



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

JOHN C. MURPHY
SERVICE OFFICER MANAGER

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 17, 2010 9:35 a.m.

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

VISITORS: Jim McCafferty, County Administrator, Jay Ross, Director-Central Services, Tom Nevans, VFW Post #3345

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, 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 submitted. Under his report, the director also discussed the Social Work Department's report.

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

OLD BUSINESS:

It was noted that the NE Ohio Feasibility Study is near completion. The Executive Summary is expected some time next month and a presentation will be given to the BOCC at that time.

We received a solicitation from the Hospice of Western Reserve on E. 185th St., who asked that if posts and chapters are looking for charitable organizations to which to contribute, they would be appreciative of any consideration.

NEW BUSINESS:

A motion was made by Mel Baher and seconded by Bob Potts to accept the revised Financial Assistance Application and Appeal Procedure dated February 17, 2010 with corrections.

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept the revised Guideline for Term of Financial Assistance dated February 17, 2010.

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

We received a request for donations from the Housing Committee of the Italian-American War Veterans Post #8 in Medford, Massachusetts, to rebuild the post that was destroyed by fire. Dan Weist noted that this commission cannot support another charitable organization but encouraged other veterans' organizations to make a contribution.

Commissioner Zung attended funeral services for Rita Ciofani, Director of the Volunteers of America, who was fatally attacked by a veteran at the homeless shelter on February 10, 2010.

GOOD OF THE ORDER:

On behalf of the Board, Dan Weist thanked Jim McCafferty and Jay Ross for attending the meeting and for supporting us in the move to our new office space.

President Weist opened the floor to visitors for any comments or questions.

Jim McCafferty mentioned that a Health and Human Services renewal levy will be on the May 10, 2010 ballot. The levy is for Year 2011 when the new government takes place. Mr. McCafferty said that it is vital that the levy passes and encouraged everyone to vote.

Tom Nevans distributed literature on the Honor and Remember Flag Campaign. Tom explained that each detail on this flag symbolizes an important part of the overall meaning of the flag's message and is intended to be flown below the American Flag. He asked the Board to consider spreading the word through newsletters, emails, blogs or by links to our website. Donations may be made at their website, www.HonorandRemember.org.

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 10:50 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: John Murphy, Service Officer Manager (216-698-2637)

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

January, 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

February 17, 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 January 31, 2010:

Executive:

The Executive Director

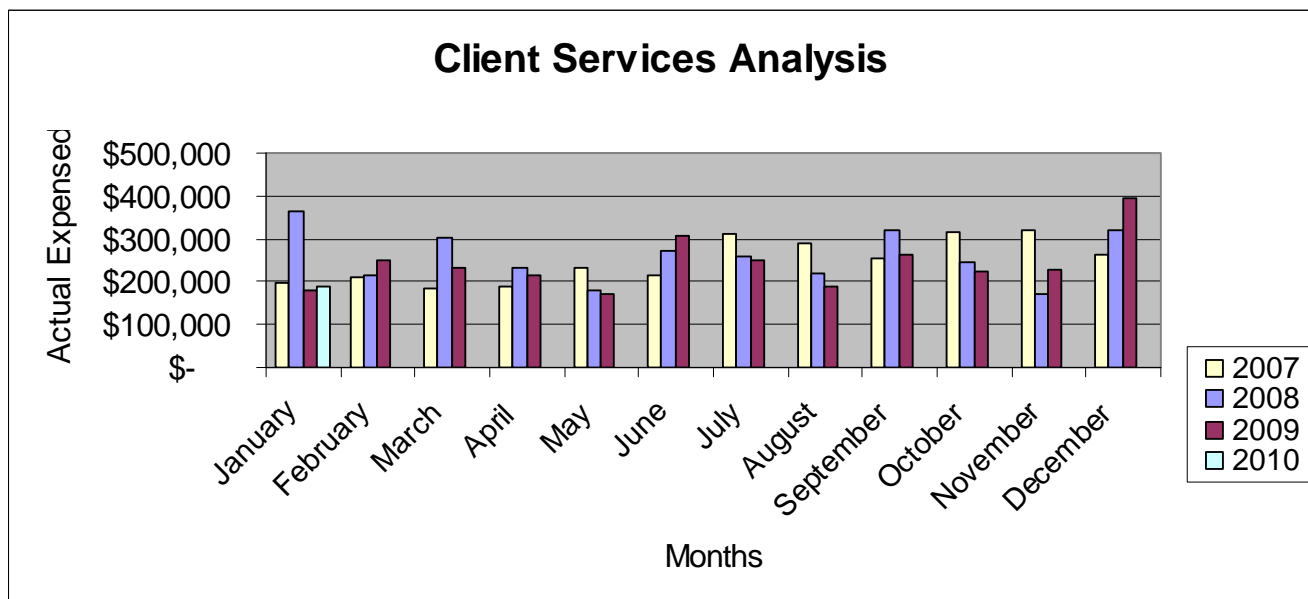
- Met with general contractor, Deb Shaw and each sub-contractor to discuss water and heating issues.
- Spoke at the American Legion Post for a VVA meeting.
- Met with Jamie Staley from Jennifer Brunner’s office.
- Met with Jeff Jemison to discuss advertising.

Finance Department

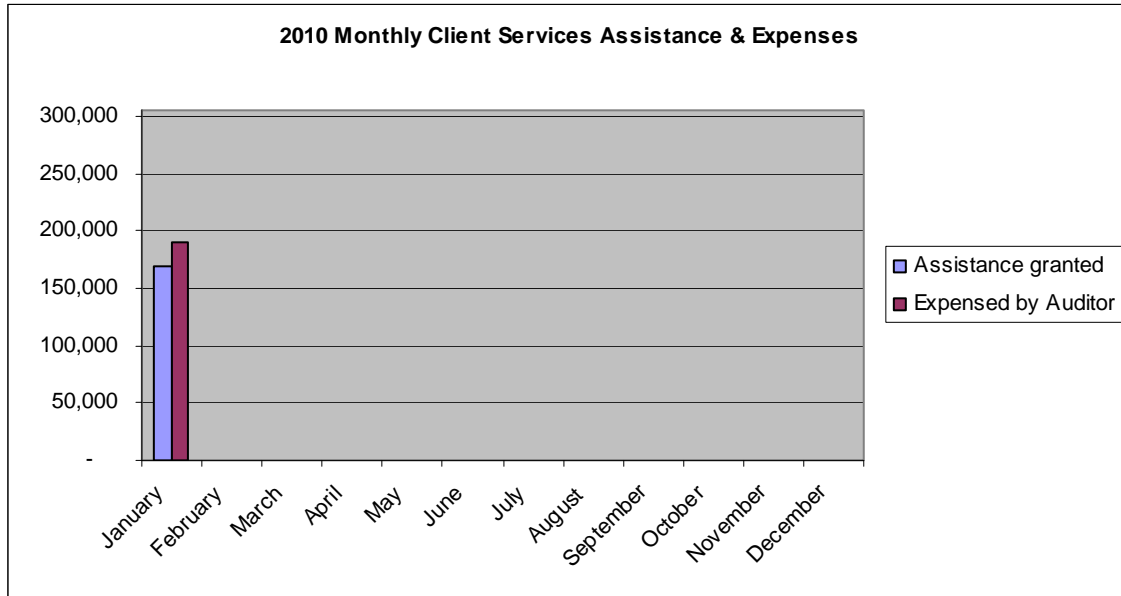
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2010 Expenses



Total 2010 Expense Analysis

	Total	YTD	YTD	Remaining	2010	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,758,034	128,133	-	1,587,054	1,715,187	42,847
Fringe Benefits	675,357	44,358	-	573,109	617,467	57,890
Commodities	46,064	42	-	45,094	45,136	928
Contract Services	1,028,776	44,555	498,276	319,351	363,906	664,870
Controlled Expenditures	283,188	-	-	283,188	283,188	-
Client Services	3,637,537	190,564	12,331	3,300,000	3,490,564	146,973
Other Expenditures	356,930	2,141	31,664	330,465	332,606	34,324
Capital Outlay	26,350	57	1,350	17,443	17,500	8,850
Total Expenditures	7,812,236	409,850	543,621	6,455,704	6,865,554	946,682

Assistance Department:

January financial assistance totaled \$190,564, down from \$393,813 issued during December and up from \$177,635 issued in January of 2010. Year to date client assistance for 2010 is \$190,564 and YTD for 2009 was \$177,635, up \$12,929.

The January Financial Assistance Department activity report follows below.

Indicator	January 2010	January 2009	% Change		
Number of clients seeking hardship assistance	745	684	8.9%		
Total applications taken	640	658	-2.7%		
Applications Withdrawn Applications Denied	(150) (33)	(185)	-1.1%		
Total applications approved for hardship assistance (with trans.)	457	473	-3.4%		
Transportation only approvals	(266)	(216)	23.1%		
F/A applications approved	191	257	-25.7%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	745	684	8.9%		
Total applications taken	640	658	-2.7%		
Applications Withdrawn/Denied	(150) (33)	(185)	-1.1%		
Total applications approved for hardship assistance (with trans.)	457	473	-3.4%		
Transportation only approvals	(266)	(216)	23.1%		
F/A applications approved	191	257	-25.7%		

During January, 2010, 48 veterans applied for assistance for the first time bringing the 2010 YTD total to 48. Of the 48 new claims, 32 were approved, 0 were partially approved, 0 were approved at Level II, 1 was denied and 15 were withdrawn. In January, 2009, 15 veterans applied for assistance for the first time bringing the 2009 YTD total to 15.

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

Number of workdays	19
Cases on hand beginning of month	24
Cases received	+22
Cases worked	<u>-41</u>
Cases on hand end of month	5

	January	
	<u>2010</u>	<u>YTD</u>
<u>Appeal Officer Appeals</u>		
Cases approved	10	10
Cases denied	22	22
Cases denied/withdrawn, no show	6	6
Cases withdrawn	3	3
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	0
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	41	41

	January	
	<u>2010</u>	<u>YTD</u>
<u>Board Appeals</u>		
Cases approved	14	14
Cases denied	9	9
Cases withdrawn	0	0
Cases verifying fraud	0	0
Fraud not verified	0	0
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	23	23

Medical and Other Transportation:

January medical assistance expensed for transportation totaled \$5,921 for the month, \$5,921 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for January amounted to \$1,106 with \$926 expensed for Dental and \$180 for Vision. Year to date medical expenses totaled \$1,106. Dental payments year to date are \$926 and Vision year to date payments are \$180.

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

Memorial Affairs Department:

\$13,310.69 was expensed during January, 2010 for indigent veteran funeral expenses, down \$11,664.31 from January, 2009. During January, 14 indigent burials were approved. The burials were for 2 Air Force, 2 Marine, 1 Navy and 9 Army veterans.

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

	<u>Jan.</u>	<u>2010</u> <u>YTD</u>	<u>Jan.</u>	<u>2009</u> <u>YTD</u>
DD14 Search	105	105	158	158
Benefits Counseling	962	962	546	546
Undelivered-Incorrect Headstones/Research	4	4	48	48
Presidential Memorial Certificates	103	103	296	296
National Cemetery Referrals	107	107	151	151
Blue Star Service Banners	4	4	0	0

Veterans Service Officers:

Following are some of the major statistics reported by VSO's Jim Stolz for the month of January, 2010 for the Brecksville satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	14	14
Pension claims and follow ups	1	1
Medical	0	0
Power of Atty. to Service Organizations	11	11
Misc. Applications/Correspondence	14	14
All Other	<u>5</u>	<u>5</u>
Total	45	45

Following are some of the major statistics reported by VSO Robert Erb for the month of January, 2010 for the Wade Park satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	29	29
Pension claims and follow ups	24	24
Medical	10	10
Power of Atty. to Service Organizations	9	9
Misc. Applications/Correspondence	67	67
All Other	<u>47</u>	<u>47</u>
Total	186	186

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

January
2010

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	63	63	35	35	2	2	3	3
Follow-up Pending Claims	90	90	50	50	4	4	4	4
Pension Claims	32	32	12	12	8	8	14	14
Follow-up Pending Claims	44	44	56	56	21	21	21	21
Medical	28	28	26	26	7	7	4	4
Notice of Disagreements	10	10	6	6	1	1	0	0
Appeals & Waivers	6	6	8	8	0	0	0	0
Eligibility Verification Reports	30	30	17	17	16	16	2	2
Change of Address	5	5	0	0	0	0	0	0
Education Assistance	5	5	7	7	0	0	0	0
Cert. Eligibility - Home Loan	2	2	5	5	0	0	0	0
Insurance Discharges, Request for copy	2	2	0	0	2	2	0	0
Headstone/Marker Application	115	115	90	90	5	5	1	1
Referrals to Other Agencies	0	0	0	0	0	0	0	0
P of A Service Organization Misc. Application/Corresp.	27	27	32	32	1	1	0	0
Ohio Veterans Home	74	74	46	46	9	9	15	15
Burial Benefits High School Diploma Applications	235	235	189	189	38	38	44	44
Discharge Upgrades	9	9	3	3				
10-10 EZ Forms	3	3	0	0	2	2	2	2
TOTAL	<u>788</u>	<u>788</u>	<u>591</u>	<u>591</u>	<u>116</u>	<u>116</u>	<u>110</u>	<u>110</u>

% Chg
-
22.5%

% Chg. YTD
-22.5%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
Interviews: Service Dept. Clients	390	390	699	699
Fin. Asst. Referrals	31	31	2	2
Office YTD	421	421	701	701
Phone Calls		1645		2361

Information Systems:

eVetAssist

The developer continues to modify eVetAssist to accommodate our requests.

RFP/Move to first floor

Video from the Boardroom laptop to the projector still needs to be corrected.

PC Modifications

PCs can now be remotely managed by the network managers, making diagnostics and error correction much easier to accomplish. We are testing Windows 7 with Zenworks during the next two months.

Document Management

Upgrades to KnowledgeTree were tested and some problems were noted and reported to the vendor. We are still awaiting corrections for these problems. Backup procedures are being modified to better handle the document backup process. Our annual license renewal is in process for February.

Remote Offices

Personnel changes at the remote offices delayed the upgrades and modifications to the systems in those offices. Upgrades will be completed by the end of February.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During January no veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 23 veterans waiting for nursing home standard care, 13 veterans for nursing home special care, 0 veteran for the domiciliary and 5 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for February 18, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**