



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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### MINUTES

**LOCATION:** VFW Strongsville Post 3345  
17900 Strongsville Road  
Strongsville, Ohio 44136

**DATE:** September 16, 2010 6:40 p.m.

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

**ABSENT:** Thomas Zung, Commissioner

**VISITORS:** Ken Barefield, Jim McCann, Marie O'Donnell, John Slivka

**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 Frank Pocci and seconded by Bob Potts 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, Potts, Weist. NAYS: None. Motion carried.

#### **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 submitted.

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

#### **OLD BUSINESS:**

The Northeast Ohio Veterans Home Feasibility Study was delivered to the CCVSC both electronically and in hard copy. Each commissioner received a copy for their review. A letter has been sent to the Board of County Commissioners, Jim McCafferty, County Administrator, and Bill Hartnett, ODVS Director, asking them for their support.

**NEW BUSINESS:**

The CCVSC website will now list each commissioner and the veterans' organization they represent.

The Board authorized the hiring of a new experienced and accredited Service Officer to cover the absence of Robert Erb while on military duty in Hawaii.

**GOOD OF THE ORDER:**

Dan Weist attended OSAVSC Regional training in Mansfield, Ohio on Tuesday, September 14<sup>th</sup>. The training session was conducted by Jim Forster, Asst. Director of ODVS. On the agenda was discussion on veterans service commission advertising. Dan was prepared to give a five to ten minute power point presentation on Cuyahoga County's advertising, but was not given an opportunity due to time constraints. Commissioners Pocci, Potts, and Zung plan to take the power point presentation with them to the next training session in Ravenna, Ohio on October 14<sup>th</sup>.

Governor Ted Strickland named September 17, 2010 as POW/MIA Recognition Day.

In recognition of the county's 200<sup>th</sup> birthday, the Cuyahoga County Veterans Service Commission contributed to the Cuyahoga County Archives 100-Year Time Capsule. CCVSC submitted a one-page history of the commission, commission brochure of services, progress report on the state of the commission through December 2009, the 2010 Tax Budget, and a CCVSC service officer business card.

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

Ken Barefield

- Commended CCVSC service officer, Larry Amato, for his outstanding assistance in obtaining assisted living benefits for his mother-in-law. Mr. Barefield learned of the CCVSC from information Frank Pocci provided to the VFW post.

John Slivka

- Asked for CCVSC's advertising budget for 2010. The Executive Director briefly explained the budget of \$250,000 which covers bus wraps, radio and television advertising.

**EXECUTIVE SESSION:**

None.

With no further business, a motion was made by Frank Pocci and seconded by Mel Baher to adjourn the meeting at 7:40 p.m.

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

**August, 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**

**September 16, 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 August 31, 2010:

**Executive:**

The Executive Director

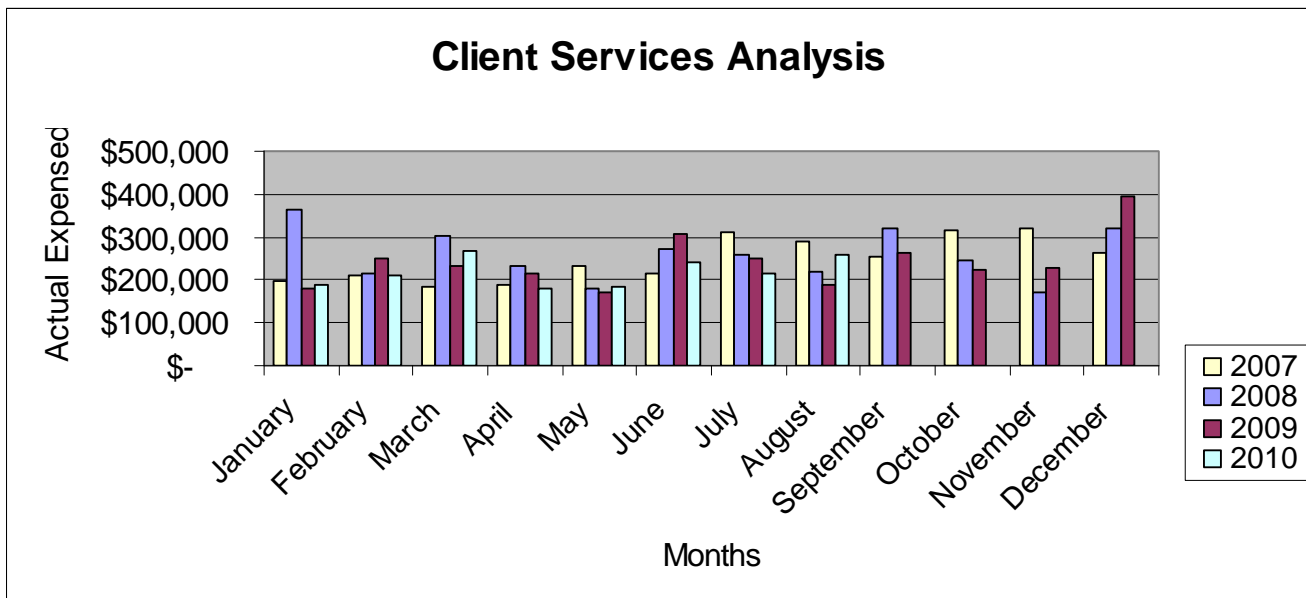
- Attended a Transition Advisory Group meeting
- Summit County Outreach
- VA Outreach

**Finance Department**

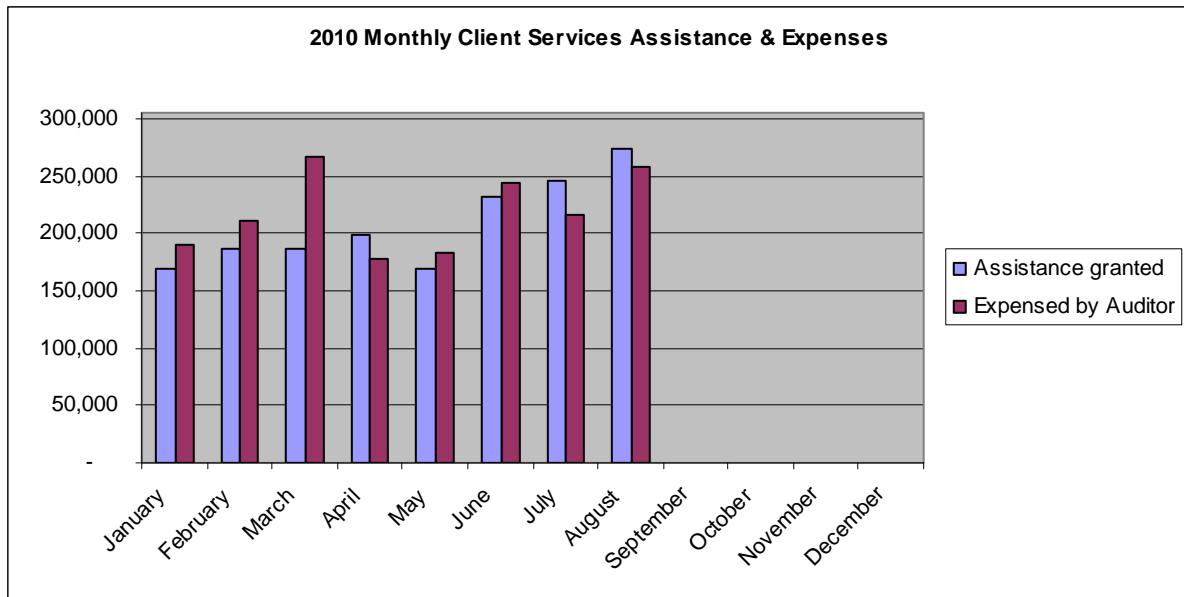
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,758,034	1,058,961	-	656,226	1,715,187	42,847
<b>Fringe Benefits</b>	675,357	363,874	-	253,593	617,467	57,890
<b>Commodities</b>	46,064	14,800	-	24,156	38,956	7,108
<b>Contract Services</b>	1,028,776	383,766	201,290	143,585	527,351	501,425
<b>Controlled Expenditures</b>	283,188	74,397	-	208,791	283,188	-
<b>Client Services</b>	3,637,537	1,746,889	-	1,400,000	3,146,889	490,648
<b>Other Expenditures</b>	356,930	88,024	168,285	231,203	319,227	37,703
<b>Capital Outlay</b>	26,350	19,442	128	1,558	21,000	5,350
<b>Total Expenditures</b>	7,812,236	3,750,153	369,703	2,919,112	6,669,265	1,142,971

**Assistance Department:**

August financial assistance totaled \$258,283, up from \$216,792 issued during July and up from \$188,398 issued in August of 2009. Year to date client assistance for 2010 is \$1,746,888 and YTD for 2009 was \$1,787,628, down \$40,740.

The August Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Aug 2010</b>	<b>Aug 2009</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	861	1052	-18.2%		
Total applications taken	688	894	-23.0%		
Applications Withdrawn	(57)	(128)	-55.5%		
Applications Denied	(60)	(37)	62.2%		
Total applications approved for hardship assistance (with trans.)	571	729	-21.7%		
Transportation only approvals	(314)	(459)	-31.6%		
F/A applications approved	257	270	-4.8%		

<b>Indicator</b>	<b>YTD 2010</b>	<b>YTD 2009</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	5833	7620	-23.5%		
Total applications taken	4902	6703	-26.9%		
Applications Withdrawn/Denied	(714) (388)	(1636)	-32.6%		
Total applications approved for hardship assistance (with trans.)	3800	5067	-25.0%		
Transportation only approvals	(2141)	(3270)	-34.5%		
F/A applications approved	1659	1797	-7.7%		

During August, 2010, 43 veterans applied for assistance for the first time bringing the 2010 YTD total to 348. Of the 43 new claims, 37 were approved, 0 were partially approved, 2 were denied and 4 were withdrawn. In August, 2009, 64 veterans applied for assistance for the first time bringing the 2009 YTD total to 407.

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

Appeal Officer workdays	12
Cases on hand beginning of month	8
Cases received	+46
Cases worked	<u>-49</u>
Cases on hand end of month	5

<u>Appeal Officer Appeals</u>	<u>Aug 2010</u>	<u>YTD</u>
Cases approved	14	58
Cases denied	24	165
Cases denied/withdrawn, no show	6	27
Cases withdrawn	4	19
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	1	3
*Cases not eligible for appeal	<u>0</u>	<u>3</u>
<b>Total</b>	<b>49</b>	<b>275</b>

<u>Board Appeals</u>	<u>Aug 2010</u>	<u>YTD</u>
Cases approved	10	105
Cases denied	6	65
Cases withdrawn	0	4
Cases verifying fraud	2	4
Fraud not verified	0	2
Asst. rescinded due to false statements on application	0	0
Fraud expunged	<u>0</u>	<u>0</u>
<b>Total</b>	<b>18</b>	<b>180</b>



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

August medical assistance expensed for transportation totaled \$9,474.50 for the month, \$9,474.5 for bus tickets and \$0 for taxi services.

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

Medical payments for August amounted to \$2,235 with \$1590 expensed for Dental and \$230 for Vision. Year to date medical expenses totaled \$34,834. Dental payments year to date are \$26,570 and Vision year to date payments are \$5,075.

\$415 in Miscellaneous Medical payments were expensed in August. Year to date Miscellaneous Medical payments are \$3,189.

### **Memorial Affairs Department:**

\$15,193.55 was expensed during August, 2010 for indigent veteran funeral expenses, up \$3,028.55 from August, 2009. During July, 17 indigent burials were approved. The burials were for 7 Air Force, 2 Marine, 2 Navy and 6 Army veterans.

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

	<u>Aug</u>	<u>2010</u> <u>YTD</u>	<u>Aug</u>	<u>2009</u> <u>YTD</u>
DD-214 Search	109	867	98	1,137
Benefits Counseling	876	7,521	1,004	7,337
Undelivered-Incorrect Headstones/Research	22	118	16	260
Presidential Memorial Certificates	104	964	120	1,400
National Cemetery Referrals	78	684	70	1294
Blue Star Service Banners	4	12	0	7

## Veterans Service Officers:

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

	<u>Aug</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	52	348
Pension claims and follow ups	31	180
Medical	19	82
Power of Atty. to Service Organizations	4	51
Misc. Applications/Correspondence	179	1152
All Other	<u>44</u>	<u>301</u>
<b>Total</b>	<b>329</b>	<b>2114</b>

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

	<u>Aug</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	54	314
Pension claims and follow ups	34	194
Medical	3	48
Power of Atty. to Service Organizations	12	128
Misc. Applications/Correspondence	124	815
All Other	<u>42</u>	<u>291</u>
<b>Total</b>	<b>269</b>	<b>1790</b>

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

**August  
2010**

	VETERAN				DEPENDENT			
	2009	YTD '09	2010	YTD '10	2009	YTD '09	2010	YTD '10
Compensation/DIC Claims	63	493	115	566	15	63	9	43
Follow-up Pending Claims	125	754	145	737	9	42	5	56
Pension Claims	26	201	49	189	15	119	21	150
Follow-up Pending Claims	66	468	52	404	22	230	33	188
Medical	43	215	55	326	3	17	5	43
Notice of Disagreements	6	60	8	61	0	4	0	0
Appeals & Waivers	27	122	29	116	1	5	4	7
Eligibility Verification Reports	7	93	14	106	0	50	0	19
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	24	64	26	89	6	20	4	24
Cert. Eligibility - Home Loan	2	10	1	23	1	1	0	0
Insurance Discharges, Request for copy	1	12	0	5	0	7	0	3
Headstone/Marker Application	126	852	125	852	8	39	3	15
Referrals to Other Agencies	0	0	0	0	0	3	0	2
P of A Service Organization Misc. Application/Corresp.	26	149	39	182	3	19	1	8
Ohio Veterans Home	65	533	102	594	14	103	11	86
Burial Benefits High School Diploma Applications	272	1911	363	2221	79	289	39	332
Discharge Upgrades	3	30	1	27	4	21	3	28
10-10 EZ Forms	0	21	1	10				
<b>TOTAL</b>	<u>894</u>	<u>6088</u>	<u>1138</u>	<u>6573</u>	<u>180</u>	<u>1033</u>	<u>138</u>	<u>1004</u>

**%  
Chg.  
18.8%**

**%  
Chg.  
YTD  
6.4%**

**TOTAL (Vet + Dep)**

	'09	YTD '09	'10	YTD '10
	1069	6103	1264	7503
	5	93	12	90
	1074	6196	1276	7593

Interviews: Service Dept. Clients	889	5288	1126	6499	180	815	138	1004
Fin. Asst. Referrals	5	85	12	90	0	8	0	0
Office YTD	894	5373	1138	6589	180	823	138	1004
Phone Calls	2124	16297	3282	16938				

## **Information Systems:**

### **Document Management**

An error still exists in the newest version of KnowledgeTree. Their support site recommends installing another upgrade to a current version. This version will require re-configuring the server software and will be done during September.

### **Bluetooth Keyboards and Mice**

Replacement keyboards and mice arrived and were installed. Difficulty connecting to computers appears to have gone away.

### **VA Share and DMAP software**

VetAssist information is now being provided to our VA counselor via a laptop installed in his office.

### **Novell Netware software update**

The Linux option for server software to replace Novell Netware has been installed and is being configured. Tests will be run to ensure our current applications work correctly on that server.

### **VSO Office Changes**

The Veterans Service Officer in Brecksville has exchanged offices with a VSO in the Cleveland office. Computers, printers and communications were reconfigured to support this move.

### **County Ombudsman Office:**

No new information or problems were reported regarding the CCVSC.

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

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

The waiting list for the Ohio Veterans Home includes 21 veterans waiting for nursing home standard care, 18 veterans for nursing home special care, 0 veterans for the domiciliary and 11 for the domiciliary plus.

**Department of Veterans Services:**

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for September 16, 2010.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**