



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 19, 2011 9:30 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 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, Weist, Zung. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

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

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

OLD BUSINESS:

Revisions to the "Policy on the Schedule of Record Retention and Destruction" dated August 16, 2006 and the "Key Control Policy" dated September 3, 2008 are works in progress.

NEW BUSINESS:

The election of officers for the CCVSC Board was held. A motion was made by Bob Potts and seconded by Thomas Zung to follow the guideline for the election of officers on the CCVSC Board established in January 2007 and to accept the following Commissioners as officers for the Year 2011:

President Mel Baher, American Legion
Vice President Frank Pocci, AMVETS
Secretary Bob Potts, VVA

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

GOOD OF THE ORDER

None.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Frank Pocci to go into Executive Session to discuss the role of the Social Work Dept. and their monthly report.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (10:23 a.m.)

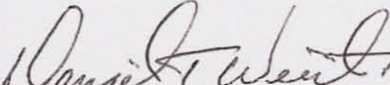
A motion was made by Mel Baher and seconded by Thomas Zung to come out of Executive Session and return to the regular order of business.

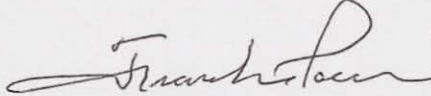
AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (10:55 a.m.)

Discussion took place in Executive Session concerning the role of the Social Work Dept. The Board explained to the Executive Director their position on the responsibilities of the Social Work Dept. and will reiterate their view in a follow up memo.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 10:57 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

December, 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

January 19, 2011

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, 2010:

Executive:

The Executive Director

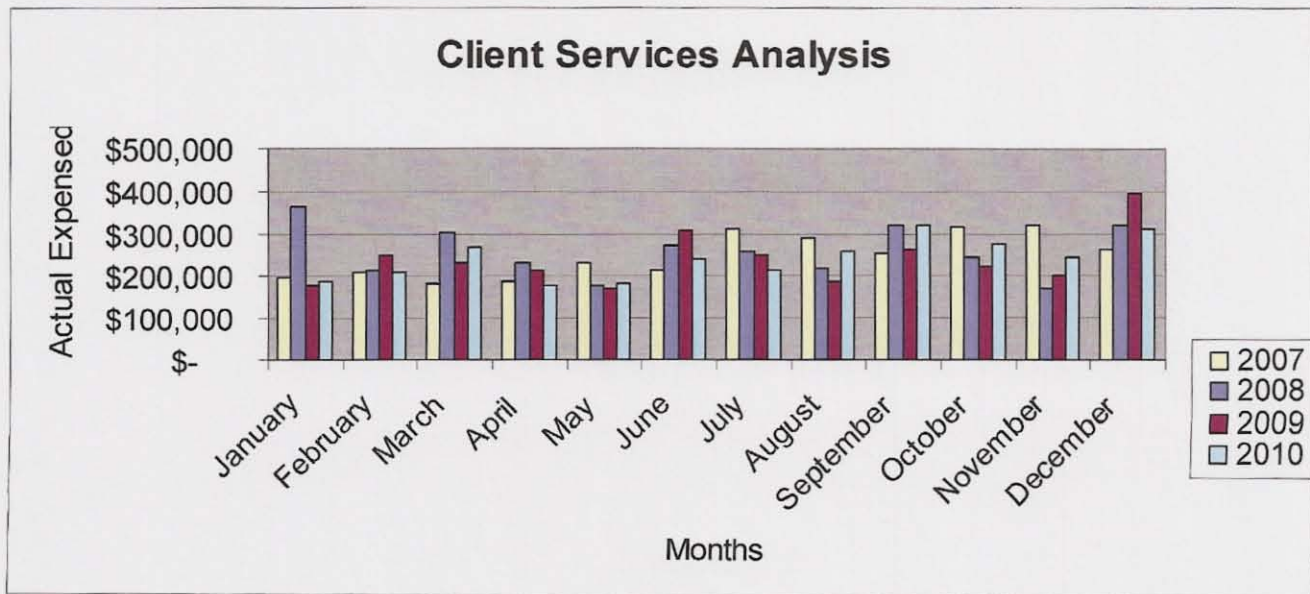
- Met with Bob Shields from Cleveland State
- IVA Board Meeting

Finance Department

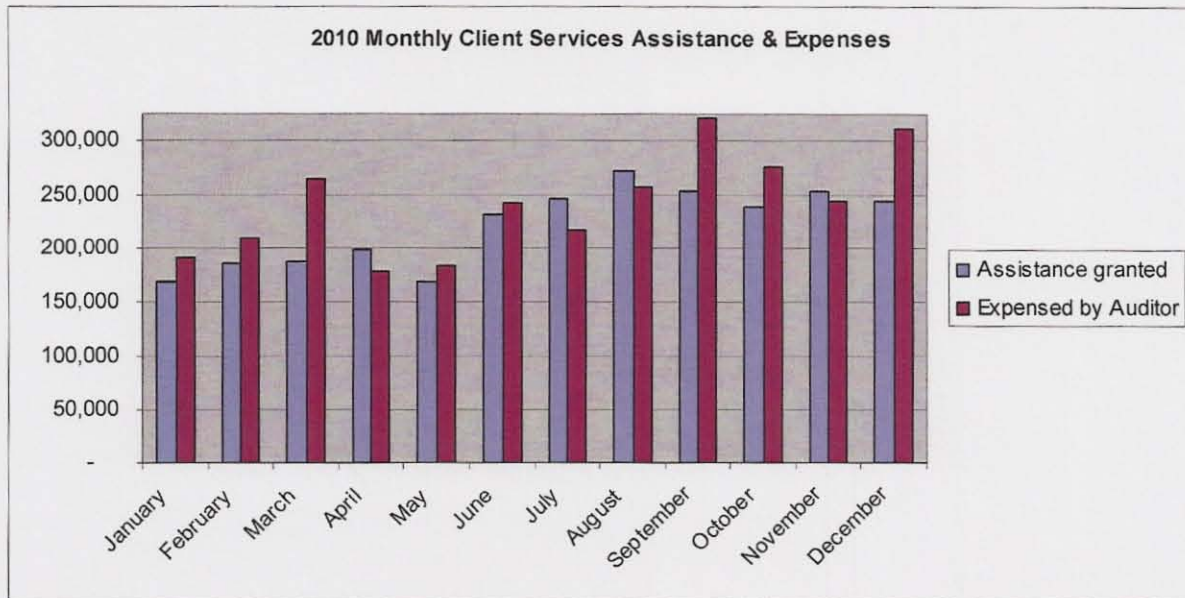
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, 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
Salaries	1,758,034	1,630,984	-	-	1,630,984	127,050
Fringe Benefits	675,357	574,433	-	-	574,433	100,924
Commodities	46,064	21,260	-	-	21,260	24,804
Contract Services	953,776	556,623	40,614	40,614	597,237	356,539
Controlled Expenditures	358,188	355,308	-	-	355,308	2,880
Client Services	3,621,341	2,902,447	-	-	2,902,447	718,894
Other Expenditures	356,930	233,375	80,725	80,725	314,100	42,830
Capital Outlay	26,350	19,442	6,288	6,288	25,730	620
Total Expenditures	7,796,040	6,293,872	127,627	127,627	6,421,499	1,374,541

Assistance Department:

December financial assistance totaled \$312,850 up from \$244,690 issued during November and down from \$393,813 issued in December of 2009. Year to date client assistance for 2010 is \$2,902,446 and YTD for 2009 was \$2,869,107, up \$33,339.

The December Financial Assistance Department activity report follows below.

Indicator	Dec. 2010	Dec. 2009	% Change		
Number of clients seeking hardship assistance	802	838	-4.3%		
Total applications taken	660	662	-.3%		
Applications Withdrawn	(68)	(184)	-63.0%		
Applications Denied	(50)	(57)	-12.3%		
Total applications approved for hardship assistance (with trans.)	542	421	28.7%		
Transportation only approvals	(298)	(174)	71.3%		
F/A applications approved	244	247	-1.2%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	8980	11319	-20.7%		
Total applications taken	7543	10148	-25.7%		
Applications Withdrawn	(958)	(2082)	-54.0%		
Applications Denied	(622)	(431)	44.3%		
Total applications approved for hardship assistance (with trans.)	5963	7635	-21.9%		
Transportation only approvals	(3367)	(4912)	-31.5%		
F/A applications approved	2596	2723	-4.7%		

During December, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 532. Of the 47 new claims, 42 were approved, 0 were partially approved, 0 were denied and 5 were withdrawn. In December, 2009, 36 veterans applied for assistance for the first time bringing the 2009 YTD total to 629.

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

Appeal Officer workdays	19-1/2
Cases on hand beginning of month	12
Cases received	+34
Cases worked	<u>-32</u>
Cases on hand end of month	14

	Dec.	
<u>Appeal Officer Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	0	72
Cases denied	24	263
Cases denied/withdrawn, no show	2	46
Cases withdrawn	4	30
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>8</u>
Total	32	422

	Dec.	
<u>Board Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	16	168
Cases denied	11	100
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	27	279

Medical and Other Transportation:

December assistance expensed for transportation totaled \$7,398.50 for the month, \$7,163.50 for medical bus tickets and \$235 for needs based bus tickets.

Medical and Dental Programs:

Medical payments for December amounted to \$6,030 with \$6,030 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$49,187. Dental payments year to date are \$38,238 and Vision year to date payments are \$7,760.

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

Memorial Affairs Department:

\$8,794.62 was expensed during December, 2010 for indigent veteran funeral expenses, down \$71.75 from December, 2009. During December, 10 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 1 Navy and 8 Army veterans.

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

	<u>Dec.</u>	<u>2010</u> <u>YTD</u>	<u>Dec.</u>	<u>2009</u> <u>YTD</u>
DD-214 Search	113	1,289	111	1,562
Benefits Counseling	680	10,477	984	11,786
Undelivered-Incorrect Headstones/Research	5	180	15	331
Presidential Memorial Certificates	100	1,353	112	1,876
National Cemetery Referrals	66	920	63	1,584
Blue Star Service Banners	1	16	4	13

Veterans Service Officers:

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

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	13	422
Pension claims and follow ups	9	227
Medical	0	111
Power of Atty. to Service Organizations	4	83
Misc. Applications/Correspondence	115	1418
All Other	<u>23</u>	<u>389</u>
Total	164	2486

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

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	58	557
Pension claims and follow ups	16	308
Medical	8	79
Power of Atty. to Service Organizations	19	228
Misc. Applications/Correspondence	166	1661
All Other	<u>51</u>	<u>457</u>
Total	318	3290

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

December
2010

	VETERAN				DEPENDENT			
	Dec. 2009	YTD '09	Dec. 2010	YTD '10	Dec. 2009	YTD '09	Dec. 2010	YTD '10
Compensation/DIC Claims	39	719	46	901	4	92	5	80
Follow-up Pending Claims	101	1173	151	1336	14	87	15	98
Pension Claims	25	328	21	306	17	169	11	215
Follow-up Pending Claims	64	681	55	657	28	312	49	374
Medical	27	332	17	485	4	32	4	65
Notice of Disagreements	12	113	3	85	0	4	0	0
Appeals & Waivers	17	180	14	191	1	6	0	9
Eligibility Verification Reports	1	103	2	123	1	53	1	21
Change of Address	0	9	7	12	0	1	1	4
Education Assistance	11	104	6	145	0	26	5	30
Cert. Eligibility - Home Loan	1	24	1	32	0	1	0	1
Insurance Discharges, Request for copy	0	15	1	11	0	9	0	3
Headstone/Marker Application	79	1232	133	1393	1	44	9	31
Referrals to Other Agencies	0	0	0	0	0	4	2	7
P of A Service Organization	20	265	45	313	4	30	6	21
Misc. Application/Corresp.	52	791	54	914	14	163	9	122
Ohio Veterans Home	210	2867	708	4598	58	499	80	614
Burial Benefits	8	52	0	41	7	38	3	39
High School Diploma Applications	0	24	2	14				
Discharge Upgrades	8	127	5	97				
10-10 EZ Forms	0	7	7	19				
TOTAL	<u>675</u>	<u>9146</u>	<u>1278</u>	<u>11673</u>	<u>153</u>	<u>1570</u>	<u>200</u>	<u>1734</u>

% Chg
78.5%

% Chg.
YTD
25.1%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
	827	10715	1341	13180
	1	106	0	94
	828	10821	1341	13274

Interviews: Service Dept. Clients	674	8333	1341	11764	153	1352	0	1416
Fin. Asst. Referrals	1	98	0	94	0	8	0	0
Office YTD	675	8431	1341	11858	153	1360	0*	1416
Phone Calls	2620	26016	2355	24431				

*eVetAssist not separating dependents. Working to correct.

Information Systems:

KnowledgeTree

The upgrade from version 3.61 to version 3.7 is in process. Windows Server 2008 R2 Standard version software has been ordered to accommodate the newest version of KnowledgeTree.

Network changes

Two of three Cisco network switches will be replaced during January. This should greatly increase network speed in the agency.

Network Software Updates

A few large agencies are in the process of converting from Novell network software to Microsoft Network software. We hope to take advantage of their experience if we convert to Microsoft's network software this year.

Windows 7 Desktop Upgrade

Work is progressing on an automated upgrade of our desktops from Microsoft Vista to Microsoft Windows 7. Windows 7 has proven to be simpler and easier to use than Vista is.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 31 veterans waiting for nursing home standard care, 18 veterans for nursing home special care, 0 veterans for the domiciliary and 4 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for January 20, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**