



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



Disabled American Veterans
DANIEL I. 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

Ph: (216) 698-2600 • Fax: (216) 698-2650
Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: August 17, 2011 9:30 a.m.

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Clayton Uzell, Commissioner
Daniel I. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Thomas O'Donnell, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

ABSENT: Bob Potts, Secretary

VISITORS: Siddiqah Henighan
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 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 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:

The Executive Director reported back to the Board with the results of a survey taken by our Memorial Affairs Dept. on the dollar amount other large county veterans service commissions use for indigent burials. After some discussion, the matter was tabled for further research.

A motion was made by Dan Weist and seconded by Clay Uzell to approve the draft revision to the "Overview of Duties of Officers and Board of Commissioners of the Veterans Service Commission Policy" dated August 17, 2011.

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

NEW BUSINESS:

The Executive Director is scheduled to attend a Press Conference for the Cleveland Municipal Court's Veterans Treatment Docket at the Louis Stokes VAMC on September 8, 2011 at 11:00 a.m. A CCVSC social worker will be attending the court's first docket at the Courthouse on September 1st to coordinate with a probation officer on providing veteran resources.

GOOD OF THE ORDER:

Judge Lynn McLaughlin-Murray was not present for discussion today concerning the court's probation officer position. The Executive Director will invite Judge Murray to attend the next Board meeting September 7th.

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

- Funeral costs for indigent veterans
- VA identification cards
- Home Depot discounts for veterans
- Requests for DD-214s on line

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Clay Uzell to go into Executive Session to discuss an EEOC complaint filed by an employee.

AYES: Baher, Pocci, Uzell, Weist NAYS: None. Motion carried (11:02 a.m.)

A motion was made by Frank Pocci 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 (11:25 a.m.)

While in Executive Session, a legal/personnel issue was discussed. No action was taken.

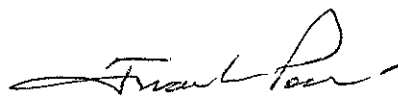
The Board returned to the Good of the Order to discuss CCVSC contracting authority. It was agreed that in the event the Office of Procurement and Diversity (OPD) does not accept our contracts, the Executive Director will contact OPD and request a written explanation as to why their office will not authorize the Auditor's office to make payment. Tom O'Donnell will also address the issue with Dave Lambert of the Prosecutor's Office.

With no further business, a motion was made by Dan Weist and seconded by Clay Uzell to adjourn the meeting at 11:40 a.m.

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



Mel Baher, President



Frank Pocci, Vice President

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

July, 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

August 17, 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 July 31, 2011:

Executive:

The Executive Director

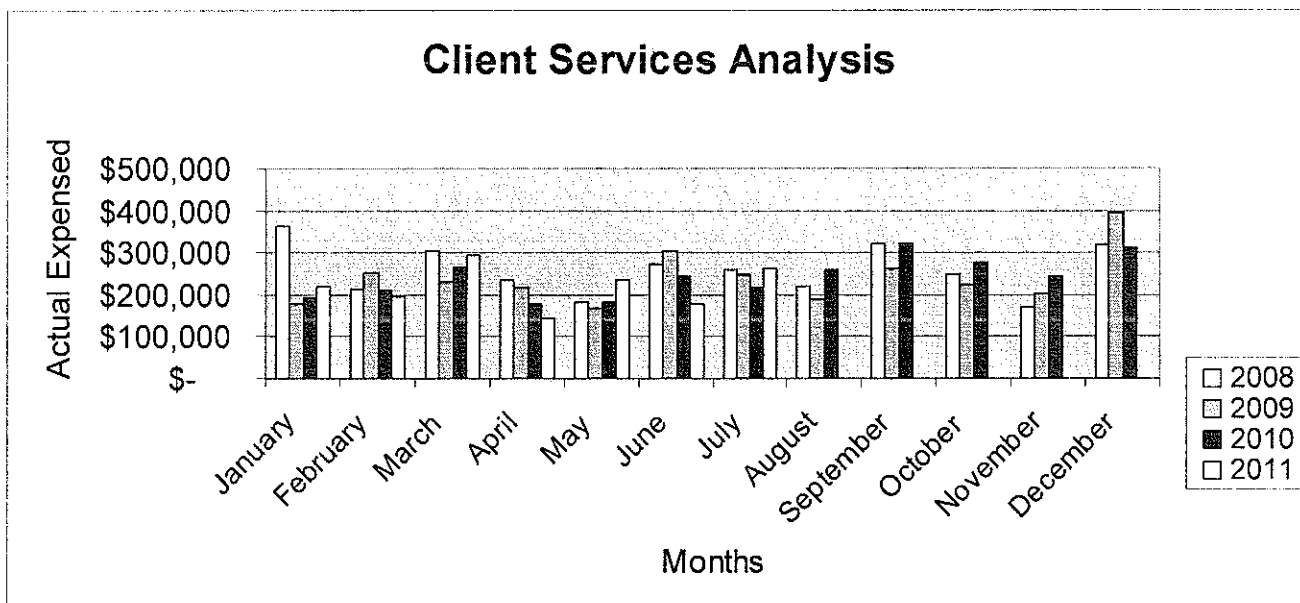
- Met with Sara Decaro – the Assistant County Prosecutor.
- Met with Lynn Wieland from the Cuyahoga County Department of Adult Services.

Finance Department

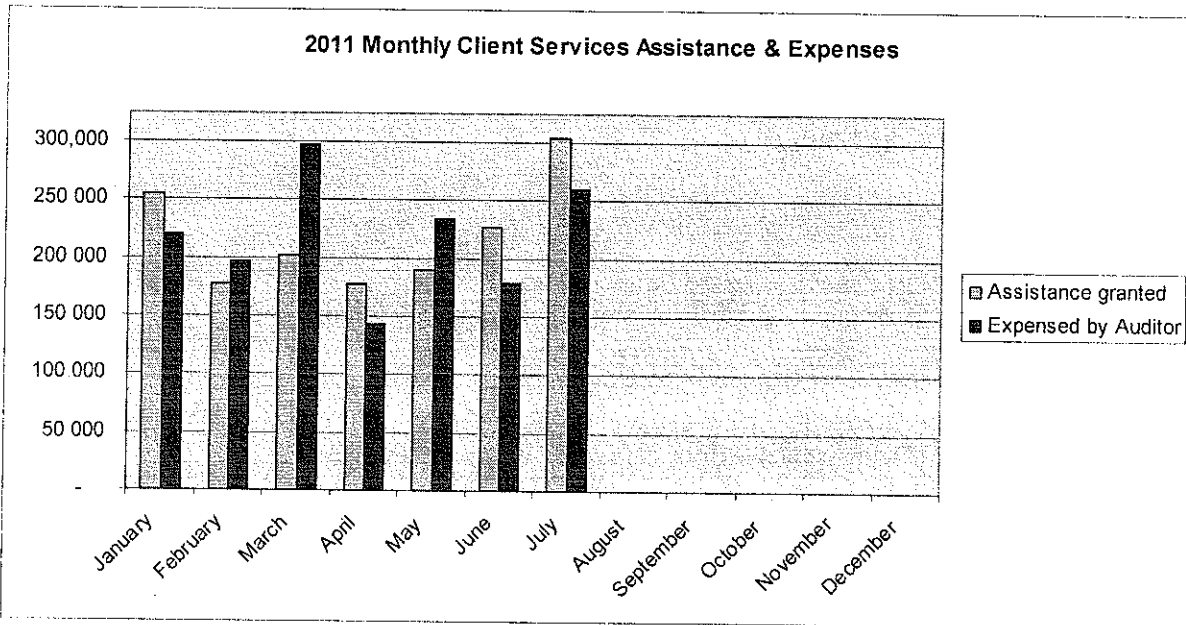
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total	YTD	YTD	Remaining	2011	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,766,047	970,138	-	739,256	1,709,394	56,653
Fringe Benefits	618,116	330,938	-	267,350	598,288	19,828
Commodities	25,556	12,471	-	5,789	18,260	7,296
Contract Services	573,114	299,691	241,875	232,809	532,500	40,614
Controlled Expenditures	301,320	57,300	-	244,020	301,320	-
Client Services	3,693,517	1,531,252	-	1,575,000	3,106,252	587,265
Other Expenditures	399,783	117,018	18,307	134,664	251,682	148,101
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	3,318,808	266,470	3,205,176	6,523,984	872,257

Assistance Department:

July financial assistance totaled \$260,605 up from \$178,513 issued during June and up from \$216,792 issued in July of 2010. Year to date client assistance for 2011 is \$1,531,253 and YTD for 2010 was \$1,488,605, up \$42,648.

The July Financial Assistance Department activity report follows below.

Indicator	July 2011	July 2010	% Change		
Number of clients seeking hardship assistance	880	743	18.4%		
Total applications taken	746	614	21.5%		
Applications Withdrawn	(55)	(72)	-23.6%		
Applications Denied	(44)	(41)	7.3%		
Total applications approved for hardship assistance (with trans.)	647	501	29.1%		
Transportation only approvals	(387)	(272)	42.3%		
F/A applications approved	260	229	13.5%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	5918	4972	19.0%		
Total applications taken	4947	4214	17.4%		
Applications Withdrawn	(412)	(657)	-37.3%		
Applications Denied	(344)	(328)	4.9%		
Total applications approved for hardship assistance (with trans.)	4191	3229	29.8%		
Transportation only approvals	(2770)	(1827)	51.6%		
F/A applications approved	1421	1402	1.4%		

During July, 2011, 68 veterans applied for assistance for the first time bringing the 2011 YTD total to 326. Of the 68 new claims, 57 were approved, 1 was partially approved, 2 were denied and 8 were withdrawn. In July, 2010, 41 veterans applied for assistance for the first time bringing the 2010 YTD total to 305.

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

Appeal Officer work days	7
Cases on hand beginning of month	7
Cases received	+28
Cases worked	<u>-23</u>
Cases on hand end of month	12

<u>Appeal Officer Appeals</u>	<u>July 2011</u>	<u>YTD</u>
Cases approved	2	33
Cases denied	13	161
Cases denied/withdrawn, no show	4	29
Cases withdrawn	<u>4</u>	<u>26</u>
Total	23	249

<u>Board Appeals</u>	<u>July 2011</u>	<u>YTD</u>
Cases approved	12	84
Cases denied	2	63
Cases withdrawn	0	1
Cases verifying fraud	1	11
Client is eligible (Review DD-214)	1	1
Fraud not verified	<u>0</u>	<u>1</u>
Total	16	161

Medical and Other Transportation:

July assistance expensed for transportation totaled \$10,248.50 for the month, \$9,733.50 for medical bus tickets and \$515 for needs based bus tickets. Year to date transportation totaled \$68,635.50. Year to date medical transportation totaled \$65,675.50 and needs based transportation totaled \$2,960.

Medical and Dental Programs:

Medical payments for July amounted to \$4,895 with \$4,000 expensed for Dental and \$895 for Vision. Year to date medical expenses totaled \$34,143. Dental payments year to date are \$23,790 and Vision year to date payments are \$4,730.

\$0 in Miscellaneous Medical payments were expensed in July. Year to date Miscellaneous Medical payments are \$5,623

Memorial Affairs Department:

\$11,170 was expensed during July, 2011 for indigent veteran funeral expenses, up \$4,482.87 from July, 2010. During July, 12 indigent burials were approved. The burials were for 0 Air Force, 2 Marines, 1 Navy and 9 Army veterans.

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

	<u>July</u>	<u>2011 YTD</u>	<u>July</u>	<u>2010 YTD</u>
DD-214 Search	84	711	109	758
Benefits Counseling	814	6253	889	6645
Undelivered-Incorrect Headstones/Research	21	84	18	96
Presidential Memorial Certificates	103	792	99	860
National Cemetery Referrals	49	389	81	606
Blue Star Service Banners	5	21	1	8
Indigent Burials	12	85	7	65

Veterans Service Officers:

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	29	190
Pension claims and follow ups	17	80
Medical	2	18
Power of Atty. to Service Organizations	13	57
Misc. Applications/Correspondence	98	773
All Other	<u>21</u>	<u>165</u>
Total	180	1283

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

	<u>July</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	139	706
Pension claims and follow ups	49	299
Medical	18	131
Power of Atty. to Service Organizations	65	329
Misc. Applications/Correspondence	301	2003
All Other	<u>115</u>	<u>673</u>
Total	687	4141

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

July
2011

	VETERAN				DEPENDENT			
	July 2010	YTD '10	July 2011	YTD '11	July 2010	YTD '10	July 2011	YTD '11
Compensation/DIC Claims	112	451	71	472	8	34	7	43
Follow-up Pending Claims	126	592	210	1408	16	51	10	142
Pension Claims	39	140	22	171	23	129	14	95
Follow-up Pending Claims	67	352	94	553	26	155	54	381
Medical Notice of Disagreements	64	271	23	189	10	38	11	27
Appeals & Waivers	5	53	3	18	0	0	1	4
Eligibility Verification Reports	16	87	9	73	0	3	4	9
Change of Address	8	92	2	88	0	19	1	53
Education Assistance	0	0	7	40	0	0	1	9
Cert Eligibility - Home Loan	8	63	13	115	3	20	1	16
Insurance Discharges Request for copy	1	22	7	22	0	0	4	4
Headstone/Marker Application	0	5	1	7	0	3	0	0
Referrals to Other Agencies	116	727	92	693	5	12	11	47
P of A Service Organization					1	2	1	4
Misc Application/Corresp	23	143	75	489	0	7	9	45
Ohio Veterans Home	115	492	93	531	12	75	12	107
Burial Benefits	257	1858	763	5518	58	293	130	858
High School Diploma Applications	2	26	3	33				
Discharge Upgrades					4	25	3	19
10-10 EZ Forms	0	9	1	15				
TOTAL	963	5435	1505	10582	166	866	274	1863

% Chg
57.6%

% Chg. YTD
97.5%

TOTAL (Vet + Dep)

	'10	YTD '10	'11	YTD '11
	1129	6239	1497	9548
	16	78	0	0
	1145	6317	1497	9548

Interviews: Service Dept Clients	963	5373	1497	9548	166	866	0	0
Fin Asst Referrals	16	78	0	0	0	0	0	0
Office YTD	979	5451	1497	9548	166	866	0*	0
Phone Calls	1922	15578	2427	16643				

*eVetAssist not separating dependents
Working to correct

Information Systems:

KnowledgeTree

KnowledgeTree upgrades to version 3.7 are scheduled for installation on August 17th. New tools and features of the upgrades will be assessed for usefulness to our agency and in light of their costs

Networking issues

Currently reviewing:

1. Existing Server capacity and operating system version
2. Existing server hardware (some are 5+ years old) in light of the anticipated county Active Directory project
3. Upgrade possibilities for existing servers
4. Requirements for hardware and software for active directory
5. Requirements to modify hardware/software on desktops with newly installed Windows 7 to participate in an Active Directory installation
6. Integration requirements with other county Active Directory installations

County Print Project

Toshiba contract awarded to replace current copier/printers and assume maintenance for all networked printers. Network printers will be required to report information via SNMP to a centralized server maintained by the county on usage, supplies, etc. in the very near future.

De-commission Brecksville office

Remove and move equipment from the Brecksville office and return to Prospect Office in early September. Retain for possible deployment to Parma CBOC this fall.

Ohio Veterans Home Network:

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

The waiting list for the Ohio Veterans Home includes 16 veterans waiting for nursing home standard care, 14 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**