



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

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

**DATE:** December 16, 2009 9:41 a.m.

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

**VISITORS:** Mr. & Mrs. Richard Danielson

**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 Dan Weist and seconded by Frank Pocci to dispense with the reading of the Consent Agenda as published. (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 Thomas Zung to accept the report of the Executive Director as submitted.

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

#### **OLD BUSINESS:**

Commissioner Zung received an email from Lee Trotter, Deputy County Administrator, advising him of his plans to retire and wished us success in our mission to serve the veterans of Cuyahoga County.

The Executive Director made reference to today's Withdrawal Report and noted the following: out of 119 clients in August 2009, 52 did not return to complete the application. In September 2009, 52 out of 135 did not return and 45% of those who did return were approved.

#### **NEW BUSINESS:**

None.

**GOOD OF THE ORDER:**

Bob Potts opened the floor to visitors for any comments or questions. The following bullet points were topics of discussion.

Richard Danielson

- CCVSC appointments to the Board
- Dental Assistance
- Concurrent Receipt

**EXECUTIVE SESSION:**

A motion was made by Mel Baher and seconded by Thomas Zung to go into Executive Session to discuss the Level III Appeal process.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (10:41 a.m.)

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

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:08 a.m.)

In Executive Session, discussion took place concerning the appeals process and decisions made in Executive Session. No action was taken.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 11:09 a.m.

AYES: Baher, Pocci, 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**

**November, 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**

**December 16, 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 November 30, 2009:

**Executive:**

The Executive Director

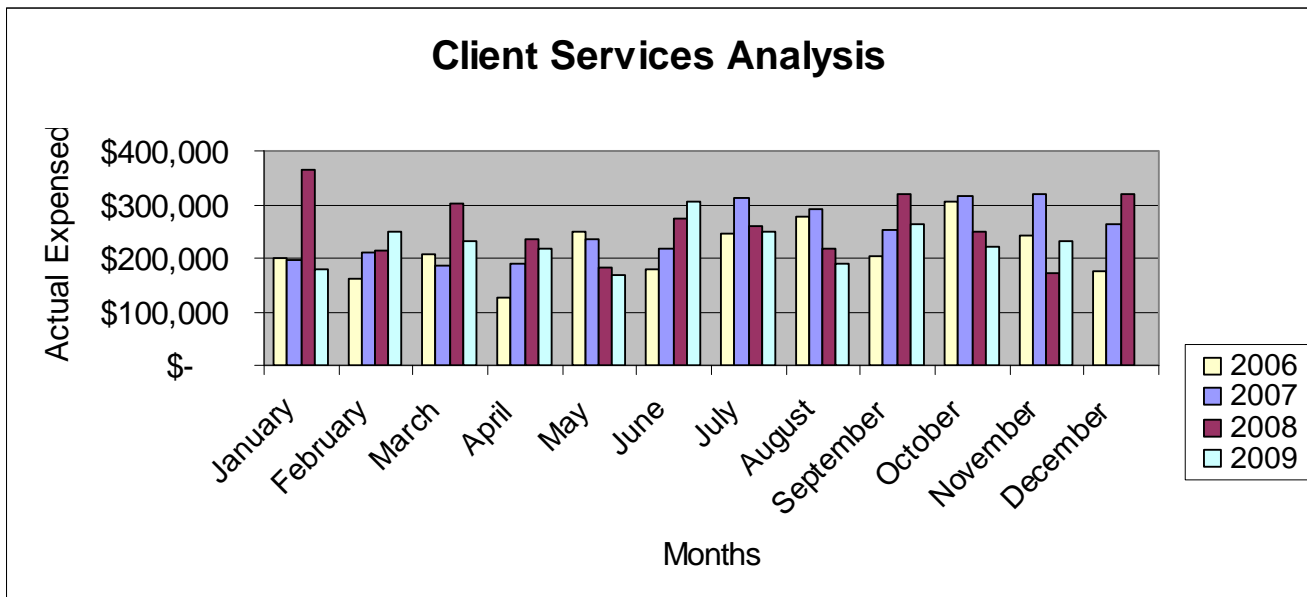
- Met with general contractor, Deb Shaw, and each sub-contractor to discuss progress and new business.
- Taped Veterans Day Greeting with Flash Ferenc.

**Finance Department**

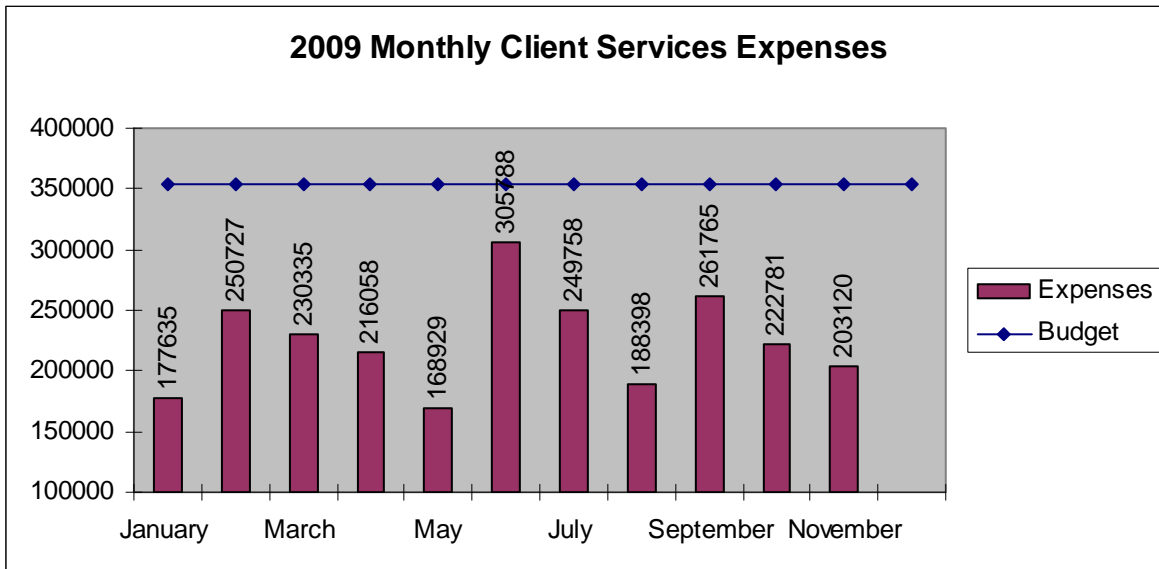
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,651,412	1,536,583	-	142,116	1,678,699	(27,287)
<b>Fringe Benefits</b>	640,989	506,767	-	97,565	604,332	36,657
<b>Commodities</b>	47,419	34,613	-	10,759	45,372	2,047
<b>Contract Services</b>	849,408	286,965	498,827	540,827	827,792	21,616
<b>Controlled Expenditures</b>	295,106	279,402	-	15,704	295,106	-
<b>Client Services</b>	3,946,028	2,475,293	12,331	355,000	2,830,293	1,115,735
<b>Other Expenditures</b>	419,214	250,781	69,083	82,524	333,305	85,909
<b>Capital Outlay</b>	331,350	107,449	107,387	119,938	227,387	103,963
<b>Total Expenditures</b>	8,180,926	5,477,853	687,628	1,364,433	6,842,286	1,338,640

**Assistance Department:**

November financial assistance totaled \$203,120, down from \$222,781 issued during October and up from \$172,456 issued in November of 2008. Year to date client assistance for 2009 is \$2,475,294 and YTD for 2008 was \$2,787,454 down \$312,160.

The November Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>November 2009</b>	<b>November 2008</b>
Number of clients seeking hardship assistance	975	698
Total applications taken	849	656
Applications Withdrawn	(148)	(218)
Applications Denied	(56)	
Total applications approved for hardship assistance (with trans.)	645	438
Transportation only approvals	(449)	(206)
F/A applications approved	196	232

<b>Indicator</b>	<b>YTD 2009</b>	<b>YTD 2008</b>
Number of clients seeking hardship assistance	10481	8994
Total applications taken	9437	6796
Applications Withdrawn/Denied	(2223)	(2115)
Total applications approved for hardship assistance (with trans.)	7214	4681
Transportation only approvals	(4738)	(2177)
F/A applications approved	2476	2504

During November, 2009, 40 veterans applied for assistance for the first time bringing the 2009 YTD total to 593. Of the 40 new claims, 32 were approved, 2 were partially approved, 0 were approved at Level III, 1 was denied and 5 were withdrawn. In November, 2008, 41 veterans applied for assistance for the first time bringing the 2008 YTD total to 566.

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

Number of workdays	18
Cases on hand beginning of month	13
Cases received	+38
Cases worked	<u>-28</u>
Cases on hand end of month	23

	<b>November</b>	
<b><u>Appeal Officer Appeals</u></b>	<b><u>2009</u></b>	<b><u>YTD</u></b>
Cases approved	2	34
Cases denied	16	221
Cases denied/withdrawn, no show	8	58
Cases withdrawn	1	23
No determination at Level II (Referred to Level III)	0	1
Cases referred back to Financial Asst./Social Worker	1	9
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
<b>Total</b>	<b>28</b>	<b>346</b>

	<b>November</b>	
<b><u>Board Appeals</u></b>	<b><u>2009</u></b>	<b><u>YTD</u></b>
Cases approved	14	153
Cases denied	6	69
Cases withdrawn	0	2
Cases verifying fraud	1	26
Fraud not verified	0	1
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
<b>Total</b>	<b>21</b>	<b>251</b>

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

November medical assistance expensed for transportation totaled \$7,466.50 for the month, \$7,466.50 for bus tickets and \$0 for taxi services.

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

Medical payments for November amounted to \$3,860 with \$3,605 expensed for Dental and \$255 for Vision. Year to date medical expenses totaled \$44,257. Dental payments year to date are \$41,666 and Vision year to date payments are \$5,170.

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

### **Memorial Affairs Department:**

\$17,576.93 was expensed during November, 2009 for indigent veteran funeral expenses, up \$8,657.52 from November, 2008. During November, 18 indigent burials were approved. The burials were for 2 Air Force, 0 Marine, 5 Navy and 11 Army veterans.

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

	<u>Nov.</u>	<u>2009</u> <u>YTD</u>	<u>Nov.</u>	<u>2008</u> <u>YTD</u>
DD14 Search	102	1451	157	1892
Benefits Counseling	1194	10802	589	9411
Undelivered-Incorrect Headstones/Research	8	316	32	580
Presidential Memorial Certificates	108	1764	146	2151
National Cemetery Referrals	72	1521	266	2595
Blue Star Service Banners	1	9	2	35



**Veterans Service Officers:**

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	16	536
Pension claims and follow ups	7	231
Medical	1	60
Power of Atty. to Service Organizations	15	161
Misc. Applications/Correspondence	23	731
All Other	<u>8</u>	<u>343</u>
<b>Total</b>	<b>70</b>	<b>2062</b>

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	47	545
Pension claims and follow ups	23	204
Medical	10	92
Power of Atty. to Service Organizations	21	208
Misc. Applications/Correspondence	77	561
All Other	<u>55</u>	<u>513</u>
<b>Total</b>	<b>233</b>	<b>2123</b>

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

**Novmeber  
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	48	521	57	680	2	42	12	88
Follow-up Pending Claims	114	1259	87	1072	3	82	7	73
Pension Claims	27	351	33	303	27	154	8	152
Follow-up Pending Claims	61	626	46	617	38	416	22	284
Medical	18	313	34	305	4	39	3	28
Notice of Disagreements	11	122	14	101	0	12	0	4
Appeals & Waivers	12	101	10	163	0	10	0	5
Eligibility Verification Reports	1	68	3	102	2	42	2	52
Change of Address	8	97	0	9	2	9	0	1
Education Assistance	4	52	5	93	0	19	1	26
Cert. Eligibility - Home Loan	4	52	1	23	0	4	0	1
Insurance Discharges, Request for copy	0	2	0	15	0	14	0	9
Headstone/Marker Application	90	1498	82	1153	6	175	1	43
Referrals to Other Agencies	0	9	1	4	0	9	1	4
P of A Service Organization Misc. Application/Corresp.	2	167	27	245	0	25	2	26
Ohio Veterans Home	71	863	67	739	17	191	18	149
Burial Benefits High School Diploma Applications	238	2627	194	2657	52	412	41	441
Discharge Upgrades	3	76	7	44	9	59	6	31
10-10 EZ Forms	2	41	1	24				
<b>TOTAL</b>	<u>724</u>	<u>8910</u>	<u>680</u>	<u>8471</u>	<u>162</u>	<u>1714</u>	<u>124</u>	<u>1417</u>

**% Chg**  
**-9.1%**

**% Chg. YTD**  
**-6.9%**

**TOTAL (Vet + Dep)**

	'08	YTD '08	'09	YTD '09
	480	5071	801	9632
	42	563	3	256
	522	5634	804	9888

Interviews: Service Dept. Clients	436	4659	677	8229	44	412	124	1403
Fin. Asst. Referrals	39	522	3	242	3	41	0	14
Office YTD	475	5181	680	8471	47	453	124	1417
Phone Calls	2323	25300	2620	21336				

## **Information Systems:**

### **eVetAssist**

The developer has activated signature pad in the Transportation application. This will save several steps and time in the issuance of bus tickets.

### **RFP/Move to first floor**

Audio and video capabilities are now working in the Board Room after the vendor made minor repairs to the hardware.

### **New PC Installation**

All PC's will be "re-imaged" during December. This will install a new version of the operating software and settings on each PC.

### **Document Management**

Upgrades to KnowledgeTree are being tested on a test machine prior to installing on the live KnowledgeTree server. This is the method for upgrading which is preferred by the vendor of the software.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

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

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

The waiting list for the Ohio Veterans Home includes 26 veterans waiting for nursing home standard care, 17 veterans for nursing home special care, 1 veteran for the domiciliary and 7 for the domiciliary plus.

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

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for January 21, 2010.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**