

Appendix F. Stakeholder Engagement

Contents

Appendix F. Stakeholder Engagement.....	F.1
List of Meetings	F.2
Stakeholder Organization Comment Summaries	F.4
Funding	F.4
Veterans Input	F.4
Elected Official Participation.....	F.5
VA staff	F.5
Unique Segments of the Veteran Population.....	F.6
Community.....	F.8
Built Environment.....	F.8
Campus Access.....	F.11
Homelessness	F.11
Services and Programs	F.13
Timeline	F.14
UCLA.....	F.15
Miscellaneous.....	F.16
Recommendations	F.17
Additional Stakeholder Meeting Notes and Materials.....	F.17

Table of Figures

Figure F-1: Weekly Design Open Houses	F.2
Figure F-2: Town Hall and Neighborhood Community Meetings	F.2
Figure F-3: Key Stakeholder Group Meetings	F.3
Figure F-4: VA Group Meetings	F.3

List of Meetings

To reach the vast and diverse stakeholders integral to this process, the outreach team created and developed numerous options through which persons could participate. Recognizing the need to accommodate the variety of stakeholder geographic locations, schedules, and circumstances, the team provided opportunities for input which included day time meetings, evening meetings, participation in Veteran community events, and briefings with key stakeholders and stakeholder groups. The tables below show the schedule of those meetings and the stakeholder groups that were engaged. The meetings' topics and comments are summarized in the text following the tables. Each meeting's minutes and attendees are attached after the text, as well. The outreach team also used multiple online platforms to enable participation from home. Examples of online engagement used in the outreach campaign are also provided at the end of this section.

Figure F-1: Weekly Design Open Houses

Weekly Design Open Houses	Date	Attendees
Open House #1	July 21, 2015	Veterans (1) / Community (3)
Open House #2	July 28, 2015	Veterans (1) / Community (12)
Open House #3	August 4, 2015	Veterans (11) / Community (4)
Open House #4	August 11, 2015	Veterans (11) / Community (2)
Open House #5	August 18, 2015	Veterans (13) / Community (25)
Open House #6	August 25, 2015	Veterans (27) / Community (10)

Figure F-2: Town Hall and Neighborhood Community Meetings

Town Hall and Neighborhood Community Meetings	Date	Attendees
Town Hall #1	June 23, 2015	Veterans (10) / Community (3)
Westwood	July 21, 2015	
West LA	July 22, 2015	
Town Hall #2	July 23, 2015	Veterans (10) / Community (10)
Pacific Palisades	July 23, 2015	
Brentwood	July 28, 2015	Veterans (7) / Community (7)
Town Hall #3	August 20, 2015	Veterans (24) / Community (1)
Town Hall #4	September 17, 2015	
Town Hall #5	October 7, 2015	Veterans (29) / Community (2)

Figure F-3: Key Stakeholder Group Meetings

Key Stakeholder Group Meetings	Date	Attendees
Plaintiff	June 17, 2015	VA+Plaintiff (17) / HOK (4)
Congressman Lieu	July 14, 2015	VA (1) / Reps (2) / HOK (4)
VSO	July 14, 2015	Veterans (8) / VA+Reps (5) / HOK (6)
Mr Rosebrock	July 17, 2015	Veterans (2) / VA (3) / HOK (3)
LA Mayor Garcetti	July 28, 2015	
Homeless Summit	August 19, 2015	Veterans (7) / Community (7)

Figure F-4: VA Group Meetings

VA User Group Meetings	Date	Attendees
Outreach and Community Planning	June 24, 2015	VA (6) / HOK (5)
Building 209	July 1, 2015	VA (5) / HOK (1)
New Directions	July 8, 2015	
Blue Butterfly	July 9, 2015	
Inpatient	July 28, 2015	VA (2) / HOK (3)
Leadership Group	July 29, 2015	VA (8) / HOK (2)
Mental Health	August 6, 2015	VA (2) / HOK (2)
Environmental Services	August 6, 2015	VA (3) / HOK (1)
Dietary	August 12, 2015	VA (4) / HOK (2)
Emergency Services	August 13, 2015	VA (2) / HOK (3)
Patient Advisory Council	August 13, 2015	VA (7) / HOK (2)
Domiciliary	August 26, 2015	VA (3) / HOK (4)
Outpatient	August 26, 2015	VA (3) / HOK (4)
Welcome Center	August 27, 2015	VA (2) / HOK (2)
Women's Veteran Services	August 27, 2015	VA (2) / HOK (2)
Security	September 2, 2015	VA (5) / HOK (2)
Home Health	September 16, 2015	VA (3) / HOK (4)

Stakeholder Organization Comment Summaries

Note - Outlined below are comments only from presentations to Stakeholder Organizations. Comments from other meetings or grassroots stakeholders via the online questionnaire, emails, and social media are also available in this Appendix for review but not included below.

Funding

Veterans

- VSO Coalition: Has money been set aside for the implementation of the plan?

Community Groups

- Brentwood Community Council: Where will the funding come from?
- Pacific Palisades Community Council: How will the funding be allocated for this project? Will it be diverted to different areas?
- West Los Angeles Neighborhood Council: It is said that the people who work at VA hold the donated checks from the community not VA itself. What's happened to that money?
- West Los Angeles Neighborhood Council: Where will the budget come from?
- Westwood Community Council: What are the current and future sources of funding?

Elected Officials

- LA Mayor Garcetti Briefing: Prop 41 funding cannot be given to VA site without EUL authorization.
- LA Mayor Garcetti Briefing: What is the status of MHSA Prop 63 money?
- LA Mayor Garcetti Briefing: If state or city money is used, does it trigger CEQA?

Veterans Input

Veterans Service Organization

- VSO Coalition: This land is for Veterans only –no place for civilians (Brentwood, UCLA, etc.)
- VSO Coalition: Veterans are in charge of their land

Community Groups

- Brentwood Community Council: What kind of input are VA Master Plan Team asking from the Veterans?
- Brentwood Community Council: VA should partner with the Veterans Hunter Project in El Monte.
- Brentwood Community Council: There is a disconnect between the community and the Veterans. What programs will be available to re- incorporate the Veterans into the community.
- Pacific Palisades Community Council: VA must focus on the original intention of the campus as a “home” for the Veterans.
- West Los Angeles Neighborhood Council: The American Legion Veterans intend to be at the table and give their input into the Master Plan.
- West Los Angeles Neighborhood Council: We must treat all older Veterans right. That is not happening currently.
- West Los Angeles Neighborhood Council: There are a lot of Veterans groups (Veterans Committee, Housing for Returning Veterans) and they must work together.

Elected Officials

- Council member Koretz staff: The rehabilitation of the Chapel on-campus is a big issue for many Veterans.

Elected Official Participation*Veterans*

- LA Veterans Collaborative: Has there been any consideration to ask president or governor to declare state of emergency?

Community Groups

- Brentwood Community Council: Is VA Team also working with other Congress members and elected officials in other areas?
- Brentwood Community Council: In the past, politics has kept similar programs from being actually implemented. What makes this Master Plan different from past attempts?
- Brentwood Community Council: As the Master Plan is a tremendous political lift, how will VA engage with local and community government for leverage?
- Pacific Palisades Community Council: The Master Plan is only a suggestion to the politicians so there is no guarantee that the politicians will approve and get it done.
- Pacific Palisades Community Council: Will the Master Plan work alongside Mayor Garcetti with his efforts of bringing in homeless Veterans?

Elected Officials

- VA Government Briefing: The congressional offices should send e-mail blasts to the Veterans in their districts to gauge their opinion and give feedback to the Master Plan.
- LA Mayor Garcetti Briefing: Key decision makers current Secretary of VA, State of California, Governor's Office. Now an HCD entity, housing department

VA staff*Veterans*

- LA Veterans Collaborative: Cal Vet building is only 25% occupied on daily basis – understaffed and underfunded. Need to get the place staffed so we can start getting Veterans in there. Schism in leadership between state and VA or federal. Need to get this place staffed – will build credibility with Vets.
- LA Veterans Collaborative: When speaking about most vulnerable do you include VA employees who work on the front lines planning? Need to utilize these folks in the planning process.

Community Groups

- Brentwood Community Council: What will be the role and capacity of the Director of Community Outreach at VA?
- Pacific Palisades Community Council: Who is the contact person at VA to refer homeless Veterans?
- West Los Angeles Neighborhood Council: Are the Senior Executives at VA Veterans themselves?
- West Los Angeles Neighborhood Council: The culture within VA must change.
- Westwood Community Council: The campus should hire a specialist for inter-community relations (organizing volunteers, teachers, etc.).
- Brentwood Homeowners Association: Plan should provide for adequate staffing on a

consistent, long-term basis, including healthcare, counseling, and security personnel to protect the residents and the community.

Elected Officials

- VA Government Briefing: VA should partner with the Department of Defense to recognize early on the at-risk population before they become homeless or suffer from trauma.
- VA Government Briefing: There should be a change in the culture at VA so that nobody will say “no” to a Veteran.
- VA Government Briefing: We need a 21st century VA.

Unique Segments of the Veteran Population

Veterans

- LA Veterans Collaborative: Thanks for identifying two vulnerable populations – women and chronically homeless. women with experienced trauma and women with children are some of the most vulnerable, but can’t just restrict to these groups. Also a larger issue for all women Veterans when attempting to find housing. Making women share their trauma stories to get the housing may limit the groups we see.
- LA Veterans Collaborative: I hope prior to implementing these plans that you will speak with women group involved. Need focus groups just for women – often don’t feel comfortable sharing in a group setting. Important to have these women- only focus groups before decisions are made. Safe environment is a key driver
- LA Veterans Collaborative: Speaking on behalf of Veterans served at LGBT center. LGBT Veterans do not feel welcome at VA. How do you create an environment that is welcoming to LGBT Veterans?
- VSO Coalition: Need a women’s center on-campus
- VSO Coalition: Gender-specific facilities
- VSO Coalition: Far north quadrant would be a good place for the women’s area
- VA Homeless Programs Summit: We need housing for 55-75 year olds that need homes but are not in need of a stay at a nursing home
- A Homeless Programs Summit: Offer a mix of living quarter types suitable for a diverse mix of resident types
- A Homeless Programs Summit: Offer pet- friendliness
- VA Homeless Programs Summit: Keep in mind the safe integration of transgender populations

Community Groups

- Brentwood Community Council: Will there be housing specifically for Veterans who are single mothers with children?
- Pacific Palisades Community Council: How will the campus be enticing for younger Veterans?
- Westwood Community Council: Why are the Veterans afraid to go to VA and seek help?
- Westwood Community Council: Safety must be provided for Female Veterans and Veterans suffering from mental illnesses.
- Westwood Community Council: What about other- than-honorably discharged Veterans?
- Westwood Community Council: There needs to be a specialist for women Veterans.

Elected Officials

- VA Government Briefing: What about LGBT Veterans who are not honorable discharged and others who are not eligible to receive services from VA?
- VA Government Briefing: Will there be separate housing for female Veterans?
- VA Government Briefing: Transition aid centers for recently returned Veterans are extremely important.

Outreach Veterans

- LA Veterans Collaborative: At a later date could you meet with our outreach team to get these ideas heard.

Community Groups

- Brentwood Community Council: Is VA reaching out to private Veterans organizations?
- Brentwood Community Council: Were there and will there be any pushback from the community?
- Brentwood Community Council: Veterans on VA campus do not know about the lawsuit settlement and the Master Plan.
- Brentwood Community Council: The community must be more engaged with the Veterans as just 10 minutes of talking to someone enlightens the Veterans greatly.
- Brentwood Community Council: VA must use a creative way that is multi-faceted and multi-disciplinary to approach the Veterans and help them with their situations.
- Brentwood Community Council: This community meeting was premature since there is nothing substantial to talk about and for the community to actually respond to.
- Pacific Palisades Community Council: VA must increase transparency and accountability.
- West Los Angeles Neighborhood Council: No Veteran stakeholders were notified of this meeting at UCLA.
- West Los Angeles Neighborhood Council: Who is conducting the study of the Veterans population?
- West Los Angeles Neighborhood Council: Why has VA never contacted the West LA Neighborhood Council Land Use Committee? VA has rarely made any contact with the community in the past.
- When the community reached out to VA, they were blown off. Why should the community believe that the Master Plan team is actually going to do something?
- West Los Angeles Neighborhood Council: The council would like a representative to come and report to the council.
- West Los Angeles Neighborhood Council: The Master Plan seems to be operating in a vacuum and isn't really reaching the Veterans.
- West Los Angeles Neighborhood Council: There is no response from emails to VA.
- Westwood Community Council: What are the future plans for engagement with the Westside communities?
- Westwood Community Council: What is the phone number if a Veteran wants direct help in walking him/her through the process?
- Westwood Community Council: There are homeless Veterans just at the back gate of the campus, so outreach must be augmented.
- Brentwood Homeowners Association: Although the documentation included in "Help House LA Vets" makes a pretense of seeking community input for a "community-based planning process", without answers to the questions above, the process is flawed, inadequate, and without real substance. We understand that the Master Plan is "a high-level planning process", but so far it is so high in the clouds as to be inaccessible. There has not been a

meaningful opportunity for public input.

Elected Officials

- Congressman Lieu Meeting: There has been past community committees / advisory panels that worked, but who would decide which community persons will be on the panel
- Congressman Lieu Meeting: Smaller group meetings with people that are key persons
- Congressman Lieu Meeting: How do we create an army to get all the information out
- Congressman Lieu Meeting: Community meetings in July that would be participating in the Master Plan updates
- LA Mayor Garcetti Briefing: Let us know if we can provide a letter of support and where it should go.
- LA Mayor Garcetti Briefing: Keep Mayor's office in the loop on Master Plan rollout.
- County Supervisor Kuehl's staff: Do a focus group with supportive housing developers.

Community

Community Groups

- Brentwood Community Council: While the Master Plan is being developed and implemented, the community can donate facilities and land that can be utilized immediately.
- Brentwood Community Council: The nation is currently in a state of emergency of homeless Veterans. VA and surrounding communities must collaborate together to address the issue.
- Brentwood Community Council: The community must always ask itself what can the community do for the Veterans.
- Brentwood Community Council: What are the assurances that the input from the community is actually going to be incorporated?
- Pacific Palisades Community Council: We must remember that it was the community that won back VA in the past and that the outside community is still very important for VA and vice versa.
- Pacific Palisades Community Council: The Brentwood School, UCLA baseball diamond, etc. are important to not just the community but also the Veterans as it gives them opportunity to socialize.
- West Los Angeles Neighborhood Council: What can the community do in terms of specific steps?
- West Los Angeles Neighborhood Council: VA must not dismiss the community as unimportant part of the public.
- Westwood Community Council: The campus must integrate the community effectively and USC did a good job of that.
- Brentwood Homeowners Association: The Plan should involve other localities where homeless Veterans are found and their families may be located, rather than looking to West LA to accommodate the needs of the entire region. The Plan process should consider the advisability of small facilities in the home communities of individual Veterans, since a majority of the homeless Veterans are not from West LA.

Built Environment

Veterans Service Organizations

- VA Veterans Collaborative: Communities of tiny houses – house someone under \$20,000 a unit. Can have available right now. Want a one-acre experimental zone on VA to test some of these ideas.

- VSO Coalition: Hoteling for families
- VSO Coalition: Can there be affordable housing for staff? The State Home cannot keep staff because of the high cost of living on the west side
- VSO Coalition: Permanent housing is a must
- VSO Coalition: Entrance to campus should be welcoming and calming
- VSO Coalition: Park settings with paths
- VSO Coalition: Community gardens
- VSO Coalition: Mini mall concept – farmers market VSO Coalition: There is a need and want for a pool
- VA Homeless Programs Summit: Include a convenience store so Veterans are not limited to expensive stores in Brentwood as their only shopping option
- VA Homeless Programs Summit: Make some of the structures multi-purpose so they have the ability to change and adapt to new uses in the future
- VA Homeless Programs Summit: Build a structure that allows for drop-in mental health services so Veterans in need don't have to jump through so many hoops to get the help they need
- VA Homeless Programs Summit: Access to kitchens to make their own food
- VA Homeless Programs Summit: Community gardens
- VA Homeless Programs Summit: Public art by Veterans
- VA Homeless Programs Summit: Move VA Welcome Center closer to Wilshire Boulevard.
- VA Homeless Programs Summit: Change numbering and signage for better wayfinding
- VA Homeless Programs Summit: Library
- VA Homeless Programs Summit: State-of-the-art computer lab
- VA Homeless Programs Summit: Bike share
- VA Homeless Programs Summit: Food pantry
- VA Homeless Programs Summit: Spread out gardens throughout the campus with raised beds
- VA Homeless Programs Summit: Basketball hoop
- VA Homeless Programs Summit: More covered bus stops
- VA Homeless Programs Summit: Meditation and Zen mindfulness spaces
- VA Homeless Programs Summit: Showers and salons
- VA Homeless Programs Summit: Swimming pool to provide people who have pain a place to exercise
- VA Homeless Programs Summit: Free laundry facilities
- VA Homeless Programs Summit: Space for the Department of Mental Health
- VA Homeless Programs Summit: Child Care Center
- VA Homeless Programs Summit: Sports complex
- VA Homeless Programs Summit: Health club
- VA Homeless Programs Summit: Space for the providers
- VA Homeless Programs Summit: Dog Park
- VA Homeless Programs Summit: Experimental space for mobile/trailer living quarters

Community Groups

- Brentwood Community Council: What is the maximum number of people that the campus can house?
- Brentwood Community Council: What are some good past examples of campuses that were successful?
- Brentwood Community Council: The government must handle the situation as it would

- handle a natural disaster.
- Brentwood Community Council: Will there be other locations around Southern California to be used for the Veterans and are they included in the Master Plan?
- Brentwood Community Council: Will there be continuous update on services provided on-campus?
- Pacific Palisades Community Council: The campus should revitalize existing buildings and not construct new ones.
- Pacific Palisades Community Council: While the Master Plan is being finalized, will the campus provide temporary housing as an emergency?
- Pacific Palisades Community Council: How many are currently housed under temporary housing? How many are under permanent?
- Pacific Palisades Community Council: What will happen to the existing and future VASH (Section 8 Vouchers) housing?
- West Los Angeles Neighborhood Council: Disabled Veterans could buy homes if VA provided low- income housing on the campus.
- West Los Angeles Neighborhood Council: I live in Westwood next to the State Building on VA, but it seems that no one lives there. Why aren't Veterans being housed there? I'm from Detroit and in Detroit, they have housing that is being torn down. Why aren't you calling the other communities and use that housing for homeless?
- West Los Angeles Neighborhood Council: Will the bridge housing be expanded?
- West Los Angeles Neighborhood Council: How many units is VA planning to house?
- West Los Angeles Neighborhood Council: VA said that they we going to allow trailers (to be used as emergency housing) and that they were working on a plan. That was four years ago.
- Westwood Community Council: Give building names that are not numbers and put up signs to navigate the area.
- Westwood Community Council: What will be the type of construction for the new buildings?
- Westwood Community Council: The demand for housing is going to substantially exceed the supply. What is the purpose of the housing on- campus?
- Westwood Community Council: The campus is the most historic part of Wilshire Boulevard and must be restored and honored. Will there be a museum for Veterans on-campus?
- Westwood Community Council: There are "historic stations" at USC that describe the importance and context of historic sites and buildings. The campus should have the same.

Elected Officials

- VA Government Briefing: How many houses are vacant?
- Councilmember Koretz staff: Please try to preserve and rehabilitate existing buildings as much as you can before going to new construction. That is an important message.
- Councilmember Koretz staff: Consider including a store with groceries.
- Councilmember Bonin's staff: If there is going to be impacts, make it be for uses that are most important and that will best address the issue of Homeless Veterans.
- Councilmember Bonin's staff: Is there a way to partner on Barrington Park, as it is one of the only dog park and the community is not park rich.
- LA Mayor Garcetti Briefing: Bridge housing, transitional housing on and off campus.
- Converting low-barrier and low demand housing. Approximately 180 units converted to low demand. Right now approximately 750 Veterans living on-campus
- LA Mayor Garcetti Briefing: What is the goal for the number of bridge housing?
- LA Mayor Garcetti Briefing: Create a thriving community
- LA Mayor Garcetti Briefing: Magnetic for Veterans

- LA Mayor Garcetti Briefing: Need numbers on low-barrier demand beds on-campus ideas for converting
- LA Mayor Garcetti Briefing: Need number of permanent supportive housing goal on-campus.
- County Supervisor Kuehl’s staff: We appreciate a focus on recreation, we need areas for sports, walking tracks and spaces for wellness.

Campus Access

Veterans Service Organizations

- VSO Coalition: Wayfinding is very important, need to keep Veterans from getting lost on the large campus
- VA Homeless Programs Summit: Keep the same military base, campus, small town feel Veterans are accustomed to experiencing in service
- VA Homeless Programs Summit: The slopes are too steep at the Metro bus stop on Wilshire and the bus stop is too close to such a busy street, making it very difficult for disabled Veterans to arrive to the campus safely and without discomfort
- VA Homeless Programs Summit: Put bridge on top of Wilshire with a safer entrance to the campus
- VA Homeless Programs Summit: We need better internal transportation at the campus, create a shuttle stop system
- VA Homeless Programs Summit: How about eliminate vehicular traffic and use a golf cart valet system like at the Long Beach VA Campus
- VA Homeless Programs Summit: Create secluded, quiet and peaceful, havens throughout the campus
- VSO Coalition: This land is for Veterans only – no place for civilians (Brentwood, UCLA, etc.)

Community Groups

- Brentwood Community Council: Will the gate that closes off the road through VA be opened to the public?
- Brentwood Community Council: Will the Veterans with some type of mobile homes be able to bring them onto the campus if they want to?
- Westwood Community Council: The campus should not be an island for the “untouchables” that is isolated and must have a sense of a neighborhood community and be inviting for everyone.
- Westwood Community Council: Will the campus restrict access to the outside public for the sake of regulating “short-cuts?”

Homelessness

Veterans

- VSO Coalition: Housing for the disabled and chronic homeless housing is necessary VSO Coalition: Veterans with no other choice of housing need to be included in on-campus living

Community Groups

- Pacific Palisades Community Council: What will happen to the non-Veteran homeless people who come onto campus?
- Pacific Palisades Community Council: When finding homeless Veterans, should we consolidate with other organizations/groups to make sure that the homeless qualify before referring them to VA?

- Pacific Palisades Community Council: Will permanent housing be available only for chronic homelessness, which is only a small fraction?
- Pacific Palisades Community Council: Since Veterans are not the only group suffering from homelessness, how will the other groups be addressed, given that there are finite resources and funding available?
- West Los Angeles Neighborhood Council: The campus is in terrible shape and looks like a war zone. I sometimes speak to the homeless at 7-11. I've asked the homeless Veterans why you don't go to VA. They say there's no help for them there.
- West Los Angeles Neighborhood Council: The downtown area carries the burden of homelessness. I adopted a girl who was homeless and living on Skid Row. I witnessed the damage on a person from homelessness. It is huge, and making people sleep on the street is immoral. VA should not just give the Veterans a key to a house.
- Brentwood Homeowners Association: Master Plan should consider long-term, but not permanent, therapeutic, supportive housing with a goal of helping Veterans return to their communities as solid citizens, gainfully employed, living independently or with their families, with restored dignity.
- West Los Angeles Neighborhood Council: West LA Police Department uses PATH when they come in and clean up an area of homeless people.
- West Los Angeles Neighborhood Council: We must get the Homeless Veterans out of Skid Row.
- West Los Angeles Neighborhood Council: The nation is in a state of emergency of homeless Veterans and we must get them off the streets. Why can't we put up tents for the homeless?
- West Los Angeles Neighborhood Council: When talking to the homeless, they say that there is no help at VA.
- Westwood Community Council: How many homeless Veterans are there in Los Angeles?
- Westwood Community Council: Will all of them be housed on the West LA VA campus?

Elected Officials

- LA Mayor Garcetti Briefing: Housing First approach
- LA Mayor Garcetti Briefing: What is the number of vulnerable Veterans?
- LA Mayor Garcetti Briefing: We like the idea of creating a model of homeless Veterans housing community on the campus, not necessarily forcing to place as many people as possible on the campus.

Campus Infrastructure Veterans Service Organizations

- VSO Coalition: The Master Plan team needs to take into consideration using all the areas: Brentwood School, all recreation spaces, Salvation Army area, drilling zones
- VA Homeless Programs Summit: We need better circulation and access for wheelchairs and Veterans who ride their bikes to and from the campus
- VA Homeless Programs Summit: Open space is key

Community Groups

- Pacific Palisades Community Council: The park on the West LA VA campus is not Veteran-centric.
- Pacific Palisades Community Council: What will happen to the area of the campus that is not just for Veterans use (the post office, park, etc.)?
- West Los Angeles Neighborhood Council: The campus has a lot of open spaces and parking lots that can be used to build housing for Veterans.
- Westwood Community Council: There are a lot of ignored, vacant lots with a lot of cement

around the campus.

- Westwood Community Council: Will there be more infrastructure construction around the area even with all the density and sensitive areas?

Elected Officials

- LA Mayor Garcetti Briefing: Keep in mind the Brentwood Community Plan when developing this property. Please try to be complementary to the goals of that plan.

Services and Programs

Veterans Service Organizations

- LA Veterans Collaborative: Wants to see a work source/employment center on-campus – open to all Veterans to advance their employment. Unused areas on the campus that need to be activated.
- Want to see implementation of more peer support specialists working with Veterans there. Takes Veterans time to demilitarize to be more social – need this support on-campus.
- LA Veterans Collaborative: Employment and more services on-campus theme we have heard throughout.
- LA Veterans Collaborative: Organizations that may not have the resources in place – will there be a bidding process for organizations that want to help with certain services?
- VSO Coalition: Needs to be a location of service organizations central to campus so Veterans can do a “one-stop shop” for their questions and needs
- VSO Coalition: There is a need for long term care (24 hour nursing) near the Veterans home and support
- VSO Coalition: Educational / vocational services – certifications
- VSO Coalition: Clothing – area for donations, retail space for display
- VA Homeless Programs Summit: We need to offer life skills class to teach things like how to manage a household budget
- VA Homeless Programs Summit: A Post Office; so Veterans can receive their own mail and securely receive important documents such as birth certificates
- VA Homeless Programs Summit: Evening education and training center
- VA Homeless Programs Summit: Revitalize the theaters and use the Hollywood community for actors workshops and performances
- VA Homeless Programs Summit: Tai Chi program;
- UCLA does for free with non-profits
- VA Homeless Programs Summit: Let’s start a culinary training program with Chef Derek from the show Chopped
- VA Homeless Programs Summit: Healthy cooking class
- VA Homeless Programs Summit: Rehab center for geriatric Veterans
- VA Homeless Programs Summit: Partner with animal rescue organizations
- VA Homeless Programs Summit: Wellness programs for staff
- VA Homeless Programs Summit: Yoga

Community Groups

- Pacific Palisades Community Council: Are there any dental services currently available in VA?
- Pacific Palisades Community Council: What are the types of outreach programs does VA have in the Pacific Palisades area?
- West Los Angeles Neighborhood Council: Recently at the “10,000 Strong” Veterans Career Summit, 5,000 Veterans were hired and were linked to potential employers.

- Events like these help to transition military skills into the civilian workforce.
- West Los Angeles Neighborhood Council: Most Veterans live in fear of losing their benefits.
 - West Los Angeles Neighborhood Council: Will the campus stay clean and sober? Will the clean and sober people be living across the hall from drug addicts?
 - West Los Angeles Neighborhood Council: Services on-campus are being offered to non-profits and the Veterans are herded like cattle.
 - Westwood Community Council: For Veterans with families, will there be amenities for the whole family (i.e. preschool)?
 - Westwood Community Council: Will farming and landscaping still be available for the Veterans?
 - Westwood Community Council: Will the Master Plan include outsourcing support groups?
 - Westwood Community Council: There should be educational programs such as gardening, expertise etc.. for the Veterans and leverage outside community resources for the Veterans.
 - Westwood Community Council: Practicality of the housing must be met (there aren't any kitchens in some of the homes), and the Master Plan should also plan the little things like benches, water fountains and so on.
 - Westwood Community Council: Services should also include teaching not just recreational tasks like gardening but also employable technical skills that are more practical.
 - Westwood Community Council: The Brentwood Theater and other facilities should be used for occupational therapy.
 - Westwood Community Council: There needs to be a facility for clueless civilian caregivers of the Veterans and recognize that the Veterans' culture is different from civilians'. Most programs for caregivers are only provided for post-9/11 Veterans and that should be changed.
 - Westwood Community Council: There should be training for the police and NAMI (National Alliance on Mental Illness) to bring in the mentally ill without having to use any arms.
 - Brentwood Homeowners Association: An important part of the Master Plan Process for the West LA campus should be a thorough analysis of the extent offers of housing have not been accepted before now, and what will be the specific elements of the Master Plan that are expected to result in a different response.

Timeline

Veterans Service Organizations

- LA Veterans Collaborative: What is the timeline to announce what will actually happen on-campus and when does building actually start?

Community Groups

- West Los Angeles Neighborhood Council: What is the real actual timeline for the Master Plan?
- West Los Angeles Neighborhood Council: Since it is an emergency situation, VA must provide housing first fast and get people onto the campus.

Land Leases

Veterans Service Organizations

- Old Veterans Guard: UCLA is spending hundreds of thousands of dollars, if not millions, to rebuild their baseball diamond while thousands upon thousands of homeless Veterans live on the dangerous streets of Los Angeles.
- Old Veterans Guard: Nowhere is there any mention of EUL's in the settlement agreement.

Community Groups

- Pacific Palisades Community Council: Will VA extend any existing leases of land and buildings for the sake of generating revenue?
- Westwood Community Council: No long-term leases or selling the land.
- Westwood Community Council: What will happen to the other facilities that aren't currently used solely for the Veterans?
- Westwood Community Council: The mistrust of politicians and VA from Veterans are well-deserved as enhanced-use leases have no benefits at all to the Veterans.
- Brentwood Homeowners Association: The Master Plan should clarify and declare that there is no excess property at the West LA VA campus, and hence there should be no sale, exchange, or other disposition of VA land, and no commercial use or development on the campus.
- Brentwood Homeowners Association: Compliance with the National Environmental Policy Act is required in order to analyze the cumulative environmental impacts and ensure that significant impacts are mitigated.

Elected Officials

- VA Government Briefing: Will there be partnerships with other organizations for recreational and leisure activities on-campus?
- LA Mayor Garcetti Briefing: Mayor's office is strongly supportive of direction of providing permanent supportive housing. Need enhanced use lease authority, 75 year leases. Need support services authority
- LA Mayor Garcetti Briefing: Existing leases – campus deeded to Veterans and will be used for Veteran direct benefit. Veteran centric activities will be on the campus, Non Veteran centric activities will not be on the campus
- LA Mayor Garcetti Briefing: Master Plan process will help inform leases moving forward. City would like to be notified of direction on leases
- LA Mayor Garcetti Briefing: What is the status of legislation? We are very interested in supporting. We need enhanced use lease authority. We need to look at what services will be provided

UCLA

Veterans Service Organizations

- Old Veterans Guard: UCLA is spending hundreds of thousands of dollars, if not millions, to rebuild their baseball diamond while thousands upon thousands of homeless Veterans live on the dangerous streets of Los Angeles.

Community Groups

- West Los Angeles Neighborhood Council: What will happen to the UCLA baseball diamond?
- West Los Angeles Neighborhood Council: What is UCLA's role in the Master Plan?

Process Questions Community Groups

- West Los Angeles Neighborhood Council: How is the Master Plan team documenting this feedback?
- Brentwood Community Council: Will the data assembled be available online? Will VA accept input from the community continuously over the years?
- West Los Angeles Neighborhood Council: Is the meeting being recorded? Is someone taking notes?

Elected Officials

- VA Government Briefing: What is the exact process with the Master Plan?
- VA Government Briefing: How will the project be phased?
- VA Government Briefing: Establish goals, existing conditions
- VA Government Briefing: Parallel process of operational and physical study
- LA Mayor Garcetti Briefing: Copy of EUL language

Miscellaneous*Veterans Service Organizations*

- VSO Coalition: Continuance of the implementation is important – should be a committee to be the watchdog

Community Groups

- Brentwood Community Council: What makes VA Master Plan team think that this Master Plan will be successful?
- Brentwood Community Council: What is the actual Master Plan?
- Pacific Palisades Community Council: Will there be requirements (i.e. drugs, mental health) for Veterans to stay in permanent housing?
- West Los Angeles Neighborhood Council: The Veterans Park Conservancy Group are developers who are trying to steal the land.
- West Los Angeles Neighborhood Council: HUD- VASH housing steers the Veterans far away from the campus and they can't get to the campus.
- West Los Angeles Neighborhood Council: VA should not be using Veterans property and profiting from it.
- West Los Angeles Neighborhood Council: There is no system where low-income housing must go to the Veterans.
- Westwood Community Council: The bird conservatory for Veterans should be continued.
- Westwood Community Council: Will the MTA be involved in any capacity?
- Westwood Community Council: What will happen to the campus if we don't "clean-up" the campus of drugs?

Elected Officials

- VA Government Briefing: Will this Master Plan for the West LA VA affect the Sepulveda VA?
- VA Government Briefing: Will the facilities in other counties near Los Angeles be used for transitional housing?
- LA Mayor Garcetti Briefing: Review the Brentwood Community Plan, San Vicente Corridor Plan for land use concepts that should complement the Master Plan.

Recommendations

- As the master planning process moves into the next phase, outreach to stakeholders should focus on and communicate answers to key questions related to the scope of the project (i.e. number of Veterans potentially housed, specifications related to land use). If these details are not available, outreach should seek to provide clarity about when they will become available and what type of feedback is desired at the next stage would be helpful.
- Stakeholders from areas throughout LA County and Ventura County are interested in participating in the master planning process. To make the sheer size of the target audience more manageable, seek help from elected officials and community leaders to help with information sharing. Empower and equip them with sufficient information to present key data and obtain feedback.
- Adhere to the best practice of providing no less than two weeks notice for meetings and events.
- Provide key data points on the project website, continue gathering stakeholder contact information and respond to stakeholder inquiries online and via hotline.
- Conduct meetings in an open-house format to allow for information sharing and enhanced dialogue.
- Provide updates to key stakeholder groups via presentations on a quarterly basis and via bi-weekly emails at minimum.
- Organize a campus tour and individual briefings with media throughout the project area so they can help spread the word.
- Provide a feedback loop with stakeholders, provide a report back of comments gathered, and present online in a visual and searchable format.
- Keep all VA internal stakeholders up to speed about project milestone.

Additional Stakeholder Meeting Notes and Materials

See Appendix F. Stakeholder Engagement Attachment on the following pages for additional notes and materials from the stakeholder meetings.

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