



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](mailto:vsc_mail@cuyahogacounty.us)  
1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



### MINUTES

**DATE:** June 18, 2008 7:00 p.m.

**PLACE:** VFW Post #1056  
580 E. 200<sup>th</sup> Street  
Euclid, Ohio 44119

**PRESENT:** Frank Pocci, President  
Bob Potts, Vice President  
Thomas T.K. Zung, Secretary  
Daniel T. Weist, Commissioner  
Mel Baher, Commissioner  
Robert E. Schloendorn, Executive Director

**ABSENT:** Tom O'Donnell, Asst. County Prosecutor

**VISITORS:** Richard Danielson, Korean War Veterans of America Post #69; Ernie Rauch; B.T. Fenick; James Tobin; Edward Morrow; and Richard Pecnik.

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by President Frank Pocci followed by the Pledge of Allegiance. On behalf of the Board, Commissioner Pocci extended appreciation to Commander Ed Morrow for allowing the Board to conduct their open public meeting at the post.

A motion was made by Mel Baher and seconded by Bob Potts to dispense with the reading of the minutes of June 4, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Mel Baher and seconded by Bob Potts to dispense with the reading of the minutes of the Level III Board Appeals meeting of June 4, 2008 and to accept the minutes with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

A motion was made by Dan Weist and seconded by Thomas Zung to dispense with the reading of the correspondence since we have a Consent Agenda, with the exception of those items set aside, to be addressed during the regular order of business, and with any corrections and/or additions. (No items were set aside.)

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

A motion was made by Dan Weist and seconded by Thomas Zung to accept cases approved on the Consent Agenda, with the exception of those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. The Board decided to defer the review of cases for quality assurance until the June 25, 2008 meeting.

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

A motion was made by Dan Weist and seconded by Thomas Zung to accept cases denied on the Consent Agenda, with the exception of those set aside, picked at random as part of the quality assurance program, to be addressed in Executive Session. The Board decided to defer the review of cases for quality assurance until the June 25, 2008 meeting.

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

A motion was made by Dan Weist and seconded by Bob Potts to accept indigent burials approved for May 2008 as listed on the Consent Agenda, with the exception of those set aside, to be addressed in Executive Session. (None were set aside.)

**Agenda Item E1. State of the Commission and Finance Report (Attached)**

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

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

OLD BUSINESS:

**Agenda Item F1. Executive Director - Submitting Personnel Requests.**

No items were submitted.

Bob Schloendorn informed the Board that the 2005 discrimination lawsuit filed against the Commission under the Ohio Public Accommodations Act by client, Leroy Creasey, has been dismissed. Mr. Creasey's only recourse now would be to appeal the case to the Supreme Court.

NEW BUSINESS:

**Agenda Item G1. Presentation on CCVSC's Financial Assistance Appeal Process**

Bob Schloendorn received a request from GOVA for us to do a presentation on our financial assistance appeal process at the Ohio State Association of Veterans Service Commissioner's Summer Convention July 11-13, 2008. Bob asked Commissioners Bob Potts and Dan Weist, who are scheduled to attend, if either of them would be interested. Dan Weist, who once functioned as the Appeals Officer, volunteered to speak to the audience and will have copies of our appeals process available for those who are interested.

A service office representative will be attending the Rocky River Senior Center Health Fair, on Saturday, September 20<sup>th</sup> from 9:00 a.m. to 1:00 p.m.

Col. Blue and Chief Public Affairs Officer, Greg Becker, of the Northeast Ohio Recruiting Center met with Dan Weist on June 17<sup>th</sup> at the Commission and was given a tour and an explanation of

services available to the veterans of Cuyahoga County. Dan said that at the conclusion of their visit, Col. Blue mentioned to him how impressed he was with our operation, particularly with the wonderful attitude our employees displayed with the veterans.

**GOOD OF THE ORDER:**

Frank Pocci opened the floor to visitors for any comments or questions.

Richard Danielson encouraged those in the audience to file their VA claims with one of the state certified service officers at the CCVSC and to pass the word on to their family and friends.

A concern was raised by one of the guests that the Rec Center at the Wade Park VA has been closed for quite some time. Bob Schloendorn explained that the Rec Center is undergoing some renovations and will most likely be closed for the remainder of the year.

**EXECUTIVE SESSION:**

Executive Session was deferred to the next meeting on June 25<sup>th</sup> at 9:30 a.m.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 7:45 p.m.

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

Frank Pocci  
President

Thomas Zung  
Secretary

**CONTACT INFORMATION**

Requests for Financial Assistance: Jennifer Mazzeo, Manager/Senior Investigator (216-698-2621)

Filing claims with the Dept. of Veterans' Affairs: Jim Stolz, Service Officer Manager (216-698-2639)

Memorial Affairs: Laurene Rutkowski, Manager (216-698-2655)

Mobile Meals Program: Jeff Sedlak, Social Worker/Case Management Officer (216-698-2615)

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, 2008**

**Issued by:**

### **The CCVSC Commissioners**

**Frank Pocci – President, AMVETS**

**Bob Potts– Vice President, VVA**

**Thomas Zung – Secretary, VFW**

**Daniel T. Weist – DAV**

**Mel Baher – American Legion**

**June 18, 2008**

**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, 2008:

**Executive:**

The Executive Director

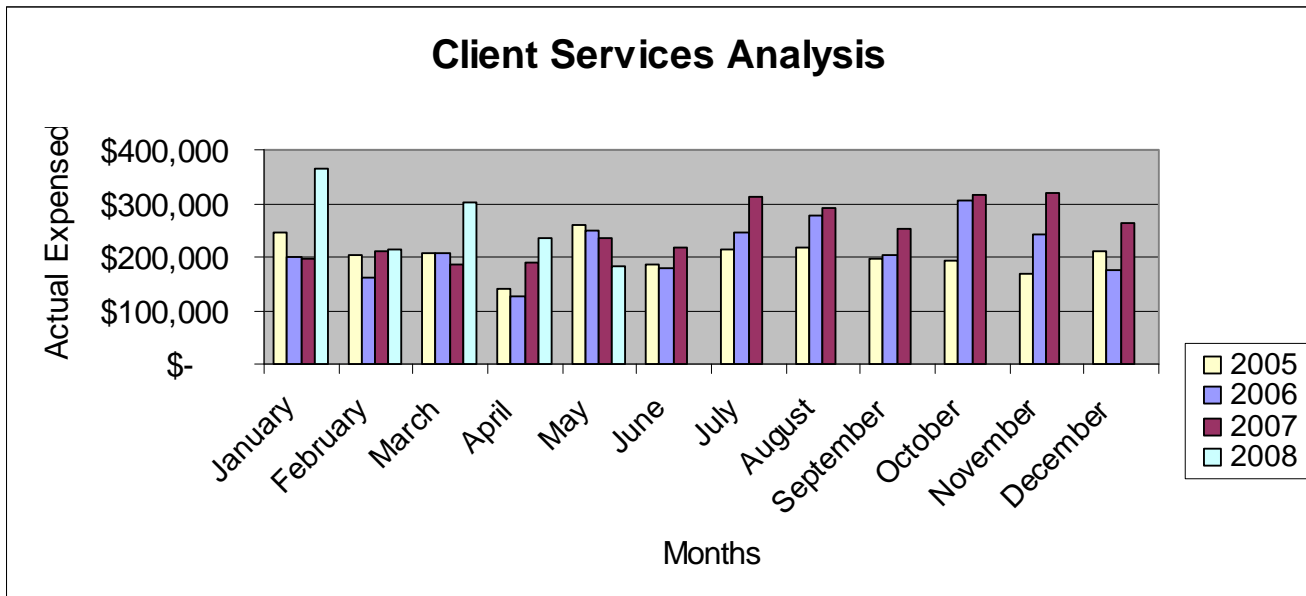
- Trained with the Federal Mediation and Conciliation Service.
- Toured flooring center to preview new ideas for flooring.
- Attended a hospice meeting at the Crile Archives.
- Attended sexual harassment training.
- Guest speaker at Richfield Cemetery on Memorial Day.

**Finance Department**

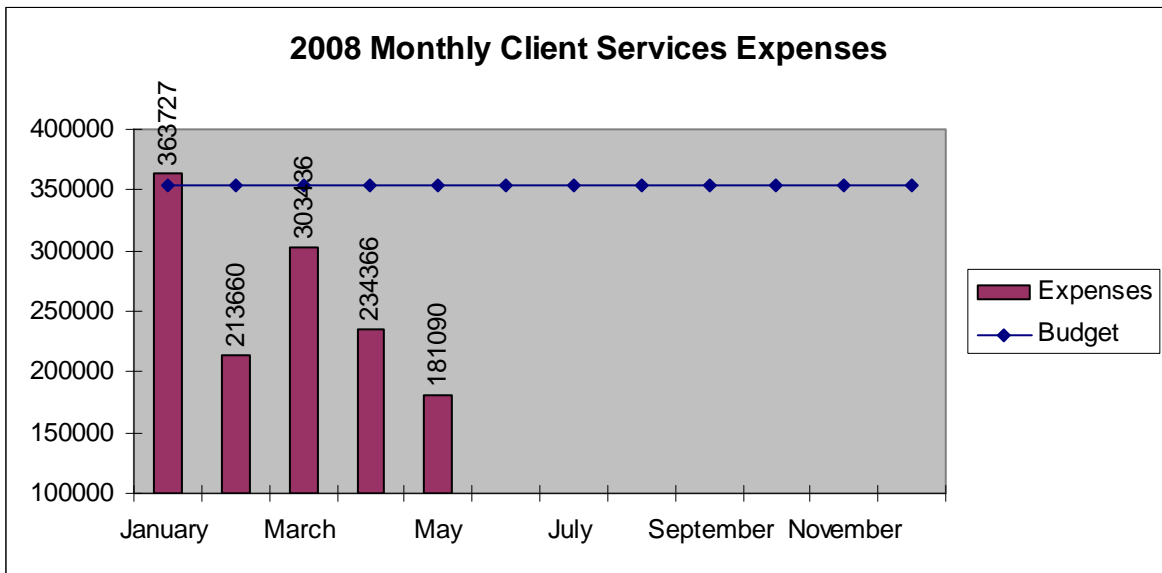
Below are selected May reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



## Actual 2008 Expenses



## Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
<b>Salaries</b>	1,629,691	640,875	-	933,662	1,574,537	55,154
<b>Fringe Benefits</b>	607,036	235,601	-	346,978	582,579	24,457
<b>Commodities</b>	47,618	13,387	-	31,774	45,161	2,457
<b>Contract Services</b>	580,233	112,034	216,984	290,884	402,918	177,315
<b>Controlled Expenditures</b>	265,613	34,221	-	231,392	265,613	-
<b>Client Services</b>	4,296,807	1,296,280	339,841	2,305,200	3,601,480	695,327
<b>Other Expenditures</b>	587,369	126,088	158,917	262,051	388,139	199,230
<b>Capital Outlay</b>	81,850	12,169	25,444	56,640	68,809	13,041
<b>Total Expenditures</b>	8,096,217	2,470,655	741,186	4,458,581	6,929,236	1,166,981

**Assistance Department:**

May financial assistance totaled \$181,090, down from \$234,366 issued during April and down from \$234,001 issued in May of 2007. Year to date client assistance for 2008 is \$1,296,279 and YTD for 2007 was \$1,013,890, up \$282,389.

The May Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>May 2008</b>	<b>May 2007</b>	<b>% Change</b>
Number of clients seeking hardship assistance	892	845	5.6%
Total applications taken	617	646	-4.5%
Applications Withdrawn	(104)	(92)	13.0%
Applications Denied	(65)	(70)	-7.1%
Total applications approved for hardship assistance (with trans.)	448	484	-7.4%
Transportation only approvals	(185)	(203)	-8.9%
F/A applications approved	263	281	-6.4%

<b>Indicator</b>	<b>YTD 2008</b>	<b>YTD 2007</b>	<b>% Change</b>
Number of clients seeking hardship assistance	4209	3998	5.3%
Total applications taken	3052	2893	5.5%
Applications Withdrawn	(463)	(472)	-1.9%
Applications Denied	(315)	(275)	14.5%
Total applications approved for hardship assistance (with trans.)	2274	2146	6.0%
Transportation only approvals	(958)	(969)	-1.1%
F/A applications approved	1316	1177	11.8%

During May, 2008, 48 veterans applied for assistance for the first time bringing the 2008 YTD total to 152. In May of 2007, 28 veterans applied for assistance for the first time bringing the 2007 YTD total to 112.

**Listed below is a breakdown of appeals for the month of May, 2008.**

Number of workdays	<u>21</u>
Cases on hand beginning of month	9
Cases received	+26
Cases worked	<u>-25</u>
Cases on hand end of month	10

<u>Appeal Officer Appeals</u>	<b>May 2008</b>	<b>YTD</b>
Cases approved	4	51
Cases denied	10	48
Cases withdrawn, no show	6	31
Cases withdrawn	5	24
No determination at Level II (Referred to Level III)	0	2
Cases referred back to Financial Asst./Social Worker	0	20
*Cases not eligible for appeal	<u>0</u>	<u>4</u>
<b>Total</b>	<b>25</b>	<b>180</b>

<u>Board Appeals</u>	<b>May 2008</b>	<b>YTD</b>
Cases approved	6	30
Cases denied	10	21
Cases withdrawn	1	5
Cases verifying fraud	5	7
Fraud/Fraudulent application	0	1
Cases Referred back to financial Asst./Social Worker	1	1
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
Fraud expunged	<u>1</u>	<u>1</u>
<b>Total</b>	<b>24</b>	<b>66</b>



### **Medical and Other Transportation:**

May medical assistance expensed for transportation totaled \$5,030.50 for the month, \$4,980.50 for bus tickets.

### **Medical and Dental Programs:**

Medical payments for May amounted to \$1,675 with \$758 expensed for Dental and \$0 for Vision.

\$917 in Miscellaneous Medical payments were expensed in May.

### **Memorial Affairs Department:**

\$10,214.05 was expensed during May, 2008 for indigent veteran funeral expenses, down \$12,810.45 from May, 2008. During May, 11 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 0 Navy and 10 Army veterans.

### **Following are the 2008 Year to Date statistics for Memorial Affairs:**

	<u>May</u>	<u>2008</u> <u>YTD</u>	<u>May</u>	<u>2007</u> <u>YTD</u>
DD14 Search	168	894	326	1,368
Benefits Counseling	871	4,969	947	4,407
Undelivered-Incorrect Headstones/Research	26	335	193	1,244
Presidential Memorial Certificates	214	1,086	441	1,795
National Cemetery Referrals	236	1,164	252	1,287
Blue Star Service Banners	7	24	0	35

**Veterans Service Officers:**

Following are some of the major statistics reported by VSO Melinda Halliburton for the month of May, 2008 for the Brecksville satellite office.

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	42	261
Pension claims and follow ups	15	86
Medical	13	92
Power of Atty. to Service Organizations	12	80
Misc. Applications/Correspondence	94	549
All Other	<u>30</u>	<u>193</u>
<b>Total</b>	<b>206</b>	<b>1,261</b>

Following are some of the major statistics reported by VSO Robert Erb for the month of May, 2008 for the Wade Park satellite office.

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	59	250
Pension claims and follow ups	21	141
Medical	1	22
Power of Atty. to Service Organizations	33	101
Misc. Applications/Correspondence	35	177
All Other	<u>50</u>	<u>244</u>
<b>Total</b>	<b>199</b>	<b>935</b>

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

**May  
2008**

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	52	243	58	240	4	23	2	7
Follow-up Pending Claims	86	430	109	849	4	30	3	25
Pension Claims	41	192	32	137	12	87	12	56
Follow-up Pending Claims	35	193	67	388	29	163	31	186
Medical	16	93	24	210	0	11	2	29
Notice of Disagreements	9	45	14	62	0	5	1	6
Appeals & Waivers	9	45	3	46	1	6	0	3
Eligibility Verification Reports	5	47	2	40	2	24	2	36
Change of Address	6	29	6	43	2	4	1	3
Education Assistance	9	29	11	34	1	7	3	12
Cert. Eligibility - Home Loan	4	23	7	24	0	0	0	2
Insurance Discharges, Request for copy	0	2	1	2	2	8	1	13
Headstone/Marker Application	155	632	114	734	1	3	2	7
Referrals to Other Agencies	21	89	10	81	5	23	3	10
P of A Service Organization	88	413	74	319	18	115	14	60
Misc. Application/Corresp.	184	832	289	1706	26	155	48	221
Ohio Veterans Home	10	36	5	21				
Burial Benefits					3	24	4	32
High School Diploma Applications	4	12	3	13				
Discharge Upgrades	3	28	3	30				
10-10 EZ Forms	1	5	2	18				
<b>TOTAL</b>	<b>738</b>	<b>3418</b>	<b>834</b>	<b>4997</b>	<b>130</b>	<b>797</b>	<b>168</b>	<b>773</b>

**% Chg. YTD**  
15.4%      36.9%

**TOTAL (Vet + Dep)**

	'07	YTD '07	'08	YTD '08
Interviews: Service Dept. Clients	475	2176	475	2382
Fin. Asst. Referrals	56	259	23	208
Office YTD	531	2435	498	2590

Phone Calls      2472      10780      2164      11529

## **Information Systems:**

### **ClientTrack (Primary focus)**

All outstanding changes have been communicated to Sam Taylor and many have been completed at this time. The voucher printing is nearly complete but requires some work on alignment of data fields with the boxes on the form. Forms were printed on special safety paper to eliminate copy fraud.

### **RFP**

The ISC and twelve people from AT&T have reviewed the site in the basement where the incoming connection to the high speed fiber network will enter the building. It will require a closed and conditioned communications rack to be installed in the basement. Environmental conditions down there are not ideal.

### **Scanning**

The new KnowledgeTree server has been installed and data files have been moved and converted. All PC's in the ES are have been updated to point to the new KnowledgeTree server. I plan to install KTools, the PC related parts of this product, and test them out for our use. Performance of the new server is much better than the old one, making it more practical to use this application to look up information. The remote sites will be trained in its use as well. We have finally identified the obstacle to paying Jam Software for this package.

### **Backup**

Adding the imaged document files to the nightly tape backup has caused us to exceed the capacity of our backup tape drive. It now requires two tapes per night when there is no one here to change the tape. I have asked our ISC network engineer to specify and help install a larger tape unit in our existing server to handle this volume as well as to provide more spare capacity for the future as we move from a paper-based environment to a digital one.

### **Cleveland Schools Intern**

A computer and accounts have been set up for our Cleveland schools intern for the summer. She has been trained on scanning documents to help us with "catch-up" scanning. She is also helping with uploading all of Wade Park bus ticket applications to the new KnowledgeTree server. She has been a very quick study!

## **Monthly Reporting – ClientTrack**

I am anticipating that the baseline version of ClientTrack1 will only contain some of the monthly information reports that we need to operate the agency. There is a ClientTrack option to download the database when we want to and re-load it on a server here. Then we can create the needed reports using Alpha Five or Access without incurring the extra time and expense fro DSI to create these reports for us.

## **Remote Site setups**

New users will have to be added to the Wade Park (possibly also Brecksville) office computers to allow operation of the offices while the usual staff are away from their sites.

## **Viruses/Malware**

Several new viruses and “malware” programs have shown up on agency computers. The ISC has been very cooperative in working with the virus scanning manufacturer to identify and update our software to combat this problem. In addition, a new piece of software call “Pest Patrol” has been installed and is being tested to regularly check for, and delete, the keyboard loggers/malware/”snoop” program which occasionally get installed on our computers.

## **County Ombudsman Office:**

No new information or problems were reported regarding the CVCSC.

## **Ohio Veterans Home Network:**

During May, no veterans were transported to the Sandusky home for tours and admission evaluations.

## **Governor’s Office of Veterans Affairs:**

GOVA Advisory Committee meetings are held at 10:30 PM at AMVETS Post 89, 3535 Westerville Rd., Columbus, Ohio 43224.

The next meeting is scheduled for August 21, 2008.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**