



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 16, 2008 9:32 a.m.

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  
Tom O'Donnell, Asst. County Prosecutor

VISITORS: John Evans, Sr., American Legion Post #315/13<sup>th</sup> District; Mrs. Evans; and Robert Poole, VFW Regional Office.

PURPOSE: GENERAL MONTHLY MEETING

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

A motion was made by Mel Baher and seconded by Bob Potts to dispense with the reading of the minutes of July 2, 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 July 2, 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 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.

The vote on cases approved and denied on the Consent Agenda was deferred to the August 6, 2008 Board meeting because we are unable to retrieve the information from Client Track at this time.

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

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

**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 given.

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

OLD BUSINESS:

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

Bob Schloendorn announced that Social Worker Manager, Jeff Sedlak, has accepted a position at the VA Hospital in the Neurology Dept. working with OIF/AEF veterans. Jeff has not advised us of an official start date but estimates it to be the first of September.

Jim Stolz, Manager of the Service Dept., is still out ill and undergoing tests.

We have learned that two organizations that have in the past received reimbursements up to \$500 for Memorial Day expenses were improper because they are not congressionally chartered by Congress. These two groups will now only be entitled to receive up to \$100 as civic organizations per Ohio Revised Code 307.66.

NEW BUSINESS:

**Agenda Item G1. VA Ground Breaking Ceremony**

Dan Weist will attend the ground breaking ceremony for the VA's consolidation to the Wade Park campus of the Louis Stokes VA Medical Center on July 22<sup>nd</sup> at 1:00 p.m.

**Agenda Item G2. Additional Level III Board Appeal Meeting**

An additional Level III Board Appeal meeting will be held this month on Wednesday, July 30<sup>th</sup> at 9:30 a.m. to accommodate the number of requests received.

GOOD OF THE ORDER:

Frank Pocci has been contacted by Judge Tim McMonagle's office to arrange for an interview for the AMVETS slot on the CCVSC Board. Frank will schedule the meeting when he returns from vacation on July 28<sup>th</sup>.

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

John A. Evans, Sr.

- Bus ticket transportation

Robert Poole

- Introduced himself as an office manager and service officer for the VFW working out of the VA regional office. He appreciated the opportunity to observe the Board's open public meeting.

Dan Weist reported that his presentation on CCVSC's appeal process at the OSAVSC Summer Convention in Columbus this past weekend went very well. While there, Dan learned that Daniel

Light has replaced the late Wayne Pollack as Treasurer. Dan also had an opportunity to talk with Tim Espich and Jim Forster about the new Dept. of Veterans Services and their roles within the Dept. The Governor's Office of Veterans' Affairs will officially become defunct on August 24, 2008.

The next OSAVSC conference is scheduled for November 21-23, 2008 in Columbus, Ohio.

**EXECUTIVE SESSION:**

A motion was made by Mel Baher and seconded by Thomas Zung to go into Executive Session to discuss personnel issues.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (10:38 a.m.)

A motion was made by Thomas Zung and seconded by Dan Weist to come out of Executive Session and return to the regular order of business.

AYES: Potts, Zung, Baher, Weist, Pocci. NAYS: None. Motion carried. (11:20 a.m.)

A motion was made by Dan Weist and seconded by Bob Potts to accept personnel recommendations made by the Executive Director.

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

With no further business, a motion was made by Bob Potts and seconded by Mel Baher to adjourn the meeting at 11:22 a.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**

**June, 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**

**July 16, 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 June 30, 2008:

**Executive:**

The Executive Director

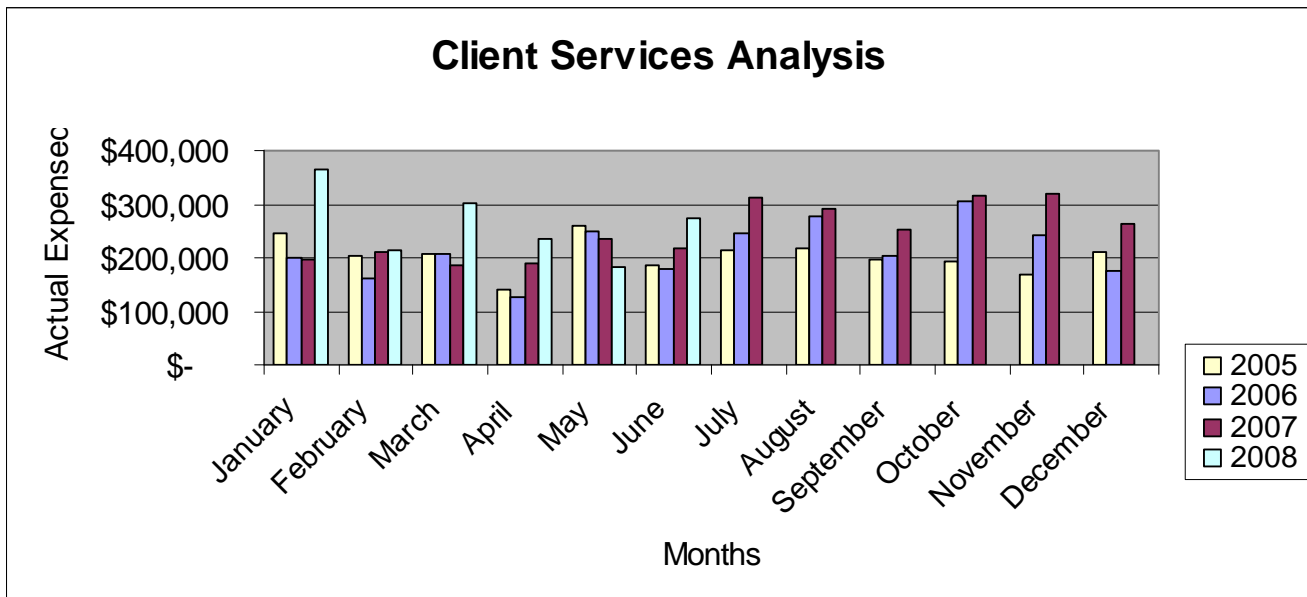
- Visited various vendors for up coming move.
- Met with ClientTrack on future support issues.
- Met with the VA to discuss medical transport for colonoscopy patients.

**Finance Department**

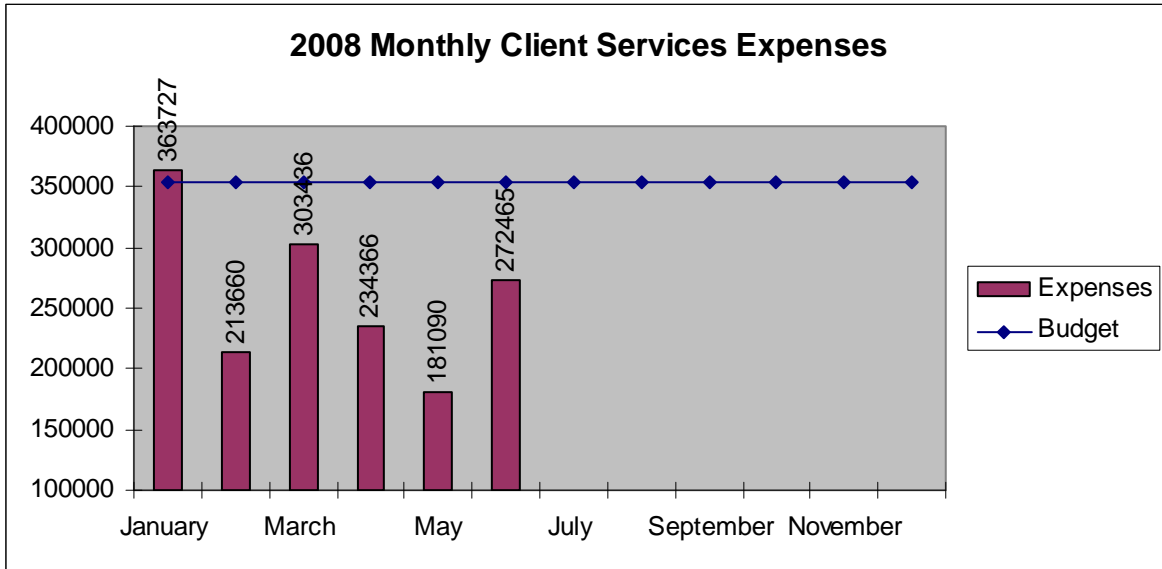
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

**Comparative Chart Analysis**



## Actual 2008 Expenses



## Total 2008 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2008 Projection	Budget Variance
<b>Salaries</b>	1,629,691	753,239	-	821,298	1,574,537	55,154
<b>Fringe Benefits</b>	607,036	278,218	-	304,361	582,579	24,457
<b>Commodities</b>	47,618	16,481	-	28,680	45,161	2,457
<b>Contract Services</b>	580,233	145,502	194,845	238,745	384,247	195,986
<b>Controlled Expenditures</b>	265,613	42,399	-	223,214	265,613	-
<b>Client Services</b>	4,296,807	1,568,745	365,865	1,990,200	3,558,945	737,862
<b>Other Expenditures</b>	587,369	167,490	158,917	220,649	388,139	199,230
<b>Capital Outlay</b>	81,850	12,169	25,444	40,140	52,309	29,541
<b>Total Expenditures</b>	8,096,217	2,984,243	745,071	3,867,287	6,851,530	1,244,687

**Assistance Department:**

June financial assistance totaled \$272,465, up from \$181,090 issued during May and up from \$216,657 issued in June of 2007. Year to date client assistance for 2008 is \$1,568,744 and YTD for 2007 was \$1,230,547, up \$338,197.

The June Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>June 2008*</b>
Number of clients seeking hardship assistance	574
Total applications taken	457
Applications Withdrawn	(0)
Applications Denied	(170)
Total applications approved for hardship assistance (with trans.)	287
Transportation only approvals	(170)
F/A applications approved	117

\*2007 numbers are not presented because the Paradox system inflated the number of visitors. These numbers were not a true comparison.

<b>Indicator</b>	<b>YTD 2008</b>
Number of clients seeking hardship assistance	4209
Total applications taken	3052
Applications Withdrawn	(463)
Applications Denied	(315)
Total applications approved for hardship assistance (with trans.)	2274
Transportation only approvals	(958)
F/A applications approved	1316

During June, 2008, 50 veterans applied for assistance for the first time bringing the 2008 YTD total to 202. In June of 2007, 58 veterans applied for assistance for the first time bringing the 2007 YTD total to 234.

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

Number of workdays	<u>21</u>
Cases on hand beginning of month	10
Cases received	+40
Cases worked	<u>-39</u>
Cases on hand end of month	11

<u>Appeal Officer Appeals</u>	<b>June 2008</b>	<b>YTD</b>
Cases approved	3	54
Cases denied	23	71
Cases withdrawn, no show	4	35
Cases withdrawn	8	32
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>1</u>	<u>5</u>
<b>Total</b>	<b>39</b>	<b>219</b>

<u>Board Appeals</u>	<b>June 2008</b>	<b>YTD</b>
Cases approved	8	38
Cases denied	6	27
Cases withdrawn	0	5
Cases verifying fraud	1	8
Fraud/Fraudulent application	0	1
Cases Referred back to financial Asst./Social Worker	0	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>0</u>	<u>1</u>
<b>Total</b>	<b>15</b>	<b>81</b>



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

June medical assistance expensed for transportation totaled \$4,556.50 for the month, \$4,556.50 for bus tickets.

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

Medical payments for June amounted to \$3,686 with \$3,131 expensed for Dental and \$555 for Vision. Year to date medical expenses totaled \$27,249. Dental payments year to date are \$23,272 and Vision year to date payments are \$3,060.

\$0 in Miscellaneous Medical payments were expensed in June. Year to date Miscellaneous Medical payments are \$917.

### **Memorial Affairs Department:**

\$16,914.16 was expensed during June, 2008 for indigent veteran funeral expenses, up \$6,699.11 from May, 2008. During June, 18 indigent burials were approved. The burials were for 0 Air Force, 0 Marine, 4 Navy and 14 Army veterans.

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

	<u>June</u>	<u>2008 YTD</u>	<u>June</u>	<u>2007 YTD</u>
DD14 Search	160	1,054	346	1,714
Benefits Counseling	921	5,890	1,094	5,501
Undelivered-Incorrect Headstones/Research	30	365	156	1,400
Presidential Memorial Certificates	186	1,272	460	2,255
National Cemetery Referrals	255	1,419	241	1,528
Blue Star Service Banners	2	26	0	35

## Veterans Service Officers:

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	51	312
Pension claims and follow ups	10	96
Medical	7	99
Power of Atty. to Service Organizations	14	94
Misc. Applications/Correspondence	78	627
All Other	<u>18</u>	<u>211</u>
<b>Total</b>	<b>178</b>	<b>1,439</b>

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

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	21	271
Pension claims and follow ups	6	147
Medical	0	22
Power of Atty. to Service Organizations	6	107
Misc. Applications/Correspondence	4	181
All Other	<u>10</u>	<u>254</u>
<b>Total</b>	<b>47</b>	<b>982</b>

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

June  
2008

	VETERAN				DEPENDENT			
	2007	YTD '07	2008	YTD '08	2007	YTD '07	2008	YTD '08
Compensation/DIC Claims	37	280	40	280	5	28	1	8
Follow-up Pending Claims	95	525	102	951	4	34	4	29
Pension Claims	39	231	15	152	14	101	10	66
Follow-up Pending Claims	38	231	51	439	25	188	24	210
Medical	7	100	16	226	2	13	1	30
Notice of Disagreements	6	51	7	69	0	5	0	6
Appeals & Waivers	7	52	6	52	1	7	1	4
Eligibility Verification Reports	2	49	2	42	1	25	1	37
Change of Address	9	38	8	51	0	4	2	5
Education Assistance	5	34	4	38	0	7	5	17
Cert. Eligibility - Home Loan	5	28	3	27	0	0	0	2
Insurance Discharges, Request for copy	0	2	1	3	3	11	0	13
Headstone/Marker Application	58	690	99	833	8	117	15	80
Referrals to Other Agencies	9	98	18	99	0	3	0	7
P of A Service Organization	79	492	43	362	3	26	1	11
Misc. Application/Corresp.	165	997	276	1982	19	134	10	70
Ohio Veterans Home	10	46	11	32	38	193	61	282
Burial Benefits					3	27	1	33
High School Diploma Applications	5	17	3	16				
Discharge Upgrades	1	29	5	35				
10-10 EZ Forms	0	5	0	18				
<b>TOTAL</b>	<u>577</u>	<u>3995</u>	<u>710</u>	<u>4707</u>	<u>126</u>	<u>923</u>	<u>168</u>	<u>910</u>

**% Chg**  
20.5%

**% Chg. YTD**  
34.6%

### TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	382	2306	395	2619	30	282	36	194
Fin. Asst. Referrals	46	277	38	236	6	34	3	13
Office YTD	428	2583	433	2855	36	316	39	207
Phone Calls	2316	13096	1480	13009				

	'07	YTD '07	'08	YTD '08
	412	2588	431	2813
	52	311	41	249
	464	2899	472	3062

## **Information Systems:**

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

Several problems with voucher printing have been corrected and it being used daily. One printing problem remains to be fixed related to printing lines on a voucher. Monthly Reporting is being worked on by DSI. We have downloaded a month-end copy of the SQL Server database to work with in case we need it. We are developing documentation on the database at this time as it contains several hundred tables.

### **Scanning**

Scanning on the new Knowledge Tree system is going well. It is considerably faster than the old system. A Cleveland high school student intern did some of the catch-up scanning for Social Work and uploaded some of the Bus Ticket documents during her three week stay here.

### **Remote Site setups**

The county VPN address was changed by mandate from national Internet authorities. This caused the Wade Park and Brecksville VSC installations to no longer work. We are pursuing the cause as well as several options to bring the service back up quickly.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

### **Ohio Veterans Home Network:**

During June, two 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**