



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



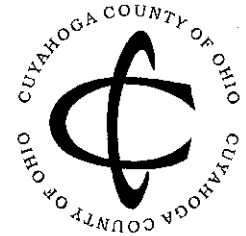
Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER



Cuyahoga County

Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650

Email: vscmail@cuyahogacounty.us

1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

ROBERT E. SCHLOENDORN
EXECUTIVE DIRECTOR

MINUTES

DATE: January 16, 2013 9:30 a.m.

PRESENT: Bob Potts, President
Clayton E. Uzell, Vice President
Daniel T. Weist, Secretary
Mel Baher, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

VISITORS: Ron Schwackenwald, Seth Shalov, Mick Panek, and Melvin Davis

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 Frank Pocci 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, Uzell, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Mel Baher and seconded by Dan Weist to accept the report of the Executive Director as given.

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

OLD BUSINESS:

A motion was made by Dan Weist and seconded by Frank Pocci to approve the revised Financial Assistance Application and Appeal Procedure dated January 16, 2013 with changes.

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

A motion was made by Dan Weist and seconded by Frank Pocci to approve the revised Guideline for Assistance with Shoes & Clothing, Personal Hygiene & Diapers dated January 16, 2013 as submitted.

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

Ron Schwackenwald, 1st Vice President of the USO Board of Directors, addressed the Board with a request for office space at the Veterans Service Commission. The Commissioners responded by saying that they will consult with the Prosecutor's Office and advise him of the disposition of his request.

NEW BUSINESS:

Steve Fernandez, Finance Manager, gave an update of his department's goals and objectives for 2013. Steve noted that his department is down one staff member who retired last month due to recent OPERS changes.

A motion was made by Mel Baher and seconded by Clay Uzell to approve the revised Policy Procedure for Consent for Release of Information dated January 16, 2013 as submitted.

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

A motion was made by Mel Baher and seconded by Frank Pocci to approve the revised Guideline for Payment of Indigent Funeral Expenses dated January 16, 2013 as submitted.

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

A motion was made by Frank Pocci and seconded by Mel Baher to approve the revised Guideline for Telephone Service dated January 16, 2013 as submitted.

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

A motion was made by Mel Baher and seconded by Frank Pocci to approve Resolution 2013-02 requesting authority for five Cuyahoga County Veterans Service Commissioners to attend various conferences sponsored by the Ohio State Association of Veterans Service Commissioners in Ohio for 2013, expenses not to exceed \$5,879.85.

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

A motion was made by Mel Baher and seconded by Frank Pocci to approve Resolution 2013-03 requesting the County Executive to set the compensation for newly appointed and reappointed Veterans Service Commissioners.

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

A motion was made by Mel Baher and seconded by Frank Pocci to approve Resolution 2013-04 requesting authority for six Cuyahoga County Veterans Service officers to attend the Ohio State Association of County Veterans Service Officer (OSACVSO) spring quarterly meeting and training conference sponsored by the OSACVSO from February 28 to March 1, 2013 in Dublin, Ohio, expenses not to exceed \$1,416.00.

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

All Commissioners will be attending District 2 training at VFW Post 8586 in Perrysville, Ohio on March 9, 2013 at 10:00 a.m.

The Executive Director will generate a letter to the Ohio Department of Veterans Services that the CCVSC is in support of the County Recorder's Office issuing a veteran's I.D. card. The Board believes that this would be a good tool to encourage veterans to present their DD214 to the Recorder's Office for safe keeping and will give them a formal and portable proof of service.

GOOF OF THE ORDER:

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

Mel Davis

- Expediting the voucher process through the County
- Veterans Service Organization funding

Mick Panek

- Veterans I.D. cards

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Clay Uzell to go into Executive Session to discuss leasing space and the selection of applicants for the VSO-IT position.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:15 a.m.)

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

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:55 a.m.)

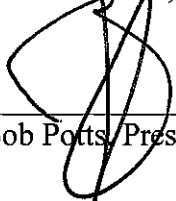
As a result of discussion in Executive Session, the USO's request for office space will be denied at the advice of our legal counsel.

The Board reviewed the proposed MOU from Andre Morrison and will support his request to have our employment representative refer eligible veterans to his program once it is established, but does not see the need to have an MOU.

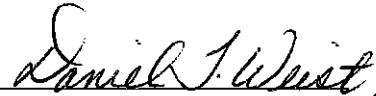
The Executive Director was directed to move forward with the hiring of the two highest recommendations for the VSO-IT position, pending completion of a drug test.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 11:57 a.m.

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



 Bob Potts, President


 Daniel T. Weist, 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

December, 2012

Issued by:

The CCVSC Commissioners

Frank Pocci –President, AMVETS

Bob Potts – Vice President, VVA

Clayton E. Uzell – Secretary, VFW

Mel Baher –American Legion

Daniel Weist –DAV

January 16, 2013

Submitted By: Robert E. Schloendorn – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of December 31, 2012:

Executive:

The Executive Director

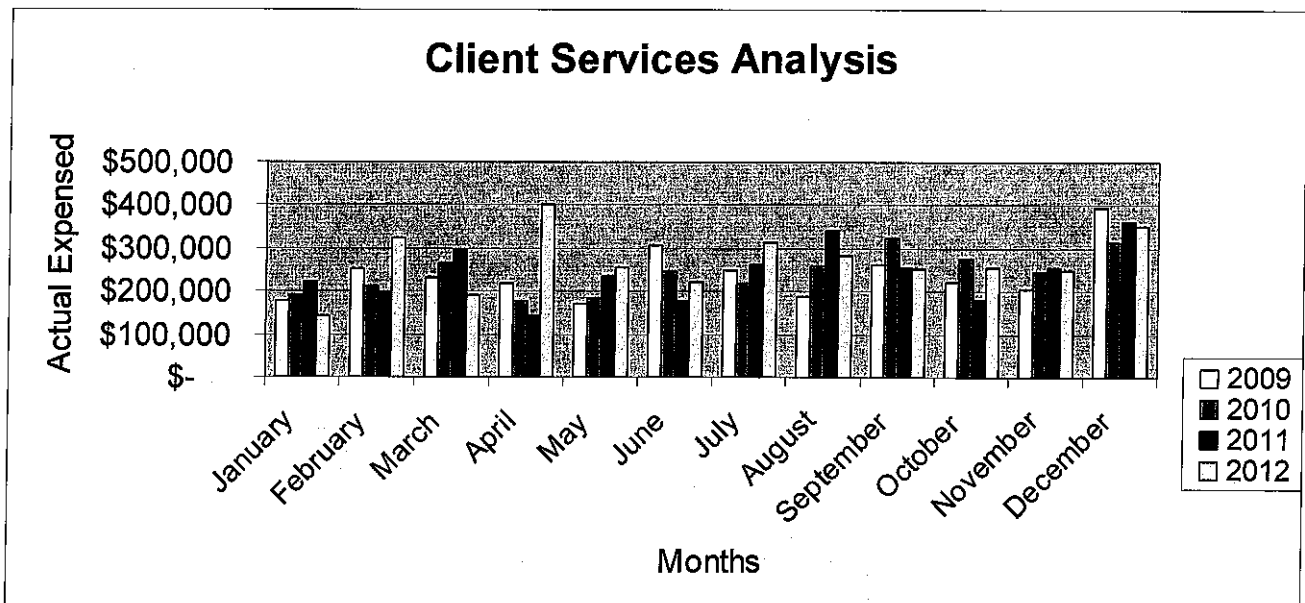
- Assisted in the presentation of medals at Erieview Plaza with Senator Sherrod Brown.
- Met with Neal from WTAM.
- Met with Solomon Harge from the Consumer Protection Agency.
- Met with Diana Garneau from Clear Channel.
- Met with Sandy Green from Valpak.
- Called Judge Simmons from Rocky River Court regarding Veterans Docket.

Finance Department

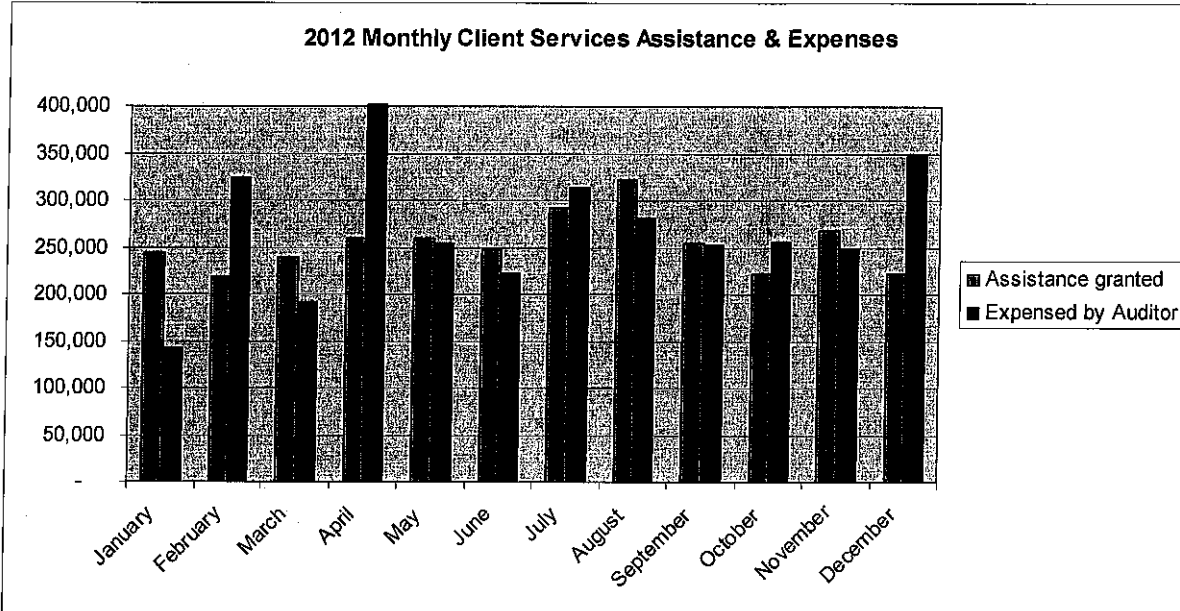
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2012 Expenses



Total 2012 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2012 Projection	Budget Variance
Salaries	1,963,612	1,938,516	-	-	1,938,516	25,096
Fringe Benefits	683,916	671,644	-	-	671,644	12,272
Commodities	38,000	32,333	-	-	32,333	5,667
Contract Services	550,849	465,995	80,832	80,832	546,827	4,022
Controlled Expenditures	317,302	303,203	-	-	303,203	14,099
Client Services	4,114,222	3,237,487	200,000	200,000	3,437,487	676,735
Other Expenditures	443,644	397,703	44,588	44,588	442,291	1,353
Capital Outlay	14,628	-	128	128	128	14,500
Total Expenditures	8,126,173	7,046,881	325,548	325,548	7,372,429	753,744

Assistance Department:

December financial assistance totaled \$349,558, up from \$247,765 issued during November and down from \$362,060 issued in December of 2011. Year to date client assistance for 2012 is \$3,237,485 and YTD for 2011 was \$2,921,415, up \$316,070.

The December Financial Assistance Department activity report follows below.

Indicator	December 2012	December 2011	% Change		
Number of clients seeking hardship assistance	771	935	-17.5%		
Total applications taken	612	766	-20.1%		
Applications Withdrawn	(15)	(59)	-74.6%		
Applications Denied	(49)	(52)	-5.8%		
Total applications approved for hardship assistance (with trans.)	548	655	-16.3%		
Transportation only approvals	(364)	(433)	-15.9%		
F/A applications approved	184	222	-17.1%		

Indicator	YTD 2012	YTD 2011	% Change		
Number of clients seeking hardship assistance	10608	10401	2.0%		
Total applications taken	8816	8643	2.0%		
Applications Withdrawn	(334)	(650)	-48.6%		
Applications Denied	(617)	(632)	-2.4%		
Total applications approved for hardship assistance (with trans.)	7865	7361	6.8%		
Transportation only approvals	(5191)	(4796)	8.2%		
F/A applications approved	2674.	2565	4.3%		

During December, 2012, 39 veterans applied for assistance for the first time bringing the 2012 YTD total to 528. Of the 39 new claims, 36 were approved, 0 were approved at Level III, 0 were partially approved, 1 was denied and 2 were withdrawn. In December, 2011, 47 veterans applied for assistance for the first time bringing the 2011 YTD total to 565.

Listed below is a breakdown of appeals for the month of December, 2012.

Appeal Officer workdays	10
Cases on hand beginning of month	12
Cases received	+33
Cases worked	<u>-36</u>
Cases on hand end of month	9

	December	
<u>Appeal Officer Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	10	119
Cases denied	16	250
Cases denied/withdrawn, no show	9	69
Cases withdrawn	<u>1</u>	<u>28</u>
Total	36	466

	December	
<u>Board Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	11	168
Cases denied	5	75
Cases withdrawn	0	2
Cases verifying fraud	1	28
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>1</u>
Total	17	274

Medical and Other Transportation:

December assistance expensed for transportation totaled \$8,205 for the month, \$8,005 for medical bus tickets and \$200 for other transportation. Year to date transportation totaled \$127,205. Year to date medical transportation totaled \$122,800 and needs based transportation totaled \$4,405.

Medical and Dental Programs:

Medical payments for December amounted to \$4,212 with \$3,607 expensed for Dental and \$605 for Vision. Year to date medical expenses totaled \$62,631. Dental payments year to date are \$50,074 and Vision year to date payments are \$6,515.

\$0 Hearing Aid payments were expensed in December. Year to date Hearing Aid payments totaled \$6,042.

Memorial Affairs Department:

\$7,632.20 was expensed during December, 2012 for indigent veteran funeral expenses, down \$575.14 from December, 2011. During December, 8 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 1 Navy and 4 Army veterans.

Following are the 2012 Year to Date statistics for Memorial Affairs:

	Dec.	2012 YTD	Dec.	2011 YTD
DD-214 Search	88	1250	91	1237
Benefits Counseling	624	9622	697	10544
Undelivered-Incorrect Headstone/Research	6	108	5	130
Presidential Memorial Certificates	75	1179	75	1306
National Cemetery Referrals	61	792	64	753
Blue Star Service Banners	0	14	0	32
Indigent Burials	8	122	9	126

Veterans Service Officers:

Following are some of the major statistics reported by VSO Randy Stevenson for the month of December, 2012 for the Parma satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	72	631
Pension claims and follow ups	7	104
Medical	2	24
Power of Atty. to Service Organizations	9	92
Misc. Applications/Correspondence	83	1070
All Other	<u>19</u>	<u>214</u>
Total	192	2135

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of December, 2012 for the Wade Park satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	91	1256
Pension claims and follow ups	57	666
Medical	4	134
Power of Atty. to Service Organizations	39	592
Misc. Applications/Correspondence	340	4327
All Other	<u>69</u>	<u>1205</u>
Total	600	8180

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

**December
2012**

	VETERAN				DEPENDENT			
	Dec. 2011	YTD '11	Dec. 2012	YTD '12	Dec. 2011	YTD '11	Dec. 2012	YTD '12
Compensation/DIC Claims	85	850	64	909	2	60	0	57
Follow-up Pending Claims	228	2581	239	2934	6	208	7	161
Pension Claims	36	309	23	345	11	170	10	171
Follow-up Pending Claims	100	1018	86	1223	45	662	41	720
Medical	27	345	21	352	0	67	2	33
Notice of Disagreements	3	29	2	18	0	8	0	5
Appeals & Waivers	17	147	8	144	0	18	4	30
Eligibility Verification Reports	6	107	6	109	4	68	1	51
Change of Address	14	72	9	105	1	12	1	14
Education Assistance	24	207	20	235	0	25	0	16
Cert. Eligibility - Home Loan	3	55	0	38	0	5	0	2
Insurance	2	18	1	43	0	0	0	0
Discharges, Request for copy	80	1151	113	1374	3	64	2	61
Headstone/Marker Application					1	10	3	7
Referrals to Other Agencies	74	879	70	1024	2	73	3	105
P of A Service Organization	117	996	79	1175	6	186	8	172
Misc. Application/Corresp.	835	9197	791	9969	80	1322	69	1349
Ohio Veterans Home	8	57	6	43				
Burial Benefits					1	30	5	49
High School Diploma Applications	0	15	1	8				
Discharge Upgrades	14	72	7	71				
10-10 EZ Forms	12	170	10	107				
TOTAL	1685	18275	1556	20226	162	2956	156	3003

% Chg
-7.3%

% Chg
YTD
9.4%

Interviews: Service Dept. Clients	1489	16984	1476	18553
Fin. Asst. Referrals	0	0	22	313
Office YTD	1489	16984	1498	18866
Phone Calls	2348	28640	2443	27521

Information Systems:

Retirements

Three employees retired at the end of the year. Their working data was saved in case it is needed at some future time. They were also removed from all county systems per normal protocol for reasons of security.

Microsoft Outlook – GroupWise conversion

We are still reviewing estimates of cost for a “Hosted” Microsoft Exchange account that allows us to use Microsoft Outlook to encrypt our emails between this agency and the VA, as requested.

We are also looking into a several third party software solutions which could be used with GroupWise and still handle the encryption properly. The GroupWise native email client does not allow encrypted e-mails.

A very limited test of the Microsoft 365 “cloud” software product was conducted in December. We would only be using the Exchange/Outlook portion of that product and it is paid on a monthly per-user basis. The Veterans Administration is in the process of installing the full Office 365 product suite nationwide.

Map-D/Share/VBMS implementation

All Veterans Service Officers have been trained on the use of Map-D and Share VA applications. Laptops are set up and available for use in the downtown office and in our Wade Park office. A third laptop is ready to be installed at the Parma VA facility.

These applications will permit our VSO's to access specific detailed data for our clients without having to make a phone call to the VA and wait for an answer. It will allow some claims to be handled more efficiently.

Fax Boards in copiers

The VSO and Memorial Affairs departments are very heavy users of fax machines. Documentation for our new Toshiba copiers identifies software which can be used with an optional fax board in the copier to handle incoming and outgoing faxes right from their desktop. This will cut down the time spent waiting for faxes to be received and sent and will reduce the amount of toner expense for the current fax machines.

Ohio Veterans Home Network:

In December, 4 veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 13 veterans waiting for nursing home standard care, 34 veterans for nursing home special care, 2 veteran for the domiciliary and 4 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**