

CARES Monthly VISN Communication Report August 2002

The VISN-level CARES Communication Report for August 2002 is summarized on the attached spreadsheets. The first spreadsheet contains the "Stakeholder Outreach" summary and the second spreadsheet includes the unsolicited input or inquiries received from the stakeholders and others.

In summary, there were 353,050 stakeholders and members of the public briefed on the CARES process. This represents an increase of 180,677 stakeholders briefed or over two times as many stakeholders as in July 2002. For this month, all VISNs submitted CARES Stakeholder Outreach information. Most of the VISNs used communication modes consisting of briefings, websites, e-mails and mailings. Of the 247,851 Veterans & Relatives contacts, 244,549 or 98.7% were from VISN 1, mainly in the form of newsletters. Of the 92,683 Employee contacts, 24,335 or 26.3% were from VISN 1. Of the 5,483 Volunteer contacts 3,529 or 64.4% were from VISN 2. Finally, of the 3,388 VSO contacts, 1,312 or 38.7% were from VISN 1 and VISN 23 – most in the form of mail-outs.

The concerns raised 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.

Several areas were identified for improvement in the communication reporting process. These are summarized below.

- The National CARES Program Office (NCPO) has recognized the need for a more standardized reporting process. A web-based system is being developed by the NCPO in collaboration with the VACO-IRM.
- The web-based system should be available by the end of November to facilitate reporting by the VISNs, compiling the national reports, and searching the database.
- In the web-based system, there will be separate categories for VACO and CARES Commission communications related to CARES.
- In the interim, the VISNs and the NCPO will continue to use a standard Excel file template for the VISN-level reports.
- With our next (September) report, the NCPO will break out mass mail-outs or media coverage in order to distinguish these from face-to-face contacts.

Summary by VISN
 CARES Stakeholder Outreach

VISN	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other		Comments	Response / Action / Impact on Plan
1	B, E,W,M	24,335	244,549	218	680	40	157	49	33	40	230	270,331	Q/A only. Funding for CARES?	N/A
2	B, ,M,O	16,678	0	1	0	20	3529	0	16	0	456	20,700	Employee concerns. Communciations process.	N/A
3	B,E	6696	0	0	11	0	0	0	0	2	0	6,709	Website to employees.	N/A
4	B,O	668	0	16	217	15	78	4	0	0	20	1,018	Closures. Employee concerns	CARES Q/A sessions will address these issues.
5	B,M,O,TH	2380	0	20	51	1	0	4	0	0	0	2,456	CARES process. Female Healthcare	N/A
6	B,E,M,TH	3639	2000	7	347	21	95	5	7	1	43	6,165	CARES process. Employee concerns.	N/A
7	B,W,M,TH	23	10	7	6	0	3	5	6	2	0	62	Concern about facility closings.	N/A
8	B,M	7	1	0	29	0	0	0	0	0	1	38	Flyer for San Juan RE CARES process	Presentations in Aug.
9	B,TH,O	512	0	12	18	14	0	8	0	0	0	564	CARES process	N/A
10	B, E, M, O	1495	430	0	83	0	270	0	26	0	58	2,362	CBOCs. Hospital closures	Locations will be reviewed.
11	B,FG	215	110	10	18	17	70	9	120	0	0	569	CARES process & impact	Briefings in Aug.
12	N/A											0		
15	B,M, FG	2241	0	53	116	4	81	264	2	7	12	2,780	N/A	N/A
16	W,O,B, M	4142	221	26	154	11	218	42	69	104	8	4,995	Newsletters, briefings.	Stockholder Video
17	B, O,M, FG	26	60	50	82	6	21	7	33	5	23	313	Funding Concerns	Secretary Decision
18	M, B	1,733	0	32	121	11	1	8	9	2	2	1,919	Q/A	N/A
19	B,W,TH	63	6	1	146	0	50	0	0	2	0	268	Impact on Fitzsimmons	N/A
20	TH, B,M, O	4,273	294	29	545	6	200	4	30	20	372	5,773	Primary Care. Waiting Times	N/A
21	B,O,TH	2,937	0	3	62	16	100	14	145	0	3	3,280	Special Populations. Markets	N/A
22	B,M, TH	315	110	8	70	0	0	0	60	0	5	568	Blind Rehabilitation	N/A
23	O, B, TH	20,305	60	240	632	18	610	13	0	1	301	22,180	Oppose CARES	N/A
	Total	92,683	247,851	733	3,388	200	5,483	436	556	186	1,534	353,050		

TYPE*
 FG=Focus Groups
 TH= Town Hall
 W=Website
 M=Mailings
 E= E-Mails
 B=Briefing
 O=Other

Summary by VISN:
CARES Stakeholder Input and Issues

VISN	Type of Input*	Employees	Veteran/Rel.	Congressional	VSO	Affiliate	Volunteer	Union	Other	Total	Comments
1	L,E	4	10	1	3	0	0	0	0	18	Congressional comments and DAV comments
2	V,L	0	19	0	0	0	20	0	0	39	Concerns about CARES process
3	0	0	0	0	0	0	0	0	0	0	Nothing Submitted
4	V,T,	0	2	2	4	0	0	0	2	10	Congressional tours
5	T, P	0	0	1	0	1	0	0	0	2	CARES Process, Female Health Care
6	T, L, T	5	0	1	3	1	0	0	0	10	Congressional Questions, UVA Questions
7	0	0	0	0	0	0	0	0	0	0	No stakeholder comments
8	V	0	0	1	1	0	0	0	1	3	CARES Process presented to 45 VSOs and Congressman Crenshaw
9	L	0	1	0	0	0	0	0	0	1	Rumors of closure
10	LV	40	0	1	1	0	0	0	0	42	Congressman concerns on CARES process
11	V	215	110	10	18	17	70	9	120	569	Presentations/briefings to constituents
12										0	
15	0	0	0	0	0	0	0	0	0	0	No stakeholder comments
16	VTL	1	0	0	1	0	0	0	1	3	Union President inquiry on CBOCs and President of Blind Rehab has concerns
17	LV	61	LV	0	12	0	0	0	0	73	Veterans Council was receptive to concept.
18	V	184	13	14	0	0	0	0	0	211	Questions were answered on the process and to obtain further clarification.
19	V,T	3	1	1	4	0	0	0	1	10	American Legion concerned about submarkets
20	EL	0	0	2	7	0	0	2	0	11	Concern about primary care access, job loss, closure.
21	V	3	1	0	3	0	0	0	0	7	Blind Rehab.rep requested POC for CARES
22		0	0	2	7	0	0	0	0	9	
23	T,E	0	0	2	7	0	0	2	0	11	NE Congressman supports Spinal Cord Injury Unit in Omaha. Blinded Veterans of America rep. Wants cares planning to take into consideration local blind rehab services.
	Totals:	516	157	38	71	19	90	13	125	1029	

CARES Stakeholder Issues

Summary of Substantive Comments

Who	What They Said	Action Taken/ Impact on Plan