



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: November 21, 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: SgtMaj Michael Burke; Major John Grizdale; Carl Cummings;
Saundra Dumas; Diane Barkley; Michael Cummings; Kim
Cummings-Graham; Norman Barkley; Lisa Barkley; and Sandra
Cummings

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 Clay Uzell to go out of the regular order of business for a presentation of medals to Marine Sgt. Carl A. Cummings, who recently received his medals through the efforts of Service Officer, Randy Stevenson.

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

Major John Grizdale pinned the medals while SgtMaj Michael Burke detailed the purpose of the medals. Mr. Cummings was awarded the Purple Heart Medal, Good Conduct Medal, National Defense Medal, Armed Forces Expeditionary Service Medal and the Republic of Vietnam Service Medal. President Pocci thanked Mr. Cummings for his service to our country and to his family for their support.

A motion was made by Mel Baher and seconded by Bob Potts to return to the regular order of business.

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

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, Pocci, Potts, Uzell, Weist. 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 given.

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

OLD BUSINESS:

None.

NEW BUSINESS:

A motion was made by Dan Weist and seconded by Bob Potts to award this year's three retirees a merit award in their last paycheck of the year to net out at \$250.00.

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

A motion was made by Dan Weist and seconded by Bob Potts to approve Resolution 2012-23 requesting authority for Larry Amato to attend the OSACVSO Education Committee meeting from November 10-11, 2012 in Dublin, Ohio, expenses not to exceed \$84.00.

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

A motion was made by Mel Baher and seconded by Bob Potts to approve Resolution 2012-24 requesting authority for OSACVSO membership dues for 2013 for nine veterans service officers, expenses not to exceed \$450.00.

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

A motion was made by Mel Baher and seconded by Dan Weist to approve Resolution 2012-25 requesting authority for NACVSO membership dues for 2013 for nine veterans service officers, expenses not to exceed \$270.00.

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

GOOD OF THE ORDER:

The Board will be updating financial assistance policies, five at a time, prior to listing them on the CCVSC website.

The Executive Director noted that the association between the AMVETS Career Centers and Americorp is currently under negotiation with Len Proper and the parties. The Career Centers placed two veterans last month.

Bob Schloendorn has accepted an invitation to be a member of the Cleveland State University Veterans Advisory Board which will assist 660 veterans in their Veteran Student Success Program.

Clay Uzell gave a brief summary of business discussed at the OSAVSC Fall Conference in Dublin, Ohio on November 16-18, 2012.

EXECUTIVE SESSION:

A motion was made by Dan Weist and seconded by Bob Potts to go into Executive Session to discuss personnel issues.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:00 a.m.)

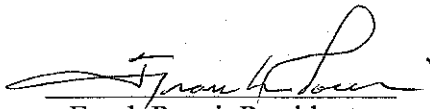
A motion was made by Mel Baher and seconded by Bob Potts to come out of Executive Session and return to the regular order of business.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried. (11:20 a.m.)

In Executive Session, the Board discussed new veterans service officers and their salaries.

With no further business, a motion was made by Mel Baher and seconded by Dan Weist to adjourn the meeting at 11:21 a.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

October, 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

November 21, 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 October 31, 2012:

Executive:

The Executive Director

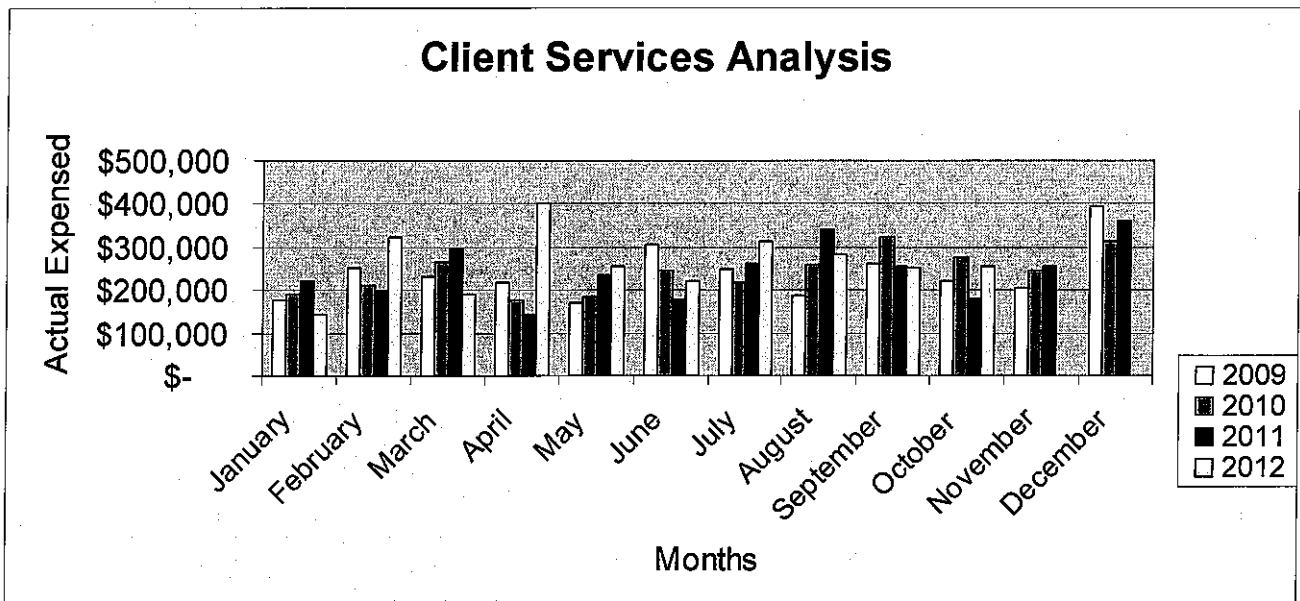
- Attended a meeting for the Mental Health Advisory Coalition

Finance Department

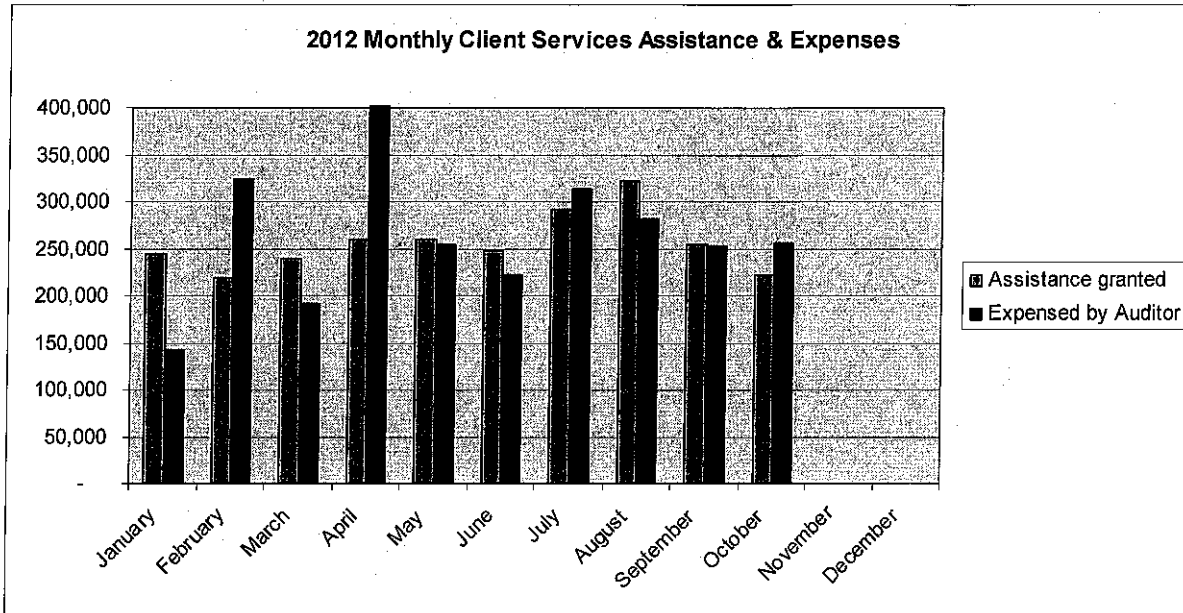
Below are selected October reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

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

Comparative Chart Analysis



Actual 2012 Expenses



Total 2012 Expense Analysis

	Total Budget	YTD Expenditure	YTD Encumbr	Remaining Expenditures	2012 Projection	Budget Variance
Salaries	1,963,612	1,631,982	-	323,782	1,955,764	7,848
Fringe Benefits	698,764	553,104	-	131,413	684,517	14,247
Commodities	38,000	26,305	-	5,450	31,755	6,245
Contract Services	575,849	423,484	121,001	111,016	534,500	41,349
Controlled Expenditures	355,308	95,480	-	259,828	355,308	-
Client Services	4,073,368	2,640,163	-	820,000	3,460,163	613,205
Other Expenditures	406,644	315,392	15,018	5,779	321,171	85,473
Capital Outlay	14,628	-	128	8,500	8,500	6,128
Total Expenditures	8,126,173	5,685,910	136,147	1,665,768	7,351,678	774,495

Assistance Department:

October financial assistance totaled \$255,895, down from \$253,278 issued during September and up from \$179,307 issued in October of 2011. Year to date client assistance for 2012 is \$2,640,162 and YTD for 2011 was \$2,305,801, up \$334,361

The October Financial Assistance Department activity report follows below.

Indicator	October 2012	October 2011	% Change		
Number of clients seeking hardship assistance	860	889	-3.3%		
Total applications taken	681	726	-6.2%		
Applications Withdrawn	(9)	(49)	-81.6%		
Applications Denied	(48)	(49)	-2.0%		
Total applications approved for hardship assistance (with trans.)	624	628	-.6%		
Transportation only approvals	(430)	(410)	4.9%		
F/A applications approved	194	218	-11.0%		

Indicator	YTD 2012	YTD 2011	% Change		
Number of clients seeking hardship assistance	9052	8553	5.8%		
Total applications taken	7568	7120	6.3%		
Applications Withdrawn	(301)	(550)	-45.3%		
Applications Denied	(524)	(529)	-.9%		
Total applications approved for hardship assistance (with trans.)	6743	6041	11.6%		
Transportation only approvals	(4482)	(3936)	13.9%		
F/A applications approved	2261	2105	7.4%		

During October, 2012, 44 veterans applied for assistance for the first time bringing the 2012 YTD total to 450. Of the 44 new claims, 39 were approved, 0 were approved at Level III, 1 was partially approved, 0 were denied and 4 were withdrawn. In October, 2011, 46 veterans applied for assistance for the first time bringing the 2011 YTD total to 441.

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

Appeal Officer work days	11
Cases on hand beginning of month	27
Cases received	+39
Cases worked	<u>-52</u>
Cases on hand end of month	14

	October	
<u>Appeal Officer Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	15	98
Cases denied	18	216
Cases denied/withdrawn, no show	14	54
Cases withdrawn	<u>5</u>	<u>26</u>
Total	52	394

	October	
<u>Board Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	9	142
Cases denied	6	64
Cases withdrawn	0	2
Cases verifying fraud	2	26
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>1</u>	<u>1</u>
Total	18	235

Medical and Other Transportation:

October assistance expensed for transportation totaled \$11,353.50 for the month, \$11,103.50 for medical bus tickets and \$250 for other transportation. Year to date transportation totaled \$109,124.00. Year to date medical transportation totaled \$105,449.00 and needs based transportation totaled \$3,675.

Medical and Dental Programs:

Medical payments for October amounted to \$1,152 with \$1,152 expensed for Dental and \$0 for Vision. Year to date medical expenses totaled \$50,447. Dental payments year to date are \$41,562 and Vision year to date payments are \$5,655.

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

Memorial Affairs Department:

\$15,984.00 was expensed during October, 2012 for indigent veteran funeral expenses, up \$8,195.76 from October, 2011. During October, 16 indigent burials were approved. The burials were for 5 Air Force, 2 Marines, 3 Navy and 6 Army veterans.

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

	Oct.	2012 YTD	Oct.	2011 YTD
DD-214 Search	99	1071	99	1029
Benefits Counseling	913	8318	928	9120
Undelivered-Incorrect Headstone/Research	19	95	10	119
Presidential Memorial Certificates	118	1025	93	1124
National Cemetery Referrals	61	664	64	617
Blue Star Service Banners	1	13	1	32
Indigent Burials	16	115	7	117

Veterans Service Officers:

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

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	68	488
Pension claims and follow ups	13	88
Medical	3	16
Power of Atty. to Service Organizations	18	69
Misc. Applications/Correspondence	108	887
All Other	<u>15</u>	<u>184</u>
Total	225	1732

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

	<u>Oct.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	73	1093
Pension claims and follow ups	48	565
Medical	12	124
Power of Atty. to Service Organizations	39	496
Misc. Applications/Correspondence	341	3597
All Other	<u>76</u>	<u>1056</u>
Total	589	6931

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

October
2012

	VETERAN				DEPENDENT			
	Oct. 2011	YTD '11	Oct. 2012	YTD '12	Oct. 2011	YTD '11	Oct. 2012	YTD '12
Compensation/DIC Claims	77	674	75	749	5	54	5	55
Follow-up Pending Claims	246	2119	232	2467	18	191	9	141
Pension Claims	32	242	26	292	22	146	14	144
Follow-up Pending Claims	92	811	107	1052	66	553	70	620
Medical	35	279	33	297	1	33	2	30
Notice of Disagreements	2	24	0	13	1	8	0	5
Appeals & Waivers	14	107	12	129	1	12	3	23
Eligibility Verification Reports	4	100	2	101	4	62	1	50
Change of Address	3	56	9	86	1	11	2	11
Education								
Assistance	19	172	21	199	2	23	1	14
Cert. Eligibility - Home Loan	6	40	5	35	0	5	1	2
Insurance	0	13	2	39	0	0	0	0
Discharges, Request for copy	89	962	98	1170	3	59	4	51
Headstone/Marker Application					1	8	1	4
Referrals to Other Agencies	93	722	80	885	9	67	9	93
P of A Service Organization	104	760	91	973	21	164	11	151
Misc. Application/Corresp.	693	7571	820	8309	93	1138	116	1166
Ohio Veterans Home	1	46	1	33				
Burial Benefits					2	26	5	43
High School Diploma Applications	0	15	0	7				
Discharge Upgrades	7	48	5	60				
10-10 EZ Forms	16	148	7	89				
TOTAL	1533	14909	1621	16985	250	2560	254	2603

% Chg.
5.2%

% Chg. YTD
12.1%

Interviews: Service Dept. Clients	1597	13960	1717	17077
Fin. Asst. Referrals	0	0	27	256
Office YTD	1597	13960	1744	17333
Phone Calls	2570	23818	2599	22271

Information Systems:

Knowledge Tree

As a result of user testing, KnowledgeTree engineering has made several changes to both the Public Cloud version and the Private Cloud version. We are waiting for those changes to be installed so we can resume testing.

Backup Scripting

Several cloud-based backup alternatives are now available. These products will allow backups to be performed more quickly than our current product. In addition they will allow us to get away from physical tape handling and they are more secure than our current process allows.

Microfilm from Scanned Images

Successful test were run on the scanned image-to-microfilm product. A regular schedule has been prepared with the initial run set for the end of 2012. Following this we will no longer have to store physical paper between scanning sessions saving time and physical storage space.

New Website

The new website has been tested and all suggested changes have been made. It will go into operation in November. Multiple administrators will be trained to make updates without having to involve the web developers.

Microsoft Outlook – GroupWise conversion

The county Microsoft Exchange replacement for GroupWise is still in the planning phase with no firm date announced for implementation. We are looking into acquiring a hosted Exchange service so the agency can begin using Outlook and Private Key Encryption as required by the VA for emails exchanged between the VA and our agency.

Ohio Veterans Home Network:

In October, 2 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**