



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
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

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1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: September 21, 2011 7:00 p.m.

PLACE: American Legion Post 703
7667 York Road
Parma, Ohio

PRESENT: Mel Baher, President
Frank Pocci, Vice President
Bob Potts, Secretary
Clayton Uzell, Commissioner
Daniel T. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Lori Slivka, Executive Secretary

VISITORS: Thomas Doycich, Valentin Kysnecov, Larry Shiever, Don Brinkman, Don Hinte, John Slykerman and Gary Danner

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 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, Uzell, Weist. NAYS: None Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

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

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

Thomas O'Donnell, Asst County Prosecutor, arrived at 7:25 p.m.

OLD BUSINESS:

The CCVSC will provide a flag case to the family of an indigent veteran and will also honor other requests from families of honorably discharged veterans.

A motion was made by Bob Potts and seconded by Clay Uzell to adopt CCVSC Resolution 2011-04 as read by Commissioner Baher. The resolution addresses CCVSC contracting authority. AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

Discussion took place whether expenses incurred while attending the funeral of an immediate family member should be considered under the Guideline for Definition of an Unexpected Hardship. A motion was made by Dan Weist and seconded by Frank Pocci to table the issue to the next meeting for further discussion. AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

The Board discussed the Guideline for Assisting Students. The guideline will remain the same as it currently allows for exceptions to be made if there is an unexpected hardship.

County employees received a memo from the Director of Human Resources and Employment Counsel dated September 19, 2011 regarding possible changes in employee health insurance plans. The proposal to County Council may increase the deductible and out of pocket expenses on all plans. However, bi-monthly premiums paid by employees for each plan is not expected to increase. Following some discussion, the Board tabled the issue for further information from the county and the outcome of Senate Bill 5.

NEW BUSINESS:

The Board approved the CCVSC Mission and Vision, Goals and Core Values statement submitted by the Executive Director. The Mission statement will be posted in select areas around the office.

GOOD OF THE ORDER:

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

- An explanation of CCVSC benefits and services was given.
- Filing VA claims through our Service Department was discussed.
- The procedure on obtaining dental assistance through MetroHealth available to qualified veterans was explained.

On behalf of the Board, President Baher extended a thank you to American Legion Post 703 and Commander Brinkman for hosting the meeting and to visitors for their attendance and input.

EXECUTIVE SESSION:

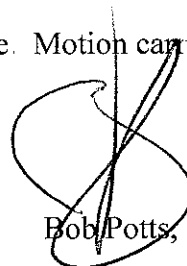
There were no items for Executive Session.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 8:15 p.m.

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



Mel Baher, President



Bob Potts, 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, 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

September 21, 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 August 31, 2011:

Executive:

The Executive Director

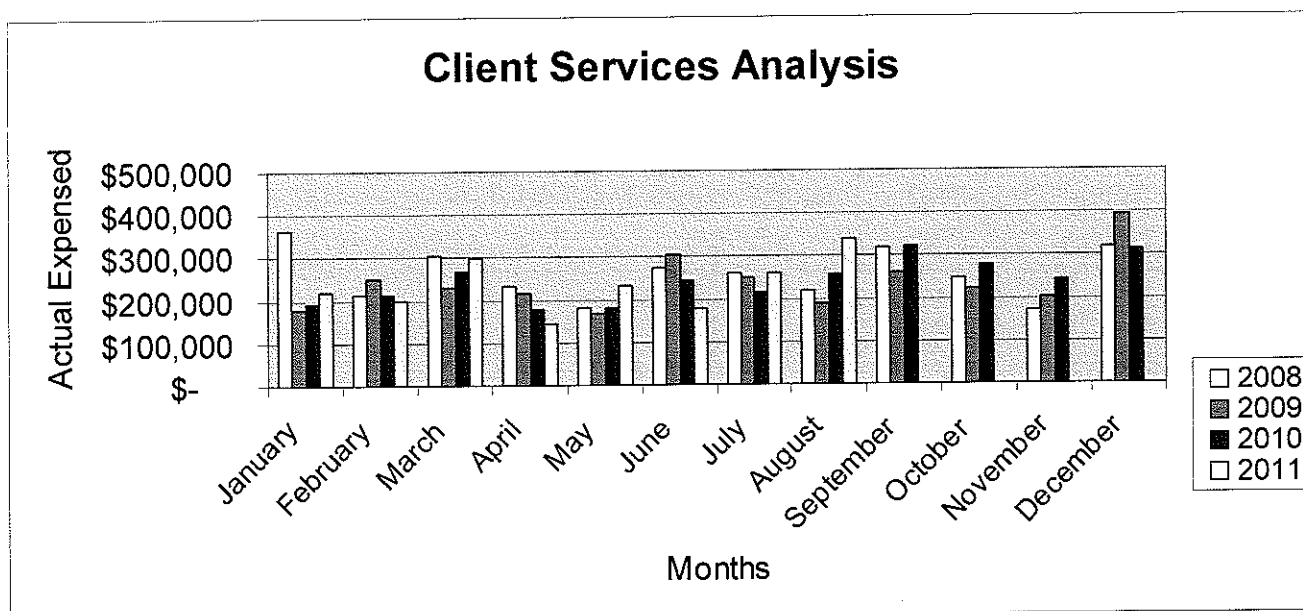
- Attended Cuyahoga County Ethics training.
- Met with representatives of the Carpenters Union.
- Participated in two conference calls with Joe Kohut regarding veterans' homelessness.
- Attended a town hall meeting hosted by Congresswoman Marcia Fudge regarding unemployment.
- Met with a veteran regarding veterans' benefits and service provided by a VSC Service Officer.
- Met with George Baker regarding appointments versus walk-ins.
- Met with representatives from Valpak.
- Attended the ODVS marketing meeting.
- Attended the Summit County VSC outreach.
- Met with AmVets representative Mr. Goede.

Finance Department

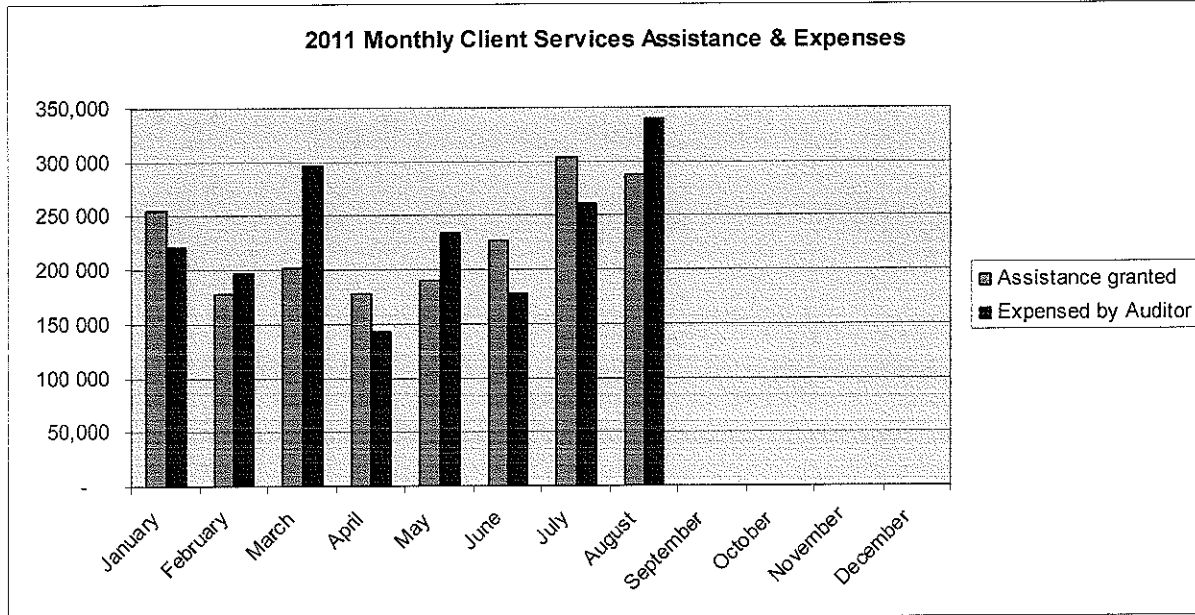
Below are selected August reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2011 Expenses



Total 2011 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2011 Projection	Budget Variance
Salaries	1,766,047	1,099,200	-	610,194	1,709,394	56,653
Fringe Benefits	618,116	375,068	-	223,220	598,288	19,828
Commodities	25,556	15,373	-	2,887	18,260	7,296
Contract Services	573,114	341,443	201,706	191,057	532,500	40,614
Controlled Expenditures	301,320	71,552	-	229,768	301,320	-
Client Services	3,693,517	1,870,421	-	1,280,000	3,150,421	543,096
Other Expenditures	399,783	116,253	17,017	134,139	250,392	149,391
Capital Outlay	18,788	-	6,288	6,288	6,288	12,500
Total Expenditures	7,396,241	3,889,310	225,011	2,677,553	6,566,863	829,378

Assistance Department:

August financial assistance totaled \$339,169 up from \$260,605 issued during July and up from \$258,283 issued in August of 2010. Year to date client assistance for 2011 is \$1,870,422 and YTD for 2010 was \$1,746,888, up \$123,534.

The August Financial Assistance Department activity report follows below.

Indicator	Aug. 2011	Aug. 2010	% Change		
Number of clients seeking hardship assistance	893	861	3.7%		
Total applications taken	743	688	8.0%		
Applications Withdrawn	(43)	(57)	-24.6%		
Applications Denied	(71)	(60)	18.3%		
Total applications approved for hardship assistance (with trans.)	629	571	10.2%		
Transportation only approvals	(379)	(314)	20.7%		
F/A applications approved	250	257	-2.7%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	6811	5833	16.8%		
Total applications taken	5690	4902	16.1%		
Applications Withdrawn	(455)	(714)	-36.3%		
Applications Denied	(415)	(388)	7.0%		
Total applications approved for hardship assistance (with trans.)	4820	3800	26.8%		
Transportation only approvals	(3149)	(2141)	47.1%		
F/A applications approved	1671	1659	.7%		

During August, 2011, 51 veterans applied for assistance for the first time bringing the 2011 YTD total to 377. Of the 51 new claims, 45 were approved, 1 was partially approved, 3 were denied and 2 were withdrawn. In August, 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 August, 2011.

Appeal Officer work days	14
Cases on hand beginning of month	12
Cases received	+49
Cases worked	<u>-47</u>
Cases on hand end of month	14

<u>Appeal Officer Appeals</u>	<u>Aug. 2011</u>	<u>YTD</u>
Cases approved	4	37
Cases denied	35	196
Cases denied/withdrawn, no show	5	34
Cases withdrawn	<u>3</u>	<u>29</u>
Total	47	296

<u>Board Appeals</u>	<u>Aug. 2011</u>	<u>YTD</u>
Cases approved	22	106
Cases denied	11	74
Cases withdrawn	0	1
Cases verifying fraud	2	13
Client is eligible (Review DD-214)	0	1
Fraud not verified	<u>0</u>	<u>1</u>
Total	35	196

Medical and Other Transportation:

August assistance expensed for transportation totaled \$9,875 for the month, \$9,680 for medical bus tickets and \$195 for other transportation. Year to date transportation totaled \$78,510.50. Year to date medical transportation totaled \$75,355.50 and needs based transportation totaled \$3,155.

Medical and Dental Programs:

Medical payments for August amounted to \$1,345 with \$0 expensed for Dental and \$1,345 for Vision. Year to date medical expenses totaled \$35,488. Dental payments year to date are \$23,790 and Vision year to date payments are \$6,075.

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

Memorial Affairs Department:

\$10,982.01 was expensed during August, 2011 for indigent veteran funeral expenses, down \$4,211.54 from August, 2010. During August, 12 indigent burials were approved. The burials were for 3 Air Force, 2 Marines, 1 Navy and 6 Army veterans.

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

	<u>Aug.</u>	<u>2011</u> <u>YTD</u>	<u>Aug.</u>	<u>2010</u> <u>YTD</u>
DD-214 Search	109	820	109	867
Benefits Counseling	1010	7263	876	7521
Undelivered-Incorrect Headstones/Research	14	98	22	118
Presidential Memorial Certificates	121	913	104	964
National Cemetery Referrals	67	456	78	684
Blue Star Service Banners	4	25	4	12
Indigent Burials	12	97	17	82

Veterans Service Officers:

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	39	229
Pension claims and follow ups	15	95
Medical	4	22
Power of Atty. to Service Organizations	5	62
Misc. Applications/Correspondence	58	831
All Other	<u>23</u>	<u>188</u>
Total	144	1427

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

	<u>Aug.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	136	842
Pension claims and follow ups	43	342
Medical	13	144
Power of Atty. to Service Organizations	41	370
Misc. Applications/Correspondence	262	2265
All Other	<u>89</u>	<u>762</u>
Total	584	4725

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

August
2011

	VETERAN				DEPENDENT			
	Aug. 2010	YTD '10	Aug. 2011	YTD '11	Aug. 2010	YTD '10	Aug. 2011	YTD '11
Compensation/DIC Claims	115	566	67	539	9	43	3	46
Follow-up Pending Claims	145	737	266	1674	5	56	26	168
Pension Claims	49	189	27	198	21	150	20	115
Follow-up Pending Claims	52	404	100	653	33	188	75	456
Medical	55	326	26	215	5	43	5	32
Notice of Disagreements	8	61	4	22	0	0	2	6
Appeals & Waivers	29	116	15	88	4	7	1	10
Eligibility Verification Reports	14	106	6	94	0	19	4	57
Change of Address	0	0	8	48	0	0	1	10
Education Assistance	26	89	19	134	4	24	4	20
Cert Eligibility - Home Loan	1	23	4	26	0	0	0	4
Insurance Discharges, Request for copy	0	5	3	10	0	3	0	0
Headstone/Marker Application	125	852	98	791	3	15	7	54
Referrals to Other Agencies	39	182	78	567	1	8	10	55
P of A Service Organization	102	594	60	591	11	86	27	134
Misc. Application/Corresp	363	2221	699	6217	39	332	135	993
Ohio Veterans Home	1	27	9	42				
Burial Benefits					3	28	5	24
High School Diploma Applications	1	10	0	15				
Discharge Upgrades	13	63	2	40				
10-10 EZ Forms	0	2	7	116				
TOTAL	1138	6573	1498	12080	138	1004	328	2191

%
Chg
43.1%

%
Chg.
YTD
88.3%

TOTAL (Vet + Dep)

	'10	YTD '10	'11	YTD '11
	1264	7503	1520	11068
	12	90	0	0
	1276	7593	1520	11068

Interviews: Service Dept Clients	1126	6499	1520	11068	138	1004	0	0
Fin Asst Referrals	12	90	0	0	0	0	0	0
Office YTD	1138	6589	1520	11068	138	1004	0*	0
Phone Calls	3282	18860	2629	16845				

*eVetAssist not separating dependents
Working to correct

Information Systems:

KnowledgeTree

KnowledgeTree upgrades to version 3.7 are scheduled for installation in September. The database was transferred to a new server during August. New tools and features of the 3.7 upgrades will be assessed for usefulness to our agency and in light of their costs. The process to renew the KnowledgeTree license has been started early in light of the time taken during last year's renewal.

Client side Monitors

Smaller monitors have been installed on all Eligibility Specialist computers. These will allow the clients to read what is being written by the Eligibility Specialist when the client is making an application.

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. SNMP service has been turned on on all agency networked printers, as instructed. A physical inventory was conducted with Toshiba personnel in early September.

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 August three veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 18 veterans waiting for nursing home standard care, 21 veterans for nursing home special care, 1 veteran for the domiciliary and 10 for the domiciliary plus.

Department of Veterans Services:

The next meeting for the Department of Veterans Services Advisory Committee is scheduled for October 27, 2011.

Submitted by:

**Robert E. Schloendorn
Executive Director**