



American Legion  
**MEL BAHER**  
COMMISSIONER



American Veterans  
**FRANK POCCHI**  
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

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



### MINUTES

**DATE:** June 20, 2012 9:30 a.m.

**PRESENT:** Frank Pocci, President  
Clayton E. Uzell, Secretary  
Mel Baher, Commissioner  
Daniel T. Weist, Commissioner  
Brian Gutowski, Asst. County Prosecutor  
Robert E. Schloendorn, Executive Director  
Lorri Slivka, Executive Secretary

**ABSENT:** Bob Potts, Vice President

**VISITORS:** Dave Greenspan, Melvin Davis, Mick Panek, Vivian Vassar

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocci, followed by the Pledge of Allegiance.

A motion was made by Mel Baher and seconded by Clay Uzell 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, Uzell, Weist. NAYS: None. Motion carried.

#### **STATE OF THE COMMISSION AND FINANCE REPORT (Attached)**

A motion was made by Dan Weist and seconded by Clay Uzell to accept the report of the Executive Director as given.

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

#### **OLD BUSINESS:**

None.

#### **NEW BUSINESS:**

Vivian Vasser, Social Worker from the Eastside Vet Center, gave a brief presentation of their services and asked the Board for consideration in collaborating services by providing office space at the CCVSC to provide clinical assistance for veterans. The Board thanked Ms. Vasser for her information but explained that the CCVSC is geared more toward social work case management

for veterans who have incurred a financial hardship and have Kenny Redd available at our office for referrals to the VA.

**GOOD OF THE ORDER:**

President Pocci opened the floor to visitors for any comments. The following bullet points were topics of discussion.

Mick Panek


- American Legion Post 91 will be conducting a POW-MIA ceremony the third Friday in September
- Ohio Revised Code 5901 – discussion took place concerning the reimbursement for the placement of Memorial Day Flags
- Marine Corp week, June 11-17, 2012
- Northeast Ohio Veterans Home

**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 10:44 a.m.

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

  
Frank Pocci, President

  
Clayton E. Uzell, 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**

**May, 2012**

**Issued by:**

### **The CCVSC Commissioners**

**Frank Pocci –President, AMVETS**

**Bob Potts – Vice President, VVA**

**Clayton E. Uzell – Secretary, VFW**

**Mel Baher –American Legion**

**Daniel Weist –DAV**

**June 20, 2012**

**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, 2012:

**Executive:**

The Executive Director

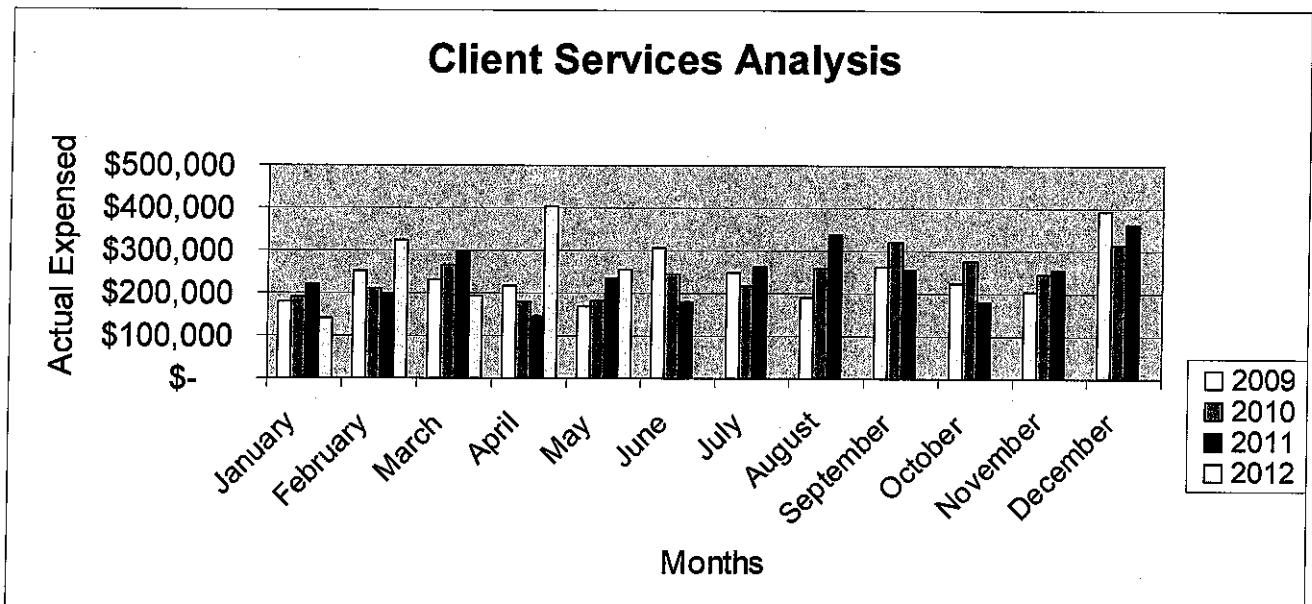
- Met with Chris Esmerdoc from the VA Medical Center.
- Met with Sandy Green from Valpak regarding advertising.
- Network and outreach with the VA Outpatient Clinic manager Joe Kohut.
- Met with Cleveland State regarding veteran enrollment.
- Met Mickey Darr from St. Vincent Charity Hospital and presented our programs to their staff.

**Finance Department**

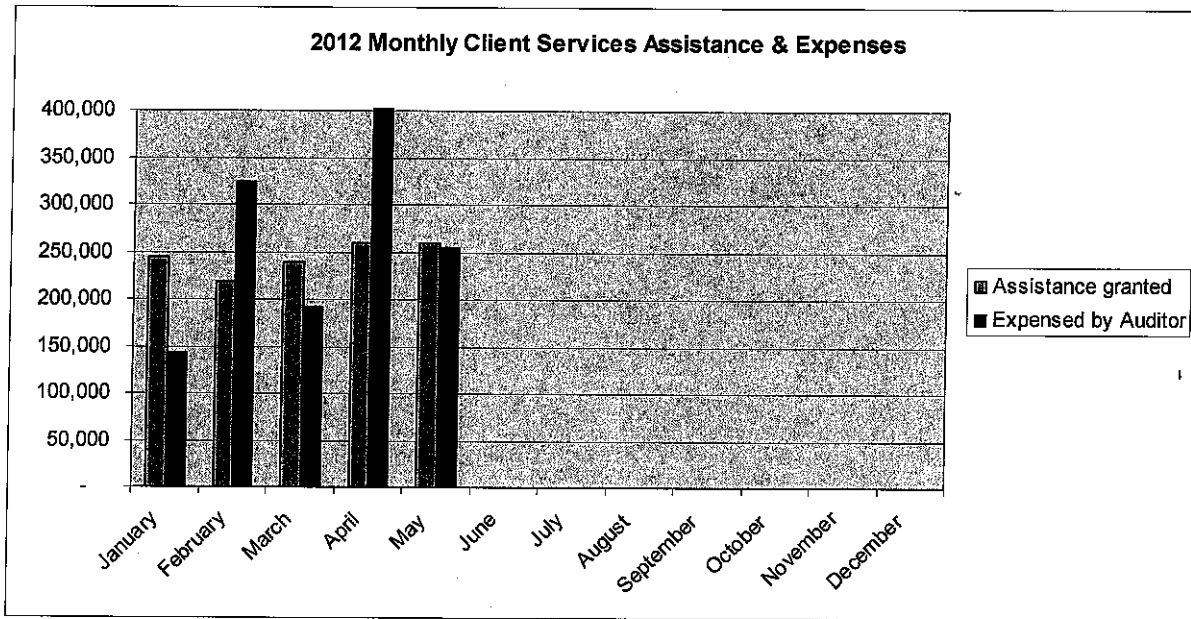
Below are selected May reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



## Actual 2012 Expenses



## Total 2012 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2012 Projection	Budget Variance
<b>Salaries</b>	1,853,612	868,590	-	968,189	1,836,779	16,833
<b>Fringe Benefits</b>	648,764	286,807	-	356,066	642,873	5,891
<b>Commodities</b>	23,000	11,671	-	16,339	28,010	(5,010)
<b>Contract Services</b>	575,849	213,551	322,421	320,949	534,500	41,349
<b>Controlled Expenditures</b>	355,308	30,856	-	324,452	355,308	-
<b>Client Services</b>	4,248,368	1,313,966		2,370,000	3,683,966	564,402
<b>Other Expenditures</b>	406,644	163,637	15,818	157,534	321,171	85,473
<b>Capital Outlay</b>	14,628	-	128	8,500	8,500	6,128
<b>Total Expenditures</b>	<b>8,126,173</b>	<b>2,889,078</b>	<b>338,367</b>	<b>4,522,029</b>	<b>7,411,107</b>	<b>715,066</b>

**Assistance Department:**

May financial assistance totaled \$254,266, down from \$402,514 issued during April and up from \$234,455 issued in May of 2011. Year to date client assistance for 2012 is \$1,313,965 and YTD for 2011 was \$1,092,135, up \$221,830.

The May Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>May 2012</b>	<b>May 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	927	839	10.5%		
Total applications taken	786	680	15.6%		
Applications Withdrawn	(33)	(61)	-45.9%		
Applications Denied	(68)	(57)	19.3%		
Total applications approved for hardship assistance (with trans.)	685	562	21.9%		
Transportation only approvals	(443)	(375)	18.1%		
F/A applications approved	242	187	29.4%		

<b>Indicator</b>	<b>YTD 2012</b>	<b>YTD 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	4452	4144	7.4%		
Total applications taken	3725	3476	7.2%		
Applications Withdrawn	(138)	(297)	-53.5%		
Applications Denied	(230)	(256)	-10.2%		
Total applications approved for hardship assistance (with trans.)	3357	2923	14.8%		
Transportation only approvals	(2237)	(1973)	13.4%		
F/A applications approved	1120	950	17.9%		

During May, 2012, 62 veterans applied for assistance for the first time bringing the 2012 YTD total to 225. Of the 62 new claims, 50 were approved, 0 were partially approved, 5 were denied and 7 were withdrawn. In May, 2011, 36 veterans applied for assistance for the first time bringing the 2011 YTD total to 202.

Listed below is a breakdown of appeals for the month of May, 2012.

Appeal Officer work days	12
Cases on hand beginning of month	12
Cases received	+36
Cases worked	<u>-42</u>
Cases on hand end of month	6

	<b>May</b>	
<b><u>Appeal Officer Appeals</u></b>	<b><u>2012</u></b>	<b><u>YTD</u></b>
Cases approved	7	31
Cases denied	30	108
Cases denied/withdrawn, no show	2	18
Cases withdrawn	<u>3</u>	<u>17</u>
<b>Total</b>	<b>42</b>	<b>174</b>

	<b>May</b>	
<b><u>Board Appeals</u></b>	<b><u>2012</u></b>	<b><u>YTD</u></b>
Cases approved	15	73
Cases denied	10	28
Cases withdrawn	1	1
Cases verifying fraud	2	11
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
<b>Total</b>	<b>28</b>	<b>113</b>

**Medical and Other Transportation:**

May assistance expensed for transportation totaled \$11,127.50 for the month, \$10,822.50 for medical bus tickets and \$305 for other transportation. Year to date transportation totaled \$54,696. Year to date medical transportation totaled \$52,651 and needs based transportation totaled \$2,045.

**Medical and Dental Programs:**

Medical payments for May amounted to \$3,329 with \$3,049 expensed for Dental and \$280 for Vision. Year to date medical expenses totaled \$32,796. Dental payments year to date are \$29,311 and Vision year to date payments are \$3,485.

\$0 Hearing Aid payments were expensed in April. Year to date Hearing Aid payments totaled \$0.

**Memorial Affairs Department:**

\$10,665.71 was expensed during May, 2012 for indigent veteran funeral expenses, down \$3,080.10 from May, 2011. During May, 11 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 3 Navy and 5 Army veterans.

**Following are the 2012 Year to Date statistics for Memorial Affairs:**

	<b>May</b>	<b>2012 YTD</b>	<b>May</b>	<b>2011 YTD</b>
DD-214 Search	130	542	113	524
Benefits Counseling	972	3990	946	4475
Undelivered-Incorrect Headstone/Research	11	36	8	46
Presidential Memorial Certificates	110	468	120	569
National Cemetery Referrals	78	347	67	270
Blue Star Service Banners	4	6	1	7
Indigent Burials	11	54	17	58



**Veterans Service Officers:**

Following are some of the major statistics reported by VSO Randy Stevenson for the month of May, 2012 for the Parma satellite office.

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	70	196
Pension claims and follow ups	11	33
Medical	0	4
Power of Atty. to Service Organizations	0	5
Misc. Applications/Correspondence	116	315
All Other	<u>34</u>	<u>69</u>
<b>Total</b>	<b>231</b>	<b>622</b>

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of May, 2012 for the Wade Park satellite office.

	<u>May</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	135	585
Pension claims and follow ups	56	274
Medical	9	72
Power of Atty. to Service Organizations	43	263
Misc. Applications/Correspondence	304	1746
All Other	<u>112</u>	<u>590</u>
<b>Total</b>	<b>659</b>	<b>3530</b>

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

**May  
2012**

	VETERAN				DEPENDENT			
	May 2011	YTD '11	May 2012	YTD '12	May 2011	YTD '11	May 2012	YTD '12
Compensation/DIC Claims	54	335	74	372	8	33	7	28
Follow-up Pending Claims	237	987	258	1274	18	106	20	80
Pension Claims	19	115	28	159	17	70	20	66
Follow-up Pending Claims	68	386	103	489	55	286	61	289
Medical	15	146	24	180	3	15	2	20
Notice of Disagreements	3	14	1	9	3	3	1	5
Appeals & Waivers	8	42	16	75	2	3	3	17
Eligibility Verification Reports	3	83	5	79	4	52	1	46
Change of Address	6	24	11	46	1	7	3	5
Education Assistance	13	84	21	94	1	14	1	11
Cert. Eligibility - Home Loan	1	11	6	16	0	0	0	1
Insurance	1	4	7	21	0	0	0	0
Discharges, Request for copy	80	480	139	562	6	28	6	31
Headstone/Marker Application					2	2	0	1
Referrals to Other Agencies	65	347	95	491	8	30	8	47
P of A Service Organization	61	353	86	518	17	80	24	68
Misc. Application/Corresp.	772	3983	774	4035	106	618	121	566
Ohio Veterans Home	4	25	4	19				
Burial Benefits					5	15	5	19
High School Diploma Applications	0	13	1	5				
Discharge Upgrades	5	28	6	39				
10-10 EZ Forms	14	75	15	43				
<b>TOTAL</b>	<b>1429</b>	<b>7535</b>	<b>1674</b>	<b>8523</b>	<b>256</b>	<b>1362</b>	<b>283</b>	<b>1294</b>

**% Chg**  
**16.1%**

**% Chg.**  
**YTD**  
**10.3%**

Interviews: Service Dept. Clients	1448	7463	1635	8328
Fin. Asst. Referrals	95	95	0	0
Office YTD	1543	7558	1635	8328
Phone Calls	2277	12065	2795	13515

## **Information Systems:**

### **KnowledgeTree**

Fixes were made by KnowledgeTree technical support and testing has begun again. Most of the problems seem to have been solved. There still appears to be a problem uploading a document and then trying to retrieve it again a few minutes later. Screen shots were prepared to send to the KnowledgeTree technical staff for their review.

### **Online Backup**

Two alternative methods for backup over the network using third party equipment and software were discovered while talking to representatives of companies which do on-call support. These will be followed up as part of the RFP process later this year.

### **Network Planning**

Three quotes were requested from vendors for hardware to support Microsoft Active Directory. Two were received and the third is still outstanding. An RFP will be issued later this year for procurement in 2013.

### **GroupWise and Microsoft Exchange**

GroupWise email will be replaced with Microsoft Exchange by July. Training classes for administrators were held at Tri-C Corporate College Westlake campus. Two hour training sessions for users will be conducted in June and July prior to implementing the software. Microsoft Outlook client software will need to be installed on all PC's as part of this roll-out.

### **Message Encryption (VA related messages)**

The VA has requested that we encrypt our email messages and attachments for them. Requirements for this feature were covered in the above-mentioned Microsoft Exchange administrator training class.

### **Second level I/T support**

Several local Information Technology firms were contacted to get information on their service capabilities and their ability to provide remote and on-site support on an on-call, as-needed basis. Two firms have responded so far and visits have been made to their offices and to our office to familiarize both parties with the I/T environment. An RFP will be issued later this fall for implementation in 2012.

## **“Cloud” research**

With many applications being implemented in the “cloud” (Internet-based hardware and software) we are researching the pluses and minuses of moving toward a “cloud” implementation of our own applications in the future. This would allow us to scale our network on demand and provide at least some of our infrastructure through Amazon, Microsoft, Google, or other “cloud” purveyor. This would reduce the need for capital to buy computer hardware for servers and networks. Instead, capacity would be rented as needed, with full backup and security in place as required.

## **Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 10 veterans waiting for nursing home standard care, 10 veterans for nursing home special care, 4 veterans for the domiciliary and 9 for the domiciliary plus.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**