



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

JAMES L. STOLZ
SERVICE OFFICER MANAGER

Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: January 21, 2009 9:34 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Daniel Weist, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director

ABSENT: Mel Baher, Secretary
Tom O'Donnell, Asst. County Prosecutor

VISITORS: Richard Danielson, Korean War Veterans of America Post 69; Jim McCafferty, County Administrator, Terry Poltorek, HP Mgt. Mr. & Mrs. Nowicki, and Ms. Donna Squires.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Bob Potts followed by the Pledge of Allegiance.

The President deferred to the Good of the Order for the unveiling and presentation of portraits by Bryan Yankulov to the families of two deceased Cuyahoga County veterans. Family members were introduced and presented with an original portrait of their loved one. Pen and ink drawings of these two deceased soldiers will join the other drawings already prominently displayed on the wall of the CCVSC boardroom.

Jim McCafferty, County Administrator, and Terry Poltorek, building owner, were present to discuss developments concerning CCVSC's new office space. Mr. McCafferty delivered a response from the Board of County Commissioners to CCVSC's concerns discussed with Lee Trotter at the last Board meeting. Mr. McCafferty said that the move was approved by the BOCC but requested a 90-day delay. Mr. Poltorek agreed to extend CCVSC's current lease for the 90-day period with a guarantee that the CCVSC vacates the second floor space by July 2009. The Executive Director was instructed to begin discussions with the landlord.

A motion was made by Frank Pocci and seconded by Thomas Zung to dispense with the reading of the minutes of January 7, 2009 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Frank Pocci and seconded by Thomas Zung to dispense with the reading of the minutes of the Level III Board Appeals meeting of January 7, 2009 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Frank Pocci to dispense with the reading of the correspondence since we have a Consent Agenda, with the exception of those items set aside, to be addressed during the regular order of business, and with any corrections and/or additions. (No items were set aside.)

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

A motion was made by Dan Weist and seconded by Frank Pocci to accept cases approved on the Consent Agenda for the month of December 2008, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

A motion was made by Dan Weist and seconded by Frank Pocci to accept cases denied on the Consent Agenda for the month of December 2008, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

A motion was made by Dan Weist and seconded by Frank Pocci to accept indigent burials approved for the month of December 2008 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

Agenda Item E1. State of the Commission and Finance Report (Attached)

A motion was made by Frank Pocci and seconded by Dan Weist to approve the report of the Executive Director as submitted.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Agenda Item G1. Resolution 2009-1

A motion was made by Dan Weist and seconded by Thomas Zung to accept Resolution 2009-1: *A resolution annually adjusting employee mileage and per diem travel reimbursement rates in accordance with standard federal rates, for the Cuyahoga County Veterans Service Commission*, as submitted by the Executive Director.

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

Agenda Item G2. Guideline for Assisting First Time Clients with Financial Assistance

Discussion took place concerning a minor change under exceptions to the policy regarding the 180 day rule when a client is terminated from employment. The Executive Director was instructed to submit a rough draft revision of the guideline to the Board at the next regular meeting.

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

Richard Danielson

- Homeless veterans
- Ghost Riders Foundation

EXECUTIVE SESSION:

No items were submitted for discussion.

With no further business, a motion was made by Dan Weist and seconded by Thomas Zung to adjourn the meeting at 10:48 a.m.

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

Bob Potts
President

Dan Weist
Secretary Pro Tem

CONTACT INFORMATION

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

Filing claims with the Dept. of Veterans' Affairs: Jim Stolz, Service Officer Manager (216-698-2639)

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

December, 2008

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

January 21, 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 December 31, 2008:

Executive:

The Executive Director

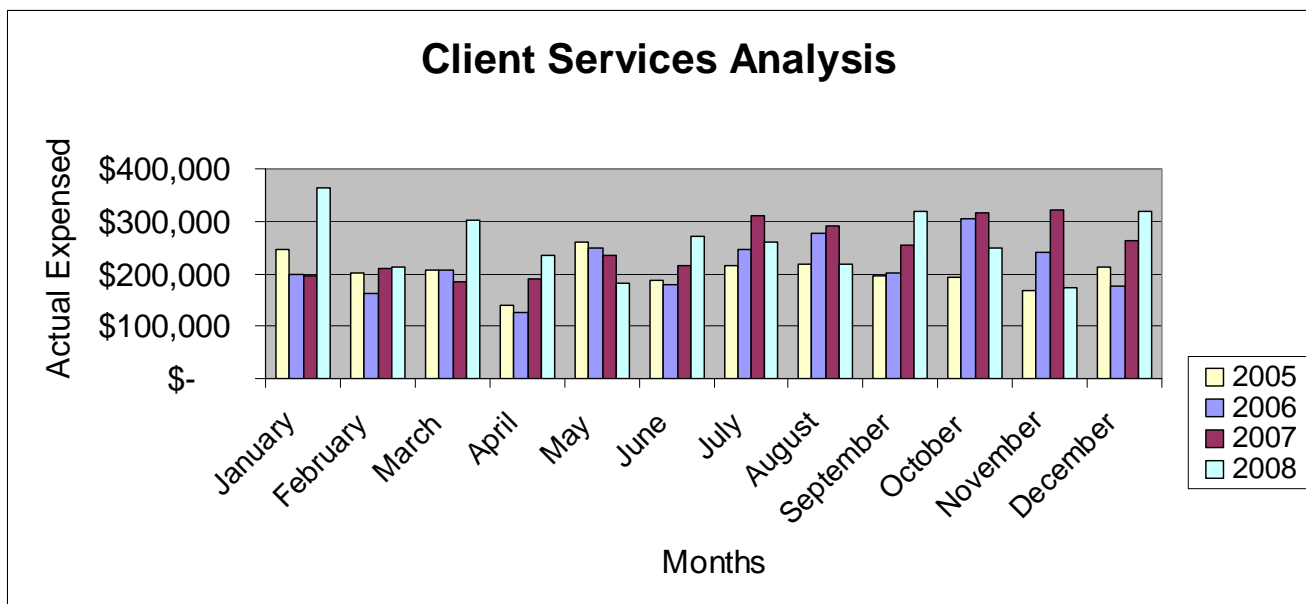
- Met with Deb Shaw to discuss the move.
- Met with Legacy Flooring.
- Met with John DeMuth regarding a Veteran’s Home in Northeast Ohio.
- Attended meeting at the Crile Archives.

Finance Department

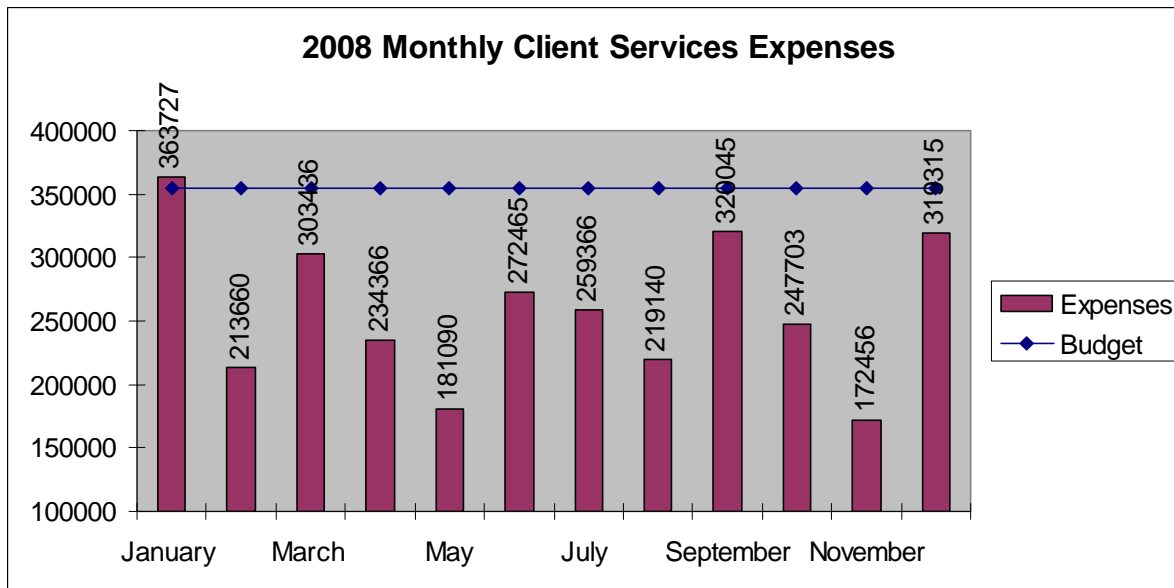
Below are selected December reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2008 Expenses



Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,629,691	1,515,342	-	-	1,515,342	114,349
Fringe Benefits	607,036	592,904	-	-	592,904	14,132
Commodities	47,618	38,956	-	-	38,956	8,662
Contract Services	580,233	279,505	127,083	127,083	406,588	173,645
Controlled Expenditures	283,611	283,188	-	-	283,188	423
Client Services	4,296,807	3,106,769	4,406	4,406	3,111,175	1,185,632
Other Expenditures	582,369	335,431	34,936	34,936	370,367	212,002
Capital Outlay	81,850	41,313	1,350	1,350	42,663	39,187
Total Expenditures	8,109,215	6,193,408	167,775	167,775	6,361,183	1,748,032

Assistance Department:

December financial assistance totaled \$319,315, up from \$172,456 issued during November and up from \$261,614 issued in December of 2007. Year to date client assistance for 2008 is \$3,106,769 and YTD for 2007 was \$2,982,933 up \$123,836.

The December Financial Assistance Department activity report follows below.

Indicator	December 2008*
Number of clients seeking hardship assistance	795
Total applications taken	714
Applications Withdrawn/Denied	(252)
Total applications approved for hardship assistance (with trans.)	462
Transportation only approvals	(216)
F/A applications approved	246

*2007 numbers are not presented because the Paradox system inflated the number of visitors. These numbers were not a true comparison.

Indicator	YTD 2008
Number of clients seeking hardship assistance	9789
Total applications taken	7510
Applications Withdrawn/Denied	(2367)
Total applications approved for hardship assistance (with trans.)	5143
Transportation only approvals	(2393)
F/A applications approved	2750

During December, 2008, 43 veterans applied for assistance for the first time bringing the 2008 YTD total to 609. In December of 2007, 39 veterans applied for assistance for the first time bringing the 2007 YTD total to 520.

Listed below is a breakdown of appeals for the month of December, 2008.

Number of workdays	21
Cases on hand beginning of month	8
Cases received	+22
Cases worked	<u>-24</u>
Cases on hand end of month	6

	Dec.	YTD
<u>Appeal Officer Appeals</u>	<u>2008</u>	<u>2008</u>
Cases approved	0	59
Cases denied	13	218
Cases withdrawn, no show	3	84
Cases withdrawn	3	57
No determination at Level II (Referred to Level III)	0	2
Cases referred back to Financial Asst./Social Worker	5	32
*Cases not eligible for appeal	<u>0</u>	<u>11</u>
Total	24	463

	Dec.	YTD
<u>Board Appeals</u>	<u>2008</u>	<u>2008</u>
Cases approved	7	125
Cases denied	1	72
Cases withdrawn	0	8
Cases verifying fraud	0	15
Fraud/Fraudulent application	0	1
Cases Referred back to financial Asst./Social Worker	0	1
Client not eligible (not a veteran)	0	0
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	0	0
Asst. rescinded due to false statements on application	0	1
Fraud expunged	<u>0</u>	<u>1</u>
Total	8	224

Medical and Other Transportation:

December medical assistance expensed for transportation totaled \$5,292.50 for the month, \$5,292.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for December amounted to \$6,111 with \$5,211 expensed for Dental and \$900 for Vision. Year to date medical expenses totaled \$44,448. Dental payments year to date are \$37,344 and Vision year to date payments are \$5,435.

\$0 in Miscellaneous Medical payments were expensed in December. Year to date Miscellaneous Medical payments are \$1,670.

Memorial Affairs Department:

\$21,100.98 was expensed during December, 2008 for indigent veteran funeral expenses, up \$12,181.57 from November, 2008. During December, 22 indigent burials were approved. The burials were for 3 Air Force, 3 Marine, 3 Navy and 13 Army veterans.

Following are the 2008 Year to Date statistics for Memorial Affairs:

	<u>Dec.</u>	<u>2008 YTD</u>	<u>Dec.</u>	<u>2007 YTD</u>
DD14 Search	172	2,064	288	3,799
Benefits Counseling	727	10,138	1,398	12,742
Undelivered-Incorrect Headstones/Research	44	624	154	2,121
Presidential Memorial Certificates	161	2,312	307	4,626
National Cemetery Referrals	308	2,903	251	3,017
Blue Star Service Banners	2	37	0	35

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of December, 2008 for the Brecksville satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	31	552
Pension claims and follow ups	15	181
Medical	5	168
Power of Atty. to Service Organizations	9	159
Misc. Applications/Correspondence	81	1,114
All Other	<u>30</u>	<u>362</u>
Total	171	2,536

Following are some of the major statistics reported by VSO Robert Erb for the month of December 2008 for the Wade Park satellite office.

	<u>Dec.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	25	576
Pension claims and follow ups	14	301
Medical	10	86
Power of Atty. to Service Organizations	9	226
Misc. Applications/Correspondence	13	364
All Other	<u>13</u>	<u>520</u>
Total	84	2,073

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

**December
2008**

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	45	563	40	588	0	48	3	18
Follow-up Pending Claims	113	1157	90	1599	7	88	3	61
Pension Claims	44	438	22	317	15	193	14	142
Follow-up Pending Claims	78	559	59	830	36	412	33	396
Medical	17	231	33	413	0	26	4	56
Notice of Disagreements	10	123	10	139	0	10	0	7
Appeals & Waivers	2	99	3	91	1	15	1	8
Eligibility Verification Reports	3	65	4	62	0	31	1	40
Change of Address	4	91	5	91	0	9	3	12
Education Assistance	10	66	5	63	1	14	0	20
Cert. Eligibility - Home Loan	5	60	4	40	0	2	0	2
Insurance Discharges, Request for copy	0	3	0	3	0	17	0	15
Headstone/Marker Application	119	1478	100	1531	0	7	3	16
Referrals to Other Agencies	14	180	22	171	0	37	3	25
P of A Service Organization	78	987	43	714	15	240	20	148
Misc. Application/Corresp.	248	2274	255	3811	29	400	68	573
Ohio Veterans Home	9	88	8	79				
Burial Benefits					5	60	5	56
High School Diploma Applications	4	43	2	37				
Discharge Upgrades	8	56	5	68				
10-10 EZ Forms	1	14	1	28				
TOTAL	<u>812</u>	<u>8575</u>	<u>711</u>	<u>10675</u>	<u>119</u>	<u>1810</u>	<u>174</u>	<u>1726</u>

% Chg
-4.9%

% Chg.
YTD
19.4%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	552	4956	335	5121	90	569	33	351
Fin. Asst. Referrals	27	560	34	484	4	62	3	23
Office YTD	579	5516	369	5605	94	631	36	374
Phone Calls	2794	27246	2353	21816				

	'07	YTD '07	'08	YTD '08
	642	5525	368	5472
	31	622	37	507
	673	6147	405	5979

Information Systems:

ClientTrack

Reporting from ClientTrack is being done by a combination of manual and automated processes until eVetAssist is installed and running in February, 2009. Catch-up reporting will be completed for the months of June through September.

eVetAssist

We have finished setting up a VPN account so John can interact directly with the database on our server. The application is currently installed and running on our server which hosts KnowledgeTree. The application is being tested daily by a small group of employees and updates are being created and applied by John Yan almost daily.

We are not planning to convert any of our historical data because of the poor quality of information converted from the original Paradox system.

An interim system is being developed prior to February 1st to allow employees to review data contained in the ClientTrack database. A final copy of our database will be downloaded on January 31st for our use.

We are looking into the purchase of electronic signature pads so that all documentation is electronic rather than being in paper files. A web camera will also be installed to take client pictures to be stored with their claim data.

High speed county network

The high speed network is scheduled to be installed after work on January 15th in order to not interrupt normal operations. This will also allow extensive testing of the VOIP system as a part of this cutover. This network is engineered to be approximately 7 times faster than our current network.

VSO Scanning

VSO's have scanned all the catch-up documents created since the Recorder's office finished the original scanning. We are now identifying a software package which will allow these updates to be combined with the original files so all the information on an individual will be captured in one place.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During December, three veterans were transported to the Sandusky home for tours and admission evaluations.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for February 19, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**