



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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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: February 20, 2008 9:30 a.m.

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

ABSENT/EXCUSED: Thomas P. O'Donnell, Asst. County Prosecutor

VISITORS: Dave Hrusch, VFW Post 3345, and Marvin Davies, BOCC Office of Budget & Management.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Frank Pocci followed by the Pledge of Allegiance.

A motion was made by Dan Weist and seconded by Bob Potts to dispense with the reading of the minutes of February 6, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Bob Potts to dispense with the reading of the minutes of the Level III Board Appeals meeting of February 6, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Mel Baher and seconded by Bob Potts 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, Baher, Weist, Pocci. NAYS: None. Motion carried.

A motion was made by Dan Weist and seconded by Bob Potts to accept cases approved on the Consent Agenda, with the exception of VSC case file #86149 and #76173 that were set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept cases denied on the Consent Agenda, with the exception of VSC case file #81744 that was set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session.

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

A motion was made by Mel Baher and seconded by Bob Potts to accept indigent burials approved for January 2008 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

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

A motion was made by Mel Baher and seconded by Thomas Zung to accept the report of the Executive Director as presented.

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

OLD BUSINESS:

Agenda Item F1. Executive Director – Submitting Personnel Requests

No personnel items were submitted to the Board.

NEW BUSINESS:

Agenda Item G1. Flag Protocol

Bob Schloendorn received an inquiry from Nancy Farina, on behalf of Commissioner Peter Lawson Jones, concerning the proper use of flags purchased by the BOCC for Memorial Day decoration of veterans' graves.

Bob responded that ORC (5901.34) provides that the board of county commissioners "...may also provide a temporary memorial day marker designating the grave for memorial purposes" and that the ORC is silent on providing such temporary markers for any other purpose. The CCVSC has always treated the flags as a singular use decoration not to be used for any other purpose than that described in the ORC. Bob noted, however, that the Western Reserve National Cemetery in Rittman, Ohio does not have enough flags to properly decorate its 22,000 grave sites on Memorial Day and that the CCVSC would consider this to be an appropriate re-use of the flags since they would still be decorating a veteran's grave in accordance with the ORC. Bob also mentioned that in respect to the flag, it has been the tradition of the CCVSC not to use the flags for Flag Day handouts, or to line streets and driveways.

GOOD OF THE ORDER:

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

Marvin Davies

- Introduced himself as a budget analyst with the BOCC Office of Budget & Management interested in attending future CCVSC meetings

Dave Hrusch

- Anticipates good attendance at the March 8th VFW Post Meeting at Post #3345, 17900 Strongsville Rd., in Strongsville, Ohio at 1:00 p.m.
- Requested a DVD copy of the commission's 15-second television ad to show at the March 8th VFW post meeting

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Dan Weist to go into Executive Session to discuss client cases.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. (10:14 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: Potts, Zung, Baher, Weist, Pocci. NAYS: None. (10:30 a.m.)

Two VSC case files, pulled from the Consent Agenda's list of cases approved for further investigation, were reviewed and found in order. A motion was made by Mel Baher and seconded by Bob Potts to accept VSC case file #86149 and #76173.

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

One VSC case file, pulled from the Consent Agenda's list of cases denied for further investigation, was reviewed and found in order. A motion was made by Mel Baher and seconded by Bob Potts to accept VSC cases file #81744.

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

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 10:32 a.m.

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

Frank Pocci
President

Thomas Zung
Secretary

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

Jeff Sedlak, Social Worker/Case Management Officer (216-698-2615)

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 31, 2008

Issued by:

The CCVSC Commissioners

Frank Pocci – President, AMVETS

Bob Potts – Vice President, VVA

Thomas Zung– Secretary, VFW

Daniel T. Weist – DAV

Mel Baher – American Legion

February 20, 2008

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, 2008:

Executive:

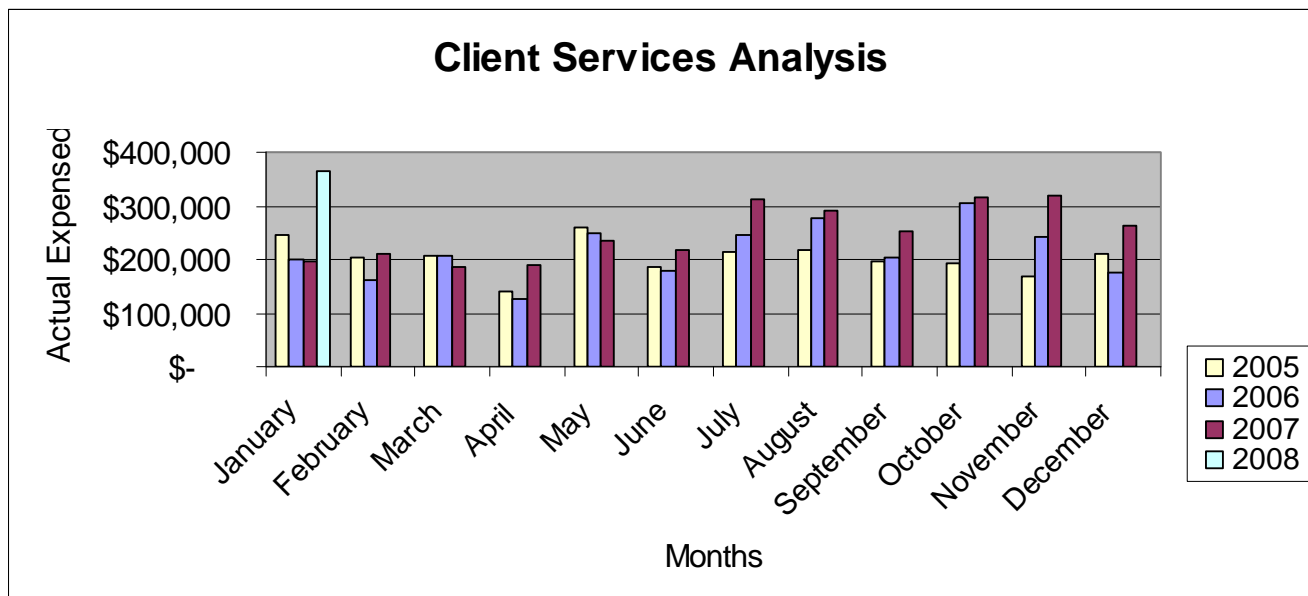
- The Executive Director met with the Veterans Advisory Committee of the Hospice of the Western Reserve.

Finance Department

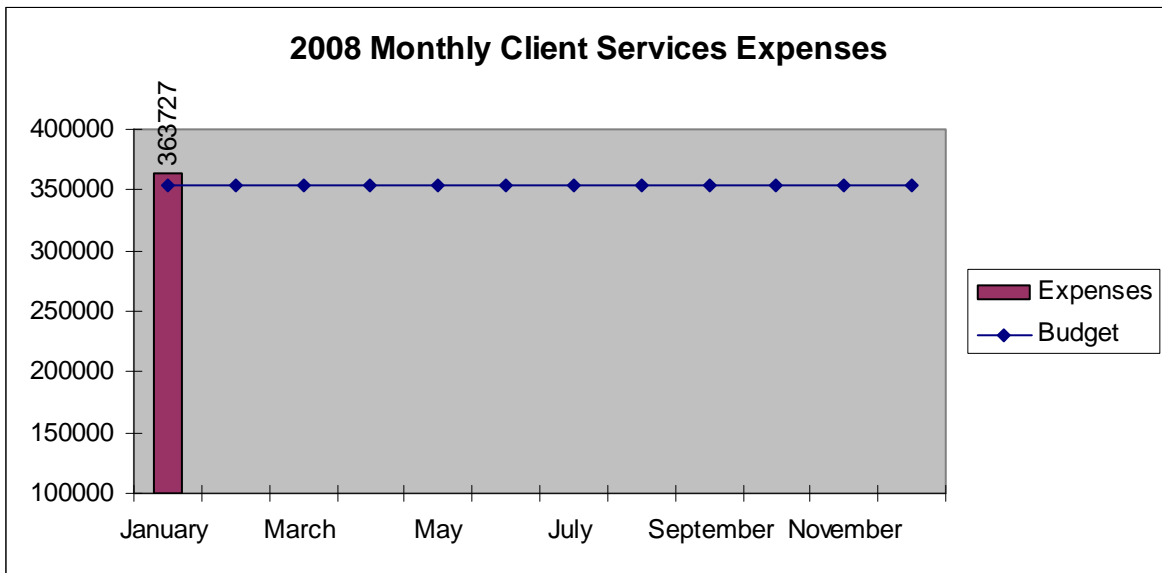
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2008 Expenses



Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2007 Projection	Budget Variance
Salaries	1,629,691	129,065	-	1,463,472	1,592,537	37,154
Fringe Benefits	607,036	44,020	-	545,219	589,239	17,797
Commodities	47,618	4,701	-	40,460	45,161	2,457
Contract Services	580,233	34,870	289,246	364,146	399,016	181,217
Controlled Expenditures	265,613	-	-	265,613	265,613	-
Client Services	4,296,807	363,727	319,673	3,565,200	3,928,927	367,880
Other Expenditures	587,369	15,300	96,861	310,783	326,083	261,286
Capital Outlay	81,850	-	1,350	44,715	44,715	37,135
Total Expenditures	8,096,217	591,683	707,130	6,599,608	7,191,291	904,926

Assistance Department:

January financial assistance totaled \$363,727, up from \$261,614 issued during December and \$196,409 in January of 2007. Year to date client assistance for 2008 is \$363,727 and YTD for 2007 was \$196,409, up \$167,318.

The January Financial Assistance Department activity report follows below.

Indicator	January 2008	January 2007	% Change
Number of clients seeking hardship assistance	978	934	4.7%
Total applications taken	693	699	-.9%
Applications Withdrawn	(99)	(108)	-8.3%
Applications Denied	(65)	(85)	-23.5%
Total applications approved for hardship assistance (with trans.)	529	506	-4.5%
Transportation only approvals	(224)	(263)	-14.8%
F/A applications approved	305	243	25.5%

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During January, 2008, 53 veterans applied for assistance for the first time bringing the 2008 YTD total to 53. In January of 2007, 33 veterans applied for assistance for the first time bringing the 2007 YTD total to 33.

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

Number of workdays	<u>22</u>
Cases on hand beginning of month	18
Cases received	+39
Cases worked	<u>-38</u>
Cases on hand end of month	19

<u>Appeal Officer Appeals</u>	Jan. 2008	YTD
Cases approved	12	12
Cases denied	6	6
Cases withdrawn, no show	4	4
Cases withdrawn	1	1
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	14	14
*Cases not eligible for appeal	<u>1</u>	<u>1</u>
Total	38	38

<u>Board Appeals</u>	Jan. 2008	YTD
Cases approved	4	4
Cases denied	1	1
Cases withdrawn	1	1
Cases verifying fraud	0	0
Fraud/Fraudulent application	0	0
Cases Referred back to financial Asst./Social Worker	0	0
Client not eligible (not a veteran)	0	0
Board agreed with Level II (no assistance granted)	0	0
No action taken by the Board	<u>0</u>	<u>0</u>
Total	6	6

Medical and Other Transportation:

January medical assistance expensed for transportation totaled \$7,505.50 for the month, \$7,505.50 for bus tickets.

Medical and Dental Programs:

Medical payments for January amounted to \$5,269 with \$4,439 expensed for Dental and \$830 for Vision.

\$ 0 in Miscellaneous Medical payments were expensed in January.

Memorial Affairs Department:

\$20,203.84 was expensed during January, 2008 for indigent veteran funeral expenses, down \$4,006.84 from January, 2007. During January, 21 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 4 Navy and 14 Army veterans.

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

	<u>Jan.</u>	<u>2008</u> <u>YTD</u>	<u>Jan.</u>	<u>2007</u> <u>YTD</u>
DD14 Search	241	241	207	207
Benefits Counseling	1,093	1,093	832	832
Undelivered-Incorrect Headstones/Research	116	116	301	301
Presidential Memorial Certificates	264	264	298	298
National Cemetery Referrals	262	262	223	223
Blue Star Service Banners	11	11	16	16

Veterans Service Officers:

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

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	79	79
Pension claims and follow ups	25	25
Medical	23	23
Power of Atty. to Service Organizations	20	20
Misc. Applications/Correspondence	145	145
All Other	<u>57</u>	<u>57</u>
Total	349	349

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

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	41	41
Pension claims and follow ups	41	41
Medical	0	0
Power of Atty. to Service Organizations	19	19
Misc. Applications/Correspondence	45	45
All Other	<u>51</u>	<u>51</u>
Total	197	197

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

January
2008

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	40	40	56	56	4	4	2	2
Follow-up Pending Claims	88	88	177	177	5	5	7	7
Pension Claims	45	45	24	24	22	22	13	13
Follow-up Pending Claims	46	46	104	104	31	31	40	40
Medical	13	13	42	42	0	0	13	13
Notice of Disagreements	7	7	12	12	1	1	1	1
Appeals & Waivers	11	11	6	6	2	2	0	0
Eligibility Verification Reports	9	9	22	22	4	4	16	16
Change of Address	7	7	6	6	2	2	2	2
Education Assistance	6	6	6	6	3	3	3	3
Cert. Eligibility - Home Loan	8	8	5	5	0	0	1	1
Insurance Discharges, Request for copy	2	2	0	0	2	2	0	0
Headstone/Marker Application	57	57	261	261	24	24	27	27
Referrals to Other Agencies	0	0	0	0	0	0	0	0
P of A Service Organization Misc. Application/Corresp.	20	20	30	30	5	5	1	1
Ohio Veterans Home	69	69	77	77	25	25	11	11
Burial Benefits High School Diploma Applications	192	192	407	407	26	26	42	42
Discharge Upgrades	8	8	7	7				
10-10 EZ Forms					3	3	5	5
TOTAL	<u>640</u>	<u>640</u>	<u>1256</u>	<u>1256</u>	<u>159</u>	<u>159</u>	<u>184</u>	<u>184</u>

% Chg. YTD
80.2%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	388	388	483	483	75	75	32	32
Fin. Asst. Referrals	45	45	68	68	7	7	4	4
Office YTD	433	433	551	551	82	82	36	36
Phone Calls	2184	2184	2633	2633				

	'07	YTD '07	'08	YTD '08
	463	463	515	515
	52	52	72	72
	515	515	587	587

Information Systems:

ClientTrack (Primary focus)

We had a progress call with DSI regarding our training and the apparent slowness of same. We are now doing our normal two hour training on Tuesdays where Sam Taylor is working with us on the “live” forms and workflow for Financial Assistance. The intent is to go live with Financial Assistance at the end of February, if possible. We will have to import our historical data prior to going live. Our “hands-on” version of training is making us much more comfortable with the system and our ability to maintain it for other parts of our organization.

VOIP phones

VOIP phones seem to have stabilized since the ISC network people put in two dedicated T1 lines for VOIP. Our problems with the Salt Lake City Webex calls may not have to do with VOIP since both DSI and we are on regular analog phones and we still have interruptions and occasional poor call quality.

Laptops

Laptops (Dan and “house call” laptop) are configured and on order, since December 19th when the order was sent to OBM for approval. OBM has finally released this order and laptops were ordered the last week of January.

Scanning

Financial Assistance, Appeals, the Commission Secretary, Social Work, and Payment Processing have now been introduced to Scanning and retrieval from KnowledgeTree. This includes setting up scanning to KnowledgeTree from the Wade Park office. Memorial Affairs has been retrieving information from the Index Card files for several months now. People seem fairly comfortable with scanning processes and requirements, and training materials are readily available in case they need to brush up. Catch-Up scanning will be scheduled in the near future and we will be able to shred another year’s worth of paper files once we microfilm the scanned images for that year (2006).

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During January, two veterans were transported to the Sandusky home for tours and admission evaluations.

Governor's Office of Veterans Affairs:

GOVA Advisory Committee meetings are held at 10:30 PM at AMVETS Post 89, 3535 Westerville Rd., Columbus, Ohio 43224.

The next meetings are scheduled for February 21, 2008 and March 20, 2008.

Submitted by:

**Robert E. Schloendorn
Executive Director**