



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 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: April 17, 2013 7:00 p.m.

LOCATION: VFW Post 6676
590 N. Rocky River Drive
Berea, Ohio 44017

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: Andy Peculis, John Terwood, Murray Evans, Sandra Uzell, John Slivka,
Brian McGinty

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Bob Potts, followed by the Pledge of Allegiance. President Potts asked for a moment of silence in honor of those who lost their lives or were injured at the Boston marathon. Appreciation was also extended to Cmdr. Brian McGinty and Post 6676 for hosting the evening's Board meeting.

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.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Mel Baher and seconded by Clay Uzell to accept the report of the Executive Director as given.

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

OLD BUSINESS:

The Cuyahoga County Fiscal Office has provided the CCVSC with the 2013 assessed valuations for the 2014 Budget which is slightly higher than last year's.

A motion was made by Mel Baher and seconded by Frank Pocci to accept the recommendation of the Executive Director for a pay adjustment for Cathy Readinger moving her from Range 3, Step 4 at \$36,891 to Range 3, Step 6 at \$38,725 effective the beginning of the next pay period for assuming the duties of a position vacated by retirement.

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

NEW BUSINESS:

A motion was made by Mel Baher and seconded by Clay Uzell to approve Resolution 2013-12 requesting authority for the CCVSC Social Worker to attend the National Association of Drug Court Professionals Conference sponsored by the NADCP from July 14-17, 2013 in Washington, D.C., expenses not to exceed \$1,840.00.

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

A motion was made by Mel Baher and seconded by Clay Uzell to approve Resolution 2013-13 authorizing the Department of Public Works to act on behalf of the Cuyahoga County Veterans Service Commission and exercise the lease renewal option for a period of five (5) years on contract CE 0900320-01 commencing the 1st day after the end of the initial term of five (5) years and ending on September 30, 2019.

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

GOOD OF THE ORDER:

VFW Post 1974 will hold a testimonial dinner for District Cmdr. Luke Sawicki on Saturday, April 20th at 5:30 p.m.

American Legion Post 91 has received information for Memorial Day flags and reimbursement expenses. Commissioner Baher encouraged posts and chapters to complete and return the required documentation to the county in a timely manner.

VVA Chapters 15 & 249 will hold the End of the Vietnam War ceremony on Monday, April 30, 2013 at Mall A at 5:30 p.m.

Bob Potts opened the floor to visitors for any comments. The following bullet points were topics of discussion.

Murray Evans

- VA claims for presumptive conditions
- CCVSC outreach employment specialist will assist veterans of all ages
- Tri-C Hiring Our Heroes job fair will take place on June 22, 2013 at their new center

EXECUTIVE SESSION:


There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Clay Uzell to adjourn the meeting at 7:35 p.m.

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



Bob Polts, 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

March, 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

April 17, 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 March 31, 2013:

Executive:

The Executive Director

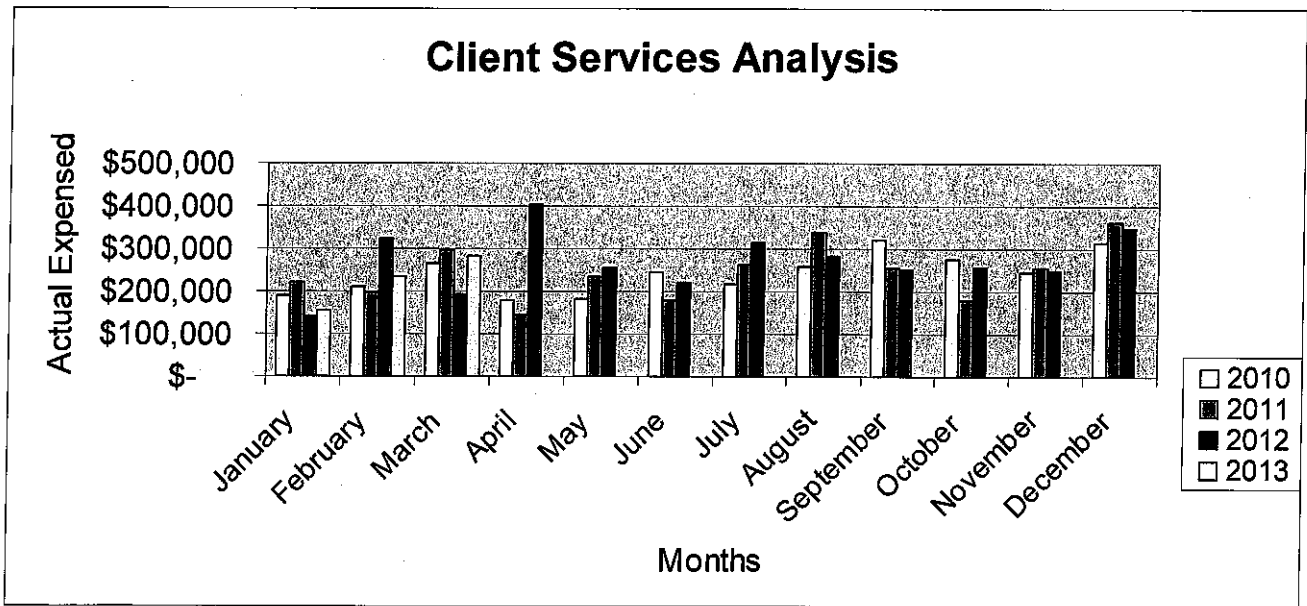
- Interviewed with Bill Wills from WTAM

Finance Department

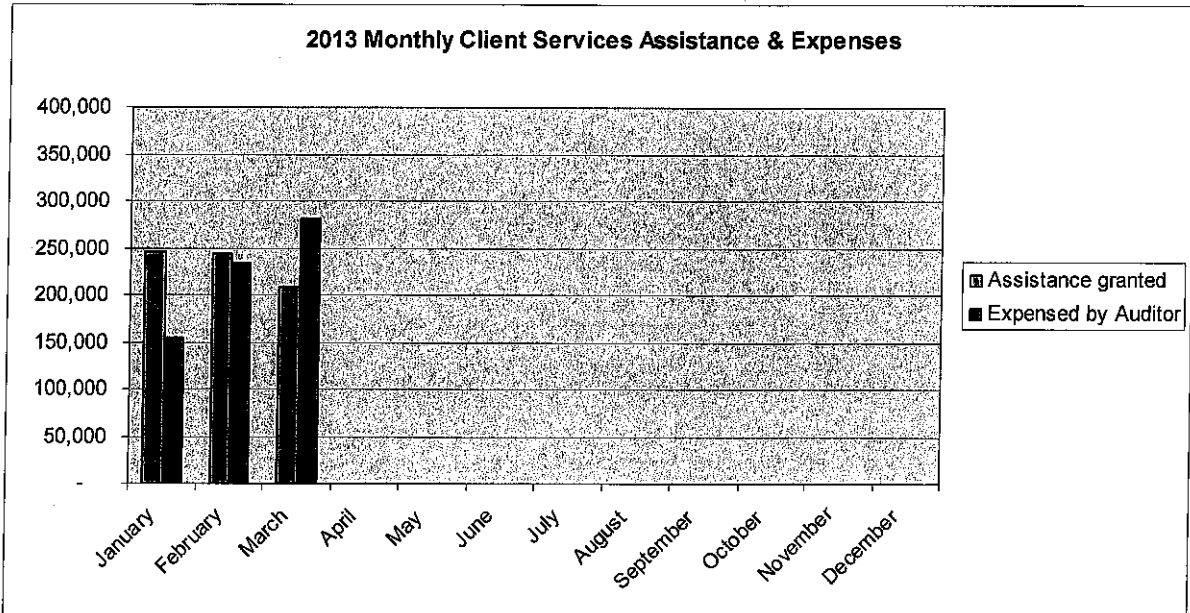
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2013 Expenses



Total 2013 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2013 Projection	Budget Variance
Salaries	1,823,906	485,518	-	1,291,538	1,777,056	46,850
Fringe Benefits	638,367	166,337	-	455,633	621,970	16,397
Commodities	30,000	5,056	-	24,944	30,000	-
Contract Services	619,832	123,793	442,362	415,207	539,000	80,832
Controlled Expenditures	274,396	-	-	274,396	274,396	-
Client Services	3,439,190	668,802	-	2,520,000	3,188,802	250,388
Other Expenditures	381,847	33,158	13,728	316,842	350,000	31,847
Capital Outlay	31,128	-	128	21,000	21,000	10,128
Total Expenditures	7,238,666	1,482,664	456,218	5,319,560	6,802,224	436,442

Assistance Department:

March financial assistance totaled \$281,290, up from \$233,985 issued during February and up from \$191,676 issued in March of 2012. Year to date client assistance for 2013 is \$668,802 and YTD for 2012 was \$657,185, up \$11,617.

The March Financial Assistance Department activity report follows below.

Indicator	March 2013	March 2012	% Change		
Number of clients seeking hardship assistance	850	900	-5.6%		
Total applications taken	724	747	-3.1%		
Applications Withdrawn	(24)	(26)	-7.7%		
Applications Denied	(48)	(30)	60.0%		
Total applications approved for hardship assistance (with trans.)	652	691	-5.6%		
Transportation only approvals	(476)	(460)	3.5%		
F/A applications approved	176	231	-23.8%		

Indicator	YTD 2013	YTD 2012	% Change		
Number of clients seeking hardship assistance	2443	2645	-7.6%		
Total applications taken	2060	2199	-6.3%		
Applications Withdrawn	(80)	(76)	5.3%		
Applications Denied	(163)	(117)	39.3%		
Total applications approved for hardship assistance (with trans.)	1817	2006	-9.4%		
Transportation only approvals	(1265)	(1349)	-6.2%		
F/A applications approved	552	657	-16.0%		

During March, 2013, 27 veterans applied for assistance for the first time bringing the 2013 YTD total to 104. Of the 27 new claims, 25 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 2 were withdrawn. In March, 2012, 43 veterans applied for assistance for the first time bringing the 2012 YTD total to 120.

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

Appeal Officer workdays	10
Cases on hand beginning of month	7
Cases received	+28
Cases worked	<u>-33</u>
Cases on hand end of month	2

	March	
<u>Appeal Officer Appeals</u>	<u>2013</u>	<u>YTD</u>
Cases approved	4	15
Cases denied	28	76
Cases denied/withdrawn, no show	1	17
Cases withdrawn	<u>0</u>	<u>9</u>
Total	33	117

	March	
<u>Board Appeals</u>	<u>2013</u>	<u>YTD</u>
Cases approved	15	47
Cases denied	10	27
Cases withdrawn	0	0
Cases verifying fraud	0	11
Client is eligible (Review DD-214)	0	0
Fraud not verified	0	0
Attempted Fraud	<u>0</u>	<u>1</u>
Total	25	86

Medical and Other Transportation:

March assistance expensed for transportation totaled \$10,536.00 for the month, \$10,331.00 for medical bus tickets and \$205 for other transportation. Year to date transportation totaled \$29,838.00. Year to date medical transportation totaled \$28,988.00 and needs based transportation totaled \$850.

Medical and Dental Programs:

Medical payments for March amounted to \$9,216 with \$2,355 expensed for Dental and \$1,050 for Vision. Year to date medical expenses totaled \$15,645. Dental payments year to date are \$8,114 and Vision year to date payments are \$1,720.

\$5,811 Hearing Aid payments were expensed in March. Year to date Hearing Aid payments totaled \$5,811.

Memorial Affairs Department:

\$8,615.05 was expensed during March, 2013 for indigent veteran funeral expenses, up \$4,044.05 from March, 2012. During March, 9 indigent burials were approved. The burials were for 1 Air Force, 2 Marine, 2 Navy and 4 Army veterans.

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

	March	2013 YTD	March	2012 YTD
DD-214 Search	113	335	114	313
Benefits Counseling	853	2650	640	2198
Undelivered-Incorrect Headstone/Research	13	29	1	14
Presidential Memorial Certificates	93	285	62	236
National Cemetery Referrals	54	203	76	198
Blue Star Service Banners	0	1	0	2
Indigent Burials	9	32	6	24

Veterans Service Officers:

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	107	269
Pension claims and follow ups	14	34
Medical	10	19
Power of Atty. to Service Organizations	11	47
Misc. Applications/Correspondence	118	384
All Other	<u>13</u>	<u>47</u>
Total	273	800

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	109	298
Pension claims and follow ups	68	198
Medical	5	30
Power of Atty. to Service Organizations	33	100
Misc. Applications/Correspondence	383	1191
All Other	<u>100</u>	<u>314</u>
Total	698	2131

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

**March
2013**

	VETERAN				DEPENDENT			
	March 2012	YTD '12	March 2013	YTD '13	March 2012	YTD '12	March 2013	YTD '13
Compensation/DIC Claims	92	235	82	226	7	15	4	13
Follow-up Pending Claims	279	737	277	780	11	38	13	29
Pension Claims	29	92	38	82	16	35	14	41
Follow-up Pending Claims	95	274	121	356	53	172	78	217
Medical	54	136	22	76	3	16	3	11
Notice of Disagreements	2	5	2	6	0	3	1	1
Appeals & Waivers	9	40	17	40	1	7	2	4
Eligibility Verification Reports	14	70	6	17	7	40	3	7
Change of Address	7	24	16	38	1	2	2	4
Education Assistance	25	56	13	47	3	9	0	2
Cert. Eligibility - Home Loan	3	6	3	5	0	1	0	0
Insurance	5	12	1	3	0	0	0	0
Discharges, Request for copy	111	302	118	349	5	22	3	5
Headstone/Marker Application					0	0	0	0
Referrals to Other Agencies	93	293	95	262	10	27	1	8
P of A Service Organization	136	337	82	247	14	31	11	35
Misc. Application/Corresp.	808	2366	1249	2900	112	334	84	219
Ohio Veterans Home	0	9	2	12				
Burial Benefits					6	11	4	13
High School Diploma Applications	2	3	0	1				
Discharge Upgrades	11	26	9	25				
10-10 EZ Forms	7	18	6	25				
TOTAL	1782	5041	2159	5497	249	763	223	609

**%
Chg
17.3%**

**%
Chg
YTD
5.2%**

Interviews: Service Dept. Clients	1721	4979	2171	5610
Fin. Asst. Referrals	0	0	46	103
Office YTD	1721	4979	2217	5713
Phone Calls	2665	8233	2554	8038

Information Systems:

Microsoft Outlook – GroupWise conversion

The county has solicited bids for a Hosted Microsoft Exchange service. The county's Chief Technology Officer tells us that bids for the service have been returned to the county and a vendor has been selected. The bid is now going through procurement and legal review. After that an implementation schedule will be produced.

Note: the latest information from the VA identifies a requirement for running the email client under Windows XP rather than Windows 7. This agency has been operating under Windows 7 for about two years.

Map-D/Share/VBMS implementation

All VSO now have laptop access to the above VA applications. They are logging in to the systems regularly and are using them to help process claims rather than calling a VA call center and waiting for someone to call them back. This reduces the time waiting to process a claim.

Microfilm processing of scanned images

Effective April 1, 2013 we will focus our information work flows on digital images (scanned images) rather than paper. Existing paper will be shredded securely in mid-April and unneeded filing cabinets will be removed from service.

Commissioner Netbooks

Three 3 pound ASUS laptops with 11 inch touch screens, large disk storage, and network capabilities have been purchased for three Commissioners. The computers run Windows 8 so third party software will be installed to make them operate like their familiar Windows 7 laptops.

Ohio Veterans Home Network:

In March, 3 veterans were transported to the Sandusky home for tours and admission evaluations.

At the OVH, there is 1 bed available in the nursing homes and 126 beds available in the domiciliary.

Submitted by:

**Robert E. Schloendorn
Executive Director**