



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:** October 17, 2012

**PLACE:** American Legion Post 91  
91 American Legion Parkway  
Berea, Ohio 44017

**TIME:** 7:00 p.m.

**PRESENT:** Frank Pocchi, 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, Bill Smith, Peter Stanatus, Spyro Farmakidis, Sandra Uzell, John Slivka

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by the President, Frank Pocchi, followed by the Pledge of Allegiance. Mr. Pocchi thanked American Legion Post 91 for hosting the Veterans Service Commission's outreach Board meeting and welcomed guests in attendance.

A motion was made by Mel Baher 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, Pocchi, Potts, Uzell, Weist. NAYS: None. Motion carried.

#### **STATE OF THE COMMISSION AND FINANCE REPORT (Attached)**

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

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

**OLD BUSINESS:**

The CCVSC submitted the 2013 amended tax budget to the county and are waiting for approval sometime this month.

**NEW BUSINESS:**

The Executive Director presented the Board with a copy of a letter written by a client critiquing the service he received from individual staff and commended them on their assisting him.

Discussion took place on a suggestion that we post our financial assistance policies on the CCVSC website. It was agreed to further discuss the issue in Executive Session at the next Board meeting.

The Executive Director was asked to contact the USO director and inquire about CCVSC advertising for their upcoming suicide prevention program in November 2012.

**GOOD OF THE ORDER:**

President Pocci opened the floor to visitors for any comments.

Mick Panek


- Financial assistance policies on the CCVSC website


**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Bob Potts to adjourn the meeting at 7:31 p.m.

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

  
Frank Pocci, President

  
Clay 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**

**September, 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**

**October 17, 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 September 30, 2012:

**Executive:**

**The Executive Director**

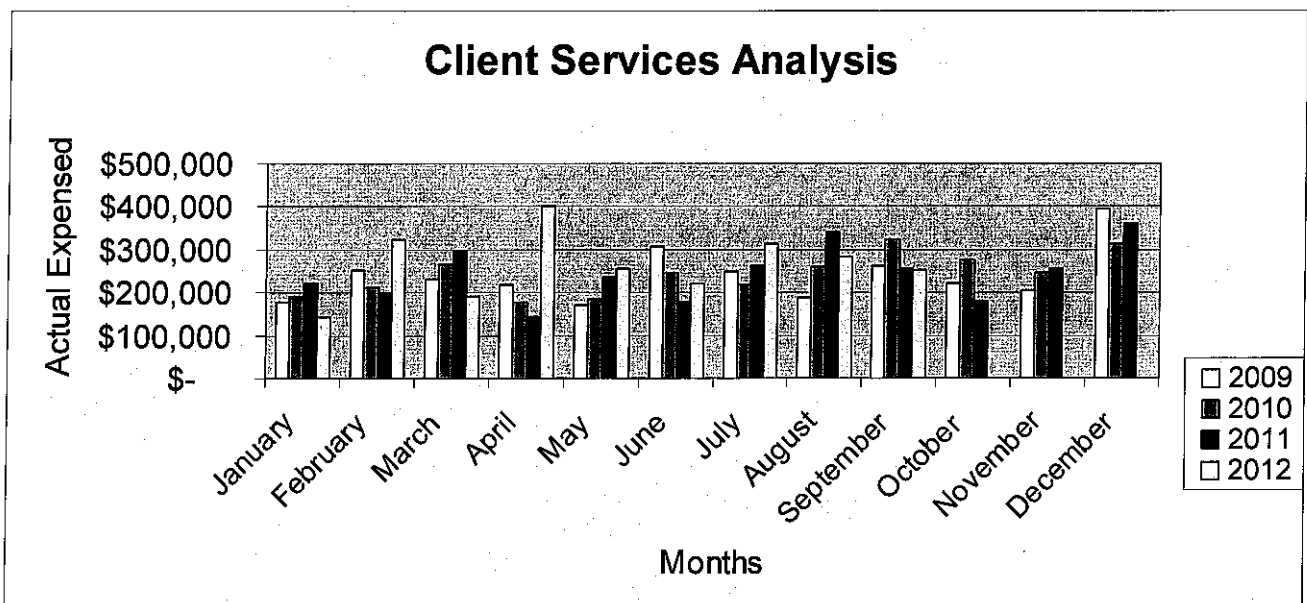
- Met with David Kelly and Ian Wilson from radio station 87.7.
- Met with Clear Channel executives.
- Outreach in Bay Village.
- Met with Ursula Kaunas for an Injail demonstration.
- Met with Joel Yarvis from WNCX.
- Attended Outlook training.
- Attended Parma CBOC open house.
- Discussed the veterans MOU with CEOGC.
- Met with VA officials.
- Met with Sandy Green and Lavelle Henderson regarding Veterans Day at the Fabulous Food Show.
- Met with Ed Erbach – architect for the Fit Committee.

**Finance Department**

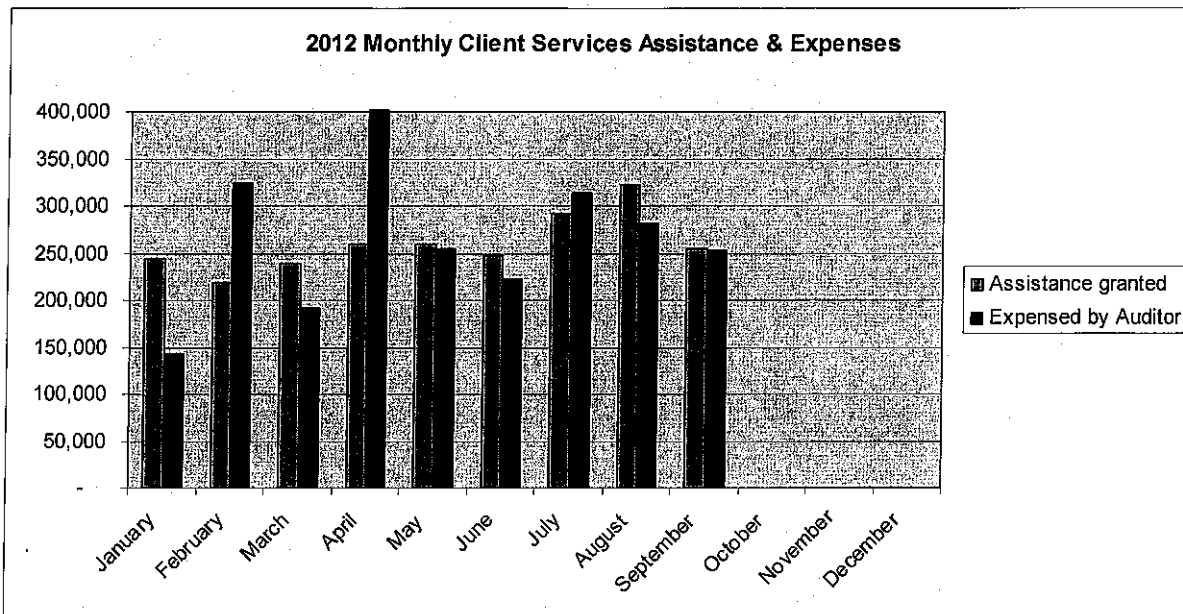
Below are selected September reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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	YTD	YTD	Remaining	2012	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
<b>Salaries</b>	1,853,612	1,492,341	-	344,438	1,836,779	16,833
<b>Fringe Benefits</b>	648,764	504,661	-	138,212	642,873	5,891
<b>Commodities</b>	23,000	23,816	-	7,939	31,755	6,245
<b>Contract Services</b>	575,849	378,097	161,746	156,403	534,500	41,349
<b>Controlled Expenditures</b>	355,308	62,003	-	293,305	355,308	-
<b>Client Services</b>	4,248,368	2,384,268		1,130,000	3,514,268	719,100
<b>Other Expenditures</b>	406,644	280,883	15,018	40,288	321,171	85,473
<b>Capital Outlay</b>	14,628	-	128	8,500	8,500	6,128
<b>Total Expenditures</b>	8,126,173	5,126,069	176,892	2,119,085	7,245,154	881,019

**Assistance Department:**

September financial assistance totaled \$253,278, down from \$281,089 issued during August and down from \$256,072 issued in September of 2011. Year to date client assistance for 2012 is \$2,384,267 and YTD for 2011 was \$2,126,494, up \$257,773.

The September Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>September 2012</b>	<b>September 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	881	853	3.3%		
Total applications taken	742	704	5.4%		
Applications Withdrawn	(25)	(46)	-45.7%		
Applications Denied	(43)	(65)	-33.8%		
Total applications approved for hardship assistance (with trans.)	674	593	13.7%		
Transportation only approvals	(440)	(377)	16.7%		
F/A applications approved	234	216	8.3%		

<b>Indicator</b>	<b>YTD 2012</b>	<b>YTD 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	8192	7664	6.9%		
Total applications taken	6887	6394	7.7%		
Applications Withdrawn	(292)	(501)	-41.7%		
Applications Denied	(476)	(480)	-.8%		
Total applications approved for hardship assistance (with trans.)	6119	5413	13.0%		
Transportation only approvals	(4052)	(3526)	14.9%		
F/A applications approved	2067	1887	9.5%		

During September, 2012, 40 veterans applied for assistance for the first time bringing the 2012 YTD total to 406. Of the 40 new claims, 36 were approved, 0 were approved at Level III, 0 were partially approved, 0 were denied and 4 were withdrawn. In September, 2011, 39 veterans applied for assistance for the first time bringing the 2011 YTD total to 416.

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

Appeal Officer work days	6
Cases on hand beginning of month	21
Cases received	+32
Cases worked	<u>-26</u>
Cases on hand end of month	27

	September	
<u>Appeal Officer Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	9	83
Cases denied	11	198
Cases denied/withdrawn, no show	6	40
Cases withdrawn	<u>0</u>	<u>21</u>
<b>Total</b>	<b>26</b>	<b>342</b>

	September	
<u>Board Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	8	133
Cases denied	9	58
Cases withdrawn	0	2
Cases verifying fraud	2	24
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>0</u>
<b>Total</b>	<b>19</b>	<b>217</b>

**Medical and Other Transportation:**

September assistance expensed for transportation totaled \$10,837.00 for the month, \$10,787.00 for medical bus tickets and \$50 for other transportation. Year to date transportation totaled \$97,770.50. Year to date medical transportation totaled \$94,345.50 and needs based transportation totaled \$3,425.

**Medical and Dental Programs:**

Medical payments for September amounted to \$3,462 with \$3,397 expensed for Dental and \$65 for Vision. Year to date medical expenses totaled \$49,295. Dental payments year to date are \$44,410 and Vision year to date payments are \$5,655.

\$0 Hearing Aid payments were expensed in September. Year to date Hearing Aid payments totaled \$3,230.

**Memorial Affairs Department:**

\$7,992.00 was expensed during September, 2012 for indigent veteran funeral expenses, up \$4,343.01 from September, 2011. During September, 8 indigent burials were approved. The burials were for 0 Air Force, 1 Marine, 1 Navy and 6 Army veterans.

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

	Sept.	2012 YTD	Sept.	2011 YTD
DD-214 Search	95	972	110	930
Benefits Counseling	807	7405	929	8192
Undelivered-Incorrect Headstone/Research	9	76	11	109
Presidential Memorial Certificates	94	907	118	1031
National Cemetery Referrals	44	603	97	553
Blue Star Service Banners	1	12	6	31
Indigent Burials	8	99	9	101



**Veterans Service Officers:**

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	56	420
Pension claims and follow ups	7	75
Medical	1	13
Power of Atty. to Service Organizations	7	51
Misc. Applications/Correspondence	98	779
All Other	<u>12</u>	<u>169</u>
<b>Total</b>	<b>181</b>	<b>1575</b>

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	84	1020
Pension claims and follow ups	36	517
Medical	9	112
Power of Atty. to Service Organizations	46	457
Misc. Applications/Correspondence	399	3256
All Other	<u>103</u>	<u>980</u>
<b>Total</b>	<b>677</b>	<b>6342</b>

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

**September  
2012**

	VETERAN				DEPENDENT			
	Sept. 2011	YTD '11	Sept. 2012	YTD '12	Sept. 2011	YTD '11	Sept. 2012	YTD '12
Compensation/DIC Claims	58	597	68	674	3	49	2	50
Follow-up Pending Claims	199	1873	221	2235	5	173	8	132
Pension Claims	12	210	26	266	9	124	16	130
Follow-up Pending Claims	66	719	81	945	31	487	63	550
<b>Medical</b>	<b>29</b>	<b>244</b>	<b>20</b>	<b>264</b>	<b>10</b>	<b>132</b>	<b>3</b>	<b>29</b>
Notice of Disagreements	0	22	1	13	1	7	0	5
Appeals & Waivers	5	93	12	117	1	11	5	20
Eligibility Verification Reports	2	96	8	99	1	58	0	49
Change of Address	5	53	6	77	0	10	0	9
<b>Education Assistance</b>	<b>19</b>	<b>153</b>	<b>21</b>	<b>178</b>	<b>1</b>	<b>21</b>	<b>0</b>	<b>13</b>
Cert. Eligibility - Home Loan	8	34	6	30	1	5	0	1
Insurance	3	13	7	37	0	0	0	0
Discharges, Request for copy	82	873	86	1072	2	56	1	47
Headstone/Marker Application					0	7	1	3
<b>Referrals to Other Agencies</b>	<b>62</b>	<b>629</b>	<b>73</b>	<b>805</b>	<b>3</b>	<b>58</b>	<b>6</b>	<b>84</b>
P of A Service Organization	65	656	88	882	9	143	16	140
Misc. Application/Corresp.	661	6878	832	7489	52	1045	102	1050
Ohio Veterans Home	3	45	4	32				
Burial Benefits					0	24	4	38
High School Diploma Applications	0	15	0	7				
Discharge Upgrades	1	41	5	60				
10-10 EZ Forms	16	132	12	82				
<b>TOTAL</b>	<b>1296</b>	<b>13376</b>	<b>1577</b>	<b>15364</b>	<b>119</b>	<b>2310</b>	<b>227</b>	<b>2349</b>

**% Chg**  
**27.5%**

**% Chg. YTD**  
**12.9%**

Interviews: Service Dept. Clients	1295	12363	1660	15360
Fin. Asst. Referrals	0	0	35	217
Office YTD	1295	12363	1695	15577
Phone Calls	1976	21248	2601	22273

## **Information Systems:**

### **KnowledgeTree**

The Public Cloud (Internet) version of KnowledgeTree is currently being tested. Two critical errors are being addressed and fixes are being applied by the vendor. Speed is still not as fast as our local server can provide. However, the vendor indicates that the longer the Public Cloud version is used, the faster it gets because it caches document details in memory rather than on disk

The "Private Cloud" version of KnowledgeTree was successfully tested but the performance of the system on a local server was quite slow. The fixes created for the Public Cloud version may be applied to our local server to see if this speeds up the application.

### **Backup Scripting**

Backup scripts are being created in Powershell 3, Microsoft's new server based scripting language based on their .NET software included with Windows Server 2008. There is a learning curve associated with this language since it is still quite new and examples of scripts are just becoming available.

### **Voucher Printer**

A new voucher printer was installed to replace the one that failed.

### **Microfilm from Scanned Images**

The County Microfilm Center has acquired the technical capability to create microfilm from our scanned images rather than having to create the film from paper documents. This will reduce filing space and time required by the VSC, along with eliminating pickup and destruction of the original documents by the Microfilm Center. A test will be conducted during October to ensure that the scanned documents can be securely transmitted to the Microfilm Center.

### **New Website**

A replacement website is being created for the VSC by the web developers at the Information Services Center. This website permits us to modify some of the information on the site ourselves rather than using the developers to do updates. It will also let us run Google Analytics so we can better track who is using the website, where they are coming from, how long they are on the site, and what software they are using to access our site. The new website will be available by the end of October.

### **Microsoft Outlook – GroupWise conversion**

Conversion from Novell GroupWise e-mail to Microsoft Outlook e-mail has been delayed by a few months so that costs per user and capabilities can be agreed to with the operator of the system. Administrative training has been completed. Meanwhile the GroupWise e-mail continues to function and support our operation.

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

In September, 0 veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 24 veterans waiting for nursing home standard care, 15 veterans for nursing home special care, 2 veteran for the domiciliary and 10 for the domiciliary plus.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**