



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



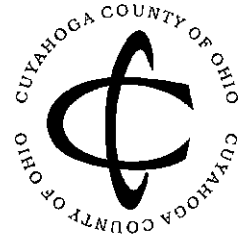
Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER



ROBERT E. SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115

MINUTES

DATE: February 20, 2013 9:35 a.m.

PRESENT: Bob Potts, President
Clayton E. Uzell, Vice President
Daniel T. Weist, Secretary
Mel Baher, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Bob Potts, 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, Uzell, Weist. NAYS: None. Motion carried.

Executive Director Bob Schloendorn introduced Tawinka Sloan and John Moore to the Board. Tawinka and John reported to work on February 11th as the new VSO-IT employees. Commissioners welcomed them to the CCVSC and invited them to stay for the remainder of the meeting.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Frank Pocci and seconded by Dan Weist to accept the report of the Executive Director with minor changes.

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

OLD BUSINESS:

March 26-29, 2013 marks the first state-wide commemoration of Vietnam Veterans Day in Ohio. Commissioners will decide at the next regular meeting whether to attend.

Discussion took place on an interpretation of the recent revision to the Term of Financial Assistance Policy. For clarity purposes, the Board decided to make a minor change and to adopt the revised policy later in the meeting.

NEW BUSINESS:

Melinda Halliburton, Service Dept. Manager, gave an update of her department's mission, goals and concerns for 2013. The Service Dept. lost two accredited service officers who retired at the end of last year and added two veteran service officers in-training on February 11th.

A motion was made by Dan Weist and seconded by Clay Uzell to approve Resolution 2013-05 requesting authority for two CCVSO-IT staff to attend the OSACVSO new service officer school from April 7-11, 2013 in Dublin, Ohio for expenses not to exceed \$2,000.00.

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

GOOD OF THE ORDER:

A motion was made by Mel Baher and seconded by Dan Weist to approve a revision to the December 20, 2012 Guideline for Term of Financial Assistance dated February 20, 2013.

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

Bob Schloendorn has accepted an invitation from Ron Schwachenwald, President of the Newton D. Baker Chapter of the Assoc. of the U.S. Army, to attend a welcoming reception for the 2nd Region representatives on April 18, 2013 in Independence, Ohio.

Mr. Schwachenwald has recently assumed the position of President of the JVCOCC and requested to meet with the Board to create a closer relationship with the CCVSC. The Executive Director is to respond with a request to first review the latest minutes and current budget of the JVCOCC to learn of the mission, vision and goals of the organization.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Clay Uzell to go into Executive Session to discuss personnel issues.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:43 a.m.)

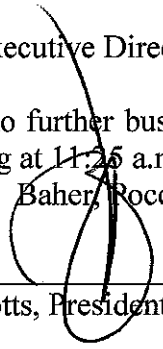
A motion was made by Dan Weist and seconded by Clay Uzell to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:20 a.m.)

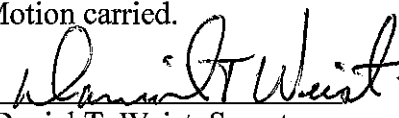
The Executive Director was instructed on how to proceed with issues discussed in Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 11:25 a.m.

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



Bob Potts, President



Daniel T. Weist, 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

January, 2013

Issued by:

The CCVSC Commissioners

Bob Potts –President, VVA

Clayton E. Uzell – Vice President, VFW

Daniel Weist – Secretary, DAV

Mel Baher –American Legion

Frank Pocci – AMVETS

February 20, 2013

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, 2013:

Executive:

The Executive Director

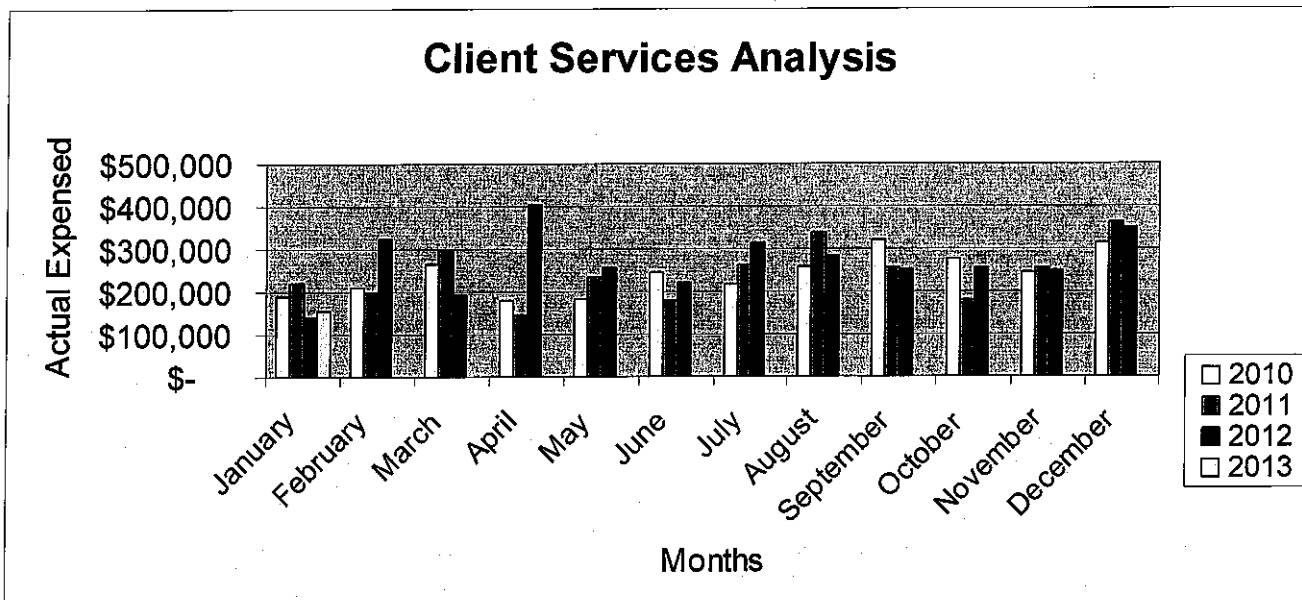
- Attended the VA luncheon.
- Met with Barbara Karam from CCRC.

Finance Department

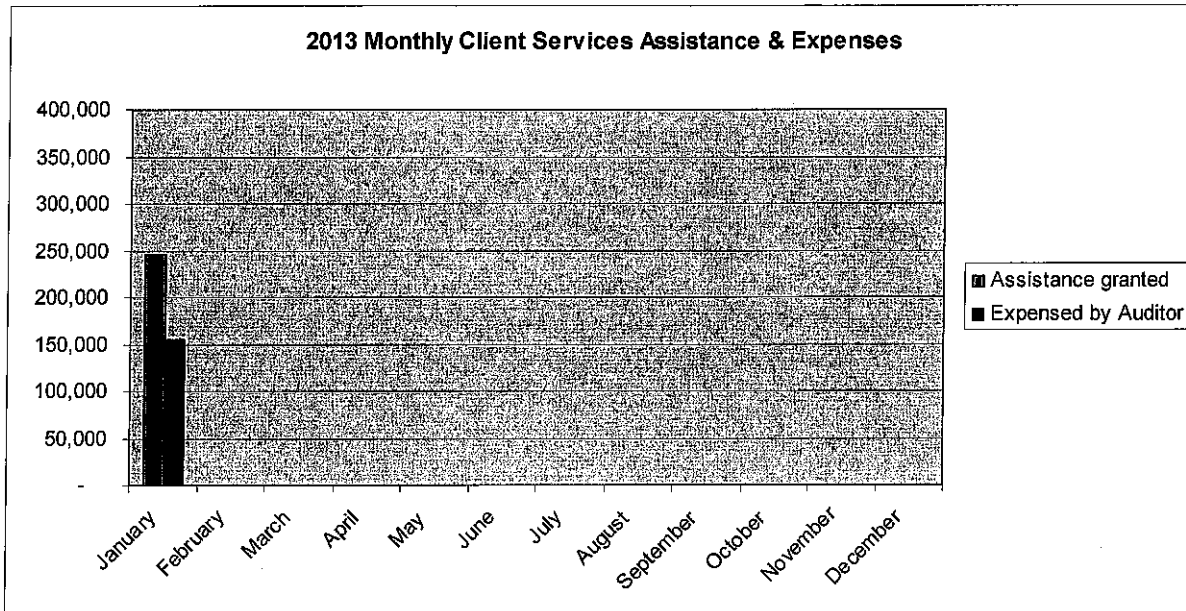
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total	YTD	YTD	Remaining	2012	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,823,906	153,860	-	1,602,196	1,756,056	67,850
Fringe Benefits	638,367	47,603	-	567,017	614,620	23,747
Commodities	30,000	1,806	-	28,194	30,000	-
Contract Services	619,832	81,491	80,832	457,509	539,000	80,832
Controlled Expenditures	274,396	-	-	274,396	274,396	-
Client Services	3,439,190	153,527	200,000	3,080,000	3,233,527	205,663
Other Expenditures	381,847	4,901	44,588	345,099	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	443,188	325,548	6,375,411	6,818,599	420,067

Assistance Department:

January financial assistance totaled \$153,527, down from \$349,558 issued during December and up from \$142,052 issued in January of 2012. Year to date client assistance for 2013 is \$153,527 and YTD for 2012 was \$142,052, up \$11,475.

The January Financial Assistance Department activity report follows below.

Indicator	January 2013	January 2012	% Change		
Number of clients seeking hardship assistance	873	892	-2.1%		
Total applications taken	727	750	-3.1%		
Applications Withdrawn	(29)	(37)	-21.6%		
Applications Denied	(72)	(52)	38.5%		
Total applications approved for hardship assistance (with trans.)	626	661	-5.3%		
Transportation only approvals	(422)	(434)	-2.8%		
F/A applications approved	204	227	-10.1%		

Indicator	YTD 2013	YTD 2012	% Change		
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During January, 2013, 37 veterans applied for assistance for the first time bringing the 2013 YTD total to 37. Of the 37 new claims, 36 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 1 was withdrawn. In January, 2012, 37 veterans applied for assistance for the first time bringing the 2012 YTD total to 37.

Listed below is a breakdown of appeals for the month of January, 2013.

Appeal Officer workdays	8
Cases on hand beginning of month	9
Cases received	+45
Cases worked	<u>-39</u>
Cases on hand end of month	15

	January	
<u>Appeal Officer Appeals</u>	<u>2013</u>	<u>YTD</u>
Cases approved	3	3
Cases denied	26	26
Cases denied/withdrawn, no show	6	6
Cases withdrawn	<u>4</u>	<u>4</u>
Total	39	39

	January	
<u>Board Appeals</u>	<u>2013</u>	<u>YTD</u>
Cases approved	6	6
Cases denied	8	8
Cases withdrawn	0	0
Cases verifying fraud	7	7
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
Total	21	21

Medical and Other Transportation:

January assistance expensed for transportation totaled \$10,500.50 for the month, \$10,115.50 for medical bus tickets and \$385 for other transportation. Year to date transportation totaled \$10,500.50. Year to date medical transportation totaled \$10,115.50 and needs based transportation totaled \$385.

Medical and Dental Programs:

Medical payments for January amounted to \$3,664 with \$2,994 expensed for Dental and \$670 for Vision. Year to date medical expenses totaled \$3,664. Dental payments year to date are \$2,994 and Vision year to date payments are \$670.

\$0 Hearing Aid payments were expensed in January. Year to date Hearing Aid payments totaled \$0.

Memorial Affairs Department:

\$9,790.85 was expensed during January, 2013 for indigent veteran funeral expenses, up \$2,158.65 from December, 2012. During January, 11 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 2 Navy and 6 Army veterans.

Following are the 2013 Year to Date statistics for Memorial Affairs:

	Jan.	2013 YTD	Jan.	2012 YTD
DD-214 Search	124	124	108	108
Benefits Counseling	866	866	868	868
Undelivered-Incorrect Headstone/Research	13	13	6	6
Presidential Memorial Certificates	82	82	112	112
National Cemetery Referrals	82	82	66	66
Blue Star Service Banners	0	0	0	0
Indigent Burials	11	11	7	7

Veterans Service Officers:

Following are some of the major statistics reported by VSO Randy Stevenson for the month of January, 2013 for the Parma satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	89	89
Pension claims and follow ups	10	10
Medical	2	2
Power of Atty. to Service Organizations	15	15
Misc. Applications/Correspondence	138	138
All Other	<u>18</u>	<u>18</u>
Total	272	272

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of January, 2013 for the Wade Park satellite office.

	<u>Jan.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	111	111
Pension claims and follow ups	76	76
Medical	11	11
Power of Atty. to Service Organizations	40	40
Misc. Applications/Correspondence	449	449
All Other	<u>126</u>	<u>126</u>
Total	813	813

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

January
2013

	VETERAN				DEPENDENT			
	Jan. 2012	YTD '12	Jan. 2013	YTD '13	Jan. 2012	YTD '12	Jan. 2013	YTD '13
Compensation/DIC Claims	81	81	81	81	4	4	5	5
Follow-up Pending Claims	232	232	294	294	15	15	8	8
Pension Claims	30	30	26	26	9	9	16	16
Follow-up Pending Claims	101	101	133	133	69	69	78	78
Medical	32	32	33	33	3	3	3	3
Notice of Disagreements	1	1	2	2	1	1	0	0
Appeals & Waivers	17	17	15	15	6	6	2	2
Eligibility Verification Reports	25	25	6	6	12	12	2	2
Change of Address	6	6	15	15	0	0	2	2
Education Assistance	15	15	14	14	3	3	0	0
Cert. Eligibility - Home Loan	2	2	0	0	0	0	0	0
Insurance Discharges, Request for copy	4	4	1	1	0	0	0	0
Headstone/Marker Application	96	96	118	118	12	12	1	1
Referrals to Other Agencies	96	96	94	94	6	6	6	6
P of A Service Organization	98	98	92	92	8	8	13	13
Misc. Application/Corresp.	805	805	895	895	104	104	69	69
Ohio Veterans Home	4	4	5	5				
Burial Benefits					2	2	8	8
High School Diploma Applications	1	1	1	1				
Discharge Upgrades	8	8	6	6				
10-10 EZ Forms	7	7	9	9				
TOTAL	<u>1661</u>	<u>1661</u>	<u>1840</u>	<u>1840</u>	<u>254</u>	<u>254</u>	<u>213</u>	<u>213</u>

% Chg YTD
7.2%

% Chg YTD
7.2%

Interviews: Service Dept. Clients	1657	1657	1850	1850
Fin. Asst. Referrals	0	0	25	25
Office YTD	1657	1657	1875	1875
Phone Calls	2974	2974	2684	2684

Information Systems:

New Hires

Two new employees will be starting in February. Requests have been completed to activate accounts on GroupWise email, Internet access, Novell network, and VOIP phone service. Two PC's were re-imaged for their accounts.

Microsoft Outlook – GroupWise conversion

A preliminary review of a Microsoft “hosted” Exchange account indicates it would cost upwards of \$2,400 per month. That cost is difficult to justify.

Microsoft is also changing its service offerings for Office 365, the web version, to be entirely based on an annual subscription per user. We could get Outlook and Exchange for a much lower price by selecting this service.

Late note: The County has also been studying “hosted” Exchange accounts and is ready to select a vendor within the next two weeks. We could participate in this effort, depending on the cost.

Map-D/Share/VBMS implementation

All Veterans Service Officers have been trained on the use of Map-D and Share VA applications. A laptop has been set up and delivered to the Parma facility. We are waiting for the IRM support people to activate wireless access in our VSO office.

A separate PC has been set up in the VSO Work Room for shared access to Map-D and Share.

Fax Boards in copiers

Fax boards have been installed in two of our copier/printer/fax machines. Software is being set up to allow faxes to be sent and received from the desktop rather than waiting in line to use the old style fax machines. Testing will occur in February.

Microfilm processing of scanned images

A successful test of the facility to convert scanned images to microfilm was conducted. A year end copy of the images from the last quarter of 2012 is scheduled. Assuming this is successful, we will no longer have to store paper files and have them re-scanned and shredded after they are microfilmed. This will save time and filing costs as paper documents will no longer have to be stored.

Ohio Veterans Home Network:

In January, 0 veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 13 veterans waiting for nursing home standard care, 11 veterans for nursing home special care, 1 veteran for the domiciliary and 4 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**