



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

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Email: vsc_mail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: November 16, 2011 9:32 a.m.

PRESENT: Mel Baher, President
Bob Potts, Secretary
Clayton Uzell, Commissioner
Daniel T. Weist, Commissioner
Robert E. Schloendorn, Executive Director
Tom O'Donnell, Asst. Prosecuting Attorney
Lorri Slivka, Executive Secretary

ABSENT: Frank Pocci, Vice President

VISITORS: Mick Panek, Joe Gauntner, Brian Albrecht, Sara DeCaro

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, 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 Dan Weist to accept the report of the Executive Director as given.

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

OLD BUSINESS:

None.

NEW BUSINESS:

Bob Schloendorn presented the Board with proposed advertising bids for TV, radio, and cable for their consideration. Bob was asked to also look into the cost of advertising with the Dish network.

The Executive Director received a notice from the Ohio Dept. of Veterans Services that the Ohio Veterans War Bonus payouts for Cuyahoga County were \$2.3M to date.

GOOD OF THE ORDER:

Bob Schloendorn received an e-mail from Trevor McAleer, Legislative Budget Advisor, on November 16, 2011 asking if the CCVSC would support the following condition on the purchase of the Memorial Day flags; "The Memorial Day flags shall be returned back to the county for secondary use or properly disposed of by the Veterans Service Commission." The Board's position is that they do not support any secondary usage of the Memorial Day flags and we have neither the staff nor the facilities to store or dispose of retrieved flags.

President Baher opened the floor to visitors for any comments.

Mick Panek suggested that the CCVSC look into advertising at the Wade Park VA Hospital and he shared his views on the Northeast Ohio Feasibility Study and the re-use of Memorial Day flags.

Joe Guantner extended his thanks and appreciation for the valuable information on the benefits and services of the CCVSC and to the Board for their service to our country and to the veterans in Cuyahoga County.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Clay Uzell to go into Executive Session to discuss a personnel issue and ongoing litigation.

AYES: Baher, Potts, Uzell, Weist. NAYS: None. Motion carried. (10:16 a.m.)

Dan Weist left Executive Session at 11:45 a.m.

A motion was made by Bob Potts and seconded by Clay Uzell to come out of Executive Session and return to the regular order of business.

AYES: Baher, Potts, Uzell. NAYS: None. Motion carried. (11:50 a.m.)

A personnel issue and ongoing litigation were discussed in Executive Session. No action was taken.

With no further business, a motion was made by Bob Potts and seconded by Clay Uzell to adjourn the meeting at 11:51 a.m.

AYES: Baher, Potts, Uzell. 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

October, 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

November 16, 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 October 31, 2011:

Executive:

The Executive Director

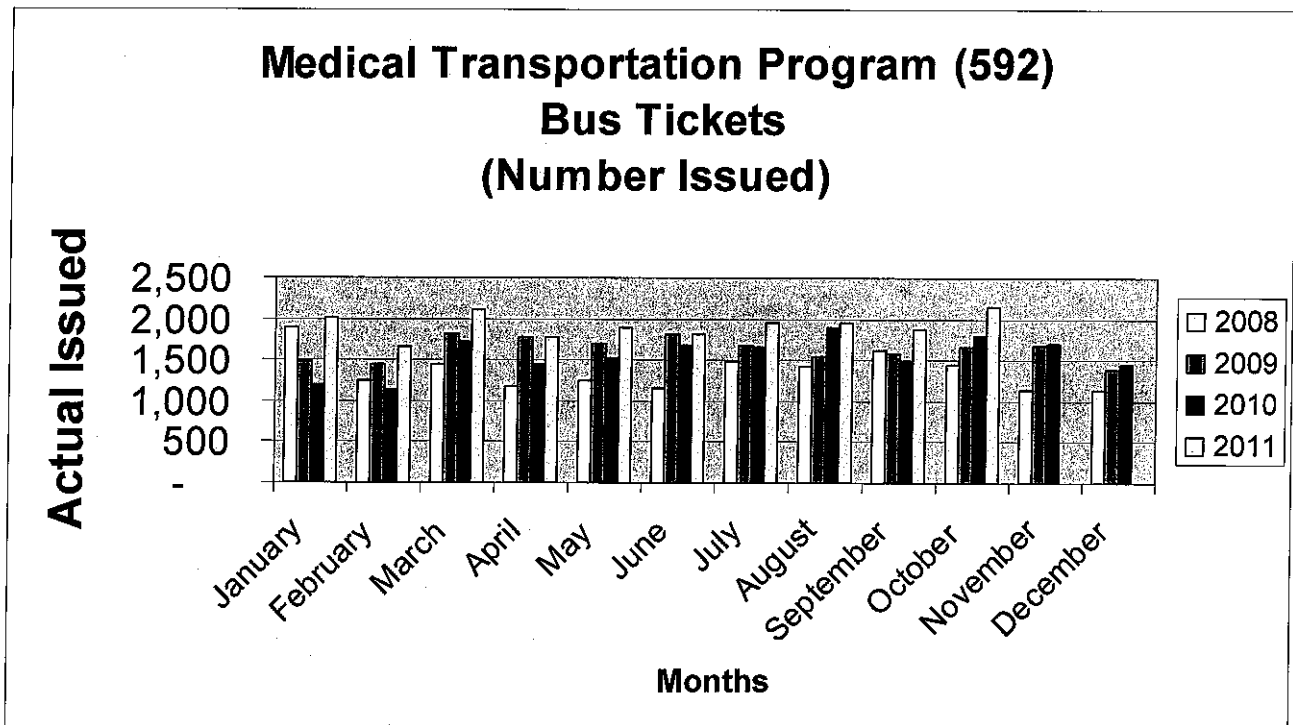
- Met with Joe Gauntner and Chris Murray, liaisons for County Council.
- Attended VA roundtable on homelessness.
- Attended the County Council budget hearing.
- Attended the VA luncheon.

Finance Department

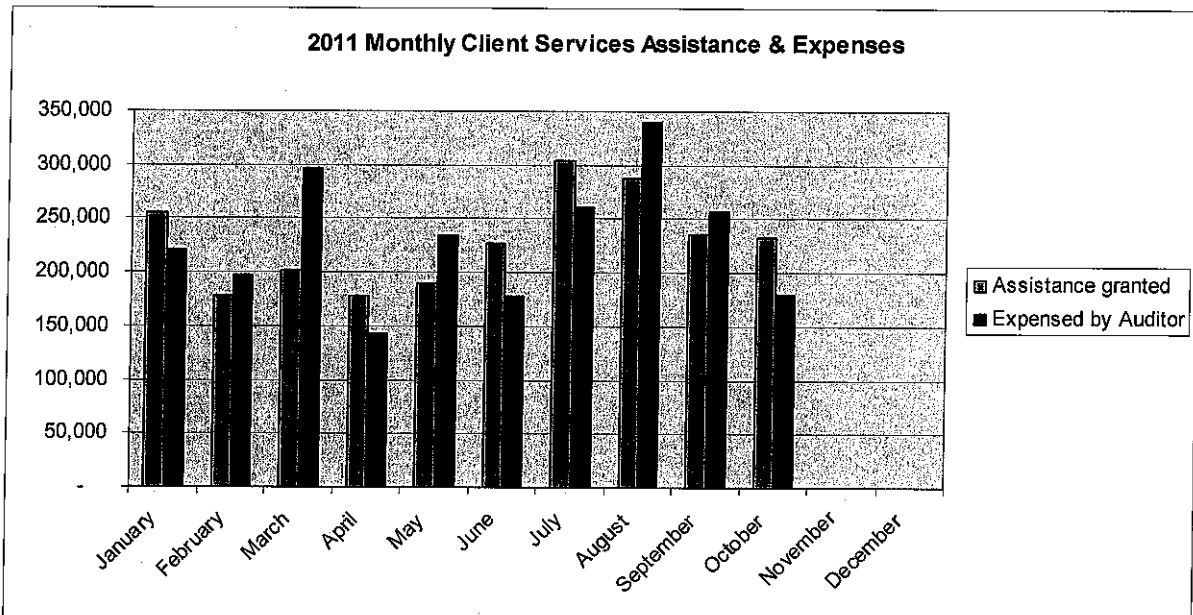
Below are selected October reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

) **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	1,423,614	-	285,780	1,709,394	56,653
Fringe Benefits	618,116	488,449	-	109,839	598,288	19,828
Commodities	25,556	17,701	-	4,559	22,260	3,296
Contract Services	573,114	345,767	201,503	186,733	532,500	40,614
Controlled Expenditures	301,320	244,359	-	56,961	301,320	-
Client Services	3,693,517	2,305,800	-	640,000	2,945,800	747,717
Other Expenditures	399,783	178,263	41,224	96,336	274,599	125,184
Capital Outlay	18,788	6,160	128	128	6,288	12,500
Total Expenditures	7,396,241	5,010,113	242,855	1,380,336	6,390,449	1,005,792

Assistance Department:

October financial assistance totaled \$179,307 down from \$256,072 issued during September and down from \$276,377 issued in October of 2010. Year to date client assistance for 2011 is \$2,305,801 and YTD for 2010 was \$2,344,906, down \$39,105.

The October Financial Assistance Department activity report follows below.

Indicator	Oct. 2011	Oct. 2010	% Change		
Number of clients seeking hardship assistance	889	761	16.8%		
Total applications taken	726	659	10.2%		
Applications Withdrawn	(49)	(57)	-14.0%		
Applications Denied	(49)	(60)	-18.3%		
Total applications approved for hardship assistance (with trans.)	628	542	15.9%		
Transportation only approvals	(410)	(310)	32.3%		
F/A applications approved	218	232	-6.0%		

Indicator	YTD 2011	YTD 2010	% Change		
Number of clients seeking hardship assistance	8553	7354	16.3%		
Total applications taken	7120	6199	14.9%		
Applications Withdrawn	(550)	(836)	-34.2%		
Applications Denied	(529)	(508)	4.1%		
Total applications approved for hardship assistance (with trans.)	6041	4855	24.4%		
Transportation only approvals	(3936)	(2735)	43.9%		
F/A applications approved	2105	2120	-.7%		

During October, 2011, 43 veterans applied for assistance for the first time bringing the 2011 YTD total to 459. Of the 43 new claims, 38 were approved, 1 was partially approved, 1 was denied and 3 were withdrawn. In October, 2010, 46 veterans applied for assistance for the first time bringing the 2010 YTD total to 441.

Listed below is a breakdown of appeals for the month of October, 2011.

Appeal Officer work days	8
Cases on hand beginning of month	5
Cases received	+25
Cases worked	<u>-26</u>
Cases on hand end of month	4

<u>Appeal Officer Appeals</u>	Oct. 2011	YTD
Cases approved	8	53
Cases denied	14	233
Cases denied/withdrawn, no show	4	46
Cases withdrawn	<u>0</u>	<u>34</u>
Total	26	366

<u>Board Appeals</u>	Oct. 2011	YTD
Cases approved	7	123
Cases denied	2	88
Cases withdrawn	0	1
Cases verifying fraud	1	17
Client is eligible (Review DD-214)	0	1
Fraud not verified	<u>0</u>	<u>1</u>
Total	10	231

Medical and Other Transportation:

October assistance expensed for transportation totaled \$10,963 for the month, \$10,638 for medical bus tickets and \$325 for other transportation. Year to date transportation totaled \$99,110.50. Year to date medical transportation totaled \$95,315.50 and needs based transportation totaled \$3,795.

Medical and Dental Programs:

Medical payments for October amounted to \$2,810 with \$2,295 expensed for Dental and \$515 for Vision. Year to date medical expenses totaled \$46,477. Dental payments year to date are \$33,604 and Vision year to date payments are \$7,250.

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

Memorial Affairs Department:

\$7,788.24 was expensed during October, 2011 for indigent veteran funeral expenses, up \$795.24 from October, 2010. During October, 9 indigent burials were approved. The burials were for 1 Air Force, 0 Marines, 4 Navy and 4 Army veterans.

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

	Oct.	2011 YTD	Oct.	2010 YTD
DD-214 Search	99	1029	102	1072
Benefits Counseling	928	9120	737	9004
Undelivered-Incorrect Headstone/Research	10	119	30	162
Presidential Memorial Certificates	93	1124	89	1152
National Cemetery Referrals	64	617	59	807
Blue Star Service Banners	1	32	2	15
Indigent Burials	9	110	7	104

Veterans Service Officers:

Following are some of the major statistics reported during the month of October, 2011 for the Brecksville satellite office.

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	0	229
Pension claims and follow ups	0	95
Medical	0	22
Power of Atty. to Service Organizations	0	62
Misc. Applications/Correspondence	0	831
All Other	0	188
Total	0	1427

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

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	131	1085
Pension claims and follow ups	43	428
Medical	18	181
Power of Atty. to Service Organizations	54	466
Misc. Applications/Correspondence	315	2879
All Other	92	952
Total	653	5338

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

October
2011

	VETERAN				DEPENDENT			
	Oct. 2010	YTD '10	Oct. 2011	YTD '11	Oct. 2010	YTD '10	Oct. 2011	YTD '11
Compensation/DIC Claims	123	809	77	674	16	73	5	54
Follow-up Pending Claims	177	1071	246	2119	7	72	18	191
Pension Claims	50	257	32	242	23	192	22	146
Follow-up Pending Claims	66	537	92	811	47	268	66	553
Medical	76	450	35	279	3	51	1	33
Notice of Disagreements	6	80	2	24	0	0	1	8
Appeals & Waivers	31	167	14	107	2	9	1	12
Eligibility Verification Reports	11	119	4	100	0	20	4	62
Change of Address	0	0	3	56	0	0	1	11
Education Assistance	22	124	19	172	0	25	2	23
Cert. Eligibility - Home Loan	3	31	6	40	0	1	0	5
Insurance	0	8	0	13	0	3	0	0
Discharges, Request for copy	142	1172	89	962	2	19	3	59
Headstone/Marker Application					3	5	1	8
Referrals to Other Agencies	29	235	93	722	1	9	9	67
P of A Service Organization	121	783	104	760	9	101	21	164
Misc. Application/Corresp.	640	3368	693	7571	66	442	93	1138
Ohio Veterans Home	13	40	1	46				
Burial Benefits					2	33	2	26
High School Diploma Applications	1	12	0	15				
Discharge Upgrades	6	82	7	48				
10-10 EZ Forms	0	6	16	148				
TOTAL	1517	9351	1533	14909	181	1323	250	2560

% Chg
5.0%

% Chg. YTD
63.7%

TOTAL (Vet + Dep)

Interviews: Service Dept. Clients	1517	9273	1597	13960	181	1323	0	0
Fin. Asst. Referrals	0	94	0	0	0	0	0	0
Office YTD	1517	9367	1597	13960	181	1323	0*	0
Phone Calls	2703	23956	2570	19415				

'10	YTD '10	'11	YTD '11
1698	10596	1597	13960
0	94	0	0
1698	10690	1597	13960

*eVetAssist not separating dependents.
Working to correct.

Information Systems:

KnowledgeTree

The agency set up a trial for the "Cloud" version of KnowledgeTree for all users to try out. This involved copying and compressing our live database of over 105,000 documents and uploading it to KnowledgeTree technical support in an encrypted format. Testing is underway to determine whether the Internet-based version of KnowledgeTree, which runs in an Amazon datacenter is as easy or easier to use than our current version. Once the trial is completed during November the agency will pursue procuring the version selected to adhere to some tight deadlines.

Networking issues

No information on conversion from Novell to another networking technology has been made available yet.

County Print Project

No further information on the county Toshiba printer/copier/scanner replacement project has been made available.

Outreach Support

A second laptop was set up with a portable printer to allow Service Officers and others to access our internal systems over a virtual private network. This will allow processing of claims to happen on-site at the outreaches if that is desired.

Ohio Veterans Home Network:

In October, two veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 19 veterans waiting for nursing home standard care, 13 veterans for nursing home special care, 13 veterans for the domiciliary and 0 for the domiciliary plus.

Submitted by:

**Robert E. Schloendorn
Executive Director**