



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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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: January 5, 2011 9:32 a.m.

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

ABSENT: Frank Pocci, Secretary

VISITORS: Ben Baker, WTAM Radio

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

COMMISSIONERS' REPORTS

Thomas Zung – VFW

- As a member of VFW Post 1056, I visited veterans at three different nursing homes and presented them with fruit baskets following a presentation on veterans' benefits.

Mel Baher – American Legion

- December 5th – I attended the American Legion 13th District Winter Conference held at American Legion Post 91 at 10:00 a.m.
- December 9th – I attended the American Legion Post 91 monthly membership meeting at 7:00 p.m.
- December 11th – I joined American Legion Post 91 in hosting a children's Christmas party from noon to 3:00 p.m.
- December 29th – I attended the American Legion Post 91 e-board meeting at 7:00 p.m.

Upcoming Events for December

- January 5, 2011 – the American Legion 13th District council meeting is scheduled for 7:30 p.m. and is to be held at Post 738 in Fairview Park.
- January 13th – American Legion Post 91 monthly membership meeting is scheduled for 7:00 p.m.
- January 27th – American Legion Post 91 monthly executive board meeting is scheduled for 7:00 p.m.

Bob Potts – VVA (No report)

Frank Pocci – AMVETS (Report was submitted via email and copies were distributed)

- December 4th – the Post held a Christmas party for the post and auxiliary members.
- The Post was the Honor Guard at Western Reserve National Cemetery on December 7th.
- December 17th – I gave the financial report for November at the Post's general meeting.
- I submitted December's financial report to the Post Commander for the January 4th general meeting.
- I have been asked by members of AMVETS Post 80 to attend the Catholic War Veterans meeting to advise them of the services available at the Cuyahoga County Veterans Service Commission (CCVSC). I will be advised of the date as soon as it becomes available.
- I have been asked to represent the CCVSC at the next AMVETS Dept. of Ohio meeting in February, as they have not had a Cuyahoga County VSC commissioner represented there in the past. I agreed to attend.

Other Activities:

- December 12th – I attended the Christmas dinner and meeting for the Italian American War Veterans. We recognized and honored Arch Milani, a WWII veteran, who was injured and lost a foot while flying missions over Germany. We presented Arch with a lifetime honorary membership.

Dan Weist – DAV

- I attended the Port Commission's Christmas party at Massimo Di Milano's Restaurant on December 13th and give an update on veterans' affairs.
- December 15th, I attended the VFW monthly meeting.
- December 19th, I joined my VFW Post in passing out Christmas gifts to approximately 108 children.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

The Executive Director gave the State of the Commission and Finance Report for the month of November 2010. The report was to be given at the December 15, 2010 Board meeting, but the meeting was cancelled due to not having a quorum of commissioners present.

A motion was made by Mel Baher and seconded by Bob Potts to accept the Executive Director's report as given.

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

OLD BUSINESS:

A motion was made by Mel Baher and seconded by Bob Potts to accept a revision to the "Food and Shelter Monthly Allowance Guideline" dated March 3, 2010, as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept the revision to the "Guideline for Term of Financial Assistance" dated February 17, 2010, as submitted by the Executive Director.

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

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 to accept the revised "Calling Off Policy" dated April 13, 2005, as submitted by the Executive Director.

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

A motion was made by Mel Baher and seconded by Bob Potts to rescind the "Use of the VSC's Mobile Cellular Telephone Policy" dated September 6, 2006. In lieu of this policy, the Executive Director was instructed to draft a policy on the use of personal cellular phones and seat belts while driving the CCVSC van.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept Resolution 2011-01, Employee Mileage and Per Diem Travel Reimbursement Rates for 2011.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept Resolution 2011-02, A Resolution to Set the Compensation for Newly Appointed and Reappointed Veterans Service Commissioners.

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

The election of officers for the CCVSC Board was postponed until all commissioners are present and the VFW appointment is made.

GOOD OF THE ORDER

Ben Baker, WTAM Radio, introduced himself and said that he is looking forward to working with the CCVSC in promoting our services and benefits to the veteran's community.

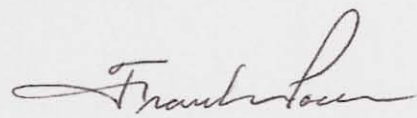
EXECUTIVE SESSION:

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 10:29 a.m.

AYES: Baher, 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

November, 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

December 15, 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 November 30, 2010:

Executive:

The Executive Director

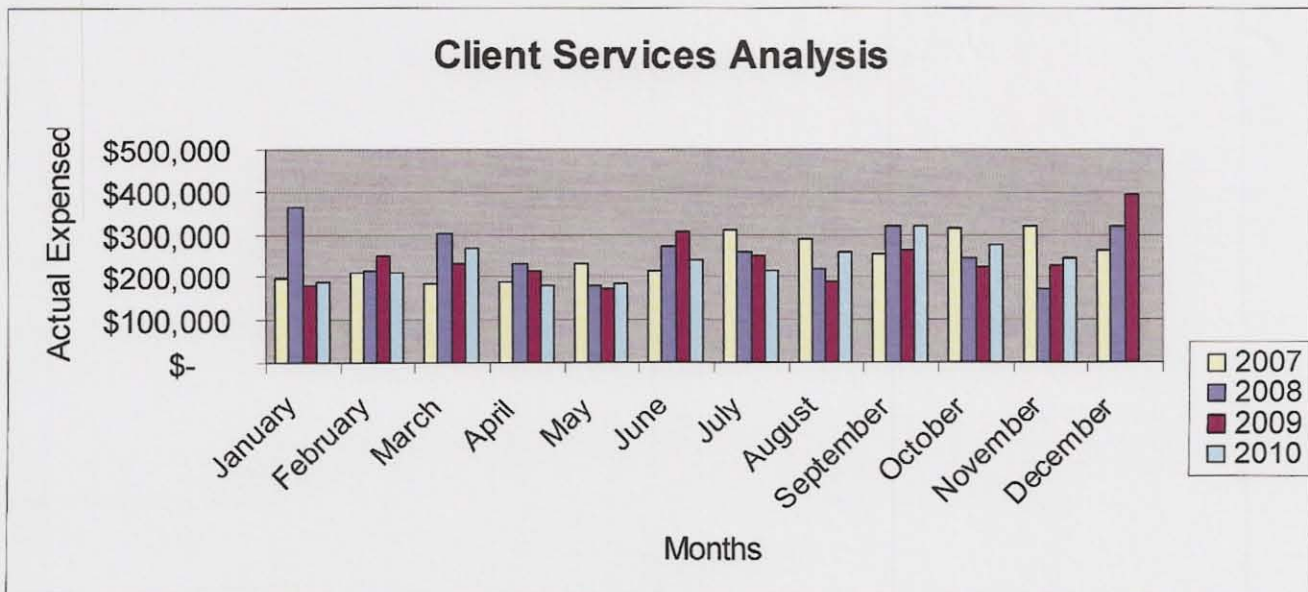
- Bill Wills interview
- Met with Clear Channel regarding advertising

Finance Department

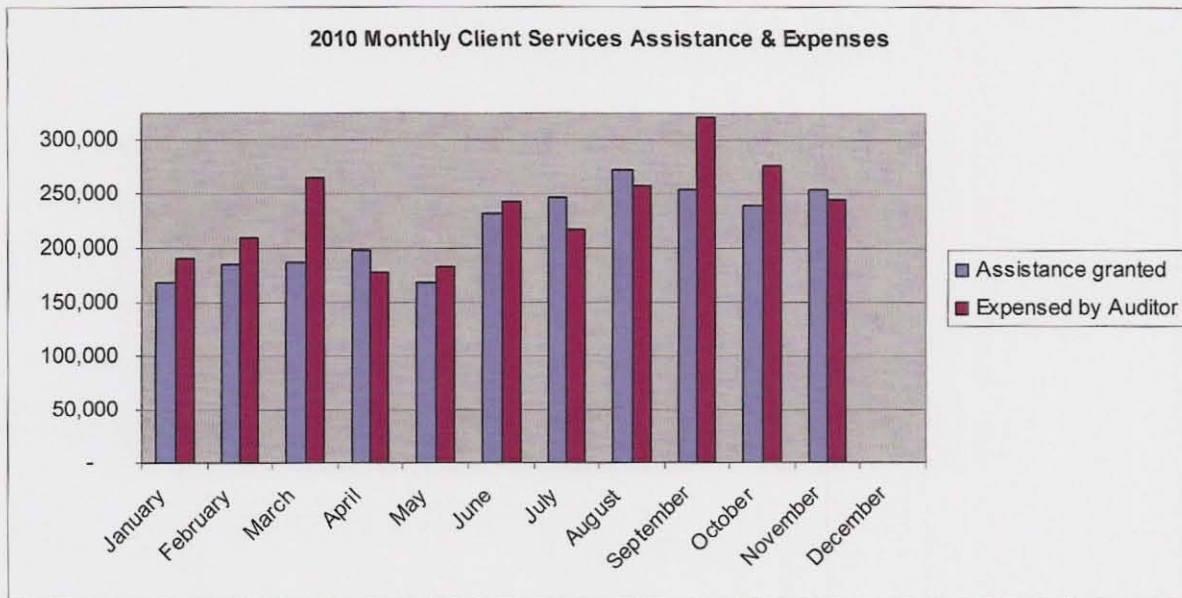
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2010 Expenses



Total 2010 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2010 Projection	Budget Variance
Salaries	1,758,034	1,483,378	-	231,809	1,715,187	42,847
Fringe Benefits	675,357	507,025	-	110,442	617,467	57,890
Commodities	46,064	19,893	-	6,063	25,956	20,108
Contract Services	1,028,776	513,497	80,783	75,150	588,647	365,129
Controlled Expenditures	283,188	336,558	-	21,630	358,188	-
Client Services	3,637,537	2,589,597	-	375,000	2,964,597	672,940
Other Expenditures	356,930	206,815	96,473	40,600	247,415	109,515
Capital Outlay	26,350	19,442	128	1,558	21,000	5,350
Total Expenditures	7,812,236	5,676,205	177,384	862,252	6,538,457	1,273,779

Assistance Department:

November financial assistance totaled \$244,690 down from \$276,377 issued during October and up from \$203,120 issued in November of 2009. Year to date client assistance for 2010 is \$2,589,596 and YTD for 2009 was \$2,475,294, up \$114,302.

The November Financial Assistance Department activity report follows below.

Indicator	Nov 2010	Nov 2009	% Change		
Number of clients seeking hardship assistance	824	975	-15.5%		
Total applications taken	684	849	-19.4%		
Applications Withdrawn	(54)	(148)	-63.5%		
Applications Denied	(64)	(56)	14.3%		
Total applications approved for hardship assistance (with trans.)	566	645	-12.2%		
Transportation only approvals	(334)	(449)	-25.6%		
F/A applications approved	232	196	-18.4%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	8178	10481	-22.0%		
Total applications taken	6883	9437	-27.1%		
Applications Withdrawn/Denied	(890) (572)	(2272)	-35.7%		
Total applications approved for hardship assistance (with trans.)	5421	7214	-24.9%		
Transportation only approvals	(3069)	(4738)	-35.2%		
F/A applications approved	2352	2476	-5.0%		

During November, 2010, 44 veterans applied for assistance for the first time bringing the 2010 YTD total to 485. Of the 44 new claims, 42 were approved, 0 were partially approved, 1 was denied and 1 was withdrawn. In November, 2009, 40 veterans applied for assistance for the first time bringing the 2009 YTD total to 593.

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

Appeal Officer workdays	14
Cases on hand beginning of month	10
Cases received	+47
Cases worked	<u>-45</u>
Cases on hand end of month	12

	Nov.	
<u>Appeal Officer Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	3	72
Cases denied	27	239
Cases denied/withdrawn, no show	8	44
Cases withdrawn	5	26
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>2</u>	<u>6</u>
Total	45	390

	Nov.	
<u>Board Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	24	152
Cases denied	5	89
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>
Total	29	252

Medical and Other Transportation:

November assistance expensed for transportation totaled \$8,609 for the month, \$8,424 for medical bus tickets and \$185 for other than medical bus tickets.

Medical and Dental Programs:

Medical payments for November amounted to \$4,428 with \$3,168 expensed for Dental and \$1,260 for Vision. Year to date medical expenses totaled \$43,157. Dental payments year to date are \$32,208 and Vision year to date payments are \$7,760.

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

Memorial Affairs Department:

\$13,184.10 was expensed during November, 2010 for indigent veteran funeral expenses, down \$4,392.83 from November, 2009. During October, 14 indigent burials were approved. The burials were for 0 Air Force, 0 Marine, 4 Navy and 10 Army veterans.

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

	<u>Nov.</u>	<u>2010 YTD</u>	<u>Nov.</u>	<u>2009 YTD</u>
DD-214 Search	104	1,176	102	1,451
Benefits Counseling	793	9,797	1,194	10,802
Undelivered-Incorrect Headstones/Research	13	175	8	316
Presidential Memorial Certificates	101	1,253	108	1,764
National Cemetery Referrals	47	854	72	1,521
Blue Star Service Banners	0	15	1	9

Veterans Service Officers:

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	11	409
Pension claims and follow ups	2	218
Medical	7	111
Power of Atty. to Service Organizations	12	79
Misc. Applications/Correspondence	13	1303
All Other	<u>0</u>	<u>366</u>
Total	45	2486

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	49	499
Pension claims and follow ups	36	292
Medical	3	71
Power of Atty. to Service Organizations	28	209
Misc. Applications/Correspondence	192	1495
All Other	<u>33</u>	<u>406</u>
Total	341	2972

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

November
2010

	VETERAN				DEPENDENT			
	Nov. 2009	YTD '09	Nov. 2010	YTD '10	Nov. 2009	YTD '09	Nov. 2010	YTD '10
Compensation/DIC Claims	57	680	46	855	12	88	2	75
Follow-up Pending Claims	87	1072	114	1185	7	73	11	83
Pension Claims	33	303	28	285	8	152	12	204
Follow-up Pending Claims	46	617	65	602	22	284	57	325
Medical	34	305	18	468	3	28	10	61
Notice of Disagreements	14	101	2	82	0	4	0	0
Appeals & Waivers	10	163	10	177	0	5	0	9
Eligibility Verification Reports	3	102	2	121	2	52	0	20
Change of Address	0	9	5	5	0	1	3	3
Education Assistance	5	93	15	139	1	26	0	25
Cert. Eligibility - Home Loan	1	23	0	31	0	1	0	1
Insurance Discharges, Request for copy	0	15	2	10	0	9	0	3
Headstone/Marker Application	82	1153	88	1260	1	43	3	22
Referrals to Other Agencies	27	245	33	268	2	26	6	15
P of A Service Organization	67	739	77	860	18	149	12	113
Misc. Application/Corresp.	194	2657	522	3890	41	441	92	534
Ohio Veterans Home	7	44	1	41				
Burial Benefits					6	31	3	36
High School Diploma Applications	1	24	0	12				
Discharge Upgrades	12	119	10	92				
10-10 EZ Forms	0	7	6	12				
TOTAL	680	8471	1044	10395	124	1417	211	1534

%
Chg
56.1%

%
Chg.
YTD
20.6%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
	804	9888	1150	11746
	3	105	0	94
	807	9993	1150	11840

Interviews: Service Dept. Clients	677	7659	1150	10423	124	1199	93	1416
Fin. Asst. Referrals	3	97	0	94	0	8	0	0
Office YTD	680	7756	1150	10517	124	1207	93	1416
Phone Calls	2620	23396	2435	22076				

Information Systems:

KnowledgeTree

The upgrade from version 3.61 to version 3.7 is in process. Several changes need to be made to the Windows server software before this update can be implemented.

Network changes

We are still waiting for three pieces of faulty network equipment to be replaced.

Reception Area changes

A new PC was set up in an office for the receptionist to handle Financial Assistance interviews. New accounts were set up on the receptionist PC for a temporary employee to handle receptionist duties.

Waiting Room PC's

Waiting Room PC's have been locked down to eliminate access to network resources. An updated virus checker will be installed.

Network Software Updates

Novell network software is no longer being updated by Novell. The Novell company has been sold to a third party, so we are trying to anticipate what changes need to be made in our agency network software to best achieve a stable, maintainable system.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 27 veterans waiting for nursing home standard care, 9 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 January 29, 2011.

Submitted by:

Robert E. Schloendorn
Executive Director