



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

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



MINUTES

DATE: June 17, 2009 9:36 a.m.

PRESENT: Bob Potts, President
Thomas Zung, Vice President
Mel Baher, Secretary
Daniel Weist, Commissioner
Frank Pocci, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor

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.)

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

State of the Commission and Finance Report (Attached)

A motion was made by Mel Baher and seconded by Thomas Zung to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

It was noted for the record, that we still have not heard from the judges of the Common Pleas Court regarding the VVA appointment on the CCVSC Board.

Asst. County Prosecutor Tom O'Donnell, with the assistance of Dave Lambert and Dan Weaver, was instrumental in the approval of the eVetAssist contract. The contract was approved since it was under the \$25,000.00 cap.

NEW BUSINESS:

Discussion took place concerning the scheduling of two Board meetings outside the commission to afford the public and veterans' community an opportunity to attend a meeting at another time and

location. A motion was made by Mel Baher and seconded by Thomas Zung to tentatively schedule a fall meeting at American Legion Post 91 on September 16, 2009 at 7:00 p.m., and a spring meeting at VFW Post 1056 on April 21, 2010 at 7:00 p.m., pending the post's approval.

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

Bill Montague, Director of the Cleveland VA Medical Center, recently met with Bob Schloendorn and said that he is very optimistic that the VA Hospital Bed Tower Extension will be completed in two years, the Parma CBOC in eighteen months, and the Administration Bldg. in eighteen months.

GOOD OF THE ORDER:

The Memorial Affairs Dept. is sending letters to indigent burial families to verify the amount the funeral home is billing them to detect and help prevent fraud on the part of the funeral home.

EXECUTIVE SESSION:

There were no items for Executive Session.

With no further business, a motion was made by Thomas Zung and seconded by Frank Pocci to adjourn the meeting at 10:45 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

May, 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

June 17, 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 May 31, 2009:

Executive:

The Executive Director

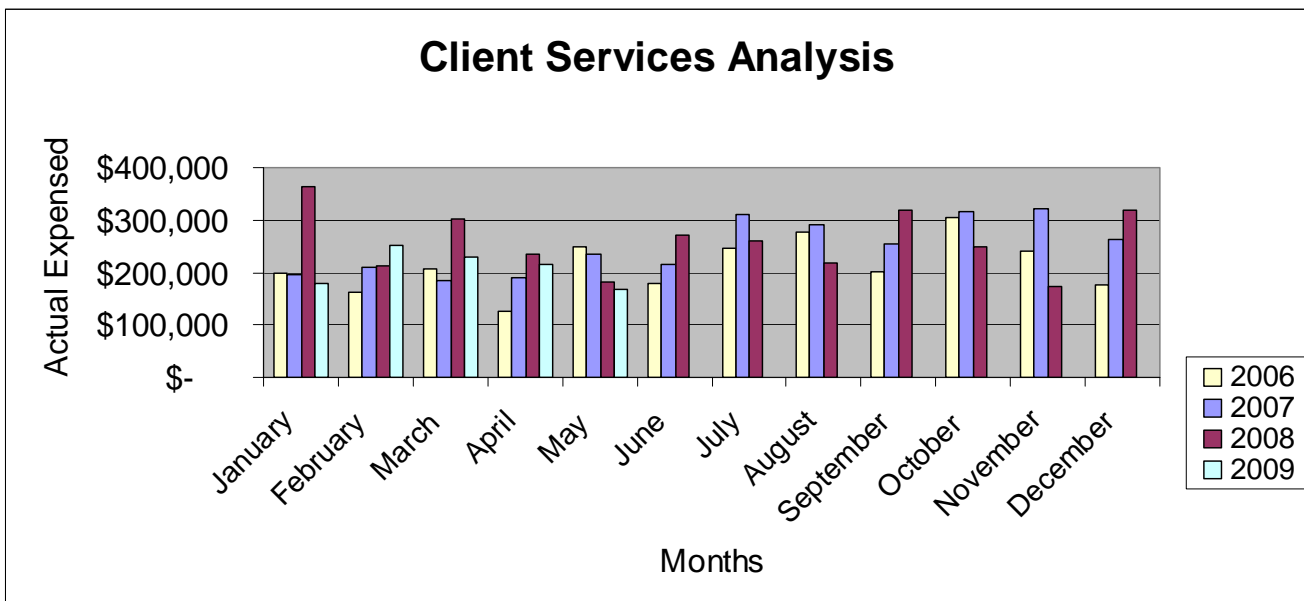
- Met with Channel 5 to tape television commercials.
- Met with Deb Shaw and Ohio Desk representatives to discuss furniture and color schemes for the move.
- Attended Peaceful and Proud meeting.
- Attended luncheon for the Cleveland Battalion Advisory Board.
- Met with Deb Shaw and the architect and the HVAC people.
- Spoke at the dedication of the new Veterans Memorial at North Olmsted Park during the Memorial Day celebration.
- Sent letters about the CCVSC to Chrysler dealerships that will be closing.

Finance Department

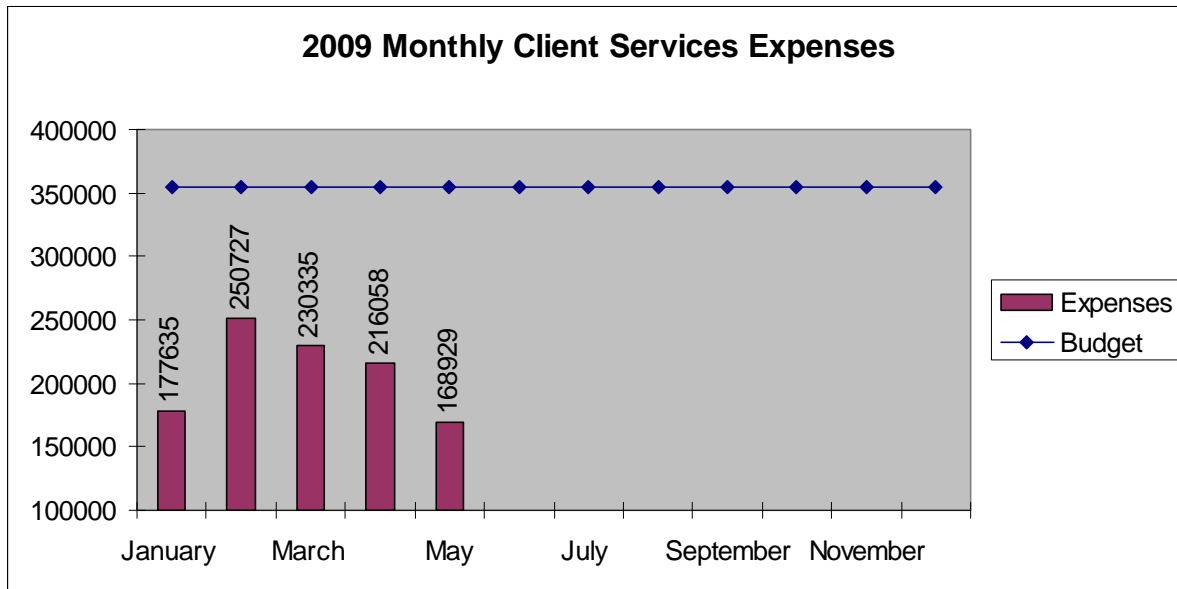
Below are selected May reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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	694,150	-	922,231	1,616,381	35,031
Fringe Benefits	640,989	244,698	-	385,691	630,389	10,600
Commodities	47,419	18,149	-	20,807	38,956	8,463
Contract Services	529,408	117,090	532,828	664,243	781,333	68,075
Controlled Expenditures	260,106	36,113	-	223,993	260,106	-
Client Services	4,266,028	1,043,684	12,331	2,110,200	3,153,884	792,144
Other Expenditures	456,295	59,827	126,894	302,498	362,325	93,970
Capital Outlay	331,350	15,581	26,247	310,666	326,247	5,103
Total Expenditures	8,183,007	2,229,292	698,300	4,940,329	7,169,621	1,013,386

Assistance Department:

May financial assistance totaled \$169,929, down from \$216,058 issued during April and down from \$181,090 issued in May of 2008. Year to date client assistance for 2009 is \$1,043,684 and YTD for 2008 was \$1,296,279 down \$252,595.

The May Financial Assistance Department activity report follows below.

Indicator	May 2009	May 2008
Number of clients seeking hardship assistance	924	892
Total applications taken	816	617
Applications Withdrawn	(175)	(104)
Applications Denied	(22)	(65)
Total applications approved for hardship assistance (with trans.)	619	448
Transportation only approvals	(431)	(185)
F/A applications approved	188	263

Indicator	YTD 2009	YTD 2008
Number of clients seeking hardship assistance	4492	4209
Total applications taken	4003	3052
Applications Withdrawn/Denied	(1080)	(463) (315)
Total applications approved for hardship assistance (with trans.)	2923	2274
Transportation only approvals	(1874)	(958)
F/A applications approved	1049	1316

During May, 2009, 59 veterans applied for assistance for the first time bringing the 2009 YTD total to 220. Of the 59 new claims, 34 were approved, none were denied and 25 were withdrawn. In May 2008, 48 veterans applied for assistance for the first time bringing the 2008 YTD total to 221.

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

Number of workdays	20
Cases on hand beginning of month	6
Cases received	+17
Cases worked	<u>-16</u>
Cases on hand end of month	7

<u>Appeal Officer Appeals</u>	<u>May</u> <u>2009</u>	<u>YTD</u>
Cases approved	0	6
Cases denied	9	91
Cases withdrawn, no show	4	13
Cases withdrawn	0	10
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	2	4
*Cases not eligible for appeal	<u>1</u>	<u>1</u>
Total	16	125

<u>Board Appeals</u>	<u>May</u> <u>2009</u>	<u>YTD</u>
Cases approved	16	72
Cases denied	9	31
Cases withdrawn	0	0
Cases verifying fraud	7	7
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	32	118

Medical and Other Transportation:

May medical assistance expensed for transportation totaled \$7,578.50 for the month, \$7,578.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for May amounted to \$4,202 with \$4,202 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$16,499. Dental payments year to date are \$14,708 and Vision year to date payments are \$510.

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

Memorial Affairs Department:

\$6,294.00 was expensed during May, 2009 for indigent veteran funeral expenses, down \$3,921.05 from May, 2008. During May, 7 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 1 Navy and 3 Army veterans.

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

	<u>May</u>	<u>2009 YTD</u>	<u>May</u>	<u>2008 YTD</u>
DD14 Search	102	776	168	894
Benefits Counseling	1051	3894	871	4969
Undelivered-Incorrect Headstones/Research	30	207	26	335
Presidential Memorial Certificates	108	945	214	1086
National Cemetery Referrals	65	1057	236	1164
Blue Star Service Banners	1	5	7	24

Veterans Service Officers:

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

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	62	215
Pension claims and follow ups	23	98
Medical	6	29
Power of Atty. to Service Organizations	8	72
Misc. Applications/Correspondence	55	394
All Other	<u>34</u>	<u>152</u>
Total	188	960

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

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	45	233
Pension claims and follow ups	13	97
Medical	14	40
Power of Atty. to Service Organizations	20	102
Misc. Applications/Correspondence	33	140
All Other	<u>40</u>	<u>196</u>
Total	165	808

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

May
2009

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	52	246	65	269	4	17	4	36
Follow-up Pending Claims	86	645	89	379	4	31	2	21
Pension Claims	41	149	23	135	12	63	13	67
Follow-up Pending Claims	35	338	48	288	29	203	14	157
Medical	16	192	21	98	0	24	0	10
Notice of Disagreements	9	54	5	32	0	7	0	4
Appeals & Waivers	9	49	18	57	1	2	1	4
Eligibility Verification Reports	5	53	5	86	2	35	1	48
Change of Address	6	39	0	9	2	4	0	1
Education Assistance	9	25	5	20	1	13	1	2
Cert. Eligibility - Home Loan	4	20	1	3	0	2	0	0
Insurance	0	1	2	10	2	5	3	7
Discharges, Request for copy	155	771	89	518	20	93	2	22
Headstone/Marker Application					1	5	1	3
Referrals to Other Agencies	21	90	25	77	5	11	1	6
P of A Service Organization	88	367	53	340	18	81	15	62
Misc. Application/Corresp.	184	1433	245	1130	26	196	30	118
Ohio Veterans Home	10	33	3	15				
Burial Benefits					3	28	5	16
High School Diploma Applications	4	14	2	16				
Discharge Upgrades	3	29	13	43				
10-10 EZ Forms	1	17	1	7				
TOTAL	738	4565	713	3532	130	820	93	584

% Chg
-7.1%

% Chg. YTD
-23.6%

TOTAL (Vet + Dep)

	'08	YTD '08	'09	YTD '09
	475	2364	804	2382
	56	231	2	208
	531	2595	806	2590

Interviews: Service Dept. Clients	446	2179	711	2224	29	185	93	158
Fin. Asst. Referrals	51	220	2	198	5	11	0	10
Office YTD	497	2399	713	2422	34	196	93	168
Phone Calls	2472	11628	2509	11529				

Information Systems:

eVetAssist

Backup procedures were developed and are scheduled to run nightly. Desktop scanners and signature pads are installed on two Eligibility Specialist computers and are being tested prior to installation on the new PCs.

RFP/Move to first floor

Further review and checkout of power, cabling and wireless was completed.

KnowledgeTree

KnowledgeTree is running on its own computer. Two upgrades were applied and a third was just released and will be applied in early June. Backup procedures are being developed for the new server installation.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 20 veterans waiting for nursing home standard care, 6 veterans for nursing home special care, 1 veterans for the domiciliary and 6 for the domiciliary plus.

Department of Veterans Services:

The next Department of Veterans Services Advisory Committee is scheduled for August 20, 2009.

Submitted by:

**Robert E. Schloendorn
Executive Director**