,992 from October, 2009. During October, 7 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 0 Navy and 6 Army veterans.

### **Following are the 2010 Year to Date statistics for Memorial Affairs:**

	<u>Oct.</u>	<u>2010</u> <u>YTD</u>	<u>Oct.</u>	<u>2009</u> <u>YTD</u>
DD-214 Search	102	1,072	119	1,349
Benefits Counseling	737	9,004	1,202	9,608
Undelivered-Incorrect Headstones/Research	30	162	31	308
Presidential Memorial Certificates	89	1,152	148	1,656
National Cemetery Referrals	59	807	92	1,449
Blue Star Service Banners	2	15	0	8

**Veterans Service Officers:**

Following are some of the major statistics reported by VSO John Murphy for the month of October, 2010 for the Brecksville satellite office.

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	10	398
Pension claims and follow ups	9	216
Medical	4	104
Power of Atty. to Service Organizations	11	67
Misc. Applications/Correspondence	15	1290
All Other	<u>1</u>	<u>366</u>
<b>Total</b>	<b>50</b>	<b>2441</b>

Following are some of the major statistics reported by VSO's Robert Erb and Iris DeHart for the month of October, 2010 for the Wade Park satellite office.

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	78	450
Pension claims and follow ups	34	256
Medical	11	68
Power of Atty. to Service Organizations	31	181
Misc. Applications/Correspondence	301	1303
All Other	<u>46</u>	<u>373</u>
<b>Total</b>	<b>501</b>	<b>2631</b>

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

October  
2010

	VETERAN				DEPENDENT			
	Oct. 2009	YTD '09	Oct. 2010	YTD '10	Oct. 2009	YTD '09	Oct. 2010	YTD '10
Compensation/DIC Claims	62	623	123	809	10	76	16	73
Follow-up Pending Claims	127	985	177	1071	16	66	7	72
Pension Claims	37	270	50	257	17	144	23	192
Follow-up Pending Claims	54	571	66	537	17	262	47	268
Medical	23	271	76	450	7	25	3	51
Notice of Disagreements	23	87	6	80	0	4	0	0
Appeals & Waivers	6	153	31	167	0	5	2	9
Eligibility Verification Reports	4	99	11	119	0	50	0	20
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	15	88	22	124	3	25	0	25
Cert. Eligibility - Home Loan	4	22	3	31	0	1	0	1
Insurance Discharges, Request for copy	2	15	0	8	2	9	0	3
Headstone/Marker Application	121	1071	142	1172	2	42	2	19
Referrals to Other Agencies	0	0	0	0	0	3	3	5
P of A Service Organization Misc. Application/Corresp.	36	218	29	235	2	24	1	9
Ohio Veterans Home	75	672	121	783	19	131	9	101
Burial Benefits High School Diploma Applications	284	2463	640	3368	58	400	66	442
Discharge Upgrades 10-10 EZ Forms	3	37	13	40	2	25	2	33
	0	23	1	12				
	9	107	6	82				
	0	7	0	6				
<b>TOTAL</b>	<b>885</b>	<b>7791</b>	<b>1517</b>	<b>9351</b>	<b>155</b>	<b>1293</b>	<b>181</b>	<b>1323</b>

**% Chg. YTD**  
63.3%      17.5%

**TOTAL (Vet + Dep)**

Interviews: Service Dept. Clients	883	6982	1517	9273	155	1075	181	1323
Fin. Asst. Referrals	2	94	0	94	0	8	0	0
Office YTD	885	7076	1517	9367	155	1083	181	1323
Phone Calls	2503	20776	2703	19641				

	'09	YTD '09	'10	YTD '10
	1038	8057	1698	10596
	2	102	0	94
	1040	8159	1698	10690

## **Information Systems:**

### **KnowledgeTree**

The Community version of KnowledgeTree will be tested to see if it is more compatible with our equipment than the Commercial version. The software does not work well with our newer equipment. We are also waiting for documentation on the Linux version as an alternative.

### **Network changes**

Three pieces of network equipment in our computer room were diagnosed remotely by the manufacturer as not working correctly. The result is a slowdown in our network speed. The ISC is now working with the manufacturer to get this equipment replaced under warranty.

### **AMVETS Veteran Training Program**

The mentor for these classes is no longer available and a replacement is being sought by the AMVETS. The equipment is in place to support these classes.

### **Waiting Room PC's**

The waiting room PC's used by clients will be simplified and locked down so that internal network printers are no longer accessible. Viruses, which average 50 per week on each PC, are cleaned from each machine weekly.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CVCSC.

### **Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 18 veterans waiting for nursing home standard care, 10 veterans for nursing home special care, 0 veterans for the domiciliary and 9 for the domiciliary plus.

### **Department of Veterans Services:**

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for November 18, 2010.

**Submitted by:**

**Robert E. Schloendorn**  
**Executive Director**