



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

JOHN C. MURPHY
SERVICE OFFICER MANAGER

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: November 18, 2009 9:35 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Daniel Weist, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor

ABSENT: Frank Pocci, Commissioner

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 Mel Baher and seconded by Dan Weist to dispense with the reading of the Consent Agenda as published. (All Commissioners have a copy of the minutes.)

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

STATE OF THE COMMISSION AND FINANCE REPORT (ATTACHED)

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

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

OLD BUSINESS:

Verbal confirmation has been received that Bob Potts has been re-appointed to the VVA seat on the CCVSC Board commencing January 1, 2009 and ending December 31, 2013.

NEW BUSINESS:

The Executive Director provided the commissioners with the building access code and explained the procedure to use when entering and exiting the building after hours.

GOOD OF THE ORDER:

None.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Thomas Zung to go into Executive Session to discuss an applicant for the service officer in-training position.

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

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

AYES: Baher, Potts, Weist, Zung. NAYS: None. Motion carried. (10:30 a.m.)

A motion was made by Mel Baher and seconded by Dan Weist to accept the recommendation of the Executive Director for the Service Officer In-Training position.

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

With no further business, a motion was made by Mel Baher and seconded by Thomas Zung to adjourn the meeting at 10:31 a.m.

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

Bob Potts, President

Mel Baher, Secretary

CONTACT INFORMATION

Requests for Financial Assistance: Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)

Filing claims with the Dept. of Veterans' Affairs: John Murphy, Service Officer Manager (216-698-2637)

Memorial Affairs: Laurene Rutkowski, Manager (216-698-2655)

Mobile Meals Program: Terry Walker, Social Worker/Case Management Officer (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, 2009

Issued by:

The CCVSC Commissioners

Bob Potts – President, VVA

Thomas Zung – Vice President, VFW

Mel Baher – Secretary, American Legion

Daniel T. Weist – DAV

Frank Pocci – AMVETS

November 18, 2009

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 30, 2009:

Executive:

The Executive Director

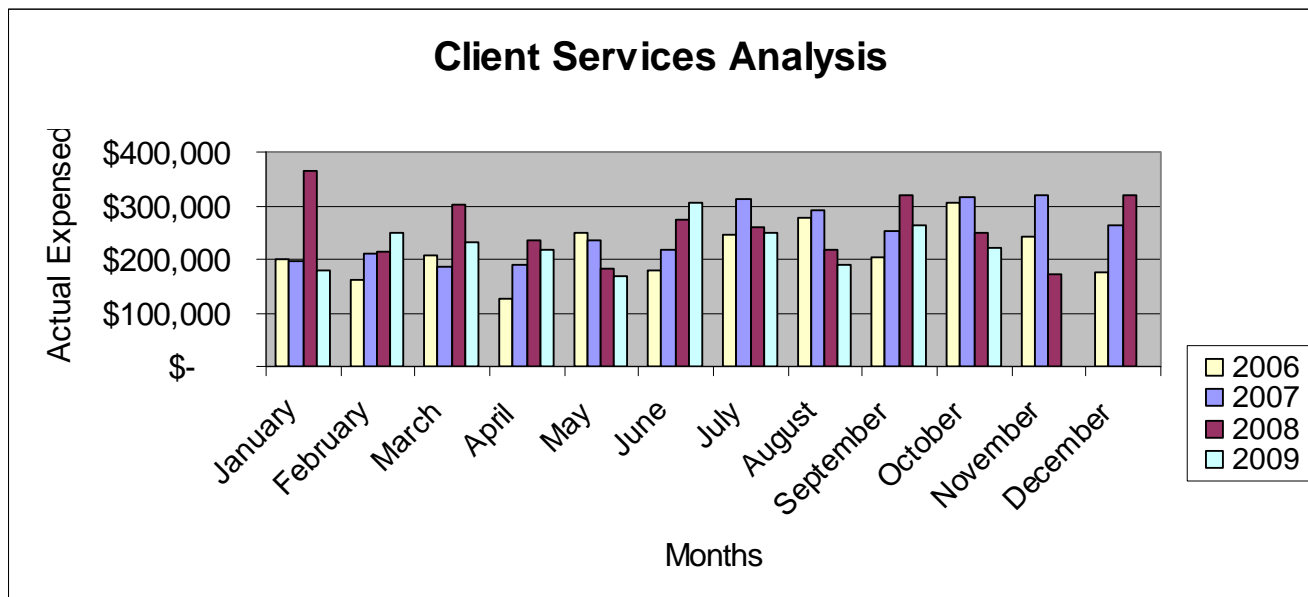
- Met weekly with general contractor, Deb Shaw, and each sub-contractor to discuss progress and new business.
- Spoke to the Military Officers Association of America about the CCVSC.
- Taped TV show for Channel 20 and attended viewing at the Disability Conference at the Mayor’s office.
- Several WERE interviews.
- Met with the Veterans Advisory Board at Congresswoman Fudge’s office.
- Attended the Director’s Meeting in Columbus.
- Attended the Budget Hearing with Messrs. McCafferty and Trotter.

Finance Department

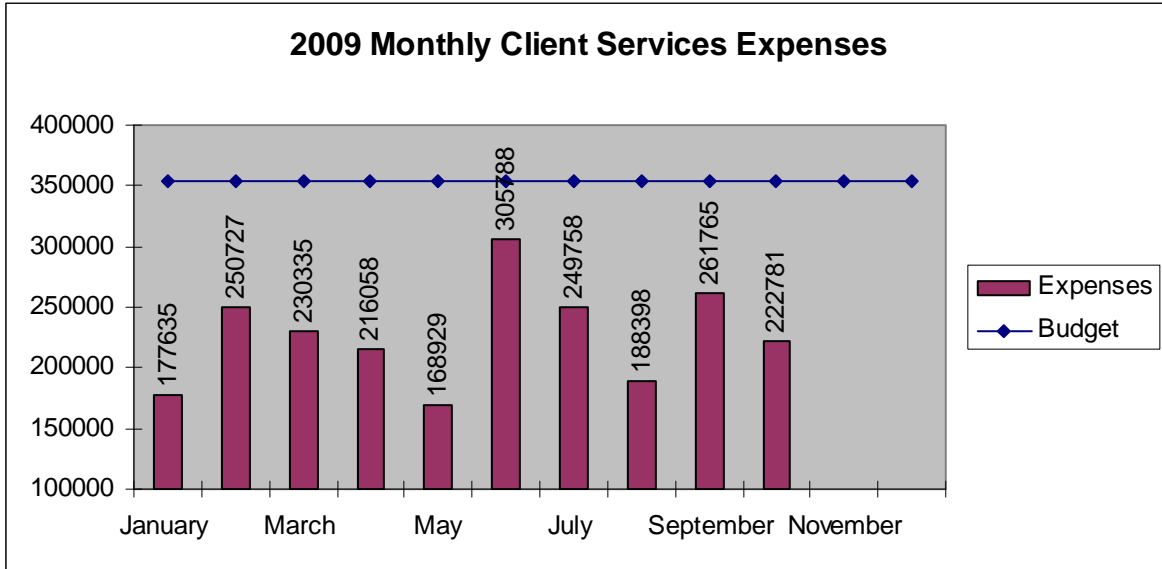
Below are selected October reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2009 Expenses



Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,651,412	1,412,821	-	265,878	1,678,699	(27,287)
Fringe Benefits	640,989	466,856	-	171,050	637,906	3,083
Commodities	47,419	32,706	-	12,666	45,372	2,047
Contract Services	849,408	240,932	501,822	511,822	752,754	96,654
Controlled Expenditures	295,106	270,654	-	24,452	295,106	-
Client Services	3,946,028	2,272,173	12,331	810,000	3,082,173	863,855
Other Expenditures	419,214	221,706	84,678	62,194	283,900	135,314
Capital Outlay	331,350	104,335	108,822	154,487	258,822	72,528
Total Expenditures	8,180,926	5,022,183	707,653	2,012,549	7,034,732	1,146,194

Assistance Department:

October financial assistance totaled \$222,781, down from \$261,765 issued during September and down from \$247,703 issued in October of 2008. Year to date client assistance for 2009 is \$2,272,174 and YTD for 2008 was \$2,614,998 down \$342,824.

The October Financial Assistance Department activity report follows below.

Indicator	October 2009	October 2008
Number of clients seeking hardship assistance	1139	977
Total applications taken	995	789
Applications Withdrawn Applications Denied	(171) (22)	(305)
Total applications approved for hardship assistance (with trans.)	802	484
Transportation only approvals	(537)	(223)
F/A applications approved	265	261

Indicator	YTD 2009	YTD 2008
Number of clients seeking hardship assistance	9506	8296
Total applications taken	8588	6140
Applications Withdrawn/Denied	(2019)	(1897)
Total applications approved for hardship assistance (with trans.)	6569	4243
Transportation only approvals	(4289)	(1971)
F/A applications approved	2280	2272

During October, 2009, 83 veterans applied for assistance for the first time bringing the 2009 YTD total to 553. Of the 83 new claims, 66 were approved, 0 were partially approved, 2 were approved at Level III, 1 was denied and 14 were withdrawn. In October 2008, 47 veterans applied for assistance for the first time bringing the 2008 YTD total to 525.

Listed below is a breakdown of appeals for the month of October, 2009.

Number of workdays	21
Cases on hand beginning of month	14
Cases received	+43
Cases worked	<u>-44</u>
Cases on hand end of month	13

	October	
<u>Appeal Officer Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	6	32
Cases denied	25	205
Cases denied/withdrawn, no show	9	50
Cases withdrawn	3	22
No determination at Level II (Referred to Level III)	1	1
Cases referred back to Financial Asst./Social Worker	0	8
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	44	318

	October	
<u>Board Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	17	139
Cases denied	7	63
Cases withdrawn	0	2
Cases verifying fraud	2	25
Fraud not verified	1	1
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	27	230

Medical and Other Transportation:

October medical assistance expensed for transportation totaled \$7,348 for the month, \$7,348 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for October amounted to \$3,411 with \$2,671 expensed for Dental and \$740 for Vision. Year to date medical expenses totaled \$44,257. Dental payments year to date are \$38,061 and Vision year to date payments are \$4,915.

\$0 in Miscellaneous Medical payments were expensed in October. Year to date Miscellaneous Medical payments are \$1,281.

Memorial Affairs Department:

\$9,985 was expensed during October, 2009 for indigent veteran funeral expenses, up \$1,038.62 from October, 2008. During October, 10 indigent burials were approved. The burials were for 0 Air Force, 2 Marine, 2 Navy and 6 Army veterans.

Following are the 2009 Year to Date statistics for Memorial Affairs:

	<u>Oct.</u>	<u>2009 YTD</u>	<u>Oct.</u>	<u>2008 YTD</u>
DD14 Search	119	1349	147	1735
Benefits Counseling	1202	9608	563	8822
Undelivered-Incorrect Headstones/Research	31	308	61	548
Presidential Memorial Certificates	148	1656	172	2005
National Cemetery Referrals	92	1449	251	2329
Blue Star Service Banners	0	8	0	33

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton/James Stolz for the month of October, 2009 for the Brecksville satellite office.

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	37	520
Pension claims and follow ups	27	224
Medical	2	59
Power of Atty. to Service Organizations	22	146
Misc. Applications/Correspondence	53	708
All Other	<u>17</u>	<u>335</u>
Total	158	1992

Following are some of the major statistics reported by VSO Robert Erb for the month of October, 2009 for the Wade Park satellite office.

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	53	498
Pension claims and follow ups	22	181
Medical	9	82
Power of Atty. to Service Organizations	14	187
Misc. Applications/Correspondence	99	484
All Other	<u>73</u>	<u>458</u>
Total	270	1890

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

**October
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	46	473	62	623	4	40	10	76
Follow-up Pending Claims	128	1145	127	985	12	79	16	66
Pension Claims	31	324	37	270	15	127	17	144
Follow-up Pending Claims	62	565	54	571	57	378	17	262
Medical	35	295	23	271	1	35	7	25
Notice of Disagreements	16	111	23	87	3	12	0	4
Appeals & Waivers	6	89	6	153	3	10	0	5
Eligibility Verification Reports	4	67	4	99	1	40	0	50
Change of Address	12	89	0	9	0	7	0	1
Education Assistance	4	48	15	88	3	19	3	25
Cert. Eligibility - Home Loan	7	48	4	22	0	4	0	1
Insurance Discharges, Request for copy	0	2	2	15	2	14	2	9
Headstone/Marker Application	115	1408	121	1071	9	169	2	42
Referrals to Other Agencies	17	165	36	218	1	25	2	24
P of A Service Organization	77	792	75	672	17	174	19	131
Misc. Application/Corresp.	237	2389	284	2463	43	360	58	400
Ohio Veterans Home	3	73	3	37				
Burial Benefits					5	50	2	25
High School Diploma Applications	3	39	0	23				
Discharge Upgrades	2	40	9	107				
10-10 EZ Forms	2	24	0	7				
TOTAL	807	8186	885	7791	177	1552	155	1293

% Chg
5.7%

% Chg. YTD
-6.7%

TOTAL (Vet + Dep)

'08	YTD '08	'09	YTD '09
475	4591	1038	7308
43	521	2	253
518	5112	1040	7561

Interviews: Service Dept. Clients	425	4223	883	6445	50	368	155	863
Fin. Asst. Referrals	37	483	2	239	6	38	0	14
Office YTD	462	4706	885	6684	56	406	155	877
Phone Calls	2391	22977	2503	18716				

Information Systems:

eVetAssist

The signature pad still needs to be activated in the Transportation application by the developer. Some timing and printing anomalies are being addressed by the developer as well.

RFP/Move to first floor

Connections to the paging system will be resolved with the purchase and installation of another small piece of telephone-related equipment. Board Room audio/video equipment will also be operational with the purchase and installation of an electronic distribution unit. Wireless cards were purchased and the wireless capability is now “live”.

Scanning and Microfilming.

Catch-up microfilming is being completed and we are targeting to be completed by year-end.

New PC Installation

Novell network software has been upgraded with two patches and appears to be working correctly. Our installed PC's will be updated during November.

HR software

The G Neil Attendance Controller software has been moved from a standalone machine to a Microsoft Server. It can now be accessed by multiple employees simultaneously.

Document Management

Two new upgrades are available for the KnowledgeTree document management system and will be installed during November.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 34 veterans waiting for nursing home standard care, 19 veterans for nursing home special care, 0 veteran for the domiciliary and 6 for the domiciliary plus.

Department of Veterans Services:

No date available for the next Department of Veterans Services Advisory Committee.

Submitted by:

**Robert E. Schloendorn
Executive Director**