



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

**JOHN C. MURPHY**  
SERVICE OFFICER MANAGER

## Cuyahoga County Veterans Service Commission

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1849 Prospect Avenue • Room 200 • Cleveland, OH 44115



### MINUTES

DATE: September 2, 2009 9:31 a.m.

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

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 Dan Weist to dispense with the reading of the Consent Agenda as published. (All Commissioners have a copy of the minutes.)

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

#### **State of the Commission Report 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, Potts, Weist, Zung. NAYS: None. Motion carried.

#### **Commissioners' Reports**

##### Thomas Zung – VFW

- At the Euclid VFW Post 1056 monthly meeting, the Post Commander reported that a handicapped lift was installed to the lower level, a \$6,000.00 expenditure, to help those who require assistance.
- Saturday, August 15<sup>th</sup>, I attended the 50-year anniversary of the USS Cod, the submarine docked at E. 9<sup>th</sup> St. and North Marginal Road. There was a deck salute, followed by a tour of the submarine. Approximately 350 visitors gathered to pay respect to the sub mariners who served. In 1986, the USS Cod was designated a National Historic Landmark.
- August 31<sup>st</sup>, I visited the Louis Stokes VA Hospital and met with CCVSC employees Robert Erb, and Jack Hanley. In my opinion, our presence at this facility is invaluable.

### Frank Pocci – AMVETS

- During the month of August, I referred three veterans to our service officers for claims. Two veterans and a dependent have contacted me to let me know what a great job our Service Dept. Manager, John Murphy, has done in assisting them. I have also heard several positive comments from other veterans about John in the past. It is a great feeling to know we have such a great asset for our veterans in John.
- Friday, August 28<sup>th</sup>, I attended the Italian American Veterans (ITAM) Post 34 General meeting that was held at Bruno's Restaurant. The meeting's focus (other than normal reporting) was on the installation of officers. The installation was done by Leo Citro from the Lorain post who is a PNC. The officers installed were Joe Lazzaro, Commander, Ben DeRubertis, Sr. Vice Commander, Gene Rorak, Quartermaster, Frank Pocci, Adjutant, and Bill Buemi, Judge Advocate. Post 34 and Post 1 in Lorain will sponsor a rededication of the ITAM monument at the National Cemetery in Rittman on September 12<sup>th</sup>. The Lorain Honor Guard will be present as well as the Ladies Auxiliary.
- September 1<sup>st</sup>, I visited our representatives at the Wade Park VAMC. I had a chance to spend a bit of time with our employees there.
- September 1<sup>st</sup>, I also attended the AMVETS Post 80 General meeting. The post will host bingo at the Brecksville VAMC on September 14<sup>th</sup> and will have Honor Guard duties at the Western Reserve National Cemetery on September 22<sup>nd</sup>. The post is also preparing to have its annual Commander's Ball in October. As Finance Officer, I informed the post membership that I have submitted the tax reports for FY 2008 which ended on May 31, 2009. The report is available for review by any interested member.

### Mel Baher – American Legion

- August 5<sup>th</sup>, I attended the American Legion 13<sup>th</sup> Council meeting at Post 196, where I serve as District Judge Advocate. Provided update on CCVSC to attendees.
- August 13<sup>th</sup>, I conducted the American Legion Post 91 Membership meeting held at 8:00 p.m., as Post Commander.
- August 17<sup>th</sup>, I attended the American Legion 13<sup>th</sup> District Executive Board meeting held at Brecksville Post 196 at 7:30 p.m.
- August 21<sup>st</sup> through August 27<sup>th</sup>, I attended the American Legion National Convention in Louisville, Ky., as delegate from Ohio representing American Legion Post 91.
- August 27<sup>th</sup>, I conducted the American Legion Post 91 Executive Board meeting at 7:00 p.m.

#### Upcoming Events for August 2009:

- Saturday, September 5<sup>th</sup>, is American Legion Post 91's 90<sup>th</sup> birthday.
- September 10<sup>th</sup>, American Legion Post 91 Membership meeting is scheduled for 8:00 p.m.
- September 11<sup>th</sup>, a Patriot Day Commemoration will be held at 9:00 a.m. on the Berea City triangle, hosted by American Legion Post 91.
- September 13<sup>th</sup>, I will be attending the American Legion 13<sup>th</sup> District Fall Conference to be held at American Legion Post 610 at 9:00 a.m.
- September 13<sup>th</sup>, I will be attending the American Legion 13<sup>th</sup> District Fall Conference to be held at American Legion Post 610 at 9:00 a.m.
- September 16<sup>th</sup>, the CCVSC is scheduled for a 7:00 p.m. meeting at American Legion Post 91, as part of its outreach program.
- September 18<sup>th</sup>, American Legion Post 91 will host its annual POW/MIA program to be held at 7:00 p.m. in front of the post home.
- September 24<sup>th</sup>, American Legion Post 91 Executive Board meeting is scheduled for 7:00 p.m.

- September 28<sup>th</sup>, American Legion 13<sup>th</sup> District Executive Board meeting is scheduled for 7:30 p.m.

Bob Potts – Vietnam Veterans of America

- August 4<sup>th</sup>, I attended the board meeting for our Chapter. The membership meeting was canceled for August because of summer vacations.
- August 28<sup>th</sup>, Executive Director Bob Schloendorn and I attended Summit County's golf outing at Paradise Lake Country Club.
- August 30<sup>th</sup>, Chapter 249 marched in the North Olmsted Parade.

Dan Weist – DAV

- August 19<sup>th</sup>, I attended the VFW Post 7647 Monthly meeting.
- I also attended a VFW golf outing. It was a successful turnout with 124 golfers participating.
- DAV Post 108 has been in summer recess. The next scheduled meeting is Thursday, September 10<sup>th</sup>.
- I will be attending the Annual Bob Hope/USO Golf Outing fundraiser at Sweetbriar Golf Club on Sunday, August 30<sup>th</sup>.

**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.

**NEW BUSINESS:**

A groundbreaking ceremony for the Louis Stokes Cleveland VA Medical Center will take place on September 9<sup>th</sup> 2009 at 12:00 p.m. CCVSC Commissioners and Executive Director will be attending.

**GOOD OF THE ORDER:**

The presentation by Service Dept. Manager John Murphy has been rescheduled to the next open public Board meeting which will be held outside the commission on Wednesday, September 16<sup>th</sup>, at American Legion Post 91, 91 American Legion Parkway, in Berea, Ohio at 7:00 p.m.

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

Richard Danielson

- Useful information for returning veterans
- PTSD (Post Traumatic Stress Syndrome)

**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 10:50 a.m.

AYES: Baher, Pocci, Potts, Weist, 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**

**July, 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**

**September 2, 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 July 31, 2009:

**Executive:**

The Executive Director

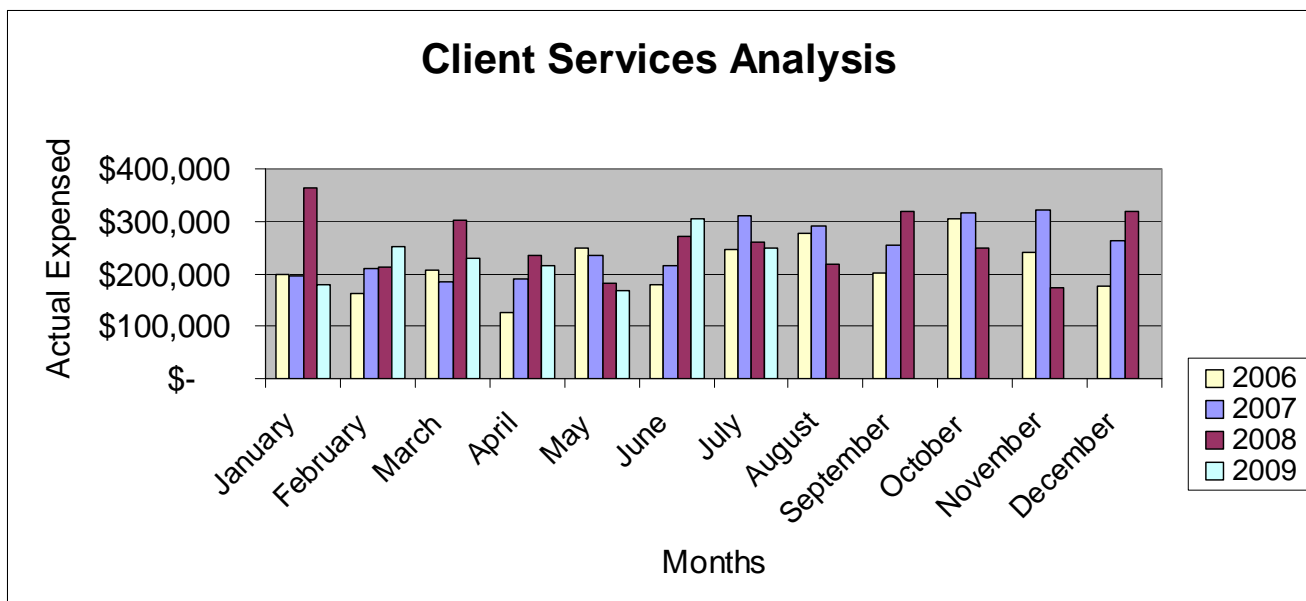
- Attended the Director’s meeting in Columbus.
- Met weekly with general contractor, Deb Shaw, and each sub-contractor to discuss progress and new business.
- Attended the BOCC meeting to discuss the furniture purchase.

**Finance Department**

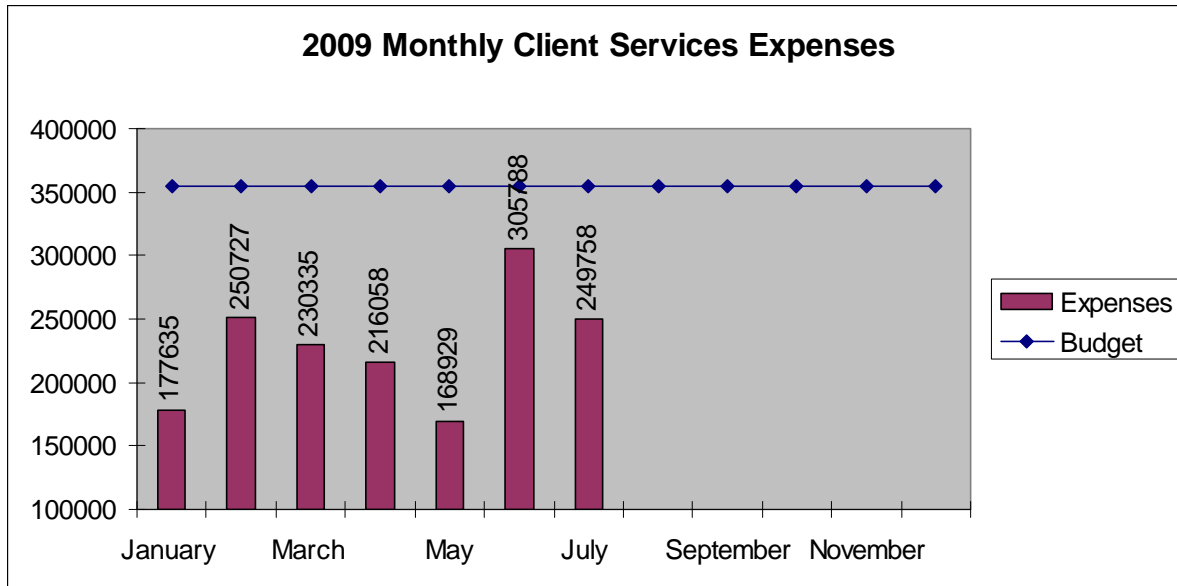
Below are selected July reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**Client services include: Financial Assistance for Medical, Food, 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	1,041,555	-	637,144	1,678,699	(27,287)
<b>Fringe Benefits</b>	640,989	347,601	-	290,305	637,906	3,083
<b>Commodities</b>	47,419	26,642	-	18,730	45,372	2,047
<b>Contract Services</b>	849,408	181,671	532,618	532,618	714,289	135,119
<b>Controlled Expenditures</b>	260,106	54,018	-	206,088	260,106	-
<b>Client Services</b>	3,946,028	1,659,214	12,331	1,525,000	3,184,214	761,814
<b>Other Expenditures</b>	456,295	155,607	132,240	150,855	306,462	149,833
<b>Capital Outlay</b>	331,350	40,980	132,202	241,222	282,202	49,148
<b>Total Expenditures</b>	8,183,007	3,507,288	809,391	3,601,962	7,109,250	1,073,757

**Assistance Department:**

July financial assistance totaled \$249,758, down from \$305,788 issued during June and down from \$259,366 issued in July of 2008. Year to date client assistance for 2009 is \$1,599,230 and YTD for 2008 was \$1,828,110 down \$228,880.

The July Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>July 2009</b>	<b>July 2008</b>
Number of clients seeking hardship assistance	1022	711
Total applications taken	913	526
Applications Withdrawn	(149)	(186)
Applications Denied	(36)	
Total applications approved for hardship assistance (with trans.)	728	340
Transportation only approvals	(482)	(185)
F/A applications approved	246	155

<b>Indicator</b>	<b>YTD 2009</b>	<b>YTD 2008</b>
Number of clients seeking hardship assistance	6568	9129
Total applications taken	5809	3578
Applications Withdrawn/Denied	(1471)	(964)
Total applications approved for hardship assistance (with trans.)	4338	2614
Transportation only approvals	(2811)	(1143)
F/A applications approved	1527	1471

During July, 2009, 59 veterans applied for assistance for the first time bringing the 2009 YTD total to 343. Of the 59 new claims, 43 were approved, 0 were partially approved, none were approved at Level III, 3 were denied and 13 were withdrawn. In July 2008, 95 veterans applied for assistance for the first time bringing the 2008 YTD total to 364.



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

Number of workdays	22
Cases on hand beginning of month	10
Cases received	+44
Cases worked	<u>-40</u>
Cases on hand end of month	14

<u>Appeal Officer Appeals</u>	<b>July 2009</b>	<b>YTD</b>
Cases approved	6	13
Cases denied	19	135
Cases denied/withdrawn, no show	13	29
Cases withdrawn	0	12
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	2	7
*Cases not eligible for appeal	<u>0</u>	<u>1</u>
<b>Total</b>	<b>40</b>	<b>197</b>

<u>Board Appeals</u>	<b>July 2009</b>	<b>YTD</b>
Cases approved	11	92
Cases denied	4	40
Cases withdrawn	1	1
Cases verifying fraud	1	9
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>17</b>	<b>150</b>

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

July medical assistance expensed for transportation totaled \$7,480.50 for the month, \$7,480.50 for bus tickets and \$0 for taxi services.

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

Medical payments for July amounted to \$2,271 with \$1,341 expensed for Dental and \$930 for Vision. Year to date medical expenses totaled \$36,091. Dental payments year to date are \$32,860 and Vision year to date payments are \$1,950.

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

### **Memorial Affairs Department:**

\$8,539.28 was expensed during July, 2009 for indigent veteran funeral expenses, down \$4,296.02 from July, 2008. During July, 9 indigent burials were approved. The burials were for 1 Air Force, 3 Marine, 2 Navy and 3 Army veterans.

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

	<u>July</u>	<u>2009 YTD</u>	<u>July</u>	<u>2008 YTD</u>
DD14 Search	121	1039	167	1221
Benefits Counseling	1350	6333	978	6868
Undelivered-Incorrect Headstones/Research	25	244	27	392
Presidential Memorial Certificates	152	1280	202	1474
National Cemetery Referrals	80	1224	231	1650
Blue Star Service Banners	0	7	3	29

**Veterans Service Officers:**

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

	<u><b>July</b></u>	<u><b>YTD</b></u>
Compensation DIC Claims & Follow ups	71	356
Pension claims and follow ups	34	146
Medical	7	42
Power of Atty. to Service Organizations	12	95
Misc. Applications/Correspondence	65	531
All Other	<u>31</u>	<u>210</u>
<b>Total</b>	<b>220</b>	<b>1380</b>

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

	<u><b>July</b></u>	<u><b>YTD</b></u>
Compensation DIC Claims & Follow ups	71	342
Pension claims and follow ups	14	118
Medical	12	59
Power of Atty. to Service Organizations	20	136
Misc. Applications/Correspondence	50	218
All Other	<u>46</u>	<u>283</u>
<b>Total</b>	<b>213</b>	<b>1156</b>

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

**July  
2009**

	VETERAN				DEPENDENT			
	2008	YTD '08	2009	YTD '09	2008	YTD '08	2009	YTD '09
Compensation/DIC Claims	67	350	89	430	7	29	9	48
Follow-up Pending Claims	102	842	155	629	11	46	9	33
Pension Claims	46	234	26	175	14	91	21	104
Follow-up Pending Claims	54	430	55	402	27	255	24	208
Medical	25	224	54	172	3	29	1	14
Notice of Disagreements	12	72	14	54	1	8	0	4
Appeals & Waivers	12	68	17	95	0	3	0	4
Eligibility Verification Reports	1	56	0	86	0	36	1	50
Change of Address	7	55	0	9	1	5	0	1
Education Assistance	2	32	14	40	2	15	6	14
Cert. Eligibility - Home Loan	5	30	3	8	1	3	0	0
Insurance Discharges, Request for copy	0	1	0	11	1	9	0	7
Headstone/Marker Application	164	993	125	726	3	8	0	3
Referrals to Other Agencies	25	124	24	123	3	17	3	16
P of A Service Organization	120	566	75	468	31	131	10	89
Misc. Application/Corresp.	212	1810	281	1639	19	253	52	210
Ohio Veterans Home	11	54	6	27				
Burial Benefits					2	33	1	17
High School Diploma Applications	5	24	1	21				
Discharge Upgrades	6	36	18	72				
10-10 EZ Forms	3	20	0	7				
<b>TOTAL</b>	<b>879</b>	<b>6021</b>	<b>957</b>	<b>5194</b>	<b>145</b>	<b>1091</b>	<b>144</b>	<b>853</b>

**% Chg**  
7.52%

**% Chg. YTD**  
-15.0%

**TOTAL (Vet + Dep)**

	'08	YTD' 08	'09	YTD' 09
	510	3286	1083	4285
	72	355	28	239
	582	3641	1101	4524

Interviews: Service Dept. Clients	480	3041	933	3862	30	245	140	423
Fin. Asst. Referrals	63	329	24	225	9	26	4	14
Office YTD	543	3370	957	4087	39	271	144	437
Phone Calls	2253	16197	1860	15949				

## **Information Systems:**

### **eVetAssist**

Signature pads are installed and 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.

Desktop scanners have been installed on all 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**

Optical fiber has been pulled to the new Computer Room on the first floor and cabling of individual offices is underway. Telecommunications racks are in place in that room for network equipment. The Information Services Center will be connecting and testing all this equipment in early September.

### **Scanning and Microfilming.**

36 boxes of files will be picked up August 24<sup>th</sup> and microfilmed in accordance with ORC rules. Eleven file cabinets have been emptied and will no longer be necessary when we move to the first floor. A schedule for ongoing microfilming is being developed for the future.

### **New PC Installation**

New PC's are being installed training is being done. The work will be completed well before the move to the first floor in order to minimize disruption to our normal work schedules.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

**Ohio Veterans Home Network:**

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

The waiting list for the Ohio Veterans Home includes 30 veterans waiting for nursing home standard care, 17 veterans for nursing home special care, 0 veteran for the domiciliary and 4 for the domiciliary plus.

**Department of Veterans Services:**

The next Department of Veterans Services Advisory Committee is scheduled for September 17, 2009.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**