

## CARES Contracts and Reports

Request 3: VA documents given to PwC/ MicroTech & documents generated by PwC/ MicroTech

### Documents Produced by Contractors



Documents produced by PwC

25. Stakeholder Input Analysis Report  
(Jan. 1 to May 31, 2005)

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## **Stakeholder Input Analysis Report**

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Stakeholder Input Analysis Report

West LA Study Site

Input received between 1/1/2005 and 5/31/2005

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VA CARES BUSINESS PLAN STUDIES  
 STAKEHOLDER INPUT ANALYSIS REPORT  
 West LA Study Site

Between the dates of 1/1/2005 and 5/31/2005 the following input was received regarding the West LA study site:

<b>Input Type</b>	<b>Number Received</b>
Comment Forms - Electronic	58
Comment Forms - Paper	9
Letters	65
Written Testimonial	0
Oral Testimony at LAP Meeting	41
Other (e.g. pamphlets, binders, multimedia)	6
<b>TOTAL</b>	<b>179</b>

All written submissions from stakeholders were read and sorted according to specified "Key Concerns of Stakeholders". If the author conveyed multiple concerns, each concern was recorded.

The definitions of the categories are listed below:

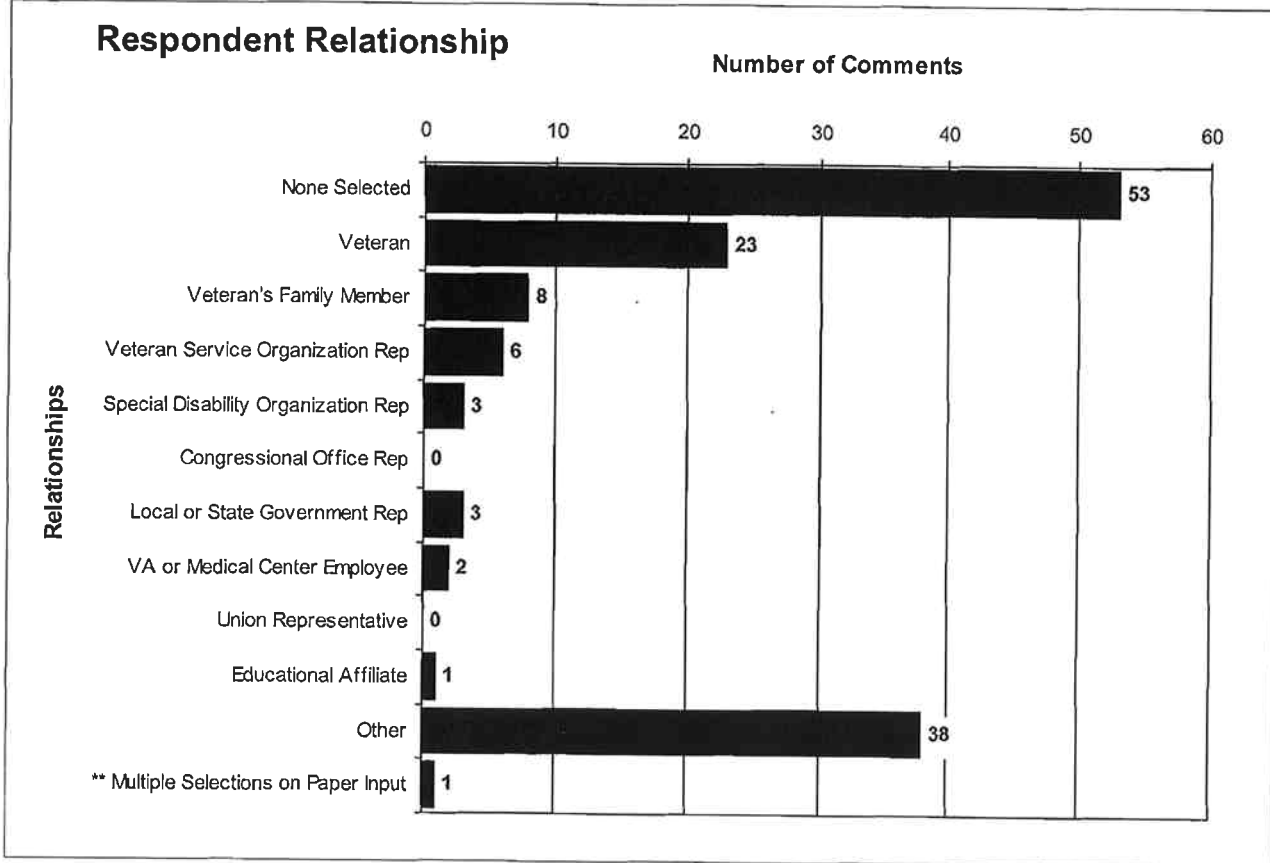
<b>Stakeholder Concern</b>	<b>Definition</b>
<b>Effect on Access</b>	Involves a concern about traveling to another facility or the location of the present facility.
<b>Maintain Current Service/Facility</b>	General comments related to keeping the facility open and maintaining services at the current site.
<b>Support for Veterans</b>	Concerns about the federal government/VA's obligation to provide health care to current and future veterans.
<b>Effect on Healthcare Services &amp; Providers</b>	Concerns about changing services or providers at a site.
<b>Effect on Local Economy</b>	Concerns about loss of jobs or local economic effects of change.
<b>Quality of Facility</b>	Concerns or suggestions related to the use of the land or facility.
<b>Effect on Research &amp; Education</b>	Concerns about the impact a change would have on research or education programs at the facility.
<b>Administration's Budget or Policies</b>	Concerns about the effects of the administration's budget or other policies on health care for veterans.
<b>Unrelated</b>	Other comments or concerns that are not specifically related to the study.

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**Analysis of Written and Electronic Inputs  
 (Written and Electronic Only):**

The stakeholders that made written submissions regarding the West LA study site have the following relationship to the VA.

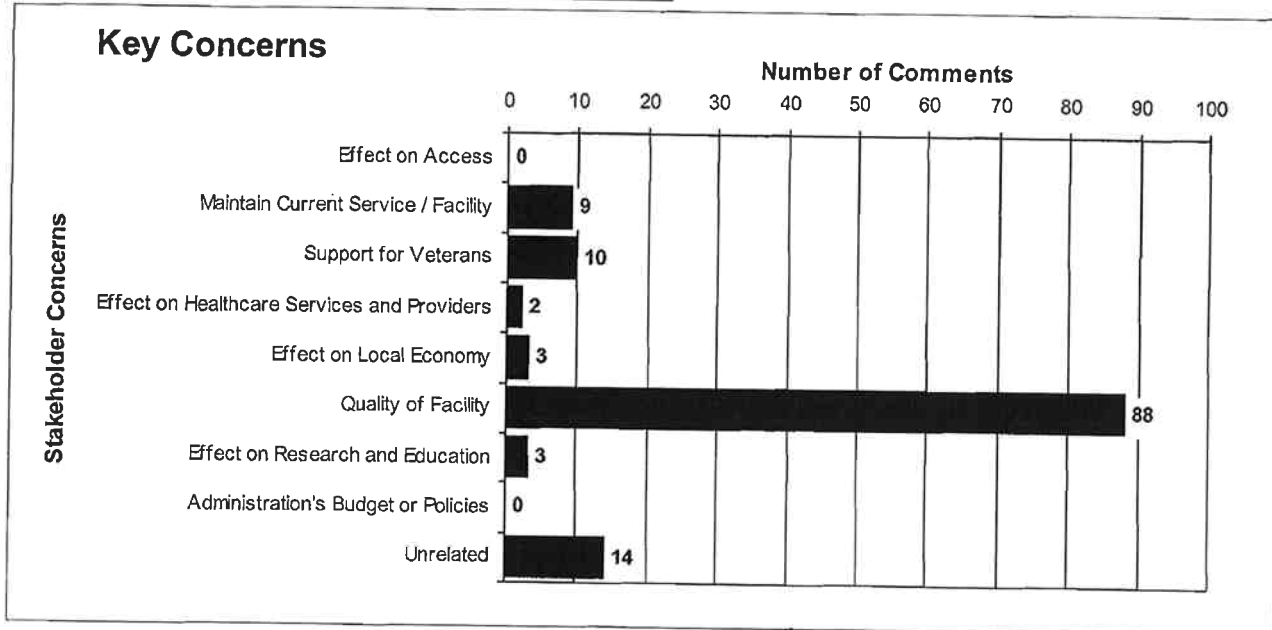
Some respondents have indicated multiple relationships to the VA on paper comment forms and other paper input, which is counted under the category named 'Multiple Selections on Paper Input'.



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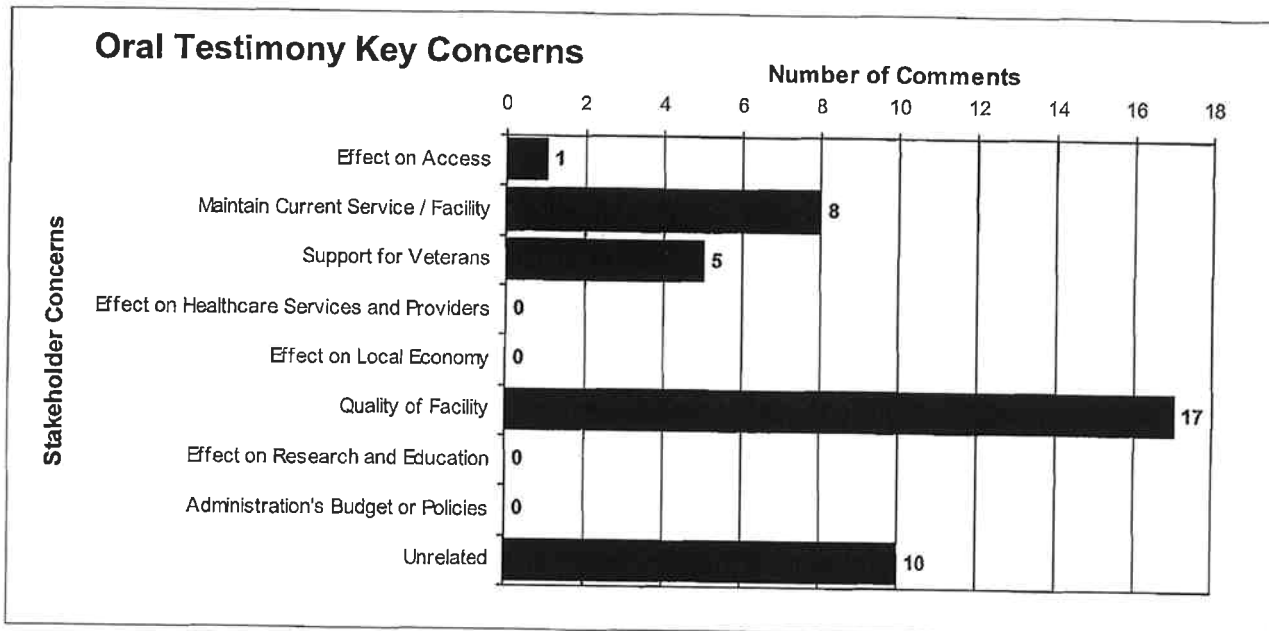
**Analysis of Written and Electronic Inputs  
 (Written and Electronic Only):**

The breakout of "Key Stakeholder Concerns" regarding the West LA study site is as follows\*:



**Analysis of Oral Testimony Input Only  
 (Oral Testimony at LAP Meeting):**

The breakout of "Key Stakeholder Concerns" that were expressed during Oral Testimony for the West LA study site is as follows\*:



\* Note that totals reflect the number of times a "key concern" was raised by a stakeholder. If one stakeholder addressed multiple "key concerns", each concern is included in the totals.

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**Analysis of Written and Electronic Inputs  
(Written and Electronic Only):**

For the West LA study site, the breakdown of stakeholder written responses addressing each 'Key Concern' is as follows:

Relationship Type	Effect on Access	Maintain Current Services / Facility	Support for Veterans	Effect on Health-care Services	Effect on Local Economy	Quality of Facility	Effect on Research and Education	Admin Budget or Policies	Unrelated
Congressional Office Rep	0	0	0	0	0	0	0	0	0
Union Representative	0	0	0	0	0	0	0	0	0
None Selected	0	0	2	0	0	48	1	0	0
Veteran	0	2	3	0	0	11	0	0	5
Veteran's Family Member	0	3	1	0	0	4	0	0	0
Veteran Service Organization Rep	0	0	1	0	0	0	0	0	3
Special Disability Organization Rep	0	0	0	0	0	0	0	0	3
Local or State Government Rep	0	0	0	1	0	0	0	0	2
VA or Medical Center Employee	0	0	0	0	0	1	0	0	0
Educational Affiliate	0	0	0	0	0	0	1	0	0
Other	0	4	3	1	2	24	1	0	1
** Multiple Selections on Paper Input	0	0	0	0	1	0	0	0	0

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**Noteworthy Comments:  
(Written and Electronic Only):**

We received the following noteworthy comments regarding the West LA study site.

**Comment Forms - Electronic: Item #81**

"My family donated a large portion of this land to the Federal government for the express purpose of providing facilities for war veterans and to provide an old soldier's home. Today the guardianship of this historic property is in the hands of a new generation. This land was a gift from my family and it is not to be sold by the government. It should remain, as originally intended, for the use of veterans." - Other (on-line comment form)

**Comment Forms - Electronic: Item #111**

"I believe this space needs to continue as it is - respecting those who died fighting for our country. To commercialize the property detracts from the purposes for which it exists." - Veteran's Family Member

**Letters: Item #335**

"Supports providing permanent protection for the 16-acre National Veterans Park at the corner of Wilshire and San Vicente Boulevards in West LA." [Form Letter, many copies received]

**Letters: Item #402**

"The West Los Angeles Medical Center is a special property and has been sought for years by outside land developers who often have had excellent political connections. It would be outrageously unfair for the VA to give preference, wittingly or unwittingly, to these outside commercial interests in its planning." - Board of Directors of the Westwood Hills Property Owners Association

**Letters: Item #440**

"This letter is to respectfully request that you formally express your opposition to efforts by the U.S. Department of Veteran Affairs and it's Capital Asset Realignment Services Program to further delay the long overdue construction of approved Veterans' Homes in California" - American Legion, Dept of California, letter to Governor Schwarzenegger

**Letters: Item #474**

"The School wishes to continue its longstanding partnership with the V.A. by entering into an enhanced use lease of the property the parties now share" - Head of School, Brentwood School

**Letters: Item #479**

"City recommends that the capital assets on the VA West Los Angeles Campus be used to serve the healthcare and housing needs of homeless veterans. Specifically, the city requests that buildings on the campus be used as a year-round, service-enriched emergency shelter." - Mayor of Santa Monica

**Noteworthy Submissions:  
(Written and Electronic Only):**

The following submissions may be of particular interest for the West LA study site.

**Comment Forms - Electronic: Item #165**

Mention of a proposal for a retirement housing community for veterans and UCLA-affiliated elders from a representative of a Committee on Retirement Housing formed by the UCLA Retirees Association and the UCLA Emeriti Association

**Comment Forms - Electronic: Item #186**

Proposal to expand the Veterans Cemetery from a local citizen.

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**Noteworthy Submissions:  
(Written and Electronic Only):**

The following submissions may be of particular interest for the West LA study site.

**Other (e.g. pamphlets, binders, multimedia): Item #321**

Westside Family YMCA folder which includes Westside Family YMCA winter/spring 2005 newsletter, pamphlet on Parkinson's disease, Presentation slides on 'A Partnership between the VA and the Westside family YMCA', and a business plan to build a new Westside family YMCA facility at the Department of Veteran Affairs Property West Los Angeles.

**Other (e.g. pamphlets, binders, multimedia): Item #322**

Letter from Veterans Park Conservancy. Veterans Park Conservancy believes that the West LA Campus deserves special consideration because of its uniqueness. Veterans Park Conservancy intends to pursue an enhanced use lease for the open space at Wilshire and San Vincente Boulevards. Five separately bound reports are included with the letter. The reports are professional land use plans which were completed by qualified, independent third parties. The reports date from July 1989 to September 2002.

**Other (e.g. pamphlets, binders, multimedia): Item #473**

Proposal from the Veterans BioScience Medical Institute for a planned campus for Research and Development and Outpatient Care facilities on the grounds of the VA site in West L.A.



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**Analysis of Comment Forms Only  
(Written and Electronic Only):**

The following statistics refer to the responses received from the Comments Forms (either electronic or written) from the West LA study site:

Q1	Choice and Continuity: Ease of seeing the doctor of your choice for regular care.	Excellent	Very Good	Good	Fair	Poor	Not Applicable	<b>Total Reponses</b>
		16.67%	12.50%		16.67%		54.17%	24
Q2	Choice and Continuity: Ease of seeing the doctor of your choice when you are very sick and need a specialist.	Excellent	Very Good	Good	Fair	Poor	Not Applicable	<b>Total Reponses</b>
		16.67%	8.33%	4.17%	8.33%	8.33%	54.17%	24
Q3	Accessibility and Convenience: The VA medical center where I get medical care is conveniently located.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree	Not Applicable	<b>Total Reponses</b>
		17.39%	13.04%	8.70%			56.52%	23
Q4	How would you rate the quality of care at the VA medical center?	Excellent	Very Good	Good	Fair	Poor	Not Applicable	<b>Total Reponses</b>
		12.50%	8.33%	16.67%	8.33%		54.17%	24
Q5	How would you rate the VA medical center overall?	Excellent	Very Good	Good	Fair	Poor	Not Applicable	<b>Total Reponses</b>
		12.00%	16.00%	8.00%	12.00%		52.00%	25
Q6	Do you use other health care coverage? (mark all that apply)	No, I have no other	Medicare	Medicaid	Other private health	Not applicable		<b>Total Reponses</b>
		12.00%	24.00%		16.00%	68.00%		25

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**Analysis of Comment Forms Only  
(Written and Electronic Only):**

The breakout of "Key Stakeholder Concerns" regarding the West LA study site is as follows:

**West Los Angeles, California**

No ZIP	8
98110	1
96094	1
95826	1
94102	1
92009	1
90404	1
90403	2
90402	4
90401	1
90272	1
90265	1
90210	1
90073	1
90068	1
90067	2
90064	1
90049	30
90045	2
90025	1
90024	3
90012	1
59715	1
<b>Grand Total</b>	<b>67</b>