



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 16, 2008 9:33 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
Thomas P. O'Donnell, Asst. County Prosecutor

VISITORS: John Evans, Sr., American Legion Post 315/13th District and Richard Danielson, Korean War Veterans of America Post 69.

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 Thomas Zung to dispense with the reading of the minutes of April 2, 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 Dan Weist to dispense with the reading of the minutes of the Level III Board Appeals meeting of April 2, 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 Dan Weist 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 Mel Baher and seconded by Dan Weist to accept cases approved on the Consent Agenda, with the exception of those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. Due to the large number of Level III appeals, the Board decided to forgo the review of cases for quality assurance.

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 those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. No cases were set aside.

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

A motion was made by Mel Baher and seconded by Dan Weist to accept indigent burials approved for March 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 Dan Weist and seconded by Thomas Zung to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

Agenda Item F1. Executive Director – Submitting Personnel Requests

Bob Schloendorn indicated that he had a personnel issue to discuss with the Board in Executive Session.

Agenda Item F2. Board Meeting – VFW Post #1056, June 18, 2008

Thomas Zung received a verbal response from Ed Morrow, Commander of VFW Post #1056 granting us an opportunity to conduct our June 18th open public meeting at his post at 7:00 p.m. Post #1056 is located at 580 E. 200th St., Euclid, Ohio 44119. Public notice will be given.

Agenda Item F3. Memorial Day Flags

Dennis Madden, County Administrator, contacted Bob Schloendorn regarding an email he received from Ray Saikus concerning our procedure on the reuse of Memorial Day Flags. Bob informed the Board that the verbiage in the email is challenging and the information is incorrect. As a result, Bob has prepared a response to Mr. Saikus inviting him to attend an open public meeting of the Board to discuss the issue.

NEW BUSINESS:

Agenda Item G1. Mobile Unit

During the OSAVSC Spring Conference, Commissioners Zung, Baher, Pocci and Potts had an opportunity to tour Licking County's mobile unit which travels three times weekly to far ends of the county to provide service to veterans. The Board has had prior conversation on obtaining a unit for our commission but agreed that our presence at three locations in Cuyahoga County provides good service to our veterans. The idea may, however, be a future consideration.

GOOD OF THE ORDER:

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

John Evans, Sr.

- Information contained in our Board minutes on the service and benefits that each of our departments provides have been very informative.

Richard Danielson

- Service organization meetings at Wade Park VA Medical Center are the 1st Thursday of every month at 1:30 p.m.
- New CBOC in Parma, Ohio

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Mel Baher to go into Executive Session to discuss a personnel issue, new office space, and a legal matter.

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

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

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (11:40 a.m.)

The Board decided to cancel our plans to move to Wade Park and remain at our present site because of the central location and transportation options available to veterans. A motion was made by Mel Baher and seconded by Thomas Zung to authorize the Executive Director to take the necessary steps to lease new office space at our present location but on the first floor.

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

A motion was made by Thomas Zung and seconded by Bob Potts to hire a professional architect to design the office space at our new location.

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

At the recommendation of the Executive Director, the vacancy occurring in the Service Department will not be filled at this time.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 11:40 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

March, 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

April 16, 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 March 31, 2008:

Executive:

The Executive Director

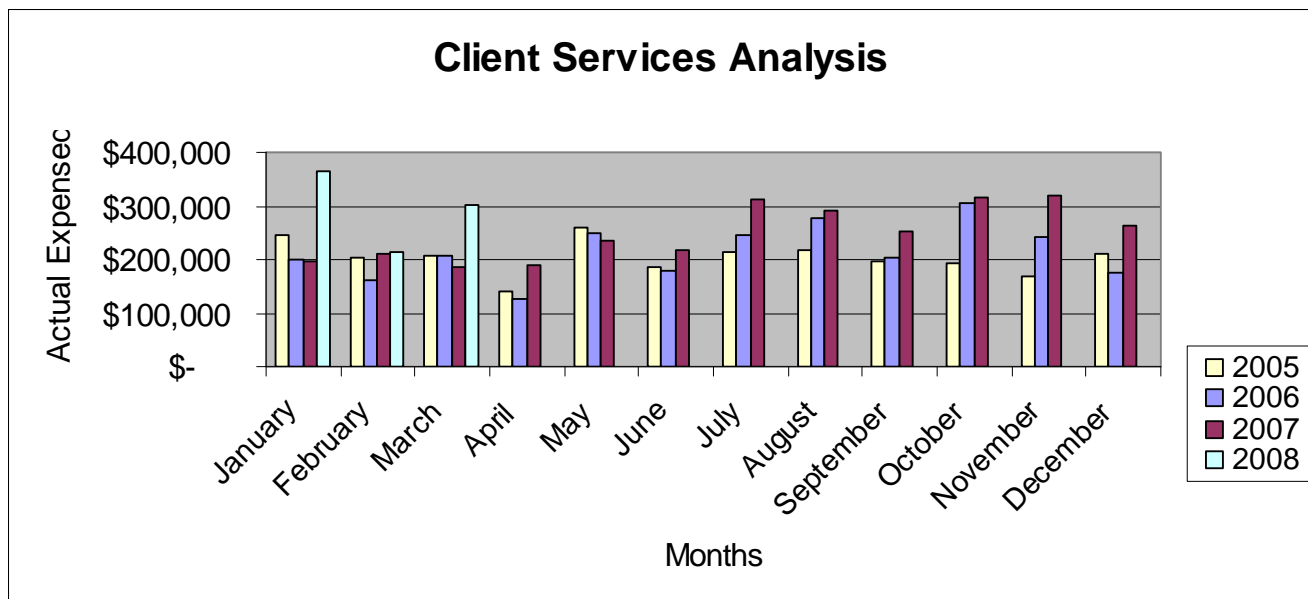
- Training with Loan Guaranty staff
- Met with Paul Volpe
- Addressed the Office of Workforce Development

Finance Department

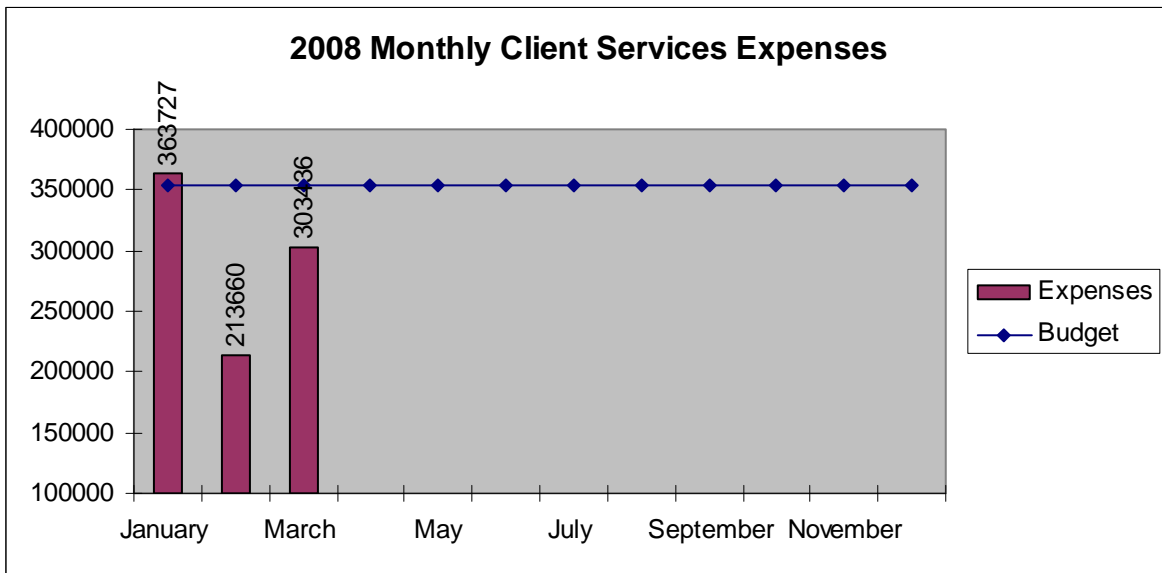
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

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	355,376	-	1,237,161	1,592,537	37,154
Fringe Benefits	607,036	127,768	-	461,471	589,239	17,797
Commodities	47,618	10,174	-	34,987	45,161	2,457
Contract Services	580,233	86,791	239,928	313,828	400,619	179,614
Controlled Expenditures	265,613	-	-	265,613	265,613	-
Client Services	4,296,807	880,824	463,875	2,935,200	3,816,024	480,783
Other Expenditures	587,369	42,046	204,761	391,937	433,983	153,386
Capital Outlay	81,850	749	1,350	43,966	44,715	37,135
Total Expenditures	8,096,217	1,503,728	909,914	5,684,163	7,187,891	908,326

Assistance Department:

March financial assistance totaled \$303,436, up from \$213,660 issued during February and up from \$184,212 issued in March of 2007. Year to date client assistance for 2008 is \$880,823 and YTD for 2007 was \$590,543, up \$290,280.

The March Financial Assistance Department activity report follows below.

Indicator	March 2008	March 2007	% Change
Number of clients seeking hardship assistance	850	694	22.5%
Total applications taken	565	614	-8.0%
Applications Withdrawn	(83)	(149)	-44.3%
Applications Denied	(54)	(73)	-26.0%
Total applications approved for hardship assistance (with trans.)	428	392	9.2%
Transportation only approvals	(189)	(193)	-2.1%
F/A applications approved	239	199	20.1%

Indicator	YTD 2008	YTD 2007	% Change
Number of clients seeking hardship assistance	2397	2265	5.8%
Total applications taken	1825	1734	5.2%
Applications Withdrawn	(268)	(343)	-21.9%
Applications Denied	(205)	(244)	-16.0%
Total applications approved for hardship assistance (with trans.)	1352	1147	17.9%
Transportation only approvals	(575)	(510)	12.7%
F/A applications approved	777	637	22.0%

During March, 2008, 39 veterans applied for assistance for the first time bringing the 2008 YTD total to 132. In March of 2007, 67 veterans applied for assistance for the first time bringing the 2007 YTD total to 120.

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

Number of workdays	<u>21</u>
Cases on hand beginning of month	17
Cases received	+28
Cases worked	<u>-34</u>
Cases on hand end of month	11

	March	
<u>Appeal Officer Appeals</u>	<u>2008</u>	<u>YTD</u>
Cases approved	5	30
Cases denied	11	25
Cases withdrawn, no show	8	20
Cases withdrawn	7	14
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	2	20
*Cases not eligible for appeal	<u>1</u>	<u>3</u>
Total	34	112

	March	
<u>Board Appeals</u>	<u>2008</u>	<u>YTD</u>
Cases approved	3	17
Cases denied	5	8
Cases withdrawn	1	3
Cases verifying fraud	0	0
Fraud/Fraudulent application	1	1
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	10	29

Medical and Other Transportation:

March medical assistance expensed for transportation totaled \$5,912 for the month, \$5,708 for bus tickets.

Medical and Dental Programs:

Medical payments for March amounted to \$240 with \$0 expensed for Dental and \$240 for Vision.

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

Memorial Affairs Department:

\$22,242.77 was expensed during March, 2008 for indigent veteran funeral expenses, up \$6,974.08 from February, 2008. During March, 24 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 1 Navy and 21 Army veterans.

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

	<u>March</u>	<u>2008</u> <u>YTD</u>	<u>March</u>	<u>2007</u> <u>YTD</u>
DD14 Search	160	577	291	732
Benefits Counseling	1,059	3,050	877	2,567
Undelivered-Incorrect Headstones/Research	45	248	261	811
Presidential Memorial Certificates	215	681	346	963
National Cemetery Referrals	217	700	282	766
Blue Star Service Banners	1	14	0	35

Veterans Service Officers:

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

	<u>Feb.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	51	182
Pension claims and follow ups	13	58
Medical	17	67
Power of Atty. to Service Organizations	12	51
Misc. Applications/Correspondence	111	370
All Other	<u>35</u>	<u>133</u>
Total	239	861

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	66	149
Pension claims and follow ups	29	95
Medical	12	17
Power of Atty. to Service Organizations	20	48
Misc. Applications/Correspondence	43	115
All Other	<u>57</u>	<u>154</u>
Total	227	578

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

**March
2008**

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	62	132	38	135	5	10	1	4
Follow-up Pending Claims	97	253	166	468	8	15	5	16
Pension Claims	40	114	28	71	19	58	14	34
Follow-up Pending Claims	42	104	80	249	36	86	50	126
Medical	28	56	46	155	8	8	5	21
Notice of Disagreements	10	25	11	34	2	3	0	5
Appeals & Waivers	10	28	16	32	3	5	1	1
Eligibility Verification Reports	12	31	4	37	8	21	2	32
Change of Address	7	21	15	31	0	2	0	2
Education Assistance	12	19	5	15	0	3	1	9
Cert. Eligibility - Home Loan	6	14	2	11	0	0	1	2
Insurance Discharges, Request for copy	0	2	0	1	2	4	1	1
Headstone/Marker Application	138	361	114	500	1	2	3	4
Referrals to Other Agencies	19	57	15	58	6	16	2	4
P of A Service Organization Misc.	95	221	52	175	26	69	15	35
Application/Corresp.	162	469	361	1070	39	86	47	127
Ohio Veterans Home	8	17	3	14				
Burial Benefits					8	17	12	21
High School Diploma Applications	4	7	0	9				
Discharge Upgrades	7	18	9	19				
10-10 EZ Forms	1	2	5	14				
TOTAL	<u>760</u>	<u>1951</u>	<u>970</u>	<u>3098</u>	<u>191</u>	<u>466</u>	<u>172</u>	<u>489</u>

**%
Chg.
20.1%**

**%
Chg.
YTD
48.4%**

TOTAL (Vet + Dep)

	'07	YTD '07	'08	YTD '08
	448	1213	449	1401
	61	161	22	133
	509	1374	471	1534

Interviews: Service Dept. Clients	389	1049	413	1304	59	164	36	97
Fin. Asst. Referrals	50	138	21	127	11	23	1	6
Office YTD	439	1187	434	1431	70	187	37	103
Phone Calls	2281	6065	2338	6913				

Information Systems:

ClientTrack (Primary focus)

Dealing with all departmental functions is making the development of workflows take longer than I would like. Therefore, rather than concentrating on training us in the use of the software tools, we will first concentrate on scripting out the workflows for the departments and rely on Sam Taylor to do the work of creating the workflow after we have reviewed the data collection forms.

DSI is used to working with clients who have well defined job duties and workflows. They also require specific data collection characteristics at each step of the workflow. Our jobs are more fluid, with changing data collection characteristics, and we will have to become very specific in identifying what data needs to be collected at each step of the workflow. This is a change from the way we have been approaching ClientTrack so far.

DSI has written the database conversion scripts and will make the converted database available to us during April so we can check it out. If it looks good it will be moved to our development system so we can see live data during our tests.

RFP

We have had some early discussions of equipment and operating processes for servers, computer, and phones with Deb Shaw for the new facility. A meeting is planned with URS and the ISC network and phone people for April 17th to further define what we need. A sample laptop/port replicator/wireless/ergonomic workstation was set up as a proof of concept for Deb.

Laptops

The laptops and printers were received and set up. Training and setup were provided for one user. There are several options for laptops which need to be reviewed in terms of costs, timing, which operating system will be used, etc. Windows XP will be unavailable after June 1, 2008 and Windows Vista has a very high learning curve and is very different from Windows XP. Training will need to be addressed as part of a PC replacement project. Our PC's are now four years old.

Scanning

Catch-up scanning is still occurring regularly. Progress depends on the availability of ES time. We need to purge files according to our Records Retention Schedule as it has been more than a year since this was done.

The new imaging server has been delivered and configured as a Windows 2003 Server. It is fully integrated into our VSC network. I will need to install a new version of KnowledgeTree and do some significant re-arranging of image files to get the best performance out of this server. It should be significantly faster than the hardware we are now using, making it easier for our users to scan and upload files without all the wait times.

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.

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 meeting is scheduled for April 17, 2008.

Submitted by:

**Robert E. Schloendorn
Executive Director**