



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: May 18, 2011 9:29 a.m.

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Bob Potts, Secretary
Clayton Uzell, Commissioner
Daniel T. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

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 Dan Weist 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 Bob Potts and seconded by Frank Pocci to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

Bob Schloendorn provided Commissioners with a copy of the 2012 Tax Budget for their review. Following a brief discussion, a motion was made by Frank Pocci and seconded by Dan Weist to accept the 2012 Tax Budget as rendered by the Executive Director. A copy of the Budget will be hand-delivered to the County Executive, County Council Members, Joe Nanni, Jeanne Schmotzer, and the County Budget Officer.

NEW BUSINESS:

The role of the Appeal Board was re-visited. The consensus was that the Appeal Board will continue to be consistent with policy when voting on cases.

Kenny Redd, Outreach Specialist, addressed the Board with concerns regarding clients with drug and alcohol abuse issues who continually fail or decide not to follow through with recommended programs. Kenny reminded the Board that, although our mission is to assist veterans in need, we must be careful not to enable those who choose not to help themselves. The Board was appreciative of Kenny's comments and thanked him for the valuable information he provides them when deciding Level III cases.

The Board recessed at 10:37 a.m. and reconvened at 10:50 a.m.

A motion was made by Bob Potts and seconded by Clayton Uzell to approve the revised "Policy on Equal Opportunity Counseling and Complaint Procedures" dated May 18, 2011 as submitted by the Executive Director.

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

A motion was made by Frank Pocci and seconded by Dan Weist to accept the recommendation of the Executive Director to rescind the "Policy to Reward Employee Dependability" dated January 19, 2005.

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

A motion was made by Dan Weist and seconded by Frank Pocci to approve the revised "Tuition Reimbursement Program" dated May 18, 2011 as submitted by the Executive Director.

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

A motion was made by Bob Potts and seconded by Frank Pocci to approve the revised "Key Control Policy" dated May 18, 2011 as submitted by the Executive Director.

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

GOOD OF THE ORDER:

Commissioner Uzell noted for the record, that it is not the intention of the Board to enable veterans with drug and/or alcohol issues.

A motion was made by Dan Weist and seconded by Bob Potts to move forward and comply with State Law concerning sole contracting authority, effective immediately. The Board instructed the Executive Director to prepare a resolution to be signed at the June 1, 2011 Board meeting.

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

EXECUTIVE SESSION:

A motion was made by Bob Potts and seconded by Frank Pocci to go into Executive Session to discuss decertification of the Union and legal rights concerning our budget.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:15 a.m.)

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

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:35 a.m.)

NEW BUSINESS:

The role of the Appeal Board was re-visited. The consensus was that the Appeal Board will continue to be consistent with policy when voting on cases.

Kenny Redd, Outreach Specialist, addressed the Board with concerns regarding clients with drug and alcohol abuse issues who continually fail or decide not to follow through with recommended programs. Kenny reminded the Board that, although our mission is to assist veterans in need, we must be careful not to enable those who choose not to help themselves. The Board was appreciative of Kenny's comments and thanked him for the valuable information he provides them when deciding Level III cases.

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

GOOD OF THE ORDER:

Commissioner Uzell reiterated that it is not the intention of the Board to enable veterans with drug and/or alcohol issues.

A motion was made by Dan Weist and seconded by Bob Potts to move forward and comply with State Law concerning sole contracting authority, effective immediately. The Board instructed the Executive Director to prepare a resolution to be signed at the June 1, 2011 Board meeting.

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

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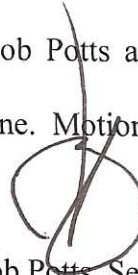
Union decertification and legal rights concerning our budget were discussed in Executive Session. No action was taken.

With no further business, a motion was made by Bob Potts and seconded by Frank Pocci to adjourn the meeting at 11:42 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

April, 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

May 18, 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 April 30, 2011:

Executive:

The Executive Director

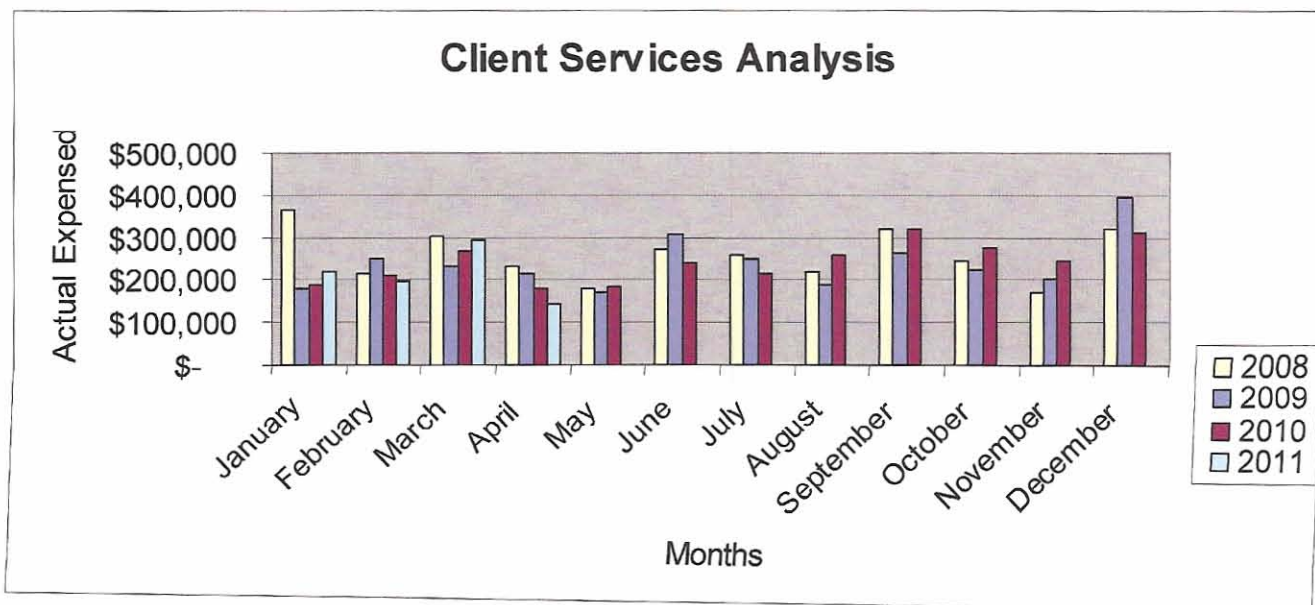
- Met with Lovell Henderson.
- Interviewed with Ray Carr on WCSB Radio.
- Met with representatives from Valpak.
- Attended a Senate Bill 5 seminar with Tom O'Donnell.
- Attended a Director's meeting in Franklin County.
- Attended the Hospice of the Western Reserve Welcome Reception.
- Interviewed with Bill Wills.
- Met with Mr. Espich and Mr. Forster.

Finance Department

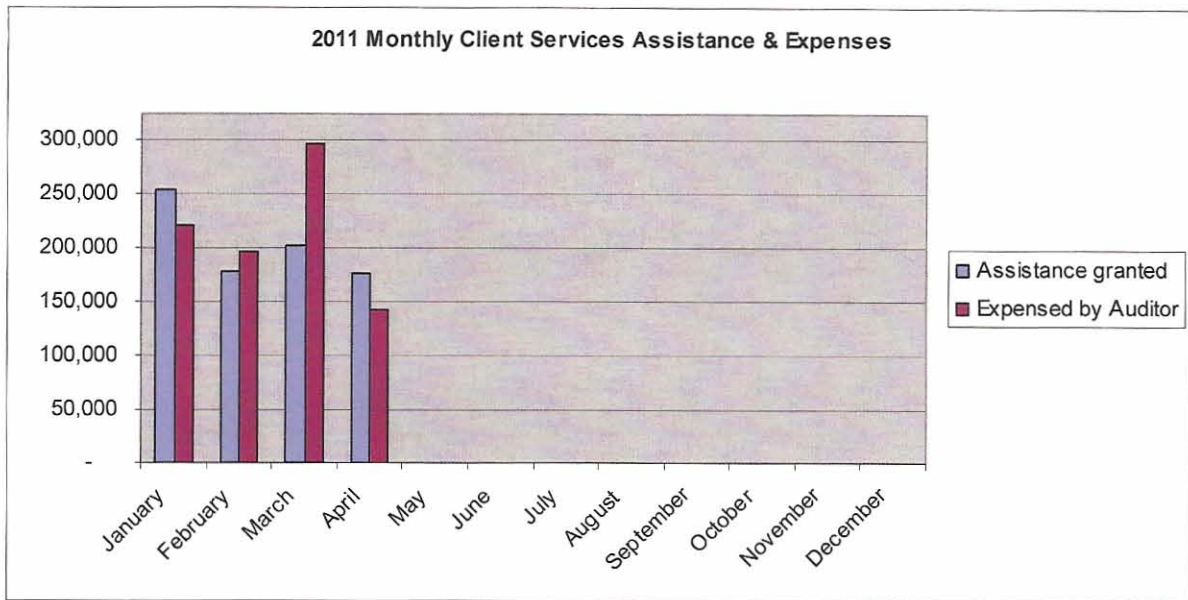
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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	584,316	-	1,096,668	1,680,984	85,063
Fringe Benefits	618,116	198,760	-	375,673	574,433	43,683
Commodities	25,556	6,153	-	15,107	21,260	4,296
Contract Services	573,114	134,037	403,071	398,463	532,500	40,614
Controlled Expenditures	301,320	32,027	-	269,293	301,320	-
Client Services	3,693,517	857,680	-	2,400,000	3,257,680	435,837
Other Expenditures	399,783	66,887	43,168	209,656	276,543	123,240
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	1,879,860	452,527	4,771,148	6,651,008	745,233

Assistance Department:

April financial assistance totaled \$143,108 down from \$294,934 issued during March and down from \$177,853 issued in April of 2010. Year to date client assistance for 2011 is \$855,680 and YTD for 2010 was \$845,543, up \$10,137.

The April Financial Assistance Department activity report follows below.

Indicator	April 2011	April 2010	% Change		
Number of clients seeking hardship assistance	780	682	14.4%		
Total applications taken	649	569	14.1%		
Applications Withdrawn	(47)	(93)	49.5%		
Applications Denied	(57)	(46)	23.9%		
Total applications approved for hardship assistance (with trans.)	545	430	26.7%		
Transportation only approvals	(386)	(241)	60.2%		
F/A applications approved	159	189	15.9%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	3305	2788	18.5%		
Total applications taken	2796	2387	17.1%		
Applications Withdrawn	(236)	(419)	43.7%		
Applications Denied	(199)	(164)	21.3%		
Total applications approved for hardship assistance (with trans.)	2361	1804	30.9%		
Transportation only approvals	(1598)	(1035)	54.4%		
F/A applications approved	763	769	.8%		

During April, 2011, 34 veterans applied for assistance for the first time bringing the 2011 YTD total to 166. Of the 34 new claims, 28 were approved, 1 was partially approved, 1 was denied and 4 were withdrawn. In April, 2010, 45 veterans applied for assistance for the first time bringing the 2010 YTD total to 165.

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

Appeal Officer work days	11
Cases on hand beginning of month	5
Cases received	+43
Cases worked	<u>-38</u>
Cases on hand end of month	10

<u>Appeal Officer Appeals</u>	<u>April 2011</u>	<u>YTD</u>
Cases approved	3	19
Cases denied	27	98
Cases denied/withdrawn, no show	4	17
Cases withdrawn	<u>4</u>	<u>18</u>
Total	38	152

<u>Board Appeals</u>	<u>April 2011</u>	<u>YTD</u>
Cases approved	16	47
Cases denied	10	40
Cases withdrawn	0	0
Cases verifying fraud	<u>0</u>	<u>2</u>
Total	26	89

Medical and Other Transportation:

April assistance expensed for transportation totaled \$9,150 for the month, \$8,855 for medical bus tickets and \$295 for needs based bus tickets. Year to date transportation totaled \$39,264.50. Year to date medical transportation totaled \$37,569.50 and needs based transportation totaled \$1,695.

Medical and Dental Programs:

Medical payments for April amounted to \$3,481 with \$2,971 expensed for Dental and \$510 for Vision. Year to date medical expenses totaled \$12,893. Dental payments year to date are \$10,948 and Vision year to date payments are \$1,945.

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

Memorial Affairs Department:

\$6,399.29 was expensed during April, 2011 for indigent veteran funeral expenses, down \$1,554.46 from April, 2010. During April, 7 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 2 Navy and 4 Army veterans.

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

	<u>April</u>	<u>2011 YTD</u>	<u>April</u>	<u>2010 YTD</u>
DD-214 Search	93	411	135	413
Benefits Counseling	766	3529	1088	3865
Undelivered-Incorrect Headstones/Research	11	38	17	41
Presidential Memorial Certificates	94	449	147	507
National Cemetery Referrals	45	203	100	348
Blue Star Service Banners	0	6	1	5
Indigent Burials	7	41	9	43

Veterans Service Officers:

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	36	113
Pension claims and follow ups	11	47
Medical	4	12
Power of Atty. to Service Organizations	2	33
Misc. Applications/Correspondence	54	392
All Other	<u>28</u>	<u>107</u>
Total	135	704

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	123	342
Pension claims and follow ups	51	161
Medical	16	86
Power of Atty. to Service Organizations	59	172
Misc. Applications/Correspondence	368	1177
All Other	<u>66</u>	<u>382</u>
Total	683	2320

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

**April
2011**

	VETERAN				DEPENDENT			
	April 2010	YTD '10	April 2011	YTD '11	April 2010	YTD '10	April 2011	YTD '11
Compensation/DIC Claims	72	207	82	281	3	10	7	25
Follow-up Pending Claims	68	282	232	750	5	18	25	88
Pension Claims	20	69	23	96	25	67	11	53
Follow-up Pending Claims	62	204	71	318	25	97	46	231
Medical	38	143	30	131	5	21	3	12
Notice of Disagreements	4	38	2	11	0	0	0	0
Appeals & Waivers	11	46	12	34	1	1	1	1
Eligibility Verification Reports	8	71	7	80	2	17	5	48
Change of Address	0	0	4	18	0	0	1	6
Education Assistance	7	38	20	71	5	11	3	13
Cert. Eligibility - Home Loan	3	17	2	10	0	0	0	0
Insurance Discharges, Request for copy	1	1	0	3	0	1	0	0
Headstone/Marker Application	130	413	88	400	2	5	7	22
Referrals to Other Agencies					0	0	0	0
P of A Service Organization Misc.	10	85	53	282	0	5	9	22
Application/Corresp.	64	227	90	292	10	45	15	63
Ohio Veterans Home	313	995	781	3211	45	146	119	512
Burial Benefits High School Diploma Applications	4	11	5	21				
Discharge Upgrades					4	12	3	10
10-10 EZ Forms	0	8	2	13				
	8	35	2	23				
	0	0	8	61				
TOTAL	<u>823</u>	<u>2890</u>	<u>1514</u>	<u>6106</u>	<u>132</u>	<u>456</u>	<u>255</u>	<u>1106</u>

% Chg. YTD
85.2% 115.5%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	806	2842	1493	6015	132	456	0	0
Fin. Asst. Referrals	17	48	0	0	0	0	0	0
Office YTD	823	2890	1493	6015	132	456	0*	0
Phone Calls	2022	8312	2094	9788				

'10	YTD '10	'11	YTD '11
938	3298	1493	6015
17	48	0	0
955	3346	1493	6015

*eVetAssist not separating dependents. Working to correct.

Information Systems:

KnowledgeTree

The KnowledgeTree maintenance agreement was approved and payment was received by KnowledgeTree.

The Seagate physical disk drive problems with the KnowledgeTree server have been fixed by installing two Western Digital drives of the same capacity. This was covered under warranty.

KnowledgeTree is temporarily running on a small server and will be transferred back to the main server when time permits.

Windows 7 Desktop Upgrade

The Windows 7 upgrade to agency PC's is underway without involvement of the ISC. So far the upgrades have gone fairly well with few problems.

Networking issues

It appears that most county agencies are pursuing a Windows Active Directory solution and the two network support people from the iSC are being trained on Active Directory. Since we depend on the ISC for some network support it is appropriate for us to evaluate the Microsoft solution at this time.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 22 veterans waiting for nursing home standard care, 7 veterans for nursing home special care, 0 veterans for the domiciliary and 6 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for May 19, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**