

## **CARES Monthly VISN Communication Report March 2003**

The VISN-level CARES Communication Report for March 2003 is summarized on the attached spreadsheets. The first spreadsheet contains the "Stakeholder Outreach" summary; the second spreadsheet includes the unsolicited input or inquiries received from the stakeholders and others, and the third contains the substantive comments by VISNs.

In summary, there were 398,895 stakeholders, veterans, and members of the public briefed on the CARES process. This represents a substantial decrease of 705,263 stakeholders and veterans briefed from the total briefed in February 2003. For March, all VISNs submitted CARES Stakeholder Outreach information. Most of the VISNs used communication modes consisting of briefings, websites, e-mails and mailings (e.g., brochures, newsletters). Of the 106,530 Veterans & Relatives contacts, 100,235 or nearly 94 % were from VISN 16, mainly in the form of newsletters, briefings and publications. Of the 113,223 Employee contacts, 21,919 or nearly 19.4% were from VISN 8. Of the 4,169 volunteer contacts, 1,555 or were 37.2% from VISN 11. Finally, of the 7,457 VSO contacts, 930 or 12.4% were from VISN 23— mostly in the form of briefings.

Overall, of the 398,895 total stakeholders and veteran's contacts (other) 163,041 or nearly 40.9 % were in the form of mail outs (e.g., e-mails, brochures, newsletters).

The March analysis showed that the outreach activities reported with the Affiliates, Unions, Local Organizations and DoD rose substantially from the previous month. This increase could be attributed to the VISNs working with the stakeholders to brief them on their market plans.

Concerns continue to be voiced in the majority of the VISNs focused on the overall CARES process (i.e., Congressional involvement, funding, and impact), employee anxiety, potential closures, and special populations. In meetings with national VSO representatives at the VHA-VACO levels, a concern continues to be voiced that there has been insufficient contact to local, state, and regional VSO representatives regarding the CARES process.

Additionally, of the 398,895 total stakeholders contacts, 117 or 0.029% were face-to-face outreach contacts, and the contacts increased from 84 in February to 117 in March.

Several areas were identified in which improvements was demonstrated in the communication reporting process. These are summarized below.

- The Networks increased their levels of outreach. The VISNs are reminded that there is a substantial and critical need for more face-to-face contacts

that there is a substantial and critical need for more face-to-face contacts and more outreach to local, state, and regional VSO representatives as well as affiliates.

- Improvement in the outreach and face-to-face discussions especially with DoD, affiliates and unions for the month of March. Facility and VISN-level outreach on CARES will continue to be a priority.
- Further, our review of the substantive comments for each VISN showed an improvement in the reporting practices. Remember, VISN level staff are **reminded that any questions dealing with the analysis of the data and the planning initiatives should be completed with a response.**

April 16,2003

CARES Outreach Monthly Report

ALL VISNs

March

2003

Outreach Audience

VISN	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total
0	178	12	35	158	0	0	0	50	0	0	433
1	11736	0	191	457	29	4	29	46	19	58	12569
2	310	25	0	93	32	144	0	0	0	0	604
3	11969	101	9	880	9	1000	61	38	36	45	14148
4	12587	0	240	470	25	46	306	198	0	263	14135
5	4574	1000	30	287	1	40	3	3	27	500	6465
6	3149	112	23	580	18	50	9	0	5	1	3947
7	9172	125	91	579	43	89	21	82	23	59	10284
8	21919	0	37	218	0	3	6	60	0	130664	152907
9	1361	2000	0	59	0	0	0	8	0	0	3428
10	2404	0	8	104	0	4	7	6	4	11	2548
11	2256	170	7	100	14	1555	609	7	0	0	4718
12											0
15	7187	648	111	393	55	10	539	25	10	5086	14064
16	1978	100235	129	909	120	74	14	0	2	79	103540
17	6328	1504	40	151	30	125	5	0	102	1222	9507
18	1204	0	14	186	1	0	2	165	1	21001	22574
19	1816	0	9	132	3	100	0	0	4	1	2065
20	4112	241	34	282	15	200	63	0	0	27	4974
21	2484	150	39	65	41	302	18	113	0	574	3786
22	2070	101	126	424	20	13	0	72	2	43	2871
23	4429	106	6	930	0	410	17	21	2	3407	9328
	<b>113223</b>	<b>106530</b>	<b>1179</b>	<b>7457</b>	<b>456</b>	<b>4169</b>	<b>1709</b>	<b>894</b>	<b>237</b>	<b>163041</b>	<b>398895</b>

**ALL VISNs March 2003**

**Contacts**

VISN	Employee	Veteran/Rel	Senator	Representative	VSO	Affiliate	Volunteer	Union	Local Org	DoD	State Gov	Local Gov
0				1								
1					3		2					
2												
3					3							
4	2	5	1									
5					2							
6					2							
7	8	2	2	4				1			3	
8												
9					1							
10	1											
11												
12												
15	1				4	1						
16		3										
17												
18	1				5				1			
19	3				2		2					
20					2	1						
21		2			3							
22	2	1		2	8							
23		1			2							
	<b>18</b>	<b>14</b>	<b>3</b>	<b>7</b>	<b>37</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>

