



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: May 20, 2009 9:40 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
Robert E. Schloendorn, Executive Director

VISITORS: Richard Danielson, Korean War Veterans of America Post 69

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.) Commissioner Baher noted that there were fifteen indigent burials approved for the month of April 2009.

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

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.

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

OLD BUSINESS:

Each board member received a copy of the CCVSC 2010 Tax Budget for their review and approval. The Executive Director noted that the budget was significantly less than 2009 due to projected tax collection and revenue. Following some discussion, a motion was made by Mel Baher and seconded by Thomas Zung to approve the CCVSC 2010 Tax Budget submitted by the Executive Director, with the necessary changes, to be submitted by May 31, 2009.

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

NEW BUSINESS:

The Ohio State Association of Veterans Service Commissioners Summer Convention will be held at the Embassy Suites Hotel in Columbus, Ohio from July 10-12, 2009. Commissioners Pocci, Potts, and Weist are scheduled to attend.

GOOD OF THE ORDER:

Bob Schloendorn met with staff of the Hospice of the Western Reserve and learned that 1,157 veterans were admitted and served in 2008.

An analysis, by the Executive Director, of Level III Board Appeals meetings revealed that Commissioners generally overrode or reversed decisions on cases that were denied for the following reasons: 1) the veteran created his/her own hardship; 2) it is not our mission to supplement income; and 3) the client case was temporary or lifetime aid exhausted. The Executive Director suggested that the Board might want to consider revising policies that address these circumstances.

May 17th, Commissioner Potts attended a dedication ceremony held at Ohio Veterans Memorial Park in Clinton, Ohio. The ceremony, sponsored by VVA Chapter 717 of Clinton, Ohio and a VVA chapter from Beaver Falls, Pa., was a dedication to Vietnam veterans. Mr. Potts sadly noted that veterans' organizations and veterans service commissions throughout the state were not informed, or asked to participate, in the ceremony.

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

Richard Danielson

- CCVSC mailing list

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Frank Pocci to go into Executive Session to discuss personnel discipline.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (10:50 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.

AYES: Baher, Pocci, Potts, Weist, Zung. NAYS: None. Motion carried. (11:23 a.m.)

As a result of discussion in Executive Session, Commissioner Baher advised the Executive Director to take appropriate action regarding an employee disciplinary matter.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 11:24 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

April, 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

May 20, 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 April 30, 2009:

Executive:

The Executive Director

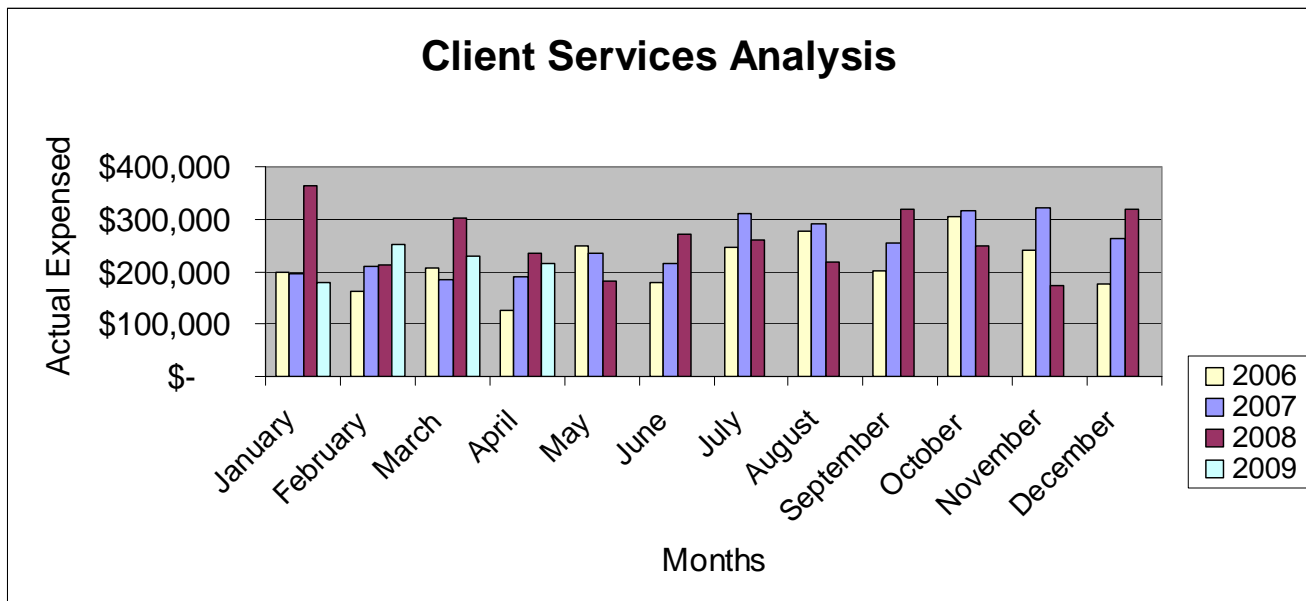
- Met with Tim from WGAR to discuss advertising.
- Met with Deb Shaw and Ohio Desk representatives to discuss furniture for the move.
- Met with Mike Matis to discuss production of Channel 5 commercial.
- Met with Deb Shaw and S-Rose to discuss furniture and chairs.

Finance Department

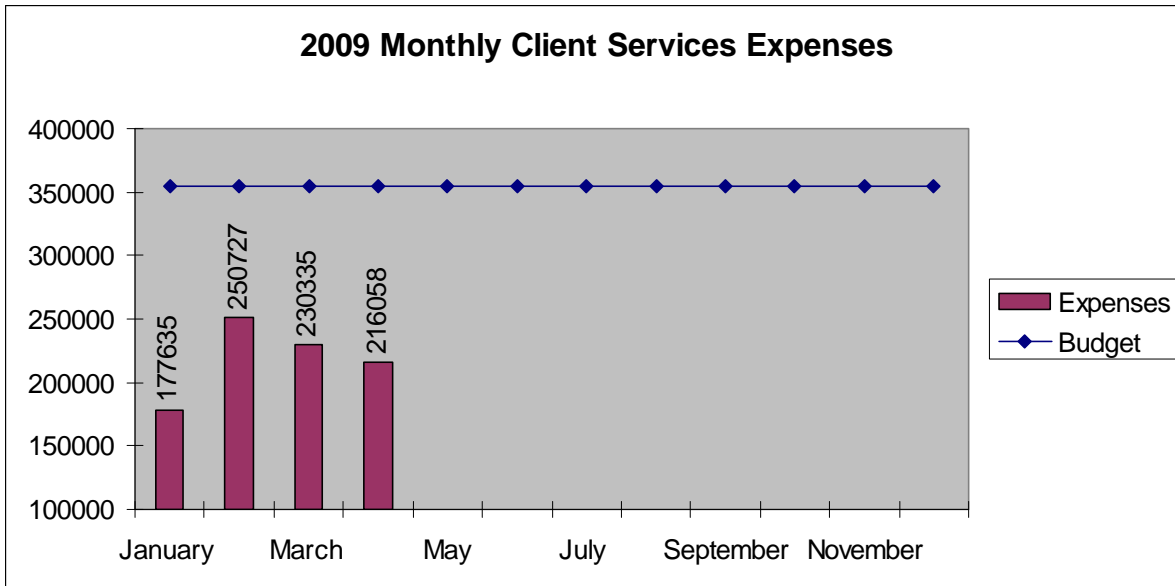
Below are selected April reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2009 Expenses



Total 2009 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
Salaries	1,651,412	503,737	-	1,112,644	1,616,381	35,031
Fringe Benefits	640,989	176,000	-	454,389	630,389	10,600
Commodities	47,419	14,370	-	24,586	38,956	8,463
Contract Services	529,408	83,449	566,410	394,966	478,415	370,993
Controlled Expenditures	260,106	-	-	260,106	260,106	-
Client Services	4,266,028	874,755	12,331	2,410,200	3,284,955	661,073
Other Expenditures	456,295	41,590	17,142	310,983	352,573	103,722
Capital Outlay	331,350	-	16,385	336,385	336,385	(5,035)
Total Expenditures	8,183,007	1,693,901	612,268	5,304,259	6,998,160	1,184,847

Assistance Department:

April financial assistance totaled \$216,058, down from \$230,335 issued during March and down from \$234,366 issued in April of 2008. Year to date client assistance for 2009 is \$874,755 and YTD for 2008 was \$1,115,189 down \$240,434.

The April Financial Assistance Department activity report follows below.

Indicator	April 2009	April 2008
Number of clients seeking hardship assistance	1069	920
Total applications taken	916	610
Applications Withdrawn	(210)	(91)
Applications Denied	(28)	(69)
Total applications approved for hardship assistance (with trans.)	678	450
Transportation only approvals	(462)	(198)
F/A applications approved	216	252

Indicator	YTD 2009	YTD 2008
Number of clients seeking hardship assistance	3568	3533
Total applications taken	3187	2435
Applications Withdrawn/Denied	(883)	(359) (274)
Total applications approved for hardship assistance (with trans.)	2304	1802
Transportation only approvals	(1443)	(773)
F/A applications approved	861	1029

During April, 2009, 56 veterans applied for assistance for the first time bringing the 2009 YTD total to 161. Of the 56 new claims, 30 were approved, none were denied and 26 were withdrawn. In April 2008, 41 veterans applied for assistance for the first time bringing the 2008 YTD total to 173.

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

Number of workdays	22
Cases on hand beginning of month	6
Cases received	+28
Cases worked	<u>-28</u>
Cases on hand end of month	6

<u>Appeal Officer Appeals</u>	<u>April 2009</u>	<u>YTD</u>
Cases approved	2	6
Cases denied	25	82
Cases withdrawn, no show	1	9
Cases withdrawn	0	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	28	109

<u>Board Appeals</u>	<u>April 2009</u>	<u>YTD</u>
Cases approved	18	56
Cases denied	10	22
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	28	86

Medical and Other Transportation:

April medical assistance expensed for transportation totaled \$7,858.00 for the month, \$7,858.00 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for April amounted to \$2,034 with \$2,034 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$12,297. Dental payments year to date are \$10,506 and Vision year to date payments are \$510.

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

Memorial Affairs Department:

\$14,862.00 was expensed during April, 2009 for indigent veteran funeral expenses, down \$462.00 from March, 2008. During April, 15 indigent burials were approved. The burials were for 0 Air Force, 2 Marine, 3 Navy and 10 Army veterans.

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

	<u>April</u>	<u>2009</u> <u>YTD</u>	<u>April</u>	<u>2008</u> <u>YTD</u>
DD14 Search	141	674	149	726
Benefits Counseling	225	2843	1048	4098
Undelivered-Incorrect Headstones/Research	54	177	61	309
Presidential Memorial Certificates	180	837	191	872
National Cemetery Referrals	100	992	228	928
Blue Star Service Banners	1	4	3	17

Veterans Service Officers:

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	55	153
Pension claims and follow ups	25	75
Medical	8	23
Power of Atty. to Service Organizations	22	64
Misc. Applications/Correspondence	74	339
All Other	<u>24</u>	<u>118</u>
Total	208	772

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

	<u>April</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	53	188
Pension claims and follow ups	26	84
Medical	10	26
Power of Atty. to Service Organizations	26	82
Misc. Applications/Correspondence	46	107
All Other	<u>48</u>	<u>156</u>
Total	209	643

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

**April
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	59	194	47	204	9	13	17	32
Follow-up Pending Claims	91	559	29	290	11	27	1	19
Pension Claims	37	108	37	112	17	51	13	54
Follow-up Pending Claims	54	303	121	240	48	174	69	143
Medical	21	176	21	77	3	24	0	10
Notice of Disagreements	11	45	4	27	2	7	0	4
Appeals & Waivers	8	40	18	39	0	1	0	3
Eligibility Verification Reports	11	48	7	81	1	33	1	47
Change of Address	2	33	0	9	0	2	0	1
Education Assistance	1	16	4	15	3	12	0	1
Cert. Eligibility - Home Loan	5	16	0	2	0	2	0	0
Insurance Discharges, Request for copy	0	1	4	8	2	3	0	4
Headstone/Marker Application	116	616	127	429	0	4	1	2
Referrals to Other Agencies	11	69	12	52	2	6	0	5
P of A Service Organization	104	279	72	287	28	63	12	47
Misc. Application/Corresp.	179	1249	270	885	43	170	1	88
Ohio Veterans Home	9	23	0	12				
Burial Benefits					4	25	4	11
High School Diploma Applications	1	10	8	14				
Discharge Upgrades	7	26	19	30				
10-10 EZ Forms	2	16	0	6				
TOTAL	<u>729</u>	<u>3827</u>	<u>800</u>	<u>2819</u>	<u>201</u>	<u>690</u>	<u>121</u>	<u>491</u>

**%
Chg
---**
1.0%

**%
Chg.
YTD**
-26.7%

TOTAL (Vet + Dep)

	'08	YTD' 08	'09	YTD' 09
	488	1889	915	2327
	42	175	6	55
	530	2064	921	2382

Interviews: Service Dept. Clients	429	1733	794	2050	59	156	121	277
Fin. Asst. Referrals	42	169	6	51	0	6	0	4
Office YTD	471	1902	800	2101	59	162	121	281
Phone Calls	2243	9156	2398	7244				

Information Systems:

eVetAssist

Backup procedures were developed and are scheduled to run nightly. Desktop scanners and electronic signature pads were shipped and will be installed on the Eligibility Specialists desks. This technology will also be installed at the Wade Park and Brecksville remote offices.

Microfilming/Record Retention

Scanned files are scheduled to be microfilmed in early June.

RFP/Move to first floor

Drawings and equipment layouts were double checked to ensure adequate electrical and network connections in the new offices.

KnowledgeTree

Two significant upgrades were applied to the KnowledgeTree document management system. This will allow us to use the PC-based software that comes with the system, making access much faster and more efficient.

PC Replacements

Replacements for our current PC's are ordered and will be delivered shortly. They are smaller, faster and "greener" in their use of electrical power than our current 4 ½ year old PC's.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

During April three veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 16 veterans waiting for nursing home standard care, 5 veterans for nursing home special care, 1 veterans for the domiciliary and 8 for the domiciliary plus.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for May 21, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**