



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

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

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

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, Uzell, Weist. 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, Uzell, Weist. NAYS: None. Motion carried.

OLD BUSINESS:

The County Executive has notified us by email that compensation for the VFW representative on the CCVSC Board has been approved. The original resolution will be sent to us via interoffice mail.

NEW BUSINESS:

Clayton Uzell has been appointed to fill the VFW seat on the CCVSC Board for the term commencing January 1, 2011 and ending December 31, 2015. Commissioner Uzell, a Navy Vietnam veteran, is a resident of Moreland Hills, has a wife Sandra, and is a retired Lyndhurst

police officer. The Board welcomed Mr. Uzell to the Commission and gave him a brief explanation of how Board meetings are conducted.

GOOD OF THE ORDER:

Frank Pocci explained that the Middleburg Heights Women's Club prepares personal items packets for Hospice veterans at the Wade Park and Brecksville VA hospitals. Frank Pocci was approached by some members of the club recently with a complaint that the Wade Park VA did not have any of these packets available. Frank asked the Executive Director to contact the manager of Volunteer Services at the Brecksville VA and request that he look into the matter.

Discussion took place concerning our current policy that requires a veteran to be a resident of Cuyahoga County for at least 90 days immediately preceding the date of an application for financial assistance. In order to accommodate a veteran recently discharged from the military that chooses to live in Ohio rather than his/her home of record state, the Board agreed to amend the policy to allow the veteran to make an application for financial assistance

A motion was made by Dan Weist and seconded by Frank Pocci to waive the 90-day residency rule for client, Windham Rhodes, originally from North Dakota, who is seeking to relocate to Ohio and has been here for approximately two weeks. Following some discussion, Dan Weist withdrew his motion and Frank Pocci withdrew the second.

A motion was made by Dan Weist and seconded by Frank Pocci to amend the current Guideline for Applying for Assistance and Verification and waive the 90-day residency requirement for veterans recently discharged from the military who choose to live in Ohio, but any decision for financial assistance will be referred to the Board.

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

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Frank Pocci to go into Executive Session to discuss the selection of a part-time receptionist.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:13 a.m.)

A motion was made by Dan Weist and seconded by Bob Potts to postpone the decision to hire a part-time receptionist pending further interviews.

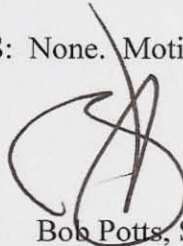
AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:45)

With no further business, a motion was made by Dan Weist and seconded by Bob Potts to adjourn the meeting at 11:46 a.m.

AYES: Baher, Pocci, Potts, Uzell, Weist. 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

Progress Report on the State of the Commission

February, 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

March 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 February 28, 2011:

Executive:

The Executive Director

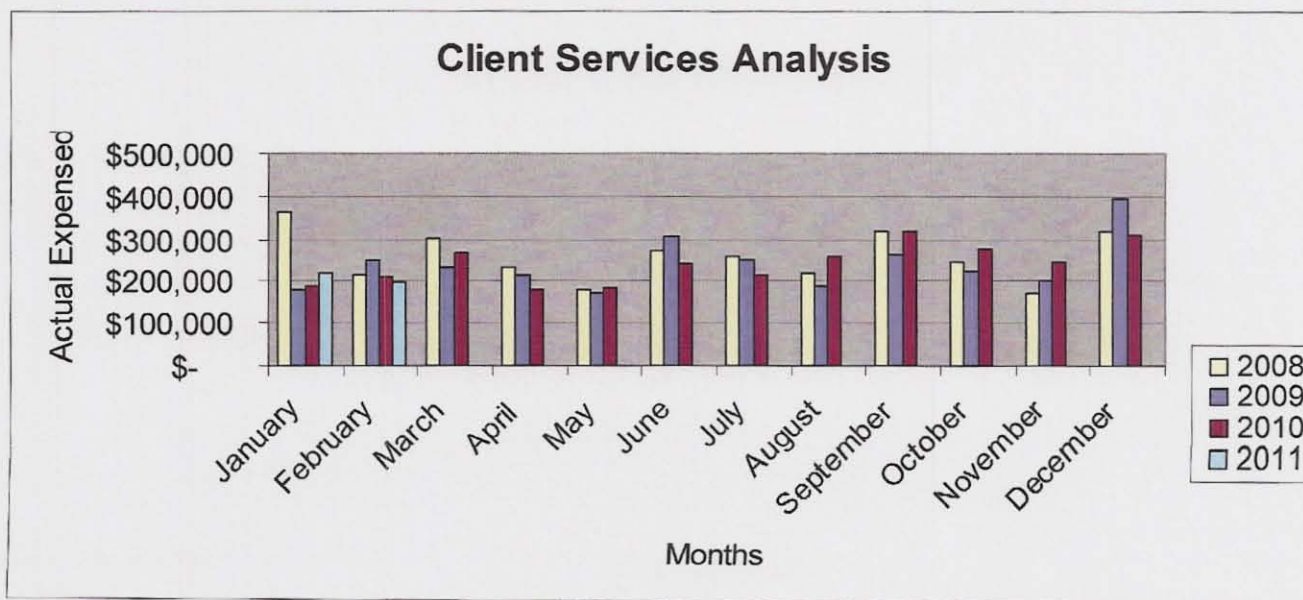
- Met with Judge McMonagle.
- Interviewed with Bill Wills.
- Attended Military Task Force meeting at Marcia Fudge's office.

Finance Department

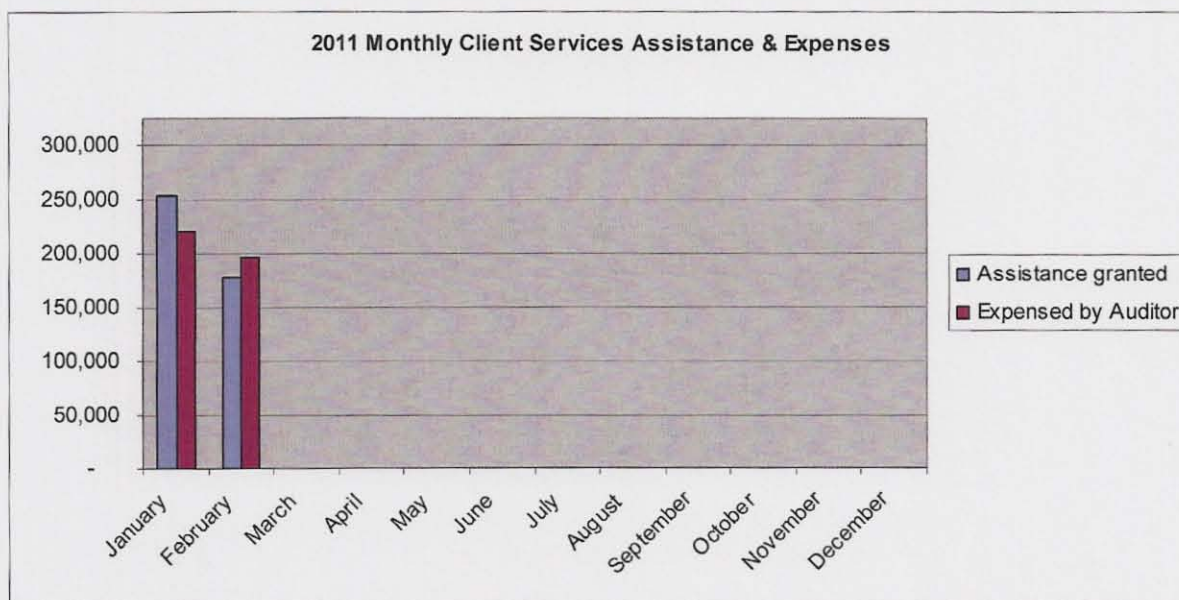
Below are selected February reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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	262,251	-	1,418,733	1,680,984	85,063
Fringe Benefits	618,116	88,604	-	485,829	574,433	43,683
Commodities	25,556	3,166	-	18,094	21,260	4,296
Contract Services	573,114	85,020	445,963	447,480	532,500	40,614
Controlled Expenditures	301,320	-	-	301,320	301,320	-
Client Services	3,693,517	417,638	-	2,750,000	3,167,638	525,879
Other Expenditures	399,783	33,494	58,912	258,793	292,287	107,496
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	890,173	511,163	5,686,537	6,576,710	819,531

Assistance Department:

February financial assistance totaled \$197,111 down from \$220,527 issued during January and down from \$210,726 issued in February of 2010. Year to date client assistance for 2011 is \$417,638 and YTD for 2010 was \$401,290, up \$16,348.

The February Financial Assistance Department activity report follows below.

Indicator	Feb. 2011	Feb. 2010	% Change		
Number of clients seeking hardship assistance	648	623	4.0%		
Total applications taken	540	544	-0.7%		
Applications Withdrawn	(47)	(92)	-48.9%		
Applications Denied	(37)	(38)	-2.6%		
Total applications approved for hardship assistance (with trans.)	456	414	10.1%		
Transportation only approvals	(291)	(238)	22.3%		
F/A applications approved	165	176	-6.3%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	1537	1368	12.4%		
Total applications taken	1309	1184	10.6%		
Applications Withdrawn	(116)	(242)	-52.1%		
Applications Denied	(95)	(71)	33.8%		
Total applications approved for hardship assistance (with trans.)	1098	871	26.1%		
Transportation only approvals	(694)	(504)	37.7%		
F/A applications approved	404	367	10.1%		

During February, 2011, 36 veterans applied for assistance for the first time bringing the 2011 YTD total to 86. Of the 36 new claims, 33 were approved, 1 was partially approved, 0 were denied and 2 were withdrawn. In February, 2010, 25 veterans applied for assistance for the first time bringing the 2010 YTD total to 73.

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

Appeal Officer work days	10
Cases on hand beginning of month	10
Cases received	+26
Cases worked	<u>-30</u>
Cases on hand end of month	6

<u>Appeal Officer Appeals</u>	Feb. 2011	YTD
Cases approved	5	10
Cases denied	20	50
Cases denied/withdrawn, no show	3	10
Cases withdrawn	<u>2</u>	<u>8</u>
Total	30	78

<u>Board Appeals</u>	Feb. 2011	YTD
Cases approved	10	18
Cases denied	6	21
Cases withdrawn	0	0
Cases verifying fraud	<u>0</u>	<u>1</u>
Total	16	40

Medical and Other Transportation:

February assistance expensed for transportation totaled \$8,637.50 for the month, \$8,227.50 for medical bus tickets and \$410 for needs based bus tickets.

Medical and Dental Programs:

Medical payments for January amounted to \$430 with \$0 expensed for Dental and \$430 for Vision. Year to date medical expenses totaled \$5,560. Dental payments year to date are \$4,380 and Vision year to date payments are \$1,180.

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

Memorial Affairs Department:

\$9,685 was expensed during February, 2011 for indigent veteran funeral expenses, down \$584 from February, 2010. During February, 10 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 2 Navy and 7 Army veterans.

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

	<u>Feb.</u>	<u>2011 YTD</u>	<u>Feb.</u>	<u>2010 YTD</u>
DD-214 Search	94	219	74	179
Benefits Counseling	756	1,680	876	1,838
Undelivered-Incorrect Headstones/Research	3	11	7	11
Presidential Memorial Certificates	96	223	122	225
National Cemetery Referrals	54	101	58	165
Blue Star Service Banners	2	2	0	4

Veterans Service Officers:

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

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	20	49
Pension claims and follow ups	14	27
Medical	0	4
Power of Atty. to Service Organizations	6	21
Misc. Applications/Correspondence	106	212
All Other	<u>36</u>	<u>63</u>
Total	182	376

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

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	60	134
Pension claims and follow ups	14	62
Medical	15	41
Power of Atty. to Service Organizations	33	72
Misc. Applications/Correspondence	184	479
All Other	<u>87</u>	<u>220</u>
Total	393	1008

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

February
2011

	VETERAN				DEPENDENT			
	Feb. 2010	YTD '10	Feb. 2011	YTD '11	Feb. 2010	YTD '10	Feb. 2011	YTD '11
Compensation/DIC Claims	41	76	58	127	1	4	6	16
Follow-up Pending Claims	54	104	156	310	7	11	21	48
Pension Claims	15	27	17	41	9	23	16	28
Follow-up Pending Claims	26	82	71	164	21	42	59	116
Medical	36	62	22	52	7	11	4	8
Notice of Disagreements	8	14	4	4	0	0	0	0
Appeals & Waivers	10	18	6	17	0	0	0	0
Eligibility Verification Reports	36	53	38	66	12	14	20	36
Change of Address	0	0	4	13	0	0	2	4
Education Assistance	8	15	13	33	4	4	3	4
Cert. Eligibility - Home Loan	1	6	0	3	0	0	0	0
Insurance	0	0	2	3	0	0	0	0
Discharges, Request for copy	82	172	92	206	0	1	5	13
Headstone/Marker Application					0	0	0	0
Referrals to Other Agencies	15	47	75	152	2	2	4	9
P of A Service Organization	44	90	48	121	10	25	17	35
Misc. Application/Corresp.	162	351	645	1494	26	70	130	264
Ohio Veterans Home	1	4	6	11				
Burial Benefits					1	3	4	7
High School Diploma Applications	3	5	8	8				
Discharge Upgrades	8	15	4	13				
10-10 EZ Forms	0	0	10	30				
TOTAL	550	1141	1279	2868	100	210	291	588

%
Chg
141.5%

%
Chg.
YTD
155.8%

TOTAL (Vet + Dep)

	'10	YTD '10	'11	YTD '11
	649	1348	1217	2826
	1	3	0	0
	650	1351	1217	2826

Interviews: Service Dept. Clients	549	1138	1217	2826	100	210	0	0
Fin. Asst. Referrals	1	3	0	0	0	8	0	0
Office YTD	550	1141	1217	2826	100	210	0*	0
Phone Calls	2389	4750	2283	5060				

*eVetAssist not separating dependents.
Working to correct.

Information Systems:

KnowledgeTree

Technical difficulties regarding the upgrade of KnowledgeTree from version 3.61 to version 3.7 were solved.

However, the KnowledgeTree maintenance agreement for 2011 has not been signed off yet. The agency has been running under a temporary set of licenses for nearly a month now and the KnowledgeTree Company has been very helpful and patient about keeping us running.

The current license runs out on April 5th and will not be renewed until payment is received for the maintenance contract. We are investigating several temporary solutions to keep us operational in case payment is not made.

Windows 7 Desktop Upgrade

Windows 7 desktop conversion from Vista has been postponed due to the amount of work being handled by the ISC engineers. The conversion should resume in late April and finish in May.

Service Officer moves at Wade Park

Further tuning of the network and access to eVetAssist and KnowledgeTree was done and the Novell network is being completely bypassed, improving speed and ease of use at the hospitals.

Networking issues

Further investigation and testing of Linux and Windows server software is being done as the next step in moving off the Novell network. It is not clear at this point what the county's direction for networking is going to be. We depend on the ISC for network support.

Ohio Veterans Home Network:

In February two veterans were 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 March 17, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**