



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
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

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: February 16, 2011 9:30 a.m.

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Bob Potts, Secretary
Daniel Weist, 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, Mel Baher, followed by the Pledge of Allegiance.

A motion was made by Frank Pocci and seconded by Bob Potts 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 Dan Weist and seconded by Bob Potts to accept the report of the Executive Director as given.

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

OLD BUSINESS:

Asst. County Prosecutor, Tom O'Donnell, was asked to investigate state law for the definition of a household. Mr. O'Donnell reported that there is no hard definition of household in any state law and that it could include anyone living in the home. Currently, CCVSC policy only considers the income and expenses of a veteran and spouse for financial assistance. Following some discussion, the Executive Director was asked to draft a guideline defining household and present it to the Board at the next open public meeting.

NEW BUSINESS:

The Ohio State Association of Veterans Service Commissioners District 2 meeting will be held at the Richland County VSC in Mansfield, Ohio on Saturday, March 12, 2011 at 10:00 a.m. All Commissioners are planning to attend.

Board outreach for 2011 was discussed. Commissioners Baher and Pocci are scheduled to meet with the Middleburg Hts. Women's Club on October 6th for an overview of CCVSC services and benefits. Commissioner Baher will be contacting American Legion Post 343 in Euclid and American Legion Post 703 in Parma, to host a CCVSC evening Board meeting in the spring and fall respectively.

The Executive Director has offered to provide the Board with a brief synopsis of each Level III Appeal prior to the meeting to afford them a better understanding of the client's case file. The Board concurred and will arrive fifteen minutes prior to the meeting for the briefing.

GOOD OF THE ORDER:

Dan Weist has been contacted by Judges Lillian Mays and David Matia this past week with a proposal for a veteran's court in the Cleveland area. This Executive Court would send veteran offenders for rehabilitation in lieu of incarceration. The judges are interested in obtaining information on programs available for drug, alcohol and mental health issues. They also inquired whether there are any CCVSC funds available to help with administrative costs that may be incurred. Tom O'Donnell was asked to explore whether funds, appropriated by the county for the operation of the CCVSC, can be used to pay administrative costs of another agency.

Dan Weist has extended an invitation to County Executive, Ed FitzGerald, Chief of Staff, Matt Carroll, and Special Assistant, David Merriman to visit the CCVSC for a tour of our facility and to learn of our services and benefits. Dan will advise Bob Schloendorn and Tom O'Donnell of the date and time of the meeting as soon as the information becomes available.

Bob Schloendorn spoke with Doug Lay, Franklin County, regarding their interpretation of the ORC concerning indigent burials. Bob learned that Franklin County does not enforce the residency requirement and they use the first definition of a veteran that makes no distinction between active duty and active duty for training as in the second definition in the ORC. Tom O'Donnell referred to Title 59 and explained that there are two different descriptions of a veteran, one for financial assistance and one for indigent burials. Tom will research this matter and report to the Board at the next public meeting. Bob said that he will also discuss this issue at the upcoming Executive Director's meeting.

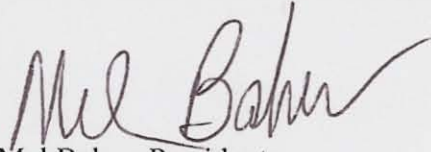
While on vacation, Bob Potts reported that the cruise ship he was on held a self-run meeting for veterans. The meeting consisted of two veterans from the Canadian Army, one Korean POW, two or three from Iraq and Afghanistan, and three Vietnam veterans. Stories were shared and personal experiences were discussed. Bob said that it was the nicest event of the entire cruise.

EXECUTIVE SESSION:

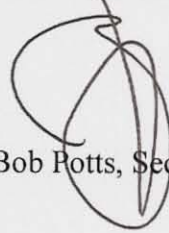
There were no items for Executive Session.

With no further business, a motion was made by Frank Pocci and seconded by Thomas Zung to adjourn the meeting at 10:45 a.m.

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



Mel Baher, President



Bob Potts, 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
CONSENT AGENDA**

FEBRUARY 16, 2011

Correspondence Received

<u>Dated</u>	<u>Date Received</u>	<u>Description</u>
02-15-11	02-15-11	Fax – OSAVSC District 2 Meeting, March 12, 2011 in Mansfield, Ohio
02-14-11	02-14-11	OSAVSC Spring Conference Agenda
02-10-11	02-10-11	DVS email: HR 573 – Legislation to extend the stop loss deadline
02-04-11	02-04-11	DVS email: Ohio Veterans News
01-28-11	01-28-11	Cuyahoga County email: New procedures for grant related items

Correspondence Sent

<u>Dated</u>	<u>To:</u>	<u>Description</u>
02-01-11	ODVS	CCVSC Annual Report for 2010

Internal Correspondence

<u>Dated</u>	<u>To:</u>	<u>Description</u>
02-10-11	Executive Director	Level II Board Appeal Report for the month of January 2011
02-03-11	Board	Social Work Dept. for the month of December 2010

Policies and Procedures Approved

<u>Date</u>	<u>Title</u>
None.	

CCVSC Resolutions

<u>Date</u>	<u>Title</u>
None.	

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

January, 2011

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts – Secretary, VVA

Daniel Weist –DAV

Thomas Zung – VFW

February 16, 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 January 31, 2011:

Executive:

The Executive Director

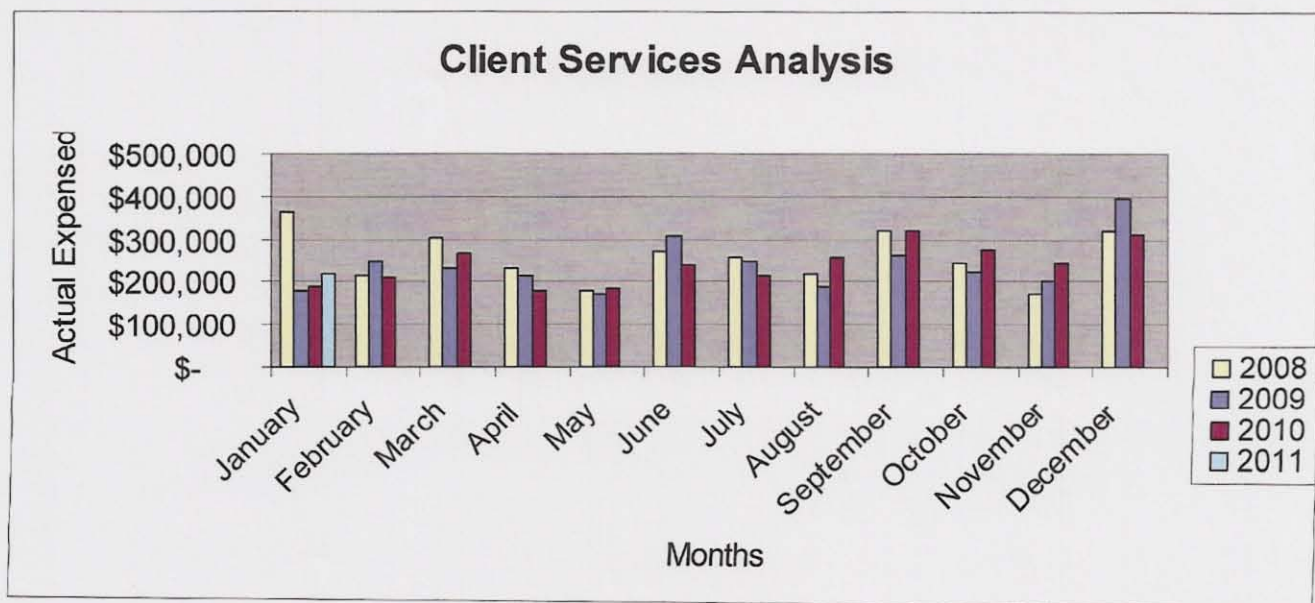
- Attended outreach event for Clear Channel.
- Met with Dave Merriman, Special Assistant to Ed FitzGerald, to discuss the resolution for the incoming Commissioner.
- Met with representatives from the Justice Department.
- Met with Diana Garnau to discuss advertising.

Finance Department

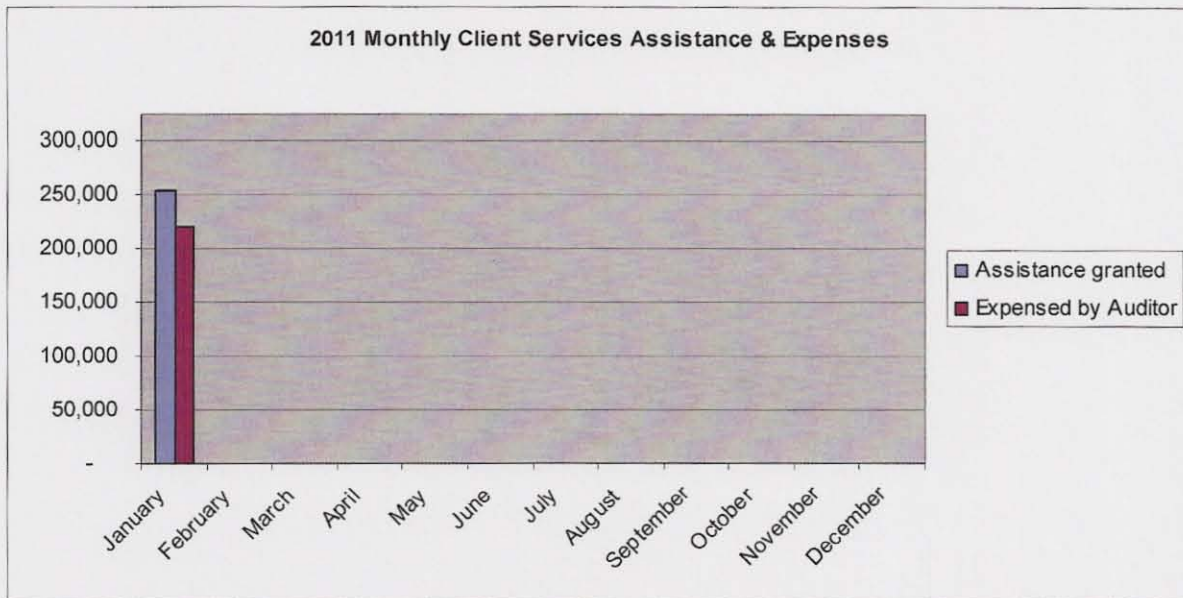
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total	YTD	YTD	Remaining	2011	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,766,047	129,247	-	1,551,737	1,680,984	85,063
Fringe Benefits	618,116	43,489	-	530,944	574,433	43,683
Commodities	25,556	2,507	-	18,753	21,260	4,296
Contract Services	573,114	2,428	526,301	530,072	532,500	40,614
Controlled Expenditures	301,320	-	-	301,320	301,320	-
Client Services	3,693,517	220,527	-	3,025,000	3,245,527	447,990
Other Expenditures	399,783	5,981	78,060	305,454	311,435	88,348
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	404,179	610,649	6,269,568	6,673,747	722,494

Assistance Department:

January financial assistance totaled \$220,527 down from \$312,850 issued during December and up from \$190,564 issued in January of 2010. Year to date client assistance for 2011 is \$220,527 and YTD for 2010 was \$190,564, up \$29,963.

The January Financial Assistance Department activity report follows below.

Indicator	Jan. 2011	Jan. 2010	% Change		
Number of clients seeking hardship assistance	889	745	19.3%		
Total applications taken	769	640	20.2%		
Applications Withdrawn	(69)	(150)	-54.0%		
Applications Denied	(58)	(33)	75.8%		
Total applications approved for hardship assistance (with trans.)	642	457	40.5%		
Transportation only approvals	(403)	(266)	51.5%		
F/A applications approved	239	191	25.1%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	889	745	19.3%		
Total applications taken	769	640	20.2%		
Applications Withdrawn	(69)	(150)	-54.0%		
Applications Denied	(58)	(33)	75.8%		
Total applications approved for hardship assistance (with trans.)	642	457	40.5%		
Transportation only approvals	(403)	(266)	51.5%		
F/A applications approved	239	191	25.1%		

During January, 2011, 50 veterans applied for assistance for the first time bringing the 2011 YTD total to 50. Of the 50 new claims, 43 were approved, 0 were partially approved, 2 were denied and 5 were withdrawn. In January, 2010, 48 veterans applied for assistance for the first time bringing the 2010 YTD total to 48.

Listed below is a breakdown of appeals for the month of January, 2011.

Appeal Officer workdays	12
Cases on hand beginning of month	14
Cases received	+44
Cases worked	<u>-48</u>
Cases on hand end of month	10

	Jan.	
<u>Appeal Officer Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	5	5
Cases denied	30	30
Cases denied/withdrawn, no show	7	7
Cases withdrawn	<u>6</u>	<u>6</u>
Total	48	48

	Jan.	
<u>Board Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	8	8
Cases denied	15	15
Cases withdrawn	0	0
Cases verifying fraud	<u>1</u>	<u>1</u>
Total	24	24

Medical and Other Transportation:

January assistance expensed for transportation totaled \$10,335 for the month, \$10,030 for medical bus tickets and \$305 for needs based bus tickets.

Medical and Dental Programs:

Medical payments for January amounted to \$5,130 with \$4,380 expensed for Dental and \$750 for Vision. Year to date medical expenses totaled \$5,130. Dental payments year to date are \$4,380 and Vision year to date payments are \$750.

\$0 in Miscellaneous Medical payments were expensed in January. Year to date Miscellaneous Medical payments are \$089.

Memorial Affairs Department:

\$11,721.49 was expensed during January, 2011 for indigent veteran funeral expenses, down \$1,589.20 from January, 2010. During January, 12 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 2 Navy and 9 Army veterans.

Following are the 2011 Year to Date statistics for Memorial Affairs:

	<u>Jan.</u>	<u>2011 YTD</u>	<u>Jan.</u>	<u>2010 YTD</u>
DD-214 Search	125	125	105	105
Benefits Counseling	924	924	962	962
Undelivered-Incorrect Headstones/Research	8	8	4	4
Presidential Memorial Certificates	127	127	103	103
National Cemetery Referrals	47	47	107	107
Blue Star Service Banners	0	0	4	4

Veterans Service Officers:

Following are some of the major statistics reported by VSO John Murphy for the month of January, 2011 for the Brecksville satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	29	29
Pension claims and follow ups	13	13
Medical	4	4
Power of Atty. to Service Organizations	15	15
Misc. Applications/Correspondence	106	106
All Other	<u>27</u>	<u>27</u>
Total	194	194

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of January, 2011 for the Wade Park satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	74	74
Pension claims and follow ups	48	48
Medical	26	26
Power of Atty. to Service Organizations	39	39
Misc. Applications/Correspondence	295	295
All Other	<u>133</u>	<u>133</u>
Total	615	615

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

January
2011

	VETERAN				DEPENDENT			
	Jan. 2010	YTD '10	Jan. 2011	YTD '11	Jan. 2010	YTD '10	Jan. 2011	YTD '11
Compensation/DIC Claims	35	35	69	69	3	3	10	10
Follow-up Pending Claims	50	50	154	154	4	4	27	27
Pension Claims	12	12	24	24	14	14	12	12
Follow-up Pending Claims	56	56	93	93	21	21	57	57
Medical	26	26	30	30	4	4	4	4
Notice of Disagreements	6	6	0	0	0	0	0	0
Appeals & Waivers	8	8	11	11	0	0	0	9
Eligibility Verification Reports	17	17	28	28	2	2	16	16
Change of Address	0	0	9	9	0	0	2	2
Education Assistance	7	7	20	20	0	0	1	1
Cert. Eligibility - Home Loan	5	5	3	3	0	0	0	0
Insurance Discharges, Request for copy	0	0	1	1	0	0	0	0
Headstone/Marker Application	90	90	114	114	1	1	8	8
Referrals to Other Agencies	0	0	0	0	0	0	0	0
P of A Service Organization	32	32	77	77	0	0	5	5
Misc. Application/Corresp.	46	46	73	73	15	15	18	18
Ohio Veterans Home	189	189	849	849	44	44	134	134
Burial Benefits	3	3	5	5				
High School Diploma Applications					2	2	3	3
Discharge Upgrades	2	2	0	0				
10-10 EZ Forms	7	7	9	9				
TOTAL	591	591	1589	1589	110	110	297	297

%
Chg
169.1%

%
Chg.
YTD
169.1%

TOTAL (Vet + Dep)

	'10	YTD '10	'11	YTD '11
	699	699	1609	1609
	2	2	0	0
	701	701	1609	1609

Interviews: Service Dept. Clients	589	589	1609	1609	110	110	0	0
Fin. Asst. Referrals	2	2	0	0	0	8	0	0
Office YTD	591	591	1609	1609	110	110	0*	0
Phone Calls	2361	2361	2777	2777				

*cVetAssist not separating dependents. Working to correct.

Information Systems:

KnowledgeTree

Technical difficulties slowed conversion from version 3.61 of KnowledgeTree to version 3.7. New software, new hardware and new operating systems created some compatibility problems which are being worked through with KnowledgeTree technical support. Another new version of KnowledgeTree will be available at the end of the first quarter of 2011.

Network changes

Two of our Cisco network switches were replaced with new (free) units during January. The performance increase is most noticeable when streaming video or audio over the Internet.

Network Software Updates

Several agencies are changing from Novell Network software to Microsoft Active Directory software at this time. No information is yet available on a recommended strategy or direction for the county. We are reviewing our needs to assess what is the best option for the Veterans Service Commission.

Windows 7 Desktop Upgrade

Windows 7 desktop conversion from Vista will be completed during February. Final testing is now underway.

Service Officer moves at Wade Park

Preparations were made to move two VSO offices at Wade Park from the chapel to the Business Office Area. The move went very smoothly and took less than half a day of downtime on our computer systems.

Ohio Veterans Home Network:

In January one veteran was transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 17 veterans waiting for nursing home standard care, 15 veterans for nursing home special care, 0 veterans for the domiciliary and 3 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for February 17, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**