



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER

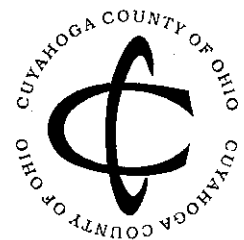


Vietnam Veterans of America
BOB POTTS
COMMISSIONER

ROBERT SCHLOENDORN
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

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



MINUTES

DATE: September 19, 2012 9:30 a.m.

PRESENT: Frank Pocci, President
Bob Potts, Vice President
Clayton E. Uzell, Secretary
Daniel T. Weist, Commissioner
Mel Baher, Commissioner
Robert E. Schloendorn, Executive Director
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

VISITORS: Mick Panek

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocci, 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 and to accept the agenda with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

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

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Dan Weist and seconded by Clay Uzell to accept the report of the Executive Director as given.

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

OLD BUSINESS:

The CCVSC holiday luncheon will be held at Champps Restaurant, 5835 Landerbrook Drive, Lyndhurst, Ohio on Friday, December 14th.

NEW BUSINESS:

The Ohio Department of Veterans Service Regional training for District 2 will be held Tuesday, September 25, 2012 at the Mid Ohio Conference Center in Mansfield, Ohio at 6:30 p.m. Those in attendance will receive two (2) education training credits. Commissioner Potts will be attending.

Commissioners Baher, Pocci, Potts and Uzell will be attending the OSAVSC Fall Conference in Dublin, Ohio from November 16-18, 2012.

GOOD OF THE ORDER:

Commemorative keepsakes for those successfully graduating from the veteran's court docket can not be purchased by the CCVSC.

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

Mick Panek

- CCVSC Revised Budget
- Free coffee at the Parma CBOC
- Ceremony at the USS Cod 12/7/12
- Fisher House Building Fund
- Georgetown OVH
- American Legion POW/MIA ceremony on 9/21/12 at 7:00 p.m.

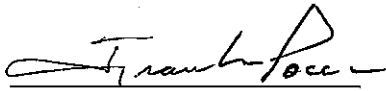
Clay Uzell noted that the VFW District 7 POW/MIA ceremony will take place in Geneva, Ohio at Post 6846 on October 6, 2012.

EXECUTIVE SESSION:

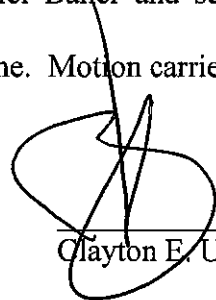
There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 10:43 a.m.

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



Frank Pocci, President



V. President
Clayton E. Uzell, 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, 2012

Issued by:

The CCVSC Commissioners

Frank Pocci –President, AMVETS

Bob Potts – Vice President, VVA

Clayton E. Uzell – Secretary, VFW

Mel Baher –American Legion

Daniel Weist –DAV

September 19, 2012

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, 2012:

Executive:

The Executive Director

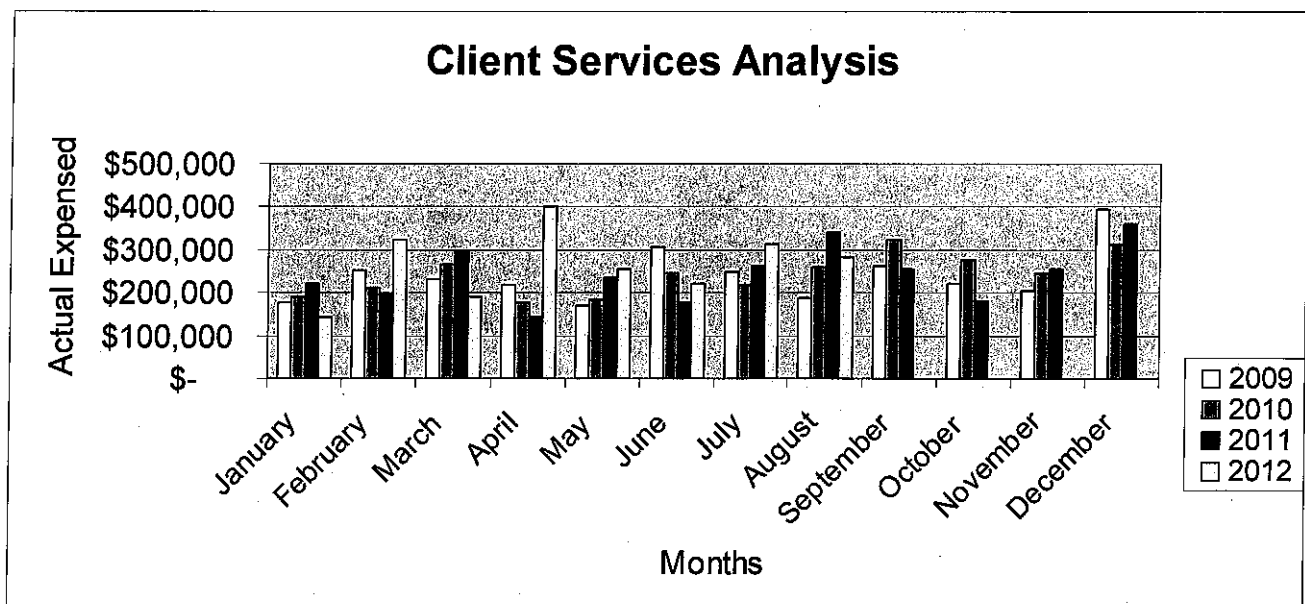
- Outreach with Clear Channel.

Finance Department

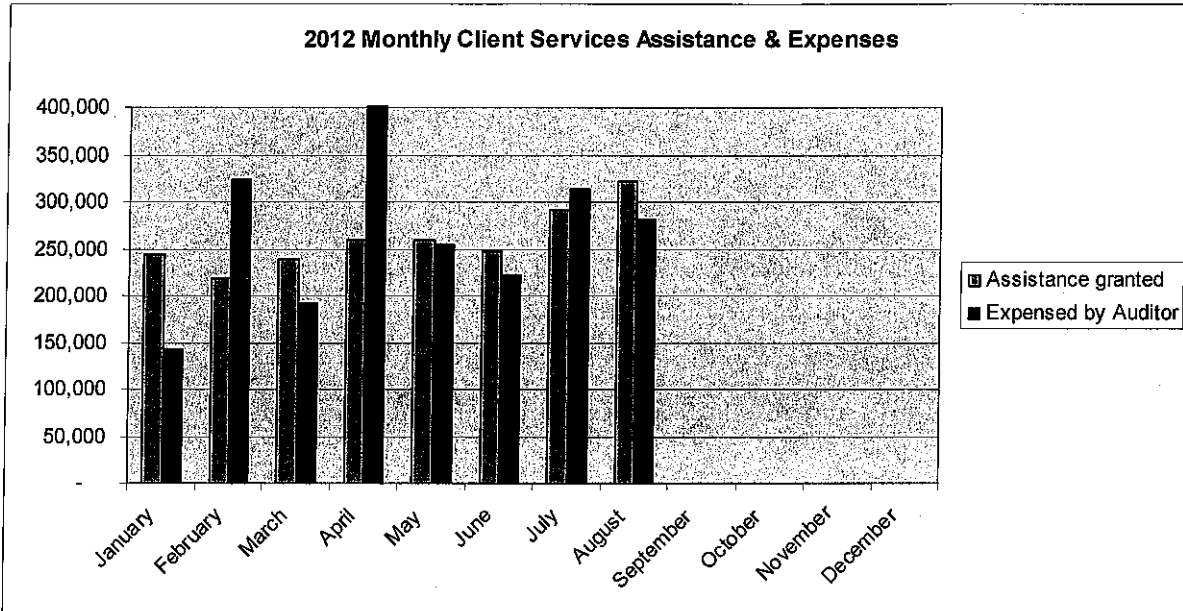
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2012 Expenses



Total 2012 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2012 Projection	Budget Variance
Salaries	1,853,612	1,352,709	-	484,070	1,836,779	16,833
Fringe Benefits	648,764	456,218	-	186,655	642,873	5,891
Commodities	23,000	20,776	-	5,076	25,852	(2,852)
Contract Services	575,849	337,852	201,915	196,648	534,500	41,349
Controlled Expenditures	355,308	62,003	-	293,305	355,308	-
Client Services	4,248,368	2,130,990	-	1,440,000	3,570,990	677,378
Other Expenditures	406,644	267,930	15,448	53,241	321,171	85,473
Capital Outlay	14,628	-	128	8,500	8,500	6,128
Total Expenditures	8,126,173	4,628,478	217,491	2,667,495	7,295,973	830,200

Assistance Department:

August financial assistance totaled \$281,089, down from \$314,198 issued during July and down from \$339,169 issued in August of 2011. Year to date client assistance for 2012 is \$2,130,989 and YTD for 2011 was \$1,870,422, up \$260,567.

The August Financial Assistance Department activity report follows below.

Indicator	August 2012	August 2011	% Change		
Number of clients seeking hardship assistance	1036	893	16.0%		
Total applications taken	882	743	18.7%		
Applications Withdrawn	(57)	(43)	32.6%		
Applications Denied	(81)	(71)	14.1%		
Total applications approved for hardship assistance (with trans.)	744	629	18.3%		
Transportation only approvals	(487)	(379)	28.5%		
F/A applications approved	257	250	2.8%		

Indicator	YTD 2012	YTD 2011	% Change		
Number of clients seeking hardship assistance	7311	6811	7.3%		
Total applications taken	6145	5690	8.0%		
Applications Withdrawn	(267)	(455)	-41.3%		
Applications Denied	(433)	(415)	4.3%		
Total applications approved for hardship assistance (with trans.)	5445	4820	13.0%		
Transportation only approvals	(3612)	(3149)	14.7%		
F/A applications approved	1833	1671	9.7%		

During August, 2012, 56 veterans applied for assistance for the first time bringing the 2012 YTD total to 366. Of the 56 new claims, 45 were approved, 0 were approved at Level III, 0 were partially approved, 3 were denied and 8 were withdrawn. In August, 2011, 51 veterans applied for assistance for the first time bringing the 2011 YTD total to 377.

Listed below is a breakdown of appeals for the month of August, 2012.

Appeal Officer work days	12
Cases on hand beginning of month	12
Cases received	+65
Cases worked	<u>-56</u>
Cases on hand end of month	21

	August	
<u>Appeal Officer Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	22	74
Cases denied	27	187
Cases denied/withdrawn, no show	5	34
Cases withdrawn	<u>2</u>	<u>21</u>
Total	56	316

	August	
<u>Board Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	18	125
Cases denied	6	49
Cases withdrawn	0	2
Cases verifying fraud	4	22
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
Total	28	198

Medical and Other Transportation:

August assistance expensed for transportation totaled \$11,196.00 for the month, \$11,196.00 for medical bus tickets and \$0 for other transportation. Year to date transportation totaled \$86,428.50. Year to date medical transportation totaled \$83,558.50 and needs based transportation totaled \$2,870.

Medical and Dental Programs:

Medical payments for August amounted to \$5,371 with \$926 expensed for Dental and \$1,215 for Vision. Year to date medical expenses totaled \$45,833. Dental payments year to date are \$37,013 and Vision year to date payments are \$5,590.

\$3,230 Hearing Aid payments were expensed in August. Year to date Hearing Aid payments totaled \$3,230.

Memorial Affairs Department:

\$7,718.50 was expensed during August, 2012 for indigent veteran funeral expenses, down \$3,263.51 from August, 2011. During August, 10 indigent burials were approved. The burials were for 0 Air Force, 0 Marine, 2 Navy and 8 Army veterans.

Following are the 2012 Year to Date statistics for Memorial Affairs:

	August	2012 YTD	August	2011 YTD
DD-214 Search	102	887	109	820
Benefits Counseling	910	6598	1010	7263
Undelivered-Incorrect Headstone/Research	13	67	14	98
Presidential Memorial Certificates	115	813	121	913
National Cemetery Referrals	66	559	67	456
Blue Star Service Banners	5	11	4	25
Indigent Burials	10	83	12	97

Veterans Service Officers:

Following are some of the major statistics reported by VSO Randy Stevenson for the month of August, 2012 for the Parma satellite office.

	<u>August</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	49	420
Pension claims and follow ups	12	68
Medical	2	12
Power of Atty. to Service Organizations	14	44
Misc. Applications/Correspondence	124	681
All Other	<u>25</u>	<u>169</u>
Total	226	1394

Following are some of the major statistics reported by VSO's Iris DeHart and Libby Jenkins for the month of August, 2012 for the Wade Park satellite office.

	<u>August</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	99	936
Pension claims and follow ups	70	481
Medical	14	103
Power of Atty. to Service Organizations	59	411
Misc. Applications/Correspondence	430	2857
All Other	<u>93</u>	<u>877</u>
Total	765	5665

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

**August
2012**

	VETERAN				DEPENDENT			
	Aug 2011	YTD '11	Aug 2012	YTD '12	Aug 2011	YTD '11	Aug 2012	YTD '12
Compensation/DIC Claims	67	539	92	606	3	46	10	48
Follow-up Pending Claims	266	1674	211	2014	26	168	21	124
Pension Claims	27	198	30	240	20	115	18	114
Follow-up Pending Claims	100	653	142	864	75	456	70	487
Medical	26	215	30	244	5	32	1	25
Notice of Disagreements	4	22	1	12	2	6	0	5
Appeals & Waivers	15	88	9	105	1	10	1	15
Eligibility Verification Reports	6	94	2	91	4	57	1	49
Change of Address	8	48	10	71	1	10	2	9
Education Assistance	19	134	21	157	4	20	0	13
Cert. Eligibility - Home Loan	4	26	2	24	0	4	0	1
Insurance Discharges, Request for copy	3	10	6	30	0	0	0	0
Headstone/Marker Application	98	791	146	986	7	54	6	46
Referrals to Other Agencies					3	7	1	2
P of A Service Organization	78	567	87	732	10	55	11	78
Misc. Application/Corresp.	60	591	117	794	27	134	17	124
Ohio Veterans Home	699	6217	984	6657	135	993	148	948
Burial Benefits	9	42	3	28				
High School Diploma Applications					5	24	6	34
Discharge Upgrades	0	15	2	7				
10-10 EZ Forms	2	40	5	55				
	7	116	13	70				
TOTAL	1498	12080	1913	13787	328	2191	313	2122

**%
Chg
YTD**
21.9%
11.5%

Interviews: Service Dept. Clients	1520	11068	2000	13700
Fin. Asst. Referrals	0	0	38	182
Office YTD	1520	11068	2038	13894
Phone Calls	2629	19272	3293	19672

Information Systems:

KnowledgeTree

Vendor-supplied conversion scripts for converting our current version of the KnowledgeTree Document Management System database to the "Private Cloud" version contained several errors. Multiple corrections were made and several attempts at conversion were run, none successfully. We are still working with Technical Support to iron out these problems.

KnowledgeTree highly recommends going with the Public Cloud version of their software, partly because doing so removes the necessity of making changes like those noted above. The Public Cloud is closely managed, with multiple backup sites used along with several other "failsafe" mechanisms.

Automated Backups

Work continues on automating all data backups to make them more reliable and failure proof. Our backup tape drive failed this month and was replaced under warranty.

One objective of this effort is to get away from the hand delivery and pickup of tapes and move to more online backups over the network. Several options are available to us and have been reviewed and discussed with vendors for implementation in 2013.

Map-D / Share access

A test installation of the Map-D and Share systems to access VA Medical records was conducted this month with the help of Regional Office personnel. The test was successful and will be expanded to other VSO's as they complete training on how to use these systems.

Ohio Veterans Home Network:

In August, one veteran was transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 28 veterans waiting for nursing home standard care, 15 veterans for nursing home special care, 2 veteran for the domiciliary and 5 for the domiciliary plus.

Submitted by:

Robert E. Schloendorn
Executive Director