



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



### MINUTES

**DATE:** July 15, 2009 9:32 a.m.

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

**ABSENT:** Daniel Weist, Commissioner

**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 Thomas Zung to dispense with the reading of the Consent Agenda as published. (All Commissioners have a copy of the minutes.)

AYES: Baher, Pocci, Potts, 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 given.

AYES: Baher, Pocci, Potts, 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.

Discussion took place concerning a memo to the Board from Social Work Manager, Terry Walker, asking for input regarding a Veteran/Customer Code of Conduct. The draft was reviewed and discussed. The Executive Director was instructed to convey some specific concerns back to the Social Work Department.

**NEW BUSINESS:**

Frank Pocci stated that at the OSAVSC Summer Convention this past weekend, he was told by Jim Forster that veterans service commissioners can earn up to two (2) training credits by attending District 2 meetings. Frank noted that in a memo from Merle Brady and William J. Hartnett dated January 20, 2009, included in the 2009 Education Requirements to Veterans Service Commissioners, it states that, **“Attending a District meeting will be worth one (1) credit. The required total of four credits must include one (1) credit from a district meeting. Please note that only one District meeting will be counted toward the goal of four.”** After some discussion, it was agreed that a letter from Bob Potts be sent to Mr. Forster requesting clarification. Other topics of discussion at the convention were discussed, including a veteran’s outreach kiosk bringing valuable information to veterans and their families, and a presentation of the Fisher House in Dayton, Ohio.

**GOOD OF THE ORDER:**

A headstone presentation will be given at the Adams Street Cemetery in Berea, Ohio on Saturday, July 18<sup>th</sup> from 9:00 a.m. to 4:00 p.m. and Sunday, July 19<sup>th</sup> from 9:00 a.m. to 12:00 p.m. Mel Baher extended an invitation to anyone who may be interested in attending.

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

Richard Danielson

- Veterans’ VA claims
- Indigent burial expenses
- Northeast Ohio Veterans Home

**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 11:25 a.m.

AYES: Baher, Pocci, Potts, 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**

**June, 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**

**July 15, 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 June 30, 2009:

**Executive:**

The Executive Director

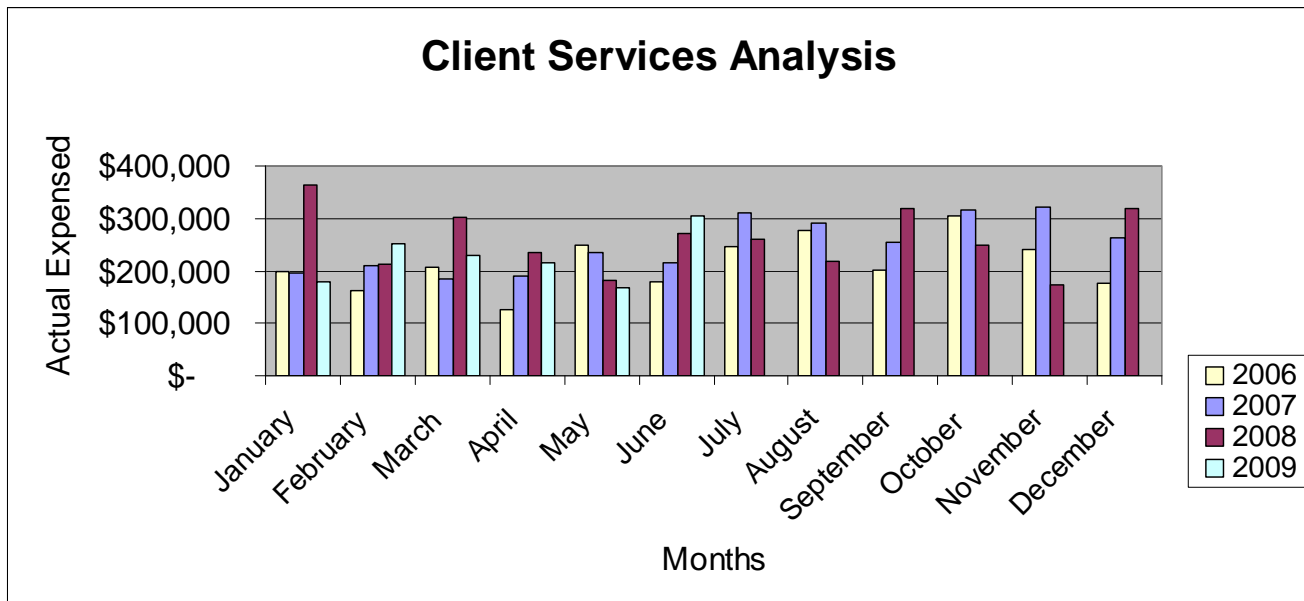
- Met with Mr. Montague regarding time frames for construction.
- Met weekly with general contractor, Deb Shaw, and each sub-contractor to discuss progress and new business.
- Met with Deb Shaw and Ohio Desk representatives to discuss furniture and color schemes for the move.

**Finance Department**

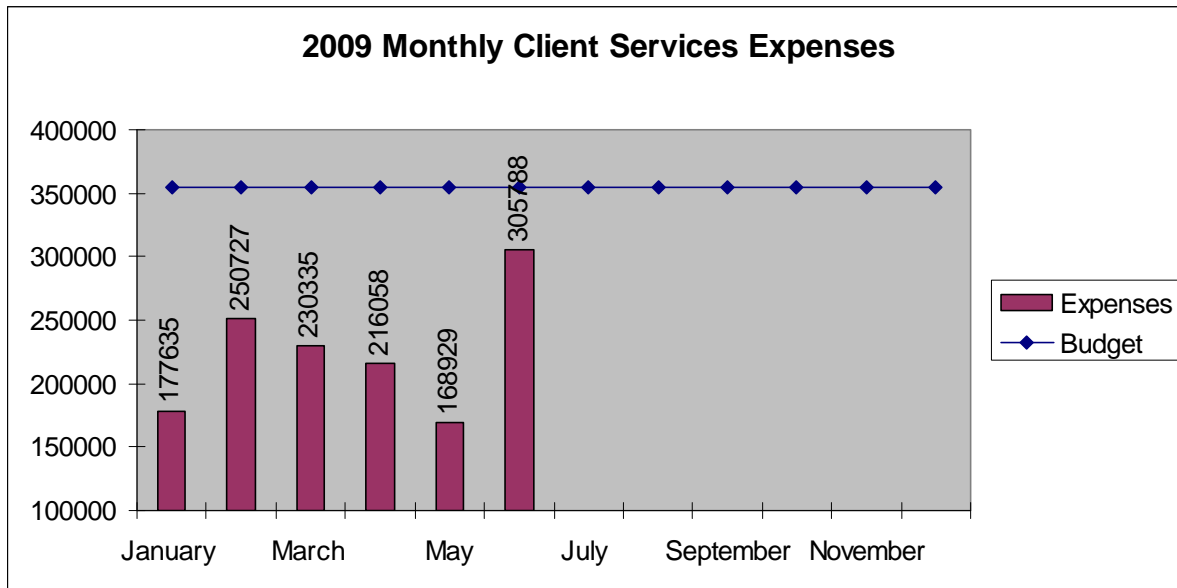
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,651,412	823,074	-	856,589	1,679,663	(28,251)
<b>Fringe Benefits</b>	640,989	286,262	-	352,010	638,272	2,717
<b>Commodities</b>	47,419	22,686	-	22,686	45,372	2,047
<b>Contract Services</b>	529,408	135,423	549,586	549,586	685,009	164,399
<b>Controlled Expenditures</b>	260,106	44,838	-	215,268	260,106	-
<b>Client Services</b>	4,266,028	1,349,472	12,331	1,830,000	3,179,472	766,556
<b>Other Expenditures</b>	456,295	66,284	193,890	281,828	348,112	108,183
<b>Capital Outlay</b>	331,350	40,980	1,350	240,370	281,350	50,000
<b>Total Expenditures</b>	8,183,007	2,769,019	757,157	4,348,338	7,117,357	1,065,650

**Assistance Department:**

June financial assistance totaled \$305,788, up from \$168,929 issued during May and up from \$272,465 issued in June of 2008. Year to date client assistance for 2009 is \$1,349,472 and YTD for 2008 was \$1,568,744 down \$219,272.

The June Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>June 2009</b>	<b>June 2008</b>
Number of clients seeking hardship assistance	1054	574
Total applications taken	893	457
Applications Withdrawn	(186)	(170)
Applications Denied	(20)	
Total applications approved for hardship assistance (with trans.)	687	287
Transportation only approvals	(455)	(170)
F/A applications approved	232	117

<b>Indicator</b>	<b>YTD 2009</b>	<b>YTD 2008</b>
Number of clients seeking hardship assistance	5546	4999
Total applications taken	4896	3509
Applications Withdrawn/Denied	(1286)	(463)
		(509)
Total applications approved for hardship assistance (with trans.)	3610	2537
Transportation only approvals	(2329)	(1128)
F/A applications approved	1281	1409

During June, 2009, 64 veterans applied for assistance for the first time bringing the 2009 YTD total to 284. Of the 64 new claims, 41 were approved, 6 were partially approved, 1 was approved at Level III, 3 were denied and 13 were withdrawn. In June 2008, 48 veterans applied for assistance for the first time bringing the 2008 YTD total to 269.

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

Number of workdays	22
Cases on hand beginning of month	7
Cases received	+35
Cases worked	<u>-32</u>
Cases on hand end of month	10

	<b>June</b>	<b>YTD</b>
<b><u>Appeal Officer Appeals</u></b>	<b><u>2009</u></b>	<b><u>YTD</u></b>
Cases approved	1	7
Cases denied	25	116
Cases withdrawn, no show	3	16
Cases withdrawn	2	12
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	1	5
*Cases not eligible for appeal	<u>0</u>	<u>1</u>
<b>Total</b>	<b>32</b>	<b>157</b>

	<b>June</b>	<b>YTD</b>
<b><u>Board Appeals</u></b>	<b><u>2009</u></b>	<b><u>YTD</u></b>
Cases approved	9	81
Cases denied	5	36
Cases withdrawn	0	0
Cases verifying fraud	1	8
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>
<b>Total</b>	<b>15</b>	<b>133</b>

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

June medical assistance expensed for transportation totaled \$8,050 for the month, \$8,050 for bus tickets and \$0 for taxi services.

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

Medical payments for June amounted to \$17,321 with \$16,811 expensed for Dental and \$510 for Vision. Year to date medical expenses totaled \$33,820. Dental payments year to date are \$31,519 and Vision year to date payments are \$1,020.

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

### **Memorial Affairs Department:**

\$21,960.75 was expensed during June, 2009 for indigent veteran funeral expenses, up \$5,046.59 from June, 2008. During June, 23 indigent burials were approved. The burials were for 1 Air Force, 1 Marine, 4 Navy and 17 Army veterans.

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

	<u>June</u>	<u>2009 YTD</u>	<u>June</u>	<u>2008 YTD</u>
DD14 Search	142	918	160	1054
Benefits Counseling	1089	4983	921	5890
Undelivered-Incorrect Headstones/Research	12	219	30	365
Presidential Memorial Certificates	183	1128	186	1272
National Cemetery Referrals	87	1144	255	1419
Blue Star Service Banners	2	7	2	26



**Veterans Service Officers:**

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	70	285
Pension claims and follow ups	14	112
Medical	6	35
Power of Atty. to Service Organizations	11	83
Misc. Applications/Correspondence	72	466
All Other	<u>27</u>	<u>179</u>
<b>Total</b>	<b>200</b>	<b>1160</b>

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	38	271
Pension claims and follow ups	7	104
Medical	7	47
Power of Atty. to Service Organizations	14	116
Misc. Applications/Correspondence	28	168
All Other	<u>41</u>	<u>237</u>
<b>Total</b>	<b>135</b>	<b>943</b>

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

**June  
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	37	283	72	341	5	22	3	39
Follow-up Pending Claims	95	740	95	474	4	35	3	24
Pension Claims	39	188	14	149	14	77	16	83
Follow-up Pending Claims	38	376	59	347	25	228	27	184
Medical	7	199	20	118	2	26	3	13
Notice of Disagreements	6	60	8	40	0	7	0	4
Appeals & Waivers	7	56	21	78	1	3	0	4
Eligibility Verification Reports	2	55	0	86	1	36	1	49
Change of Address	9	48	0	9	0	4	0	1
Education Assistance	5	30	6	26	0	13	6	8
Cert. Eligibility - Home Loan	5	25	2	5	0	2	0	0
Insurance Discharges, Request for copy	0	1	1	11	3	8	0	7
Headstone/Marker Application	58	829	83	601	8	101	2	24
Referrals to Other Agencies	9	99	22	99	3	14	7	13
P of A Service Organization	79	446	53	393	19	100	17	79
Misc. Application/Corresp.	165	1598	228	1358	38	234	40	158
Ohio Veterans Home	10	43	6	21				
Burial Benefits					3	31	0	16
High School Diploma Applications	5	19	4	20				
Discharge Upgrades	1	30	11	54				
10-10 EZ Forms	0	17	0	7				
<b>TOTAL</b>	<u>577</u>	<u>5142</u>	<u>705</u>	<u>4237</u>	<u>126</u>	<u>946</u>	<u>125</u>	<u>709</u>

**%  
Chg.  
18.1**

**%  
Chg.  
YTD  
-18.8%**

TOTAL (Vet + Dep)			
'08	YTD' 08	'09	YTD' 09

Interviews: Service Dept. Clients	<u>382</u>	<u>2561</u>	<u>705</u>	<u>2929</u>	<u>30</u>	<u>215</u>	<u>125</u>	<u>283</u>	412	2776	830	3212
Fin. Asst. Referrals	<u>46</u>	<u>266</u>	<u>3</u>	<u>201</u>	<u>6</u>	<u>17</u>	<u>0</u>	<u>10</u>	52	283	3	211
Office YTD	<u>428</u>	<u>2827</u>	<u>708</u>	<u>3130</u>	<u>36</u>	<u>232</u>	<u>125</u>	<u>293</u>	464	3059	833	3423
Phone Calls	<u>2316</u>	<u>13944</u>	<u>2560</u>	<u>14089</u>								

## Information Systems:

### eVetAssist

Signature pads are working properly in the Test application. When the new computers are installed, the signature pads will be activated in the production application. Applications will no longer have to be printed and scanned. The application itself can be stored directly in eVetAssist.

Forms have been changed to normal PDF Acrobat forms so they can be filled in as they appear on the computer screen.

Desktop scanners have been installed on two Eligibility Specialists' desks and have been programmed to use the buttons on the scanner to scan client documents with the push of a button.

### RFP/Move to first floor

Wiring access to the fiber optic Internet input from First Community was reviewed with the Information Services Center network managers as well as the electrician on the project. A plan is in place to route the fiber to the first floor data room.

### KnowledgeTree

The new Knowledge Tree server is running very well and is faster than the old server. Backup procedures are now in place for all documents stored in the system. All files have been purged of unnecessary documents and are currently being scanned. Plans are in place to microfilm the documents which have been created since our original scanning project with the Recorder's office. Physical file space will be kept to a minimum in the new office.

### Mainframe

VSC vouchering and tracking applications have been retired from the mainframe.

## **New PC Installation**

We have been working with our network engineer on the installation of software on the new Vista PC's to make operation as smooth and easy to understand as possible. Installation should occur by the third week in July, well before the move to the new office.

## **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

## **Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 18 veterans waiting for nursing home standard care, 11 veterans for nursing home special care, 0 veteran 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**