



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: April 15, 2009 9:39 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Daniel Weist, Commissioner
Frank Pocci, Commissioner
Tom O'Donnell, Asst. County Prosecutor

ABSENT: Robert E. Schloendorn, Executive Director

VISITORS: Richard Danielson, Korean War Veterans of America Post 69; Sandra Mendez; Mr. & Mrs. Marwan Cashkoush; Maryann Sherry; and Jim Boskovich.

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 as published. (All Commissioners have a copy of the minutes.)

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

The President deferred to the Good of the Order for the unveiling and presentation of portraits by Bryan Yankulov to the families of four deceased Cuyahoga County veterans. Family members were introduced and presented with an original portrait of their loved one. Pen and ink drawings of these four deceased soldiers will join the other drawings already prominently displayed on the wall of the CCVSC boardroom.

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 submitted.

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

OLD BUSINESS:

The layout plan as proposed by the interior designer for the commissioner's office space was agreed upon.

The Executive Director continues to look into advertising on the front and side of the building and a state grant under the Transportation Dept. for a mobile van for outreach purposes.

NEW BUSINESS:

None.

EXECUTIVE SESSION:

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

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:05 a.m.)

A motion was made by Thomas Zung and seconded by Frank Pocci to come out of Executive Session and return to the regular order of business. (11:35 a.m.)

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

A motion was made by Dan Weist and seconded by Frank Pocci to approve the salary recommendation submitted by the Executive Director.

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

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 11:37 a.m.

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

Bob Potts, President

Mel Baher, 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)

Mobile Meals Program: Terry Walker, Social Worker/Case Management Officer (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

March, 2009

Issued by:

The CCVSC Commissioners

Bob Potts – President, VVA

Thomas Zung – Vice President, VFW

Mel Baher – Secretary, American Legion

Daniel T. Weist – DAV

Frank Pocci – AMVETS

April 15, 2009

Submitted By: Robert E. Schloendorn – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of March 31, 2009:

Executive:

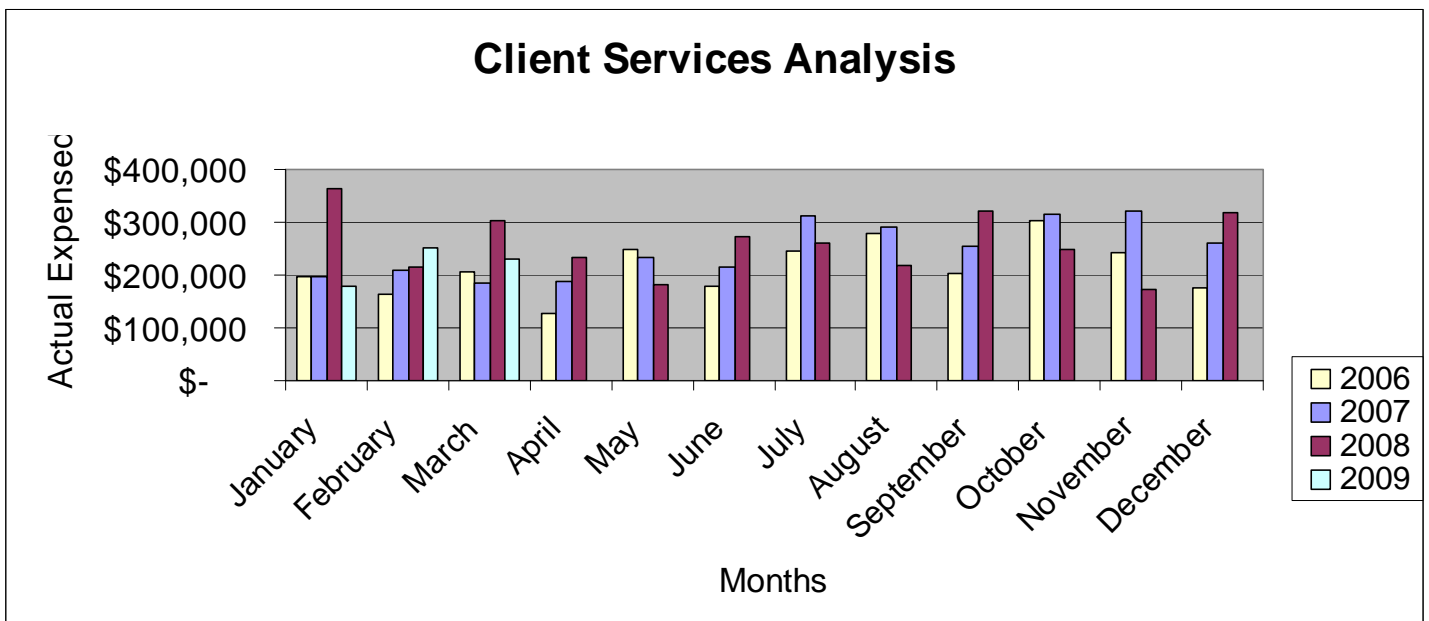
The Executive Director

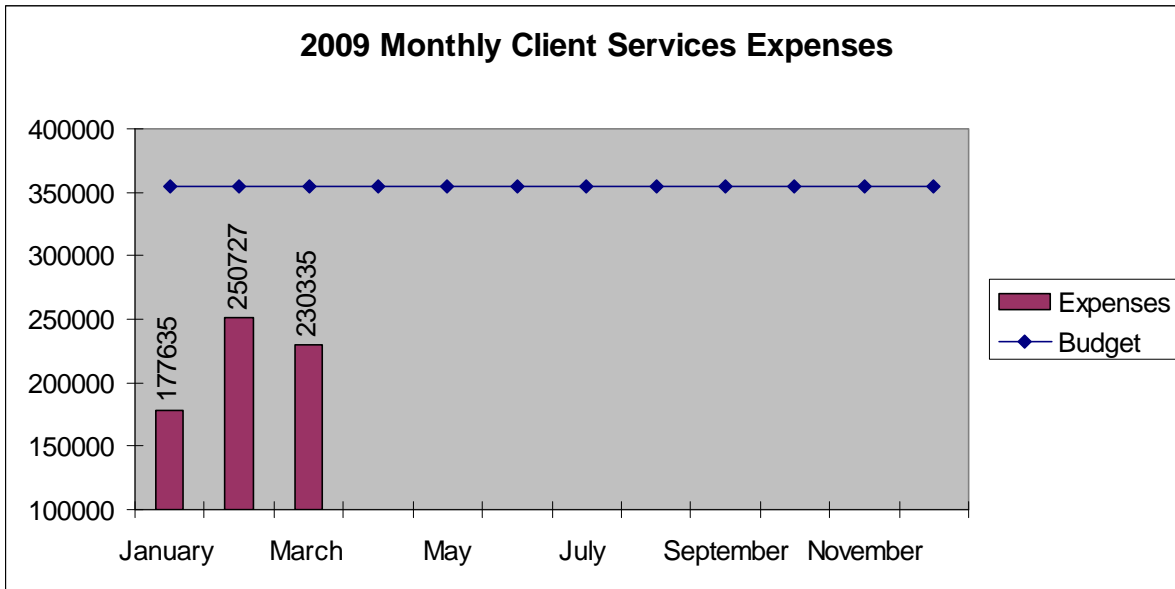
- Visited the VA Hospital with the architect.
- Met with Deb Shaw and Ohio Desk representatives to discuss furniture for the move.
- Met with Deb Shaw and the architect to discuss the plans for the move.
- Went to Columbus for the ODVS meeting.

Finance Department

Below are selected March 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





Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,651,412	376,580	-	1,239,801	1,616,381	35,031
Fringe Benefits	640,989	132,255	-	498,134	630,389	10,600
Commodities	47,419	11,294	-	27,662	38,956	8,463
Contract Services	529,408	56,129	83,470	306,846	362,975	166,433
Controlled Expenditures	260,106	-	-	260,106	260,106	-
Client Services	4,266,028	658,698	12,331	2,710,200	3,368,898	897,130
Other Expenditures	456,295	29,559	17,199	323,071	352,630	103,665
Capital Outlay	331,350	-	1,350	321,350	321,350	10,000
Total Expenditures	8,183,007	1,264,515	114,350	5,687,170	6,951,685	1,231,322

Assistance Department:

March financial assistance totaled \$230,335, down from \$250,727 issued during February and down from \$303,436 issued in March of 2008. Year to date client assistance for 2009 is \$658,697 and YTD for 2008 was \$880,823 down \$222,126.

The March Financial Assistance Department activity report follows below.

Indicator	March 2009*	March 2008
Number of clients seeking hardship assistance	988	850
Total applications taken	868	565
Applications Withdrawn	(196)	(83)
Applications Denied	(38)	(54)
Total applications approved for hardship assistance (with trans.)	634	428
Transportation only approvals	(456)	(189)
F/A applications approved	178	239

Indicator	YTD 2009	YTD 2008
Number of clients seeking hardship assistance	2499	2397
Total applications taken	2271	1825
Applications Withdrawn/Denied	(645)	(268) (205)
Total applications approved for hardship assistance (with trans.)	1626	1352
Transportation only approvals	(981)	(575)
F/A applications approved	645	777

During March, 2009, 48 veterans applied for assistance for the first time bringing the 2009 YTD total to 105. Of the 48 new claims, 24 were approved, 1 was denied and 23 were withdrawn. In March 2008, 39 veterans applied for assistance for the first time bringing the 2008 YTD total to 132.

Listed below is a breakdown of appeals for the month of March, 2009.

Number of workdays	22
Cases on hand beginning of month	5
Cases received	+37
Cases worked	<u>-36</u>
Cases on hand end of month	6

	March	
<u>Appeal Officer Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	1	4
Cases denied	25	57
Cases withdrawn, no show	5	8
Cases withdrawn	5	10
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	2
*Cases not eligible for appeal	<u>0</u>	<u>0</u>
Total	36	81

	March	
<u>Board Appeals</u>	<u>2009</u>	<u>YTD</u>
Cases approved	11	38
Cases denied	4	12
Cases withdrawn	0	0
Cases verifying fraud	0	0
Fraud/Fraudulent application	0	8
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	0	0
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	15	58

Medical and Other Transportation:

March medical assistance expensed for transportation totaled \$8,180.50 for the month, \$8,101.50 for bus tickets and \$79 for taxi services.

Medical and Dental Programs:

Medical payments for March amounted to \$5,022 with \$4,512 expensed for Dental and \$510 for Vision. Year to date medical expenses totaled \$5,241. Dental payments year to date are \$8,472 and Vision year to date payments are \$510.

\$0 in Miscellaneous Medical payments were expensed in March. Year to date Miscellaneous Medical payments are \$1,281.

Memorial Affairs Department:

\$15,324.00 was expensed during March, 2009 for indigent veteran funeral expenses, down \$6,918.77 from February, 2008. During March, 16 indigent burials were approved. The burials were for 0 Air Force, 2 Marine, 2 Navy and 12 Army veterans.

Following are the 2009 Year to Date statistics for Memorial Affairs:

	<u>March</u>	<u>2009 YTD</u>	<u>March</u>	<u>2009 YTD</u>
DD14 Search	159	533	160	577
Benefits Counseling	1214	2618	1059	3050
Undelivered-Incorrect Headstones/Research	18	123	45	248
Presidential Memorial Certificates	144	657	215	681
National Cemetery Referrals	517	892	217	700
Blue Star Service Banners	0	3	1	14

Veterans Service Officers:

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of March, 2009 for the Brecksville satellite office.

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	35	98
Pension claims and follow ups	22	50
Medical	8	15
Power of Atty. to Service Organizations	18	42
Misc. Applications/Correspondence	109	265
All Other	<u>49</u>	<u>94</u>
Total	241	564

Following are some of the major statistics reported by VSO Robert Erb for the month of March, 2009 for the Wade Park satellite office.

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	33	135
Pension claims and follow ups	13	58
Medical	1	16
Power of Atty. to Service Organizations	13	56
Misc. Applications/Correspondence	28	61
All Other	<u>29</u>	<u>108</u>
Total	117	434

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

**March
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	38	135	49	157	1	4	11	15
Follow-up Pending Claims	166	468	103	261	5	16	10	18
Pension Claims	28	71	21	75	14	34	14	41
Follow-up Pending Claims	80	249	31	119	50	126	22	74
Medical	46	155	24	56	5	21	0	10
Notice of Disagreements	11	34	6	23	0	5	2	4
Appeals & Waivers	16	32	8	21	1	1	3	3
Eligibility Verification Reports	4	37	12	74	2	32	3	46
Change of Address	15	31	0	9	0	2	0	1
Education Assistance	5	15	3	11	1	9	0	1
Cert. Eligibility - Home Loan	2	11	0	2	1	2	0	0
Insurance Discharges, Request for copy	0	1	0	4	1	1	0	4
Headstone/Marker Application	114	500	116	302	12	45	10	18
Referrals to Other Agencies	15	58	11	40	2	4	3	5
P of A Service Organization	52	175	81	215	15	35	12	35
Misc. Application/Corresp.	361	1070	181	615	47	127	11	87
Ohio Veterans Home	3	14	0	12				
Burial Benefits					12	21	4	7
High School Diploma Applications	0	9	0	6				
Discharge Upgrades	9	19	2	11				
10-10 EZ Forms	5	14	2	6				
TOTAL	<u>970</u>	<u>3098</u>	<u>650</u>	<u>2019</u>	<u>172</u>	<u>489</u>	<u>105</u>	<u>370</u>

**%
Chg
---**
60.0%

**%
Chg.
YTD**
-57.1%

TOTAL (Vet + Dep)

	'08	YTD' 08	'09	YTD' 09
	449	1401	741	1412
	22	133	14	49
	471	1534	755	1461

Interviews: Service Dept. Clients	413	1304	639	1256	36	97	102	156
Fin. Asst. Referrals	21	127	11	45	1	6	3	4
Office YTD	434	1431	650	1301	37	103	105	160
Phone Calls	2338	6913	1175	4846				

Information Systems:

eVetAssist

Backup procedures are still being developed for the SQL Server database with John Yan's help

Three sources have been identified for signature pads. They are now on order

Web cameras are installed and operating at both the Screening station and the VSO Administrative office.

Catchup Scanning

Catchup scanning is nearly complete. Scanned claim files have been uploaded to KnowledgeTree.

Microfilming/Record Retention

The CSC Group from Strongsville gave us a quote for converting our scanned images to microfilm. They use a machine at their office in Midland Michigan to do this work. We will investigate two other sources for this service, if available.

RFP/Move to first floor

Cabling, analog phone lines and VOIP phone lines were discussed and will be finalized in April. Wireless capability will require 8 access points to be installed on the walls and that work has been finalized with the ISC. Scanners and signature pads are on order. Quotes are being obtained for PC's to replace our almost five year old Dell units.

Wireless Broadband Cards/e-mail changes

Wireless Broadband cards were acquired for the five Commissioners, allowing access to Groupwise and VetAssist from outside our office. IN this way cases can be reviewed prior to the meetings. VPN (Virtual Private Network) accounts are now set up for secure access to the county network. E-mail forwarding has been stopped.

Wade Park Move

The move of Wade Park offices was accomplished with very little disruption to customer service.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 21 veterans waiting for nursing home standard care, 3 veterans for nursing home special care, 1 veterans for the domiciliary and 11 for the domiciliary plus.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for April 16, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**