

CARES Stakeholder Outreach

**VISN 1**  
**Start Date**           **March/2003**  
**End Date**               **March/2003**

Outreach Audience														Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total		
03/01/03	Northampton, MA	TH	580	0	1	1	0	0	1	1	0	2	586	Audience informed of where the Medical Center was in the CARES Process, reviewed PIs for the VISN 1 West Market, and explained the IBM Model.	Audience appreciated being innformed, understood the pprocess and agreed with the plans.
03/01/03	Bedford, MA	B	0	0	0	14	0	0	0	0	0	0	14	There has been a meeting between members of the steering committe and Cares committee members. The committee is currently working on figuring out who the workload belongs to VA has to much space---which we don't need. We are looking at where the workload needs to be.	Are there any contingency plans in case any facilities need to close?
03/01/03	Boston, MA	N	2000	0	0	0	0	0	0	0	0	0	2000	CARES Q&A in employee newsletter	none
03/03/03	Togus, ME	E	0	0	6	25	0	0	0	0	2	0	33	E'Mailed release on CARES Commission to key stakeholders	No comments received.
03/03/03	White River Jct., VT	E	15	0	8	22	2	1	2	7	0	2	59	Furnished News Release naming the members of the CARES Commission and giving a briefing biography of each member	None -- continued appreciation for being kept advised.
03/04/03	West Haven Division	M	0	0	7	27	2	0	0	1	3	3	43	CARES Commission release and bios.	n/a
03/05/03	Manchester, NH	B	15	0	0	20	0	0	0	0	0	0	35	VARO Manchester meeting for VSO leaders	Presented stasis of CARES, several members of group asked general questions and expressed appreciation for the update
03/06/03	Boston, MA	B	15	0	0	0	0	0	0	0	0	0	15	none	none
03/06/03	Togus, ME	B	0	0	0	21	0	0	0	0	0	1	22	Discussed Far North Market plan to address gaps including use of telemedicine.	Group responded favorably to our plan.
03/06/03	VISN 1 Office	B	34	0	0	0	0	0	0	0	0	0	34	ELC & CARES Steering Committee briefing on draft Market Plans; questions concerning access; proximity; special programs	Questions were addressed
03/07/03	Boston, MA	B	35	0	0	0	0	0	0	0	0	0	35	none	none
03/11/03	Boston, MA	B	0	0	0	15	0	0	0	0	0	0	15	none	none
03/12/03	Togus, ME	B	0	0	0	5	0	0	0	0	0	0	5	Briefed service officers about CARES plan including telemedicine.	Group was supportive of our plan.
03/13/03	Providence, RI	TH	71	0	0	0	0	0	0	0	0	0	71	All-employee Town Hall meeting at 12 noon.	none.
03/13/03	Providence, RI	TH	37	0	0	0	0	0	0	0	0	0	37	All-employee Town Hall meeting at 3 p.m.	none.
03/18/03	West Haven Division	O	0	0	0	40	0	0	0	0	0	0	40	Quarterly VAVS Meeting	n/a
03/18/03	Manchester, NH	B	0	0	0	0	0	0	0	36	0	0	36	Provided literature for a meeting of various community leaders in conjunction with "cover the uninsured week.	group expressed appreciation for the information

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/19/03	Manchester, NH	B	10	0	4	15	0	3	0	0	13	45	90	Included cares update in presentation given at Ribbon Cutting for new National Guard Clinic at Pease.	Several attendees approached VAMC Manchester leadership afterwards to asked general questions and express support.
03/19/03	Newington Division	O	0	0	0	25	0	0	0	0	0	0	25	Quarterly VAVS Meeting	n/a
03/24/03	VISN 1 Office	B	2	0	7	0	0	0	0	0	0	0	9	Briefed Congressional staff in D.C. on draft CARES Market Plan; questions concerning cbocs, cost/funding for CARES initiatives	Questions were addressed
03/26/03	VISN 1 Office	B	4	0	0	0	0	0	4	0	0	0	8	Labor Management Council briefed on CARES	none
03/27/03	Providence, RI	B	12	0	8	11	1	0	2	1	0	1	36	quarterly mini-management advisory council with stakeholders	none.
03/28/03	VISN 1 Office	M	0	0	75	16	0	0	0	0	0	2	93	CARES draft Market Plans, CARES Commission release, and CARES Bulletin #10 sent to Congressional staff and MAC members	none
03/31/03	VISN 1 Office	B	6	0	0	0	7	0	0	0	0	0	13	Briefing on draft CARES Market Plans	none--well received
03/31/03	VISN 1 Office	N	8900	0	75	200	17	0	20	0	1	2	9215	CARES Article in Network April newsletter	none
<b>Total</b>			<b>11736</b>	<b>0</b>	<b>191</b>	<b>457</b>	<b>29</b>	<b>4</b>	<b>29</b>	<b>46</b>	<b>19</b>	<b>58</b>	<b>12569</b>		

CARES Stakeholder Outreach

<b>VISN 2</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience															Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Bath, NY	B	0	0	0	0	0	100	0	0	0	0	0	100	VAVS meeting 3/6/03	N/A
03/05/03	Canandaigua, NY	B	24	0	0	0	0	0	0	0	0	0	0	24	Local Leadership Council update on market plan.	Agreement on market plan.
03/10/03	Canandaigua, NY	M	0	0	0	0	0	41	0	0	0	0	0	41	Invite to attend CARES market plan presentation.	Three volunteers attended
03/11/03	Albany, NY	B	0	25	0	0	0	0	0	0	0	0	0	25	Joint Veterans Council	Group interested in being kept current as to events as they occur.
03/13/03	Syracuse, NY	B	0	0	0	0	20	0	0	0	0	0	0	20	Syracuse VA Medical Center Director James Cody provides a CARES Update to the Dean's Committee(Department Chairs) of the SUNY(State University of New York)Upstate Medical University.	Part of the discussion focused on the introduction of the 2000 census data and its effect on the CARES plan for VA Network 2 Central Market.
03/13/03	Syracuse, NY	B	50	0	0	0	0	0	0	0	0	0	0	50	Syracuse VA Medical Center Director James Cody updates staff leadership regarding CARES initiative.	The presentation provided a discussion of the newly-introduced 2000 census data and the possible impact it might have on the CARES plan for the Network 2 Central Market.
03/14/03	Buffalo, NY	B	15	0	0	0	0	0	0	0	0	0	0	15	Local Leadership Meeting	Update provided/plan due this month to Network/
03/14/03	Canandaigua, NY	B	9	0	0	0	0	3	0	0	0	0	0	12	Network presentation of each facilities CARES market plan.	Volunteers glad to have been invited and agreed with plans.
03/19/03	Albany, NY	B	0	0	0	0	12	0	0	0	0	0	0	12	Deans Committee	Discussed Planning initiatives
03/19/03	Canandaigua, NY	B	22	0	0	0	0	0	0	0	0	0	0	22	Local Leadership Council further discussion on CARES market plan.	No issues reported.
03/20/03	Batavia, NY	B	6	0	0	36	0	0	0	0	0	0	0	42	County VSO meeting; provided CARES Communique & briefing on initiatives	Information received well.
03/21/03	Albany, NY	B	8	0	0	23	0	0	0	0	0	0	0	31	VSO Meeting	Discussed Planning Initiatives
03/24/03	Canandaigua, NY	B	5	0	0	15	0	0	0	0	0	0	0	20	CARES update on proposed market plans.	Audience was very receptive to the solutions proposed for the Planning Initiatives.
03/24/03	Albany, NY	B	162	0	0	0	0	0	0	0	0	0	0	162	Open Forum	Discussed planning initiatives (outpatient specialty care) and non planning initiatives (primary care, inpatient medicine & inpatient surgery).
03/28/03	Syracuse, NY	B	9	0	0	19	0	0	0	0	0	0	0	28	Public Affairs Officer Gordon Sclar, for Medical Center Director James Cody, updated the Syracuse VA's Community Advisory Board regarding the latest information on the CARES process.	Mr. Sclar discussed the introduction of the Census 2000 data into the CARES process and the possible impact it might have on the plan submitted by the Network 2 Central Market.
<b>Total</b>			<b>310</b>	<b>25</b>	<b>0</b>	<b>93</b>	<b>32</b>	<b>144</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>604</b>		

CARES Stakeholder Outreach

<b>VISN 3</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total		
03/03/03	East Orange, NJ	E	2663	0	0	0	0	0	3	0	0	0	2666	CARES Info via VHANOW Newsletter transmitted to all employees via Outlook.	None.
03/03/03	East Orange, NJ	E	2663	0	0	0	0	0	0	0	0	0	2663	Sent VHANOW Newsletter, which contained CARES Commission article, to employees via Outlook	None.
03/03/03	Montrose, NY	B	5	0	0	0	0	0	0	0	5	0	10	It appears that both the VA and West Point have similar acute care scenerios BUT for very different populations.	It does not appear feasible to combine at this time BUT sharing of services will be pursued.
03/04/03	Bronx, NY	B	0	0	2	0	0	0	0	0	0	0	2	update for congressman jose serrano's staff.	continue updates
03/04/03	Brooklyn, NY	B	8	0	0	0	0	0	0	0	0	0	8	Reviewed and discussed potinetiel plans identified to address planning options.	None
03/04/03	New York, NY	B	8	0	0	0	0	0	0	0	0	0	8	Discussed with staff CARES process, PIs and potential plans to address. Sought feedback concerning plans relative to data.	refining plans.
03/04/03	VISN 3 Office	E	22	0	0	0	0	0	3	0	2	0	27	Summary CARES National Call	Informational
03/04/03	Northport, NY	E	1446	0	0	0	0	0	3	0	0	0	1449	Shared the March VHANOW that included a CARES Update article	None
03/05/03	VISN 3 Office	E	44	0	0	0	0	0	6	0	4	0	54	Special Disability and Blind Rehab information	Informational
03/05/03	Brooklyn, NY	B	24	0	0	0	0	0	0	0	0	0	24	Provided briefing on Status of CARES planning. Sought feedback.	General comments re plan.
03/05/03	New York, NY	B	25	0	0	0	0	0	0	0	0	0	25	Reveiwed current plans identified to address planning initiatives. Reviewed changes in data and impact on previous plans.	Feedback sought re plans discussed to date. Written comments to plans sought and identified that new plans also welcomed.
03/06/03	East Orange, NJ	TH	8	0	0	0	0	0	0	0	0	0	8	Employee Town Meeting via teleconference.	None.
03/07/03	East Orange, NJ	O	15	0	0	10	0	0	0	0	0	0	25	Secretary of Veterans Affairs visited Newark VARO for discussion on various issues including CARES with VARO staff and VSO Representatives.	None.
03/07/03	Montrose, NY	B	36	0	0	0	0	0	3	0	0	0	39	Gave status of CARES	none at this time
03/10/03	Northport, NY	B	1	0	0	0	0	0	0	0	0	2	3	Meeting with the Town of Huntington Supervisor.	Mr. Petrone wanted to know if CARES would impact on the woodline that connects town property with the VA Medical Center. He was told that it didn't appear from this year's CARES market plan that the woodline would be affected by the process.
03/10/03	VISN 3 Office	E	22	0	0	0	0	0	3	0	3	0	28	Biweekly CARES Report information	Informational
03/11/03	Montrose, NY	B	6	20	0	0	0	0	0	0	0	0	26	Draft Market Plans were shared with VAVS-Montrose Campus. How long will it take to make these changes? We are talking about going to war, and they propose closing a VA?	It will take years to make these changes and they will be phased in over time.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/11/03	Bronx, NY	B	20	0	0	0	0	0	0	0	0	0	20	Briefed Board of Directors and practice chiefs on CARES PIs	continue updates
03/11/03	Brooklyn, NY	B	40	0	0	0	0	0	0	0	0	0	40	Provided update on potential plans to address planning options. Sought feedback.	Few comments provided. Written comments welcomed.
03/11/03	Brooklyn, NY	B	11	0	0	0	0	0	0	0	0	0	11	Updated plan re planning options with group. Sought feedback	Few responses. No impact on plan.
03/12/03	New York, NY	B	3	0	0	0	0	0	0	0	0	0	3	Reviewed current thinking re plans to address PI. Sought feedback re plans and welcomed other plans	refining plans.
03/12/03	Brooklyn, NY	B	0	0	0	0	3	0	0	0	0	0	3	Reviewed status of CARES planning and development of potential plans to address PI.	Members indicated that written responses forthcoming.
03/12/03	Bronx, NY	B	18	0	0	0	0	0	0	0	0	0	18	briefing on CARES for new employee training group	continue to provide updates
03/13/03	Montrose, NY	M	0	30	4	240	6	0	4	0	0	43	327	Mailings were done to communicate status	We have received no written comments from these mailings
03/14/03	Brooklyn, NY	B	0	0	0	0	0	0	0	15	0	0	15	Explained CARES process, PIs and potential plans to address options. Comments supportive of preferred options.	None.
03/14/03	East Orange, NJ	TH	14	0	0	0	0	0	0	0	0	0	14	Employee Town Meeting held via teleconference.	None.
03/14/03	Brooklyn, NY	B	45	0	0	0	0	0	0	0	0	0	45	Explained CARES process and PI relative to SE NY Metro Market. Asked for feedback re potential plans.	Few comments re options designed to address plans.
03/17/03	Montrose, NY	B	12	0	0	0	0	0	0	0	0	0	12	Status report was given by CARES Coordinator At the ELC. What is the future timeline?	Updated timeline was given
03/17/03	Montrose, NY	B	3	3	0	0	0	0	0	0	0	0	6	What will happen to the PTSD program if Montrose closes?	If Montrose were to close, it would be moved to another VA or to Castle Point
03/18/03	Brooklyn, NY	B	9	0	0	0	0	0	0	0	0	0	9	Reviewed plans identified to address options with clinical service chiefs.	Some discussion re duplication of high cost clinical services at both acute campuses.
03/18/03	New York, NY	B	9	0	0	0	0	0	0	0	0	0	9	Updated staff on plan developments. Sought comments re issues relative to plan.	refining plans to address PIs.
03/18/03	VISN 3 Office	E	44	0	0	0	0	0	6	0	4	0	54	Market Plan development	Informational
03/19/03	Bronx, NY	N	1500	0	0	500	0	500	0	0	0	0	2500	march newsletter update on cares market plans	continue making updates.
03/20/03	Castle Point, NY	B	6	48	0	0	0	0	0	0	0	0	54	A briefing was done at the VAVS Meeting at Castle Point and the following comments were made: The Castle Point campus is the center of the Hudson Valley. How many years will it take to make these changes you describe in the draft market plans? Why are we considering closing Castle Point when the population that will use the facility is increasing? We need to increase funds to serve veterans in our area. We need to promote funding for the VA through contact with our local Congressional Representatives.	It will take years to implement the changes and they will be phased in similar to the Chicago area.

**CARES Stakeholder Outreach**

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03/20/03	Brooklyn, NY	B	0	0	0	25	0	0	0	0	0	0	25	Explained CARES process and PIs. Reviewed potential plans to address options and sought feedback.	Some questions re data sources and reliability. Data provided.
03/21/03	VISN 3 Office	E	44	0	0	0	0	0	6	0	4	0	54	Facility inventory information	Informational
03/22/03	Brooklyn, NY	B	0	0	0	45	0	0	0	0	0	0	45	Reviewed CARES process and PIs. Reviewed potential plans identified to address initiatives.	Comments collected. Asked for written responses.
03/24/03	Brooklyn, NY	B	9	0	0	0	0	0	0	0	0	0	9	Continued discussion concerning duplication of services at both main campuses.	Plans to address options being discussed relative to both acute campuses.
03/24/03	New York, NY	B	9	0	0	0	0	0	0	0	0	0	9	Briefed clinical service chiefs re plan development and discussed duplication of services at both campuses.	comments refining plans.
03/24/03	VISN 3 Office	E	66	0	0	0	0	0	9	0	6	0	81	Small Facility proposals	Informational
03/25/03	VISN 3 Office	E	66	0	0	0	0	0	9	0	6	0	81	CARES Narratives, Net Present Value	Informational
03/25/03	Bronx, NY	E	1500	0	0	0	0	500	0	0	0	0	2000	email update to all staff	continue follow-up
03/27/03	East Orange, NJ	B	5	0	0	0	0	0	0	15	0	0	20	CARES update presented at Stakeholders' Advisory Group meeting.	None.
03/27/03	Northport, NY	E	1	0	0	0	0	0	0	0	0	0	1	One Nursing employee, Alice R. wanted to discuss her ideas to address cardiac risk factors through community partnerships.	Plans to meet with the employee were discussed over e-mail, since she works the midnight tour. My initial response to her idea is that it could be considered more as a strategic planning objective rather than CARES-related item.
03/28/03	VISN 3 Office	E	22	0	0	0	0	0	3	0	2	0	27	Market plan outline	Informational
03/28/03	Brooklyn, NY	B	0	0	2	0	0	0	0	8	0	0	10	Provided briefing re PI for St. Albans Primary and Extended Care Center and potential plan	Local residents and Cong Meeks concerned with razing buildings. Will provide written comments and formulate other plan options
03/28/03	New York, NY	B	40	0	0	0	0	0	0	0	0	0	40	Reviewed new data and impact on plan development to date. Sought feedback re plans identified to address PIs.	Very few comments. General agreement on plans identified to date.
03/28/03	Castle Point, NY	B	6	0	0	15	0	0	0	0	0	0	21	These draft market plans are just "drafts"? No decisions have been made.	The Market plans are drafts. The Directors with the VISN Director will make the final decision. You will be informed and have an opportunity to respond.
03/28/03	Brooklyn, NY	B	5	0	0	15	0	0	0	0	0	0	20	Updated on plans to address planning options. Sought comments re plan and/or asked group to suggest plan.	Few comments re plans.
03/31/03	Northport, NY	E	1446	0	0	0	0	0	3	0	0	0	1449	A CARES update along with a power point presentation on the proposed LI Market plan was sent to employees via Outlook. A separate all-employee e-mail was sent via VISTA informing them of the market plan and next steps in the process.	Employees were encouraged to contact the CARES Coordinator or PAO with questions or concerns about CARES
03/31/03	Northport, NY	B	20	0	1	30	0	0	0	0	0	0	51	A CARES Update was provided by the Medical Center's Facility Planner/CARES Coordinator to the Veterans Advisory Council.	One member, the Director of the Nassau VSA, expressed strong interest in the establishment of an additional CBOC in the county.
<b>Total</b>			<b>11969</b>	<b>101</b>	<b>9</b>	<b>880</b>	<b>9</b>	<b>1000</b>	<b>61</b>	<b>38</b>	<b>36</b>	<b>45</b>	<b>14148</b>		

CARES Stakeholder Outreach

<b>VISN 4</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total		
03/01/03	Erie, PA	TH	32	0	3	9	0	1	1	1	0	0	47	3/31/03 Town Hall Meeting held for Step 4 CARES Update. All present concurred with the response plan being sent forward for VISN 4.	Some service officers still question the integrity of the CARES process. They remain suspicious.
03/01/03	Erie, PA	E	448	0	6	35	0	0	2	0	0	0	491	An email CARES Update was provided to all employees(3/14)and VSO's (3/17) on the process of Step 4, potential recommendations,and requests for input.	I received no response from the email sent. No questions and no inquiries.
03/01/03	Erie, PA	B	4	0	0	0	10	0	0	0	0	0	14	CARES Overview was provided to the Lake Erie College of Osteopathic Medicine.	No concerns were raised from the affiliate.
03/02/03	VISN 4 Office	B	0	0	0	50	0	0	0	0	0	0	50	Network Director gave presentation on CARES to the PA Vietnam Veterans of America, with aproximately 50 attending from PA and NJ.	Will continue to provide information to VVA as it becomes available.
03/04/03	Philadelphia, PA	E	0	0	12	30	0	5	0	0	0	0	47	Email of final CARES Commission Members and Bio's	No action/response required
03/05/03	Coatesville, PA	B	42	0	0	0	0	0	0	0	0	0	42	Briefed management on recent CARES update.	Continue briefings.
03/07/03	Pittsburgh, PA (UD)	B	15	0	1	27	0	0	0	0	0	0	43	THIS WAS A QUARTERLY VSO MEETING THAT INCLUDED A CARES BRIEFING/UPDATE. THE BRIEFING WAS WELL RECEIVED AND THERE WAS NO MAJOR OBJECTIONS TO WHAT WAS REPORTED.	VSO'S were informed that we would keep them informed throughout this entire process.
03/11/03	VISN 4 Office	B	0	0	0	0	0	0	0	0	0	40	40	Meeting in NY to discuss CARES with EPVA. Aproximately 40 people were there from EPVA, VACO, VISNs 2, 3, and 4.	Will continue to provide updates as available.
03/12/03	VISN 4 Office	O	0	0	0	1	0	0	0	0	0	0	1	Ron Conley, national commander, American Legion, visited Wilmington VAMC. Network expanded East/West PI responses were given to Mr. Conley.	N/A
03/12/03	Butler, PA	B	0	0	0	0	0	0	0	54	0	0	54	Update of CARES process and Timeline Schedule overview.	Informative:
03/13/03	Philadelphia, PA	B	30	0	0	0	0	0	0	0	0	0	30	Directors Staff Meeting - Overview of PI submitted 3-12-03	No action required
03/13/03	Lebanon, PA	B	6	0	0	0	0	40	0	0	0	0	46	CARES update given to the VAVS Committee.	Positive response from the Committee members.
03/14/03	VISN 4 Office	B	0	0	0	0	0	0	0	0	0	5	5	CARES briefing made to group representing the State Veterans Homes in PA. 4 of the 5 were from the PA Department of Military and Veterans Affairs.	Will continue to share information as it become available.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/14/03	VISN 4 Office	B	0	0	1	0	0	0	0	0	0	0	1	Network Director met with staffer from Congressman LoBiondo (NJ) and provided 12 page document with network PI's and recommendations. Concern expressed that current plan does not call for the establishment of a new VAMC in Southern NJ.	Plan to schedule meeting with congressman and network director to discuss further.
03/14/03	VISN 4 Office	B	0	0	3	0	0	0	0	0	0	0	3	Network Director met with SVAC staff with 3 people including Bill Tuerk from Senator Spector's office. Staff were given 12 page document related to east and west market PI and proposed responses. Support was expressed for proposed options. Concern raised that projected cost for Pittsburgh consolidation was underestimated. Also mentioned that Sen. Spector or his designee would like to appear before the CARES Commission to testify in support of the network's recommendations.	Will continue to provide with information related to CARES as it becomes available.
03/17/03	Wilmington, DE	B	3	0	7	17	0	0	0	0	0	0	27	Update on current status and proposed recommendations to address PI's	General questions. No impact on plan
03/18/03	VISN 4 Office	M	0	0	142	180	14	0	0	0	0	113	449	CARES Update #10, related to VISN 4's PI's and proposed responses to address them sent out to network level stakeholders by fax, e-mail, and mail.	Will continue to provide information and seek feedback in the future.
03/18/03	VISN 4 Office	E	9755	0	0	0	0	0	0	0	0	0	9755	CARES Update #10, related to VISN 4's PI's and proposed responses to address them sent out to all network employees via VISTA.	Will continue to provide updates and seek feedback from employees as process continues.
03/19/03	Altoona, PA	E	440	0	0	0	0	0	0	0	0	0	440	Follow-up to Network Director e-mail giving specific information related to VAMC Altoona and the planning initiatives.	Continue to provide updates as more information is made available.
03/19/03	Butler, PA	B	0	0	0	0	0	0	0	0	0	85	85	Staff visited a local post and conducted an informational session. The CARES process was explained as well as an update and timeline of the program mentioned.	Informational:
03/21/03	Philadelphia, PA	E	1200	0	0	0	0	0	300	0	0	0	1500	Email message to ALL Exchanges users Highlighting Update #10	None
03/21/03	Philadelphia, PA	E	0	0	27	20	1	0	0	0	0	0	48	Distribution of Update #8 to VSO. local Congressional offices and affiliate	None
03/21/03	VISN 4 Office	O	0	0	0	6	0	0	0	0	0	0	6	Network staff contacted the 6 Network VSO POC's for BVA, DAV, AL, PVA, National Veterans Service, and JWV to insure they had received update 10 and the invitation to the two market CARES presentations held in Pittsburg and Coatesville.	Will continue to work closely with stakeholders and provide information as it becomes available.
03/24/03	Altoona, PA	M	0	0	5	33	0	0	0	0	0	2	40	Provided summary of Planning Initiatives for VISN along with invitation to attend briefing at the VAMC.	Continue to provide updates as additional information is available.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/24/03	VISN 4 Office	B	0	0	12	0	0	0	0	0	0	0	12	ND presented information about proposed PI responses for our VISN.	Overall favorable response to proposal. Request to reconsider Morgantown as site for potential CBOC. Will review for possible inclusion in Plan. Question about status of VISN capital projects already in the hopper. Will make sure some reference is made to that in our Plan.
03/25/03	Butler, PA	M	0	0	0	0	0	0	0	70	0	0	70	PI's with Network Director's letter was mailed to the VAVS Committee.	Informational:
03/25/03	Butler, PA	M	0	0	0	0	0	0	0	70	0	0	70	PI's with Network Director's letter was mailed to the VAVS Committee.	Informational:
03/25/03	Butler, PA	E	538	0	0	0	0	0	0	0	0	0	538	PI's have been sent to employees using Microsoft Outlook. Network Director's letter was attached. It is hoped that using Vista and Outlook systems will reach most employees at the center.	Information:
03/26/03	Wilmington, DE	B	10	0	5	20	0	0	0	0	0	0	35	Update on current status and proposed recommendations to address PI's.	General questions. No impact on plan.
03/27/03	Coatesville, PA	B	20	0	7	25	0	0	1	0	0	3	56	Network Director outreached to 56 individuals as noted in breakdown. One hour powerpoint presentation provided on CARES PIs for VISN 4. Also, provided handouts to local and VISN stakeholders present.	Continue to follow up.
03/27/03	VISN 4 Office	B	28	0	6	11	0	0	1	3	0	0	49	Network presentation of PI proposed responses, attended by representatives from County Directors of Veterans Affairs, MOC, PSACOVA, EPVA, MOPH & aux, AL, VAMC Teamsters, Marine Corps League, Sen. Carper's office, American Red Cross, PUMS&ER, Cong. Pitts office, PVA, Cong Weldon's office, Cong. Hoeffel's office (PA-13), 2 from SVAC offices. Concerns included running figures with suspension of 8's, and a number of questions that were answered during the meeting.	Will continue to provide information and updates in the future.
03/28/03	VISN 4 Office	B	16	0	3	6	0	0	0	0	0	15	40	Network CARES Western Market PI response presentation in Pittsburgh. Attendees included those from Cong. Doyle's office, Senator Specter's office, PA Governor's veterans outreach, PVA, AL, VFW, NAMI, Keystone PVA, and county director's of veterans affairs. Questions included those concerning 8's, BH in CBOC's, options to close other unit other than HD, impact of positions if consolidation occurs, impact on SCI services, proposed new CBOC's in W. Market, partnerships with community-based organizations like Butler, therapeutic pool at HD. Questions were answered as raised.	Encouraged stakeholders to provide feedback, even if in agreement with all proposal, and provided the means for them to do this.

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/28/03	VISN 4 Office	B	0	0	0	0	0	0	1	0	0	0	1	Network Director met face-to-face with Curtis Jackson, Unified Union Partners to discuss tentative recommendations to address PI's. Mr. Jackson supported the recommendations for the Pittsburgh proximity issue and the consolidation plan, provided that the network receive the 90+ million for construction at UD. If the plan for consolidation does not work out and three sites remain, he supports leasing more space out at HD.	Comments confirm support of network recommendations for Pgh proximity issue.
<b>Total</b>			<b>12587</b>	<b>0</b>	<b>240</b>	<b>470</b>	<b>25</b>	<b>46</b>	<b>306</b>	<b>198</b>	<b>0</b>	<b>263</b>	<b>14135</b>		

CARES Stakeholder Outreach

<b>VISN 5</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Washington, DC	O	300	500	0	85	0	15	0	0	0	0	0	900	Presented to two veterans groups. On March 13, DAV, chapt.23 in Greenbelt. On March 26, D.C. Veterans Advisory Council.	Very few questions.
03/01/03	Washington, DC	O	300	500	0	85	0	15	0	0	0	0	0	900	Presented to two veterans groups. On March 13, DAV, chapt.23 in Greenbelt. On March 26, D.C. Veterans Advisory Council.	Very few questions.
03/04/03	Martinsburg, WV	TH	1190	0	0	0	0	10	0	0	0	0	0	1200	CARES update provided by Medical Center Director at quarterly all-employee meetings.	Good exchange of information and opportunity for questions.
03/07/03	Martinsburg, WV	M	0	0	30	0	0	0	0	0	0	0	0	30	CARES update (December 2002 & February 2003 updates, CARES process, steps, & timeline and CARES Commission News Release) sent to four-state Congressionals	Good, positive exchange of information
03/07/03	Martinsburg, WV	FG	15	0	0	0	0	0	0	0	0	0	0	15	Martinsburg's renovation projects in conjunction with CARES sent to VISN 5	part of reporting process
03/10/03	Martinsburg, WV	MB	0	0	0	0	0	0	0	0	0	500	0	500	CARES Commission News Release sent to four-state media	Informative news release - no inquiries
03/10/03	Baltimore, MD	N	2500	0	0	0	0	0	0	0	0	0	0	2500	article in weekly bulletin newsletter on market plans	n/a
03/12/03	VISN 5 Office	B	0	0	0	7	1	0	1	3	0	0	0	12	Presented CARES Market Plans during a Management Assistance Council Meeting in VISN 5.	N/A
03/18/03	Baltimore, MD	B	8	0	0	34	0	0	0	0	0	0	0	42	Presentation of draft CARES Market Plan for the VA Maryland Health Care System	No major questions, but group seemed to understand and support the draft plans.
03/18/03	Martinsburg, WV	FG	200	0	0	0	0	0	0	0	0	0	0	200	CARES timeline included w/Martinsburg's Functional Statement (Strategic Plan)	positive communication
03/19/03	VISN 5 Office	O	0	0	0	0	0	0	0	0	4	0	0	4	Talked to DoD staff at Fort Meade, Maryland about CARES initiatives.	N/A
03/19/03	Perry Point Division	B	4	0	0	30	0	0	0	0	0	0	0	34	Presentation of draft CARES Market Plans for the VA Maryland Health Care System.	There were numerous questions about the funding of the plan, but everybody seemed to understand the plan and support it.
03/25/03	Fort Howard Division	B	7	0	0	46	0	0	0	0	0	0	0	53	Provided a presentation of the draft Market Plans for the VA Maryland Health Care System to the Fort Howard/BRECC VAVS Committee.	The Market Plans were well received by the VAVS Committee.
03/25/03	Martinsburg, WV	FG	50	0	0	0	0	0	2	0	0	0	0	52	CARES update provided at monthly Director's Staff Conference	General communication
03/31/03	VISN 5 Office	E	0	0	0	0	0	0	0	0	20	0	0	20	Communicated with USUHS and Tricare Region 1 staff about CARES and VA/DoD sharing initiatives.	N/A
03/31/03	VISN 5 Office	B	0	0	0	0	0	0	0	0	3	0	0	3	VISN 5 staff met with Uniformed Services University of Health Science (USUHS) staff to talk about CARES.	N/A
<b>Total</b>			<b>4574</b>	<b>1000</b>	<b>30</b>	<b>287</b>	<b>1</b>	<b>40</b>	<b>3</b>	<b>3</b>	<b>27</b>	<b>500</b>	<b>6465</b>			

CARES Stakeholder Outreach

<b>VISN 6</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Total	Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/03/03	VISN 6 Office	E	21	0	0	12	0	0	0	0	0	0	0	33	CARES Commission news release sent to VISN 6 Executive Leadership Council and VISN staff.	Information only.
03/04/03	Durham, NC	B	14	0	0	0	11	0	0	0	0	0	0	25	Presentation at Dean's Committee with Duke University. Overview of new access points, projected inpatient bed levels, and increases in outpatient workload.	No significant issues were identified. Comments were made about need for adequate funding to support new initiatives. Chairman of Community and Family Medicine noted availability of multiple Duke practice sites across the area that might be a resource for meeting Primary Care demand.
03/05/03	Asheville, NC	B	19	0	0	0	0	0	0	0	0	0	0	19	CARES information regarding timeline, stakeholder ltrs, planning initiatives was shared with CARES Committee members.	Continuing to move forward with process.
03/06/03	Salem, VA	B	0	0	0	15	0	0	0	0	0	0	0	15	Briefing of VSO Committee	Continued interest in CARES process and outcomes
03/06/03	Richmond, VA	B	25	0	0	0	0	0	0	0	0	0	0	25	no questions	no actions taken
03/10/03	VISN 6 Office	B	0	0	0	18	0	0	0	0	0	0	0	18	Shared CARES update at NC State Veterans Council meeting	No questions received
03/11/03	Salisbury, NC	B	20	0	0	0	0	0	0	0	0	0	0	20	Monthly employee update	None
03/12/03	Salem, VA	N	1250	100	3	0	3	50	1	0	0	0	0	1407	Biweekly newsletter with updates and point of contact for CARES.	Continued interest in potential outcomes.
03/12/03	Beckley, WV	TH	100	0	0	0	0	0	0	0	0	0	0	100	Informational Only	No impact on plan.
03/12/03	Hampton, VA	B	25	0	0	0	0	0	0	0	0	0	0	25	Presentation to Executive Leadership Board	Presentation made on current CARES progress and follow up of CARES Committee Meeting
03/12/03	Beckley, WV	B	0	12	2	0	0	0	0	0	0	0	0	14	No negative comments	No impact on plan
03/13/03	VISN 6 Office	B	36	0	0	0	0	0	0	0	0	0	0	36	CARES update given at VISN 6 Executive Leadership Council meeting	Information only
03/13/03	Hampton, VA	E	1200	0	0	0	0	0	0	0	0	0	0	1200	Cares Update	Information only. No feedback
03/13/03	Salem, VA	B	6	0	4	22	0	0	0	0	0	0	0	32	Briefing of Congressional offices, VSOs	Continued interest in potential outcomes of CARES
03/14/03	Salem, VA	TH	185	0	0	0	0	0	0	0	0	0	0	185	Provided updates on CARES schedule and potential impact.	Continued interest in potential outcomes.
03/20/03	Durham, NC	B	35	0	0	0	0	0	2	0	0	0	0	37	Presentation at Director's Staff meeting about planning initiatives and proposed solutions to gaps.	No issues were identified. Staff fully understand need for additional space to meet demand.
03/20/03	Hampton, VA	B	18	0	0	2	0	0	0	0	0	0	0	20	Local CARES Committee meeting	Local impact was discussed and plans will continue on course.
03/21/03	Hampton, VA	M	0	0	9	240	4	0	2	0	5	0	0	260	Current update sent for information	No response as yet.
03/21/03	VISN 6 Office	B	0	0	0	200	0	0	0	0	0	0	0	200	CARES update given at DAV Spring Conference in Raleigh, NC	Information only; no questions
03/21/03	Durham, NC	E	8	0	0	0	0	0	2	0	0	0	0	10	Market Plan Summary sent to CARES Facility Steering Committee members, providing detailed summary of planning initiatives.	One comment received seeking clarification of information; no issues identified with proposed solutions.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/25/03	Hampton, VA	B	2	0	0	0	0	0	0	0	0	0	2	Briefing by VHA Communications Field Director	Information
03/25/03	VISN 6 Office	B	0	0	0	30	0	0	0	0	0	0	30	VISN 6 Veterans Advisory Council meeting held to finalize CARES market plan	Veterans Advisory Council gave input to and concurred with the VISN 6 market plan.
03/26/03	VISN 6 Office	B	16	0	0	0	0	0	0	0	0	0	16	CARES update given to VISN 6 Public Affairs Council by VHACO Field Communications Director	Information shared was vital to CARES planning process; i.e., discussion re: upcoming Commission hearings
03/27/03	Hampton, VA	B	17	0	0	0	0	0	0	0	0	0	17	Presentation to Executive Committee of the Administrative Staff.	No response.
03/27/03	Beckley, WV	B	12	0	2	21	0	0	0	0	0	1	36	Service Officers' Meeting - Informational	Informational/No Impact on Plan.
03/28/03	Richmond, VA	B	140	0	3	20	0	0	2	0	0	0	165	no questions	no actions
<b>Total</b>			<b>3149</b>	<b>112</b>	<b>23</b>	<b>580</b>	<b>18</b>	<b>50</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>3947</b>		

CARES Stakeholder Outreach

<b>VISN 7</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Augusta, GA	O	30	0	0	0	0	0	0	0	0	0	0	30	Clinical Leadership Board Newsletter from Chief of Staff's office	N/A
03/01/03	Atlanta (Decatur), GA	B	3	0	0	4	0	0	0	0	0	0	0	7	American Legion State Commander requested that Rome be reconsidered as one of the first sites for a CBOC. Described a great need in that area.	None
03/03/03	Birmingham, AL	M	0	30	7	12	2	20	0	17	10	0	0	98	Letter inviting stakeholders to CARES presentation on March 27, 2003.	Stakeholders are contacting us about their plans to attend the presentation.
03/03/03	Columbia, SC	E	1310	0	0	0	0	0	0	0	0	0	0	1310	Published new CARES Commission electronically	Informational
03/03/03	Dublin, GA	O	9	0	0	10	0	0	0	0	0	0	0	19	CARES discussion at PVA quarterly luncheon.	Continue to discuss CARES at meetings.
03/05/03	CAVHCS	E	1398	0	0	0	0	0	2	0	0	0	0	1400	The Grapevine a bi-weekly publication was e-mailed to approximately 1400 employees reminding them of the CARES Town Hall meeting to be held on 3/25/03.	None.
03/05/03	Dublin, GA	O	18	0	0	25	0	5	0	0	0	0	0	48	Quarterly VSO meetings; CARES discussion part of regular agenda.	Continue to update VSOs about CARES.
03/06/03	CAVHCS	M	0	0	25	207	0	0	0	52	0	0	0	284	Letters to stakeholders inviting them to attend the March 25, 2003 CARES Town Hall meeting. Local organizations include councilmen, mayors, and commissioners from surrounding area cities and towns. VSO are composed of veteran service officers, state commanders and presidents and veteran representatives from CAVHCS' PSA.	None.
03/07/03	Columbia, SC	M	25	25	8	20	5	45	0	0	2	0	0	130	Letter summarizing new data and planning initiatives. Invitation to a Stakeholder Briefing 3/24/03	Asked for input into market plan development.
03/10/03	VISN 7 Office	O	0	0	0	1	0	0	0	0	0	0	0	1	Anne Huguenin, VISN 7, called Albert Spears, VISN 7's VFW POC, to make sure he had been contacted for facility-level CARES briefings. He assured me that he has, and that he has attended VISN 7 facility briefings, and will be at the upcoming (March) VAMC Atlanta CARES stakeholder briefing.	Mr. Spears will have the opportunity to comment on draft VISN 7 market plans at this upcoming stakeholder briefing.
03/11/03	Augusta, GA	B	0	0	0	27	0	0	0	0	0	0	0	27	Middle Georgia AMVETS Meeting  Question from VSO: Will the CARES process identify VAs (medical centers) to be closed?	Answer: I am not aware of plans to close VA Medical Centers; however, you will see a change in mission at some.
03/11/03	Birmingham, AL	B	12	0	0	0	0	0	0	0	0	0	0	12	Discussed CARES at New Employee Orientation	New employees were receptive

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/11/03	Columbia, SC	E	1310	0	0	0	0	0	0	0	0	0	1310	Published new CARES Planning Initiatives and projected workload by CARES Category	Informational
03/14/03	Augusta, GA	B	70	0	0	0	0	0	0	0	0	0	70	Briefing for first line supervisors at the Augusta VAMC	N/A
03/14/03	Charleston, SC	B	0	0	0	0	1	0	0	0	0	0	1	Dr. Hutchison, Chief of Staff, met with Dr. Reves, Dean, College of Medicine, Medical University of South Carolina.	Provided an update to our affiliate. Positive response.
03/14/03	Atlanta (Decatur), GA	M	0	0	10	96	0	0	0	0	0	0	106	None	None
03/14/03	Atlanta (Decatur), GA	E	0	0	0	0	0	0	0	0	0	25	25	E-mails with invitation and CARES information sent to local county commission and state representative offices.	None
03/17/03	Charleston, SC	TH	9	0	0	46	0	0	0	0	0	0	55	Audrey Rasque provided an update to the CARES process at the VAVS. Handouts were provided.	No response to presentation.
03/17/03	Charleston, SC	E	87	0	0	0	0	0	0	0	0	0	87	Dr. Hutchison distributed CARES PowerPoint presentation to Service Chiefs/Secretaries through e-mail.	There has been no response.
03/18/03	Birmingham, AL	B	0	0	0	0	35	0	0	0	0	0	35	At the request of the Dean of the University of Alabama Medical School addressed CARES with the Dean's Committee.	The University has expressed an interest in being more involved with the VA in future endeavors.
03/19/03	CAVHCS	E	1398	0	0	0	0	0	2	0	0	0	1400	Emailed flyer to CAVHCS employees announcing CARES Town Hall meeting on 3/25/03. Encouraged attendance.	None.
03/19/03	CAVHCS	E	1398	0	0	0	0	0	2	0	0	0	1400	The Grapevine a bi-weekly publication was e-mailed to approximately 1400 employees reminding them of the CARES Town Hall meeting to be held on 3/25/03.	None.
03/22/03	Augusta, GA	TH	0	43	0	0	0	0	0	0	0	21	64	West Georgia Veterans Council Questions: When will a VA OPC be placed in the Athens area? Where will the clinic be located? Will the VA use local doctors or will you send VA doctors to this area?	Answers: The CARES Commission has plans to establish an OPC in the Athens area during FY 2004. The location of the clinic is not available at this time. Not yet determined. (local docs vs. VA docs)
03/24/03	Augusta, GA	B	15	10	5	19	0	6	0	0	1	0	56	Our Associate Director was invited to be on the panel at the Columbia VAMC when Paul Bockelman presented the planning initiatives for South Carolina. Approximately 25 percent of Augusta's patients live in South Carolina. Mr. Angelo spoke about the PIs for Augusta.	N/A
03/24/03	Columbia, SC	B	15	10	5	19	0	6	0	0	1	0	56	Shared presentation on new data, planning assumptions, market plan overview.	Asked for input into Market Plan development.
03/24/03	CAVHCS	E	1398	0	0	0	0	0	2	0	0	0	1400	E-mailed flyer to CAVHCS employees reminding them of the CARES Town Hall meeting on 3/25/03. Encouraged attendance.	None.
03/24/03	Columbia, SC	FG	0	0	0	0	0	0	0	0	0	4	4	GAO Site Visit	Interesting!
03/24/03	Charleston, SC	TH	15	0	3	33	0	0	2	0	1	0	54	OneVA Meeting jointly with Columbia and Augusta	Positive response. No questions.

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/25/03	Dublin, GA	B	83	0	2	15	0	0	1	10	0	3	114	CARES briefing also broadcast throughout facility. Estimate approx. 200 employees/veterans/visitors were able to view CARES briefing throughout the hospital.	Pls shared with stakeholders.
03/25/03	Augusta, GA	O	5	0	0	0	0	0	0	0	4	0	9	Joint Venture for Shared Services Meeting	N/A
03/25/03	Atlanta (Decatur), GA	TH	75	0	0	0	0	0	0	0	0	0	75	None	None
03/25/03	CAVHCS	TH	56	0	4	8	0	0	1	1	0	2	72	<p>Below are the questions and answers from the 3/25/03 CARES Town Hall meeting.</p> <p>Q. I'm Frances Peterson, ITM Service; also a Tuskegee native. Have any avenues been looked at to see if the Tuskegee Campus could become a national historic site? This hospital was created for black veterans because they didn't have anywhere else to go. I certainly would hate to see these buildings torn down. I know our main purpose is health care, but rather than demolish the buildings, I would like to see this campus (Tuskegee) become a national historic site.</p> <p>A. Mr. Roger Welch, Associate Director for Operations, reiterated that the only buildings that have been recommended for demolition are those buildings in significant disrepair and are not suitable for habitation and/or use without literally millions of dollars being poured into them. We are very interested and concerned about the Tuskegee Campus. I think that has been demonstrated by the millions of dollars we have been pouring into the Tuskegee Campus over the past few years. Again, our focus is to make the Tuskegee</p>	None.
03/26/03	Birmingham, AL	B	175	0	0	0	0	0	0	0	0	0	175	Three Town Hall Meetings for medical center employees. The 3 meetings were held throughout the day for all shifts would have an opportunity to attend.	The employees were excited about the opportunity for growth and change for the medical center.
03/26/03	Augusta, GA	TH	157	0	0	0	0	5	2	0	0	0	164	Town Hall Meetings are videotaped and copies placed in Libraries for employees who are unable to attend to check out.	N/A
03/26/03	Tuscaloosa	O	12	0	0	0	0	0	6	0	0	0	18	CARES update presented to Partnership Council.	Negative Response.
														Negative comments	

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/26/03	Tuscaloosa	B	35	0	0	4	0	0	1	0	0	0	40	Invited 90 to stakeholders briefing (VSOs, Congressional, etc.) Broadcast message sent to all employees.  Comments: 1. Will there be any additional CMOPs added?  2. According to the information, there are 3 facilities less than 120 miles of each other in S. Carolina. Does this imply that one or more of these facilities will be closed?	Responses to Comments: 1. There is a review underway considering two additional CMOPs (per Director, Pharmacy Dept.)  2. This does not imply that.
03/26/03	Atlanta (Decatur), GA	B	3	0	15	0	0	0	0	0	0	0	18	None	Nne
03/26/03	Augusta, GA	B	46	0	2	16	0	0	0	0	4	4	72	Presentation of planning initiatives for Georgia given by Mark Anderson, VISN 7.  Questions: 1. VSO, American Legion: By eliminating the GAO defined underutilized spaces, are we shorting the number of beds that could be required by an underestimated number of casualties. I'm thinking there could be 20 or 30,000 casualties all of a sudden. Do we have enough beds to take care of them? 2. VSO: I know I am from South Carolina, but as you suggest Augusta serves quite a few South Carolina veterans. I have two questions: I understand that once the report goes forward to Secretary Principi that he will either accept all of it or reject all of it (or send it back for further input) so what do you think the possibility is that he will accept all of them – all 21 VISNs? 3. VSO: I have a second question. Everything you've talked about is incumbent on dollars – CBOCs for instance. 4. DAV Commander-SC: Since Lindsey Graham got our clinic from Greenwood and put it in Anderson where are we going to be? 5. VSO: The clinic in Greenville is only 14 miles from the county line of Anderson; it's 67 6. Chuck Izzett, PVA Senior Benefits Advocate 7. VSO from SC: I would like to know why the	Answers: 1. The plan is to bring them back to the United States; put them into a DoD facility as needed, then they look at the private sector hospitals. They also look at VA as a Primary Care Receiving Site, such as Augusta, Atlanta, Columbia, and Charleston in our VISN, then they would come to us. Hopefully, won't have a lot of casualties. We want to ready and I think we are. But for the long term, for 20 years out, I think it's too premature to make any kind of assumption that we may have not enough beds because I think we have the ability to expand as we need to. There will be implementation issues, such as staffing and things like that, but as far as capital assets, space and location, yes sir, I think we do have that. 2. I have no idea. 3. This is an appropriations issue. The planning model looks strictly at numbers of veterans and projected needs based on actuarial data. Millamen and Robertson Associates has had to make a lot of adjustments to make their usual actuarial data fit VA. I think that is up to them and the National CARES folks to make a good, sound n 4. The access calculator is what happens wher 5. That's a good point. I think that's one we need 6. We have heard a figure of 112, I think. We d 7. The plan to open the Anderson Clinic was st
03/27/03	Atlanta (Decatur), GA	B	5	0	3	7	0	0	0	0	0	0	15	None	None

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/27/03	Birmingham, AL	B	0	7	2	10	0	2	0	2	0	0	23	Stakeholders CARES Presentation 3/27/03  1) What physician recruitment programs do you have in place to meet future demand? Deputy Representative VVA 2) Have you considered contracting outside the VA for specialty care? PVA 3) Does the CARES planning process take into account the VA needing to be back up for DoD ? DAV 4) Do the projections for CARES include the potential veterans from the current war with Iraq? American Legion and State DVA Board 5) Is it now a local policy that priority 1 veterans be seen within 30 days? State DVA Service Officer 6) Do we need to submit applications if we think the veterans will be classified as priority 8? State DVA Service Officer 7) With the possible addition of a new Bessemer clinic, how will they determine who will be assigned to the various clinics? MOPH 8) Is the City of Birmingham aware of your parking situation? VVA	The various questions and comments were addressed by the Director to the various stakeholders. The responses provided were well received and it and should have no impact on current plan.
<b>Total</b>			<b>9172</b>	<b>125</b>	<b>91</b>	<b>579</b>	<b>43</b>	<b>89</b>	<b>21</b>	<b>82</b>	<b>23</b>	<b>59</b>	<b>10284</b>		

CARES Stakeholder Outreach

<b>VISN 8</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/03/03	VISN 8 Office	E	58	0	0	0	0	0	0	0	0	0	0	58	Dick Fry, HSS, emailed various VISN 8 mailgroups to bring attention to the CARES communication process.	The specific area that Mr. Fry was addressing:  Page 25 (Attachment B of Chapter 3) of the CARES Guidbook - Phase II should be used as the report format for the report. Page 24 (Attachment A of Chapter 3)
03/04/03	San Juan, PR	B	20	0	0	0	0	0	0	0	0	0	0	20	CARES briefing at the SJVAMC morning report. Presented by Mark Ficek to Service Chiefs.	Create awareness of our position within the CARES initiative and its findings and estimates.
03/04/03	San Juan, PR	B	5	0	0	30	0	0	0	0	0	0	0	35	CARES update at the VSO meeting which is held by the SJVAMC every three months. The group had already been exposed to CARES through an initial presentation last year. At this meeting, Mark Ficek presented a power point presentation with the latest findings and estimates.	Concern that the projected decrease in the veteran population of the Island might thwart their lobbying efforts for a replacement hospital.
03/06/03	Lake City, FL	TH	195	0	0	0	0	3	0	0	0	0	0	198	DIRECTOR FRED MALPHURS HOSTED 2 TOWN HALL MEETINGS AT THE LAKE CITY DIVISION OF THE NORTH FLORIDA/SOUTH GEORGIA VETERAN HEALTH	WELL RECEIVED RESPONSE/ADVISED STAFF OF GAPS IN CARE
03/07/03	Gainesville, FL	B	4	0	3	0	0	0	0	0	0	3	0	10	Congressman Mica Staff visit to the St. Augustine CBOC; included CARES presentation	Well received
03/09/03	Gainesville, FL	N	0	0	0	0	0	0	0	0	0	129300	0	129300	Article in Gainesville Sun Newspaper (Sunday circulation is 129,300) "VA Looking to Save by Selling Facilities".	Received no negative responses
03/11/03	San Juan, PR	B	10	0	0	0	0	0	0	0	0	0	0	10	Briefing by Mark Ficek to SJVAMC Director, Associate Director, Nursing Chief, Project Managers and Public Affairs Specialist	Explain latest CARES developments, specially the ones pertaining to the Puerto Rico, U.S. Virgin Islands' markets.
03/14/03	Lake City, FL	O	35	0	0	0	0	0	0	0	0	0	0	35	As the VAEA president, I handed out the CARES brochure to members that came to my office today to pick up Theme Park Brochures/discouts, etc.	Good Response, many had not seen the brochure before.
03/14/03	Lake City, FL	E	3000	0	0	0	0	0	0	0	0	0	0	3000	Sent All Employee e-mail on Outlook and Vista with the link to the Planning Initiatives on the CARES website. Also added contact info for any employee that may have any questions regarding CARES or may have some input. (referred them to the public affairs office)	This enables the employees to be updated on the CARES process

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/14/03	Lake City, FL	E	3000	0	0	0	0	0	0	0	0	0	3000	Sent All Employee e-mail on Outlook and Vista with a message regarding the CARES process and the status of Step 4. Market Plans. Also included the link to the CARES website	This enables the employees to be updated on the CARES process
03/17/03	San Juan, PR	E	2900	0	0	0	0	0	3	0	0	0	2903	CARES Rise& Shine was sent to all users through the Outlook and VISTA systems. Hard copies were handed personally to Union officials.	Create awareness of the process and it's progress.
03/17/03	Bay Pines, FL	E	2400	0	0	0	0	0	0	0	0	0	2400	Mass email to Bay Pines Medical Centers employees. Email included information on CARES market plans for VISN 8.	VISN 8 is currently completing Step 4 of the Capital Asset Realignment for Enhanced Services process, or more commonly referred to as CARES. During this step, we have developed market plans from planning initiatives that match our VA facilities with our veterans' future health care needs. The market plans for each geographic area have been developed and the options now appear on our CARES Internet web site at:
03/17/03	Tampa, FL	B	0	0	3	3	0	0	0	0	0	21	27	Briefings for congressional offices, VBA and VSOs.	Specific questions came up regarding Pasco County and Veterans health care services. Also, the VBA discussed the idea of building infrastructure in the central market.
03/17/03	Gainesville, FL	M	0	0	6	0	0	0	0	0	0	0	6	Sent status of CARES process letter from Dr. Headley and VISN 8 market plans via mail to 6 congressional (Stearns, Mica, Boyd, Crenshaw, Brown-Waite, Brown) in PSA	Educate congressionals on current CARES status
03/17/03	Gainesville, FL	E	0	0	0	52	0	0	0	0	0	0	52	Sent status of CARES process letter from Dr. Headley and VISN 8 market plans via e-mail to all VSO's in the NF/SG VHS PSA.	EDUCATE VSO'S ON CURRENT CARES STATUS
03/18/03	Lake City, FL	B	55	0	0	0	0	0	0	0	0	0	55	Handed our Updated information regarding the cares process and marketing plans during the Directors staff meeting at the Lake City VA	Well received
03/18/03	Bay Pines, FL	O	0	0	21	20	0	0	0	0	0	0	41	CARES stakeholders letter was sent to various VSOs and congressional staff.	The information will provide the VSOs and congressional staff the ability to understand what the VA is doing in CARES. Also, the letter will allow the VSOs and congressional groups the ability to have a dialog with others about CARES including a Q&A session with VA employees.
03/18/03	Tampa, FL	E	8	0	0	0	0	0	0	0	0	0	8	VHA and VBA talks in regards to CARES collaboration planning.	The impact will be in the Central and Gulf Markets of VISN 8. We (VISN 8) have researched multiple collaborative opportunities with the VBA, DoD and others.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/19/03	VISN 8 Office	E	60	0	0	0	0	0	0	0	0	0	60	Email from Susan Young to the VISN 8 CARES mail group.	Topic: CARES conference call dealing with planning collaboration with the NCA.
03/19/03	VISN 8 Office	E	60	0	0	0	0	0	0	0	0	0	60	Susan Young sent out email to VISN 8 CARES mail group.	Discussion dealing with the narrative tools for the individual market plans. (North, Atlantic, Gulf, Puerto Rico, Central)
03/19/03	VISN 8 Office	E	61	0	0	0	0	0	0	0	0	0	61	Follow-up email to VISN 8 CARES group and Steve Jones from VISN 16.	Coordination of data entry and training for market plans.
03/19/03	VISN 8 Office	E	60	0	0	0	0	0	0	0	0	0	60	Email from Mrs. Young.	Topic: CARES VISN 8 conference call. Those in attendance were Steve Jones, Margaret Macklin, Kim Fisher, Russ Pritchard, Sue Young and Marty Traxler, Greg Skomra (WPB) & Susan Ward (Miami), Mark Ficek, PR
03/20/03	San Juan, PR	M	0	0	3	38	0	0	3	0	0	1	45	Dr. Headley's report on the CARES Process for VISN 8 was mailed to VSO, Veterans Affairs Representatives in the local Senate and House of Representatives and to the Veterans Advocate. It was also handed to Union officials.	Continue to create awareness of the CARES process and keep stakeholders informed on the latest developments
03/20/03	San Juan, PR	M	0	0	1	0	0	0	0	0	0	0	1	Dr. Headley's written report on CARES initiatives for VISN 8 was sent to Hon. Anibal Acevedo Vilá, Puerto Rico's Resident Commissioner in Washington D.C.	Create awareness of the CARES process and keep stakeholders informed on developments.
03/20/03	Miami, FL	E	2000	0	0	0	0	0	0	0	0	0	2000	Miami VAMC CARES email to all employees via outlook and VISTA.	Email to employees stated that each employee is invited to review the options and provide comments, either by using the feedback button on the web site, or by contacting your local CARES Coordinator. We will continue to update the information on the web to reflect changes made from the comments we receive and adopt.
03/21/03	San Juan, PR	E	2900	0	0	0	0	0	0	0	0	0	2900	The CARES Rise and Shine was emailed to all Puerto Rico VA employees.	The employees will have the ability to read about the CARES PIs and Non PIs that will impact their facility.
03/21/03	Tampa, FL	E	3300	0	0	0	0	0	0	0	0	0	3300	Tampa VAMC mass email to employees.	The mass email will give all employees in the Tampa VAMC an opportunity to see and understand the CARES process. Also, the employees will have the ability to talk with patients, peers and others about CARES.
03/25/03	West Palm Beach, F	M	0	0	0	75	0	0	0	0	0	0	75	West Palm Beach Medical Center sent out various mailing to VSOs in the area.	The information will help the VSOs understand the CARES process. Also, the information will be past around in the Atlantic market to additional VSOs.
03/25/03	West Palm Beach, F	E	1400	0	0	0	0	0	0	0	0	0	1400	WPB sent a CARES information email to all employees at the medical center.	The information will allow WPBMC employees the opportunity to understand the CARES process. Additionally, the email can have the potential to initiate question and answer sessions.
03/25/03	VISN 8 Office	O	10	0	0	0	0	0	0	0	0	0	10	VISN 8 Market Team members worked on CARES IBM template.	The PIs and Non-PIs will be examined and entered into the IBM spreadsheet. Help was provided by Steve Jones.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/26/03	Gainesville, FL	B	28	0	0	0	0	0	0	0	0	0	28	Handed out CARES Brochures during New Employee Orientation; gave brief overview	Well received; no negative response
03/28/03	Gainesville, FL	B	0	0	0	0	0	0	0	60	0	0	60	Spoke to Service Org. & others regarding the CARES process	Received okay
03/31/03	Tampa, FL	N	0	0	0	0	0	0	0	0	0	1339	1339	CARES information being spread through another publication.	Dave Ramga Florida Department of Veterans Affairs is leading this effort
03/31/03	Gainesville, FL	TH	150	0	0	0	0	0	0	0	0	0	150	Dr. Elwood Headley's Cares Presentation during an all employee Town Hall Meeting	No negative response
03/31/03	VISN 8 Office	B	200	0	0	0	0	0	0	0	0	0	200	Dr. Headley provided a CARES briefing to over 200 employees. As of 4:30 PM, the total in audience may exceed 200 employees.	Informative session that will provide the North Market in VISN 8 the opportunity to learn about the various PIs in there facility.
<b>Total</b>			<b>21919</b>	<b>0</b>	<b>37</b>	<b>218</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>60</b>	<b>0</b>	<b>130664</b>	<b>152,907</b>		

CARES Stakeholder Outreach

<b>VISN 9</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Memphis, TN	O	75	0	0	0	0	0	0	0	0	0	0	75	An overview and update of CARES and the CARES Planning Initiatives (PI) identified for the VAMC Memphis was shared by the Associate Director during an all-day supervisory workshop.	Information was well received by those in attendance.
03/01/03	Lexington, KY	O	0	2000	0	0	0	0	0	0	0	0	0	2000	CARES updates was included in patient newsletter, which is distributed to 2,000 patients and VSOs at the medical center.	N/A
03/05/03	Louisville, KY	B	0	0	0	55	0	0	0	0	0	0	0	55	CARES briefing giving to JECVO (Joint Executive Council of Veteran Organizations) in KY.	None.
03/06/03	Louisville, KY	TH	126	0	0	0	0	0	0	0	0	0	0	126	Brief Cares update given including announcement on CARES Commission.	None.
03/10/03	Lexington, KY	O	40	0	0	0	0	0	0	0	0	0	0	40	CARES update was given to Performance Improvement Council comprised of VAMC supervisory staff.	N/A
03/11/03	Louisville, KY	E	1100	0	0	0	0	0	0	0	0	0	0	1100	Employee newsletter announcing CARES appointment of CARES commission by Secretary Principi.	None.
03/13/03	Nashville, TN	B	0	0	0	4	0	0	0	8	0	0	0	12	Briefed community hospital staff on CARES process as part of information sharing session. Facility has expressed interest in providing community based services to veterans.	Information from briefing shared with appropriate VISN staff.
03/28/03	VISN 9 Office	B	20	0	0	0	0	0	0	0	0	0	0	20	The VISN Executive Leadership Council (ELC) was briefed in-depth on the CARES SDOs in preparation for the April 15th deadline for market plan submissions.	Some minor modifications will be made, but overall the market plans were accepted.
<b>Total</b>			<b>1361</b>	<b>2000</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3428</b>		

CARES Stakeholder Outreach

<b>VISN 10</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Cleveland, OH	TH	180	0	0	0	0	0	0	0	0	0	0	180	Employee Town hall at Brecksville conducted by VISN Director Clyde Parkis. Options impacting Wade Park and Brecksville presented and discussed. Mr. Parkis described coming steps in evaluating these options, and stated his support for the option to consolidate inpatient programs at the Wade Park Campus.	Several employees asked questions about the likelihood of this plan being adopted and the timing if it were approved. Responses provided timing information, including that if this were approved in FY04, that new construction at Wade Park would span three to four years. Some employees expressed concern that area veterans would benefit from a primary care presence in this community. Response noted that Brecksville community is not a area where a lot of veterans below income and means thresholds reside, making it a less desirable location for a primary care presence.
03/01/03	Cleveland, OH	B	0	0	0	25	0	0	0	0	0	0	0	25	Presented and discussed options being considered impacting Wade Park and Brecksville facilities	No negative feedback regarding inpatient consolidation option. One or two veterans expressed concern about loss of primary care clinic at Brecksville
03/03/03	Cincinnati, OH	B	13	0	0	0	0	0	0	0	0	0	0	13	VISN 10 pi's and actions taken in Cincinnati/Dayton	positive
03/04/03	Dayton, OH	B	38	0	0	0	0	0	0	0	0	0	0	38	Director's Staff Meeting	None
03/04/03	Dayton, OH	B	40	0	0	0	0	0	0	0	0	0	0	40	Director's Staff Meeting	None
03/05/03	Dayton, OH	B	9	0	0	0	0	0	2	0	0	0	0	11	Resources Meeting	None
03/05/03	Dayton, OH	B	11	0	0	0	0	0	0	0	0	0	0	11	Morning Report	None
03/06/03	Dayton, OH	B	9	0	0	0	0	0	0	0	0	4	0	13	Wright-Pat - VA Meeting	None
03/07/03	Chillicothe, OH	B	0	0	2	0	0	0	0	0	0	0	0	2	Congressional liaisons from Representative Hobson and Tiberi	Positive
03/10/03	Dayton, OH	B	41	0	0	0	0	0	0	0	0	0	0	41	Network Director's Briefing	None
03/10/03	Dayton, OH	B	295	0	0	0	0	0	5	0	0	0	0	300	Network Director's Town Meeting	None
03/11/03	VISN 10 Office	B	16	0	6	2	0	0	0	0	0	11	0	35	MAC meeting	N/A
03/12/03	Cincinnati, OH	B	0	0	0	5	0	0	0	0	0	0	0	5	presented CARES plans	interested
03/12/03	Chillicothe, OH	B	35	0	0	0	0	0	0	0	0	0	0	35	Director's Staff Mtg	neutral
03/13/03	Chillicothe, OH	B	0	0	0	8	0	0	0	0	0	0	0	8	County Veterans Svc Comm Mtg	Neutral
03/18/03	Columbus, OH	OPC	FG	3	0	0	4	0	4	0	6	0	0	17	Met with the VAOPC VAVS Committee. Described CARES, impact on Central Market and proposed plans on meeting gaps, including proposed CBOCS in Newark and Cambridge.	Well received by group, general questions on impact of CARES, benefits, purpose. Understanding of process by group very good.
03/24/03	Cincinnati, OH	B	7	0	0	0	0	0	0	0	0	0	0	7	discussed plans for CARES	positive
03/24/03	Cincinnati, OH	TH	1250	0	0	0	0	0	0	0	0	0	0	1250	Network Director's town hall meetings	neutral
03/25/03	Cincinnati, OH	B	7	0	0	0	0	0	0	0	0	0	0	7	discussed CARES plans	positive
03/26/03	Chillicothe, OH	TH	450	0	0	0	0	0	0	0	0	0	0	450	Network Director's Town Mtg	Neutral
03/29/03	Chillicothe, OH	B	0	0	0	30	0	0	0	0	0	0	0	30	VAVS meeting	Neutral
03/29/03	Chillicothe, OH	B	0	0	0	30	0	0	0	0	0	0	0	30	VAVS Mtg	Neutral
<b>Total</b>			<b>2404</b>	<b>0</b>	<b>8</b>	<b>104</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>2548</b>			

CARES Stakeholder Outreach

<b>VISN 11</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Battle Creek, MI	TH	20	0	2	5	1	0	4	0	0	0	0	32	VISN 11 Michigan Market Meeting in Detroit.	None.
03/01/03	Battle Creek, MI	B	0	5	0	5	0	5	0	0	0	0	0	15	Director met and spoke with representatives of the local and State Disabled American Veterans organization.	The group was very positive about the CARES plan for our facility.
03/01/03	Battle Creek, MI	M	0	0	0	0	0	900	0	0	0	0	0	900	A CARES article was published in the VA volunteer newsletter.	None.
03/01/03	Saginaw, MI	M	0	0	0	0	0	450	0	0	0	0	0	450	article in the volunteer news letter updating on CARES	x
03/01/03	Battle Creek, MI	B	20	0	0	50	0	50	0	0	0	0	0	120	Director spoke at quarterly VAVS meeting about CARES.	None.
03/04/03	Indianapolis, IN	N	1400	150	0	20	0	150	300	0	0	0	0	2020	The lead story for the biweekly newsletter was on the CARES Commission. The audience totals are estimates, as the newsletter is also available on-line.	No inquiries to date.
03/04/03	Detroit, MI	B	11	0	0	0	0	0	0	7	0	0	0	18	Our monthly VSO meeting/briefing. There was little comment from attendees.	N/A
03/05/03	Ann Arbor, MI	O	25	0	0	0	0	0	0	0	0	0	0	25	Director's staff meeting update on CARES.	N/A
03/05/03	Indianapolis, IN	B	5	0	0	6	0	0	0	0	0	0	0	11	Briefing at VSO meeting	General discussion followed the briefing.
03/10/03	Ann Arbor, MI	B	13	0	0	0	10	0	0	0	0	0	0	23	VA/University of Michigan Deans' Committee meeting; update.	N/A
03/10/03	Illiana HCS	FG	4	0	1	5	1	0	1	0	0	0	0	12	second stakeholder planning initiative development meeting for central illinois market	planning initiative options were developed and prioritized for 6 planning initiatives for the central illinois market
03/10/03	Ann Arbor, MI	B	5	0	0	5	0	0	0	0	0	0	0	10	Veterans Service Officers' mtg. Update given.	N/A
03/12/03	Indianapolis, IN	E	700	0	0	0	0	0	300	0	0	0	0	1000	'Hey VA Have You Heard' message re: CARES Commission displayed on Vista.	Message is read by staff.
03/12/03	Indianapolis, IN	B	8	0	2	4	1	0	3	0	0	0	0	18	CARES Planning Initiative - Indiana Market	presentation of the IN market PIs - good discussion.
03/14/03	Ann Arbor, MI	O	5	0	2	0	1	0	1	0	0	0	0	9	CARES meeting at VAMC Detroit; networked with staffers from Cong. Nick Smith and Senator Carl Levin's offices.	Will continue to update staffers.
03/14/03	Detroit, MI	B	40	0	0	0	0	0	0	0	0	0	0	40	The VISN 11 CARES meeting was held at the Detroit VAMC	N/A
03/31/03	Ann Arbor, MI	M	0	15	0	0	0	0	0	0	0	0	0	15	CARES brochures sent with controlled/patient correspondence.	N/A
<b>Total</b>			<b>2256</b>	<b>170</b>	<b>7</b>	<b>100</b>	<b>14</b>	<b>1555</b>	<b>609</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>4718</b>			

CARES Stakeholder Outreach

<b>VISN 15</b>
<b>Start Date</b> <b>March/2003</b>
<b>End Date</b> <b>March/2003</b>

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Kansas City, MO	B	65	0	4	5	1	10	25	0	0	0	0	110	VISN TownHall	General Update on VISN/Cares
03/01/03	Kansas City, MO	M	1100	0	23	8	0	0	500	0	0	0	0	1631	General mail out, newsletter	VA Heartland Network Update on CARES
03/01/03	Wichita, KS	TH	70	75	4	4	0	0	1	0	0	0	0	154	Does CARES take into consideration the pending increase in veterans due to wars?	none necessary
03/04/03	Poplar Bluff, MO	B	0	20	0	0	0	0	0	0	0	0	0	20	Provided CARES update at monthly Veteran Service Ogranization meeting	none
03/05/03	Poplar Bluff, MO	TH	40	0	0	0	0	0	0	0	0	0	0	40	VISN semi annual meeting as part of mini mac. Included CARES presentation	none
03/05/03	Poplar Bluff, MO	B	0	0	0	0	0	0	1	0	0	0	0	1	VISN semi-annual mini mac briefing	unknown
03/05/03	Marion, IL	N	67	0	0	0	0	0	0	0	0	0	0	67	VISN 15 Eastern Market CARES Update provided at Town Hall Meeting 3/20/03	None
03/05/03	Poplar Bluff, MO	B	0	4	0	0	0	0	0	0	0	0	0	4	VISN Mini Mac included CARES presentation by VISN Director	none
03/05/03	Marion, IL	TH	67	0	0	0	0	0	0	0	0	0	0	67	CARES Market Plan Video presented at Town Hall Meeting.	None
03/06/03	St. Louis, MO	B	0	0	4	20	0	0	0	4	0	2	0	30	Dr. Almenoff briefed stakeholders on CARES initiatives and how they will be addressed for all three VISN markets.	One question was asked (reported in Contact section).
03/06/03	St. Louis, MO	TH	183	0	0	0	0	0	0	0	0	0	0	183	Dr. Almenoff made a presentation to employees on the CARES planning initiatives, and how they will be addressed for all three VISN markets, at two Town Hall meetings.	No substantive comments or questions.
03/07/03	Columbia, MO	TH	60	0	0	0	0	0	0	0	0	0	0	60	Network Director's Town Hall	CARES Update
03/07/03	Leavenworth, KS	B	0	0	0	0	0	0	0	10	1	0	0	11	None	None
03/07/03	Columbia, MO	B	0	0	3	13	1	0	1	0	1	0	0	19	Stakeholder Briefing	Network Director's CARES Update
03/10/03	St. Louis, MO	B	4	0	0	0	45	0	0	0	0	0	0	49	Medical Center Director presented the CARES Planning Initiatives and how they will be addressed for all three VISN markets to St. Louis University Medical Staff, including Dean and Associate Dean.	A question was asked about how renovations of the VA research bldg fit into CARES initiative. The Director responded that she expected a research addition/renovation of the existing building would be included in a future version of the Strategic Plan
03/10/03	Leavenworth, KS	TH	54	0	0	3	0	0	2	0	0	0	0	59	Director's Town Hall Meeting	None
03/10/03	St. Louis, MO	M	0	0	10	83	0	0	0	0	0	2	0	95	This mailing to stakeholders consisted of handouts on VISN15 CARES Planning Initiatives, information on CARES Commission appointees. Accompanying the information was a letter from the Medical Center Director which encouraged their feedback during the process and directed them to the CARES web site for more detailed information.	No substantive comments, questions or feedback have been received locally to date as result of this mailing.
03/11/03	Topeka, KS	TH	60	0	0	2	0	0	2	0	0	0	0	64	Network Director's Town Hall Meeting	None
03/11/03	Topeka, KS	B	7	0	2	4	0	0	1	0	0	0	0	14	VISN 15 Mini-Mac at VAEKHCs, briefed CARES market plans	None

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/12/03	Marion, IL	E	730	0	0	0	0	0	0	0	0	0	730	Communication re: "Distinguished Group Selected for CARES Commission to conduct external assessment of VA's capital asset needs, assure stakeholder's concerns are appropriately addressed....."	None
03/12/03	Marion, IL	E	73	0	0	0	0	0	0	0	0	0	73	Communicatin re: "Distinguished Group Selected for CARES Commission to conduct external assessment of VA's capital asset needs...." Rest of Employee Group	None
03/12/03	Marion, IL	M	0	0	0	120	0	0	0	0	0	0	120	Cares Commission Selectees and CARES Heartland Eastern Market Update	None
03/12/03	Marion, IL	B	26	0	0	0	0	0	0	0	0	0	26	Cares Market Plan Briefing and handout to Executive Leadership Council meeting on March 12, 2003.	None
03/13/03	Poplar Bluff, MO	O	350	0	0	0	0	0	0	0	0	0	350	Announced the CARES Commission membership in daily briefing minutes which are distributed to all employees.	none
03/13/03	Poplar Bluff, MO	TH	0	170	0	0	0	0	0	0	0	8	178	Spoke at Jacson, MO American Legion annual birthday meeting about CARES. Attendees included Mayor, Councilperson, County Commissioner and Director of State Veterans Home	none
03/14/03	Columbia, MO	N	800	0	0	0	0	0	0	0	0	0	800	Truman Bulletin	CARES Status Report
03/14/03	Leavenworth, KS	M	1	0	36	31	5	0	4	9	5	5	96	Network CARES update mailed	None
03/14/03	St. Louis, MO	E	2242	0	0	0	0	0	0	0	0	0	2242	The Medical Center Director sent out an all-employee email with the VISN15 CARES Newsletter (Eastern Market) and information on the members of the CARES Commission. Accompanying this information was a letter to staff which encouraged their feedback during the process and directed them to the CARES web site for in-depth information.	No substantive questions, comments, questions or feedback received locally from email.
03/15/03	St. Louis, MO	O	0	100	0	0	0	0	0	0	0	0	100	Distributed copies of VISN15 CARES Newsletter in busy patient waiting area.	Effort has not resulted in any substantive comments, questions or feedback locally to date.
03/17/03	Poplar Bluff, MO	TH	0	75	0	0	0	0	0	0	0	0	75	Spoke to 75 veterans and family at annual birthday dinner at Farmington, MO American Legion. Provided CARES update.	none
03/17/03	Poplar Bluff, MO	M	0	0	6	0	0	0	0	0	0	0	6	Mailed Eastern Market CARES newsletter to District congressional staff.	none
03/17/03	St. Louis, MO	M	0	0	10	83	0	0	0	0	0	2	95	Mailing to stakeholders consisted of the VISN15 Eastern Market CARES Newsletter and information on CARES Commission appointees. Accompanying the information was a letter from the Medical Center Director which encouraged their feedback during the process and directed them to the CARES web site for more detailed information.	No substantive comments, questions or feedback have been received locally to date as result of this mailing.
03/17/03	Poplar Bluff, MO	M	0	200	0	0	0	0	0	0	0	0	200	Mailed Eastern Market CARES newsletter to VSO's in primary service area	received on supportive response.

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/17/03	Poplar Bluff, MO	M	350	0	0	0	0	0	0	0	0	0	350	Provided Eastern Market CARES newsletter to employees	none
03/18/03	Poplar Bluff, MO	MB	0	0	0	0	0	0	0	0	0	5000	5000	Did radio interview about CARES for KREI Radio, Farmington, MO. Listeners estimated from 2,000-5,000.	none
03/19/03	Columbia, MO	E	800	0	0	0	0	0	0	0	0	0	800	VISN Central Market CARES Update (electronic version)	CARES Update
03/20/03	St. Louis, MO	B	22	0	0	0	0	0	0	0	0	0	22	The Medical Center Director briefed employees at Director's Staff Meeting on CARES Planning Initiatives and their expected impact on VISN15 and St. Louis VAMC.	No substantive comments or questions.
03/20/03	Columbia, MO	M	1	4	8	17	3	0	2	2	3	42	82	VISN Central Market CARES Update	CARES Update
03/20/03	Marion, IL	TH	0	0	0	0	0	0	0	0	0	25	25	Mini-Mac Stakeholders 3/4/03 -- CARES Market Update Video and briefing presented	None
03/27/03	Poplar Bluff, MO	B	0	0	1	0	0	0	0	0	0	0	1	Briefed Senator Jim Talent's District Director for Cape Girardeau, MO office.	none
03/27/03	St. Louis, MO	B	15	0	0	0	0	0	0	0	0	0	15	Medical Center Director discussed the CARES process and Planning Initiatives for VISN15 at the Executive Leadership Meeting.	No substantive comments or questions.
<b>Total</b>			<b>7187</b>	<b>648</b>	<b>111</b>	<b>393</b>	<b>55</b>	<b>10</b>	<b>539</b>	<b>25</b>	<b>10</b>	<b>5086</b>	<b>14064</b>		

CARES Stakeholder Outreach

<b>VISN 16</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Houston, TX	W	25	0	0	0	0	0	0	0	0	0	0	25	WEB-BASED INFO	WEB-BASED INFO
03/01/03	Oklahoma City, OK	O	0	235	0	0	0	0	0	0	0	0	0	235	Continuously cycled Power Point CARES presentation	Continuously cycled Power Point CARES presentation
03/01/03	Oklahoma City, OK	M	0	0	6	30	2	0	0	0	0	0	0	38	CARES Mailings	CARES Mailings
03/01/03	Shreveport, LA	B	80	0	0	0	0	0	2	0	0	0	0	82	Briefings to Director's Staff, Leadership Board, and Patient Satisfaction Team, and Supervisor's Training.	no requests for additional information received.
03/01/03	New Orleans, LA	M	0	0	40	700	0	0	0	0	0	0	0	740	Sent out a mailing with the revised letter and market plan.	none
03/01/03	Oklahoma City, OK	E	1400	0	0	0	0	0	0	0	0	0	0	1400	E-mail to Service Chiefs and all associates	E-mail to Service Chiefs and all associates
03/01/03	VISN 16 Office	N	0	100000	0	0	0	0	0	0	0	0	0	100000	Health Beat, a network newsletter for veterans, included Dr. Mackay's column about CARES. It also contained market and facility specific articles outlining planning initiatives.	none
03/03/03	Muskogee, OK	B	0	0	0	0	0	26	0	0	0	0	0	26	CARES VATV Broadcast on Cares was shown to members of VAVS committee	None
03/03/03	Houston, TX	MB	0	0	12	10	105	0	0	0	0	45	0	172	Press release on CARES Commission membership	Info
03/03/03	Central Arkansas HCS	B	0	0	5	0	0	0	0	0	0	0	0	5	Annual Congressional Briefing - attendees were legislative aides for veterans issues from Arkansas Congressional offices	Improved understanding of CARES process and relevance / potential impact to CAVHS.
03/03/03	Gulf Coast HCS	TH	30	0	0	0	0	0	0	0	0	0	0	30	None	None
03/05/03	Houston, TX	B	18	0	0	0	0	1	1	0	0	0	0	20	Admin Officers monthly meeting	Status report on CARES planning initiatives.
03/10/03	Central Arkansas HCS	B	57	0	0	0	0	0	0	0	0	0	0	57	Mid-year CAVHS Management Retreat - CAVHS executive leadership, Service Chiefs participated	Status update on CARES process: improved understanding of projected gaps/overlaps for CAVHS / VISN 16. No further action / impact on plan.
03/12/03	Central Arkansas HCS	B	9	0	2	23	0	0	0	0	0	0	0	34	Quarterly Management Advisory Council (MAC) meeting for Congressional offices, veterans organization leadership, and county VSOs.	Update on CARES process / status. General discussion of gaps, overlaps, and planning initiatives. Improved understanding of CARES and potential impact to VA healthcare services for AR veterans.
03/18/03	Muskogee, OK	B	11	0	0	0	0	0	0	0	0	0	0	11	Updated Strategic Planning Committee on CARES.	None.
03/22/03	Fayetteville, AR	E	28	0	0	0	0	0	0	0	0	0	0	28	Market Plans emailed to Director's staff (Service Chief's)	None
03/24/03	Jackson, MS	M	0	0	6	13	0	0	0	0	0	0	0	19	Letter from Network Director and Market Plan outline were faxed to stakeholders.	none

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/24/03	Shreveport, LA	M	19	0	10	25	0	0	2	0	0	25	81	"Other" is Management Advisory Council. Information mailed was Network Director's (Dr. Lynch) letter with market plans for SCVAHCN Central Lower Market. We mailed to all congressional offices in La. and those congressional offices we service in Texas. Little Rock VA mailed letters to Arkansas.	Have had no contacts for further information.
03/24/03	VISN 16 Office	M	5	0	0	10	0	0	2	0	2	2	21	Letter from Dr. Lynch and Market Plan outlines were distributed to members of the Network MAC. (Two people listed under other were VBA representatives.)	none
03/24/03	Gulf Coast HCS	M	0	0	18	57	11	0	0	0	0	0	86	Congressional contacts were faxed	None to date
03/24/03	Fayetteville, AR	M	0	0	1	13	0	43	0	0	0	0	57	Mailed Upper Western Market Plan to VSO's, DAV, volunteers and Congressman Boozman.	Awaiting inquiries.
03/24/03	Central Arkansas HCS	M	0	0	5	9	2	0	2	0	0	0	18	Faxed material to key stakeholders - letter from VISN Director, copies of market plans for appropriate market areas, notice of face-to-face briefing	Improved understanding of CARES process and proposed options to address planning initiatives. Invited comments about the plan(s).
03/24/03	Muskogee, OK	M	0	0	8	0	0	0	0	0	0	0	8	Dr. Lynch's latest letter and PI update mailed to congressional delegates.	No response yet.
03/24/03	Alexandria, LA	N	0	0	0	0	0	0	0	0	0	7	7	CARES Commission News Release	information packet mailed out to local media
03/25/03	Jackson, MS	B	0	0	6	0	0	0	0	0	0	0	6	PAO followed up with Congressional Delegation after they were faxed information about the CARES Market Plan.	None.
03/25/03	Jackson, MS	TH	91	0	0	0	0	4	0	0	0	0	95	CARES Market Plan was discussed.	None.
03/25/03	Muskogee, OK	TH	27	0	0	0	0	0	0	0	0	0	27	Distributed Dr. Lynch's letter and PI update at Tulsa Outpatient Clinic.	none
03/25/03	Central Arkansas HCS	O	0	0	1	0	0	0	0	0	0	0	1	Newly appointed Congressional office casework for veterans issues toured CAVHS and was briefed on various issues.	Improved understanding of CARES.
03/25/03	Jackson, MS	B	0	0	2	11	0	0	0	0	0	0	13	CARES Market Plan was discussed.	None.
03/25/03	Jackson, MS	TH	95	0	0	0	0	0	4	0	0	0	99	CARES Market Plan discussed.	none.
03/27/03	Muskogee, OK	TH	18	0	0	0	0	0	0	0	0	0	18	Distributed Dr. Lynch's letter and PI update to employees at Muskogee.	none
03/27/03	Muskogee, OK	FG	7	0	0	8	0	0	0	0	0	0	15	Distributed Dr. Lynch's letter and PI update to MAC members	none
03/27/03	Alexandria, LA	M	0	0	7	0	0	0	0	0	0	0	7	Market Plans and letter from Network Director	Faxed to local congressional offices
03/28/03	Muskogee, OK	B	24	0	0	0	0	0	1	0	0	0	25	Asked if data included new veterans - no. Asked if SCI unit proposed for Little Rock was definite - just proposed.	no action
03/28/03	Muskogee, OK	TH	34	0	0	0	0	0	0	0	0	0	34	Distributed Dr. Lynch's letter & PI update to employees at Muskogee.	none
<b>Total</b>			<b>1978</b>	<b>100235</b>	<b>129</b>	<b>909</b>	<b>120</b>	<b>74</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>79</b>	<b>103,540</b>		

CARES Stakeholder Outreach

<b>VISN 17</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/07/03	Temple Division	B	0	0	0	5	0	0	0	0	0	0	0	5	Briefing to American Legion Auxiliary Members during their Annual Site Visit to Central Texas Veterans Health Care System.	none
03/07/03	Temple Division	B	0	0	0	5	0	0	0	0	0	0	0	5	Briefing to members of American Legion Auxiliary during their Annual Site Visit to Central Texas Veterans Health Care System	None
03/12/03	Temple Division	B	100	0	0	0	0	0	0	0	0	0	0	100	Briefing on CARES to all Service Chiefs, Top Management, and others during Annual Central Texas Veterans Health Care System Strategic Retreat	None
03/12/03	Temple Division	B	100	0	0	0	0	0	0	0	0	0	0	100	Briefing on CARES to all Service Chiefs, Top Management, and others during Annual Central Texas Veterans Health Care System Strategic Retreat.	None
03/25/03	VISN 17 Office	B	38	4	0	36	0	0	3	0	2	0	0	83	A full CARES briefing was conducted for the VISN 17 Management Assistance Council (MAC). Members in attendance included the CARES Liaison's for The American Legion and PVA. VSO's for DAV and NCOA asked for follow-up CARES briefings for their members. American Legion represented asked several questions dealing with: 1) CARES plans for mental health in VISN 17; 2)CARES plans for long-term care; 3)CARES plans for enhanced services; and 4), CARES plans to address fourth mission with DoD	It is likely the responses to the American Legion Liaison will make there way to the National Commander since they speak frequently. We explained to the American Legion liaison that: 1) There are no good private sector benchmarks for mental health and substance abuse programs so we will have to develop our own projected and integrate those into next year's CARES plan. However, we have identified excess capacity at our Waco facility and have entered into agreements with VISNs 16 and 18 to use the resources at Waco; 2) The demand for long-term care has been flat lined at its current level. We'll look at it next year; 3) enhanced services means improved access and the VISN 17 plan is replete with new CBOCs, contract inpatient care and coordination with DoD; 4) With the enhancements identified in the CARES plan we believe that improves our ability to interact with our DoD counterparts and further the VA's fourth mission. The American Legion Liaison was satisfied with the answers and indicated he would share the information with the Legion's national office.
03/26/03	North Texas HCS	O	3290	0	0	50	0	25	0	0	0	0	0	3365	none	none
03/27/03	San Antonio, TX	M	1000	1500	40	55	30	100	2	0	100	673	3500	none	none	

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/27/03	Temple Division	TH	900	0	0	0	0	0	0	0	0	0	900	Update on CARES and impact on Waco VA at Director's Staff meeting and at all employee Town Hall meeting in Waco.	none
03/27/03	Waco Division	TH	900	0	0	0	0	0	0	0	0	0	900	Update on CARES and impact on Waco VA during Director's Staff Meeting and all-employee Town Hall meeting at Waco VA.	None
03/31/03	San Antonio, TX	W	0	0	0	0	0	0	0	0	0	549	549	none	none
<b>Total</b>			<b>6328</b>	<b>1504</b>	<b>40</b>	<b>151</b>	<b>30</b>	<b>125</b>	<b>5</b>	<b>0</b>	<b>102</b>	<b>1222</b>	<b>9507</b>		

CARES Stakeholder Outreach

<b>VISN 18</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/03/03	Amarillo, TX	M	0	0	0	105	0	0	0	0	0	0	0	105	Mailing with update on proposed Planning	5 responses to confirm attendance for
03/07/03	New Mexico VA HCS	B	5	0	5	0	0	0	0	0	0	0	0	10	Jerald Molnar, associate director, New Mexico	Will continue to update the New Mexico
03/11/03	Northern Arizona HCS	B	56	0	1	12	0	0	0	0	0	0	0	69	Arizona Draft Market Plan presented and	Comments and suggestions about the need to
03/11/03	Northern Arizona HCS	E	700	0	0	0	0	0	0	0	0	0	0	700	Draft Arizona Market plan presented by Acting	Two employees responded will positive
03/12/03	Amarillo, TX	TH	1	0	0	8	1	0	0	0	0	0	0	10	Stakeholder's meeting held to discuss PIs for	ALI members in attendance were supportive of
03/12/03	El Paso, TX OPC	B	8	0	0	18	0	0	2	0	0	0	0	28	Facility Director provided update on VISN	Marine Corps League Service Officer: Q:
03/13/03	New Mexico VA HCS	TH	51	0	0	3	0	0	0	0	1	1	0	56	The New Mexico Veterans Affairs Health Care	Approximately 56 people attended: 51 staff/5
03/14/03	Northern Arizona HCS	M	0	0	5	40	0	0	0	165	0	0	0	210	Draft Arizona Market plan presented by Acting	Three individuals responded with questions or
03/28/03	Northern Arizona HCS	B	21	0	3	0	0	0	0	0	0	0	0	24	Senior Management and staff provided a	Supportive of the option to increase medicine
03/28/03	El Paso, TX OPC	B	362	0	0	0	0	0	0	0	0	0	0	362	A CARES update on the draft VISN market	Q: Why doesn't the VA just make us a
03/30/03	Northern Arizona HCS	N	0	0	0	0	0	0	0	0	0	21000	0	21000	Sunday Edition of Daily Courier published	Non as of 3-31-03
<b>Total</b>			<b>1204</b>	<b>0</b>	<b>14</b>	<b>186</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>165</b>	<b>1</b>	<b>21001</b>	<b>22574</b>			

CARES Stakeholder Outreach

<b>VISN 19</b>
<b>Start Date</b> <b>March/2003</b>
<b>End Date</b> <b>March/2003</b>

**Outreach Audience**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/04/03	Denver, CO	B	51	0	0	0	0	0	0	0	0	0	51	Director's Staff Meeting	CARES Update/Status
03/05/03	Grand Junction, CO	M	250	0	0	0	0	50	0	0	0	0	300	VAMC Grand Junction Newsletter	CARES Update article
03/11/03	Denver, CO	B	0	0	6	72	3	0	0	0	0	4	85	United Veterans Committee	CARES Update
03/19/03	Grand Junction, CO	M	250	0	0	0	0	50	0	0	0	0	300	VAMC Grand Junction Newsletter	CARES Update article
03/25/03	Salt Lake City, UT	TH	60	0	0	0	0	0	0	0	0	0	60	VA SLCHCS Employees	CARES Briefing / Updates
03/26/03	Salt Lake City, UT	TH	0	0	0	0	0	0	0	0	0	1	1	Town Hall Meeting held at VA SLCHCS - open to community	CARE Briefing
03/26/03	Denver, CO	B	5	0	3	10	0	0	0	0	0	0	18	VSO/Congressional Meeting	CARES Updates
03/26/03	Denver, CO	E	1200	0	0	0	0	0	0	0	0	0	1200	E-Mail: VISN 19 CARES Draft to all staff	One response received from transmittal. Responded by providing additional information.
03/27/03	Salt Lake City, UT	TH	0	0	0	50	0	0	0	0	0	0	50	American Legion, St. George, UT	CARES Briefing
		<b>Total</b>	<b>1816</b>	<b>0</b>	<b>9</b>	<b>132</b>	<b>3</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2065</b>		

CARES Stakeholder Outreach

<b>VISN 20</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

**Outreach Audience**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/01/03	Portland, OR	O	0	200	0	0	0	0	0	0	0	0	200	CARES brochures including local contact info distributed in clinics, canteen, other hospital areas.	Now distributing draft South Cascade Market Plan Bulletin, seeking input.
03/01/03	VISN 20 Office	W	160	41	0	0	0	0	0	0	0	0	201	total intra- and internet hits for VISN CARES information site	Just updated with Market Plans that our stakeholders can access at liesure.
03/03/03	Portland, OR	B	12	0	0	6	0	0	0	0	0	0	18	CARES update at regular meeting with VSO Service Officers, ODVA staff	Will seek input as soon as draft Market Plans....alternatives & recommendations....are ready
03/03/03	Spokane, WA	B	0	0	0	35	0	0	0	0	0	0	35	Briefed on current state of CARES Market Plan for Inland North/Spokane.	Will update with final draft Market Plan, get input.
03/03/03	Puget Sound HCS	B	8	0	0	0	0	0	0	0	0	0	8	CARES update at MAMC Mtg.	Will update with Market Plan
03/04/03	Boise, ID	TH	65	0	0	0	0	0	0	0	0	0	65	employee town hall meeting with VISN Director	No significant comments
03/06/03	Walla Walla, WA	O	0	0	0	1	0	0	1	0	0	0	2	VFW representative provided with letter outlining steps taken thus far to keep VSO's informed of the CARES process as it progresses. Copy to AFGE per their request.	Letter mailed to VSO with copy to AFGE
03/06/03	Puget Sound HCS	B	8	0	0	0	0	0	8	0	0	0	16	Joint Partnership Meeting	Will brief on Market Plan
03/06/03	Puget Sound HCS	B	15	0	0	0	0	0	0	0	0	0	15	VARO/Veterans Service Officer meeting, update	Will update with Market Plan when ready
03/06/03	Alaska HCS	B	6	0	0	0	0	0	0	0	0	0	6	Update of Governing Board, VA Management.	Will update with Market Plan when ready.
03/10/03	Walla Walla, WA	N	370	0	0	0	0	0	0	0	0	0	370	CARES update on planning initiatives in March edition of VISION Ahead newsletter	Information shared. Will answer questions as they arise.
03/12/03	VISN 20 Office	B	0	0	0	0	10	0	0	0	0	0	10	Briefing of the VISN 20 AARG (academic affiliates group) by CARES Planning Committee Chair	Group expressed interest in CARES data indicating a need for additional research space at Seattle...continuing attention to this is part of CARES plan.
03/12/03	VISN 20 Office	B	20	0	0	0	0	0	0	0	0	0	20	Briefing at VISN 20 Network Orientation.	Group understood process and will receive update on Market Plans.
03/13/03	Puget Sound HCS	TH	150	0	0	0	0	0	0	0	0	0	150	CARES update	Will update with Market Plan
03/13/03	Alaska HCS	B	3	0	0	4	0	0	0	0	0	0	7	Update at Veterans Service Officer mtg.	Will update as Market Plan available.
03/17/03	Puget Sound HCS	B	15	0	0	0	0	0	0	0	0	0	15	brochure and briefing for new employee orientation	will follow up with Market Plan when ready
03/18/03	Puget Sound HCS	B	0	0	0	0	0	0	0	0	0	25	25 Military Affairs Meeting: briefing of civic leaders	Will update with Market Plan when ready	
03/26/03	Alaska HCS	B	4	0	0	0	0	0	4	0	0	0	8	update at Partnership Council meeting	Will provide with Market Plan materials when available
03/26/03	Boise, ID	B	16	0	0	0	0	0	0	0	0	0	16	Admin Support Council	Informative

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/26/03	VISN 20 Office	E	22	0	0	5	5	0	2	0	0	2	36	VISN 20 Market Plans Powerpoint provided to each member of the Management Assistance Council (members were previously briefed in person on CARES PIs by VISN Director and CARES Planning Committee Chair)	We are seeking their comments.
03/27/03	Puget Sound HCS	B	18	0	0	0	0	0	0	0	0	0	18	Executive Board Meeting (VA service line leaders): update	Will update with Market Plan when ready
03/27/03	Walla Walla, WA	B	60	0	0	0	0	0	0	0	0	0	60	CARES briefing at all employee meeting	Question answered on how current conflict veteran numbers will be included in planning process
03/28/03	Roseburg, OR	O	660	0	0	0	0	0	20	0	0	0	680	CARES Network Newsletter sent to all employees.	Requested comments/concerns/suggestions
03/28/03	Boise, ID	B	0	0	0	0	0	0	10	0	0	0	10	Union Stewards meeting	informative
03/31/03	Portland, OR	O	2500	0	0	0	0	200	0	0	0	0	2700	Combination of display case (some patients reached as well), newsletter, e-mail and intranet dissemination of the CARES Bulletin: South Cascades Planning Initiatives	Emphasized that we are seeking input on the plan.
03/31/03	VISN 20 Office	E	0	0	0	0	0	0	18	0	0	0	18	VISN 20 Planning Initiatives went to all members of VISN Partnership Council.	Emphasized interest in input. None so far, probably because union leaders have been involved in our Market planning process.
03/31/03	Portland, OR	O	0	0	9	0	0	0	0	0	0	0	9	E-mails and phone calls to Oregon & S.W. Washington Congressional staff, provided VISN-wide and South Cascades Market plans.	Will follow-up for input.
03/31/03	Puget Sound HCS	M	0	0	25	225	0	0	0	0	0	0	250	CARES letter and brochure	soliciting input on Market Plan
03/31/03	VISN 20 Office	E	0	0	0	6	0	0	0	0	0	0	6	VISN 20 Market Plan Powerpoint and Bulletins went to VSO CARES liaisons for their comments. Had alerted them this was coming.	Will follow up by phone.
<b>Total</b>			<b>4112</b>	<b>241</b>	<b>34</b>	<b>282</b>	<b>15</b>	<b>200</b>	<b>63</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>4974</b>		

CARES Stakeholder Outreach

<b>VISN 21</b>
<b>Start Date</b> March/2003
<b>End Date</b> March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total		
03/03/03	Palo Alto HCS	B	28	0	0	0	0	0	2	0	0	0	30	Reviewed status of PI's at Executive Council meeting	No Comments
03/04/03	Northern California HC	B	4	0	3	0	0	0	0	0	0	0	7	CARES projections reflect less than 5% growth rate, yet growth in veteran population over the last 5 years has been significant. Projections do not seem to take into account the remote location and economic conditions that may lead to more veterans desiring to enroll in the health system. Request that VA contract for ten inpatient hospital beds in local area vs. requiring veterans to travel several hours to the nearest VA medical facility for medical care. Very concerned that lack of local medical services and changes in Medicare and local economic conditions will lead to increased number of enrollees that are not reflected in CARES projections.	We have asked the local CARES planning group to provide additional detail regarding CARES projections so we may analyze and report back to the Congressional office. We have also incorporated the suggestion for inpatient beds into our CARES Market Plan.
03/04/03	Northern California HC	TH	50	0	0	0	0	0	0	0	0	0	50	No significant comments.	N/A.
03/04/03	Northern California HC	B	6	0	0	6	0	0	0	0	0	0	12	Concern that VA has not provided for inpatient needs of veterans in the far northern areas of northern California. Request that VA contract for 10 inpatient beds to reduce the need for veterans to travel long distances for medical care.	VANCHCS addressed the fact that CARES projections do indicate a need for up to 10 inpatient beds in the Shasta-Butte Primary Service Area. The CARES market plan has been modified to include a plan for contracting for additional inpatient beds.
03/06/03	San Francisco, CA	B	0	0	0	25	0	0	0	0	0	0	25	No comments were made by VSOs and County VSOs regarding CARES.	None

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/06/03	Palo Alto HCS	TH	0	90	11	0	0	0	0	0	0	0	101	Participated in Veterans Forum in Stockton; reviewed the CARES process and discussed PI's  1. Will CARES bring more services to the valley?  2. Is CARES the same for everyone across the country?  3. Why will the multispecialty clinic be located in Modesto?	1. Based on the information we have received, the projected enrollment for the valley will increase. We intend to relocate the Stockton Clinic to a newer, more efficient building in the Stockton area in the near future. We are also exploring the possibility of adding new speciality services down the road.  2. Yes  3. Current enrollment data suggests that the highest concentration of veterans currently using VAPAHCS and the projected data for 2012 - 2022 suggests the Modesto area. This clinic is several years off and would require CO funding and the location is not set in stone
03/06/03	Palo Alto HCS	TH	45	0	0	3	0	2	0	0	0	0	50	Held an Open Forum with all sites. Reviewed the status of the PI's.  1. Will SCI increase in size because of CARES  2. With the possibility of a new Blind Center in Southern California, will that effect our Blind Center?	1. Our SCI will remain at its current bed capacity.  2. No, our Blind Center will remain at its current bed capacity.
03/06/03	San Francisco, CA	B	0	0	0	0	41	0	0	0	0	0	41	None	None
03/09/03	Honolulu, HI	B	0	35	0	0	0	0	0	0	0	0	35	Briefed DAV Executive Council on CARES Progress	No Comments
03/10/03	Palo Alto HCS	B	10	0	0	11	0	0	0	0	0	0	21	Reviewed the status of the PI's at the Veterans Service Officer's meeting.  1. Will valley service be cut?	1. With the information we have receive, the valley services will increase. We anticipate the possible addition of some speciality services.
03/10/03	Palo Alto HCS	B	27	0	0	0	0	0	2	0	0	0	29	Reviewed the status of the PI's at Executive Council.  No Comments	No actions
03/11/03	Palo Alto HCS	B	45	0	0	0	0	0	2	0	0	0	47	Reviewed status of PI's at Director's Staff meeting.  No comments	No action
03/11/03	Northern California HC	B	15	0	0	0	0	0	0	0	0	0	15	No significant comments.	N/A.
03/13/03	VISN 21 Office	B	0	0	20	0	0	0	0	0	0	0	20	Network Director briefed 20 delegates from California, Hawaii, & Nevada on VISN 21's Planning Initiatives & Proposed Solutions.	No negative feedback. Information well received.
03/14/03	VISN 21 Office	W	0	0	0	0	0	0	0	0	0	574	574	Hits on VISN 21's CARES web page.	Hits on VISN 21's CARES web page.
03/17/03	VISN 21 Office	E	0	0	0	6	0	0	0	0	0	0	6	Sent VISN 21's Market Planning Initiatives and Proposed Solutions Briefing.	Sent VISN 21's Market Planning Initiatives and Proposed Solutions Briefing.
03/17/03	VISN 21 Office	M	0	0	0	1	0	0	0	0	0	0	1	Sent VISN 21's Market Planning Initiatives and Proposed Solutions Briefing.	Sent VISN 21's Market Planning Initiatives and Proposed Solutions Briefing.

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/19/03	Central California HCS	O	0	0	0	0	0	0	0	45	0	0	45	Ex-POW chapter meeting discussion of CARES update.	None
03/22/03	Honolulu, HI	B	0	0	0	0	0	0	0	15	0	0	15	Briefed Oahu Veterans Council	No Comments
03/23/03	Honolulu, HI	B	0	0	0	0	0	0	0	53	0	0	53	Briefed Chapter 3 DAV. Members and spouses/guests.	No Comments
03/24/03	Palo Alto HCS	B	4	0	2	0	0	0	0	0	0	0	6	Provided an overview of our PI's at our regularly scheduled Congressional Rep's meeting.  1. Will services at the Menlo Park Division change.	1. We anticipate no changes in services offered at the Menlo Park Division. When addressing the proximity issue between VAPAHCS and SFVAMC, the Menlo Park Division may see an increase in some programs.
03/24/03	Palo Alto HCS	B	25	0	0	0	0	0	2	0	0	0	27	Reviewed the status of the PI's at Executive Council.  No comments	No Action
03/28/03	Palo Alto HCS	O	2200	25	0	10	0	300	10	0	0	0	2545	Newsletter  Dedicated page on CARES Q&A's	No Action
03/28/03	Northern California HC	TH	25	0	0	0	0	0	0	0	0	0	25	No comments.	N/A
03/28/03	Northern California HC	B	0	0	3	0	0	0	0	0	0	0	3	Congressional office interested in knowing what kinds of issues are being raised by their constituents in VSO briefings & through our general comment processes.	Answer: Redding VSOs are concerned about the need for inpatient medical care and Solano VSOs are concerned about what they perceive to be inaccurate veteran population projections due to unmet demand.
03/28/03	Northern California HC	B	0	0	0	3	0	0	0	0	0	0	3	One VSO (DAV) commented that the Gulf War had the highest percentage of veterans from any war who are now on compensation (highest number of disabilities per person). He is concerned that CARES veteran population and enrollment projections do not include potential increases from current conflict. Traditionally, people that weren't eligible (reservists) are now eligible after having served in combat. This will have an impact on projections.	No impact on plan at this time. VA will make appropriate adjustments to projections in the future as needed.
<b>Total</b>			<b>2484</b>	<b>150</b>	<b>39</b>	<b>65</b>	<b>41</b>	<b>302</b>	<b>18</b>	<b>113</b>	<b>0</b>	<b>574</b>	<b>3786</b>		

CARES Stakeholder Outreach

<b>VISN 22</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	San Diego, CA	M	1845	50	5	10	0	0	0	0	0	0	0	1910	1. San Diego needs improved research space. 2. Why add inpatient beds when outpatient surgery has been emphasized in recent years? 3. Need a optometry technician at the Mission Valley Eye Clinic to support the Optometrist. 4. Need an additional doctor at the Imperial Valley Clinic to alleviate the over crowding experienced by Dr. Rodriquez. 5. Staff member offered to help with IT analysis for DOD data sharing. 6. Share resources with Balboa Navy Medical Center doctors.	Gave feedback to appropriate staff.
03/07/03	Loma Linda, CA	B	1	20	0	0	0	1	0	0	0	0	0	22	VIST Support Group	Ideas sent to Network Cares Committee
03/07/03	Long Beach, CA	M	0	0	10	125	10	0	0	25	0	0	0	170	Mailings of CARES Update	none
03/10/03	Loma Linda, CA	M	0	25	25	53	0	12	0	8	2	0	0	125	Mailed out Network produce letter and Gaps	No Reponse
03/13/03	VISN 22 Office	M	0	0	0	2	0	0	0	0	0	0	0	2	Sent additional CARES information to Blind Veterans, PVA and American Legion Reps.	Asked them to submit comments on the draft market plans.
03/13/03	Loma Linda, CA	B	0	6	2	8	0	0	0	2	0	1	0	19	Management Assistant Council	Agreed with need for SC Long Term Care and more VIS services. Also would like to see more nursing homes. Requests Parking structure.
03/13/03	VISN 22 Office	M	0	0	0	2	0	0	0	0	0	0	0	2	Sent an updated CARES package to the VFW and DAV represenatives to Network 22. The new CARES data and planning initiatives were included.	There comments were requested.
03/13/03	VISN 22 Office	B	0	0	25	0	0	0	0	0	0	0	0	25	A Staffer from Congressman Waxman's office indicated that they want to see a good process developed for obtaining stakeholder input into any planning effort to address excess land at West Los Angeles. A Staffer from Congresswoman Roybal-Alred wanted to be sure that the LA Downtown clinic is appropriately utilized to provide patient care.	Their concerns were passed on to the Network CARES Planning Group for consideration.
03/14/03	VISN 22 Office	M	0	0	37	0	0	0	0	0	0	0	0	37	37 Members and Staff of the California and Nevada Congressional Delegation were invited to a CARES Briefing in Washington DC on March 13th. The 25 that attended are listed under another outreach report.	Approximately 25 members attended and received briefing materials
03/21/03	San Diego, CA	B	40	0	0	0	0	0	0	0	0	0	0	40	Reviewed most current planning initiatives with staff and provided copies of the slides.	No comments from staff.

CARES Stakeholder Outreach

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/23/03	Long Beach, CA	E	0	0	0	0	0	0	0	1	0	0	1	ASSOCIATIONS in surrounding area	invite to community CARES Townhall
03/23/03	Long Beach, CA	E	166	0	0	0	0	0	0	0	0	0	166	CARES Update	information to share with staff
03/24/03	VISN 22 Office	E	0	0	0	5	0	0	0	0	0	0	5	Sent copies of the latest CARES Market Plan to VSO Points of contact.	Asked for comments
03/26/03	Long Beach, CA	M	0	0	10	150	10	0	0	25	0	35	230	Letters inviting to community CARES Townhall	townhall
03/28/03	Southern Nevada Hea	B	0	0	1	16	0	0	0	0	0	5	22	Question asked by VSO: Why are no proximity issues discussed in the Nevada Market?	Question Answered
03/28/03	West Los Angeles HC	B	3	0	4	13	0	0	0	6	0	0	26	Mr. Dorman presented an update on the CARES planning process to a group of stakeholders including representatives from Senate and Congressional offices, VSOs, and community organizations.	<p>Responses from various members of the group include:</p> <p>Concern that representation from VSOs is not included on the Network Land Use Planning Committee.</p> <p>Concern was raised by Lisa Pinto regarding the definition of "excess land". She stated the scope may be too narrow and may allow for development on land not defined as excess.</p> <p>Flora Gil Krisiloff stated that the Network Land Use Planning process is less inclusive of community stakeholders and doesn't represent true master planning. It only assesses projects one at a time, instead of collectively over a long period.</p> <p>WLA land should be reviewed separately as part of a master planning process, rather than with the entire Network, and should consider the original intent for use of the land.</p> <p>What process will be used for conducting environmental assessments with respect to the land use planning process? How will the committee know if there will be a significant environmental impact?</p>
03/28/03	Southern Nevada Hea	B	0	0	0	35	0	0	0	0	0	0	35	Presented CARES Video to State Commanders	no questions
03/28/03	San Diego, CA	M	0	0	5	0	0	0	0	0	0	0	5	Sent letters with copies of the most recent planning initiatives slides to local Congressional Offices.	No response yet.
03/31/03	Long Beach, CA	TH	15	0	2	5	0	0	0	5	0	2	29	Blind Rehabilitation to be in GLA VSO association CARES with the base closures by DOD. DAV mandates dicretional funding of be availabe at the local level.	Forward all concerns to VISN for inclusion in gap identified
<b>Total</b>			<b>2070</b>	<b>101</b>	<b>126</b>	<b>424</b>	<b>20</b>	<b>13</b>	<b>0</b>	<b>72</b>	<b>2</b>	<b>43</b>	<b>2871</b>		

CARES Stakeholder Outreach

<b>VISN 23</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/01/03	Fargo, ND	FG	7	0	0	7	0	0	0	0	0	0	0	14	Many questions about the process	Questions considered through naratives
03/01/03	Iowa City, IA	B	0	0	0	61	0	0	0	0	0	0	0	61	Priority Group 8's and rationing of care shows we don't CARE!	Will update as information is requested or becomes available
03/02/03	Omaha, NE	O	500	25	0	30	0	40	0	0	0	0	0	595	POSTINGS - distributed to all 3 facilities	information sharing
03/04/03	Fargo, ND	B	7	0	0	0	0	0	0	0	0	0	0	7	Presented to CBOC Committee at the Fargo VAMC	Positive questions
03/05/03	Grand Island, NE	B	0	0	0	35	0	0	0	0	0	0	0	35	Briefing to County Veteran Service Officers	Comment cards distributed
03/06/03	Omaha, NE	B	6	0	1	30	0	0	0	0	0	0	0	37	Presentation, brochures, comment cards	Information sharing
03/06/03	Omaha, NE	B	15	0	0	0	0	0	0	0	0	0	0	15	presentation, handouts, commehnt cards	Info sharing
03/07/03	VA Black Hills HCS	MB	0	0	0	0	0	0	0	0	0	3400	3400	Letter to the Editor printed in Alliance Times Herald, Alliance, NE, with circulation of 3400 readers.	In response to article that appeared earlier in the month that had misleading information about CARES.	
03/07/03	Lincoln, NE	B	0	0	0	25	0	0	0	0	0	0	0	25	VAVS presentation & comment cards	Information sharing
03/07/03	VA Black Hills HCS	B	0	0	0	30	0	0	0	0	0	0	0	30	Monthly Rapid City Veterans Coordinating Commission.	No significant questions, issues or concerns raised.
03/08/03	Omaha, NE	B	0	0	0	60	0	0	0	0	0	0	0	60	Presentation, brochures & comment cards	Information sharing
03/08/03	Sioux Falls, SD	E	10	0	0	24	0	0	0	0	0	0	0	34	Mr. Ray's appt. to CARES Comm.	Neutral - info only
03/09/03	Lincoln, NE	B	0	0	0	103	0	0	0	0	0	0	0	103	Presentation/brochures/comment cards	Information sharing
03/09/03	Omaha, NE	O	500	25	0	30	0	40	0	0	0	0	0	595	POSTINGS-distributed to all 3 facilities	Information sharing
03/10/03	VA Black Hills HCS	B	35	0	0	0	0	0	0	0	0	0	0	35	Quarterly VA Black Hills Leadership Meeting in Rapid City (1 of 2).	No significant questions, issues or concerns raised.
03/12/03	Lincoln, NE	B	8	0	3	8	0	0	0	0	0	0	0	19	Presentation, handouts, comment cards	Information sharing
03/12/03	Sioux Falls, SD	B	11	0	0	0	0	0	2	0	0	0	0	13	SD CAMP conf. call	Info sharing.
03/13/03	Sioux Falls, SD	E	38	0	0	7	0	0	3	0	1	0	0	49	Minutes of SD CAMP cf. call 3/12/03	Info only
03/13/03	Omaha, NE	B	15	0	0	0	0	0	0	0	0	0	0	15	PResentation, brochures, comment cards	Information sharing
03/13/03	Omaha, NE	B	16	0	0	0	0	0	0	0	0	0	0	16	Presentation	Information sharing
03/13/03	Iowa City, IA	B	0	0	0	17	0	0	0	0	0	0	0	17	VAVS meeting...concerned about dollars and if there will in fact be resources there to support proposed moves.	Will keep updated
03/13/03	VA Black Hills HCS	B	0	0	0	2	0	0	0	0	0	0	0	2	South Dakota DAV and Auxiliary State Commanders visit to Fort Meade	No significant questions, issues or concerns raised.
03/14/03	VA Black Hills HCS	B	14	0	0	0	0	0	2	0	0	0	0	16	Monthly Strategic Coordinating Council Meeting.	No significant questions, issues or concerns raised.
03/14/03	VA Black Hills HCS	B	15	0	2	13	0	0	0	0	0	2	0	32	Bi-monthly VSO/Congressional Forum held at Fort Meade.	No significant questions, issues or concerns raised.
03/15/03	Des Moines, IA	O	1264	0	0	0	0	0	0	0	0	0	0	1264	News Brief to all employees. Message from the Director on CARES.	Educational
03/16/03	Omaha, NE	O	500	25	0	30	0	40	0	0	0	0	0	595	POSTINGS-DISTRIBUTED AT ALL 3 FACILITIES	INFORMATION SHARING

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/17/03	St. Cloud, MN	B	10	5	0	30	0	0	0	0	0	0	45	CARES information presented and handouts provided to the VAVS committee at their quarterly meeting.	No questions regarding process or recommendations arose, appreciation given for clear explanation of process.
03/18/03	VA Black Hills HCS	B	70	0	0	0	0	0	0	0	0	0	70	Monthly Hot Springs Employee Town Hall Meeting.	No significant questions, issues or concerns raised.
03/20/03	VA Black Hills HCS	B	60	0	0	0	0	0	0	0	0	0	60	Fort Meade monthly employee town hall meeting.	No significant questions, issues or concerns raised.
03/20/03	Fargo, ND	B	10	0	0	0	0	0	0	0	0	0	10	Power point presentation shown to Fargo VAMC Administrative personnel	Positive comments. Questioned if the impact of the war and the number of Guard and Reserve units from North Dakota currently activated.
03/20/03	Grand Island, NE	B	0	0	0	15	0	0	0	0	0	0	15	Presentation, handouts, comment cards	Information sharing
03/22/03	VA Black Hills HCS	B	0	0	0	70	0	0	0	0	0	0	70	AL & ALA Nebraska District 1 Convention in Alliance, Nebraska.	No significant questions, issues or concerns raised.
03/23/03	Omaha, NE	O	500	25	0	30	0	40	0	0	0	0	595	POSTINGS--DISTRIBUTED TO ALL 3 FACILITIES	Information sharing
03/24/03	VISN 23 Office	B	20	1	0	0	0	0	4	1	1	1	28	VISN 23 CARES Steering Committee Meet to discuss draft Market Plans	Feedback of the group given to ELC for review and analysis.
03/26/03	Omaha, NE	B	6	0	0	15	0	0	0	0	0	0	21	Presnetation, handouts, comment cards	Information Sharing/Discussion
03/27/03	Fargo, ND	TH	50	0	0	0	0	0	0	0	0	0	50	Mr. Kenyon discussed the current timeline for the project	No impact on current plan
03/27/03	VA Black Hills HCS	B	55	0	0	0	0	0	0	0	0	0	55	Quarterly leadership meeting - 2 of 2.	No significant questions, issues or concerns raised.
03/27/03	Fargo, ND	B	7	0	0	12	0	0	0	0	0	0	19	Questioned the number of enrollees in western North Dakota and those seeking services in Montana. Question "how VA could propose treating more veterans when they are unable to treat the Category 8 veterans now". Concern if Fargo was a small facilit. Questioned whether the addition of CBOCs would relieve workload at the Fargo facility? Questioned the future process for approval of the plan. Questioned who is serving on the CARES Commission?	CARES Commission biographies were sent to all VSO officers. Western North Dakota veterans that are being treated in Montana was considered with the Market Plan. Shared that the CARES plan is based on treaing veterans in categories 1 through 6. Fargo is not considered a small facility. Discussed knowing the CBOCs do not relieve Fargo of the same number of stops as going to a CBOC.
03/28/03	Sioux Falls, SD	MB	630	0	0	35	0	0	0	0	0	0	665	Invitation to Town Hall 4/8	Invitation to provide input to SD market plan
03/28/03	Sioux Falls, SD	M	0	0	0	75	0	250	0	20	0	0	345	Invitation to town hall 4/8/03	Info sharing and invitation to provide input.
03/28/03	VA Black Hills HCS	B	50	0	0	0	0	0	6	0	0	4	60	Tactical Planning Meeting	No significant questions, issues or concerns raised.
03/30/03	Grand Island, NE	B	0	0	0	136	0	0	0	0	0	0	136	Presentation, handouts, comment cards	Information Sharing
<b>Total</b>			<b>4429</b>	<b>106</b>	<b>6</b>	<b>930</b>	<b>0</b>	<b>410</b>	<b>17</b>	<b>21</b>	<b>2</b>	<b>3407</b>	<b>9328</b>		

CARES Stakeholder Outreach

<b>Headquarters</b>	
<b>Start Date</b>	March/2003
<b>End Date</b>	March/2003

Outreach Audience														Comments	Response / Action / Impact on Plan	
Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total			
03/04/03	10NCares	B	25	0	0	0	0	0	0	0	0	0	0	25	National CARES Conference Call Agenda items: Update on briefings, clarification on Blind Rehab and Spinal Cord Pls, GAO audit on planning application model, Market Plan review process	Clarify new business and cement PI updates and Market Plan process
03/05/03	10NCares	B	0	0	8	0	0	0	0	0	0	0	0	8	Briefed HVAC Oversight & Investigations and HVAC on Health. Concerns on CARES projections were dependent on the President's and Secretary's proposals.	Showed data that indicated the PI's were viable even if president's budget proposals were not approved. Also enrollment impact changes in forecasts did not impact Priority 1-6.
03/05/03	10NCares	B	6	0	0	28	0	0	0	0	0	0	0	34	Concerns that Nursing Home data was not available.	Assured VSO data would be available in near future.
03/06/03	00	B	2	0	1	0	0	0	0	0	0	0	0	3	SECVA Principi & AS Mansfield met with Rep. Sue Kelley to discuss various CARES issues.	OCLA has followed up contact with her office offering assistance.
03/06/03	10C	B	60	0	0	0	0	0	0	0	0	0	0	60	CARES Communications Call Update on VSO, Hill and Commission briefings, review of long-term care model, brief on GAO review of CARES	Back-brief field on briefings; review understanding of GAO review
03/08/03	10NCares	TH	0	0	0	70	0	0	0	0	0	0	0	70	20-member JWV Policy Council & 50 JWV Department Commanders & Past Commanders Meeting JWV was aggressively critical of CARES Communications efforts - asserted they have been briefed in broad terms as opposed to being participants in process. Criticism directed to local VISN communication and their lack of opportunity to make substantive input. Had a few questions about the model. One member disagreed with majority opinion about outreach and complimented Bill Montague.	Reiterated stakeholder input as essential to CARES process.
03/11/03	10NCares	B	25	0	0	0	0	0	0	0	0	0	0	25	Back-brief on Commission briefings, Market Plan Review Process update	Clarify any issues with Market Plan Review Process; inform Planners and Staff of Commission briefing
03/13/03	10C	B	60	0	0	0	0	0	0	0	0	0	0	60	CARES Communications Conference Call Information about bi-weekly report submission from VISNs; back-brief on VSO and Commission briefings	Clarify the who, what, where of VISN submitted reports; inform field of briefings
03/17/03	10NCares	B	0	0	0	0	0	0	0	50	0	0	0	50	Briefed State Directors of Veterans Affairs	Clarified CARES process and provided updates of progress

**CARES Stakeholder Outreach**

Date	Facility	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments	Response / Action / Impact on Plan
03/25/03	10NCares	B	0	0	0	10	0	0	0	0	0	0	10	CARES Briefing to: Disabled American Veterans,, The American Legion and Veterans of Foreign Wars - stressed concerns about speciality care within the CARES Planning Process. No PIs involved LTC planning	Special Asst. to Dep Sec., Smith Jenkins stated that there would be a committee comprised to deal specifically with LTC recommendations for the CARES process.
03/25/03	10NCares	B	0	0	0	50	0	0	0	0	0	0	50	NCPO Executive Director Jenkins briefed Executive Directors of DAV, TAL, VFW, MFR in their Washington offices. Briefed them on the progress of the CARES process to date, eliciting concerns and comments.	The meetings also sought to encourage a discussion of the VA communications efforts and future needs for the success of the process.
03/25/03	00	TH	0	12	1	0	0	0	0	0	0	0	13	SECVA Principi met with Rep. Hinojosa in Washington, DC. Participated in virtual Town Hall meeting with verterans in Mc Allen, TX via video conference.	Addressed CARES process
03/25/03	Commission	B	0	0	25	0	0	0	0	0	0	0	25	Commission Executive Director Larson & AS Mansfield met with S/HVAC for an introduction of the commission, its mission and planned schedule.	Informed Hill of commission plans
<b>Total</b>			<b>178</b>	<b>12</b>	<b>35</b>	<b>158</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>433</b>		

**Outreach Types**

B	Briefing
E	E-Mails
FG	Focus Group
M	Mailings
MB	Media Broadcast
N	News Articles
O	Other
TH	Town Hall
W	Website