



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: July 20, 2011 9:30 a.m.

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Clayton Uzell, Commissioner
Daniel T. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

ABSENT: Bob Potts, Secretary

VISITORS: Mick Panek, American Legion Post 91

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Mel Baher, followed by the Pledge of Allegiance.

A motion was made by Dan Weist and seconded by Clayton 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 Frank Pocci and seconded by Dan Weist to accept the report of the Executive Director as submitted.

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

OLD BUSINESS:

CCVSC Resolution 2011-03 was re-visited. It was agreed to table the issue to the August 3, 2011 Board meeting to allow additional time for an opinion from the county law director.

NEW BUSINESS:

The Annual High School Charity Game will be held at the Cleveland Browns Stadium on August 27, 2011. There will be a medals presentation prior to the games at 12:30 p.m. Executive Director

Bob Schloendorn, Senator Sherrod Brown and the veterans will be escorted by the Glenville High School JROTC cadets on to the field to be recognized. The Mayfield Wildcats vs. the Medina Bees game will be held at 2:00 p.m. and the St. Edward's Eagles vs. the Glenville Tarblooders will be held at 7:00 p.m. Tickets are \$10 in advance and \$12 game day.

GOOD OF THE ORDER:

Clay Uzell gave a brief report of his attendance at the OSAVSC Summer Convention July 15-16, 2011 in Dublin, Ohio. Topics of discussion included:

- 1) Free license plates for 100% disabled veterans.
- 2) Approval to hire Mike Moses as a lobbyist for the county veterans service commissioners.
- 3) Establishment and funding of a veterans court program.
- 4) Election of officers – Mike Mormon, President; Robert Brothers, Vice President; and Gilbert Braun, Chaplain.
- 5) Resolutions on the duties of the Secretary and Treasurer were defeated. All other resolutions were approved.

Asst County Prosecutor, Tom O'Donnell, advised the Board that he will be unable to attend a July 27th meeting with Judge Lynn McLaughlin Murray to discuss the veteran's drug court. Bob Schloendorn agreed to go in his place.

President Mel Baher opened the floor to visitors for any comments.

Mick Panek, American Legion Post 91, introduced himself and said that he was very appreciative for the information contained in the Executive Director's report. He was especially interested in our dental program.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Frank Pocci to go into Executive Session to discuss a personnel complaint.

AYES: Baher, Pocci, Uzell, Weist. NAYS: None. Motion carried. (10:32 a.m.)

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

AYES: Baher, Pocci, Uzell, Weist. NAYS: None. Motion carried. (11:55 a.m.)


A complaint against an employee was discussed in Executive Session. The Executive Director will investigate the matter and take appropriate action if necessary.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 10:57 a.m.

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



Mel Baher, President



Frank Pocci, Secretary Pro tem

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

June, 2011

Issued by:

The CCVSC Commissioners

Mel Baher –President, American Legion

Frank Pocci – Vice President, AMVETS

Bob Potts – Secretary, VVA

Daniel Weist –DAV

Clayton E. Uzell – VFW

July 20, 2011

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, 2011:

Executive:

The Executive Director

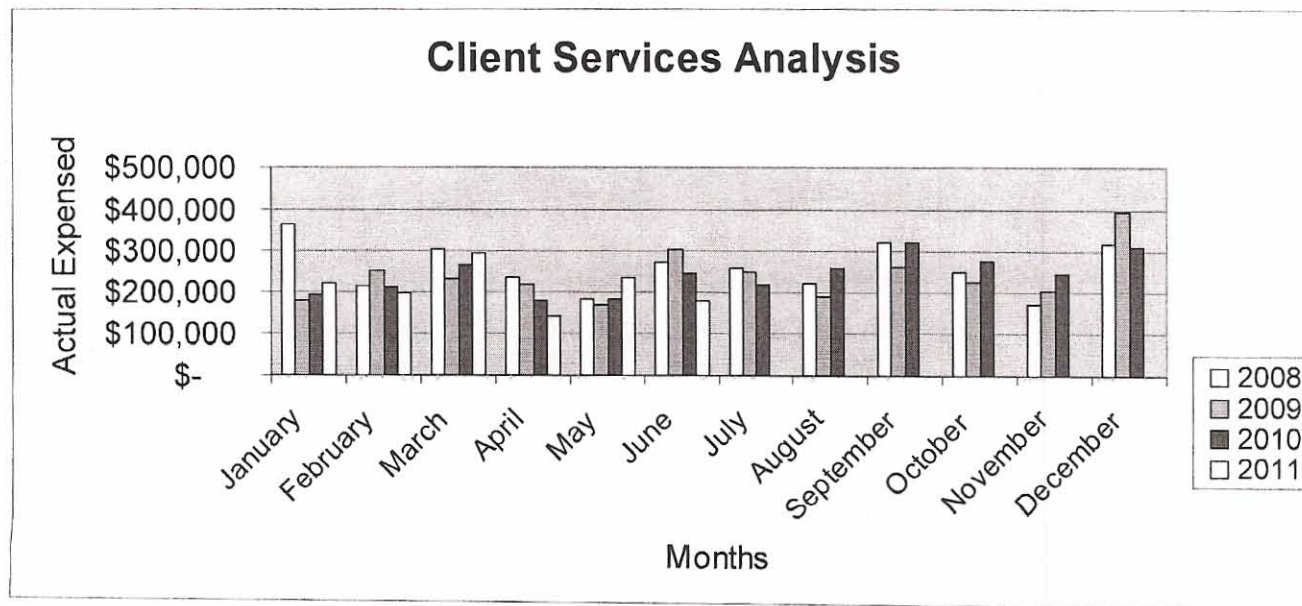
- Met with Sara Decara – the Assistant County Prosecutor and Judge.
- Attended the Cuyahoga County budget meeting.
- Attended the Cuyahoga County Council.
- Stark County VSC visited to view eVetAssist.

Finance Department

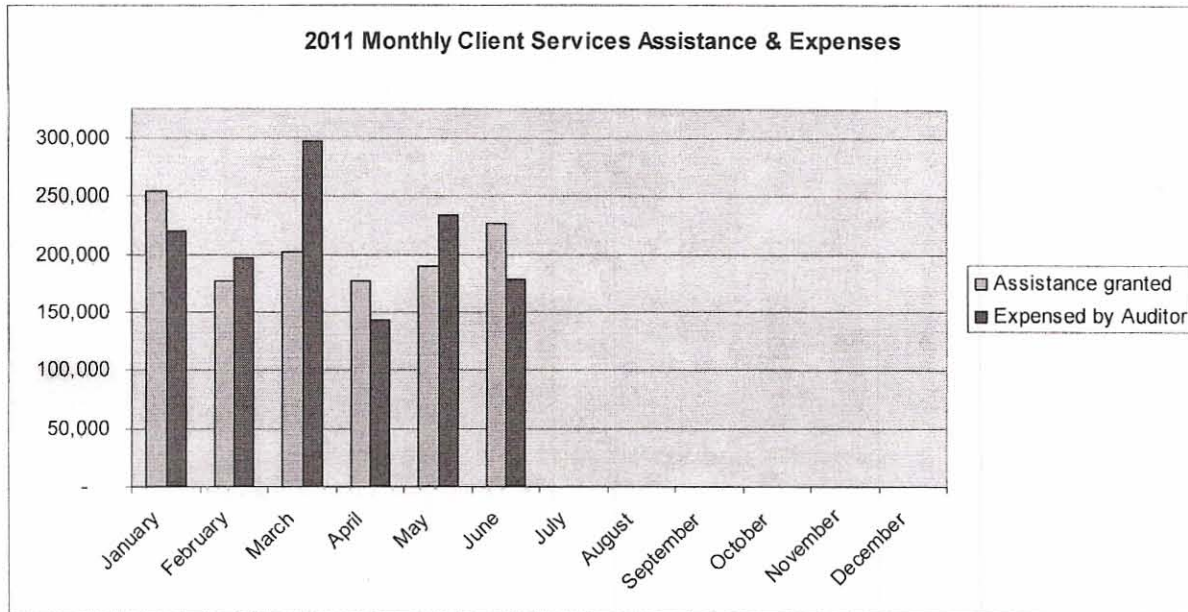
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total	YTD	YTD	Remaining	2011	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,766,047	842,424	-	866,970	1,709,394	56,653
Fringe Benefits	618,116	287,017	-	311,271	598,288	19,828
Commodities	25,556	9,253	-	12,007	21,260	4,296
Contract Services	573,114	175,985	362,902	356,515	532,500	40,614
Controlled Expenditures	301,320	53,475	-	247,845	301,320	-
Client Services	3,693,517	1,270,648	-	1,800,000	3,070,648	622,869
Other Expenditures	399,783	108,509	18,737	143,603	252,112	147,671
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	2,747,311	387,927	3,744,499	6,491,810	904,431

Assistance Department:

June financial assistance totaled \$178,513 down from \$234,455 issued during May and down from \$243,214 issued in June of 2010. Year to date client assistance for 2011 is \$1,268,648 and YTD for 2010 was \$1,271,813, up \$3,165.

The June Financial Assistance Department activity report follows below.

Indicator	June 2011	June 2010	% Change		
Number of clients seeking hardship assistance	894	778	14.9%		
Total applications taken	725	648	11.9%		
Applications Withdrawn	(60)	(89)	-32.6%		
Applications Denied	(44)	(70)	-37.1%		
Total applications approved for hardship assistance (with trans.)	621	489	27.0%		
Transportation only approvals	(410)	(267)	53.6%		
F/A applications approved	211	222	-5.0%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	5038	4229	19.1%		
Total applications taken	4201	3600	16.7%		
Applications Withdrawn	(357)	(585)	-39.0%		
Applications Denied	(300)	(287)	4.5%		
Total applications approved for hardship assistance (with trans.)	3544	2728	29.9%		
Transportation only approvals	(2383)	(1555)	53.2%		
F/A applications approved	1161	1173	-1.0%		

During June, 2011, 56 veterans applied for assistance for the first time bringing the 2011 YTD total to 258. Of the 56 new claims, 49 were approved, 0 were partially approved, 3 were denied and 4 were withdrawn. In June, 2010, 45 veterans applied for assistance for the first time bringing the 2010 YTD total to 264.

Listed below is a breakdown of appeals for the month of June, 2011.

Appeal Officer work days	11
Cases on hand beginning of month	5
Cases received	+37
Cases worked	<u>-35</u>
Cases on hand end of month	7

<u>Appeal Officer Appeals</u>	<u>June</u> <u>2011</u>	<u>YTD</u>
Cases approved	8	31
Cases denied	22	148
Cases denied/withdrawn, no show	4	25
Cases withdrawn	<u>1</u>	<u>22</u>
Total	35	226

<u>Board Appeals</u>	<u>June</u> <u>2011</u>	<u>YTD</u>
Cases approved	12	72
Cases denied	9	61
Cases withdrawn	0	1
Cases verifying fraud	2	10
Fraud not verified	<u>1</u>	<u>1</u>
Total	24	145

Medical and Other Transportation:

June assistance expensed for transportation totaled \$9,365.50 for the month, \$8,980.50 for medical bus tickets and \$385 for needs based bus tickets. Year to date transportation totaled \$58,387. Year to date medical transportation totaled \$55,942 and needs based transportation totaled \$2,445.

Medical and Dental Programs:

Medical payments for June amounted to \$14,093 with \$7,610 expensed for Dental and \$860 for Vision. Year to date medical expenses totaled \$29,248. Dental payments year to date are \$19,790 and Vision year to date payments are \$3,835.

\$5,623 in Miscellaneous Medical payments were expensed in June. Year to date Miscellaneous Medical payments are \$5,623

Memorial Affairs Department:

\$13,653.74 was expensed during June, 2011 for indigent veteran funeral expenses, up \$2,394.62 from May, 2010. During June, 15 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 2 Navy and 10 Army veterans.

Following are the 2011 Year to Date statistics for Memorial Affairs:

	<u>June</u>	<u>2011 YTD</u>	<u>June</u>	<u>2010 YTD</u>
DD-214 Search	103	627	119	649
Benefits Counseling	964	5439	982	5756
Undelivered-Incorrect Headstones/Research	17	63	24	78
Presidential Memorial Certificates	120	689	116	761
National Cemetery Referrals	70	340	87	525
Blue Star Service Banners	9	16	1	7
Indigent Burials	15	73	7	58

Veterans Service Officers:

Following are some of the major statistics reported by VSO John Murphy for the month of June, 2011 for the Brecksville satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	21	161
Pension claims and follow ups	4	63
Medical	1	16
Power of Atty. to Service Organizations	4	44
Misc. Applications/Correspondence	125	675
All Other	<u>19</u>	<u>144</u>
Total	174	1103

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of June, 2011 for the Wade Park satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	108	567
Pension claims and follow ups	53	250
Medical	15	113
Power of Atty. to Service Organizations	48	264
Misc. Applications/Correspondence	260	1702
All Other	<u>85</u>	<u>558</u>
Total	569	3454

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

June
2011

	VETERAN				DEPENDENT			
	June 2010	YTD '10	June 2011	YTD '11	June 2010	YTD '10	June 2011	YTD '11
Compensation/DIC Claims	78	339	66	401	6	26	3	36
Follow-up Pending Claims	88	466	211	1198	11	35	26	132
Pension Claims	22	101	34	149	27	106	11	81
Follow-up Pending Claims	39	285	73	459	20	129	41	327
Medical	35	207	20	166	5	28	1	16
Notice of Disagreements	5	48	1	15	0	0	0	3
Appeals & Waivers	15	71	22	64	0	3	2	5
Eligibility Verification Reports	6	84	3	86	1	19	0	52
Change of Address	0	0	9	33	0	0	1	8
Education Assistance	7	55	18	102	4	17	1	15
Cert. Eligibility - Home Loan	1	21	4	15	0	0	0	0
Insurance	2	5	2	6	2	3	0	0
Discharges, Request for copy	106	611	121	601	1	7	8	36
Headstone/Marker Application					0	1	1	3
Referrals to Other Agencies	19	120	67	414	1	7	6	36
P of A Service Organization	90	377	85	438	11	63	15	95
Misc. Application/Corresp.	259	1601	772	4755	48	235	110	728
Ohio Veterans Home	10	24	5	30				
Burial Benefits					6	700	1	16
High School Diploma Applications	1	9	1	14				
Discharge Upgrades	7	48	4	32				
10-10 EZ Forms	0	0	24	99				
TOTAL	790	4472	1542	9077	143	700	227	1589

% Chg
89.6%

% Chg. YTD
106.2%

TOTAL (Vet + Dep)

	'10	YTD '10	'11	YTD '11
	930	5110	1425	8888
	3	62	0	0
	933	5172	1425	8888

Interviews: Service Dept. Clients	787	4410	1425	8888	143	700	0	0
Fin. Asst. Referrals	3	62	0	0	0	0	0	0
Office YTD	790	4472	1425	8888	143	700	0*	0
Phone Calls	2713	13656	2151	14216				

*eVetAssist not separating dependents. Working to correct.

Information Systems:

KnowledgeTree

The two new KnowledgeTree upgrades are being processed. Completion is anticipated by the end of July. Technical support from KnowledgeTree has been slow to respond to questions.

Networking issues

We are currently reviewing the I/T Task Force recommendations created in fall 2010 to identify specific changes this agency will be required to make to integrate our I/T capabilities with those of other county agencies. Discussion is needed to determine which of the recommendations are being followed by the new county I/T organization. Education and support will also be required before implementing these changes.

Ohio Veterans Home Network:

In June two veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 15 veterans waiting for nursing home standard care, 8 veterans for nursing home special care, 0 veterans for the domiciliary and 8 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for August 18, 2011.

Submitted by:

Robert E. Schloendorn
Executive Director