



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 SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: April 20, 2011 7:00 p.m.

PLACE: American Legion Post 343
20750 Arbor Avenue
Euclid, Ohio

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Bob Potts, Secretary
Clayton Uzell, Commissioner
Robert E. Schloendorn, Executive Director
Lorri Slivka, Executive Secretary

ABSENT: Daniel Weist, Commissioner
Thomas O'Donnell, Asst. County Prosecutor

VISITORS: John Prizzi, American Legion Post #343
John Evans, American Legion Post #315
Jerry Sustersic, American Legion Post #343
Chuck Hill, American Legion Post #343

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 Bob Potts 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. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Bob Potts and seconded by Clay Uzell to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Facebook and Twitter accounts for the CCVSC are up and running. The link for Facebook is <http://www.facebook.com/CCVSC> and Twitter is twitter.com/vsc_1849.

The Board instructed the Executive Director to proceed in obtaining bids for a new van wrap.

The Executive Director is in the process of drafting a policy containing rules and regulations for volunteers who will be transporting families to the Ohio Veterans Home to visit their loved ones. Volunteers will be required to pass a physical examination and background check.

A Special Dedication Ceremony for the opening of the Veterans Domiciliary at Wade Park will be held on Monday, May 16th at 10:00 a.m. Mel Baher, Bob Potts and Bob Schloendorn are planning to attend.

GOOD OF THE ORDER:

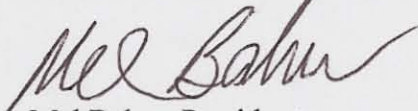
The Board and Executive Director gave those in attendance a brief explanation of CCVSC benefits and services, the budget process, and how commissioner appointments are made. A suggestion was made by John Evans to post the date and time of CCVSC Board meetings outside the satellite offices at the Wade Park and Brecksville Hospitals.

EXECUTIVE SESSION:

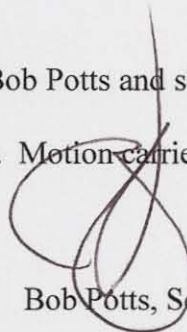
There were no items for Executive Session.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 7:45 p.m.

AYES: Baher, Pocci, Potts, Uzell. 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

March, 2011

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts – Secretary, VVA

Daniel Weist –DAV

Clayton E. Uzell – VFW

April 20, 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 March 31, 2011:

Executive:

The Executive Director

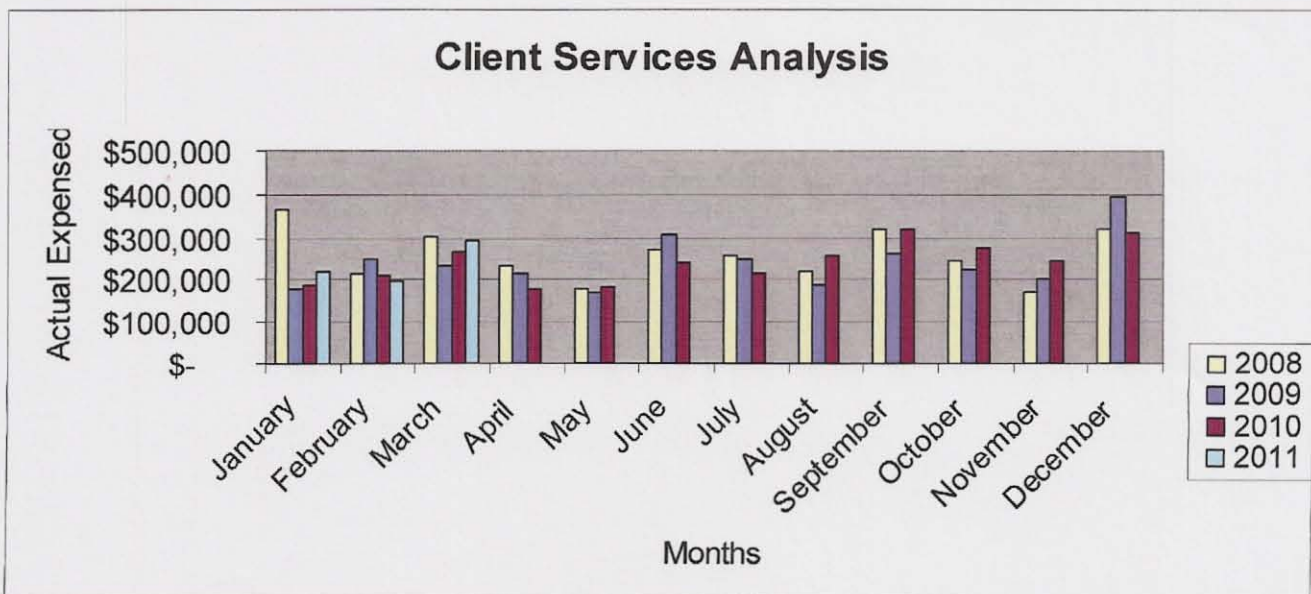
- Met with Judge Judge Mclaughlin-Murray.
- Met with Dave Merriman.
- Attended Hospice of the Western Reserve meeting.
- Interviewed prospective Receptionists.
- Attended Drug Court meeting.
- Met with Jeff Sedlak regarding medical transportation for veterans.

Finance Department

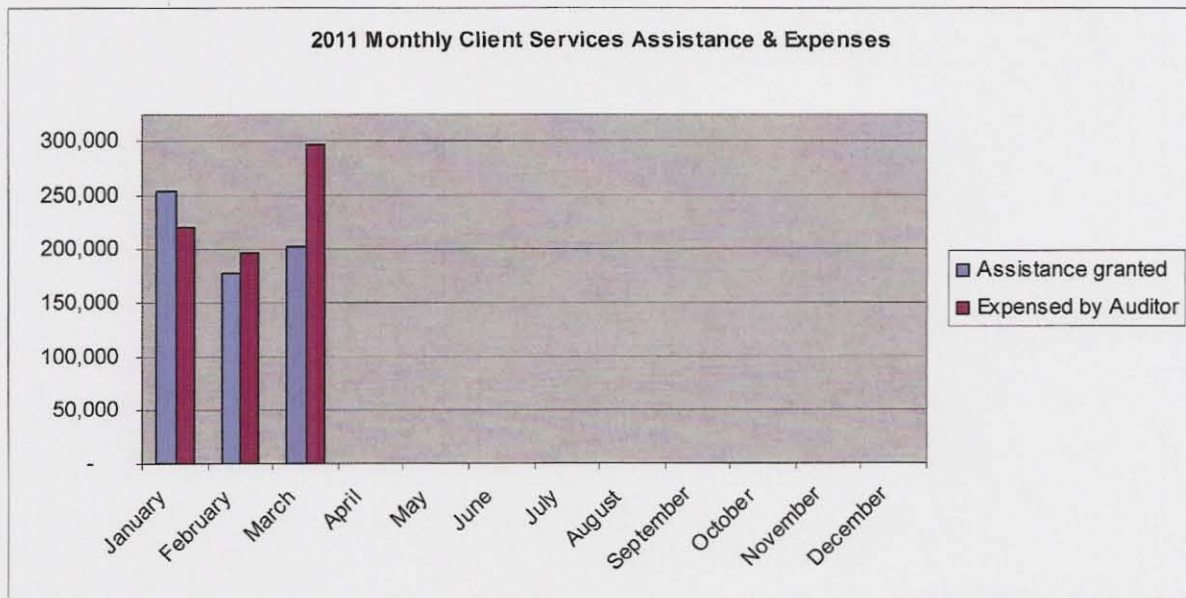
Below are selected March reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total	YTD	YTD	Remaining	2011	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,766,047	393,678	-	1,287,306	1,680,984	85,063
Fringe Benefits	618,116	133,022	-	441,411	574,433	43,683
Commodities	25,556	4,959	-	16,301	21,260	4,296
Contract Services	573,114	88,212	446,483	444,288	532,500	40,614
Controlled Expenditures	301,320	21,411	-	279,909	301,320	-
Client Services	3,693,517	714,572	-	2,700,000	3,414,572	278,945
Other Expenditures	399,783	55,192	43,168	221,351	276,543	123,240
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	1,411,046	495,939	5,396,854	6,807,900	588,341

Assistance Department:

March financial assistance totaled \$294,934 up from \$197,111 issued during February and up from \$266,400 issued in March of 2010. Year to date client assistance for 2011 is \$712,572 and YTD for 2010 was \$667,690, up \$44,882.

The March Financial Assistance Department activity report follows below.

Indicator	March 2011	March 2010	% Change		
Number of clients seeking hardship assistance	988	738	33.9%		
Total applications taken	838	634	32.2%		
Applications Withdrawn	(73)	(84)	13.1%		
Applications Denied	(47)	(47)	0.0%		
Total applications approved for hardship assistance (with trans.)	718	503	42.7%		
Transportation only approvals	(518)	(290)	78.6%		
F/A applications approved	200	213	-6.1%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	2525	2106	19.9%		
Total applications taken	2147	1818	18.1%		
Applications Withdrawn	(189)	(326)	-42.0%		
Applications Denied	(142)	(118)	20.3%		
Total applications approved for hardship assistance (with trans.)	1816	1374	32.2%		
Transportation only approvals	(1212)	(794)	52.67%		
F/A applications approved	604	580	4.1%		

During March, 2011, 46 veterans applied for assistance for the first time bringing the 2011 YTD total to 132. Of the 46 new claims, 32 were approved, 0 were partially approved, 2 were denied and 12 were withdrawn. In March, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 120.

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

Appeal Officer work days	12
Cases on hand beginning of month	6
Cases received	+35
Cases worked	<u>-36</u>
Cases on hand end of month	5

	March	
<u>Appeal Officer Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	6	16
Cases denied	21	71
Cases denied/withdrawn, no show	3	13
Cases withdrawn	<u>6</u>	<u>14</u>
Total	36	114

	March	
<u>Board Appeals</u>	<u>2011</u>	<u>YTD</u>
Cases approved	13	31
Cases denied	9	30
Cases withdrawn	0	0
Cases verifying fraud	<u>1</u>	<u>2</u>
Total	23	63

Medical and Other Transportation:

March assistance expensed for transportation totaled \$11,142 for the month, \$10,457 for medical bus tickets and \$685 for needs based bus tickets.

Medical and Dental Programs:

Medical payments for March amounted to \$3,852 with \$3,597 expensed for Dental and \$255 for Vision. Year to date medical expenses totaled \$9,412. Dental payments year to date are \$7,977 and Vision year to date payments are \$1,435.

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

Memorial Affairs Department:

\$10,551.54 was expensed during March, 2011 for indigent veteran funeral expenses, down \$1,467.54 from March, 2010. During March, 12 indigent burials were approved. The burials were for 0 Air Force, 3 Marine, 1 Navy and 8 Army veterans.

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

	2011		2010	
	<u>March</u>	<u>YTD</u>	<u>March</u>	<u>YTD</u>
DD-214 Search	99	318	99	278
Benefits Counseling	1083	2763	939	2777
Undelivered-Incorrect Headstones/Research	16	27	13	24
Presidential Memorial Certificates	132	355	135	360
National Cemetery Referrals	57	158	83	248
Blue Star Service Banners	4	6	0	4
Indigent Burials	12	34	9	34

Veterans Service Officers:

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	28	77
Pension claims and follow ups	9	36
Medical	4	8
Power of Atty. to Service Organizations	10	31
Misc. Applications/Correspondence	126	338
All Other	<u>16</u>	<u>79</u>
Total	193	569

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

	<u>March</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	85	219
Pension claims and follow ups	48	110
Medical	29	70
Power of Atty. to Service Organizations	41	113
Misc. Applications/Correspondence	330	809
All Other	<u>96</u>	<u>316</u>
Total	629	1637

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

March
2011

	VETERAN				DEPENDENT			
	March 2010	YTD '10	March 2011	YTD '11	March 2010	YTD '10	March 2011	YTD '11
Compensation/DIC Claims	59	135	72	199	3	7	2	18
Follow-up Pending Claims	110	214	208	518	2	13	15	63
Pension Claims	22	49	32	73	19	42	14	42
Follow-up Pending Claims	60	142	83	247	30	72	69	185
Medical	43	105	49	101	5	16	1	9
Notice of Disagreements	20	34	5	9	0	0	0	0
Appeals & Waivers	17	35	5	22	0	0	0	0
Eligibility Verification Reports	10	63	7	73	1	15	7	43
Change of Address	0	0	1	14	0	0	1	5
Education Assistance	16	31	18	51	2	6	6	10
Cert. Eligibility - Home Loan	8	14	5	8	0	0	0	0
Insurance Discharges, Request for copy	0	0	0	3	1	1	0	0
Headstone/Marker Application	111	283	106	312	2	3	2	15
Referrals to Other Agencies	0	0	0	0	0	0	0	0
P of A Service Organization	28	75	77	229	3	5	4	13
Misc. Application/Corresp.	73	163	81	202	10	35	13	48
Ohio Veterans Home	331	682	936	2430	31	101	129	393
Burial Benefits	3	7	5	16				
High School Diploma Applications	3	8	3	11	5	8	0	7
Discharge Upgrades	12	27	8	21				
10-10 EZ Forms	0	0	23	53				
TOTAL	<u>926</u>	<u>2067</u>	<u>1724</u>	<u>4592</u>	<u>114</u>	<u>324</u>	<u>263</u>	<u>851</u>

% Chg. YTD
191.1% 127.2%

TOTAL (Vet + Dep)

	YTD '10	YTD '11	YTD '10	YTD '11
1012	2360	1696	4522	
28	31	0	0	
1040	2391	1696	4522	

Interviews: Service Dept. Clients	898	2036	1696	4522	114	324	0	0
Fin. Asst. Referrals	28	31	0	0	0	8	0	0
Office YTD	926	2067	1696	4522	114	324	0*	0
Phone Calls	1540	6290	2634	7694				

*eVetAssist not separating dependents. Working to correct.

Information Systems:

Waiting Room Computers

Both waiting room computers were upgraded to Windows 7. An additional printer was attached directly to the second PC to avoid printing conflicts between clients. There is increased security in place on these machines.

Upgrade workstations to Windows 7

An upgrade of Windows 7 is available through Zenworks. This will be applied to each workstation over the next three weeks. Windows 7 is easier to use and more secure than the current Windows Vista system.

KnowledgeTree

Our maintenance agreement with KnowledgeTree is still not signed. Meanwhile we are running on temporary licenses from the vendor until the invoice is paid. There are two upgrades available for KnowledgeTree which will be applied as time permits. We are currently working on several technical problems with the existing KnowledgeTree release.

Novell Netware/Microsoft Active Directory

It appears that many agencies in the county are changing from Novell Netware to Microsoft Active Directory to operate their networks. We have been doing some preliminary planning for what that would mean to this agency and what would need to be done if this change happens. Novell Netware will be unsupported as of the end of 2011.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 8 veterans waiting for nursing home standard care, 5 veterans for nursing home special care, 1 veteran for the domiciliary and 5 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for April 21, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**