



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

Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: July 21, 2010 9:34 a.m.

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

ABSENT: Bob Potts, Commissioner

VISITORS: None.

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Dan Weist, followed by the Pledge of Allegiance.

A motion was made by Mel Baher and seconded by Frank Pocci 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, Weist, Zung. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

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

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

OLD BUSINESS:

The next evening Board meeting to be held outside the Commission will be held at Strongsville VFW Post 3345 on Thursday, September 16, 2010 at 6:30 p.m.

NEW BUSINESS:

The Board is in the process of reviewing current policies and guidelines and making revisions when necessary.

A motion was made by Frank Pocci and seconded by Thomas Zung to accept the Automobile/Home Repair Guideline dated July 21, 2010 with minor changes, as submitted by the Executive Director.

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

A motion was made by Frank Pocci and seconded by Mel Baher to accept the revision of the Guideline for Telephone Service dated July 21, 2010, as submitted by the Executive Director.

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

A motion was made by Frank Pocci and seconded by Mel Baher to rescind the Policy to Define an Honorably Discharged Veteran dated February 6, 2001 per the recommendation of the Executive Director. The definition of a veteran is addressed in ORC 5901.01.

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

GOOD OF THE ORDER:

Frank Pocci commented that county commissioners who attended a Dept. of Veterans Affairs meeting in Columbus, Ohio recognized the positive impact the veterans service commissions have on the economy.

At the recent OSAVSC Summer Convention, a proposal was made to return to the past point system for training. It was also noted that the training portion on duties of commissioners was presented by a veterans service officer. CCVSC Board members concurred that this is unacceptable and an insult to commissioners. The Executive Director is to look into who arranged the presentation.

Thomas Zung sadly noted the passing of his first cousin's husband who recently passed away at the age of 89. He will be buried at Arlington Cemetery with full military honors.

EXECUTIVE SESSION:

A motion was made by Mel Baher and seconded by Frank Pocci to go into Executive Session to discuss the termination of an employee.

AYES: Baher, Pocci, Weist, Zung. NAYS: None. Motion carried. (10:24 a.m.)

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

AYES: Baher, Pocci, Weist, Zung. NAYS: None. Motion carried. (10:50 a.m.)

A motion was made by Frank Pocci and seconded by Mel Baher to confirm the decision of the Executive Director to terminate the employment of Edward Schaefer effective July 15, 2010.

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

With no further business, a motion was made by Frank Pocci and seconded by Mel Baher to adjourn the meeting at 10:51 a.m.

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

Daniel T. Weist, President

Frank Pocci, 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)

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, 2010

Issued by:

The CCVSC Commissioners

Daniel Weist – President, DAV

Mel Baher – Vice President, American Legion

Frank Pocci – Secretary, AMVETS

Thomas Zung – VFW

Bob Potts - VVA

July 21, 2010

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, 2010:

Executive:

The Executive Director

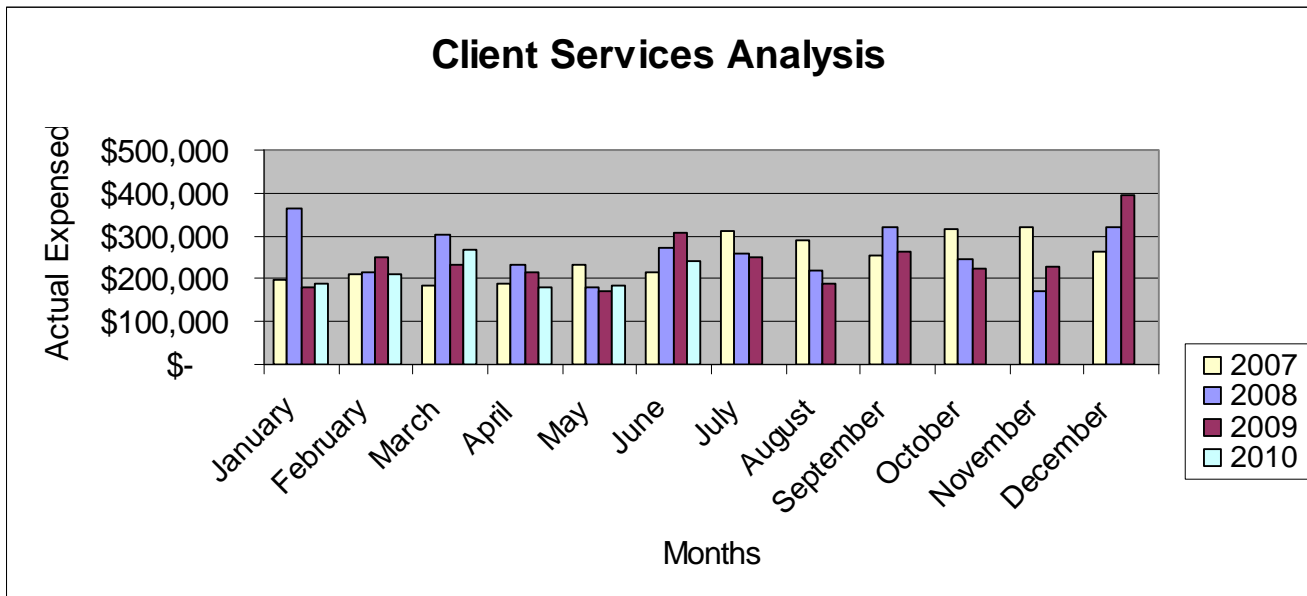
- Attended a Transition Advisory Group meeting

Finance Department

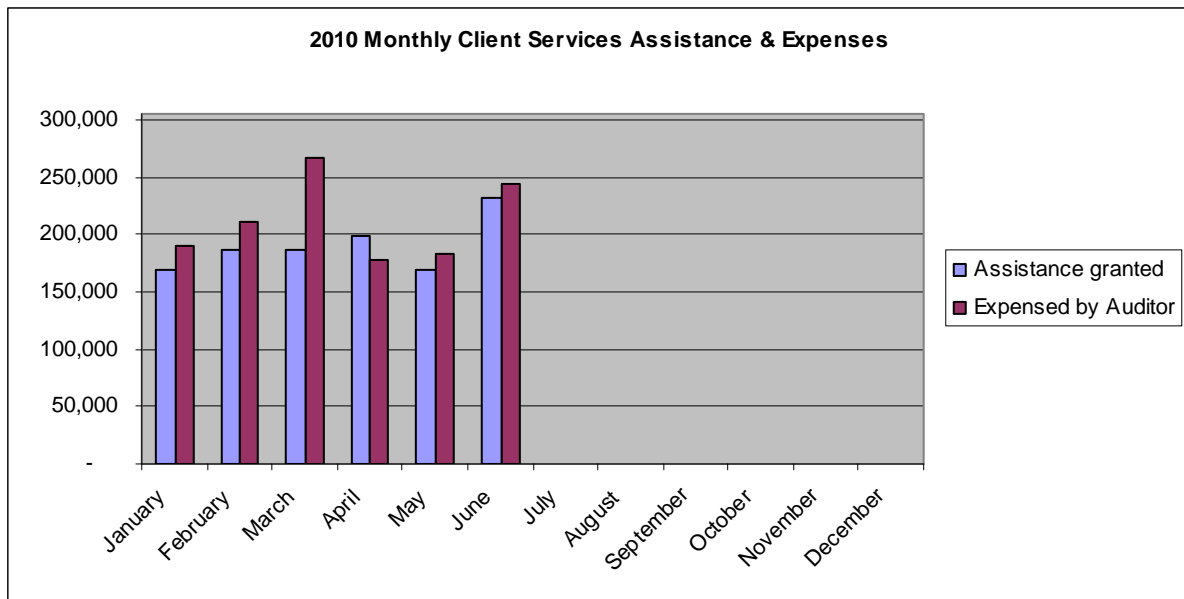
Below are selected June reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2010 Expenses



Total 2010 Expense Analysis

	Total	YTD	YTD	Remaining	2010	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,758,034	816,927	-	896,260	1,713,187	44,847
Fringe Benefits	675,357	297,433	-	319,314	616,747	58,610
Commodities	46,064	10,555	-	28,401	38,956	7,108
Contract Services	1,028,776	299,348	297,432	228,003	527,351	501,425
Controlled Expenditures	283,188	51,342	-	231,846	283,188	-
Client Services	3,637,537	1,271,814	-	1,800,000	3,071,814	565,723
Other Expenditures	356,930	63,474	72,600	187,468	250,942	105,988
Capital Outlay	26,350	6,237	13,333	14,763	21,000	5,350
Total Expenditures	7,812,236	2,817,130	383,365	3,706,055	6,523,185	1,289,051

Assistance Department:

June financial assistance totaled \$243,214, up from \$183,056 issued during May and down from \$305,788 issued in June of 2009. Year to date client assistance for 2010 is \$1,271,813 and YTD for 2009 was \$1,349,472, down \$77,659.

The June Financial Assistance Department activity report follows below.

Indicator	June 2010	June 2009	% Change		
Number of clients seeking hardship assistance	778	1054	-26.2%		
Total applications taken	648	893	-27.4%		
Applications Withdrawn	(89)	(186)	-52.2%		
Applications Denied	(70)	(20)	250%		
Total applications approved for hardship assistance (with trans.)	489	687	-28.8%		
Transportation only approvals	(267)	(455)	-41.3%		
F/A applications approved	222	232	-4.3%		

Indicator	YTD 2010	YTD 2009	% Change		
Number of clients seeking hardship assistance	4229	5546	-23.7%		
Total applications taken	3600	4896	-26.5%		
Applications Withdrawn/Denied	(585) (287)	(1286)	-32.2%		
Total applications approved for hardship assistance (with trans.)	2728	3610	-24.4%		
Transportation only approvals	(1555)	(2329)	-33.2%		
F/A applications approved	1173	1281	-8.4%		

During June, 2010, 45 veterans applied for assistance for the first time bringing the 2010 YTD total to 264. Of the 45 new claims, 35 were approved, 1 was partially approved, 0 were approved at Level II, 1 was denied and 8 were withdrawn. In June, 2009, 64 veterans applied for assistance for the first time bringing the 2009 YTD total to 284.

Listed below is a breakdown of appeals for the month of June, 2010.

Appeal Officer workdays	13
Cases on hand beginning of month	7
Cases received	+49
Cases worked	<u>-42</u>
Cases on hand end of month	14

	June	
<u>Appeal Officer Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	7	39
Cases denied	30	119
Cases denied/withdrawn, no show	3	20
Cases withdrawn	2	13
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	2
*Cases not eligible for appeal	<u>0</u>	<u>3</u>
Total	42	196

	June	
<u>Board Appeals</u>	<u>2010</u>	<u>YTD</u>
Cases approved	12	75
Cases denied	6	48
Cases withdrawn	0	4
Cases verifying fraud	1	3
Fraud not verified	0	0
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	18	130

Medical and Other Transportation:

June medical assistance expensed for transportation totaled \$8,396.50 for the month, \$8,396.50 for bus tickets and \$0 for taxi services.

Medical and Dental Programs:

Medical payments for June amounted to \$926 with \$926 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$27,003. Dental payments year to date are \$21,064 and Vision year to date payments are \$3,165.

\$0 in Miscellaneous Medical payments were expensed in June. Year to date Miscellaneous Medical payments are \$2,774.

Memorial Affairs Department:

\$11,259.12 was expensed during June, 2010 for indigent veteran funeral expenses, up \$3,673.48 from May, 2009. During June, 12 indigent burials were approved. The burials were for 2 Air Force, 1 Marine, 1 Navy and 8 Army veterans.

Following are the 2010 Year to Date statistics for Memorial Affairs:

	<u>June</u>	<u>2010</u> <u>YTD</u>	<u>June</u>	<u>2009</u> <u>YTD</u>
DD14 Search	119	649	142	918
Benefits Counseling	982	5,756	1,089	4,983
Undelivered-Incorrect Headstones/Research	24	78	12	219
Presidential Memorial Certificates	116	761	183	1128
National Cemetery Referrals	87	525	87	1144
Blue Star Service Banners	1	7	2	7

Veterans Service Officers:

Following are some of the major statistics reported by VSO Murray Evans for the month of June, 2010 for the Brecksville satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	47	222
Pension claims and follow ups	27	110
Medical	1	45
Power of Atty. to Service Organizations	4	39
Misc. Applications/Correspondence	137	776
All Other	<u>37</u>	<u>220</u>
Total	253	1412

Following are some of the major statistics reported by VSO's Robert Erb and Iris DeHart for the month of June, 2010 for the Wade Park satellite office.

	<u>June</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	41	220
Pension claims and follow ups	23	133
Medical	7	43
Power of Atty. to Service Organizations	22	99
Misc. Applications/Correspondence	92	616
All Other	<u>32</u>	<u>224</u>
Total	217	1335

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

**June
2010**

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	72	341	78	339	3	39	6	26
Follow-up Pending Claims	95	474	88	466	3	24	11	35
Pension Claims	14	149	22	101	16	83	27	106
Follow-up Pending Claims	59	347	39	285	27	184	20	129
Medical	20	118	35	207	3	13	5	28
Notice of Disagreements	8	40	5	48	0	4	0	0
Appeals & Waivers	21	78	15	71	0	4	0	3
Eligibility Verification Reports	0	86	6	84	1	49	1	19
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	6	26	7	55	6	8	4	17
Cert. Eligibility - Home Loan	2	5	1	21	0	0	0	0
Insurance Discharges, Request for copy	1	11	2	5	0	7	2	3
Headstone/Marker Application	83	601	106	611	2	24	1	7
Referrals to Other Agencies	0	0	0	0	0	3	0	1
P of A Service Organization Misc. Application/Corresp.	22	99	19	120	7	13	1	7
Ohio Veterans Home	53	393	90	377	17	79	11	63
Burial Benefits High School Diploma Applications	228	1358	259	1601	40	158	48	235
Discharge Upgrades 10-10 EZ Forms	6	21	10	24	0	16	6	21
TOTAL	<u>705</u>	<u>4237</u>	<u>790</u>	<u>4472</u>	<u>125</u>	<u>709</u>	<u>143</u>	<u>700</u>

% Chg. YTD
12.4%
% Chg. YTD
4.6%

TOTAL (Vet + Dep)

	'09	YTD '09	'10	YTD '10
	830	3961	930	5110
	3	60	3	62
	833	4021	933	5172

Interviews: Service Dept. Clients	705	3466	787	4410	125	495	143	700
Fin. Asst. Referrals	3	56	3	62	0	4	0	0
Office YTD	708	3522	790	4472	125	499	143	700
Phone Calls	2560	12313	2713	13656				

Information Systems:

Document Management

KnowledgeTree upgrades have been partially successful. Upgrading to the newest release requires a Windows 2008 Server which we now have. The updates will be applied and tested in July.

KVM – keyboard/mouse Controller

The KVM controller which runs the monitor, keyboard and mouse for our four servers has been replaced with a more reliable and less expensive unit.

Microfilming

The remaining VSO documents will be microfilmed by the County Recorder's office during August. Yearly catch-up scans will be done for Financial Assistance and Memorial Affairs at the end of 2010 based on the Recorder's project schedule.

Bluetooth Keyboards and Mice

With the help of Tim Peterson from the Information Services Center we will be getting our Dell Bluetooth keyboards and mice replaced shortly. These units have been a source of annoyance ever since we got them because of their unreliable behavior. The replacements will be from Microsoft and they will be at no cost to the agency.

County Ombudsman Office:

No new information or problems were reported regarding the CCVSC.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 31 veterans waiting for nursing home standard care, 8 veterans for nursing home special care, 1 veteran for the domiciliary and 6 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for August 19, 2010.

Submitted by:

**Robert E. Schloendorn
Executive Director**