



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

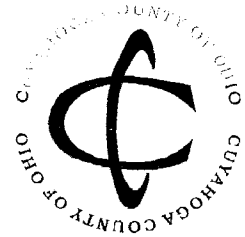


Vietnam Veterans of America  
**BOB POTTS**  
COMMISSIONER

**ROBERT SCHLOENDORN**  
EXECUTIVE DIRECTOR

## Cuyahoga County Veterans Service Commission

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



### MINUTES

**DATE:** October 20, 2010 9:35 a.m.

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

**VISITORS:** None.

**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 Mel Baher and seconded by Thomas Zung 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, Zung. **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, Zung. **NAYS:** None. Motion carried.

A motion was made by Mel Baher and seconded by Frank Pocci to authorize the Executive Director to pick up the cost of health care coverage for the new Service Officer for a period of 90 days, if necessary.

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

A motion was made by Bob Potts and seconded by Thomas Zung to authorize the Executive Director to hire the necessary temporary employee to cover the maternity leave of Eligibility Specialist, Geniece Garner.

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

**OLD BUSINESS:**

None.

**NEW BUSINESS:**

None.

**GOOD OF THE ORDER:**

Bob Schloendorn suggested that the office remain open on Veteran's Day, November 11<sup>th</sup>, and close on Friday, November 12<sup>th</sup>, on a voluntary basis, to better serve the veteran's community. The Board concurred. Bob will advertise the change on the Bill Wills Show, WTAM 1100, and a notice will be placed in the Cleveland Plain Dealer.

A discussion took place on CCVSC's contribution of employee health benefits and the consensus of the Board is that we are in compliance with CCVSC policy.

Commissioners Pocci, Potts, and Zung attended Regional training in Ravenna, Ohio on October 14<sup>th</sup>.

*The Board recessed at 10:36 a.m. and reconvened at 10:45 a.m.*

Laurene Rutkowski presented the Board with an overview of the types of phone calls fielded by the Memorial Affairs Dept. The information was very valuable.


The Executive Director submitted to the Board his Goals and Accomplishments for 2010 and Plans for 2011 and Beyond.

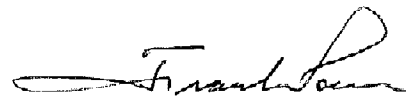
**EXECUTIVE SESSION:**

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 11:13 a.m.

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

**September, 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**

**October 20, 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 September 30, 2010:

**Executive:**

The Executive Director

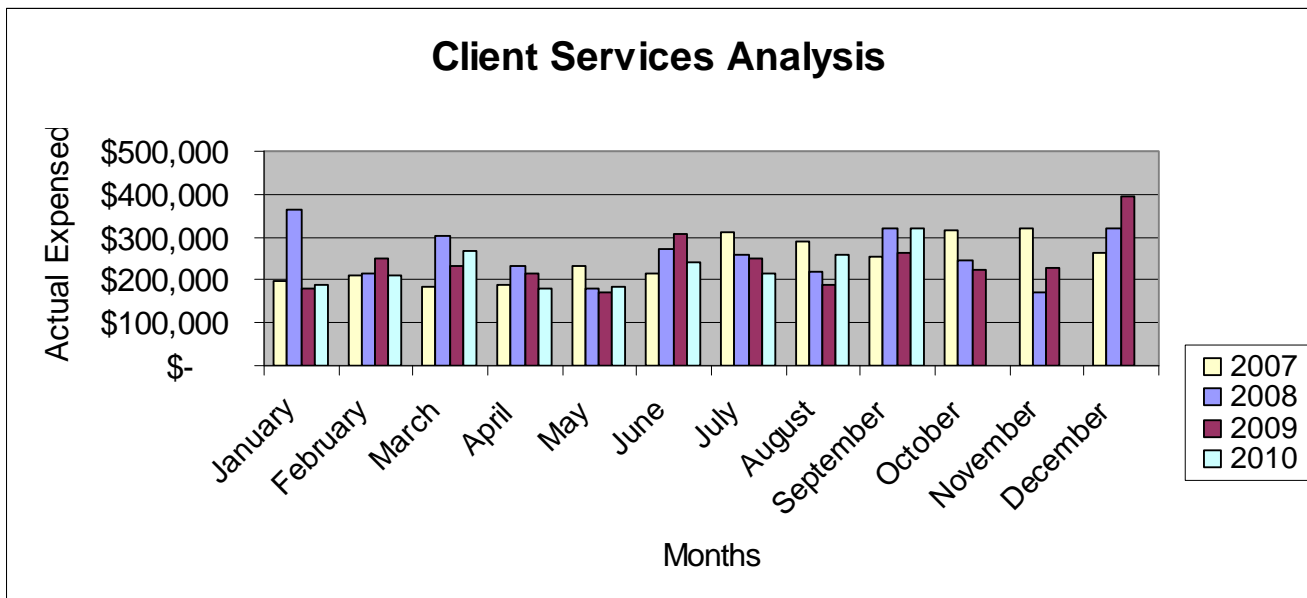
- Met with contractors
- World War II / Korean Vet Outreach
- Met with Len Proper from AMVETS

**Finance Department**

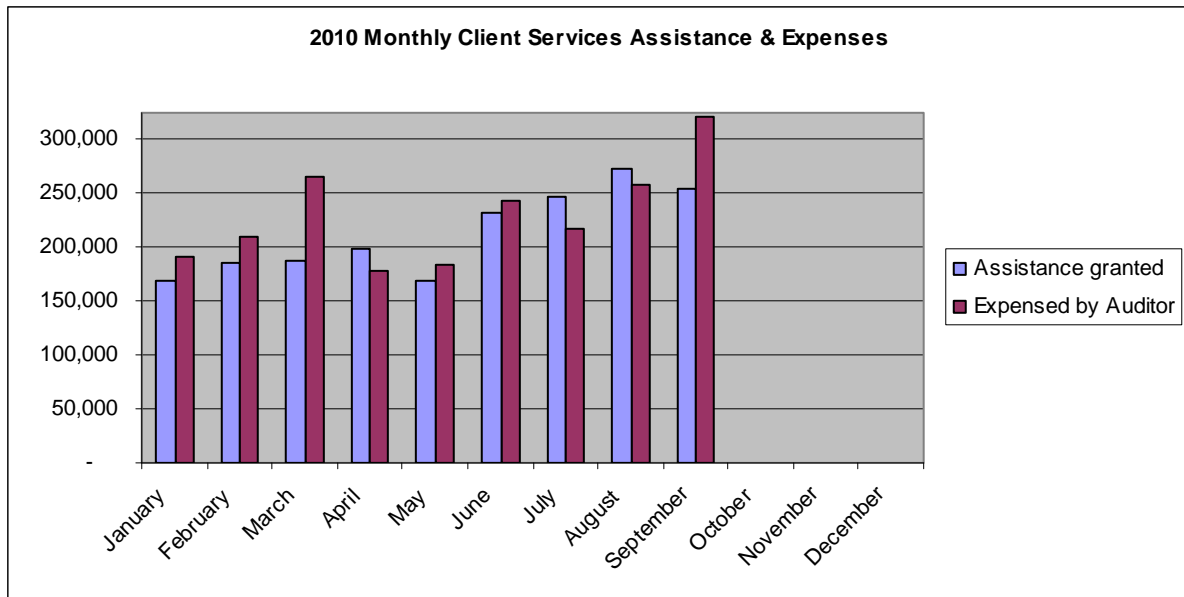
Below are selected September reports from the CVCSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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	1,179,380	-	535,807	1,715,187	42,847
<b>Fringe Benefits</b>	675,357	405,126	-	212,341	617,467	57,890
<b>Commodities</b>	46,064	16,480	-	9,476	25,956	20,108
<b>Contract Services</b>	1,028,776	427,526	161,121	161,121	588,647	440,129
<b>Controlled Expenditures</b>	283,188	83,691	-	199,497	283,188	-
<b>Client Services</b>	3,637,537	2,068,530	-	1,050,000	3,118,530	519,007
<b>Other Expenditures</b>	356,930	117,621	158,260	191,581	309,202	47,728
<b>Capital Outlay</b>	26,350	19,442	128	1,558	21,000	5,350
<b>Total Expenditures</b>	7,812,236	4,317,796	319,509	2,361,381	6,679,177	1,133,059

## Assistance Department:

September financial assistance totaled \$321,641, up from \$258,283 issued during August and up from \$261,765 issued in September of 2009. Year to date client assistance for 2010 is \$2,068,529 and YTD for 2009 was \$2,049,393, up \$19,136.

The September Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>Sept 2010</b>	<b>Sept 2009</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	760	1017	-25.3%		
Total applications taken	638	890	-28.3%		
Applications Withdrawn	(65)	(157)	-58.6%		
Applications Denied	(60)	(33)	81.8%		
Total applications approved for hardship assistance (with trans.)	513	700	-26.7%		
Transportation only approvals	(284)	(482)	-41.1%		
F/A applications approved	229	218	5.0%		

<b>Indicator</b>	<b>YTD 2010</b>	<b>YTD 2009</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	6593	8637	-23.7%		
Total applications taken	5540	7593	-27.0%		
Applications Withdrawn/Denied	(779) (448)	(1875)	-34.6%		
Total applications approved for hardship assistance (with trans.)	4313	5767	-25.2%		
Transportation only approvals	(2425)	(3752)	-35.4%		
F/A applications approved	1888	2015	-6.3%		

During September, 2010, 47 veterans applied for assistance for the first time bringing the 2010 YTD total to 395. Of the 47 new claims, 41 were approved, 1 was partially approved, 1 was denied and 4 were withdrawn. In September, 2009, 63 veterans applied for assistance for the first time bringing the 2009 YTD total to 470.

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

Appeal Officer workdays	7.5
Cases on hand beginning of month	5
Cases received	+36
Cases worked	<u>-27</u>
Cases on hand end of month	14

<b><u>Appeal Officer Appeals</u></b>	<b><u>Sept.</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
Cases approved	4	62
Cases denied	18	183
Cases denied/withdrawn, no show	3	30
Cases withdrawn	2	21
No determination at Level II (Referred to Level III)	0	0
Cases referred back to Financial Asst./Social Worker	0	3
*Cases not eligible for appeal	<u>0</u>	<u>3</u>
<b>Total</b>	<b>27</b>	<b>302</b>

<b><u>Board Appeals</u></b>	<b><u>Sept.</u></b> <b><u>2010</u></b>	<b><u>YTD</u></b>
Cases approved	9	114
Cases denied	7	72
Cases withdrawn	0	4
Cases verifying fraud	1	5
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>17</b>	<b>197</b>



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

September medical assistance expensed for transportation totaled \$7,428.50 for the month, \$7,428.50 for bus tickets and \$0 for taxi services.

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

Medical payments for September amounted to \$2,244 with \$1,544 expensed for Dental and \$700 for Vision. Year to date medical expenses totaled \$37,078. Dental payments year to date are \$28,114 and Vision year to date payments are \$5,775.

\$0 in Miscellaneous Medical payments were expensed in September. Year to date Miscellaneous Medical payments are \$3,189.

### **Memorial Affairs Department:**

\$14,985 was expensed during September, 2010 for indigent veteran funeral expenses, up \$8,991 from September, 2009. During September, 15 indigent burials were approved. The burials were for 4 Air Force, 1 Marine, 1 Navy and 9 Army veterans.

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

	<u>Sept.</u>	<u>2010 YTD</u>	<u>Sept.</u>	<u>2009 YTD</u>
DD-214 Search	103	970	93	1,230
Benefits Counseling	746	8,267	1,069	8,406
Undelivered-Incorrect Headstones/Research	14	132	17	277
Presidential Memorial Certificates	99	1,063	108	1,508
National Cemetery Referrals	64	748	63	1,357
Blue Star Service Banners	1	13	1	8

## Veterans Service Officers:

Following are some of the major statistics reported by VSO John Murphy for the month of September, 2010 for the Brecksville satellite office.

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	40	388
Pension claims and follow ups	27	207
Medical	18	100
Power of Atty. to Service Organizations	5	56
Misc. Applications/Correspondence	123	1275
All Other	<u>64</u>	<u>365</u>
<b>Total</b>	<b>277</b>	<b>2391</b>

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

	<u>Sept.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	58	372
Pension claims and follow ups	28	222
Medical	9	57
Power of Atty. to Service Organizations	22	150
Misc. Applications/Correspondence	187	1002
All Other	<u>36</u>	<u>327</u>
<b>Total</b>	<b>340</b>	<b>2130</b>

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

**September  
2010**

	<b>VETERAN</b>				<b>DEPENDENT</b>			
	Sept. 2009	YTD '09	Sept. 2010	YTD '10	Sept. 2009	YTD '09	Sept. 2010	YTD '10
Compensation/DIC Claims	68	561	120	686	3	66	14	57
Follow-up Pending Claims	104	858	157	894	8	50	9	65
Pension Claims	32	233	18	207	8	127	19	169
Follow-up Pending Claims	49	517	67	471	15	245	33	221
Medical	33	248	48	374	1	18	5	48
Notice of Disagreements	4	64	13	74	0	4	0	0
Appeals & Waivers	25	147	20	136	0	5	0	7
Eligibility Verification Reports	2	95	2	108	0	50	1	20
Change of Address	0	9	0	0	0	1	0	0
Education Assistance	9	73	13	102	2	22	1	25
Cert. Eligibility - Home Loan	8	18	5	28	0	1	1	1
Insurance Discharges, Request for copy	1	13	3	8	0	7	0	3
Headstone/Marker Application	98	950	178	1030	1	40	2	17
Referrals to Other Agencies	0	0	0	0	0	3	0	2
P of A Service Organization Misc. Application/Corresp.	33	182	24	206	3	22	0	8
Ohio Veterans Home	64	597	68	662	9	112	6	92
Burial Benefits High School Diploma Applications	268	2179	507	2728	53	342	44	376
Discharge Upgrades 10-10 EZ Forms	4	34	0	27	2	23	3	31
<b>TOTAL</b>	<u>818</u>	<u>6906</u>	<u>1261</u>	<u>7834</u>	<u>105</u>	<u>1138</u>	<u>138</u>	<u>1142</u>

**% Chg. YTD**  
51.6%      11.6%

**TOTAL (Vet + Dep)**

Interviews: Service Dept. Clients	811	6099	1257	7756	105	920	138	1142
Fin. Asst. Referrals	7	92	4	94	0	8	0	0
Office YTD	818	6191	1261	7850	105	928	138	1142
Phone Calls	1976	18273	2393	19331				

	'09	YTD '09	'10	YTD '10
	916	7019	1395	8898
	7	100	4	940
	923	7119	1399	8992

## **Information Systems:**

### **KnowledgeTree**

A Linux version of KnowledgeTree is almost ready for testing. This action should allow us to avoid several problems with the Windows Server 2008 software.

### **Novell Netware software update**

Testing continues on Linux. A test server has been set up and several employees will be asked to try out the server functions and compare them to Novell Netware and Windows Server.

### **VSO Remote Office upgrades**

Web Cameras and software were installed on both Wade Park computers and the computer in Brecksville. This will allow VSO's to capture client pictures along with their applications. The Brecksville office was also connected to the VA network, increasing network speed by a factor of five.

### **Obsolete equipment**

Several pieces of obsolete equipment ranging in age from 5 to 8 years old were returned to the Information Services Center for potential re-use.

### **AMVETS Veteran Training Program**

The AMVETS have initiated a program of professional coursework in business and technology for use by our eligible clients. Two computers have been set up for working on these courses and a mentor has been assigned to help them.

### **Mailing Labels**

A Dymo label maker was purchased and installed for the Financial Assistance staff. This action reduced the backup and traffic at the Finance/Memorial Affairs label maker.

### **Adobe Acrobat forms**

Two computer-fillable Acrobat test forms were produced for use by the Social Work and VSO departments. Future fillable documents will also be created this way instead of using Microsoft Word.

### **County Ombudsman Office:**

The Ombudsman called about a veteran with communication problems. The Executive Director met with the veteran and the veteran is now working with Kenny Redd on VA hospital issues.

**Ohio Veterans Home Network:**

In September 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 October 21, 2010.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**