



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

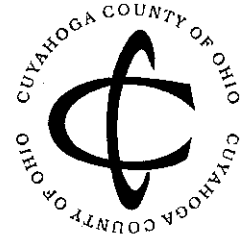


Vietnam Veterans of America  
**BOB POTTS**  
COMMISSIONER

**ROBERT SCHLOENDORN**  
EXECUTIVE DIRECTOR

## Cuyahoga County Veterans Service Commission

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



### MINUTES

**DATE:** December 19, 2012 9:17 a.m.

**PRESENT:** 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

**EXCUSED:** Frank Pocci, President

**PURPOSE:** GENERAL MONTHLY MEETING

The meeting was called to order by the Vice President, Bob Potts, 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 to conduct a special presentation to two of our three retirees.

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

First, President Potts asked for a moment of silence in memory of the Newtown, Connecticut victims and for our military.

The Executive Director proceeded with presenting Murray Evans and Sandra Bernath with a proclamation on behalf of the CCVSC Commissioners and thanking them for their dedication and years of service to the Veterans Service Commission. John Murphy will receive his proclamation later this afternoon.

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, 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 Clay Uzell to accept the report of the Executive Director as given.

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

**OLD BUSINESS:**

A revision to the Food and Shelter Monthly Allowance Guideline dated April 4, 2012 was readdressed. A motion was made by Mel Baher and seconded by Dan Weist to approve the increase in food allowances to conform to the standard amounts for households nationwide per bankruptcy law.

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

Office safety concerns were readdressed. The Protective Services Dept. has been contacted and training has been scheduled to review safety procedures.

**NEW BUSINESS:**

The USO has requested office space at CCVSC to provide their new Executive Director with a downtown presence. Bob Schloendorn is to research this matter for discussion at the next open public meeting.

The Board postponed discussion on an additional week of vacation for Executive Director Bob Schloendorn until the next meeting when a full board is present.

**GOOD OF THE ORDER:**

A letter was sent to Commissioner Uzell at VFW Post 1536 from Helene Weinberger thanking him for the Post's donation of American flags to the Community Partnership on Aging's celebration of Veterans Day, and to Terry Walker for conducting the flag ceremony. A copy of the letter is attached to these minutes.

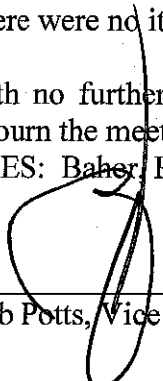
Matthew Rubino, Office of Budget & Management, emailed Bob Schloendorn with final certified tax values and rates for 2013. Based on the assessed valuation for the 2012 tax year/2013 collection year, the CCVSC budget allocation based on 0.25 mills will now be \$6,913,118, down \$119,401 from last year. A budget revision will be prepared and addressed at the January 2, 2013 Board meeting and presented to County Council for their January 8, 2013 meeting.

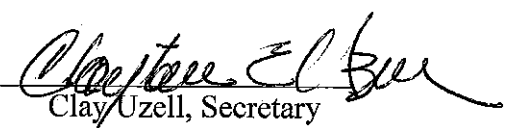
**EXECUTIVE SESSION:**

There were no items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Clay Uzell to adjourn the meeting at 10:12 a.m.

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

  
\_\_\_\_\_  
Bob Potts, Vice 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)

Helene M. Weinberger  
23511 Chagrin Boulevard #121  
Beachwood, Ohio

Clayton E. Uzell  
VFW Post 1536  
Lyndhurst Community Center  
1341 Parkview Drive  
Lyndhurst, Ohio 44124

Dear Mr. Uzell:

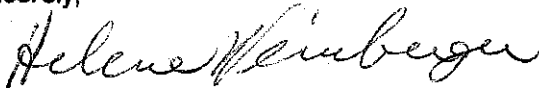
I am typing because my handwriting is so illegible. I personally want to thank you for your Post's donation of the American flags to the Community Partnership on Aging's celebration of Veterans Day. As I handed out the flags I specifically called attention to the fact that they should never hit the floor, as it would be a dishonor to our flag.

I would like to describe the event to you. Terry Walker from the Veterans Service Commission conducted the flag ceremony, and I asked for people to stand who were able to. Almost all of the seniors present did so. At the conclusion, one of the seniors started "God Bless America" and everyone joined in. She brought some valuable material as well and described the functions of the commission. She was an extremely good representative.

In addition, Veteran Milton Nadler brought his material from his experience at the German invasion, and it was well displayed on tables; his speaking about it was extremely moving, as well. I brought some photos from Honor Flight, which I displayed, and did a brief description of its value to all who attended. Milt and I both wore our HONOR FLIGHT shirts and caps.

All in all, I think it was a really good program, and again, you have my personal thanks for your Post's participation.

Sincerely,



Helene Weinberger

# **CUYAHOGA COUNTY VETERANS SERVICE COMMISSION**

## **Progress Report on the State of the Commission**

**November, 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**

**December 19, 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 November 30, 2012:

**Executive:**

The Executive Director

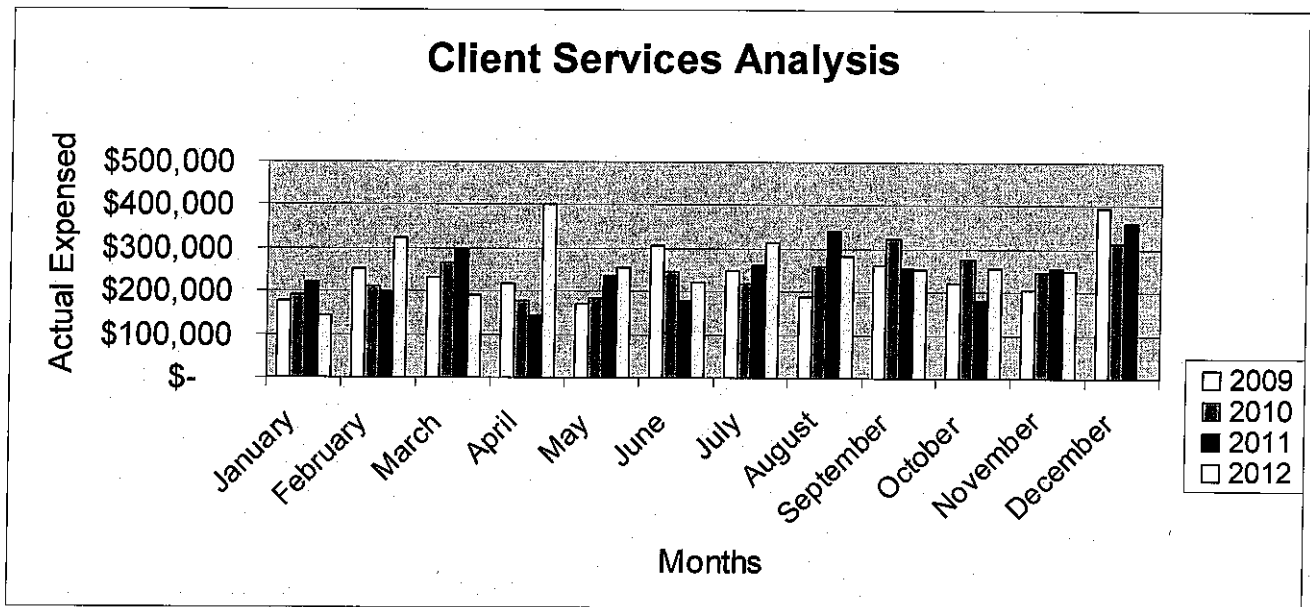
- Attended a VA luncheon.
- Met with Bryan McGown and Mr. Morrison regarding a homelessness initiative.

**Finance Department**

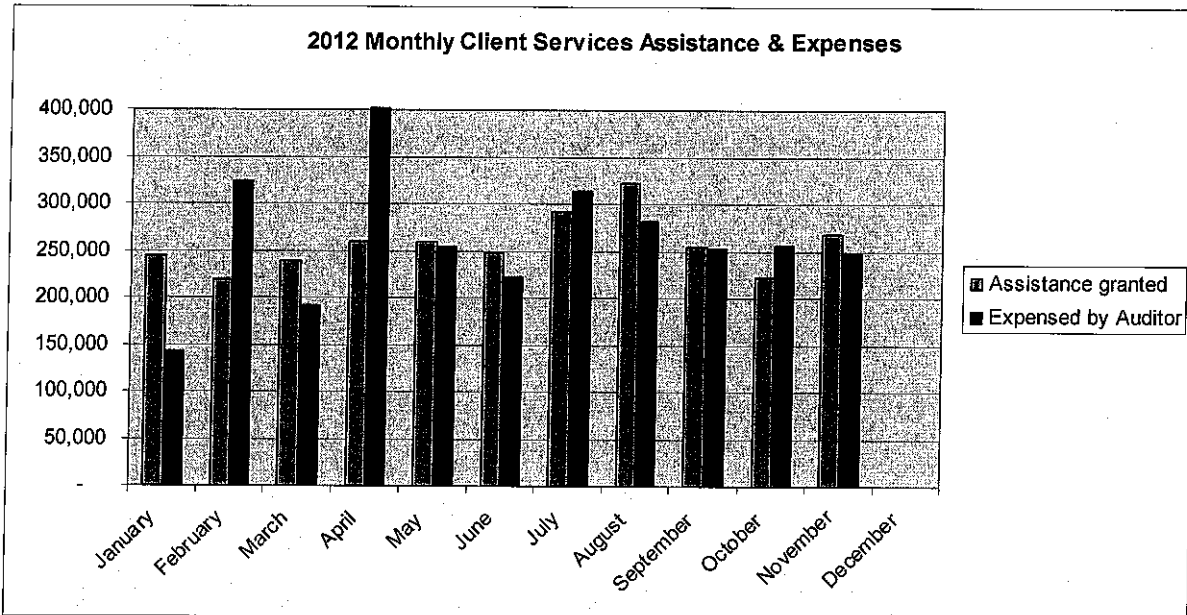
Below are selected November reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

**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
<b>Salaries</b>	1,963,612	1,771,641	-	184,123	1,955,764	7,848
<b>Fringe Benefits</b>	698,764	601,549	-	82,968	684,517	14,247
<b>Commodities</b>	38,000	26,305	-	5,450	31,755	6,245
<b>Contract Services</b>	575,849	423,484	121,001	111,016	534,500	41,349
<b>Controlled Expenditures</b>	355,308	95,480	-	259,828	355,308	-
<b>Client Services</b>	4,073,368	2,887,929		410,000	3,297,929	775,439
<b>Other Expenditures</b>	406,644	322,457	14,588	58,714	381,171	25,473
<b>Capital Outlay</b>	14,628	-	128	8,500	8,500	6,128
<b>Total Expenditures</b>	8,126,173	6,128,845	135,717	1,120,599	7,249,444	876,729

**Assistance Department:**

November financial assistance totaled \$247,765, down from \$255,895 issued during October and down from \$253,554 issued in November of 2011. Year to date client assistance for 2012 is \$2,887,927 and YTD for 2011 was \$2,559,355, up \$328,572.

The November Financial Assistance Department activity report follows below.

<b>Indicator</b>	<b>November 2012</b>	<b>November 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	785	913	-14%		
Total applications taken	636	757	-16%		
Applications Withdrawn	(18)	(41)	-56.1%		
Applications Denied	(44)	(51)	-13.7%		
Total applications approved for hardship assistance (with trans.)	574	665	-13.7%		
Transportation only approvals	(345)	(427)	-19.2%		
F/A applications approved	229	238	-3.8%		

<b>Indicator</b>	<b>YTD 2012</b>	<b>YTD 2011</b>	<b>% Change</b>		
Number of clients seeking hardship assistance	9837	9466	3.9%		
Total applications taken	8204	7877	4.2%		
Applications Withdrawn	(319)	(591)	-46%		
Applications Denied	(568)	(580)	-2.1%		
Total applications approved for hardship assistance (with trans.)	7317	6706	9.1%		
Transportation only approvals	(4827)	(4363)	10.6%		
F/A applications approved	2490	2343	6.3%		

During November, 2012, 39 veterans applied for assistance for the first time bringing the 2012 YTD total to 489. Of the 39 new claims, 36 were approved, 0 were approved at Level III, 0 were partially approved, 2 were denied and 1 was withdrawn. In November, 2011, 59 veterans applied for assistance for the first time bringing the 2011 YTD total to 518.



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

Appeal Officer work days	9
Cases on hand beginning of month	14
Cases received	+34
Cases worked	- <u>36</u>
Cases on hand end of month	12

	November	
<u>Appeal Officer Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	11	109
Cases denied	18	234
Cases denied/withdrawn, no show	6	60
Cases withdrawn	<u>1</u>	<u>27</u>
<b>Total</b>	<b>36</b>	<b>430</b>

	November	
<u>Board Appeals</u>	<u>2012</u>	<u>YTD</u>
Cases approved	15	157
Cases denied	6	70
Cases withdrawn	0	2
Cases verifying fraud	1	27
Client is eligible (Review DD-214)	0	0
Fraud not verified	<u>0</u>	<u>1</u>
<b>Total</b>	<b>22</b>	<b>257</b>

**Medical and Other Transportation:**

November assistance expensed for transportation totaled \$9,876 for the month, \$9,346 for medical bus tickets and \$530 for other transportation. Year to date transportation totaled \$119,000. Year to date medical transportation totaled \$114,795 and needs based transportation totaled \$4,205.

**Medical and Dental Programs:**

Medical payments for November amounted to \$7,972 with \$4,905 expensed for Dental and \$255 for Vision. Year to date medical expenses totaled \$58,419. Dental payments year to date are \$46,467 and Vision year to date payments are \$5,910.

\$2,812 Hearing Aid payments were expensed in November. Year to date Hearing Aid payments totaled \$6,042.

**Memorial Affairs Department:**

\$6,649.63 was expensed during November, 2012 for indigent veteran funeral expenses, up \$705.22 from November, 2011. During October, 7 indigent burials were approved. The burials were for 1 Air Force, 0 Marine, 1 Navy and 5 Army veterans.

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

	Nov.	2012 YTD	Nov.	2011 YTD
DD-214 Search	91	1162	117	1146
Benefits Counseling	680	8998	727	9847
Undelivered-Incorrect Headstone/Research	7	102	6	125
Presidential Memorial Certificates	79	1104	107	1231
National Cemetery Referrals	67	731	72	689
Blue Star Service Banners	1	14	0	32
Indigent Burials	7	114	7	117

**Veterans Service Officers:**

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	71	559
Pension claims and follow ups	9	97
Medical	6	22
Power of Atty. to Service Organizations	14	83
Misc. Applications/Correspondence	100	987
All Other	<u>11</u>	<u>195</u>
<b>Total</b>	<b>211</b>	<b>1943</b>

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

	<u>Nov.</u>	<u>YTD</u>
Compensation DIC Claims & Follow ups	72	1165
Pension claims and follow ups	44	609
Medical	6	130
Power of Atty. to Service Organizations	57	553
Misc. Applications/Correspondence	390	3987
All Other	<u>80</u>	<u>1136</u>
<b>Total</b>	<b>649</b>	<b>7580</b>

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

November  
2012

	VETERAN				DEPENDENT			
	Nov. 2011	YTD '11	Nov. 2012	YTD '12	Nov. 2011	YTD '11	Nov. 2012	YTD '12
Compensation/DIC Claims	91	765	96	845	4	58	2	57
Follow-up Pending Claims	234	2353	228	2695	11	202	13	154
Pension Claims	31	273	30	322	13	159	17	161
Follow-up Pending Claims	107	918	85	1137	64	617	59	679
Medical	39	318	34	331	4	37	1	31
Notice of Disagreements	2	26	3	16	0	8	0	5
Appeals & Waivers	23	130	7	136	4	16	3	26
Eligibility Verification Reports	1	101	2	103	2	64	1	50
Change of Address	2	58	10	96	1	11	2	13
Education Assistance	11	183	16	215	2	25	2	16
Cert. Eligibility - Home Loan	12	52	3	38	0	5	1	2
Insurance Discharges, Request for copy	3	16	3	42	0	0	0	0
Headstone/Marker Application	109	1071	91	1261	2	61	8	59
Referrals to Other Agencies	1	9	1	4	1	9	1	4
P of A Service Organization	83	805	69	954	4	71	9	102
Misc. Application/Corresp.	119	879	123	1096	16	180	13	164
Ohio Veterans Home	791	6362	869	9178	104	1242	114	1280
Burial Benefits	3	49	4	37	3	29	1	44
High School Diploma Applications	0	15	0	7				
Discharge Upgrades	10	58	4	64				
10-10 EZ Forms	10	158	8	97				
<b>TOTAL</b>	<b>1681</b>	<b>16590</b>	<b>1685</b>	<b>18670</b>	<b>234</b>	<b>2794</b>	<b>244</b>	<b>2847</b>

**% Chg**  
**.7%**

**% Chg**  
**YTD**  
**11%**

Interviews: Service Dept. Clients	1535	15495	1636	17077
Fin. Asst. Referrals	0	0	35	291
Office YTD	1535	15495	1671	17368
Phone Calls	2474	26292	2807	25078

## **Information Systems:**

### **Knowledge Tree**

KnowledgeTree engineers have acknowledged that there are performance problems with the "Private Cloud" version. Therefore we will have free use of our current application for the first quarter of 2013 while the engineers revise the program to improve performance. We will then install the new private cloud version and convert data from our current system.

### **VSC email address change**

The main VSC email address has been changed to be:  
VSCMAIL@cuyahogacounty.us

The underscore in the previous address made it too difficult to work with.

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

There is no estimated date for the county to convert from Groupwise email to Microsoft Outlook/Microsoft Exchange. We are getting quotes for acquiring a hosted implementation of Exchange by a third party vendor instead. This would allow us to satisfy the VA's request to encrypt information in our email communications with them.

### **Map-D/Share/VBMS implementation**

Laptops have been installed at Wade Park and the main office to provide access to VA Map-D and Share applications. Another laptop is being set up for use at the VA's Parma CBOC as well. VSO's are scheduled to go through training on these applications in late December.

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

In November, 2 veterans were transported to the Sandusky home for tours and admission evaluations.

The waiting list for the Ohio Veterans Home includes 25 veterans waiting for nursing home standard care, 23 veterans for nursing home special care, 2 veteran for the domiciliary and 6 for the domiciliary plus.

**Submitted by:**

**Robert E. Schloendorn  
Executive Director**