

## CARES Stakeholder Contacts / Input

<b>VISN: 6</b>
<b>Month/year: August 2002</b>

Issue	Type*	Employ	Veteran	Congre	VSO	Affiliate	Volunte	Union	Local C	DoD	Other	Total	Comments
Information seeking only -- neutral	L											0	Debbie King of Senator Helm's office asked about CARES in conjunction with a phone call on another matter. She was interested in what the potential impact of the CARES process and timeliness was provided. E-mail from Executive VAC member, asking for video of 'CARES Process Overview' satellite broadcast; sent him a copy. Phone call received from Executive VAC member, regarding CARES site evaluation visits. Asked when site visit results will be shared. Also asked when stakeholders can give input; informed him that comments should be made now, and in formal response period.
	E				1							1	
	P											0	
	T	4		1	1							6	
	V											0	
Positive comments -- like the process, offering help or support	L					1						1	Letter received from Dean, UVA School of Medicine with questions that VA may want to consider during the CARES process. The letter should be provided to NCPO for coordination/consideration. Phone call from Senator John Warner's office, thanking VISN 6 for CARES information. Asked to be kept informed throughout the process.
	E											0	
	P											0	
	T				1							1	
	V											0	
Negative comments -- dissatisfied, worried.	L											0	
	E											0	
	P											0	
	T											0	
	V											0	
Person-specific issue (special interest)	L											0	One inquiry was received from an employee in response to reading about CARES in the employee newsletter. She express her views on the importance of improving availability of outpatient mental health services.
	E											0	
	P											0	
	T	1										1	
	V											0	
Other	L											0	
	E											0	
	P											0	
	T											0	
	V											0	
<b>Total</b>		5	0	1	3	1	0	0	0	0	0	10	

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**Summary of Substantive Comments**

<b>Who</b>	<b>What They Said</b>	<b>Action Taken/ Impact on Plan</b>
Employee in Mental Health Service Lines	She believes it is important to improve availability of outpatient mental health services -- Feels too many resources are still spent on inpatient care.	Noted. Will await data projections of enrollment and health care utilization to assist in analysis of needs for mental health services.
Dean UVA School of Medicine	Suggestions for VA to consider during CARES analysis	Letter to be forwarded to NCPO.