

**COMMUNITY HOMELESSNESS ASSESSMENT,
LOCAL EDUCATION AND NETWORKING
GROUP (CHALENG) FOR VETERANS**

**THE TENTH ANNUAL PROGRESS REPORT ON
PUBLIC LAW 105-114**

**SERVICES FOR HOMELESS VETERANS
ASSESSMENT AND COORDINATION**

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FY 2003 Community Homelessness Assessment, Local Education and Networking Groups for Veterans (CHALENG) Report

Executive Summary

Since 1993, the Department of Veterans Affairs (VA) has collaborated with local communities across the United States in Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans. The mission of CHALENG is to empower local communities to help homeless veterans regain their health (mental and physical), re-build meaningful interpersonal relationships (including family reunification), secure employment and stable housing, and ultimately return to society as productive citizens. (Note: A video on the CHALENG process is now available on the Internet at <http://www.va.gov/homeless/page.cfm?pg=17>.)

As in previous years, data collected during the FY 2003 CHALENG process –from questionnaires completed by VA staff, local government officials, community providers, and homeless veterans themselves – are reported here. The following are highlights of the FY 2003 CHALENG report:

- Participation remains high.
 - There were 4,141 respondents to the FY 2003 Participant Survey, a 20% increase from the previous year. Eighteen percent of the 2003 participants (n=757) were homeless or formerly homeless veterans.
- Need priorities remain consistent.
 - As in the past four years, long-term housing, dental care, and child care remained the top unmet needs reported by community and VA respondents in FY 2003.
 - The estimated number of homeless veterans across sites reported by the CHALENG Points of Contact (“POCs,” usually local VA homeless program coordinators) is 313,087.
 - CHALENG POCs estimated a need for an additional 16,159 emergency beds, an additional 13,316 transitional beds, and an additional 19,633 permanent beds to house homeless veterans.
- Additional child care and eye care services secured in FY 2003.
 - 258 new child care slots were accessed.
 - 1,911 new patients received eye exams.

- Additional dental care received.
 - Sites reported 1,660 homeless veterans received dental care, a 147% increase from the previous year.
- VA/Community partnerships continue to yield outcomes.
 - VA staff participated in 75% of all available local homeless coalition meetings.
 - 275 new collaborative agreements between VA and community agencies were developed in FY 2003.
 - 353 new outreach sites were served in FY 2003.
 - Measures of the intensity and degree of VA/community partnerships remained stable between FY 2002 and FY 2003.
- VA/Community partnerships resulted in additional services outcomes in FY 2003.
 - 7,360 new beds (emergency, transitional, and permanent combined) were established.
 - 2,948 new treatment program slots were developed.
- Local VA/Community partnership efforts secured over \$106 million in new grant monies for FY 2003, a 9% increase from the amount for FY 2002. U.S. Department of Housing and Urban Development (HUD) funding represented about two-thirds (63%) of FY 2003 grant monies secured.
- CHALENG POC action plans for FY 2003 addressed priority needs such as permanent, transitional and emergency housing, dental care, transportation, job training and placement, substance abuse treatment, and drug detoxification.

Introduction

In 1993, the Department of Veterans Affairs (VA) launched Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans, a program designed to enhance the continuum of services for homeless veterans provided by the local VA medical center and regional office and their surrounding community service agencies. The guiding principle behind Project CHALENG is that no single agency can provide the full spectrum of services required to help homeless veterans reach their potential as productive, self-sufficient citizens. Project CHALENG fosters coordinated services by bringing VA together with community agencies and other federal, state, and local government programs to raise awareness of homeless veterans' needs and to plan to meet those needs. This helps to improve homeless veterans' access to all types of services and eliminate duplication of efforts.

The legislation guiding this initiative is contained in Public Laws 102-405, 103-446 and 105-114. The specific legislative requirements relating to Project CHALENG are that local VA medical center and regional office directors:

- assess the needs of homeless veterans living in the area
- make the assessment in coordination with representatives from state and local governments, appropriate federal departments and agencies and non-governmental community organizations that serve the homeless population
- identify the needs of homeless veterans with a focus on health care, education and training, employment, shelter, counseling, and outreach
- assess the extent to which homeless veterans' needs are being met
- develop a list of all homeless services in the local area
- encourage the development of coordinated services
- take action to meet the needs of homeless veterans
- inform homeless veterans of non-VA resources that are available in the community to meet their needs

At the local level, VA medical centers and regional offices designate CHALENG Points of Contact (POCs) who are responsible for the above requirements. These CHALENG POCs – usually local VA homeless program coordinators – work with local agencies throughout the year to coordinate services for homeless veterans. (Note: for the remainder of this report, CHALENG Points of Contact will be referred to as “POCs.”)

Update on CHALENG Activities

Several new CHALENG initiatives have been undertaken or continued since the CHALENG FY 2002 report.

New Activities

1. New CHALENG video available on the Internet

Located on the CHALENG website at <http://www.va.gov/homeless/page.cfm?pg=17> is a 13-minute video which provides information on CHALENG to CHALENG POCs, community agency representatives and other interested parties, such as veterans and

government officials. The video provides an overview and history of CHALENG, suggestions on how to conduct an annual CHALENG meeting, segments from actual CHALENG meetings, and various perspectives on CHALENG from community agency representatives to VA Central Office Homeless Program leaders. The linkage between participation in the planning and community action process and application for VA Grant and Per Diem and Per Diem only funding streams is also highlighted.

2. CHALENG and VA homeless veterans program staff participate at events across U.S.

Dr. Craig Burnette, the national coordinator for Project CHALENG, and Mr. Peter Dougherty, Director of Homeless Programs for VA have been involved in numerous CHALENG meetings nationwide. Dr. Burnette was asked to present a report to the Secretary's Advisory Committee on Homeless Veterans on the CHALENG process and how it creates a forum for community input into VA policies and decisions regarding homeless veterans. The Advisory Committee responded by recommending to the Secretary that local Continuum of Care committees use CHALENG results as they respond to HUD's Notice of Funding Availability (NOFA) for special needs programs that support housing and service delivery for homeless individuals. HUD officials agreed with this recommendation and the next HUD NOFA will direct Continuum of Care respondents to the VA's CHALENG website so that they may use the information about homeless veterans in their applications for HUD funding.

Mr. Dougherty has been active in encouraging wide range participation in the local CHALENG meetings and processes. At seven State Policy Academies, where state representatives gather to formulate plans for ending chronic homelessness in ten years, Mr. Dougherty has spoken extensively on how the CHALENG meetings, with their identification of unmet needs and subsequent action plans, can be used as an integral part of state and local plans to end homelessness. Additionally, he has presented on the CHALENG process at various White House Faith-Based and Community Initiatives conferences. He has informed conference participants that 30% or more of the agencies that attended CHALENG meetings in FY 2002 identified themselves as faith-based.

3. CHALENG sees role in new HUD census requirement.

Starting in 2004, HUD will require each local Continuum of Care planning group to conduct a census every two years of the homeless population in the area covered by their Continuum. At present, CHALENG POCs are asked to estimate the number of homeless veterans in their area through whatever methods they can use. The CHALENG meetings can be used as a catalyst for Continuums to start deciding the methods and means of conducting a census of the homeless in order to satisfy HUD requirements. This could also be used to count the number of homeless veterans, including those who are chronically homeless in the local community.

Ongoing Activities

1. Each year's CHALENG report continues to be available on the Internet.

In order to increase the accessibility of the CHALENG report and data, the Annual Progress Report on Public Law 105-114 (including data tables and POC listing) is on a page of the VA Homeless Program. The website address is <http://www.va.gov/homeless/page.cfm?pg=17>.

2. CHALENG data continues to be utilized for CARF accreditation purposes.

Some VA Health Care for Homeless Veterans (HCHV) programs are mandated to become accredited by CARF, an accreditation agency for psychosocial rehabilitation programs. CARF requires programs to provide feedback from external stakeholders such as community partners and clients. Much information from stakeholders is available in the annual CHALENG report including perceptions of needs of homeless veterans, ratings of levels of collaboration with the VA, and satisfaction with VA service accessibility. HCHV programs have been encouraged to use data from the CHALENG survey for CARF purposes. (Individual site reports of these data are included in the Appendix Tables 1, 2 and 4-7.)

3. Participation in CHALENG by community agencies seeking VA Grant and Per Diem and Per Diem Only funding is being encouraged.

The VA Grant and Per Diem and Per Diem Only application processes encourage community applicant agencies to demonstrate their involvement in the CHALENG assessment process. As part of their application, community agencies must document the local needs of homeless veterans in their area. Data from the annual CHALENG report can be used for this purpose.

4. Quarterly CHALENG phone conferences are being conducted.

National CHALENG conference calls are held quarterly. All CHALENG POCs are invited to participate as well as VA Central Office Homeless Program staff and other federal agency representatives. Pertinent issues related to the CHALENG process (hosting meetings, completing surveys, interpreting survey results) are discussed.

Results from the Annual Survey

This *Tenth Annual Progress Report on Public Law 105-114* (Project CHALENG) is based on data collected from two surveys:

1. The CHALENG Point of Contact (POC) Survey. This survey, distributed to POCs only, is a self-administered questionnaire requesting information on the needs of homeless veterans in the local service area, development of new partnerships with local agencies, and progress in creating/securing new housing, treatment, and funding resources for homeless veterans.

2. The CHALENG Participant Survey. This survey is distributed by each POC at the local CHALENG meeting to various federal, state, county, city, non-profit and for-profit agencies that serve the homeless in the POC's local service area, as well as to local VA medical center, Vet Center, and regional office staffs and to homeless and formerly homeless veterans. The self-administered survey requests information on the needs of homeless veterans in the local service area and perceptions of the level of success in VA and community efforts to coordinate and improve services for homeless veterans.

CHALENG Survey Respondents

CHALENG Point of Contact Survey Respondents

Point of Contact survey questionnaires were mailed to all designated CHALENG POCs. Out of 139 surveys, 138 (99%) were returned.

CHALENG Participant Survey Respondents

There were 4,141 respondents for the 2003 Participant Survey, a 20% increase from the 3,451 respondents in 2002. Of the 4,141 respondents, 778 were VA staff and 2,764 were local government/community agency participants (hereafter referred to as "community participants"), and 602 respondents indicated no agency affiliation (many of these respondents were homeless veterans). Not including the 602 respondents who indicated no affiliation, 22% of the respondents were VA participants versus 78% who were community participants. Twenty-five percent (25%) of community participants who represented an agency said their agency was "faith-based".

Four hundred and thirty-six (436) Participant Survey respondents identified themselves as homeless veterans (10.5% of all participants) and 321 identified themselves as formerly homeless veterans (7.8% of the total sample). Collectively, homeless and formerly homeless veterans represented about 18% of all respondents in the FY 2003 Participant Survey.

Respondents from agencies were asked to designate their organizational titles in the survey (see Table 1). As in prior years, survey respondents represented a range of service functions from top-level executives and policymakers to line-level service providers.

Table 1. CHALENG Participant Survey Respondents' Organizational Function.

	FY 2003 (n=3,382)
Local service agency top managers (executive directors, chief executive officers)	17%
Mid-level managers, supervisors and advocates (program coordinators, veteran service officers)	32%
Clinicians and outreach workers (social workers, case managers, nurses)	33%
Elected government officials or their representatives	1%
Board Members	2%
Other (financial officers, attorneys, office staff, planning staff, etc.)	15%

VA representation in the Participant Survey was mainly through VA Medical Centers.

Table 2. VA Agency Staff Respondents.

VA Agency	FY 2003 (n=490)
VA Medical Center/Healthcare System staff	75%
VA Regional Office staff	6%
Vet Center staff	10%
VA Outpatient Clinic staff	7%
VA Other (Central Office and VISN staff)	2%

Participants were asked how long they had been personally involved in CHALENG, and how long their agencies had been involved in CHALENG.

Table 3. Years Involved by Participant and Agency in CHALENG.

Involved in CHALENG...	Personal Involvement (n=3,047)	Agency Involvement (n=2,596)
Since first local CHALENG meeting (eight years ago or more)	7%	18%
Two to seven years ago	30%	35%
One year ago	11%	9%
First time today	52%	38%

Over half (53%) of the participants' agencies had been involved with CHALENG for at least two years or since CHALENG's inception. This suggests the maintenance of long-time relationships between the VA and community groups.

Needs of Homeless Veterans

Rankings of Needs by VA and Community Participants

As in past years, Participant Survey respondents were asked to rate how well 36 pre-identified homeless veteran service needs were met in their community, using a five-point scale ranging from "Not Met" (1) to "Met" (5). Table 4 shows the results for the entire sample of respondents for 2003 (n=4,141), as well as the previous year. (Note: needs scores for each VA facility are listed in Appendix Tables 1 (VA respondents) and 2 (community respondents), and needs scores for each of the 21 VISNs (VA and community respondents combined) are listed in Appendix Table 3.)

Table 4. Met and Unmet Needs of Homeless Veterans (Combined VA Staff and Community Participants' Assessment 2003, 2002 CHALENG Survey).

Need of homeless veterans		Average Score 2003 (n=4,141)	Average Score 2002 (n=3,451)	2002 Rank	Need is <u>met</u> = score of 5
1	Food	3.69	3.77	5	
2	TB testing	3.64	3.98	1	
3	Medical services	3.61	3.84	4	
4	Clothing	3.52	3.59	11	
5	Hepatitis C testing	3.51	3.92	2	
6	TB treatment	3.48	3.89	3	
7	AIDS/HIV testing/counseling	3.45	3.72	8	
8	Substance abuse treatment	3.37	3.73	7	
9	Help with medication	3.32	3.64	9	
10	VA disability/pension	3.31	3.61	10	
11	Personal hygiene (shower, haircut, etc.)	3.31	3.39	17	
12	Emotional/psychiatric services	3.29	3.74	6	
13	Spiritual	3.28	3.44	15	
14	Help getting needed documents or identification	3.23	3.40	16	
15	Emergency (Immediate) shelter	3.21	3.38	18	
16	Detoxification from substances	3.14	3.48	14	
17	Women's health care	3.11	3.54	12	
18	Treatment for dual diagnosis	3.09	3.50	13	
19	Help with finding a job or getting employment	3.05	3.32	19	
20	SSI/SSD process	3.02	3.08	22	
21	Discharge upgrade	2.94	3.19	20	
22	Welfare payments	2.94	3.08	23	
23	Help with transportation	2.93	2.91	29	
24	Job training	2.92	3.17	21	
25	Education	2.92	2.92	28	
26	Halfway house or transitional living facility	2.90	3.01	24	
27	Drop-in center or day program	2.90	3.00	25	
28	Family counseling	2.88	2.96	26	
29	Eye care	2.79	2.60	32	
30	Glasses	2.78	2.65	31	
31	Help managing money	2.73	2.88	30	
32	Guardianship (financial)	2.70	2.96	27	
33	Legal assistance	2.66	2.51	33	
34	Dental care	2.48	2.25	35	
35	Long-term, permanent housing	2.42	2.40	34	
36	Child care	2.35	2.18	36	
		Average Score 2003 (n=4,141)	Average Score 2002 (n=3,451)		Need is <u>unmet</u> = score of 5

For FY 2003, Table 4 indicates that child care, long-term, permanent housing, dental care, legal assistance, guardianship (financial), help managing money, glasses, eye care, family counseling, and drop-in center or day program were the ten highest unmet needs for homeless veterans as determined by VA staff and community participants combined.

Child care topped the list of unmet needs and has been the highest unmet need for several years. In the FY 2001 Eighth Annual CHALENG report, POCs said child care is especially needed when a veteran enters a residential treatment program, is actively seeking a job, or when a veteran and his/her family are seeking shelter together. In FY 2003, eight POCs reported adding a total of 258 new child care slots for use by children of veterans in their homeless veterans programs.

Legal assistance, money management assistance, and financial guardianship represent a cluster of ancillary needs that are important to keep homeless veterans out of legal difficulties and become less financially vulnerable.

The need for long-term, permanent housing remains high. This is not surprising, given that developing these types of housing is expensive and complicated.

Dental care was the third highest unmet need identified for homeless veterans this year.

Eye care remains a scarce resource in the VA and a high unmet need. Eighteen POCs reported adding new eye care resources in FY 2003 with 1,911 new patients served.

In the past, family counseling has been identified as a top ten unmet need by homeless veterans respondents in the CHALENG Participant Survey. Family relationships are important in the phenomenon of homelessness. Poor relationships can promote drug use, exacerbate mental disorders, and cause financial drain and isolation. Good relationships can foster the homeless veteran's reintegration into society as a member of a mutually supportive family.

Drop-in centers are an important need for programs serving homeless veterans. They offer immediate respite for homeless individuals and present an opportunity for VA homeless staff to engage new clients in a long-term treatment process.

Turning to *highest met* needs as rated by the combined VA/community sample, many of the top ten categories were health services-related: TB testing, TB treatment, Hepatitis C testing, medical services, help with medication, HIV/AIDS testing/counseling, and substance abuse treatment. Most of these services (along with assistance in securing VA disability/pension) are offered by VA Medical Centers. Food and clothing are basic needs addressed at virtually all homeless shelters and programs.

A Multi-year Overview of Needs

There is substantial agreement between VA and community participants when their ratings are looked at separately (Tables 5-8). Seven items appear on both VA and community participants' top-ten met needs list and eight items appear on both VA and community unmet needs lists. This seems to indicate that VA and non-VA providers share a similar perspective on what needs are being met and not met for the homeless veterans populations they jointly serve.

As with last year's five-year review of needs, the consistency with which participants rate needs as unmet or met from 1999 through 2003 is remarkable (See Tables 5 through 8). While the order of needs changes slightly from year to year, the perception of whether needs are met or unmet does not. Top ten unmet needs that emerge in both VA and community participant assessments across all five years include dental care, child care, long-term, permanent housing, legal assistance, and help managing money. Top ten met needs that appear across all five years are food, medical services, HIV/AIDS testing and counseling, TB testing, and TB treatment.

Five-Year Comparison - VA/Community Assessment of Homeless Veteran UNMET Needs

Table 5. Top Ten Highest *Unmet* Needs Identified by VA Staff.

1999	2000	2001	2002	2003
1. Child care	1. Child care	1. Child care	1. Child care	1. Child care
2. Long-term, permanent housing	2. Dental care	2. Dental care	2. Dental care	2. Dental care
3. Legal assistance	3. Long-term, permanent housing	3. Long-term, permanent housing	3. Long-term, permanent housing	3. Long-term, permanent housing
4. Dental care	4. Legal assistance	4. Legal assistance	4. Legal Assistance	4. Legal Assistance
5. Eye care	5. Eye care	5. Glasses	5. Eye care	5. Eye care
6. Glasses	6. Glasses	6. Eye care	6. Glasses	6. Glasses
7. Halfway house/ transitional living	7. Help managing money	7. Help managing money	7. Help managing money	7. Guardianship (financial)
8. Help managing money	8. Halfway house/ transitional living	8. Guardianship (financial)	8. Transportation	8. Help managing money
9. Transportation	9. Transportation	9. Transportation	9. Education	9. Welfare payments
10. Education	10. Education	10. Family Counseling	10. Family Counseling	10. Education

Table 6. Top Ten Highest *Unmet* Needs Identified by Community Participants.

1999	2000	2001	2002	2003
1. Long-term, permanent housing	1. Long-term, permanent housing	1. Long-term, permanent housing	1. Long-term, permanent housing	1. Long-term, permanent housing
2. Child care	2. Child care	2. Child care	2. Child care	2. Child care
3. Dental care	3. Dental care	3. Dental care	3. Dental care	3. Dental care
4. Halfway house/ transitional living	4. Eye care	4. Legal assistance	4. Help managing money	4. Help managing money
5. Eye care	5. Glasses	5. Help managing money	5. Legal assistance	5. Guardianship (financial)
6. A. Glasses B. Legal assistance (tie)	6. Halfway house/ transitional living	6. Eye care	6. Eye care	6. Legal assistance
7. Guardianship (financial)	7. Help managing money	7. Glasses	7. Glasses	7. Eye care
8. Drop in/day program	8. Legal assistance	8. Guardianship (financial)	8. Guardianship (financial)	8. Glasses
9. Transportation	9. Guardianship (financial)	9. Halfway house/ transitional living	9. Halfway house/ transitional	9. Halfway house/ transitional
10. Help managing money	10. Drop in/day program	10. Drop in/day program	10. Drop in/day program	10. Drop in/day program

Five-Year Comparison - VA/Community Assessment of Homeless Veteran MET Needs

Table 7. Top Ten Highest Met Needs Identified by VA Staff.

1999	2000	2001	2002	2003
1. Medical services	1. Medical services	1. TB testing	1. TB testing	1. TB testing
2. TB testing	2. TB testing	2. Medical services	2. Hepatitis C testing	2. Hepatitis C testing
3. Substance abuse treatment	3. Food	3. Hepatitis C testing	3. TB treatment	3. Substance abuse treatment
4. Emotional or psychiatric services	4. VA disability/pension	4. TB treatment	4. Medical Services	4. Medical Services
5. TB treatment	5. Clothing	5. Substance abuse treatment	5. Food	5. TB treatment
6. A. Food B. HIV/AIDS testing/ counseling (tie)	6. TB Treatment	6. Food	6. Emotional or psychiatric services	6. HIV/AIDS testing
7. VA disability/pension	7. HIV/AIDS testing	7. HIV/AIDS testing	7. Substance abuse treatment	7. Emotional or psychiatric services
8. Women's health care	8. Substance abuse treatment	8. Emotional or psychiatric services	8. HIV/AIDS testing	8. Food
9. Help with medication	9. Emotional or psychiatric services	9. Help with medication	9. Help with medication	9. Clothing
10. Clothing	10. Help with medication	10. Clothing	10. VA disability/pension	10. Help with medication

Table 8. Top Ten Highest Met Needs Identified by Community Participants.

1999	2000	2001	2002	2003
1. Food	1. Food	1. Food	1. Food	1. Food
2. Clothing	2. Clothing	2. Clothing	2. TB testing	2. Medical services
3. TB testing	3. Medical services	3. Medical services	3. Medical services	3. Clothing
4. Medical services	4. TB testing	4. TB testing	4. Clothing	4. TB testing
5. A. TB treatment B. HIV/AIDS testing/ counseling (tie)	5. HIV/AIDS testing	5. TB treatment	5. TB treatment	5. TB treatment
6. Spiritual	6. TB treatment	6. HIV/AIDS testing	6. Hepatitis C testing	6. Hepatitis C testing
7. VA disability/pension	7. VA disability/pension	7. Hepatitis C testing	7. HIV/AIDS testing	7. HIV/AIDS testing
8. Documents/ID	8. Immediate/emergency shelter	8. VA disability/pension	8. VA disability/pension	8. VA disability/pension
9. Substance abuse treatment	9. Spiritual	9. Spiritual	9. Substance abuse treatment	9. Personal hygiene
10. Personal hygiene	10. Personal hygiene	10. Substance abuse treatment	10. Help with medication	10. Spiritual

Veterans' Perception of Needs

Homeless veterans' perception of their own needs as compared to VA and community participant perception of their needs was also examined. In Table 9, homeless and formerly homeless veterans responses are compared with the responses of participants who did not identify as currently or former homeless.

Table 9. Top Ten Highest Unmet and Met Needs Identified by Homeless Veterans Versus VA Staff and Community Participants, FY 2003.*

10 Highest Unmet Needs		10 Highest Met Needs	
Homeless and Formerly Homeless Veterans (n=757)	Other Participants (n=3,035)	Homeless and Formerly Homeless Veterans (n=757)	Other Participants (n=3,035)
<ol style="list-style-type: none"> 1. Child care 2. Dental Care 3. Long-term, permanent housing 4. Legal assistance 5. Eye care 6. Glasses 7. Guardianship (financial) 8. Help managing money 9. Welfare payments 10. Education 	<ol style="list-style-type: none"> 1. Child care 2. Long-term, permanent housing 3. Dental care 4. Legal assistance 5. Help managing money 6. Guardianship (financial) 7. Eye care 8. Glasses 9. Halfway house or transitional living facility 10. Drop-in center or day program 	<ol style="list-style-type: none"> 1. TB testing 2. Hepatitis C testing 3. Substance Abuse Treatment 4. Medical services 5. TB treatment 6. HIV/AIDS testing/counseling 7. Emotional or psychiatric services 8. Food 9. Clothing 10. Help with medication 	<ol style="list-style-type: none"> 1. Food 2. TB testing 3. Medical services 4. Clothing 5. Hepatitis C testing 6. TB treatment 7. HIV/AIDS testing/counseling 8. VA disability/ pension 9. Spiritual 10. Substance abuse treatment

*349 participants who did not indicate whether they were/were not homeless or formerly homeless veterans were excluded from this analysis.

As with last year, there were some differences between homeless/formerly homeless veterans identification of highest unmet needs compared to VA and community participants. Unlike the rest of the respondents, homeless/formerly homeless veterans placed welfare payments and education in the top ten list of highest unmet needs. Thematically, this suggests the personal desire of homeless/formerly homeless veterans to secure access to financial benefits and education (leading to employment) in transitioning off the streets.

A record number of sites had homeless/formerly homeless veterans respondents for the participant survey: 95 sites (68% of all reporting sites) compared to 85 sites (62% of all reporting sites in 2002) last year. We continue to encourage POCs to involve homeless veterans in the CHALENG process.

Addressing the Need for Dental Care: The VHA Directive 2002-080

Historically, dental care has been one of the greatest unmet needs for homeless veterans. For the past five years, CHALENG participants have ranked dental care as one of the three needs least addressed by VA and non-VA providers. It should be noted that many of the POCs who report dental need as an area of program focus make attempts, frequently successful, to obtain dental services informally or formally through dental providers in the community and, less frequently, through local dental schools.

Sometimes, local service groups help. For example, the VA Anchorage (AK) POC is attempting to develop funding for dental services through membership contacts through the Rotary Club. In Spokane, WA, a local nonprofit clinic fits dentures for homeless veterans. A local Veterans of Foreign Wars (VFW) post donates the money used to pay for the dentures.

The annual CHALENG Point of Contact Survey asked how many new homeless veteran patients received dental care as a result of new or expanded dental programs. For FY 2003, survey participants reported a total of 1,660 new veterans served, a 147% increase over the 671 reported in FY 2002.

Each VA homeless program continues to work with their local VAMC dental service to ensure all VA dental resources for homeless veterans are being used through implementation of VHA Directive 2002-080. This directive authorizes outpatient dental services and treatment considered medically necessary to veterans who have been receiving care for a period of sixty (60) consecutive days in various housing settings.

Site Estimates of Numbers of Homeless Veterans and Housing Capacity

Homeless Veteran Estimate and Sources

In an effort to gauge the extent of homeless veterans needing services, each POC was asked to estimate the number of homeless veterans in her/his service area. The estimated number of homeless veterans across sites reported by the POCs for the FY 2003 Report is 313,087. Individual site estimates are presented in Appendix Table 6. (Note: the FY 2001 CHALENG Report describes the complexities and limitations of estimating the number of homeless veterans in the U.S.).

The FY 2003 estimate of homeless veterans may represent an increase as it is higher than estimates listed FY 2001 (294,840) and FY 2002 (299,321) CHALENG Reports. An increase would be consistent with increases detected in U.S. Census Bureau statistics in percentages of people below the poverty line, percentage of unemployed, and increases in costs of housing, particularly in the 2000 to 2002 period (U.S. Census Bureau, 2003).

For the homeless veterans estimates by POCs, the following sources were reported: local HUD Continuum of Care reports (27%), U.S. Census data (20%), VA low-income population estimates (11%), local homeless census studies (state, county, local university, etc.) (64%), VA client data (34%), estimates from local homeless community coalition/providers (73%) and VA staff impressions (46%). About three-quarters of the POCs (78%) used more than one source.

Bed Availability and Need

To aid in determining the need for housing for homeless veterans, POCs were asked to include an estimate of the number of beds available for homeless veterans in their local area for three types: emergency, transitional, and permanent. POCs were also asked

to estimate the number of veterans turned away in each of these bed categories (except for transitional housing) because of unavailability, and the number of beds needed beyond the present or anticipated capacity to meet the local needs of homeless veterans.

As a data quality check, information on bed capacity, turnaways, and bed need from this year's CHALENG POC survey were compared to FY 2002 data. Large increases/decreases at sites between years were identified and follow-up phone calls were made to POCs to verify these changes. In some cases, the changes (such as drops in capacity due to program closures) were substantiated. For some sites, dramatic differences reflected what POCs believed were more accurate re-estimates for FY 2003. In a few cases, POCs re-submitted corrected estimates.

Tables 10 and 11 display bed availability and need estimates for both FY 2002 and FY 2003.

Table 10. Bed Capacity and Need Assessment (FY 2002).

Type of bed	Presently available (est.) FY 2002	Veterans turned away (est.) FY 2002	Needed beyond present capacity (est.) FY 2002
Emergency	62,125	14,739	14,406
Transitional	27,407	-	13,523
Permanent	23,121	9,396	19,934

Table 11. Bed Capacity and Need Assessment (FY 2003).

Type of bed	Presently available (est.) FY 2003	Veterans turned away (est.) FY 2003	Needed beyond present capacity (est.) FY 2003
Emergency	63,256	18,157	16,159
Transitional	31,487	-	13,316
Permanent	18,670	8,813	19,633

Comparing the data from FY 2002 and FY 2003, it appears the existing bed capacity remained fairly stable with emergency housing stock experiencing a slight increase and an increase in transitional beds offset by a decrease in permanent beds. The most interesting change, however, was the amount of new emergency beds needed – from 14,406 in 2002 to 16,159 in 2003. This demand for new emergency housing may be related to the perceived increase in the number of new homeless veterans described in the previous section.

Assessment of VA and Community Partnering

As stated in the Introduction, the CHALENG mandate is to bring VA and community service providers together in a partnership to encourage the development of coordinated services for homeless veterans. For this year's report, we examined three indicators of VA and community partnership. These are: (1) partnership integration and implementation measures, (2) VA involvement in community homeless coalitions, and (3) collaborative agreements.

Partnership Integration and Implementation Measures

Since FY 2000, CHALENG has used two sets of questions to ascertain the level of VA/community partnering as perceived by community (non-VA) participants: (A) *Integration measures* and (B) *Implementation measures*. The integration questions were adapted from nationwide ACCESS (Access to Community Care and Effective Services and Supports) study of service system integration for homeless clients with severe mental illness (Randolph et al., 1997).

Integration measures consisted of eight questions asking community participants from the Participant Survey to rate the following:

1. *VA Accessibility*: accessibility of VA services to homeless veterans.
2. *Community Accessibility*: accessibility of community services to homeless veterans.
3. *VA Commitment*: willingness of VA to cooperate with the community participant's agency to serve homeless veterans.
4. *Community Commitment*: willingness of the community participant's agency to cooperate with VA to serve homeless veterans.
5. *VA Cooperation*: VA's level of cooperation with the community participant's agency in coordinating services for homeless veterans.
6. *Community Cooperation*: The community participant's agency level of cooperation with VA in coordinating services for homeless veterans.
7. *VA Coordination*: the ability of VA to coordinate clinical services for homeless veterans with the community participant's agency.
8. *Community Coordination*: the ability of the community participant's agency to coordinate clinical services for homeless veterans with VA.

Thus, community participants were asked to separately rate the performance of (a) the local VA medical center and (b) the community participant's agency. A five-point scale was used for each item (1=not accessible, not committed etc. to 5=highly accessible, highly committed, etc.).

Implementation measures consisted of 12 items pertaining to concrete activities associated with VA and community partnering. Community participants were asked to rate the level of implementation of the following strategies between their agency and VA:

1. *Regular Meetings*: Formal, regular meetings of VA and the community participant's agency to exchange information and plan.
2. *Service Co-location*: Provision of services by VA and the community participant's agency in one location.
3. *Cross-training*: Training of VA and the community participant agency's staff to each others' objectives, procedures, and services.
4. *Interagency Agreements*: Agreements between VA and the community participant's agency regarding collaboration, referrals, client information sharing, and/or coordinating services.

5. *Client Tracking*: Computer tracking system enabling VA and the community participant's agency to share client information.
6. *Joint Funding*: Combined/layering funding between VA and the community participant's agency to create new resources or services.
7. *Standard Forms*: Standardized forms that clients fill out once to apply for services at the VA and the community participant's agency.
8. *Joint Service Teams*: Service teams comprised of staff from both VA and the community participant's agency to assist clients with multiple needs.
9. *Combined Programs*: Combined programs from VA and the community participant's agency under one administrative structure.
10. *Flexible Funding*: Flexible funding to promote service integration between the VA and the community participant's agency: for example, funds to pay for emergency services not usually available to clients.
11. *Special Waivers*: Waiving requirements for funding, eligibility, or service delivery to reduce service barriers, promote access, and/or avoid service duplication.
12. *System Coordinator*: Creation of a specific staff position focusing on improving system integration between the VA and the community participant's agency.

All implementation items used the same four-point scale: 1=none (no steps taken to initiate implementation of the strategy), 2=low (in planning and/or initial minor steps taken), 3=moderate (significant steps taken but full implementation not achieved), and 4=high (strategy full implemented).

Table 12 shows the results of the integration ratings by community participants (mean scores of aggregated sites). We compared the aggregated integration scores of each VA facility for FY 2002 versus FY 2003. Using paired t-tests, we found there were no statistically significant differences in integration scores between FY 2002 and FY 2003.

Table 12. Community Agency Participants' Ratings of Partnership Integration in CHALENG Participant Survey: Total Sample.

Integration Items	Community Respondents FY 2002 (118 sites)	Community Respondents FY 2003(118 sites)
VA Accessibility (1=not accessible...5=highly accessible)	3.60	3.62
Community Accessibility (1=not accessible...5=highly accessible)	3.40	3.41
VA Commitment (1=not committed...5=highly committed)	3.86	3.87
Community Agency Commitment (1=not committed...5=highly committed)	4.03	4.09
VA Cooperation (1=not cooperative...5=highly cooperative)	3.83	3.82
Community Agency Cooperation (1=not cooperative...5=highly cooperative)	3.88	3.94
VA Service Coordination (1=not able to coordinate...5=highly able)	3.58	3.54
Community Agency Service Coordination (1=not able to coordinate...5=highly able)	3.55	3.56

Implementation scores for FY 2002 and FY 2003 were also reviewed. Again, data were aggregated by site and paired t-tests were conducted (see Table 13). There was only one statistically significant difference – a *reduction* in the score for developing special

waivers.

Table 13. Community Agency Participants' Ratings of Partnership Implementation in the CHALENG Participant Survey (Aggregated By Site).

Implementation Items ^a	Community Respondents FY 2002 (118 sites)	Community Respondents FY 2003 (118 sites)
Regular Meetings	2.59	2.60
Service Co-location	2.07	2.09
Cross-training	2.04	2.01
Interagency Agreements	2.53	2.43
Client Tracking	1.63	1.65
Joint Funding	1.61	1.58
Standard Forms	1.69	1.66
Joint Service Teams	2.17	2.17
Combined Programs	1.61	1.58
Flexible Funding	1.62	1.56
Special Waivers	1.66	1.56*
System Coordinator	1.72	1.64

^a 1=none, 2=low, 3=moderate, 4=high

*Indicates items that were statistically significant (<.05) when FY 2002 and FY 2003 mean scores aggregated by POC site were compared using a paired t-test.

Taken together, the integration and implementation scores were flat between 2002 and 2003. This suggests that efforts to foster greater VA community collaboration and integration remained stable across the system in the past year. At least for FY 2003, perhaps, VA and its partners have reached a plateau in their combined efforts. (For implementation and integration scores by site, please see Appendices 4 and 5).

VA Involvement in Local Homeless Coalitions

Involvement in local homeless coalitions has been identified as a useful way for VA staff to network with local homeless service providers and develop partnerships. Ninety-four percent (94%) of the POC Surveys indicated there was a local homeless coalition. VA staff attended the local coalition at all but two POC sites, participating in 75% of the available meetings (1,472 of a possible 1,950 meetings).

Collaborative Agreements

Existing Collaborative Agreements: CHALENG POCs reported on VA efforts to serve homeless veterans through arrangements with local community agencies. CHALENG POCs were asked to identify whether they currently had collaborative agreements with: correctional facilities, psychiatric/substance abuse inpatient programs, nursing homes, and faith-based organizations. Table 14 shows the nature of current collaborative agreements.

Table 14: Percentage of POCs (n=133) Indicating Collaborative Agreements with Select Program Types.

	Any*	Formal	Informal
Correctional Facilities (jails, prisons, courts)	48%	4%	44%
Psychiatric/substance abuse inpatient (hospitals, wards)	62%	27%	39%
Nursing homes	30%	24%	7%
Faith-based organizations	71%	26%	51%

*Note: Some sites had both a formal and informal agreement with a program type.

Close to three-quarters (71%) of POC respondents indicated their VA medical care facility had some kind of collaborative agreement with a faith-based organization. This is not surprising, given the fact that many faith-based organizations have a long history of serving the poor and homeless. A majority of POCs (62%) indicated ties with psychiatric/substance abuse inpatient programs – an indication of the link between mental illness and homelessness and the need to coordinate services between mental health and homeless agencies.

Forty-eight percent (48%) of POCs had relationships with local correctional facilities. Many incarcerated veterans are at high-risk for homelessness upon leaving jail or prison. Several VA homeless programs conduct outreach in local jails and prisons to help veterans arrange transitional housing and substance abuse/mental health treatment after their scheduled release.

Nearly a third (30%) of POCs had arrangements with nursing homes, usually through VA nursing home contracts. This may reflect the aging of the homeless population and the need for facilities to address the multiple medical needs of older and/or chronically ill veterans.

New Collaborative Agreements and Outreach Efforts: VA staff continued to enter into informal collaborative agreements and to identify and serve new outreach sites. Table 15 displays figures for new collaborative agreements (formal and informal arrangements) and outreach sites, broken down by VISN. Table 16 displays collaborative agreements by service type.

Table 15. Networking Outcomes Through the CHALENG Process by VISN in FY 2003.

VISN	Formal agreements	Informal agreements	Agreements (total)	Number of New Homeless Outreach Sites
1	8	15	23	67
2	1	5	6	16
3	8	9	17	10
4	4	5	9	10
5	1	9	10	10
6	2	6	8	11
7	5	17	22	9
8	8	14	22	15
9	2	5	7	2
10	1	5	6	10
11	7	11	18	13
12	2	9	11	57
15	3	13	16	15
16	7	14	21	13
17	0	1	1	3
18	0	2	2	5
19	6	6	12	9
20	14	18	32	21
21	2	10	12	25
22	4	7	11	14
23	4	5	9	18
Totals, All VISNs (FY 2003):	89	186	275	353
Totals, All VISNs (FY 2002):	76	236	312	403

Table 16. Types of Agencies New Collaborative Agreements Were Made With in FY 2003.

	Total (% of all new agreements)	Formal	Informal
Correctional Facilities (jails, prisons, courts)	27(10%)	2	25
Psychiatric/substance abuse inpatient (hospitals, wards)	29 (10%)	12	17
Nursing homes	11 (4%)	4	7
Faith-based organizations	82(30%)	23	59
Other Organizations	126 (46%)	50	76

In FY 2003, POCs were active in establishing new relationships with outside community agencies, though overall, the number of new collaborative agreements and new outreach sites secured declined from FY 2002.

Nature of New Collaborative Agreements: 88 out of 139 reporting POC sites (63%) had at least one new sharing agreement with a community agency. By far, the most frequent topic of the new sharing agreements was transitional housing. Sixty-three percent of the POCs sites, which reported a new collaborative agreement, indicated that securing transitional housing for veterans was part of the sharing agreement. See Table 17 below.

Table 17. Subject of New Collaborative Agreements Between VA and Community Providers.

Need	Percentage of POCs with new collaborative agreements in 2003 who indicated this need was addressed in the agreement (n=88)*
Halfway house or transitional living facility	63%
Substance abuse treatment	39%
Help with finding a job or getting employment	36%
Emergency (Immediate) shelter	32%
Job training	32%
Emotional/psychiatric services	32%
Clothing	30%
Food	28%
Help with transportation	27%
Assistance with personal hygiene (shower, haircut, etc.)	25%
Treatment for dual diagnosis	23%
Help getting needed documents or identification	22%
Long-term, permanent housing	21%
Detoxification from substances	21%
Help managing money	18%
Help with medication	16%
Drop-in center or day program	15%
Medical services	14%
Dental care	12%
VA disability/pension	11%
Glasses	11%
Spiritual	10%
Legal assistance	9%
HIV/AIDS testing/counseling	9%
Education	9%
TB testing	9%
Eye care	8%
Family counseling	7%
SSI/SSD process	7%
TB treatment	7%
Hepatitis C Testing	7%
Discharge upgrade	5%
Women's health care	2%
Welfare payments	1%
Guardianship (financial)	1%
Child care	0%

*Multiple needs addressed in the new collaborative agreements may be identified by POCs.

Outcomes Reported by POCs

CHALENG POCs documented the results of their joint efforts with the community. Table 16 reports these data by VISN. VA/community partnering increased housing and treatment capacity, and secured funding for community-based homeless services as follows:

- 7,360 new beds were established including:
 - 1,905 new emergency beds
 - 2,799 new transition beds
 - 2,656 new permanent beds.
- 2,948 new treatment program slots were developed.
- \$106,091,374 in new grant money was awarded.

Table 18. Housing, Treatment and Grant Outcomes by VISN Through the CHALENG Process.

VISN	Number of Emergency Beds	Number of Transition Beds	Number of Permanent Housing Beds	Number of Treatment Slots	Grant Funds Awarded
1	10	182	85	10	\$4,288,033
2	72	207	264	76	\$7,035,688
3	0	89	38	3	\$849,379
4	171	149	73	74	\$7,777,322
5	20	169	8	454	\$519,000
6	5	77	0	0	\$1,217,998
7	36	136	3	282	\$1,768,883
8	45	116	42	0	\$5,444,102
9	80	93	5	32	\$446,805
10	0	162	627	20	\$16,340,761
11	4	56	56	52	\$10,598,536
12	40	171	112	33	\$11,733,599
15	107	8	3	61	\$1,342,327
16	53	202	94	56	\$3,867,226
17	124	105	0	170	\$14,953,205
18	111	58	52	400	\$8,155,080
19	126	32	85	10	\$451,400
20	32	145	81	190	\$362,200
21	287	454	700	584	\$3,517,818
22	220	104	320	277	\$2,930,884
23	362	84	8	164	\$2,491,128
Totals, All VISNs (2003):	1,905	2,799	2,656	2,948	\$106,091,374
Totals, All VISNs (2002):	1,728	2,812	2,675	2,061	\$95,665,448

New housing development was flat between 2002 and 2003 with a slight increase in emergency bed creation and slight decreases in numbers of new transitional and permanent housing slots. On the positive side, 2,948 treatment program slots were developed, a 47% increase from the 2,061 slots created in FY 2002.

Reported new grant funding for FY 2003 was \$106,091,374: a 9% increase in the amount of new grant funding secured compared to FY 2002 (\$95,665,448). Table 19 identifies the main grant funding sources for FY 2003.

Table 19. Sources of New Grant Funding for FY 2003.

Grant Source	Amount
VA Grant and Per Diem Funding	\$6,792,051
VA Per Diem Only	\$9,693,234
HUD	\$66,902,750
Other Funding Sources	\$22,703,339
Total:	\$106,091,374

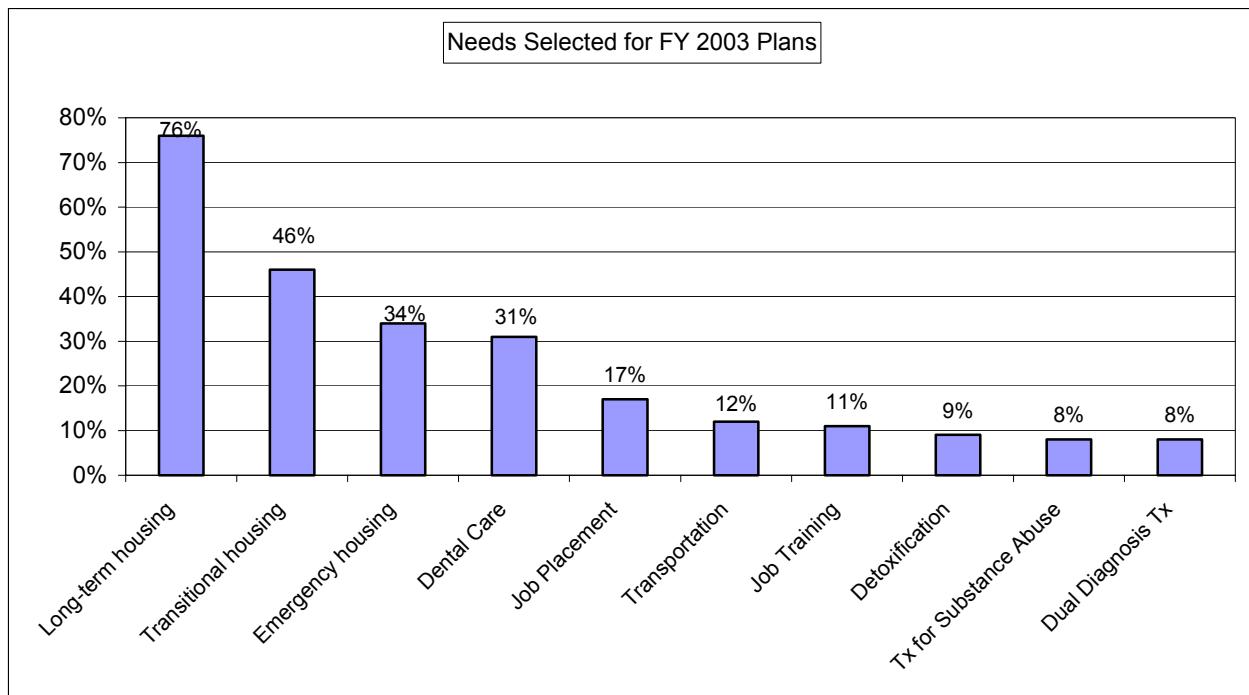
HUD funding represented about 63% of all new funding with VA Grant and Per Diem and VA Per Diem Only funding representing 16% of new money. About 21% of new grant funding came from “Other” sources including Community Development Block Grants (CDBG’s), local counties and cities, United Way, and foundations.

POC Action Plans

POC Success in Executing FY 2003 Action Plans

As part of the CHALENG survey in FY 2002, POCs were asked to select the three highest priority needs in their areas and to indicate how they would address these needs in FY 2003 by submitting written plans. The most frequently selected needs to address were housing (transitional, long-term, permanent, emergency), dental care, transportation, job training and placement, substance abuse treatment and drug detoxification, and dual diagnosis treatment (see Figure 1).

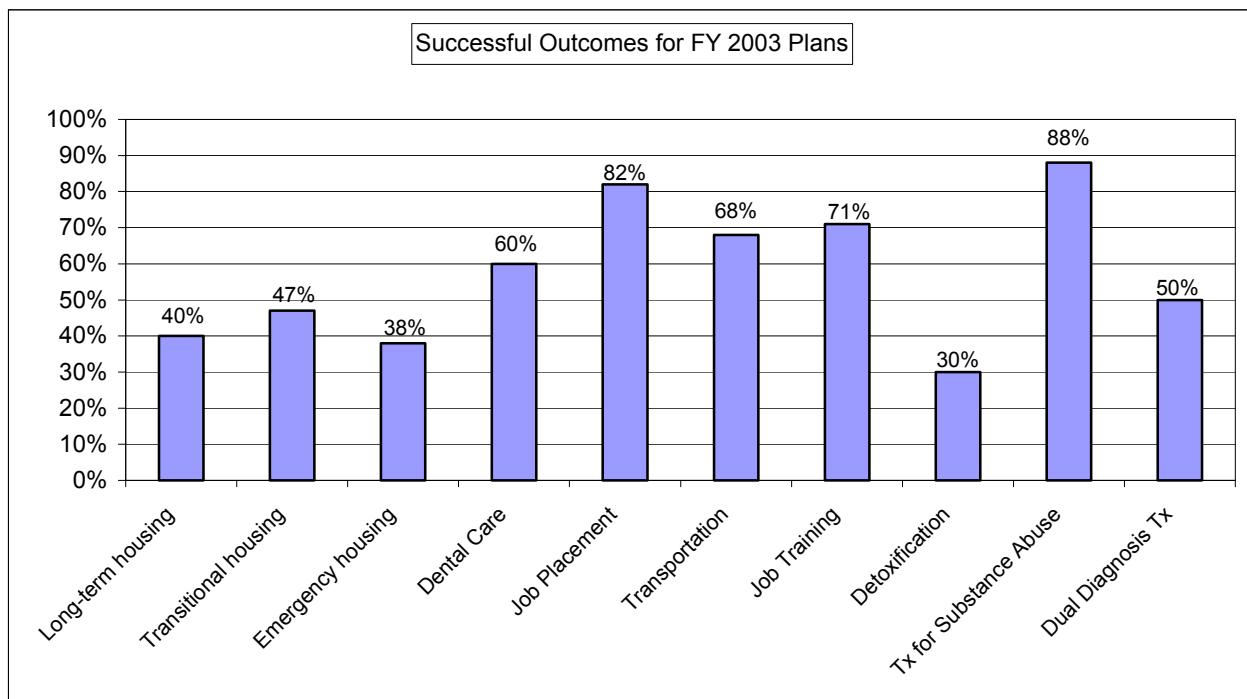
Figure 1. Top Needs Selected for Points of Contact to Address for FY 2003.



For this CHALENG report, POCs were asked to indicate their success in implementing their plans to meet the top three needs that were identified. (See Appendix Table 7 for all POC progress reports.) For the purposes of this report, success was defined as achieving tangible outcomes such as securing additional transitional housing beds, negotiating a reduced/free bus fare for homeless veterans, or receiving grant funding for a project. Success did not include the beginning of processes that may eventually lead to accomplishments such as starting initial planning or submitting a grant for funding.

Figure 2 shows the percentage of sites that were successful in obtaining an outcome for the ten most frequently selected needs to address in FY 2003.

Figure 2. Outcomes for Top Ten FY 2003 Action Plan Topics with Percentages of POC Sites that were Successful.



Here are some examples of how POCs achieved success in addressing their priorities for FY 2003:

Long-term, permanent housing: Additional Section 8 vouchers made available to veterans (Newington, CT); new relationships made with agencies providing permanent housing (multiple sites); new HUD permanent beds created (Rochester, NY; Washington, DC; Birmingham, AL; Prescott, AZ); modular homes used to create low-income housing (Albany, NY); funding for construction received/construction beginning for new permanent housing (Memphis, TN; Danville, IL, Leavenworth, KS; Biloxi, MS; Long Beach, CA; Fargo, SD); funding for permanent housing on VA grounds secured (St. Cloud, MN).

Transitional housing: Opened transitional housing units (Boston, MA; Newington, CT; Coatesville, PA; Prescott, AZ); secured VA Grant and Per Diem funding (multiple sites); local Oxford Houses and other sober living facilities opened (Lyons, NJ; Eugene, OR; Iowa City, IA).

Emergency housing: New local shelters opened and existing shelters expanded (Gainesville, FL; Miami, FL; North Chicago, IL; Austin, TX); obtained three set-aside beds for veterans at local shelter paid for by Disabled American Veterans grant (Seattle, WA).

Dental care: Obtained dental care because VA medical center was able to offer services to homeless veterans in accordance with VHA Directive 2002-080 (multiple sites); utilized local nonprofit community agency clinics (Pittsburgh, PA;

Lebanon, PA; Little Rock, AR; Eugene, OR).

Transportation: Purchased vans (Honolulu, HI); obtained bus tokens/bus passes (Northport, NY; Bay Pines, FL; Wichita, KS; Shreveport, LA; Fargo, SD); receiving transportation from Disabled American Veterans (Leavenworth, KS).

Job training/job placement: Partnered with state disability and labor departments to create integrated work and mental health treatment program (Syracuse, NY); new Compensated Work Therapy program started (Brooklyn, NY; Birmingham, AL; Toledo, OH; Madison, WI); veterans enrolled in Department of Labor Homeless Veterans Reintegration Project (DOL-HVRP) for job training and development (Washington, DC; Asheville, NC; Hines, IL; Los Angeles, CA); veterans employed at National Parks in three states (Las Vegas, NV).

Detoxification: Contract with local agency to provide detoxification (Cincinnati, OH; Tulsa, OK).

Substance abuse treatment: Local treatment facilities received funding to provide treatment (Salt Lake City, UT; Albuquerque, NM).

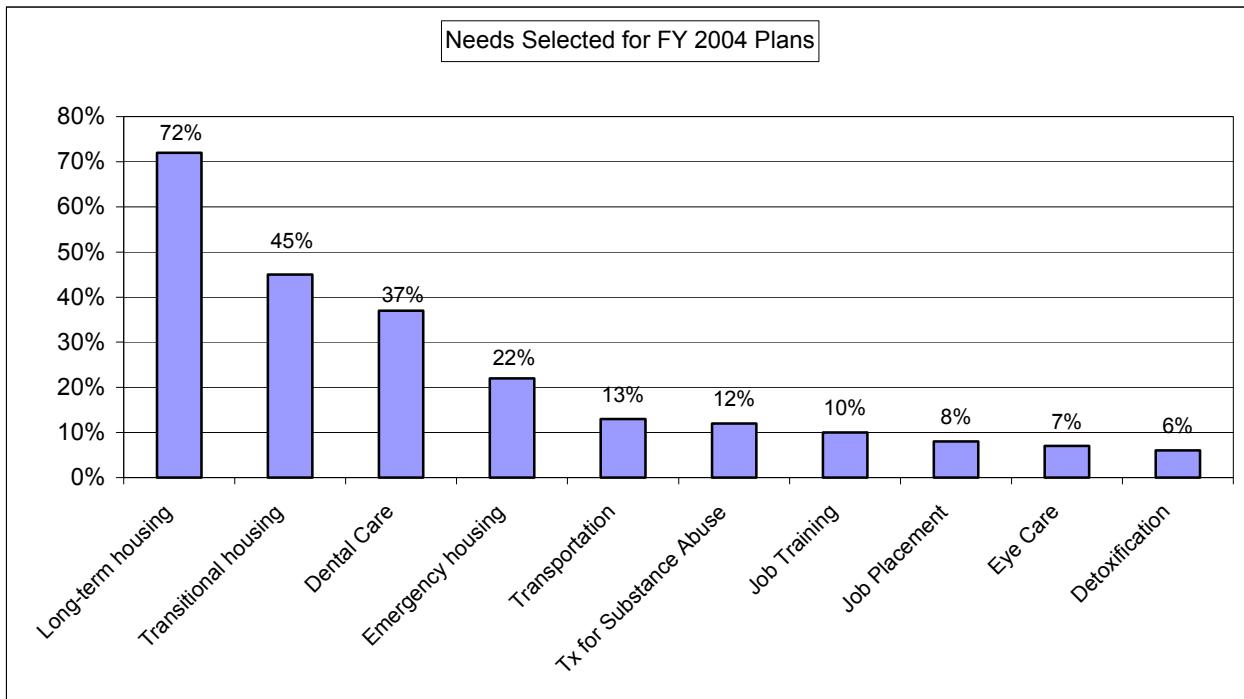
Dual Diagnosis Treatment: New dual diagnosis residential program started (Buffalo, NY; Washington, DC; Brecksville OH).

Most commonly, POC sites that did not achieve success with their FY 2003 plans mentioned lack of funding (grant proposals denied, loss/reduction of existing program funding) as a factor.

POC Action Plans for FY 2004

The 2003 POC survey requested that POCs outline their action plans for addressing top unmet needs of local homeless veterans in FY 2004. Frequent unmet needs identified for future action in the plans generally mirrored those selected in FY 2003 and included: emergency, transitional, and permanent housing; dental care; transportation; job training and placement; substance abuse treatment, and detoxification. This year, however, eye care replaced dual diagnosis treatment as one of the top ten needs selected by POCs to work on (see Figure 3 below).

Figure 3. Top Needs Selected for Points of Contact to Address in FY 2004 Action Plans.



In the Participant Survey, community participants were asked to name the top three greatest unmet needs in their communities that they would like to address in FY 2003. Importantly, the four most mentioned unmet needs were the same four needs most frequently identified in VA POC action plans for FY 2003: long-term, permanent housing, transitional housing, emergency housing, and dental care.

Both CHALENG POCs and community participants indicated that long-term, permanent housing remains the greatest need to address. Relatedly, VA is currently involved in a new federal permanent housing initiative. On October 1, 2003, the US Interagency Council on Homelessness (ICH) announced a \$35 million program to address the problem of chronic homelessness. The new program, Collaborative Initiative to Help End Chronic Homelessness, is a combined effort by VA, HUD, and the Department of Health and Human Services (HHS). The program will provide treatment, case management and permanent housing for approximately 100 chronically homeless at each of 11 sites: Los Angeles, CA; Portland, OR; Martinez, CA; San Francisco, CA; Denver, CO; Chicago, IL; Columbus, OH; Chattanooga, TN; Ft. Lauderdale, FL; Philadelphia, PA; and New York, NY (U.S. Department of Health and Human Services, 2003). For the purposes of the program, an individual is "chronically homeless" if he/she has been homeless for more than one year or has had four episodes of homelessness in the past three years. Each participant must also have a disabling condition (medical, mental health, developmental).

At all 11 sites, local VA homeless programs will be responsible for case management services of participants who are eligible veterans. (It is estimated that about 25% of the participants will be veterans.) In addition, the VA Northeast Program Evaluation Center (NEPEC) will conduct the overall evaluation of the Initiative with VA staff – including many CHALENG Points of Contact -- serving as site evaluation coordinators.

Summary

The annual CHALENG Survey documents needs of homeless veterans identified by veterans, community agencies and VA staff. CHALENG also records how VA and community agencies work together to plan and meet those needs.

As in previous years, the CHALENG report indicates that some key needs – transitional and long-term housing and dental care – continue to be pressing issues for homeless veterans. Also, new housing, treatment, dental care, eye care, and child care resources continued to be developed in FY 2003. As indicated in their follow-ups to their 2003 action plans, VA Points of Contact have been successful and creative in securing more resources, programming, and services through collaboration with local partnerships.

This year's report states that the number of homeless veterans estimated by CHALENG POCs throughout VA has increased. Also, the stabilization in CHALENG implementation and integration measures between FY 2002 and FY 2003 indicates that at a system wide level, VA and community partnership efforts may have reached a plateau.

In sum, consistent with CHALENG reports of past years, the information obtained from the VA/community CHALENG surveys clearly indicates that much work still remains in assisting homeless veterans out of homelessness. CHALENG will continue to identify progress of the VA and the community toward that goal.

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Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	2	4.00	4.50	4.50	4.00	4.00	2.50	4.50	4.00
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2	3.50	4.00	4.00	4.50	4.00	3.50	4.50	4.50
1	VAM&ROC Togus, ME - 402									
1	VAM&ROC White River Junction, VT - 405									
1	VAMC Manchester, NH - 608	3	3.00	4.00	3.67	4.33	3.00	1.00	1.67	2.67
1	VAMC Northampton, MA - 631	2	3.00	4.50	3.50	4.00	3.00	2.00	3.50	4.00
1	VAMC Providence, RI - 650	4	3.00	4.00	3.25	3.50	2.75	2.00	3.00	3.50
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	16	3.80	3.73	3.67	3.00	2.40	2.47	3.60	3.67
2	VAMC Albany, NY - 500	8	3.88	3.75	3.88	4.25	3.50	2.75	3.88	4.38
2	VAMC Canandaigua, NY - 528A5 (Rochester)	2	3.50	4.00	4.00	3.50	3.00	1.50	3.50	3.00
2	VAMC Syracuse, NY - 670	6	3.50	3.50	4.00	3.60	2.33	2.17	2.83	3.67
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	16	3.56	3.69	3.56	3.38	2.13	2.00	3.44	3.94
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	23	3.83	4.04	4.09	4.22	4.14	3.65	3.61	4.55
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	12	3.33	3.42	3.36	3.27	3.00	2.33	3.67	3.67
3	VAMC Northport, NY - 632	16	2.94	3.75	3.50	4.06	3.81	3.00	3.81	3.94
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	17	3.41	3.53	3.75	3.00	2.94	2.29	2.76	3.31
4	VAM&ROC Wilmington, DE - 460									
4	VAMC Altoona, PA - 503									
4	VAMC Butler, PA - 529	1	4.00	4.00	4.00	3.00	3.00	4.00	5.00	5.00
4	VAMC Clarksburg, WV - 540	6	2.50	3.25	3.25	3.50	2.75	2.00	3.00	3.25
4	VAMC Coatesville - 542	33	3.45	3.65	3.58	2.94	2.74	2.03	3.48	3.81

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-1

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
4	VAMC Erie, PA - 562	3	5.00	5.00	5.00	5.00	5.00	4.67	4.67	4.67
4	VAMC Lebanon, PA - 595	1	5.00	5.00	5.00	4.00	2.00	2.00	4.00	4.00
4	VAMC Philadelphia, PA - 642*	13	3.31	3.54	3.31	3.31	2.58	2.23	3.46	3.77
4	VAMC Wilkes-Barre, PA - 693									
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)									
5	VAMC Martinsburg, WV - 613	3	4.00	4.33	3.33	3.67	4.00	3.33	4.00	3.33
5	VAMC Washington, DC - 688	4	2.50	2.75	2.75	2.75	2.25	1.75	3.25	3.25
6	VAMC Asheville, NC - 637	1	5.00	5.00	5.00	4.00	5.00	3.00	4.00	4.00
6	VAMC Beckley, WV - 517									
6	VAMC Durham, NC - 558	3	3.67	4.00	4.00	3.33	3.33	3.33	3.67	4.00
6	VAMC Fayetteville, NC - 565									
6	VAMC Hampton, VA - 590	2	3.50	4.00	3.00	2.50	3.50	2.00	3.00	3.50
6	VAMC Richmond, VA - 652	4	3.75	4.25	4.00	4.00	3.50	3.25	3.25	4.75
6	VAMC Salem, VA - 658	10	3.90	4.30	4.20	4.20	4.20	2.40	3.80	3.90
6	VAMC Salisbury, NC - 659	7	3.86	4.57	3.71	3.57	3.29	2.71	3.57	3.86
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	6	3.17	3.33	2.67	3.00	3.17	2.50	2.50	3.67
7	VAMC - Augusta, GA - 509	9	3.89	4.33	3.78	3.44	3.00	2.33	4.00	3.89
7	VAMC Atlanta, GA - 508	88	3.88	3.72	3.74	3.77	3.85	3.23	4.07	4.38
7	VAMC Birmingham, AL - 521									
7	VAMC Charleston, SC - 534	1	2.00	4.00	4.00	2.00	1.00	2.00	2.00	4.00
7	VAMC Columbia, SC - 544	11	3.20	4.30	4.00	3.40	3.10	2.30	3.80	3.80
7	VAMC Dublin, GA - 557									
7	VAMC Tuscaloosa, AL - 679	5	2.00	3.20	3.00	2.20	1.80	1.60	2.20	2.60
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	9	2.89	3.56	3.56	2.56	1.89	1.78	3.11	2.89
8	VAH Tampa, FL - 673	7	2.50	1.83	2.33	1.50	1.57	1.57	2.17	2.80
8	VAMC Bay Pines - 516	1	3.00	4.00	4.00	3.00	3.00	4.00	4.00	4.00
8	VAMC Miami, FL - 546	45	3.21	3.43	3.34	2.43	2.86	2.25	3.14	3.68
8	VAMC West Palm Beach, FL - 548	3	3.00	4.50	4.00	1.50	2.50	1.00	3.00	3.00

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 1-2

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
8	VAMC San Juan, PR									
9	VAMC Huntington, WV - 581	10	3.70	4.10	4.10	4.10	2.60	2.50	2.11	3.00
9	VAMC Lexington, KY - 596									
9	VAMC Louisville, KY - 603	1	2.00	3.00	3.00	2.00	2.00	1.00	1.00	2.00
9	VAMC Memphis, TN - 614	1	3.00	4.00	4.00	4.00	5.00	3.00	4.00	4.00
9	VAMC Mountain Home, TN - 621	2	3.00	4.50	4.50	4.50	2.00	1.50	2.50	4.00
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)									
10	VAMC Chillicothe, OH - 538	3	2.33	4.00	4.00	3.33	2.67	2.00	4.33	3.50
10	VAMC Cincinnati, OH - 539	9	2.89	3.22	3.22	3.38	3.33	2.89	3.22	3.63
10	VAMC Cleveland, OH - 541	4	4.25	4.50	4.25	4.00	4.00	3.75	4.50	5.00
10	VAMC Dayton, OH - 552	3	4.67	4.67	4.67	3.33	3.00	2.33	5.00	5.00
10	VAOPC Columbus, OH - 757	2	3.00	3.00	3.00	2.00	2.50	2.00	4.00	4.00
11	Toledo, OH, Outpatient Clinic	4	3.25	4.25	4.50	4.25	3.25	3.00	3.25	3.25
11	VA Ann Arbor HCS, MI - 506	5	3.40	4.20	4.20	3.60	3.20	2.80	3.00	4.00
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	15	3.27	3.93	3.67	3.64	2.93	2.60	3.47	3.73
11	VAMC Battle Creek, MI - 515	12	4.09	4.42	4.00	4.08	4.00	3.42	3.17	3.42
11	VAMC Danville, IL - 550	4	3.25	3.25	3.00	3.25	2.00	2.25	2.25	2.50
11	VAMC Detroit, MI - 553	4	3.67	4.00	4.00	3.33	2.00	1.67	3.67	4.50
11	VAMC Indianapolis - 583	7	3.57	3.86	3.86	3.71	3.57	3.14	3.57	4.29
11	VAMC Saginaw, MI - 655									
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	9	2.78	3.11	2.89	2.67	2.00	1.89	3.00	3.67
12	VAH Madison, WI - 607	2	3.50	3.50	3.50	4.00	2.00	2.00	2.50	3.50
12	VAMC Iron Mountain, MI - 585	4	2.25	3.75	3.25	4.25	2.00	2.00	4.50	4.25
12	VAMC Milwaukee, WI - 695	15	3.67	3.93	3.80	3.53	3.47	2.73	3.93	3.93
12	VAMC North Chicago, IL - 556	1	5.00	5.00	4.00	2.00	4.00	4.00	5.00	5.00
12	VAMC Tomah, WI - 676	3	4.00	3.67	4.00	3.00	3.67	3.00	3.33	4.67
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	3	4.33	4.67	4.33	2.67	3.00	2.00	3.33	4.33
15	VAH Columbia, MO - 543	5	2.60	3.40	4.00	2.60	3.00	2.80	4.00	4.20
15	VAM&ROC Wichita, KS - 452									

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-3

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
15	VAMC Kansas City, MO - 589									
15	VAMC Marion, IL - 609	1	2.00	3.00	4.00	2.00	3.00	2.00	2.00	4.00
15	VAMC Poplar Bluff, MO - 647	3	3.67	3.67	3.67	4.00	3.67	3.33	4.33	4.33
15	VAMC St. Louis, MO - 657	9	2.89	3.22	3.22	2.78	2.56	2.22	3.22	3.67
15	VAMC Topeka, KS	5	4.25	4.50	4.00	4.50	4.50	3.00	4.00	4.80
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	14	4.38	4.62	4.38	3.54	4.00	3.92	4.15	4.00
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	4	3.00	4.00	3.75	3.75	3.00	2.25	3.00	3.00
16	VAMC Alexandria, LA - 502	9	3.11	3.33	3.33	3.67	2.89	2.67	4.00	4.11
16	VAMC Fayetteville, AR - 564									
16	VAMC Houston, TX - 580	5	3.50	4.00	4.00	3.75	3.25	2.75	3.00	4.25
16	VAMC Jackson, MS - 586	2	4.00	4.00	3.00	4.00	3.00	2.00	4.00	4.50
16	VAMC New Orleans, LA - 629	1								
16	VAMC Oklahoma City, OK - 635	2	3.00	3.00	3.00	2.50	2.50	2.50	2.50	2.50
16	VAMC Shreveport, LA - 667	1	4.00	4.00	3.00	4.00	3.00	2.00	2.00	5.00
16	VAMC Muskogee, OK-623									
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	1	5.00	5.00	4.00	5.00	3.00	2.00	1.00	3.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3	3.00	3.00	3.00	3.00	4.33	3.00	4.00	4.00
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	2	2.00	3.50	3.00	2.50	3.00	2.00	4.00	3.50
18	EI Paso VA HCS, TX - 756	10	3.70	3.80	3.50	3.80	4.10	2.10	3.22	3.90
18	VA New Mexico HCS - 501 (Albuquerque, NM)									
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	1	4.00	4.00	4.00	3.00	3.00	3.00	2.00	4.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.60	3.60	3.60	4.00	3.80	3.00	3.40	3.60

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-4

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
18	VAMC Amarillo, TX - 504	4	2.25	3.50	2.50	3.50	1.33	2.00	3.00	3.00
18	VA West Texas HCS - 519 (Big Springs, TX)									
18	VAMC Phoenix, AZ - 644	2	3.50	3.50	3.50	3.00	3.00	2.00	3.00	2.00
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	11	4.00	3.80	3.70	4.10	3.30	2.00	3.50	3.90
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)									
19	VAM&ROC Cheyenne, WY - 442	1	4.00	5.00	5.00	5.00	4.00	3.00	5.00	5.00
19	VAMC Grand Junction, CO - 575	2	4.00	4.00	3.50	3.00	3.00	2.00	2.00	3.50
19	VAMC Salt Lake City, UT - 660	5	3.40	3.60	3.40	3.40	3.80	3.40	3.60	4.60
19	VAMC Sheridan, WY - 666	1	3.00	4.00	4.00	5.00	5.00	4.00	4.00	4.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	3	3.33	4.67	4.67	4.00	3.67	2.00	2.00	2.67
20	VA DOM White City, OR - 692	1	3.00	4.00	4.00	4.00	3.00	3.00	3.00	3.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	1	3.00	4.00	5.00	4.00	3.00	2.00	3.00	4.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	11	2.36	2.91	3.27	2.45	2.00	2.64	3.55	4.55
20	VAMC Boise, ID - 531	1	4.00	4.00	4.00	5.00	4.00	3.00		4.00
20	VAMC Portland, OR - 648	14	2.62	3.23	3.15	2.85	2.79	2.21	2.43	2.71
20	VAMC Spokane, WA - 668	19	3.58	3.53	3.84	2.37	1.53	1.58	3.63	2.89
20	VAMC Walla Walla, WA - 687	4	2.00	3.25	3.00	3.00	2.75	2.25	3.25	3.75
21	VA Central California HCS, CA - 570 (Fresno, CA)	3	4.00	4.00	4.00	3.33	4.67	2.67	3.67	3.50
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	11	2.73	3.09	3.00	2.60	2.80	2.20	2.22	2.80
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	2	4.00	4.00	3.00	2.00	2.00	1.50	2.00	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-5

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)									
21	VAM&ROC Honolulu, HI - 459	10	3.20	3.60	3.50	3.20	2.10	1.80	2.60	3.20
21	VAMC San Francisco, CA - 662	4	3.00	3.25	2.75	2.75	2.75	2.00	3.50	3.75
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	31	3.33	3.63	3.53	3.73	3.73	3.10	3.77	4.14
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)									
22	VAMC Loma Linda, CA - 605	1								
22	VAMC Long Beach, CA - 600	5	3.60	3.60	3.40	3.00	3.20	2.60	3.20	3.80
22	VAMC San Diego, CA - 664	8	3.50	3.50	3.25	2.00	3.00	2.75	2.63	3.75
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	2	3.00	4.50	5.00	4.00	4.50	4.00	5.00	5.00
23	VAH&ROC Sioux Falls, SD - 438	3	4.00	4.67	4.67	4.50	4.00	2.67	3.00	4.00
23	VAM&ROC Fargo, ND - 437	6	3.60	4.20	4.00	4.00	3.20	2.00	3.00	3.40
23	VAMC Minneapolis, MN - 618	5	3.80	3.80	3.80	3.00	3.20	3.00	3.80	3.60
23	VAMC St. Cloud, MN - 656	1	3.00	3.00	3.00	4.00	3.00	3.00	4.00	4.00
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	1	4.00	4.00	4.00	4.00	3.00	3.00	5.00	5.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	3	3.67	3.33	3.67	3.67	3.33	3.50	3.67	4.33
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	2	3.50	3.50	3.50	2.50	3.00	2.50	3.50	3.50
23	VA HCS (VAMC Omaha - 636)									
23	VAMC Iowa City, IA - 584	1	3.00	3.00	3.00	4.00	3.00	3.00	4.00	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-6

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	2	4.50	4.50	3.50	4.00	3.50	4.00	4.00
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2	5.00	5.00	3.50	4.00	5.00	5.00	4.00
1	VAM&ROC Togus, ME - 402								
1	VAM&ROC White River Junction, VT - 405								
1	VAMC Manchester, NH - 608	3	3.00	3.00	2.50	3.67	4.00	3.67	1.33
1	VAMC Northampton, MA - 631	2	3.50	3.50	2.50	3.50	3.50	4.50	3.50
1	VAMC Providence, RI - 650	4	3.50	3.25	2.75	3.33	3.75	3.25	3.00
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	16	3.93	3.67	2.93	4.13	3.80	3.53	3.46
2	VAMC Albany, NY - 500	8	4.13	3.88	3.50	4.13	3.63	3.63	3.50
2	VAMC Canandaigua, NY - 528A5 (Rochester)	2	2.50	2.50	2.00	3.50	3.00	3.00	2.50
2	VAMC Syracuse, NY - 670	6	3.50	3.00	3.00	4.33	4.00	3.80	2.50
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	16	3.87	2.88	2.56	4.13	2.81	3.50	2.63
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	23	4.43	4.26	3.57	4.30	3.70	4.17	3.86
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	12	3.92	3.73	3.67	4.36	3.75	4.09	3.90
3	VAMC Northport, NY - 632	16	4.06	3.13	3.13	4.25	4.19	3.63	3.06
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	17	3.50	3.06	2.69	3.44	2.88	3.25	2.56
4	VAM&ROC Wilmington, DE - 460								
4	VAMC Altoona, PA - 503								
4	VAMC Butler, PA - 529	1	4.00	4.00	3.00	5.00	4.00	5.00	3.00
4	VAMC Clarksburg, WV - 540	6	3.00	3.00	2.75	3.00	3.25	2.60	2.75
4	VAMC Coatesville - 542	33	3.33	3.16	2.69	3.43	3.06	3.32	3.65

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-7

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
4	VAMC Erie, PA - 562	3	4.33	4.33	4.67	4.67	4.67	4.67	5.00
4	VAMC Lebanon, PA - 595	1	4.00	4.00	4.00	4.00	4.00	4.00	3.00
4	VAMC Philadelphia, PA - 642*	13	3.77	3.62	2.69	3.69	3.31	3.38	3.31
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)								
5	VAMC Martinsburg, WV - 613	3	2.67	3.00	1.67	3.67	3.00	3.67	1.67
5	VAMC Washington, DC - 688	4	3.25	3.25	2.00	3.75	2.50	3.50	2.50
6	VAMC Asheville, NC - 637	1	4.00	4.00	3.00	4.00	3.00		1.00
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	3	3.67	3.67	3.33	4.00	4.00	3.67	2.67
6	VAMC Fayetteville, NC - 565								
6	VAMC Hampton, VA - 590	2	4.00	3.50	2.00	3.50	2.00	3.00	2.00
6	VAMC Richmond, VA - 652	4	4.75	4.75	3.75	4.75	4.50	4.75	3.50
6	VAMC Salem, VA - 658	10	3.50	3.70	3.20	4.00	3.90	3.70	3.90
6	VAMC Salisbury, NC - 659	7	3.71	3.00	3.57	4.00	4.00	3.71	3.00
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	6	4.00	3.50	3.40	4.17	3.17	3.83	2.17
7	VAMC - Augusta, GA - 509	9	3.44	3.00	2.44	3.88	2.71	3.11	3.00
7	VAMC Atlanta, GA - 508	88	4.02	4.00	3.44	4.07	3.63	4.23	3.62
7	VAMC Birmingham, AL - 521								
7	VAMC Charleston, SC - 534	1	3.00	3.00	2.00	4.00	2.00	2.00	2.00
7	VAMC Columbia, SC - 544	11	3.90	3.60	3.20	3.80	3.50	3.50	2.80
7	VAMC Dublin, GA - 557								
7	VAMC Tuscaloosa, AL - 679	5	3.20	3.00	2.20	3.20	2.50	2.60	1.80
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	9	3.11	2.89	2.89	3.33	3.38	3.22	2.13
8	VAH Tampa, FL - 673	7	2.00	2.00	2.00	2.50	2.17	2.17	1.83
8	VAMC Bay Pines - 516	1	5.00	4.00	4.00	4.00	3.00	4.00	3.00
8	VAMC Miami, FL - 546	45	3.75	3.53	2.90	3.96	3.64	4.00	3.60
8	VAMC West Palm Beach, FL - 548	3	2.50	2.00	1.50	4.50	2.50	3.50	2.00

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 1-8

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	10	3.30	3.22	2.80	3.80	3.00	3.20	2.70
9	VAMC Lexington, KY - 596								
9	VAMC Louisville, KY - 603	1	2.00	1.00	1.00	2.00	1.00	2.00	1.00
9	VAMC Memphis, TN - 614	1	5.00	2.00	4.00	1.00	2.00	1.00	5.00
9	VAMC Mountain Home, TN - 621	2	3.50	3.00	3.00	4.50	4.00	3.50	1.50
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)								
10	VAMC Chillicothe, OH - 538	3	4.00	2.50	2.50	4.00	3.00	2.50	2.50
10	VAMC Cincinnati, OH - 539	9	4.00	3.71	2.67	4.00	3.25	3.63	3.50
10	VAMC Cleveland, OH - 541	4	5.00	3.67	3.33	5.00	4.67	4.67	4.67
10	VAMC Dayton, OH - 552	3	5.00	5.00	4.00	4.50	4.00	4.33	2.67
10	VAOPC Columbus, OH - 757	2	4.00	4.00	4.00	4.00	3.00	3.00	3.00
11	Toledo, OH, Outpatient Clinic	4	4.00	3.75	3.25	4.25	4.00	3.50	2.50
11	VA Ann Arbor HCS, MI - 506	5	4.00	3.80	2.80	4.20	3.60	4.00	3.20
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	15	4.27	3.13	3.93	3.73	3.53	3.64	3.73
11	VAMC Battle Creek, MI - 515	12	3.50	2.91	2.36	3.92	2.11	3.58	3.18
11	VAMC Danville, IL - 550	4	3.00	2.50	3.00	3.50	2.75	3.00	2.67
11	VAMC Detroit, MI - 553	4	4.50	4.00	2.50	4.50	4.00	4.00	3.50
11	VAMC Indianapolis - 583	7	4.43	4.29	3.14	4.29	3.57	3.57	3.86
11	VAMC Saginaw, MI - 655								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	9	4.00	3.67	3.56	4.00	3.44	3.44	2.78
12	VAH Madison, WI - 607	2	3.00	2.50	3.00	3.00	2.50	3.00	3.00
12	VAMC Iron Mountain, MI - 585	4	4.00	3.75	3.00	4.50	4.25	4.00	2.25
12	VAMC Milwaukee, WI - 695	15	3.77	3.85	3.07	3.64	3.50	3.43	2.86
12	VAMC North Chicago, IL - 556	1	5.00	5.00	4.00	5.00	5.00	4.00	4.00
12	VAMC Tomah, WI - 676	3	4.33	4.50	3.00	4.33	3.67	3.50	3.00
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	3	5.00	5.00	4.67	5.00	3.33	4.00	2.67
15	VAH Columbia, MO - 543	5	4.00	3.60	3.40	3.80	3.80	3.20	3.60
15	VAM&ROC Wichita, KS - 452								

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-9

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
15	VAMC Kansas City, MO - 589								
15	VAMC Marion, IL - 609	1	5.00	5.00	5.00	2.00	3.00	3.00	2.00
15	VAMC Poplar Bluff, MO - 647	3	4.33	4.00	4.00	4.33	4.33	4.33	2.33
15	VAMC St. Louis, MO - 657	9	3.67	3.33	2.78	3.56	3.78	4.00	2.78
15	VAMC Topeka, KS	5	4.80	4.80	3.00	4.00	3.75	4.20	3.25
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	14	3.92	4.00	3.23	4.00	3.69	3.31	4.46
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	4	3.25	2.50	2.25	2.50	2.00	2.50	1.67
16	VAMC Alexandria, LA - 502	9	4.11	3.44	2.89	3.89	4.33	3.78	2.78
16	VAMC Fayetteville, AR - 564								
16	VAMC Houston, TX - 580	5	4.00	3.75	4.00	4.00	3.75	3.50	3.50
16	VAMC Jackson, MS - 586	2	4.00	4.00	2.50	3.50	3.00	3.00	3.50
16	VAMC New Orleans, LA - 629	1							
16	VAMC Oklahoma City, OK - 635	2	2.50	2.50	2.50	2.50	2.50	2.50	3.00
16	VAMC Shreveport, LA - 667	1	3.00	2.00	2.00	5.00	5.00	4.00	1.00
16	VAMC Muskogee, OK-623								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	1	2.00	2.00	1.00	4.00	4.00	5.00	2.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3	4.33	4.00	4.33	4.33	4.33	4.33	4.33
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	1	4.00	4.00	3.00	3.00	4.00	4.00	3.00
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	2	3.00	4.00	2.50	3.50	3.50	3.50	1.50
18	EI Paso VA HCS, TX - 756	10	4.10	4.00	3.50	4.10	4.10	4.00	2.00
18	VA New Mexico HCS - 501 (Alburquerque, NM)								
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	1	4.00	3.00	3.00	3.00	3.00	3.00	
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	4.20	3.60	4.20	4.60	4.00	4.00	3.40

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-10

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
18	VAMC Amarillo, TX - 504	4	3.00	2.75	3.75	3.75	3.25	2.25	2.50
18	VA West Texas HCS - 519 (Big Springs, TX)								
18	VAMC Phoenix, AZ - 644	2	2.50	2.50	2.50	3.00	2.00	2.50	2.00
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	11	3.60	3.44	3.11	3.90	3.50	3.90	2.50
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)								
19	VAM&ROC Cheyenne, WY - 442	1	5.00	5.00	4.00	5.00	5.00	5.00	4.00
19	VAMC Grand Junction, CO - 575	2	3.00	3.00	2.50	2.50	3.00	2.50	2.50
19	VAMC Salt Lake City, UT - 660	5	4.20	4.20	4.00	3.80	3.80	4.00	3.20
19	VAMC Sheridan, WY - 666	1	4.00	4.00	3.00	4.00	3.00	4.00	1.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	3	3.67	3.00	2.67	3.00	3.33	2.67	1.00
20	VA DOM White City, OR - 692	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	1	4.00	4.00	2.00	3.00	3.00	2.00	2.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	11	4.45	4.36	3.64	3.18	3.09	3.27	3.10
20	VAMC Boise, ID - 531	1	5.00		5.00	5.00	3.00	4.00	5.00
20	VAMC Portland, OR - 648	14	2.64	2.14	2.00	2.43	2.57	2.43	1.92
20	VAMC Spokane, WA - 668	19	2.47	2.32	2.26	2.26	2.53	2.74	2.63
20	VAMC Walla Walla, WA - 687	4	3.25	3.25	2.75	2.25	2.75	3.00	2.25
21	VA Central California HCS, CA - 570 (Fresno, CA)	3	4.50	4.50	4.00	4.50	4.00	4.50	4.50
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	11	3.10	2.64	2.27	3.18	2.82	3.09	1.91
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	2	3.50	3.50	2.50	3.50	3.00	4.00	2.50

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-11

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)								
21	VAM&ROC Honolulu, HI - 459	10	3.40	3.00	2.44	2.90	2.56	2.70	2.44
21	VAMC San Francisco, CA - 662	4	3.50	3.50	2.75	3.75	3.00	3.75	3.25
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	31	3.62	3.48	2.86	3.83	3.34	3.53	3.52
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	1							
22	VAMC Long Beach, CA - 600	5	3.40	3.60	3.20	4.00	4.00	4.00	3.60
22	VAMC San Diego, CA - 664	8	3.25	3.38	3.50	3.88	3.50	3.38	2.88
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	2	5.00	5.00	2.50	5.00	2.50	5.00	1.00
23	VAH&ROC Sioux Falls, SD - 438	3	4.00	3.67	3.67	4.33	3.67	3.67	3.00
23	VAM&ROC Fargo, ND - 437	6	3.50	2.80	2.80	4.00	3.20	3.80	2.75
23	VAMC Minneapolis, MN - 618	5	3.40	3.60	3.00	2.60	2.80	3.40	3.40
23	VAMC St. Cloud, MN - 656	1	4.00	4.00	3.00	3.00	4.00	3.00	4.00
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	1	5.00	5.00	4.00	5.00	5.00	5.00	5.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	3	3.33	4.00	3.33	3.67	4.00	3.67	2.67
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	2	3.00	2.50	3.00	3.50	3.50	2.00	3.00
23	VA HCS (VAMC Omaha - 636)								
23	VAMC Iowa City, IA - 584	1	4.00	2.00	3.00	3.00	3.00	2.00	2.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-12

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	2	3.00	4.50	4.50	3.50	3.50	4.00	4.00
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2	4.50	4.50	4.00	5.00	2.50	3.00	3.00
1	VAM&ROC Togus, ME - 402								
1	VAM&ROC White River Junction, VT - 405								
1	VAMC Manchester, NH - 608	3	4.00	4.67	4.33	4.33	2.00	2.00	2.00
1	VAMC Northampton, MA - 631	2	4.00	4.50	4.00	4.50	2.50	2.50	2.00
1	VAMC Providence, RI - 650	4	3.75	4.25	3.75	4.25	1.50	2.50	2.75
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	16	3.71	4.00	3.87	3.87	2.57	2.53	2.67
2	VAMC Albany, NY - 500	8	4.25	4.63	4.63	4.38	3.25	3.50	3.50
2	VAMC Canandaigua, NY - 528A5 (Rochester)	2	4.00	4.50	4.50	4.00	1.50	1.50	1.50
2	VAMC Syracuse, NY - 670	6	4.00	4.67	4.67	4.67	2.00	2.67	2.50
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	16	3.75	4.19	3.50	3.94	3.13	3.50	3.31
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	23	4.32	4.43	4.27	4.39	4.13	4.04	3.96
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	12	4.10	4.27	4.36	4.20	2.42	3.50	3.83
3	VAMC Northport, NY - 632	16	4.29	4.13	4.20	4.00	3.31	3.60	3.80
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	17	3.19	3.38	3.31	3.38	2.38	2.50	2.25
4	VAM&ROC Wilmington, DE - 460								
4	VAMC Altoona, PA - 503								
4	VAMC Butler, PA - 529	1	4.00	5.00	5.00	4.00	4.00	4.00	4.00
4	VAMC Clarksburg, WV - 540	6	3.25	3.75	3.50	4.00	2.80	2.75	2.50
4	VAMC Coatesville - 542	33	3.71	3.81	3.73	3.83	2.50	2.83	2.87

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-13

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
4	VAMC Erie, PA - 562	3	4.67	4.67	4.67	4.67	4.00	4.33	4.67
4	VAMC Lebanon, PA - 595	1	4.00	4.00	4.00	4.00	3.00	3.00	3.00
4	VAMC Philadelphia, PA - 642*	13	3.69	3.83	3.62	3.58	2.08	2.38	2.31
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)								
5	VAMC Martinsburg, WV - 613	3	4.00	4.00	3.00	4.00	1.33	2.33	2.33
5	VAMC Washington, DC - 688	4	3.75	4.00	3.75	4.00	2.00	2.75	2.75
6	VAMC Asheville, NC - 637	1		3.00	3.00	3.00	1.00	3.00	3.00
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	3	3.33	3.33	3.00	3.67	2.67	2.67	2.33
6	VAMC Fayetteville, NC - 565								
6	VAMC Hampton, VA - 590	2	3.50	3.00	3.00	3.00	1.00	1.00	1.50
6	VAMC Richmond, VA - 652	4	4.75	4.75	4.75	4.75	4.25	4.25	4.25
6	VAMC Salem, VA - 658	10	3.70	3.50	3.50	3.60	2.70	3.10	2.90
6	VAMC Salisbury, NC - 659	7	3.71	3.86	3.57	3.57	2.57	2.57	2.43
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	6	3.83	4.00	3.60	3.67	2.00	2.40	2.80
7	VAMC - Augusta, GA - 509	9	3.38	4.11	3.57	3.89	3.11	2.56	2.63
7	VAMC Atlanta, GA - 508	88	3.99	4.35	3.74	4.08	2.94	3.17	3.23
7	VAMC Birmingham, AL - 521								
7	VAMC Charleston, SC - 534	1	4.00	4.00	3.00	3.00	1.00	3.00	2.00
7	VAMC Columbia, SC - 544	11	3.60	3.50	3.70	3.50	2.60	2.40	2.50
7	VAMC Dublin, GA - 557								
7	VAMC Tuscaloosa, AL - 679	5	2.20	2.40	2.60	2.75	1.40	1.40	1.80
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	9	3.75	3.75	3.88	3.78	1.56	2.22	2.22
8	VAH Tampa, FL - 673	7	2.17	2.50	2.33	2.33	1.14	1.50	1.83
8	VAMC Bay Pines - 516	1	4.00	4.00	4.00	4.00	2.00	3.00	3.00
8	VAMC Miami, FL - 546	45	3.93	3.80	3.87	3.90	2.12	3.24	3.42
8	VAMC West Palm Beach, FL - 548	3	3.00	3.00	3.50	3.50	1.50	2.00	2.00

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 1-14

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	10	3.60	3.50	3.50	3.50	2.50	2.60	2.80
9	VAMC Lexington, KY - 596								
9	VAMC Louisville, KY - 603	1	2.00	2.00	2.00	3.00	1.00	1.00	1.00
9	VAMC Memphis, TN - 614	1		3.00	3.00	4.00	1.00	2.00	2.00
9	VAMC Mountain Home, TN - 621	2	2.50	3.50	3.50	3.50	1.50	1.50	2.00
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)								
10	VAMC Chillicothe, OH - 538	3	3.00	4.00	4.00	3.50	2.50	3.00	2.00
10	VAMC Cincinnati, OH - 539	9	3.67	3.44	3.44	3.44	2.78	3.22	3.33
10	VAMC Cleveland, OH - 541	4	4.67	5.00	5.00	5.00	5.00	5.00	5.00
10	VAMC Dayton, OH - 552	3	4.00	4.00	4.00	4.33	2.00	2.33	2.33
10	VAOPC Columbus, OH - 757	2	4.00	4.00	4.00	3.50	3.00	3.00	3.00
11	Toledo, OH, Outpatient Clinic	4	3.75	4.00	4.00	4.00	2.75	3.50	3.50
11	VA Ann Arbor HCS, MI - 506	5	4.00	4.40	4.40	4.20	2.60	3.40	3.80
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	15	3.47	3.93	3.69	4.07	2.67	2.93	2.79
11	VAMC Battle Creek, MI - 515	12	4.25	4.42	4.27	4.25	2.58	3.08	2.42
11	VAMC Danville, IL - 550	4	2.75	3.00	2.33	3.00	1.75	2.50	2.50
11	VAMC Detroit, MI - 553	4	5.00	5.00	5.00	5.00	3.00	3.00	3.50
11	VAMC Indianapolis - 583	7	3.86	3.86	4.29	4.00	2.43	3.43	2.71
11	VAMC Saginaw, MI - 655								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	9	3.67	3.67	3.67	3.67	2.22	2.00	2.00
12	VAH Madison, WI - 607	2	3.00	3.50	3.50	3.50	3.50	3.50	3.50
12	VAMC Iron Mountain, MI - 585	4	4.00	4.25	3.75	4.25	2.00	2.75	2.25
12	VAMC Milwaukee, WI - 695	15	3.50	4.00	3.69	3.64	3.00	2.79	2.71
12	VAMC North Chicago, IL - 556	1	4.00	4.00	5.00	4.00	2.00	3.00	3.00
12	VAMC Tomah, WI - 676	3	4.00	4.00	3.67	4.00	3.67	4.00	4.33
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	3	5.00	5.00	5.00	4.67	1.00	1.33	1.33
15	VAH Columbia, MO - 543	5	3.80	3.60	3.60	4.00	2.80	2.40	2.60
15	VAM&ROC Wichita, KS - 452								

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-15

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
15	VAMC Kansas City, MO - 589								
15	VAMC Marion, IL - 609	1	3.00	2.00	2.00	2.00	2.00	2.00	4.00
15	VAMC Poplar Bluff, MO - 647	3	4.00	3.67	3.67	4.00	3.67	3.67	3.67
15	VAMC St. Louis, MO - 657	9	4.11	4.33	4.22	4.33	1.78	3.33	2.89
15	VAMC Topeka, KS	5	4.00	4.00	4.00	4.25	1.50	2.25	1.75
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	14	4.23	4.23	4.25	4.17	2.27	3.23	3.31
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	4	2.67	2.33	2.33	2.33	1.33	1.67	1.67
16	VAMC Alexandria, LA - 502	9	3.89	3.71	4.00	3.57	2.78	2.89	2.56
16	VAMC Fayetteville, AR - 564								
16	VAMC Houston, TX - 580	5	4.00	4.25	3.75	3.50	1.80	2.00	2.40
16	VAMC Jackson, MS - 586	2	4.50	4.50	4.50	4.50	3.50	3.00	2.50
16	VAMC New Orleans, LA - 629	1							
16	VAMC Oklahoma City, OK - 635	2	2.50	2.50	2.50	2.50	2.50	2.50	2.50
16	VAMC Shreveport, LA - 667	1	5.00	5.00	5.00	5.00	4.00	2.00	1.00
16	VAMC Muskogee, OK-623								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	1	5.00	5.00	5.00	5.00	1.00	1.00	1.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3	4.33	4.33	4.33	4.33	3.33	4.00	3.33
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	1	3.00	3.00	3.00	3.00	1.00	2.00	2.00
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	2	4.00	3.50	2.50	3.50	2.50	1.50	2.00
18	EI Paso VA HCS, TX - 756	10	4.20	4.20	4.20	4.10	2.20	2.70	3.00
18	VA New Mexico HCS - 501 (Alburquerque, NM)								
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	1							
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	4.60	4.80	5.00	5.00	1.60	2.20	1.80

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-16

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
18	VAMC Amarillo, TX - 504	4	4.00	4.00	3.75	3.75	1.75	2.25	2.50
18	VA West Texas HCS - 519 (Big Springs, TX)								
18	VAMC Phoenix, AZ - 644	2	1.50	3.00	2.00	3.00	2.50	2.50	2.50
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	11	3.89	3.89	3.67	4.00	2.40	3.30	3.10
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)								
19	VAM&ROC Cheyenne, WY - 442	1	5.00	5.00	5.00	5.00	3.00	4.00	2.00
19	VAMC Grand Junction, CO - 575	2	4.00	4.00	3.50	4.00	2.00	1.50	1.50
19	VAMC Salt Lake City, UT - 660	5	4.40	4.40	4.00	4.40	2.80	2.60	2.60
19	VAMC Sheridan, WY - 666	1	2.00	3.00	3.00	4.00	2.00	1.00	2.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	3	3.67	4.00	4.00	4.33	2.00	3.00	3.00
20	VA DOM White City, OR - 692	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	1	4.00	4.00	4.00	4.00	2.00	2.00	2.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	11	3.82	4.36	4.00	4.27	1.27	2.36	2.80
20	VAMC Boise, ID - 531	1	4.00	4.00	4.00	4.00	2.00	2.00	2.00
20	VAMC Portland, OR - 648	14	2.85	3.23	2.92	2.92	1.50	1.71	1.79
20	VAMC Spokane, WA - 668	19	3.26	3.21	3.11	3.42	1.58	2.58	2.89
20	VAMC Walla Walla, WA - 687	4	3.00	2.75	2.50	2.75	1.25	2.25	2.50
21	VA Central California HCS, CA - 570 (Fresno, CA)	3	5.00	5.00	5.00	5.00	1.50	3.50	3.50
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	11	3.18	3.55	3.36	3.50	1.90	2.20	2.00
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	2	4.50	4.00	4.00	4.00	1.00	2.00	1.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-17

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)								
21	VAM&ROC Honolulu, HI - 459	10	3.00	2.89	2.88	3.00	1.40	1.60	1.80
21	VAMC San Francisco, CA - 662	4	3.75	4.25	3.75	4.25	2.25	2.25	2.25
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	31	3.72	4.21	4.00	4.00	2.57	2.69	2.61
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	1							
22	VAMC Long Beach, CA - 600	5	4.40	4.40	4.40	4.40	2.40	3.20	3.00
22	VAMC San Diego, CA - 664	8	3.88	4.13	4.00	3.88	2.88	2.50	2.38
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	2	3.00	5.00	5.00	5.00	3.00	4.00	3.00
23	VAH&ROC Sioux Falls, SD - 438	3	4.00	3.67	3.67	3.67	2.33	2.50	3.33
23	VAM&ROC Fargo, ND - 437	6	3.80	3.80	3.60	4.00	2.20	2.40	2.60
23	VAMC Minneapolis, MN - 618	5	3.40	4.00	3.80	3.75	2.25	3.25	3.60
23	VAMC St. Cloud, MN - 656	1	4.00	3.00	3.00	4.00	2.00	2.00	2.00
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	1	4.00	5.00	4.00	5.00	2.00	3.00	2.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	3	3.67	3.67	3.67	3.67	3.00	3.33	2.67
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	2	3.50	3.50	3.00	3.50	2.50	2.00	2.50
23	VA HCS (VAMC Omaha - 636)								
23	VAMC Iowa City, IA - 584	1	3.00	2.00	2.00	3.00	2.00	2.00	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-18

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	2	5.00	2.50	3.50	5.00	4.00	4.50	4.00
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2	5.00	3.00	4.00	4.00	4.00	5.00	5.00
1	VAM&ROC Togus, ME - 402								
1	VAM&ROC White River Junction, VT - 405								
1	VAMC Manchester, NH - 608	3	2.33	2.50	3.00	2.33	2.67	2.33	2.67
1	VAMC Northampton, MA - 631	2	3.50	2.50	3.00	2.00	3.50	3.00	2.50
1	VAMC Providence, RI - 650	4	3.00	1.75	2.75	2.50	2.25	3.25	3.50
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	16	3.60	3.21	3.21	2.53	2.73	3.00	3.33
2	VAMC Albany, NY - 500	8	3.25	2.88	3.25	2.29	2.86	3.63	3.75
2	VAMC Canandaigua, NY - 528A5 (Rochester)	2	4.00	2.50	3.50	2.00	2.00	2.50	2.50
2	VAMC Syracuse, NY - 670	6	3.50	2.67	3.00	3.00	3.17	3.50	3.83
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	16	3.19	2.56	2.88	2.19	2.38	2.88	2.50
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	23	4.17	4.10	3.95	3.61	3.87	4.00	3.96
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	12	4.25	4.11	4.00	3.36	3.40	3.75	3.67
3	VAMC Northport, NY - 632	16	4.00	3.71	3.67	3.07	3.40	3.88	3.63
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	17	3.56	2.88	2.94	2.75	2.75	2.94	3.63
4	VAM&ROC Wilmington, DE - 460								
4	VAMC Altoona, PA - 503								
4	VAMC Butler, PA - 529	1	5.00	3.00	4.00	3.00	3.00	3.00	4.00
4	VAMC Clarksburg, WV - 540	6	4.00	2.75	2.75	3.25	2.50	2.75	3.75
4	VAMC Coatesville - 542	33	3.61	3.00	3.03	2.61	2.77	2.90	3.19

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
4	VAMC Erie, PA - 562	3	4.33	4.67	4.67	4.33	4.00	4.67	4.33
4	VAMC Lebanon, PA - 595	1	4.00	4.00	4.00	3.00	4.00	3.00	3.00
4	VAMC Philadelphia, PA - 642*	13	3.92	3.46	3.15	3.00	2.92	2.33	2.58
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)								
5	VAMC Martinsburg, WV - 613	3	4.00	3.33	3.67	3.00	2.00	3.00	4.33
5	VAMC Washington, DC - 688	4	3.25	2.75	3.00	1.75	2.25	2.50	2.75
6	VAMC Asheville, NC - 637	1	3.00	3.00	3.00	2.00	1.00	1.00	2.00
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	3	3.67	3.33	3.00	3.00	2.67	3.00	3.67
6	VAMC Fayetteville, NC - 565								
6	VAMC Hampton, VA - 590	2	3.50	2.00	1.50	2.50	2.00	2.50	2.50
6	VAMC Richmond, VA - 652	4	4.25	3.50	3.50	3.75	4.00	4.25	4.25
6	VAMC Salem, VA - 658	10	3.90	3.30	3.40	2.70	3.10	3.30	3.40
6	VAMC Salisbury, NC - 659	7	4.00	3.00	4.00	3.57	3.71	3.71	3.14
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	6	3.17	2.67	2.17	2.67	2.67	2.83	3.50
7	VAMC - Augusta, GA - 509	9	3.00	2.71	2.57	2.71	2.50	2.75	3.33
7	VAMC Atlanta, GA - 508	88	2.95	2.43	2.45	2.77	3.04	3.52	3.34
7	VAMC Birmingham, AL - 521								
7	VAMC Charleston, SC - 534	1	4.00	3.00	3.00	3.00	2.00	3.00	4.00
7	VAMC Columbia, SC - 544	11	3.90	3.30	3.10	2.90	3.10	3.20	3.90
7	VAMC Dublin, GA - 557								
7	VAMC Tuscaloosa, AL - 679	5	2.60	2.60	2.60	2.60	2.00	2.40	2.80
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	9	3.38	2.88	2.75	2.50	2.67	2.56	2.89
8	VAH Tampa, FL - 673	7	2.00	1.83	2.17	2.00	2.17	2.17	2.17
8	VAMC Bay Pines - 516	1	4.00	4.00	4.00	4.00	2.00	2.00	4.00
8	VAMC Miami, FL - 546	45	3.18	2.73	2.92	2.81	3.08	2.81	2.93
8	VAMC West Palm Beach, FL - 548	3	3.50	2.00	2.50	2.50	2.50	1.50	2.50

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 1-20

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	10	3.60	3.40	3.10	2.90	2.90	3.10	3.20
9	VAMC Lexington, KY - 596								
9	VAMC Louisville, KY - 603	1	2.00	2.00	1.00	2.00	1.00	2.00	2.00
9	VAMC Memphis, TN - 614	1	4.00	1.00	3.00	1.00	1.00	1.00	3.00
9	VAMC Mountain Home, TN - 621	2	4.00	3.50	3.00	2.50	2.00	2.00	2.50
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)								
10	VAMC Chillicothe, OH - 538	3	4.00	2.00	2.50	3.00	2.50	3.50	3.00
10	VAMC Cincinnati, OH - 539	9	3.00	2.44	3.00	3.22	2.89	2.78	2.44
10	VAMC Cleveland, OH - 541	4	4.67	4.67	3.33	4.67	4.67	4.67	4.67
10	VAMC Dayton, OH - 552	3	4.67	2.67	3.67	4.33	4.33	4.00	5.00
10	VAOPC Columbus, OH - 757	2	5.00	4.00	4.50	3.00	3.00	3.00	2.50
11	Toledo, OH, Outpatient Clinic	4	3.33	3.25	3.67	3.25	3.00	3.25	3.25
11	VA Ann Arbor HCS, MI - 506	5	3.40	2.80	3.00	2.50	2.80	2.80	3.00
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	15	3.93	3.20	3.14	3.20	3.07	2.13	2.33
11	VAMC Battle Creek, MI - 515	12	3.33	2.45	2.83	2.90	2.27	3.36	3.64
11	VAMC Danville, IL - 550	4	3.75	2.00	2.67	2.00	2.25	3.25	3.00
11	VAMC Detroit, MI - 553	4	4.50	3.50	4.00	3.50	3.50	4.00	4.00
11	VAMC Indianapolis - 583	7	4.14	3.29	3.00	3.29	2.71	2.71	3.00
11	VAMC Saginaw, MI - 655								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	9	3.33	2.00	2.22	2.56	2.44	2.67	3.13
12	VAH Madison, WI - 607	2	3.50	2.50	4.00	3.00	3.00	3.50	3.50
12	VAMC Iron Mountain, MI - 585	4	3.75	3.00	3.00	3.25	2.33	2.25	2.75
12	VAMC Milwaukee, WI - 695	15	4.00	2.92	3.31	2.77	3.00	3.33	3.50
12	VAMC North Chicago, IL - 556	1	4.00	4.00	3.00	4.00	3.00	3.00	3.00
12	VAMC Tomah, WI - 676	3	4.00	3.50	3.00	3.33	3.67	3.33	3.67
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	3	4.33	3.33	4.00	2.67	3.33	2.67	4.67
15	VAH Columbia, MO - 543	5	4.25	3.60	4.25	3.20	2.40	3.40	3.40
15	VAM&ROC Wichita, KS - 452								

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
15	VAMC Kansas City, MO - 589								
15	VAMC Marion, IL - 609	1	4.00	3.00	4.00	3.00	4.00	4.00	3.00
15	VAMC Poplar Bluff, MO - 647	3	4.33	2.33	3.50	3.33	3.67	3.67	3.67
15	VAMC St. Louis, MO - 657	9	3.44	2.33	2.78	2.67	2.22	2.56	2.89
15	VAMC Topeka, KS	5	2.50	3.50	3.40	2.25	2.00	2.00	2.75
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	14	4.23	3.38	3.69	3.46	3.31	3.46	4.23
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	4	3.50	2.75	2.75	3.25	2.67	3.00	3.25
16	VAMC Alexandria, LA - 502	9	4.22	3.50	3.00	2.57	2.67	2.63	2.63
16	VAMC Fayetteville, AR - 564								
16	VAMC Houston, TX - 580	5	4.25	3.75	3.50	3.75	3.75	4.00	4.00
16	VAMC Jackson, MS - 586	2	3.50	3.00	2.50	3.00	3.00	2.50	2.50
16	VAMC New Orleans, LA - 629	1							
16	VAMC Oklahoma City, OK - 635	2	2.50	2.50	2.50	2.50	2.50	2.50	3.50
16	VAMC Shreveport, LA - 667	1	2.00	2.00	2.00	2.00	2.00	2.00	3.00
16	VAMC Muskogee, OK-623								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	1	5.00	3.00	1.00	1.00	1.00	3.00	2.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3	4.00	2.00	2.67	4.00	4.00	4.33	3.67
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	2	4.00	3.00	3.00	2.00	2.50	1.50	2.50
18	EI Paso VA HCS, TX - 756	10	3.40	2.44	2.40	3.50	3.10	3.20	3.10
18	VA New Mexico HCS - 501 (Alburquerque, NM)								
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	1	4.00				3.00	3.00	4.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	4.20	2.60	3.40	2.40	3.60	4.20	4.20

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-22

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
18	VAMC Amarillo, TX - 504	4	3.25	3.00	2.75	2.33	2.50	2.50	2.25
18	VA West Texas HCS - 519 (Big Springs, TX)								
18	VAMC Phoenix, AZ - 644	2	3.50	3.00	3.00	3.50	3.50	3.00	3.00
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	11	4.00	3.00	2.50	3.50	3.33	3.00	2.89
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)								
19	VAM&ROC Cheyenne, WY - 442	1	5.00	4.00	5.00	2.00	2.00	2.00	4.00
19	VAMC Grand Junction, CO - 575	2	4.00	3.00	3.00	4.50	4.50	3.50	3.00
19	VAMC Salt Lake City, UT - 660	5	3.40	3.40	3.00	3.60	3.60	3.80	3.80
19	VAMC Sheridan, WY - 666	1	3.00	1.00	2.00	2.00	2.00	2.00	3.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	3	2.67	2.67	2.67	3.00	3.00	3.33	3.33
20	VA DOM White City, OR - 692	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	1	3.00	3.00	2.00	3.00	2.00	3.00	3.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	11	3.55	2.40	2.50	2.50	2.91	3.73	3.60
20	VAMC Boise, ID - 531	1	5.00	4.00	4.00	5.00	5.00	4.00	3.00
20	VAMC Portland, OR - 648	14	2.86	2.08	2.57	2.38	2.08	3.07	3.07
20	VAMC Spokane, WA - 668	19	3.47	3.42	3.37	3.11	2.95	2.11	2.58
20	VAMC Walla Walla, WA - 687	4	3.75	3.75	3.50	2.50	2.25	2.75	2.50
21	VA Central California HCS, CA - 570 (Fresno, CA)	3	4.00	2.00	4.50	4.50	3.00	5.00	4.50
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	11	3.40	2.40	2.40	2.80	2.20	2.20	2.20
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	2	2.50	2.50	2.50	3.00	3.00	3.50	4.50

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money	Job training	Job placement
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)								
21	VAM&ROC Honolulu, HI - 459	10	3.56	3.10	3.00	3.20	2.50	2.90	3.00
21	VAMC San Francisco, CA - 662	4	3.50	2.50	2.75	2.75	2.50	2.67	2.75
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	31	3.59	3.24	3.59	3.07	3.14	3.34	3.31
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	1							
22	VAMC Long Beach, CA - 600	5	4.40	3.40	3.60	2.60	2.60	3.80	3.80
22	VAMC San Diego, CA - 664	8	3.75	2.75	3.00	2.75	2.63	3.38	3.29
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	2	3.00	1.00	2.00	1.00	1.00	5.00	5.00
23	VAH&ROC Sioux Falls, SD - 438	3	4.00	3.67	4.00	4.00	3.33	3.33	3.67
23	VAM&ROC Fargo, ND - 437	6	3.60	2.80	3.00	2.40	2.60	2.80	3.20
23	VAMC Minneapolis, MN - 618	5	3.80	3.40	3.20	2.40	1.80	2.60	3.40
23	VAMC St. Cloud, MN - 656	1	4.00	3.00	3.00	2.00	2.00	3.00	3.00
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	1	4.00	3.00	4.00	3.00	3.00	4.00	5.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	3	3.67	3.67	3.67	3.67	3.33	3.00	4.00
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	2	4.00	3.50	3.00	3.00	2.50	2.50	3.00
23	VA HCS (VAMC Omaha - 636)								
23	VAMC Iowa City, IA - 584	1	4.00	3.00	3.00	3.00	2.00	4.00	4.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/documents	Transportation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	2	5.00	4.50	4.50	3.00	3.50	3.50	2.50
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2	4.50	3.00	3.00	2.00	3.00	3.00	3.00
1	VAM&ROC Togus, ME - 402								
1	VAM&ROC White River Junction, VT - 405								
1	VAMC Manchester, NH - 608	3	3.00	2.33	2.33	2.00	1.67	2.00	3.67
1	VAMC Northampton, MA - 631	2	2.50	2.00	3.50	1.00	1.00	2.50	4.00
1	VAMC Providence, RI - 650	4	3.25	3.00	2.75	1.75	2.50	2.50	3.00
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	16	3.40	2.57	2.77	2.71	2.93	3.27	3.27
2	VAMC Albany, NY - 500	8	3.38	3.00	3.50	2.75	2.63	2.88	3.38
2	VAMC Canandaigua, NY - 528A5 (Rochester)	2	3.50	1.50	3.50	3.00	1.50	3.50	4.00
2	VAMC Syracuse, NY - 670	6	3.83	2.67	3.67	2.17	2.17	3.67	3.83
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	16	3.07	2.25	2.81	2.13	1.75	2.80	3.94
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	23	4.18	3.87	3.78	2.62	3.27	4.06	4.05
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	12	3.73	3.75	3.83	2.50	2.67	3.55	3.50
3	VAMC Northport, NY - 632	16	3.63	3.25	2.94	2.47	3.88	3.47	3.36
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	17	3.31	2.88	2.88	2.33	2.44	3.19	3.25
4	VAM&ROC Wilmington, DE - 460								
4	VAMC Altoona, PA - 503								
4	VAMC Butler, PA - 529	1	5.00	5.00	5.00	4.00	3.00	4.00	3.00
4	VAMC Clarksburg, WV - 540	6	3.00	2.80	3.00	2.00	2.50	2.75	3.75
4	VAMC Coatesville - 542	33	3.20	2.87	2.87	2.33	2.61	2.84	3.42

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
4	VAMC Erie, PA - 562	3	5.00	5.00	4.67	4.33	4.33	4.67	4.33
4	VAMC Lebanon, PA - 595	1	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4	VAMC Philadelphia, PA - 642*	13	3.38	2.62	2.75	2.00	2.75	3.08	3.38
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)								
5	VAMC Martinsburg, WV - 613	3	4.33	1.33	3.00	2.67	3.33	3.00	5.00
5	VAMC Washington, DC - 688	4	3.00	2.50	2.75	1.67	2.67	1.67	4.25
6	VAMC Asheville, NC - 637	1	5.00	3.00	5.00	1.00	2.00	1.00	3.00
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	3	3.00	3.33	3.00	3.00	2.67	3.33	4.00
6	VAMC Fayetteville, NC - 565								
6	VAMC Hampton, VA - 590	2	2.50	2.00	2.50	2.00	1.50	1.00	3.50
6	VAMC Richmond, VA - 652	4	4.25	4.00	3.75	1.25	2.50	3.25	4.00
6	VAMC Salem, VA - 658	10	3.70	3.20	3.40	2.70	3.10	3.90	4.20
6	VAMC Salisbury, NC - 659	7	3.86	3.00	3.57	3.00	3.29	3.57	4.14
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	6	3.50	2.50	3.33	1.67	2.00	2.33	3.83
7	VAMC - Augusta, GA - 509	9	2.63	2.75	2.25	1.50	2.50	2.20	2.78
7	VAMC Atlanta, GA - 508	88	3.74	3.43	3.38	2.49	3.04	3.10	3.70
7	VAMC Birmingham, AL - 521								
7	VAMC Charleston, SC - 534	1	4.00	1.00	3.00	2.00	2.00	4.00	3.00
7	VAMC Columbia, SC - 544	11	3.56	2.90	3.20	2.60	2.80	2.90	3.20
7	VAMC Dublin, GA - 557								
7	VAMC Tuscaloosa, AL - 679	5	2.80	2.20	2.00	1.60	2.00	2.40	2.80
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	9	3.67	3.11	2.78	2.33	2.44	3.22	3.33
8	VAH Tampa, FL - 673	7	2.50	2.17	2.17	1.50	1.83	2.33	2.17
8	VAMC Bay Pines - 516	1	4.00	1.00	1.00	4.00	3.00	4.00	4.00
8	VAMC Miami, FL - 546	45	3.23	2.91	2.95	2.26	2.78	3.03	3.59
8	VAMC West Palm Beach, FL - 548	3	2.00	2.00	1.50	1.00	2.50	3.00	3.50

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

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Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/documents	Transportation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	10	3.90	3.70	3.10	2.50	2.90	3.70	3.90
9	VAMC Lexington, KY - 596								
9	VAMC Louisville, KY - 603	1	2.00	2.00	1.00	1.00	2.00	2.00	3.00
9	VAMC Memphis, TN - 614	1	5.00	4.00	3.00	1.00	3.00	3.00	4.00
9	VAMC Mountain Home, TN - 621	2	3.50	3.50	3.00	3.00	3.00	4.00	4.50
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)								
10	VAMC Chillicothe, OH - 538	3	3.50	3.00	3.00	2.00	2.00	3.50	4.00
10	VAMC Cincinnati, OH - 539	9	3.33	2.33	2.89	2.00	2.25	3.22	3.67
10	VAMC Cleveland, OH - 541	4	4.67	5.00	5.00	4.67	4.67	4.67	4.67
10	VAMC Dayton, OH - 552	3	4.00	3.33	3.33	2.33	2.00	3.33	4.67
10	VAOPC Columbus, OH - 757	2	3.00	2.50	2.50	2.00	3.00	4.50	4.00
11	Toledo, OH, Outpatient Clinic	4	3.00	3.00	3.25	3.00	2.75	3.50	3.25
11	VA Ann Arbor HCS, MI - 506	5	3.60	3.60	2.50	2.20	2.60	3.20	3.40
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	15	3.29	3.43	2.64	2.20	2.64	3.20	3.67
11	VAMC Battle Creek, MI - 515	12	3.45	3.45	3.36	1.70	2.30	2.82	3.64
11	VAMC Danville, IL - 550	4	3.25	2.50	2.75	2.00	1.75	2.75	3.00
11	VAMC Detroit, MI - 553	4	3.50	2.00	3.00	2.00	3.00	3.00	3.00
11	VAMC Indianapolis - 583	7	3.14	3.14	2.86	1.86	2.29	3.29	3.86
11	VAMC Saginaw, MI - 655								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	9	2.67	2.33	2.33	2.00	1.78	2.11	2.67
12	VAH Madison, WI - 607	2	3.50	3.50	3.50	1.50	3.50	4.00	4.00
12	VAMC Iron Mountain, MI - 585	4	3.25	3.50	2.75	2.25	2.25	3.25	3.75
12	VAMC Milwaukee, WI - 695	15	3.64	3.29	3.47	2.38	3.07	3.46	3.36
12	VAMC North Chicago, IL - 556	1		2.00	2.00	3.00	4.00	4.00	3.00
12	VAMC Tomah, WI - 676	3	3.33	2.67	3.67	3.00	3.00	3.67	4.67
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	3	4.33	1.67	3.00	2.33	2.67	4.67	5.00
15	VAH Columbia, MO - 543	5	3.40	2.60	3.20	1.80	2.40	3.40	3.20
15	VAM&ROC Wichita, KS - 452								

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/documents	Transportation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
15	VAMC Kansas City, MO - 589								
15	VAMC Marion, IL - 609	1	4.00	2.00	4.00	2.00	4.00	4.00	5.00
15	VAMC Poplar Bluff, MO - 647	3	4.00	4.00	3.67	2.50	3.67	3.67	4.00
15	VAMC St. Louis, MO - 657	9	3.44	2.89	2.67	1.78	2.89	3.00	3.22
15	VAMC Topeka, KS	5	4.40	3.80	2.25	2.75	1.50	3.00	3.50
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	14	3.77	3.00	3.46	2.31	2.23	3.69	3.08
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	4	2.00	1.33	1.67	1.67	2.33	2.75	2.33
16	VAMC Alexandria, LA - 502	9	3.33	2.88	2.50	2.50	2.63	3.33	3.57
16	VAMC Fayetteville, AR - 564								
16	VAMC Houston, TX - 580	5	3.50	2.75	3.25	2.75	3.00	3.50	4.50
16	VAMC Jackson, MS - 586	2	3.50	3.50	2.50	2.50	2.50	3.50	3.50
16	VAMC New Orleans, LA - 629	1							
16	VAMC Oklahoma City, OK - 635	2	3.00	2.50	2.50	2.00	2.50	2.50	2.50
16	VAMC Shreveport, LA - 667	1	4.00	3.00	4.00	3.00	4.00	4.00	5.00
16	VAMC Muskogee, OK-623								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	1	2.00	2.00	2.00	3.00	1.00	2.00	2.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3	4.33	3.67	4.00	2.33	2.67	4.00	3.33
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	2	3.00	2.50	1.50	1.00	2.50	2.00	4.00
18	EI Paso VA HCS, TX - 756	10	3.30	3.20	3.40	2.56	2.70	3.60	3.40
18	VA New Mexico HCS - 501 (Alburquerque, NM)								
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	1		3.00	4.00		3.00	3.00	3.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.80	3.00	3.40	3.40	3.20	2.40	3.80

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-28

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
18	VAMC Amarillo, TX - 504	4	2.25	2.25	2.50	2.75	1.50	2.75	3.00
18	VA West Texas HCS - 519 (Big Springs, TX)								
18	VAMC Phoenix, AZ - 644	2	3.00	2.50	2.00	1.50	2.50	3.50	2.50
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	11	3.40	4.20	3.44	2.25	2.78	3.10	3.20
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)								
19	VAM&ROC Cheyenne, WY - 442	1	4.00	3.00	2.00	2.00	2.00	3.00	5.00
19	VAMC Grand Junction, CO - 575	2	3.50	2.00	2.50	1.50	1.50	5.00	4.00
19	VAMC Salt Lake City, UT - 660	5	3.40	4.20	3.20	2.40	2.80	3.40	3.60
19	VAMC Sheridan, WY - 666	1	3.00	1.00	2.00	1.00	3.00	2.00	4.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	3	3.00	2.67	2.67	2.50	2.33	2.67	2.67
20	VA DOM White City, OR - 692	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	1	3.00	2.00	2.00	1.00	2.00	3.00	3.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	11	3.80	3.10	3.18	1.60	1.82	3.09	3.36
20	VAMC Boise, ID - 531	1	5.00	5.00	3.00	3.00	3.00	4.00	4.00
20	VAMC Portland, OR - 648	14	2.86	2.43	2.29	1.86	1.86	3.00	2.71
20	VAMC Spokane, WA - 668	19	3.32	3.26	2.11	1.84	2.05	3.16	3.05
20	VAMC Walla Walla, WA - 687	4	3.00	3.00	2.50	1.50	2.00	3.50	3.25
21	VA Central California HCS, CA - 570 (Fresno, CA)	3	4.00	4.50	4.50	3.00	2.50	2.50	4.00
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	11	2.82	3.00	2.40	2.00	2.00	2.60	3.00
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	2	3.00	3.50	3.50	1.00	2.50	3.00	4.50

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-29

Appendix 1: 2003 CHALENG Needs Score by VA Facility - VA Representatives' Assessment

VISN	VA Facility - 2003 Name	VA Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)								
21	VAM&ROC Honolulu, HI - 459	10	3.00	2.70	2.20	1.70	2.20	3.10	3.10
21	VAMC San Francisco, CA - 662	4	3.00	2.75	2.50	1.67	2.75	3.00	3.50
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	31	3.45	3.24	3.17	2.00	2.76	3.28	3.38
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	1							
22	VAMC Long Beach, CA - 600	5	3.60	3.20	3.60	3.00	2.60	2.60	4.00
22	VAMC San Diego, CA - 664	8	3.38	2.50	3.25	2.75	2.75	2.88	3.50
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	2	1.00	2.00	1.00	1.00	1.00	1.00	4.00
23	VAH&ROC Sioux Falls, SD - 438	3	3.00	3.33	3.33	3.33	2.67	4.00	4.00
23	VAM&ROC Fargo, ND - 437	6	3.40	3.00	3.00	2.40	2.60	2.60	3.80
23	VAMC Minneapolis, MN - 618	5	3.00	2.20	2.20	2.20	2.60	3.00	3.00
23	VAMC St. Cloud, MN - 656	1	3.00	1.00	3.00	2.00	1.00	2.00	4.00
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	1	5.00	3.00	2.00	2.00	2.00	4.00	3.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	3	3.67	3.00	3.00	3.33	3.00	3.33	4.33
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	2	3.00	2.00	3.00	2.50	3.00	4.00	4.50
23	VA HCS (VAMC Omaha - 636)								
23	VAMC Iowa City, IA - 584	1	3.00	3.00	2.00	2.00	2.00	3.00	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-30

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	3.00	3.62	3.42	2.85	2.74	2.26	2.69	3.04
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.67	4.67	4.17	4.00	3.83	3.83	4.00	3.67
1	VAM&ROC Togus, ME - 402	15	3.64	3.93	3.36	3.64	2.14	1.86	2.85	2.62
1	VAM&ROC White River Junction, VT - 405	1	4.00	4.00	4.00	4.00	1.00	1.00	1.00	2.00
1	VAMC Manchester, NH - 608	18	3.83	4.61	4.22	3.94	2.17	1.39	2.56	2.83
1	VAMC Northampton, MA - 631	20	3.47	4.05	3.79	4.05	3.55	3.00	3.30	3.85
1	VAMC Providence, RI - 650	14	3.14	3.43	3.50	3.14	3.00	2.62	3.50	3.36
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	2.85	3.64	3.36	2.59	2.45	2.21	3.00	2.91
2	VAMC Albany, NY - 500	19	3.07	3.69	3.44	3.47	3.65	2.76	3.24	3.75
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	2.38	3.63	3.75	3.25	2.50	1.75	2.43	3.25
2	VAMC Syracuse, NY - 670	19	3.50	4.17	3.89	3.83	3.24	3.29	3.18	3.67
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.40	3.64	3.48	3.33	2.05	1.50	3.10	3.36
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	2.75	3.50	3.33	2.50	1.75	1.20	2.75	3.00
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	3.06	3.64	3.52	2.97	2.50	2.30	3.42	3.52
3	VAMC Northport, NY - 632	23	2.80	3.91	3.48	3.55	3.05	2.19	3.65	3.82
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	2.81	3.13	3.13	2.71	2.81	2.38	2.44	3.35
4	VAM&ROC Wilmington, DE - 460	17	3.47	3.59	3.65	3.13	2.35	2.18	2.65	2.41
4	VAMC Altoona, PA - 503	47	2.92	3.73	3.51	3.31	2.74	2.85	2.93	3.28
4	VAMC Butler, PA - 529	23	3.37	3.89	3.67	3.10	2.61	2.53	3.16	3.63
4	VAMC Clarksburg, WV - 540	25	3.63	4.26	3.96	4.04	2.39	2.59	2.91	3.04
4	VAMC Coatesville - 542	42	3.59	3.90	3.74	3.53	2.58	1.78	3.49	3.58

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-1

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
4	VAMC Erie, PA - 562	18	4.33	4.50	4.56	4.28	4.33	4.00	4.28	4.06
4	VAMC Lebanon, PA - 595	29	2.74	3.74	3.67	3.04	3.00	2.21	3.33	3.26
4	VAMC Philadelphia, PA - 642*	30	3.27	3.43	3.17	2.80	2.59	2.10	2.97	3.17
4	VAMC Wilkes-Barre, PA - 693									
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.50	3.75	3.63	3.25	3.38	2.63	3.63	3.88
5	VAMC Martinsburg, WV - 613	19	3.00	3.50	3.56	3.00	2.33	2.33	3.44	3.56
5	VAMC Washington, DC - 688	29	3.19	3.70	3.37	3.11	2.93	2.44	3.44	3.57
6	VAMC Asheville, NC - 637	23	3.35	3.83	3.70	3.61	3.39	2.78	3.13	3.57
6	VAMC Beckley, WV - 517									
6	VAMC Durham, NC - 558	2	3.50	4.50	4.00	3.50	2.00	2.00	3.00	4.50
6	VAMC Fayetteville, NC - 565	18	3.47	3.76	3.82	2.71	2.76	2.31	2.88	3.00
6	VAMC Hampton, VA - 590	21	3.25	3.55	3.35	2.40	2.63	2.45	2.75	3.05
6	VAMC Richmond, VA - 652	10	3.40	3.90	3.70	3.20	3.40	2.60	3.20	2.75
6	VAMC Salem, VA - 658	12	3.91	4.00	3.42	3.92	3.58	2.25	3.08	2.92
6	VAMC Salisbury, NC - 659	112	3.54	3.87	3.75	3.71	3.06	2.66	3.32	3.33
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.11	2.21	2.03	1.97	1.95	1.79	2.00	2.11
7	VAMC - Augusta, GA - 509	31	3.10	3.71	3.66	3.23	2.68	2.37	3.13	3.53
7	VAMC Atlanta, GA - 508	22	3.43	3.81	3.65	3.33	3.45	3.35	3.57	3.53
7	VAMC Birmingham, AL - 521	13	2.91	3.64	3.58	3.09	3.33	2.67	2.73	3.25
7	VAMC Charleston, SC - 534	20	3.00	3.28	3.22	2.44	2.65	1.89	2.89	2.95
7	VAMC Columbia, SC - 544	25	3.24	3.86	3.76	3.33	3.05	2.67	2.86	3.24
7	VAMC Dublin, GA - 557	22	3.37	3.42	3.29	3.22	2.78	2.72	3.53	3.45
7	VAMC Tuscaloosa, AL - 679	12	2.73	3.00	3.09	3.09	2.55	2.36	2.45	2.73
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	3.00	3.33	3.21	2.30	2.03	1.88	2.61	2.59
8	VAH Tampa, FL - 673	22	2.23	3.00	2.64	2.09	2.00	1.36	2.45	2.65
8	VAMC Bay Pines - 516	24	3.71	4.17	3.88	2.38	2.42	2.00	2.67	2.67
8	VAMC Miami, FL - 546	29	3.07	3.41	2.97	2.69	2.79	2.00	2.90	3.14
8	VAMC West Palm Beach, FL - 548	17	2.86	2.93	3.14	2.29	2.93	2.29	2.93	2.92

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 2-2

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
8	VAMC San Juan, PR									
9	VAMC Huntington, WV - 581	41	4.11	4.19	4.03	4.32	3.14	2.95	3.05	3.00
9	VAMC Lexington, KY - 596	3	4.00	3.33	3.33	4.33	3.33	2.33	4.00	4.00
9	VAMC Louisville, KY - 603	17	3.00	4.12	3.59	2.88	3.18	2.06	2.76	2.88
9	VAMC Memphis, TN - 614	22	3.28	3.71	3.53	3.35	3.67	2.65	3.50	3.88
9	VAMC Mountain Home, TN - 621	16	3.00	3.08	3.31	3.00	2.14	2.14	2.79	3.15
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	2.81	3.31	3.13	3.00	2.67	2.50	2.75	2.94
10	VAMC Chillicothe, OH - 538	1	4.00	3.00	4.00	4.00	4.00	2.00	3.00	4.00
10	VAMC Cincinnati, OH - 539	19	3.67	4.17	3.65	4.11	3.39	3.11	3.56	4.06
10	VAMC Cleveland, OH - 541	32	4.16	4.38	4.19	4.34	3.75	3.41	3.66	3.72
10	VAMC Dayton, OH - 552	5	3.60	4.40	4.40	3.40	3.20	2.40	3.60	3.40
10	VAOPC Columbus, OH - 757	24	2.54	3.25	3.13	2.65	2.33	2.38	2.83	2.70
11	Toledo, OH, Outpatient Clinic	26	3.00	3.54	3.63	3.21	2.96	2.83	2.92	2.86
11	VA Ann Arbor HCS, MI - 506	17	3.35	4.00	3.82	2.94	2.41	2.12	3.29	3.18
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.35	3.95	3.91	3.78	2.86	2.48	3.45	3.64
11	VAMC Battle Creek, MI - 515	51	3.74	3.96	3.74	3.94	3.54	2.93	3.11	3.37
11	VAMC Danville, IL - 550	13	3.62	4.23	3.92	3.46	2.69	2.08	3.46	3.23
11	VAMC Detroit, MI - 553	36	3.09	3.34	3.20	3.23	3.15	2.40	3.17	3.20
11	VAMC Indianapolis - 583	11	3.64	3.36	3.36	3.18	3.00	2.91	2.64	3.09
11	VAMC Saginaw, MI - 655	4	3.50	3.75	4.00	3.75	2.75	2.25	3.00	2.75
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.21	3.43	3.29	2.64	2.64	1.93	2.92	3.08
12	VAH Madison, WI - 607	16	3.00	3.73	3.80	3.20	1.93	1.87	2.87	2.73
12	VAMC Iron Mountain, MI - 585	4	3.00	2.75	3.00	2.50	2.25	2.25	3.25	3.75
12	VAMC Milwaukee, WI - 695	34	2.70	3.30	3.24	2.65	2.78	2.06	2.76	2.97
12	VAMC North Chicago, IL - 556	13	3.31	3.31	3.15	2.69	2.54	1.69	3.15	3.62
12	VAMC Tomah, WI - 676	15	3.20	3.67	3.27	2.71	3.00	2.86	3.20	3.60
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.58	4.00	3.92	2.54	2.54	2.08	3.15	3.31
15	VAH Columbia, MO - 543	18	3.33	3.56	3.72	3.56	2.83	2.17	3.39	3.28
15	VAM&ROC Wichita, KS - 452	9	2.89	3.44	3.00	1.89	2.56	2.11	2.89	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-3

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
15	VAMC Kansas City, MO - 589	9	3.50	3.88	3.50	3.25	2.25	1.43	2.00	2.25
15	VAMC Marion, IL - 609	6	3.17	3.33	3.33	2.83	2.67	2.17	3.00	4.00
15	VAMC Poplar Bluff, MO - 647	9	3.57	3.29	3.71	3.71	3.29	2.83	3.50	4.40
15	VAMC St. Louis, MO - 657	20	2.85	3.45	3.55	3.11	2.60	2.05	3.15	2.94
15	VAMC Topeka, KS	21	3.81	4.29	4.14	4.05	3.19	3.35	3.81	4.00
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.69	4.08	3.92	3.54	3.33	3.25	3.38	3.62
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	3.04	3.75	3.61	2.33	2.25	1.83	2.63	2.67
16	VAMC Alexandria, LA - 502	36	3.84	4.13	4.13	3.78	3.09	2.70	3.27	3.53
16	VAMC Fayetteville, AR - 564	14	3.25	4.00	3.92	3.00	2.83	2.00	2.75	2.92
16	VAMC Houston, TX - 580	20	3.05	3.70	3.10	2.37	2.80	2.85	2.65	2.95
16	VAMC Jackson, MS - 586	23	3.43	3.70	3.57	3.22	3.00	2.00	3.09	3.43
16	VAMC New Orleans, LA - 629	21	3.42	3.32	3.33	2.80	2.70	2.63	2.42	3.75
16	VAMC Oklahoma City, OK - 635	9	3.11	3.33	3.00	3.00	3.00	2.50	3.25	3.67
16	VAMC Shreveport, LA - 667	11	3.10	3.10	3.20	3.50	3.20	2.90	2.70	3.30
16	VAMC Muskogee, OK-623	18	3.50	4.22	4.00	4.00	2.78	2.17	3.17	3.06
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	3.26	3.50	3.51	2.55	2.42	2.18	2.85	3.00
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	3.34	3.63	3.31	3.38	2.71	2.28	2.81	2.84
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	3.00	3.59	3.29	3.35	3.00	2.00	2.76	2.65
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	3.42	3.79	3.63	3.11	2.89	2.37	2.89	2.89
18	EI Paso VA HCS, TX - 756	39	3.26	3.41	3.44	3.49	3.09	2.77	2.89	2.88
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	2.57	2.86	2.95	2.00	2.27	2.08	2.35	2.45
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	3.13	3.75	3.75	2.88	2.75	1.63	2.25	3.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	4.00	3.80	3.80	2.80	3.00	2.20	3.40	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-4

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
18	VAMC Amarillo, TX - 504	38	3.38	3.88	3.62	3.44	2.71	2.25	2.44	2.91
18	VA West Texas HCS - 519 (Big Springs, TX)	9	2.63	3.00	3.00	2.38	1.75	2.13	2.38	2.63
18	VAMC Phoenix, AZ - 644	20	3.11	3.63	3.50	3.05	3.16	2.11	3.05	3.30
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.67	3.29	3.00	2.56	1.78	1.56	1.67	2.06
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.84	3.24	3.26	2.28	1.95	1.76	2.62	2.42
19	VAM&ROC Cheyenne, WY - 442	33	3.42	3.55	3.52	3.55	2.63	2.13	2.66	2.81
19	VAMC Grand Junction, CO - 575	3	3.67	4.00	3.33	4.00	1.33	1.33	2.33	2.00
19	VAMC Salt Lake City, UT - 660	7	3.71	4.14	4.00	4.57	3.43	2.71	3.14	2.86
19	VAMC Sheridan, WY - 666	3	2.33	4.67	4.67	5.00	2.33	2.67	4.33	4.67
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	2.55	2.91	3.10	3.36	2.45	2.27	2.91	2.64
20	VA DOM White City, OR - 692	20	2.85	3.30	2.65	2.50	1.00	1.00	1.68	2.85
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	2.33	3.42	2.83	1.91	1.91	1.64	1.92	2.08
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	2.67	3.11	3.67	2.33	2.44	2.11	2.78	3.11
20	VAMC Boise, ID - 531	3	4.00	5.00	5.00	5.00	2.00	1.67	4.33	4.33
20	VAMC Portland, OR - 648	8	3.50	3.88	3.38	3.00	3.00	1.88	3.00	2.75
20	VAMC Spokane, WA - 668	37	2.89	3.47	3.53	2.59	2.00	1.80	2.94	3.12
20	VAMC Walla Walla, WA - 687	6	2.50	2.83	3.00	2.67	2.83	2.00	2.50	2.83
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	2.75	3.42	3.00	2.08	2.92	2.33	2.67	3.00
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.12	3.41	3.21	2.74	3.06	2.45	3.12	2.97
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.56	3.11	2.83	2.22	2.72	1.72	2.39	2.72

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-5

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	2.41	3.00	2.94	2.22	2.17	1.88	2.44	2.69
21	VAM&ROC Honolulu, HI - 459	12	3.27	3.83	3.50	3.00	2.67	2.00	2.27	3.00
21	VAMC San Francisco, CA - 662	14	3.50	4.00	3.50	3.29	2.64	1.86	3.07	3.33
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.55	3.94	3.40	3.11	3.25	2.28	3.25	3.38
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)									
22	VAMC Loma Linda, CA - 605	23	2.33	2.60	2.42	1.95	2.60	2.53	2.55	2.74
22	VAMC Long Beach, CA - 600	23	3.53	3.79	3.50	3.10	3.55	2.95	3.75	3.71
22	VAMC San Diego, CA - 664	31	3.60	3.83	3.55	2.50	2.67	2.00	3.10	3.60
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	3.71	4.00	3.86	3.57	3.14	2.43	2.71	3.57
23	VAH&ROC Sioux Falls, SD - 438	19	2.94	3.69	3.19	3.00	2.38	2.00	2.75	2.94
23	VAM&ROC Fargo, ND - 437	37	3.23	3.77	3.71	2.97	2.22	2.00	2.91	3.12
23	VAMC Minneapolis, MN - 618	27	3.19	3.92	3.73	3.04	2.62	2.00	3.27	3.76
23	VAMC St. Cloud, MN - 656	14	3.08	3.77	3.62	3.54	2.75	2.15	2.62	3.38
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	2.46	3.85	4.00	2.69	1.92	1.92	2.77	2.92
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	2.93	3.61	3.20	3.00	2.49	2.17	2.30	2.83
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.00	3.00	2.67	2.00	1.67	2.00	3.00	3.33
23	VA HCS (VAMC Omaha - 636)	5	4.00	4.80	4.25	5.00	3.50	2.75	3.75	4.40
23	VAMC Iowa City, IA - 584	25	3.20	4.24	3.80	3.52	2.72	2.54	3.54	3.61

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-6

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	2.96	2.73	2.58	3.48	2.96	3.19	2.76
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.67	2.83	3.33	3.33	3.50	3.50	3.67
1	VAM&ROC Togus, ME - 402	15	2.54	2.46	2.18	3.31	3.36	3.00	3.75
1	VAM&ROC White River Junction, VT - 405	1	2.00	1.00	2.00	4.00	3.00	3.00	3.00
1	VAMC Manchester, NH - 608	18	2.72	2.72	3.20	4.11	4.00	3.89	1.81
1	VAMC Northampton, MA - 631	20	3.80	3.30	2.68	3.70	3.37	3.47	3.00
1	VAMC Providence, RI - 650	14	3.36	3.50	2.79	3.29	2.75	3.43	3.21
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	2.73	2.76	2.72	3.56	2.74	2.91	2.63
2	VAMC Albany, NY - 500	19	3.53	3.20	2.67	3.67	3.07	3.27	2.73
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	2.75	2.50	2.86	3.00	3.13	2.43	1.50
2	VAMC Syracuse, NY - 670	19	3.44	3.22	3.59	4.22	4.12	4.00	3.88
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.18	3.06	3.05	3.37	2.89	3.16	2.37
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	3.50	3.50	2.75	3.25	2.75	3.00	2.00
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	3.16	3.09	2.74	3.67	3.00	3.00	2.97
3	VAMC Northport, NY - 632	23	3.33	3.25	2.95	3.52	3.17	2.89	2.35
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	3.35	2.94	2.65	3.50	3.00	3.12	2.82
4	VAM&ROC Wilmington, DE - 460	17	2.82	2.38	2.35	3.19	2.59	2.71	2.47
4	VAMC Altoona, PA - 503	47	3.33	3.00	3.08	3.60	3.44	3.23	2.65
4	VAMC Butler, PA - 529	23	3.58	3.21	3.32	3.84	3.33	3.35	3.47
4	VAMC Clarksburg, WV - 540	25	3.33	3.00	3.57	3.83	3.41	3.55	2.50
4	VAMC Coatesville - 542	42	3.30	3.18	2.77	3.44	3.18	3.38	3.50

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-7

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
4	VAMC Erie, PA - 562	18	4.22	4.22	4.17	4.56	4.27	4.56	4.41
4	VAMC Lebanon, PA - 595	29	2.79	2.74	3.04	3.14	2.96	2.50	2.33
4	VAMC Philadelphia, PA - 642*	30	3.03	3.00	3.04	3.73	3.11	3.10	3.07
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.25	3.50	3.38	3.63	2.38	2.75	2.13
5	VAMC Martinsburg, WV - 613	19	2.83	2.67	1.83	3.61	3.17	3.11	1.72
5	VAMC Washington, DC - 688	29	3.44	3.29	2.78	3.93	3.48	3.46	3.07
6	VAMC Asheville, NC - 637	23	3.22	3.17	2.86	3.81	2.91	3.41	3.91
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	2	3.50	3.50	2.50	3.50	3.00	3.00	2.00
6	VAMC Fayetteville, NC - 565	18	2.73	2.60	2.67	3.38	2.57	2.73	2.93
6	VAMC Hampton, VA - 590	21	3.00	3.00	2.55	3.40	2.95	2.80	2.53
6	VAMC Richmond, VA - 652	10	2.88	2.63	2.25	3.25	2.50	2.75	2.88
6	VAMC Salem, VA - 658	12	2.83	2.67	2.75	3.42	3.09	2.92	2.92
6	VAMC Salisbury, NC - 659	112	3.33	3.05	2.79	3.48	3.05	3.21	2.79
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.21	1.92	2.16	2.74	2.14	2.27	1.76
7	VAMC - Augusta, GA - 509	31	3.29	3.15	2.57	3.64	3.25	2.96	2.79
7	VAMC Atlanta, GA - 508	22	3.21	3.22	2.89	3.63	3.12	3.47	3.00
7	VAMC Birmingham, AL - 521	13	2.92	2.67	2.64	3.17	2.82	2.64	2.27
7	VAMC Charleston, SC - 534	20	2.79	2.78	2.74	3.21	2.42	2.89	2.28
7	VAMC Columbia, SC - 544	25	3.33	3.19	3.14	3.91	3.55	3.55	3.00
7	VAMC Dublin, GA - 557	22	3.30	3.30	3.00	3.45	3.00	3.18	2.78
7	VAMC Tuscaloosa, AL - 679	12	3.45	3.00	2.73	3.64	3.00	3.36	2.91
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	2.63	2.58	2.38	2.97	2.63	2.97	2.43
8	VAH Tampa, FL - 673	22	2.65	2.40	2.47	2.55	2.40	2.30	1.95
8	VAMC Bay Pines - 516	24	2.88	2.42	2.58	3.25	3.00	2.71	2.79
8	VAMC Miami, FL - 546	29	3.45	3.15	2.79	3.81	2.88	3.68	2.66
8	VAMC West Palm Beach, FL - 548	17	2.92	2.82	3.00	4.08	3.17	3.46	2.82

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 2-8

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	41	3.18	2.97	3.27	3.68	3.20	3.49	3.65
9	VAMC Lexington, KY - 596	3	3.50	3.00	2.50	3.00	2.00	2.00	2.50
9	VAMC Louisville, KY - 603	17	3.12	2.44	2.59	3.81	3.00	3.35	3.00
9	VAMC Memphis, TN - 614	22	3.56	3.41	2.83	3.84	3.19	3.94	3.59
9	VAMC Mountain Home, TN - 621	16	3.31	2.77	2.77	3.46	3.31	3.23	2.50
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	3.00	2.94	2.73	3.38	2.88	3.19	3.00
10	VAMC Chillicothe, OH - 538	1	4.00	3.00	3.00	4.00		3.00	4.00
10	VAMC Cincinnati, OH - 539	19	3.65	3.50	2.88	4.06	3.21	3.71	3.65
10	VAMC Cleveland, OH - 541	32	3.88	3.22	2.94	3.80	3.80	3.86	2.97
10	VAMC Dayton, OH - 552	5	3.60	3.40	3.25	3.60	3.20	3.40	4.00
10	VAOPC Columbus, OH - 757	24	3.00	2.82	2.78	3.17	2.62	2.81	2.00
11	Toledo, OH, Outpatient Clinic	26	2.91	2.77	2.86	3.55	3.00	3.14	2.29
11	VA Ann Arbor HCS, MI - 506	17	3.12	3.00	2.88	3.65	2.94	3.25	3.29
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.45	3.36	3.48	3.73	3.32	3.50	3.04
11	VAMC Battle Creek, MI - 515	51	3.39	3.07	2.84	3.58	3.16	3.36	3.33
11	VAMC Danville, IL - 550	13	3.38	3.15	3.45	3.92	3.33	3.17	3.62
11	VAMC Detroit, MI - 553	36	2.69	2.53	2.50	3.13	2.66	2.76	2.52
11	VAMC Indianapolis - 583	11	3.18	3.18	2.91	3.91	2.90	3.09	3.09
11	VAMC Saginaw, MI - 655	4	3.25	3.00	3.00	4.25	3.00	4.00	2.00
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.38	3.17	3.31	3.85	3.38	3.38	2.92
12	VAH Madison, WI - 607	16	2.60	2.27	2.80	3.07	2.64	2.47	2.87
12	VAMC Iron Mountain, MI - 585	4	3.75	3.50	3.00	3.75	3.75	3.50	2.67
12	VAMC Milwaukee, WI - 695	34	2.88	2.88	2.68	3.19	2.68	2.67	2.27
12	VAMC North Chicago, IL - 556	13	3.15	3.15	2.92	3.62	3.09	2.92	2.67
12	VAMC Tomah, WI - 676	15	3.73	3.67	3.20	4.00	3.60	3.60	3.07
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.38	3.08	3.42	3.92	3.00	3.23	2.62
15	VAH Columbia, MO - 543	18	3.06	2.83	2.94	3.56	3.12	2.82	2.33
15	VAM&ROC Wichita, KS - 452	9	3.11	2.89	3.00	3.50	2.78	3.44	3.22

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-9

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
15	VAMC Kansas City, MO - 589	9	2.50	2.14	2.67	3.71	2.80	2.83	3.29
15	VAMC Marion, IL - 609	6	3.67	4.17	3.83	3.50	3.67	3.17	2.17
15	VAMC Poplar Bluff, MO - 647	9	4.40	4.20	3.80	4.40	3.80	4.00	3.80
15	VAMC St. Louis, MO - 657	20	2.71	2.59	2.41	3.40	3.06	3.31	2.88
15	VAMC Topeka, KS	21	3.95	3.71	3.43	3.90	3.50	3.86	3.52
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.46	3.62	3.31	4.00	3.62	3.92	4.08
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	2.75	2.54	2.50	3.09	2.83	3.00	2.74
16	VAMC Alexandria, LA - 502	36	3.35	3.26	2.91	3.65	2.97	3.32	2.94
16	VAMC Fayetteville, AR - 564	14	2.50	2.50	2.75	3.67	3.25	3.25	2.75
16	VAMC Houston, TX - 580	20	3.15	2.55	2.32	3.63	2.84	3.00	3.26
16	VAMC Jackson, MS - 586	23	3.30	3.35	3.09	3.55	3.18	3.35	2.39
16	VAMC New Orleans, LA - 629	21	3.50	3.35	3.32	4.00	3.33	3.53	2.95
16	VAMC Oklahoma City, OK - 635	9	3.11	3.00	2.78	3.33	3.33	3.75	2.00
16	VAMC Shreveport, LA - 667	11	3.50	3.30	3.30	4.30	3.56	3.22	2.67
16	VAMC Muskogee, OK-623	18	3.06	2.72	2.72	3.50	3.24	3.44	3.44
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	3.13	2.92	2.74	3.50	3.06	3.18	2.51
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	3.00	2.90	2.71	3.39	3.26	3.19	3.32
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	2.82	2.65	2.41	2.88	2.65	2.88	2.75
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	3.11	2.78	3.22	3.44	3.11	2.89	2.61
18	EI Paso VA HCS, TX - 756	39	2.78	2.68	2.77	3.69	3.06	3.29	2.87
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	2.32	2.16	2.27	3.18	2.65	2.76	2.55
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	3.00	2.40	3.60	3.67	2.80	3.20	2.40
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.20	3.20	3.40	3.60	3.40	3.60	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-10

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
18	VAMC Amarillo, TX - 504	38	3.21	2.87	2.94	3.82	3.38	3.13	3.31
18	VA West Texas HCS - 519 (Big Springs, TX)	9	3.25	3.13	3.13	3.88	3.25	3.50	3.13
18	VAMC Phoenix, AZ - 644	20	3.20	2.89	2.47	3.89	2.63	3.79	2.79
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.33	2.28	2.17	3.28	2.67	2.94	1.78
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.51	2.26	2.35	2.73	2.43	2.68	2.06
19	VAM&ROC Cheyenne, WY - 442	33	2.97	2.88	2.91	3.41	2.75	3.00	2.25
19	VAMC Grand Junction, CO - 575	3	3.00	2.67	2.67	3.67	3.67	3.33	2.33
19	VAMC Salt Lake City, UT - 660	7	3.57	3.57	2.57	4.43	3.67	3.86	4.00
19	VAMC Sheridan, WY - 666	3	5.00	5.00	3.67	4.67	3.00	4.67	1.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	2.70	2.56	2.56	3.00	2.50	2.56	3.00
20	VA DOM White City, OR - 692	20	2.30	2.15	2.10	3.25	2.84	2.15	2.25
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	2.25	1.91	2.10	2.91	2.33	2.56	2.67
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.44	3.25	3.13	3.33	3.22	3.00	3.25
20	VAMC Boise, ID - 531	3	4.33	4.00	3.67	5.00	4.33	5.00	4.00
20	VAMC Portland, OR - 648	8	2.13	2.38	2.63	3.25	3.13	2.63	2.38
20	VAMC Spokane, WA - 668	37	3.00	2.66	2.63	2.97	2.28	2.94	2.64
20	VAMC Walla Walla, WA - 687	6	2.83	2.67	2.67	2.33	2.50	2.17	2.33
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	3.36	3.36	2.91	3.36	2.91	3.36	2.64
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.21	2.91	2.76	3.67	3.18	3.03	3.29
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.72	2.67	2.41	2.67	2.35	2.72	2.53

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-11

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Emotional/ Psychiatric services	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	2.75	2.38	2.69	3.06	2.56	2.38	2.19
21	VAM&ROC Honolulu, HI - 459	12	3.00	3.00	3.00	3.17	2.92	3.00	3.18
21	VAMC San Francisco, CA - 662	14	3.09	2.36	2.17	3.73	3.40	3.50	3.25
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.27	3.08	2.52	3.67	2.89	3.38	3.06
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	23	2.42	2.37	2.50	3.05	2.89	2.79	2.40
22	VAMC Long Beach, CA - 600	23	3.57	3.38	3.05	3.76	3.19	3.48	2.90
22	VAMC San Diego, CA - 664	31	3.33	3.33	3.00	3.53	3.37	3.33	2.66
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	3.71	3.43	3.57	4.00	3.43	3.71	3.29
23	VAH&ROC Sioux Falls, SD - 438	19	3.06	2.94	2.81	3.19	2.93	2.63	2.93
23	VAM&ROC Fargo, ND - 437	37	3.23	2.94	2.94	3.41	3.26	3.06	2.24
23	VAMC Minneapolis, MN - 618	27	3.24	3.08	2.81	3.64	3.26	3.08	2.88
23	VAMC St. Cloud, MN - 656	14	3.08	3.00	3.09	3.54	3.00	2.85	2.77
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	3.00	2.75	2.67	3.25	2.42	2.83	2.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	3.05	2.83	2.85	3.46	2.78	2.85	2.28
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.33	3.33	2.00	3.00	3.50	1.50	2.67
23	VA HCS (VAMC Omaha - 636)	5	4.20	4.00	4.00	4.40	4.50	4.40	1.40
23	VAMC Iowa City, IA - 584	25	3.39	3.04	3.17	3.96	3.36	3.39	2.57

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-12

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	3.21	3.36	3.08	3.25	2.38	2.65	2.56
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.33	3.67	3.33	3.17	2.33	3.00	2.67
1	VAM&ROC Togus, ME - 402	15	3.64	3.91	3.91	3.20	2.08	2.45	2.45
1	VAM&ROC White River Junction, VT - 405	1	3.00	4.00	4.00	4.00	1.00	3.00	2.00
1	VAMC Manchester, NH - 608	18	4.53	4.56	4.56	4.56	1.50	3.53	3.53
1	VAMC Northampton, MA - 631	20	3.35	3.95	3.58	3.60	3.25	2.90	2.85
1	VAMC Providence, RI - 650	14	3.36	3.29	3.36	3.00	2.38	2.93	2.93
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	3.15	3.00	3.00	2.81	2.41	2.85	2.75
2	VAMC Albany, NY - 500	19	3.60	3.67	3.27	3.93	2.20	2.33	2.20
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	3.38	3.38	3.13	3.13	1.63	2.25	1.88
2	VAMC Syracuse, NY - 670	19	4.00	4.25	4.25	4.00	2.50	3.11	3.06
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.37	3.21	3.17	3.05	2.45	3.05	3.15
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	3.33	3.00	3.00	3.00	1.50	2.50	1.75
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	3.42	3.60	3.43	3.21	2.44	2.81	2.81
3	VAMC Northport, NY - 632	23	3.28	3.33	3.35	3.41	2.29	2.55	2.55
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	3.06	3.06	3.06	2.87	2.76	2.88	2.71
4	VAM&ROC Wilmington, DE - 460	17	3.00	2.69	2.69	2.56	2.29	2.53	2.53
4	VAMC Altoona, PA - 503	47	3.16	3.24	3.18	3.33	2.44	2.64	2.92
4	VAMC Butler, PA - 529	23	3.50	3.44	3.38	3.47	3.11	3.32	3.39
4	VAMC Clarksburg, WV - 540	25	3.33	3.76	3.40	3.55	2.58	3.04	3.09
4	VAMC Coatesville - 542	42	3.65	3.69	3.59	3.64	2.64	2.92	2.87

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-13

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
4	VAMC Erie, PA - 562	18	4.44	4.44	4.06	4.33	3.31	4.13	4.13
4	VAMC Lebanon, PA - 595	29	3.48	3.26	3.33	3.14	2.12	2.31	2.42
4	VAMC Philadelphia, PA - 642*	30	3.25	3.07	3.07	2.92	2.22	2.50	2.63
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.63	3.50	3.63	3.50	2.75	3.63	3.63
5	VAMC Martinsburg, WV - 613	19	3.56	4.00	3.89	3.72	1.50	1.83	2.17
5	VAMC Washington, DC - 688	29	3.52	3.82	3.57	3.46	2.78	3.18	3.11
6	VAMC Asheville, NC - 637	23	3.57	3.75	3.57	3.86	2.96	2.87	3.00
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	2	4.00	4.00	4.00	3.00	2.50	2.00	2.00
6	VAMC Fayetteville, NC - 565	18	3.33	3.53	3.36	3.47	2.31	2.31	2.38
6	VAMC Hampton, VA - 590	21	3.90	3.53	3.50	3.63	2.00	2.40	2.45
6	VAMC Richmond, VA - 652	10	3.13	3.25	3.43	3.13	1.63	2.50	2.25
6	VAMC Salem, VA - 658	12	3.50	3.75	3.83	3.17	1.67	2.00	2.00
6	VAMC Salisbury, NC - 659	112	3.46	3.60	3.54	3.42	2.44	2.83	2.80
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.18	2.24	2.29	2.22	2.11	2.21	2.16
7	VAMC - Augusta, GA - 509	31	3.52	3.71	3.64	3.75	2.97	2.93	3.04
7	VAMC Atlanta, GA - 508	22	3.16	3.53	3.47	3.26	2.47	2.95	3.05
7	VAMC Birmingham, AL - 521	13	3.27	3.20	3.09	2.91	2.58	2.91	2.82
7	VAMC Charleston, SC - 534	20	2.94	3.11	3.06	3.11	2.11	2.42	2.42
7	VAMC Columbia, SC - 544	25	3.95	4.05	4.05	3.90	2.95	3.10	3.14
7	VAMC Dublin, GA - 557	22	3.50	3.70	3.60	3.70	3.50	3.20	3.20
7	VAMC Tuscaloosa, AL - 679	12	3.27	3.22	3.30	2.91	2.82	3.00	3.09
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	3.00	3.07	2.96	3.07	1.72	2.35	2.37
8	VAH Tampa, FL - 673	22	3.00	3.37	3.11	3.00	2.00	2.11	2.16
8	VAMC Bay Pines - 516	24	3.23	3.00	2.92	3.25	2.42	2.46	2.54
8	VAMC Miami, FL - 546	29	3.68	3.82	3.41	3.50	1.93	2.54	2.57
8	VAMC West Palm Beach, FL - 548	17	3.92	3.91	3.55	3.45	2.75	3.25	3.42

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 2-14

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	41	3.64	3.89	3.51	3.59	3.00	3.16	3.22
9	VAMC Lexington, KY - 596	3	2.00	4.00	2.50	3.00	1.00	1.00	1.00
9	VAMC Louisville, KY - 603	17	3.53	3.82	3.41	3.24	2.29	2.18	2.18
9	VAMC Memphis, TN - 614	22	3.71	3.88	3.88	3.87	3.17	3.44	3.53
9	VAMC Mountain Home, TN - 621	16	2.67	3.08	3.08	3.00	2.62	2.77	2.54
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	3.38	3.56	3.53	3.31	2.63	2.50	2.31
10	VAMC Chillicothe, OH - 538	1	4.00	4.00	4.00	4.00	4.00	4.00	2.00
10	VAMC Cincinnati, OH - 539	19	3.94	4.00	3.75	3.81	3.42	3.22	3.22
10	VAMC Cleveland, OH - 541	32	4.10	3.88	3.81	3.88	3.13	3.31	3.28
10	VAMC Dayton, OH - 552	5	3.80	4.20	3.80	4.20	3.60	3.60	3.20
10	VAOPC Columbus, OH - 757	24	3.18	3.41	3.09	2.95	2.18	2.41	2.55
11	Toledo, OH, Outpatient Clinic	26	3.19	3.40	3.25	3.35	2.73	3.05	2.95
11	VA Ann Arbor HCS, MI - 506	17	3.47	3.47	3.29	3.53	2.59	2.94	2.88
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.64	3.74	3.83	3.59	2.73	2.91	2.91
11	VAMC Battle Creek, MI - 515	51	3.19	3.50	3.43	3.52	2.74	3.02	3.05
11	VAMC Danville, IL - 550	13	3.77	4.00	3.75	3.58	1.92	2.46	2.38
11	VAMC Detroit, MI - 553	36	2.73	2.79	2.82	2.82	2.30	2.52	2.53
11	VAMC Indianapolis - 583	11	3.09	3.64	3.60	3.82	2.73	3.18	2.91
11	VAMC Saginaw, MI - 655	4	3.33	4.00	4.00	4.00	3.00	3.33	3.33
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.08	3.38	3.46	3.15	2.38	2.69	2.92
12	VAH Madison, WI - 607	16	3.80	3.60	3.20	3.20	2.20	2.60	2.73
12	VAMC Iron Mountain, MI - 585	4	3.00	3.33	3.33	3.33	2.33	2.67	2.67
12	VAMC Milwaukee, WI - 695	34	2.97	3.23	2.94	3.16	2.38	2.32	2.31
12	VAMC North Chicago, IL - 556	13	3.00	3.54	3.25	3.46	2.50	2.75	3.08
12	VAMC Tomah, WI - 676	15	3.60	3.87	3.67	3.87	2.93	3.33	3.29
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.31	3.77	3.62	3.75	2.15	2.54	2.38
15	VAH Columbia, MO - 543	18	3.06	3.18	3.29	3.00	2.28	2.67	2.67
15	VAM&ROC Wichita, KS - 452	9	3.22	3.33	3.33	3.33	2.56	2.78	2.89

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
15	VAMC Kansas City, MO - 589	9	3.50	3.50	3.17	2.83	2.50	2.83	2.17
15	VAMC Marion, IL - 609	6	3.33	3.33	3.33	3.17	3.00	3.00	2.83
15	VAMC Poplar Bluff, MO - 647	9	4.40	4.67	4.20	4.40	4.50	4.17	4.17
15	VAMC St. Louis, MO - 657	20	3.24	3.61	3.47	3.41	2.35	2.65	2.53
15	VAMC Topeka, KS	21	3.75	3.95	3.75	3.95	2.45	2.90	2.95
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.42	3.92	3.92	3.92	2.23	3.08	3.23
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	3.17	3.39	3.43	3.41	2.54	2.50	2.54
16	VAMC Alexandria, LA - 502	36	3.47	3.45	3.39	3.03	2.59	2.71	2.55
16	VAMC Fayetteville, AR - 564	14	3.00	3.42	3.17	3.30	2.50	3.00	3.00
16	VAMC Houston, TX - 580	20	3.41	3.47	3.26	3.00	2.10	2.32	2.37
16	VAMC Jackson, MS - 586	23	3.35	3.43	3.39	3.39	2.61	2.74	2.70
16	VAMC New Orleans, LA - 629	21	3.70	4.05	3.95	3.74	2.90	2.90	3.05
16	VAMC Oklahoma City, OK - 635	9	4.22	4.00	4.00	3.67	2.89	2.78	2.56
16	VAMC Shreveport, LA - 667	11	3.44	3.89	3.70	3.50	2.90	3.10	3.00
16	VAMC Muskogee, OK-623	18	3.71	4.22	4.00	3.56	2.67	2.67	2.78
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	3.32	3.36	3.31	3.14	2.29	2.50	2.55
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	3.29	3.35	3.26	3.19	2.83	2.73	2.58
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	3.06	2.93	2.80	2.75	2.00	2.06	2.07
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	3.44	3.72	3.56	3.56	2.58	2.47	2.50
18	EI Paso VA HCS, TX - 756	39	3.32	3.28	3.23	3.28	2.48	3.00	3.00
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	3.05	3.11	3.05	3.14	2.35	2.24	2.24
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	3.75	4.00	2.75	4.00	3.20	3.00	3.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	4.20	4.40	3.80	4.40	2.00	3.00	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
18	VAMC Amarillo, TX - 504	38	3.32	3.31	3.12	3.28	2.56	2.75	2.66
18	VA West Texas HCS - 519 (Big Springs, TX)	9	2.88	3.13	3.00	3.25	3.13	3.13	3.25
18	VAMC Phoenix, AZ - 644	20	3.74	4.21	4.06	3.94	2.26	2.42	2.47
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.61	2.89	2.67	3.00	2.12	2.11	1.94
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.80	3.06	2.94	3.11	2.08	2.19	2.45
19	VAM&ROC Cheyenne, WY - 442	33	2.78	3.13	2.77	2.97	2.50	2.47	2.41
19	VAMC Grand Junction, CO - 575	3	3.00	2.67	2.33	2.67	2.33	1.67	1.33
19	VAMC Salt Lake City, UT - 660	7	3.50	3.86	3.50	3.71	3.00	3.29	3.29
19	VAMC Sheridan, WY - 666	3	4.33	4.67	4.33	4.67	1.67	2.00	1.67
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	3.11	3.67	3.22	3.38	2.50	2.67	2.75
20	VA DOM White City, OR - 692	20	2.75	3.20	3.15	2.75	1.00	1.05	1.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	3.00	2.88	2.38	2.75	2.00	2.27	2.30
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.75	3.89	3.78	3.78	2.44	2.78	2.89
20	VAMC Boise, ID - 531	3	4.00	4.33	3.67	4.00	2.00	2.00	1.67
20	VAMC Portland, OR - 648	8	3.00	3.75	3.88	3.25	1.86	2.29	1.86
20	VAMC Spokane, WA - 668	37	2.73	3.15	3.12	3.00	2.20	2.70	2.91
20	VAMC Walla Walla, WA - 687	6	2.67	2.50	2.50	2.33	2.50	2.50	2.50
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	3.27	3.45	3.45	3.09	2.09	2.18	2.40
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.50	3.62	3.59	3.65	2.65	2.97	2.79
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.94	2.76	2.53	2.50	1.56	2.06	1.88

5 point scale: 1= unmet need ... 5 = met need

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Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	AIDS/HIV testing/ counseling	TB testing	TB treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	2.93	2.87	2.87	2.73	1.87	2.00	2.07
21	VAM&ROC Honolulu, HI - 459	12	3.33	3.58	3.42	3.50	2.58	2.75	2.83
21	VAMC San Francisco, CA - 662	14	3.50	4.25	3.50	4.00	2.27	2.55	2.82
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.45	3.88	3.78	3.58	2.27	2.68	2.70
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	23	3.32	3.21	3.32	3.11	2.58	2.74	2.63
22	VAMC Long Beach, CA - 600	23	3.43	3.76	3.62	3.55	2.33	2.60	2.63
22	VAMC San Diego, CA - 664	31	3.46	3.97	3.67	3.62	2.17	2.59	2.52
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	3.57	3.43	3.57	3.57	3.14	3.43	3.43
23	VAH&ROC Sioux Falls, SD - 438	19	2.80	2.93	2.80	2.71	2.44	2.50	2.44
23	VAM&ROC Fargo, ND - 437	37	3.31	3.55	3.44	3.50	2.09	2.67	2.64
23	VAMC Minneapolis, MN - 618	27	3.60	3.56	3.76	3.67	2.60	2.80	2.83
23	VAMC St. Cloud, MN - 656	14	3.25	3.09	3.09	3.20	1.83	3.08	3.17
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	2.18	2.45	2.40	2.90	2.33	2.58	2.58
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	2.78	2.89	2.84	2.97	2.26	2.39	2.44
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	2.00	2.00	2.00	2.00	2.33	2.33	2.00
23	VA HCS (VAMC Omaha - 636)	5	4.20	4.20	3.60	3.60	3.20	3.00	3.00
23	VAMC Iowa City, IA - 584	25	3.09	3.30	3.13	3.26	2.45	2.67	2.77

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-18

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	3.00	3.08	3.28	2.17	2.25	3.08	3.08
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.50	2.33	2.83	2.00	3.17	2.67	3.17
1	VAM&ROC Togus, ME - 402	15	3.18	3.27	3.10	2.90	3.00	2.67	3.08
1	VAM&ROC White River Junction, VT - 405	1	1.00		2.00	2.00	2.00	2.00	3.00
1	VAMC Manchester, NH - 608	18	3.09	3.00	2.83	3.15	2.65	2.89	3.33
1	VAMC Northampton, MA - 631	20	3.16	3.05	3.10	2.42	3.00	3.05	3.40
1	VAMC Providence, RI - 650	14	3.36	2.69	3.07	2.79	3.00	3.07	3.29
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	3.15	3.13	3.22	2.48	2.50	2.47	2.56
2	VAMC Albany, NY - 500	19	3.07	2.67	2.93	2.27	2.07	3.40	3.20
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	2.86	2.86	2.13	3.00	2.75	2.88	3.13
2	VAMC Syracuse, NY - 670	19	3.94	3.41	3.33	2.71	2.76	2.94	3.00
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.45	3.30	3.25	2.74	2.76	2.83	2.53
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	3.00	3.00	3.00	2.67	2.75	2.00	1.50
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	3.17	3.10	3.31	2.45	2.48	2.68	2.63
3	VAMC Northport, NY - 632	23	3.38	3.50	3.35	2.50	2.32	3.19	3.29
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	3.69	3.12	3.18	2.63	2.94	3.18	3.41
4	VAM&ROC Wilmington, DE - 460	17	3.00	2.88	2.81	2.12	2.19	2.56	2.75
4	VAMC Altoona, PA - 503	47	3.49	3.30	3.30	2.81	2.92	3.23	3.50
4	VAMC Butler, PA - 529	23	3.65	3.67	3.84	3.56	3.29	3.44	3.67
4	VAMC Clarksburg, WV - 540	25	3.57	3.45	3.65	3.70	3.40	3.23	3.41
4	VAMC Coatesville - 542	42	3.13	3.28	3.23	2.71	2.87	3.05	3.15

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
4	VAMC Erie, PA - 562	18	4.39	4.06	4.22	4.12	4.19	3.88	4.20
4	VAMC Lebanon, PA - 595	29	3.18	3.30	3.00	2.64	2.64	2.96	3.16
4	VAMC Philadelphia, PA - 642*	30	3.19	3.14	2.96	2.74	2.64	2.82	2.85
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.25	3.13	3.00	2.25	3.13	3.25	3.63
5	VAMC Martinsburg, WV - 613	19	3.44	2.59	3.28	2.06	1.94	2.44	2.89
5	VAMC Washington, DC - 688	29	3.30	2.85	3.14	2.74	2.75	2.93	3.04
6	VAMC Asheville, NC - 637	23	3.81	3.18	3.24	3.20	3.10	3.43	3.50
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	2	3.00	3.00	3.00	2.50	3.50	2.50	2.00
6	VAMC Fayetteville, NC - 565	18	3.15	2.80	3.00	2.29	2.53	3.07	2.93
6	VAMC Hampton, VA - 590	21	3.47	3.16	3.20	2.79	2.70	3.05	3.05
6	VAMC Richmond, VA - 652	10	2.50	2.50	2.38	2.25	2.38	2.50	2.50
6	VAMC Salem, VA - 658	12	3.27	2.83	3.08	2.08	2.33	2.50	2.75
6	VAMC Salisbury, NC - 659	112	3.40	3.03	3.17	2.71	2.65	2.66	2.74
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.18	2.08	1.84	2.03	2.03	2.03	2.05
7	VAMC - Augusta, GA - 509	31	3.22	2.84	2.67	2.76	2.52	2.85	2.85
7	VAMC Atlanta, GA - 508	22	2.89	2.68	2.89	2.68	2.89	2.95	3.11
7	VAMC Birmingham, AL - 521	13	3.09	2.55	2.64	2.45	2.55	2.75	2.45
7	VAMC Charleston, SC - 534	20	3.35	2.69	2.81	2.56	2.78	3.06	3.17
7	VAMC Columbia, SC - 544	25	3.57	3.29	3.19	3.25	3.14	3.52	3.62
7	VAMC Dublin, GA - 557	22	2.90	2.80	2.90	2.40	2.80	3.60	3.70
7	VAMC Tuscaloosa, AL - 679	12	2.91	2.50	2.73	2.55	2.91	2.73	3.09
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	3.17	2.60	2.57	2.31	1.97	2.53	2.68
8	VAH Tampa, FL - 673	22	3.11	3.24	3.00	2.71	2.59	2.50	2.45
8	VAMC Bay Pines - 516	24	3.08	3.09	2.96	2.73	2.52	2.83	2.83
8	VAMC Miami, FL - 546	29	2.86	2.44	2.77	2.29	2.35	2.64	2.97
8	VAMC West Palm Beach, FL - 548	17	3.18	2.50	2.27	2.73	2.70	2.92	3.36

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 2-20

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	41	3.59	3.16	3.41	2.83	3.24	3.27	3.39
9	VAMC Lexington, KY - 596	3	3.00	2.00	2.00	2.00	2.00	3.00	2.50
9	VAMC Louisville, KY - 603	17	3.35	2.44	2.47	2.18	2.00	2.47	2.65
9	VAMC Memphis, TN - 614	22	3.86	3.38	3.50	3.14	2.73	3.25	3.13
9	VAMC Mountain Home, TN - 621	16	3.15	3.08	3.31	2.62	2.38	2.77	2.77
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	3.06	3.07	2.69	2.50	2.38	2.69	2.88
10	VAMC Chillicothe, OH - 538	1	2.00	1.00	1.00	1.00	1.00	1.00	3.00
10	VAMC Cincinnati, OH - 539	19	3.53	3.19	3.28	2.75	3.00	3.41	3.47
10	VAMC Cleveland, OH - 541	32	3.59	3.32	3.50	3.34	3.27	3.19	3.03
10	VAMC Dayton, OH - 552	5	4.20	3.60	3.80	3.20	2.60	3.00	3.40
10	VAOPC Columbus, OH - 757	24	2.82	2.38	2.19	2.20	2.48	2.33	2.38
11	Toledo, OH, Outpatient Clinic	26	3.19	2.59	2.68	2.43	2.64	2.50	2.59
11	VA Ann Arbor HCS, MI - 506	17	2.67	2.47	2.65	2.29	2.35	2.47	2.35
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.26	3.05	3.00	2.90	2.87	3.17	3.05
11	VAMC Battle Creek, MI - 515	51	3.39	2.86	2.91	2.72	2.77	2.98	3.40
11	VAMC Danville, IL - 550	13	3.69	3.15	3.23	2.73	2.55	3.46	3.38
11	VAMC Detroit, MI - 553	36	3.29	2.91	3.00	2.21	2.30	2.44	2.53
11	VAMC Indianapolis - 583	11	3.55	3.27	2.91	2.64	2.64	3.30	3.40
11	VAMC Saginaw, MI - 655	4	3.33	3.50	3.00	2.67	2.33	2.67	2.33
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.50	2.85	3.15	2.92	2.77	2.77	2.46
12	VAH Madison, WI - 607	16	3.33	2.47	2.87	2.40	2.07	2.67	2.60
12	VAMC Iron Mountain, MI - 585	4	3.33	2.67	2.67	2.67	2.25	3.00	2.33
12	VAMC Milwaukee, WI - 695	34	2.85	2.38	2.54	2.52	2.77	2.87	3.10
12	VAMC North Chicago, IL - 556	13	3.00	3.00	3.00	2.92	2.85	2.62	2.77
12	VAMC Tomah, WI - 676	15	3.60	3.07	3.27	3.13	2.73	3.27	3.47
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.58	3.08	3.23	2.42	2.69	3.33	3.54
15	VAH Columbia, MO - 543	18	3.44	3.12	2.94	2.44	2.56	3.17	3.00
15	VAM&ROC Wichita, KS - 452	9	3.56	3.33	3.11	3.00	3.00	2.56	3.22

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
15	VAMC Kansas City, MO - 589	9	2.33	2.33	1.50	2.50	2.29	2.75	2.75
15	VAMC Marion, IL - 609	6	3.83	3.50	3.67	3.17	3.17	2.50	2.50
15	VAMC Poplar Bluff, MO - 647	9	3.80	4.20	4.00	4.33	3.00	3.80	3.67
15	VAMC St. Louis, MO - 657	20	3.00	2.94	2.76	2.41	2.00	3.00	2.89
15	VAMC Topeka, KS	21	3.75	3.16	3.15	2.84	2.95	2.95	2.81
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.83	3.17	3.08	2.92	3.17	3.38	3.54
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	3.23	2.83	2.78	2.48	2.39	2.39	2.42
16	VAMC Alexandria, LA - 502	36	3.36	2.94	3.06	2.59	2.76	2.94	3.00
16	VAMC Fayetteville, AR - 564	14	3.50	3.18	3.50	2.45	2.42	2.67	2.67
16	VAMC Houston, TX - 580	20	3.00	2.94	3.16	3.00	2.56	2.50	2.80
16	VAMC Jackson, MS - 586	23	3.00	2.74	2.91	2.70	2.82	2.65	2.70
16	VAMC New Orleans, LA - 629	21	3.11	2.79	3.05	2.42	2.70	3.10	3.25
16	VAMC Oklahoma City, OK - 635	9	3.78	2.44	2.44	2.00	2.11	3.33	3.44
16	VAMC Shreveport, LA - 667	11	3.60	3.22	3.30	2.89	3.00	3.22	3.25
16	VAMC Muskogee, OK-623	18	3.06	3.07	3.19	3.17	2.94	2.67	2.89
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	3.54	3.31	3.28	2.58	2.55	2.84	2.68
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	3.10	2.82	2.93	2.50	2.50	2.90	2.87
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	3.14	3.13	3.00	2.33	2.50	3.18	3.24
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	3.37	3.00	3.11	2.56	2.78	2.83	3.00
18	EI Paso VA HCS, TX - 756	39	3.45	3.07	2.83	2.43	2.43	2.70	2.83
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	2.86	2.49	2.46	2.40	2.25	2.24	2.33
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	3.00	3.00	3.00	2.33	2.75	2.40	2.75
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.75	3.20	3.20	3.40	3.20	2.60	2.60

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
18	VAMC Amarillo, TX - 504	38	3.06	2.91	2.69	2.53	2.56	2.31	2.84
18	VA West Texas HCS - 519 (Big Springs, TX)	9	4.38	3.38	3.50	2.86	2.71	2.00	2.63
18	VAMC Phoenix, AZ - 644	20	3.37	3.06	3.21	2.72	2.26	2.85	3.10
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.82	2.22	2.78	2.28	2.39	2.39	2.61
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	3.14	2.78	2.86	2.49	2.24	2.13	2.34
19	VAM&ROC Cheyenne, WY - 442	33	2.97	2.43	2.59	2.25	2.20	2.55	2.71
19	VAMC Grand Junction, CO - 575	3	4.00	2.00	2.67	2.00	2.00	3.33	3.33
19	VAMC Salt Lake City, UT - 660	7	4.00	3.67	3.29	3.57	3.14	2.71	3.57
19	VAMC Sheridan, WY - 666	3	1.67	3.67	4.00	1.00	2.33	2.67	4.33
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	3.33	3.33	3.22	2.57	2.33	2.89	3.00
20	VA DOM White City, OR - 692	20	3.15	1.30	2.85	1.30	1.35	2.30	2.35
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	2.80	1.86	1.71	2.71	2.44	2.50	2.40
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.33	2.89	2.83	2.71	2.78	2.89	3.22
20	VAMC Boise, ID - 531	3	4.67	4.67	4.33	3.33	3.33	3.00	2.67
20	VAMC Portland, OR - 648	8	2.75	2.43	2.29	2.29	2.50	2.88	3.50
20	VAMC Spokane, WA - 668	37	3.16	2.97	2.79	2.84	2.91	2.78	2.80
20	VAMC Walla Walla, WA - 687	6	2.50	2.67	3.00	2.33	2.33	2.50	2.50
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	2.73	2.45	2.64	2.55	2.18	2.64	2.73
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.03	2.88	2.94	2.42	2.61	2.91	2.76
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.76	2.69	2.61	2.13	2.07	2.56	2.59

5 point scale: 1= unmet need ... 5 = met need

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Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	VA disability/pension	Welfare payments	SSI/SSD process	Guardian-ship (financial)	Help Managing Money	Job training	Job placement
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	3.07	2.33	2.81	2.63	2.41	2.75	3.07
21	VAM&ROC Honolulu, HI - 459	12	2.92	3.42	3.08	2.82	2.45	2.83	3.25
21	VAMC San Francisco, CA - 662	14	2.82	3.09	2.90	3.00	2.67	2.83	2.67
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.38	3.25	3.19	2.48	2.74	3.43	3.50
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	23	2.39	2.67	2.76	2.28	2.16	2.00	2.21
22	VAMC Long Beach, CA - 600	23	3.47	3.05	3.33	3.06	3.05	3.24	3.38
22	VAMC San Diego, CA - 664	31	3.57	3.24	3.55	2.69	2.83	3.41	3.47
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	4.17	3.43	3.43	3.00	3.00	2.43	2.57
23	VAH&ROC Sioux Falls, SD - 438	19	3.25	2.94	2.94	2.75	2.50	2.94	3.06
23	VAM&ROC Fargo, ND - 437	37	3.65	2.97	3.15	2.78	2.59	2.74	2.85
23	VAMC Minneapolis, MN - 618	27	3.56	3.20	3.20	2.83	2.46	2.63	2.60
23	VAMC St. Cloud, MN - 656	14	3.75	3.69	3.00	2.83	2.33	2.85	3.23
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	3.86	3.23	3.38	2.69	2.58	2.85	3.14
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	3.65	3.06	3.17	2.73	2.68	2.79	2.84
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.33	2.67	2.67	2.00	3.00	3.00	3.33
23	VA HCS (VAMC Omaha - 636)	5	4.20	4.00	3.80	2.75	3.20	2.40	3.20
23	VAMC Iowa City, IA - 584	25	3.39	3.26	3.09	3.10	2.64	3.00	3.39

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	3.19	2.88	2.75	1.73	2.84	2.83	2.63
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.33	2.83	3.00	1.67	1.83	3.17	3.00
1	VAM&ROC Togus, ME - 402	15	3.08	2.92	2.55	2.45	2.82	2.67	2.60
1	VAM&ROC White River Junction, VT - 405	1	3.00	3.00	3.00	3.00	2.00	2.00	3.00
1	VAMC Manchester, NH - 608	18	3.22	2.22	3.06	3.00	3.53	2.38	4.89
1	VAMC Northampton, MA - 631	20	3.60	3.05	3.20	2.53	2.75	2.89	3.16
1	VAMC Providence, RI - 650	14	3.54	3.14	2.86	2.54	2.86	3.14	3.07
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	2.90	2.69	2.81	2.38	2.63	2.64	2.94
2	VAMC Albany, NY - 500	19	3.33	3.00	2.93	2.40	2.47	3.20	2.93
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	2.38	2.13	2.88	2.38	1.43	3.17	3.25
2	VAMC Syracuse, NY - 670	19	3.47	3.12	3.28	2.87	3.06	3.19	3.56
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.26	2.65	2.89	2.21	2.68	3.24	3.17
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	2.75	1.25	2.00	1.33	3.00	1.67	2.25
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	2.74	2.71	2.81	2.26	2.63	2.66	2.93
3	VAMC Northport, NY - 632	23	3.24	2.95	2.48	2.11	2.75	2.83	2.88
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	3.31	2.82	3.12	2.24	2.53	3.00	2.93
4	VAM&ROC Wilmington, DE - 460	17	3.00	2.81	2.75	2.00	2.47	2.24	2.88
4	VAMC Altoona, PA - 503	47	3.60	3.08	3.05	2.79	2.67	2.91	3.45
4	VAMC Butler, PA - 529	23	3.12	3.12	3.24	2.65	3.11	3.27	3.35
4	VAMC Clarksburg, WV - 540	25	4.00	3.46	3.30	2.68	3.15	3.24	3.46
4	VAMC Coatesville - 542	42	3.46	3.20	3.05	2.16	2.97	2.67	3.15

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
4	VAMC Erie, PA - 562	18	4.65	4.56	4.31	3.86	3.94	4.29	3.94
4	VAMC Lebanon, PA - 595	29	2.87	2.52	2.96	2.64	2.96	2.94	3.36
4	VAMC Philadelphia, PA - 642*	30	3.22	2.86	3.25	2.32	2.67	2.79	2.67
4	VAMC Wilkes-Barre, PA - 693								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.63	3.38	2.88	1.38	2.63	2.00	3.25
5	VAMC Martinsburg, WV - 613	19	3.06	2.17	2.72	1.89	2.44	3.06	4.00
5	VAMC Washington, DC - 688	29	3.07	3.16	3.11	2.59	2.61	2.81	2.92
6	VAMC Asheville, NC - 637	23	3.77	3.36	3.09	2.33	3.25	3.33	3.33
6	VAMC Beckley, WV - 517								
6	VAMC Durham, NC - 558	2	3.50	3.00	3.00	1.50	1.50	3.00	3.50
6	VAMC Fayetteville, NC - 565	18	3.00	2.40	3.13	2.27	2.40	2.54	3.60
6	VAMC Hampton, VA - 590	21	3.05	2.60	2.95	2.22	2.65	3.20	3.32
6	VAMC Richmond, VA - 652	10	2.88	2.25	1.88	2.13	1.88	2.29	2.14
6	VAMC Salem, VA - 658	12	2.73	2.67	2.75	1.90	2.17	2.75	3.33
6	VAMC Salisbury, NC - 659	112	3.15	2.95	2.99	2.54	2.75	3.06	3.13
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.11	2.18	2.16	2.00	1.87	1.89	2.66
7	VAMC - Augusta, GA - 509	31	3.12	2.88	2.81	1.96	2.59	2.95	3.46
7	VAMC Atlanta, GA - 508	22	3.42	3.32	3.16	2.67	2.74	2.56	3.32
7	VAMC Birmingham, AL - 521	13	2.58	2.09	2.45	2.00	2.09	2.33	3.18
7	VAMC Charleston, SC - 534	20	3.00	2.56	2.72	2.28	2.17	2.94	2.71
7	VAMC Columbia, SC - 544	25	3.33	3.55	3.14	2.76	3.14	3.40	3.80
7	VAMC Dublin, GA - 557	22	3.30	3.30	3.00	2.50	3.40	2.90	3.00
7	VAMC Tuscaloosa, AL - 679	12	2.64	2.45	3.00	2.18	2.73	2.20	2.90
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	2.63	2.13	2.47	2.00	2.25	2.83	3.23
8	VAH Tampa, FL - 673	22	2.40	2.11	2.68	2.22	2.74	2.46	3.35
8	VAMC Bay Pines - 516	24	3.00	2.88	2.88	2.04	2.83	2.67	3.38
8	VAMC Miami, FL - 546	29	3.18	3.10	2.96	2.23	2.55	2.64	3.04
8	VAMC West Palm Beach, FL - 548	17	3.45	3.09	3.27	2.13	2.60	3.33	2.40

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

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Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
8	VAMC San Juan, PR								
9	VAMC Huntington, WV - 581	41	3.58	3.65	3.32	3.09	3.20	3.38	3.85
9	VAMC Lexington, KY - 596	3	3.00	1.50	1.50	2.00	2.00	2.50	2.50
9	VAMC Louisville, KY - 603	17	3.24	3.12	2.88	1.94	2.53	2.65	2.69
9	VAMC Memphis, TN - 614	22	3.19	2.75	2.73	2.63	2.80	3.42	3.71
9	VAMC Mountain Home, TN - 621	16	3.23	2.54	2.92	2.15	2.46	2.77	2.85
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	2.94	2.56	2.69	2.25	2.07	2.50	2.81
10	VAMC Chillicothe, OH - 538	1	3.00	3.00	3.00	3.00	3.00	3.00	3.00
10	VAMC Cincinnati, OH - 539	19	3.33	3.47	3.56	3.06	3.24	3.06	3.29
10	VAMC Cleveland, OH - 541	32	3.83	3.25	3.19	2.69	3.28	3.76	4.07
10	VAMC Dayton, OH - 552	5	3.00	3.00	2.80	2.50	3.60	3.40	3.00
10	VAOPC Columbus, OH - 757	24	2.86	2.71	2.24	1.95	2.60	2.48	2.42
11	Toledo, OH, Outpatient Clinic	26	2.91	2.50	2.45	2.14	2.41	2.55	2.90
11	VA Ann Arbor HCS, MI - 506	17	2.82	2.29	2.38	2.00	2.19	2.64	3.50
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.18	2.86	3.38	2.57	2.68	3.00	3.71
11	VAMC Battle Creek, MI - 515	51	3.27	2.98	2.85	2.31	2.95	2.82	3.30
11	VAMC Danville, IL - 550	13	3.31	3.00	3.25	3.00	2.85	3.27	3.62
11	VAMC Detroit, MI - 553	36	2.94	2.50	2.41	2.03	2.42	2.66	2.83
11	VAMC Indianapolis - 583	11	2.91	3.30	3.18	2.40	2.50	2.89	3.60
11	VAMC Saginaw, MI - 655	4	3.33	3.00	3.00	2.67	3.00	3.67	3.00
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.31	3.08	2.85	2.69	2.85	2.82	3.00
12	VAH Madison, WI - 607	16	3.07	2.60	3.07	2.67	2.33	2.73	3.07
12	VAMC Iron Mountain, MI - 585	4	2.33	2.75	2.75	2.25	2.25	2.67	3.00
12	VAMC Milwaukee, WI - 695	34	2.93	2.50	2.70	2.14	2.74	2.56	2.97
12	VAMC North Chicago, IL - 556	13	2.92	2.92	3.27	2.00	2.75	3.20	2.82
12	VAMC Tomah, WI - 676	15	3.53	3.00	3.20	2.80	2.67	3.47	3.60
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.08	1.92	3.00	2.31	2.62	3.09	3.58
15	VAH Columbia, MO - 543	18	2.94	2.72	2.94	2.33	2.67	2.94	3.11
15	VAM&ROC Wichita, KS - 452	9	3.50	2.67	3.00	2.56	2.67	2.89	2.67

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
15	VAMC Kansas City, MO - 589	9	3.00	2.38	2.50	2.40	2.29	2.50	2.17
15	VAMC Marion, IL - 609	6	3.50	2.17	4.00	3.67	3.17	3.67	4.00
15	VAMC Poplar Bluff, MO - 647	9	3.60	3.00	3.00	2.80	3.00	3.75	3.00
15	VAMC St. Louis, MO - 657	20	2.94	2.94	2.88	2.29	2.39	2.75	2.94
15	VAMC Topeka, KS	21	3.33	3.10	3.25	2.39	3.06	3.56	3.95
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.23	3.38	3.33	2.18	2.25	3.00	3.00
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	2.54	2.25	2.29	1.96	2.08	2.04	3.17
16	VAMC Alexandria, LA - 502	36	3.62	3.50	3.22	2.27	2.72	3.04	3.75
16	VAMC Fayetteville, AR - 564	14	3.17	3.08	2.91	1.83	2.55	3.10	3.82
16	VAMC Houston, TX - 580	20	3.26	2.78	2.37	2.05	2.26	2.70	3.00
16	VAMC Jackson, MS - 586	23	2.96	2.57	2.74	2.23	2.30	2.77	2.96
16	VAMC New Orleans, LA - 629	21	2.80	2.90	2.80	2.53	2.65	2.80	3.15
16	VAMC Oklahoma City, OK - 635	9	3.00	2.78	2.67	2.22	2.22	2.78	2.89
16	VAMC Shreveport, LA - 667	11	3.56	3.30	3.20	2.50	3.00	2.80	3.40
16	VAMC Muskogee, OK-623	18	3.28	2.94	3.06	2.72	2.89	2.88	3.89
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	3.11	2.82	2.76	2.22	2.59	2.91	3.31
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	2.94	2.80	2.89	2.80	2.77	2.69	3.21
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	2.94	2.65	2.56	2.50	2.50	2.46	2.67
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	2.94	2.72	2.94	2.17	2.72	2.81	3.56
18	EI Paso VA HCS, TX - 756	39	3.10	3.07	3.10	2.63	2.67	2.69	2.70
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	2.59	2.14	2.32	1.95	2.22	2.28	2.49
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	2.33	1.80	2.75	1.75	2.25	2.33	3.50
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.00	2.40	3.20	2.00	1.60	2.00	3.20

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
18	VAMC Amarillo, TX - 504	38	2.72	2.63	2.50	2.38	2.39	2.87	3.47
18	VA West Texas HCS - 519 (Big Springs, TX)	9	3.63	3.88	2.88	2.57	3.00	3.63	4.25
18	VAMC Phoenix, AZ - 644	20	3.00	2.90	2.74	2.22	2.44	3.05	2.56
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.83	2.78	2.28	1.89	2.00	2.61	2.39
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.92	2.42	2.44	2.13	2.29	2.79	3.23
19	VAM&ROC Cheyenne, WY - 442	33	2.68	2.60	2.73	2.25	2.31	2.48	3.13
19	VAMC Grand Junction, CO - 575	3	3.00	2.67	3.00	2.00	1.33	3.00	3.33
19	VAMC Salt Lake City, UT - 660	7	3.00	3.29	3.00	3.00	2.86	3.20	3.33
19	VAMC Sheridan, WY - 666	3	3.67	2.67	3.33	2.33	1.33	2.67	4.67
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	3.11	2.67	2.70	2.67	2.56	2.83	3.00
20	VA DOM White City, OR - 692	20	2.30	2.11	1.84	1.11	2.00	1.37	2.74
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	2.88	2.13	2.29	1.80	1.60	2.25	2.40
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.38	2.56	2.78	1.89	2.00	3.00	2.75
20	VAMC Boise, ID - 531	3	4.67	4.33	2.00	3.00	2.33	3.00	4.67
20	VAMC Portland, OR - 648	8	3.13	2.50	2.63	2.00	2.38	2.83	2.43
20	VAMC Spokane, WA - 668	37	3.03	3.06	2.80	2.33	2.61	2.81	2.97
20	VAMC Walla Walla, WA - 687	6	2.83	2.67	2.33	2.00	2.17	2.50	2.67
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	3.00	2.45	2.60	2.09	2.70	2.91	2.91
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.27	3.00	3.27	2.18	3.09	2.82	3.03
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.53	2.06	2.63	2.19	2.13	2.63	2.60

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-29

Appendix 2: 2003 CHALENG Needs Score by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N=	Help getting ID/ documents	Transport- ation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	3.00	2.69	2.75	2.27	2.33	2.79	2.53
21	VAM&ROC Honolulu, HI - 459	12	2.91	2.17	2.42	2.08	2.58	2.42	2.92
21	VAMC San Francisco, CA - 662	14	3.25	2.83	2.91	2.33	2.30	3.00	2.78
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.47	3.03	3.09	2.02	2.76	2.81	3.44
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)								
22	VAMC Loma Linda, CA - 605	23	2.42	2.11	2.32	2.00	2.11	2.13	2.84
22	VAMC Long Beach, CA - 600	23	3.80	3.30	3.24	2.71	3.15	3.22	3.26
22	VAMC San Diego, CA - 664	31	3.38	3.03	3.30	2.18	2.86	2.96	3.56
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	3.29	3.00	2.86	2.43	2.71	3.00	3.71
23	VAH&ROC Sioux Falls, SD - 438	19	2.87	2.63	2.81	2.63	2.38	2.86	3.13
23	VAM&ROC Fargo, ND - 437	37	3.15	2.88	2.97	2.45	2.82	3.42	3.21
23	VAMC Minneapolis, MN - 618	27	3.17	2.50	2.75	2.78	2.76	3.00	3.17
23	VAMC St. Cloud, MN - 656	14	2.92	3.00	2.83	2.50	3.18	3.00	3.50
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	3.55	3.50	2.92	2.08	2.67	3.27	3.00
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	3.13	2.92	2.56	2.22	2.56	2.74	3.00
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.67	2.33	2.00	1.50	2.00	3.50	3.00
23	VA HCS (VAMC Omaha - 636)	5	3.60	3.40	3.60	3.50	4.00	3.50	4.00
23	VAMC Iowa City, IA - 584	25	3.52	3.09	3.26	2.40	2.61	3.32	3.70

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-30

Appendix 3: 2003 CHALENG Needs Score by Network - Combined Community and VA Representative Assessment

VISN	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional housing	Permanent housing	Detox	Substance abuse treatment	Emotional/Psychiatric services
1	115	3.39	3.99	3.69	3.58	2.85	2.29	3.02	3.23	3.20
2	117	3.19	3.75	3.60	3.21	2.83	2.49	3.17	3.45	3.29
3	155	3.25	3.74	3.58	3.48	2.89	2.39	3.48	3.78	3.64
4	282	3.36	3.82	3.72	3.34	2.83	2.45	3.21	3.42	3.34
5	63	3.17	3.62	3.42	3.10	2.82	2.43	3.48	3.57	3.18
6	225	3.54	3.90	3.72	3.50	3.15	2.60	3.23	3.36	3.26
7	303	3.22	3.48	3.38	3.16	3.04	2.60	3.23	3.50	3.36
8	191	3.03	3.39	3.22	2.36	2.45	1.96	2.81	3.02	3.11
9	129	3.45	3.83	3.68	3.61	2.99	2.53	2.94	3.15	3.24
10	101	3.48	3.94	3.76	3.65	3.21	2.92	3.50	3.59	3.70
11	233	3.43	3.82	3.69	3.55	3.10	2.65	3.18	3.33	3.33
12	130	3.09	3.49	3.37	2.90	2.67	2.18	3.13	3.39	3.32
15	131	3.33	3.72	3.70	3.21	2.85	2.40	3.31	3.54	3.50
16	230	3.44	3.82	3.67	3.23	2.94	2.54	3.06	3.38	3.28
17	119	3.26	3.59	3.42	3.04	2.74	2.24	2.87	2.93	3.07
18	180	3.12	3.46	3.37	3.02	2.80	2.28	2.69	2.91	2.99
19	124	3.18	3.53	3.44	3.18	2.43	2.02	2.69	2.81	2.95
20	161	2.86	3.38	3.35	2.70	2.10	1.85	2.78	3.02	2.88
21	141	2.98	3.42	3.17	2.65	2.73	2.08	2.73	2.98	3.11
22	190	3.37	3.67	3.35	2.93	3.18	2.50	3.26	3.54	3.29
23	222	3.15	3.85	3.62	3.19	2.58	2.22	2.97	3.32	3.27

5 point scale: 1= unmet need ... 5 = met need
 Appendix 3-1

Appendix 3: 2003 CHALENG Needs Score by Network - Combined Community and VA Representative Assessment

VISN	Respondents N=	Dual diagnosis treatment	Family counseling	Medical services	Women's Health Care	Help with medication	Drop-in center	AIDS/HIV testing/counseling	TB testing	TB treatment
1	115	3.00	2.73	3.59	3.34	3.46	2.90	3.59	3.86	3.67
2	117	3.10	2.96	3.82	3.36	3.30	2.93	3.60	3.72	3.63
3	155	3.34	3.05	3.87	3.30	3.42	2.97	3.72	3.82	3.68
4	282	3.11	3.03	3.58	3.23	3.29	3.06	3.48	3.53	3.43
5	63	3.11	2.47	3.77	3.15	3.28	2.43	3.58	3.85	3.66
6	225	3.07	2.81	3.56	3.08	3.20	2.96	3.54	3.62	3.55
7	303	3.22	2.91	3.63	3.03	3.38	2.84	3.39	3.63	3.39
8	191	2.87	2.66	3.44	2.96	3.26	2.74	3.45	3.47	3.33
9	129	2.93	2.91	3.63	3.08	3.37	3.17	3.42	3.68	3.46
10	101	3.30	2.94	3.77	3.34	3.53	2.99	3.78	3.81	3.65
11	233	3.06	2.97	3.67	3.08	3.29	3.06	3.36	3.58	3.51
12	130	3.20	3.00	3.59	3.18	3.11	2.70	3.35	3.59	3.36
15	131	3.31	3.17	3.75	3.32	3.46	2.94	3.54	3.73	3.62
16	230	3.10	2.89	3.65	3.23	3.33	3.02	3.53	3.70	3.62
17	119	2.90	2.78	3.39	3.12	3.15	2.83	3.35	3.40	3.29
18	180	2.76	2.83	3.67	3.08	3.24	2.83	3.41	3.53	3.38
19	124	2.81	2.67	3.34	2.83	3.13	2.26	3.03	3.29	3.04
20	161	2.64	2.56	2.93	2.69	2.74	2.58	3.07	3.37	3.21
21	141	2.85	2.64	3.30	2.89	3.01	2.81	3.30	3.45	3.29
22	190	3.18	2.78	3.63	3.14	3.36	2.98	3.53	3.89	3.76
23	222	3.06	2.97	3.56	3.12	3.10	2.54	3.17	3.28	3.22

5 point scale: 1= unmet need ... 5 = met need

Appendix 3-2

Appendix 3: 2003 CHALENG Needs Score by Network - Combined Community and VA Representative Assessment

VISN	Respondents N=	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA disability/pension	Welfare payments	SSI/SSD process	Guardianship (financial)	Help Managing Money
1	115	3.62	2.33	2.88	2.82	3.19	2.90	3.07	2.56	2.77
2	117	3.60	2.38	2.74	2.66	3.35	3.04	3.11	2.54	2.59
3	155	3.67	2.83	3.22	3.23	3.59	3.41	3.44	2.81	2.89
4	282	3.49	2.60	2.88	2.92	3.51	3.30	3.31	2.93	2.96
5	63	3.61	2.27	2.77	2.84	3.37	2.83	3.18	2.42	2.49
6	225	3.50	2.40	2.70	2.69	3.45	3.02	3.16	2.73	2.74
7	303	3.48	2.68	2.82	2.87	2.98	2.60	2.56	2.63	2.74
8	191	3.41	2.01	2.61	2.71	3.08	2.72	2.77	2.56	2.53
9	129	3.45	2.69	2.77	2.78	3.45	3.04	3.07	2.66	2.66
10	101	3.66	2.97	3.10	3.09	3.48	3.02	3.14	3.03	3.02
11	233	3.55	2.57	2.92	2.84	3.39	2.90	2.94	2.65	2.63
12	130	3.45	2.53	2.68	2.72	3.36	2.69	2.91	2.77	2.69
15	131	3.63	2.44	2.81	2.73	3.48	3.09	3.10	2.71	2.64
16	230	3.44	2.55	2.73	2.72	3.39	2.97	3.07	2.76	2.75
17	119	3.22	2.45	2.50	2.48	3.36	3.05	3.06	2.54	2.60
18	180	3.50	2.42	2.64	2.64	3.29	2.86	2.80	2.61	2.54
19	124	3.29	2.31	2.40	2.40	3.19	2.69	2.82	2.59	2.48
20	161	3.20	1.81	2.27	2.38	3.19	2.67	2.85	2.54	2.52
21	141	3.35	2.12	2.42	2.39	3.03	2.77	2.84	2.65	2.44
22	190	3.64	2.38	2.67	2.63	3.40	3.14	3.29	2.67	2.78
23	222	3.32	2.36	2.68	2.72	3.63	3.16	3.17	2.80	2.59

5 point scale: 1= unmet need ... 5 = met need
 Appendix 3-3

Appendix 3: 2003 CHALENG Needs Score by Network - Combined Community and VA Representative Assessment

VISN	Respondents N=	Job training	Job placement	Help getting ID/documents	Transportation	Education	Child care	Legal assistance	Discharge upgrade	Spiritual
1	115	2.99	3.24	3.35	2.85	2.93	2.22	2.80	2.82	3.27
2	117	2.94	3.05	3.20	2.75	3.03	2.54	2.58	3.05	3.22
3	155	3.22	3.08	3.33	2.98	3.01	2.29	2.81	3.12	3.34
4	282	3.13	3.39	3.47	3.13	3.14	2.56	2.88	3.01	3.35
5	63	2.80	3.11	3.20	2.74	2.93	2.17	2.60	2.74	3.49
6	225	2.87	2.92	3.24	2.91	3.01	2.40	2.70	3.06	3.30
7	303	3.03	3.09	3.17	2.94	2.93	2.28	2.64	2.75	3.29
8	191	2.66	2.82	2.99	2.69	2.78	2.13	2.59	2.83	3.25
9	129	2.94	3.04	3.36	3.12	2.96	2.52	2.74	3.07	3.38
10	101	3.06	3.03	3.42	3.11	3.04	2.53	3.02	3.29	3.51
11	233	2.83	2.95	3.13	2.86	2.81	2.25	2.58	2.88	3.32
12	130	2.90	3.02	3.14	2.81	2.98	2.38	2.66	2.95	3.16
15	131	2.98	3.07	3.31	2.74	3.03	2.39	2.70	3.16	3.34
16	230	2.87	3.02	3.18	2.92	2.85	2.26	2.49	2.87	3.33
17	119	2.93	2.89	3.03	2.78	2.80	2.41	2.64	2.78	3.23
18	180	2.57	2.79	2.91	2.71	2.74	2.33	2.44	2.77	3.00
19	124	2.52	2.76	2.96	2.80	2.67	2.18	2.28	2.78	3.17
20	161	2.74	2.83	3.06	2.78	2.49	1.94	2.19	2.71	2.93
21	141	2.79	2.84	3.02	2.71	2.80	2.11	2.54	2.78	2.94
22	190	3.24	3.31	3.37	2.98	3.09	2.18	2.74	2.89	3.38
23	222	2.83	3.04	3.19	2.88	2.83	2.45	2.68	3.08	3.32

5 point scale: 1= unmet need ... 5 = met need
 Appendix 3-4

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	3.59	3.59	3.96	4.26	3.73	3.78	3.65	3.85
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	4.00	3.00	3.67	4.00	3.83	4.00	4.17	4.20
1	VAM&ROC Togus, ME - 402	15	2.86	3.29	3.67	4.23	3.69	4.00	2.92	3.83
1	VAM&ROC White River Junction, VT - 405	1	4.00	4.00	4.00	4.00	5.00	5.00	4.00	5.00
1	VAMC Manchester, NH - 608	18	3.50	3.44	4.17	4.22	4.17	4.28	3.89	3.94
1	VAMC Northampton, MA - 631	20	3.75	3.85	3.20	4.10	3.39	4.05	3.42	3.89
1	VAMC Providence, RI - 650	14	3.50	3.29	4.07	4.43	4.29	4.36	3.79	3.79
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	3.42	3.03	3.95	4.08	3.92	3.78	3.60	3.29
2	VAMC Albany, NY - 500	19	3.56	3.44	4.18	4.31	4.25	4.44	3.93	3.93
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	3.63	3.13	4.25	4.38	4.13	3.75	3.50	3.63
2	VAMC Syracuse, NY - 670	19	3.94	3.94	4.56	4.67	4.39	4.39	4.06	4.07
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	3.91	2.90	4.26	4.30	4.30	4.26	3.64	3.55
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	2.67	3.33	3.50	3.67	2.67	3.17	3.00	3.00
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	3.50	3.47	3.53	3.97	3.44	3.71	3.16	3.37
3	VAMC Northport, NY - 632	23	3.43	3.23	4.36	4.30	4.30	4.48	3.90	3.95
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	3.50	3.38	4.06	4.27	4.27	4.31	3.80	3.56
4	VAM&ROC Wilmington, DE - 460	17	3.71	3.24	3.82	3.88	3.69	3.75	3.88	3.65
4	VAMC Altoona, PA - 503	47	3.78	3.45	3.90	3.90	3.79	3.87	3.31	3.36
4	VAMC Butler, PA - 529	23	3.83	3.61	4.47	4.44	4.37	4.42	4.00	4.00
4	VAMC Clarksburg, WV - 540	25	3.70	3.43	4.09	3.79	4.00	3.91	3.58	3.30
4	VAMC Coatesville - 542	42	3.53	3.45	3.81	4.13	3.78	3.94	3.35	3.34
4	VAMC Erie, PA - 562	18	4.00	3.78	3.89	4.28	4.24	3.94	4.24	3.94
4	VAMC Lebanon, PA - 595	29	2.89	3.39	3.19	3.59	3.09	3.26	2.86	2.90

5 point scale: 1= unmet need ... 5 = met need

Appendix 4-1

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
4	VAMC Philadelphia, PA - 642*	30	3.27	3.00	3.81	4.03	3.97	3.86	3.66	3.79
4	VAMC Wilkes-Barre, PA - 693									
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.88	3.50	4.50	4.75	4.50	4.63	4.13	4.25
5	VAMC Martinsburg, WV - 613	19	4.05	3.42	4.26	4.53	4.11	4.05	3.89	3.37
5	VAMC Washington, DC - 688	29	3.41	3.43	4.00	4.25	3.86	4.04	3.67	3.70
6	VAMC Asheville, NC - 637	23	4.04	3.65	4.30	4.19	4.14	4.27	3.91	3.95
6	VAMC Beckley, WV - 517									
6	VAMC Durham, NC - 558	2	3.50	4.00	3.50	4.00	3.50	3.50	3.50	3.50
6	VAMC Fayetteville, NC - 565	18	3.61	3.44	3.61	3.72	3.24	3.18	3.29	3.12
6	VAMC Hampton, VA - 590	21	3.76	3.76	3.76	4.24	3.71	4.14	3.38	3.65
6	VAMC Richmond, VA - 652	10	2.70	3.10	3.50	4.50	3.50	3.80	2.56	2.67
6	VAMC Salem, VA - 658	12	3.75	3.17	4.18	4.50	4.55	4.36	4.00	3.70
6	VAMC Salisbury, NC - 659	112	3.65	3.36	4.05	4.25	4.00	4.09	3.66	3.74
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.68	2.70	2.84	3.30	2.92	3.24	2.82	2.92
7	VAMC - Augusta, GA - 509	31	3.61	3.53	3.58	3.93	3.58	3.90	3.43	3.43
7	VAMC Atlanta, GA - 508	22	3.70	3.50	4.25	4.30	4.15	4.25	3.89	3.89
7	VAMC Birmingham, AL - 521	13	3.85	3.62	3.92	4.23	4.25	4.17	3.83	4.00
7	VAMC Charleston, SC - 534	20	3.58	3.21	3.84	4.21	3.74	3.53	3.47	3.47
7	VAMC Columbia, SC - 544	25	4.00	3.54	4.48	4.28	4.24	4.29	4.27	4.18
7	VAMC Dublin, GA - 557	22	3.10	3.18	3.70	3.90	3.75	3.76	3.56	3.44
7	VAMC Tuscaloosa, AL - 679	12	3.56	3.56	4.00	3.80	3.89	4.00	4.00	3.60
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	3.42	3.29	3.65	4.06	3.48	3.74	3.38	3.34
8	VAH Tampa, FL - 673	22	3.53	3.47	3.94	3.88	3.69	3.63	3.20	3.33
8	VAMC Bay Pines - 516	24	3.74	3.78	3.87	4.29	3.83	4.21	3.63	3.79
8	VAMC Miami, FL - 546	29	3.69	3.38	4.24	4.28	4.34	4.34	3.93	3.86
8	VAMC West Palm Beach, FL - 548	17	3.53	2.86	3.77	4.23	3.60	4.00	3.67	3.54
8	VAMC San Juan, PR									
9	VAMC Huntington, WV - 581	41	4.16	4.05	4.27	4.14	4.19	4.17	3.79	3.76
9	VAMC Lexington, KY - 596	3	5.00	4.00	5.00	5.00	5.00	5.00	5.00	4.00
9	VAMC Louisville, KY - 603	17	4.06	3.47	4.38	4.38	4.50	4.38	4.59	4.18

5 point scale: 1= unmet need ... 5 = met need

* 2002 data. 2003 data for Philadelphia not available.

Appendix 4-2

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
9	VAMC Memphis, TN - 614	22	3.71	3.50	3.79	3.84	3.73	3.73	4.00	3.80
9	VAMC Mountain Home, TN - 621	16	3.43	2.79	3.43	3.50	3.36	3.57	3.42	3.58
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	3.06	3.00	3.63	3.75	3.44	3.63	3.07	3.13
10	VAMC Chillicothe, OH - 538	1	5.00	5.00	4.00	4.00	4.00	4.00	3.00	3.00
10	VAMC Cincinnati, OH - 539	19	4.12	4.06	4.06	4.35	4.24	4.35	4.06	3.94
10	VAMC Cleveland, OH - 541	32	4.44	4.16	4.63	4.44	4.38	4.56	4.10	4.16
10	VAMC Dayton, OH - 552	5	4.20	4.00	3.80	4.00	3.60	3.40	3.40	3.00
10	VAOPC Columbus, OH - 757	24	3.63	3.29	3.67	4.09	3.61	3.92	3.33	3.83
11	Toledo, OH, Outpatient Clinic	26	3.68	3.32	3.92	4.04	3.83	3.80	3.41	3.39
11	VA Ann Arbor HCS, MI - 506	17	4.00	3.63	4.41	4.35	4.35	4.47	4.00	4.06
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	3.09	3.00	3.57	3.78	3.43	3.70	3.41	3.26
11	VAMC Battle Creek, MI - 515	51	3.66	3.56	3.98	4.08	3.87	3.91	3.70	3.68
11	VAMC Danville, IL - 550	13	3.92	3.54	4.75	4.58	4.33	4.58	4.33	4.17
11	VAMC Detroit, MI - 553	36	3.91	3.59	3.63	4.03	3.50	3.79	3.47	3.50
11	VAMC Indianapolis - 583	11	3.73	3.55	3.36	3.64	3.55	3.91	3.45	3.55
11	VAMC Saginaw, MI - 655	4	3.50	3.75	3.50	4.50	3.25	3.75	3.67	4.00
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.79	3.50	4.07	4.29	4.14	4.21	3.77	4.15
12	VAH Madison, WI - 607	16	3.27	3.40	3.87	4.33	3.87	3.93	3.33	3.47
12	VAMC Iron Mountain, MI - 585	4	3.75	3.75	3.25	3.25	3.25	3.25	3.50	3.25
12	VAMC Milwaukee, WI - 695	34	3.59	3.22	4.06	4.09	3.94	3.91	3.48	3.13
12	VAMC North Chicago, IL - 556	13	3.31	3.00	3.50	4.42	3.83	4.33	3.08	3.92
12	VAMC Tomah, WI - 676	15	3.73	3.20	3.87	4.20	3.93	4.20	3.53	3.80
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.69	3.67	3.85	4.00	3.83	3.83	3.22	3.50
15	VAH Columbia, MO - 543	18	3.56	3.41	3.78	3.44	3.61	3.17	3.28	2.89
15	VAM&ROC Wichita, KS - 452	9	3.33	3.67	4.00	4.22	3.67	3.89	3.22	3.22
15	VAMC Kansas City, MO - 589	9	2.86	3.38	3.00	3.13	2.86	2.75	2.20	2.17
15	VAMC Marion, IL - 609	6	3.17	3.17	4.00	4.00	3.83	3.83	3.80	3.60
15	VAMC Poplar Bluff, MO - 647	9	4.00	3.50	4.25	4.00	3.63	3.75	3.57	3.33
15	VAMC St. Louis, MO - 657	20	3.42	3.16	3.84	3.89	3.83	3.68	3.47	3.50
15	VAMC Topeka, KS	21	4.30	3.57	4.48	4.52	4.30	4.50	3.70	3.75

5 point scale: 1= unmet need ... 5 = met need

Appendix 4-3

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	3.79	3.79	4.07	3.93	4.14	3.86	3.79	3.79
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	3.26	3.13	3.55	4.04	3.55	3.90	3.52	3.43
16	VAMC Alexandria, LA - 502	36	3.77	3.95	4.30	4.36	4.24	4.33	4.19	4.13
16	VAMC Fayetteville, AR - 564	14	3.69	2.85	4.08	3.92	4.00	4.00	3.54	3.54
16	VAMC Houston, TX - 580	20	3.90	3.75	4.70	4.70	4.55	4.50	4.25	4.15
16	VAMC Jackson, MS - 586	23	3.87	3.26	4.29	4.48	4.30	4.38	4.00	4.05
16	VAMC New Orleans, LA - 629	21	3.58	3.58	4.06	4.33	3.94	4.29	3.67	3.89
16	VAMC Oklahoma City, OK - 635	9	4.00	3.56	4.44	4.56	3.78	4.11	3.22	3.33
16	VAMC Shreveport, LA - 667	11	3.45	3.91	3.27	4.00	3.36	3.55	3.09	3.18
16	VAMC Muskogee, OK-623	18	3.53	3.53	4.00	4.24	4.12	4.12	3.71	3.56
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	4.20	3.80	4.30	4.20	4.05	4.00	3.92	3.53
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	3.69	3.47	3.78	3.78	3.72	3.50	3.28	3.16
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	3.31	3.06	3.94	3.81	3.87	3.87	3.33	3.33
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	4.28	3.78	4.11	3.94	4.17	4.06	4.06	3.82
18	EI Paso VA HCS, TX - 756	39	3.46	3.35	3.40	3.82	3.63	3.69	3.26	3.26
18	VA New Mexico HCS - 501 (Alburquerque, NM)	39	3.45	3.14	3.72	3.75	3.46	3.40	3.15	3.03
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	4.14	4.00	3.50	3.29	3.00	3.14	2.67	2.67
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	3.60	3.20	3.00	4.00	3.00	3.80	3.00	3.40
18	VAMC Amarillo, TX - 504	38	3.31	3.33	3.50	3.58	3.40	3.35	3.07	3.03
18	VA West Texas HCS - 519 (Big Springs, TX)	9	4.50	3.63	4.33	4.33	4.13	4.13	4.00	4.33
18	VAMC Phoenix, AZ - 644	20	3.68	3.37	4.16	4.26	4.05	3.89	3.37	3.53
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	3.06	2.76	3.78	4.06	3.50	3.41	2.65	2.81

5 point scale: 1= unmet need ... 5 = met need

Appendix 4-4

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.63	3.05	2.97	4.13	2.95	3.92	2.53	3.00
19	VAM&ROC Cheyenne, WY - 442	33	3.42	3.27	3.09	3.48	3.09	3.18	2.53	2.69
19	VAMC Grand Junction, CO - 575	3	3.33	3.67	3.67	4.67	3.67	4.00	3.67	4.00
19	VAMC Salt Lake City, UT - 660	7	3.43	2.83	4.14	4.14	4.00	4.29	4.00	4.14
19	VAMC Sheridan, WY - 666	3	4.00	3.00	3.00	5.00	3.33	5.00	4.00	5.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	3.55	3.00	3.82	4.18	3.50	3.80	3.00	3.00
20	VA DOM White City, OR - 692	20	3.55	3.65	3.80	4.20	4.00	4.45	3.41	3.69
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	2.92	3.15	2.77	3.54	2.92	3.58	2.67	3.58
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.50	3.25	4.00	4.25	3.88	4.13	3.63	3.63
20	VAMC Boise, ID - 531	3	5.00	4.67	5.00	4.33	4.67	4.00	4.00	3.67
20	VAMC Portland, OR - 648	8	3.75	3.50	4.25	4.38	4.38	4.00	3.00	3.29
20	VAMC Spokane, WA - 668	37	3.06	2.94	3.31	3.72	3.09	3.29	2.80	2.94
20	VAMC Walla Walla, WA - 687	6	3.17	3.17	3.67	3.33	3.33	3.00	3.00	3.00
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	3.00	2.91	3.36	3.55	3.09	3.91	2.45	3.00
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.42	3.30	3.82	3.97	3.71	3.91	3.53	3.62
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	2.67	2.89	3.00	3.65	3.11	3.61	2.53	2.76
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	3.44	2.89	3.76	3.78	3.83	3.56	3.22	3.18
21	VAM&ROC Honolulu, HI - 459	12	3.50	3.50	4.00	4.50	3.92	4.42	3.92	3.67
21	VAMC San Francisco, CA - 662	14	3.23	3.36	3.79	4.29	4.07	4.36	3.50	3.86
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.67	3.30	4.09	4.38	3.97	4.25	3.82	4.11
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)									

5 point scale: 1= unmet need ... 5 = met need

Appendix 4-5

Appendix 4: 2003 CHALENG Integration Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2003 Name	Community Respondents N =	VA Access	Community Access	VA Commitment	Community Commitment	VA Cooperation	Community Cooperation	VA Coordination	Community Coordination
22	VAMC Loma Linda, CA - 605	23	3.00	3.00	3.00	3.44	3.12	3.29	3.18	3.12
22	VAMC Long Beach, CA - 600	23	4.30	3.87	4.61	4.43	4.52	4.35	4.59	4.14
22	VAMC San Diego, CA - 664	31	3.73	3.81	4.28	4.24	4.19	4.17	3.71	3.96
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	3.71	3.86	4.00	4.57	3.86	4.00	3.71	3.00
23	VAH&ROC Sioux Falls, SD - 438	19	3.28	3.44	3.35	4.19	3.25	3.88	3.06	3.75
23	VAM&ROC Fargo, ND - 437	37	3.58	3.39	4.25	4.25	4.26	4.26	3.62	3.56
23	VAMC Minneapolis, MN - 618	27	3.85	3.33	3.93	4.26	4.04	4.12	3.56	3.62
23	VAMC St. Cloud, MN - 656	14	3.79	3.71	3.57	3.79	3.67	4.00	3.27	3.36
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	3.00	3.43	3.29	3.50	3.21	3.36	3.00	3.36
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	3.48	3.29	3.76	3.81	3.69	3.71	3.41	3.51
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.67	2.00	4.00	3.00	4.33	3.00	4.00	2.00
23	VA HCS (VAMC Omaha - 636)	5	4.40	4.40	4.80	5.00	4.80	4.80	4.60	4.80
23	VAMC Iowa City, IA - 584	25	3.96	3.52	3.84	3.92	3.88	4.04	3.80	3.84

5 point scale: 1= unmet need ... 5 = met need

Appendix 4-6

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	2.36	2.28	1.64	2.52	1.76	1.64
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.00	3.50	3.00	3.50	2.50	1.00
1	VAM&ROC Togus, ME - 402	15	2.71	2.00	1.79	2.29	1.38	1.54
1	VAM&ROC White River Junction, VT - 405	1	4.00	4.00	2.00	4.00	2.00	2.00
1	VAMC Manchester, NH - 608	18	2.83	1.00	2.28	2.78	1.00	1.00
1	VAMC Northampton, MA - 631	20	2.75	2.68	1.80	2.40	1.63	1.45
1	VAMC Providence, RI - 650	14	2.71	2.50	2.29	2.93	2.14	1.86
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	2.18	2.34	1.77	2.18	1.49	1.34
2	VAMC Albany, NY - 500	19	2.81	2.29	2.19	2.69	1.60	1.60
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	3.38	3.13	3.13	3.38	1.38	2.29
2	VAMC Syracuse, NY - 670	19	2.50	1.68	1.84	2.37	1.53	1.61
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	2.95	2.65	2.10	2.40	1.55	1.60
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	1.83	1.83	1.17	1.50	1.33	2.00
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	2.34	2.33	2.03	2.12	1.41	1.61
3	VAMC Northport, NY - 632	23	2.67	2.45	1.95	2.55	1.38	1.48
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	2.73	2.13	1.94	2.33	1.47	1.67
4	VAM&ROC Wilmington, DE - 460	17	2.82	2.06	1.65	2.53	1.59	1.41
4	VAMC Altoona, PA - 503	47	2.38	1.62	1.85	1.85	1.44	1.41
4	VAMC Butler, PA - 529	23	2.71	2.00	1.90	2.24	1.35	1.90

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-1

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
4	VAMC Clarksburg, WV - 540	25	2.82	2.05	2.14	2.68	1.59	1.50
4	VAMC Coatesville - 542	42	2.66	2.15	2.32	2.65	1.65	1.78
4	VAMC Erie, PA - 562	18	2.50	2.00	2.42	2.33	2.33	2.11
4	VAMC Lebanon, PA - 595	29	1.88	1.32	1.46	1.36	1.44	1.16
4	VAMC Philadelphia, PA - 642*	30	2.54	2.14	2.00	2.57	1.41	1.43
4	VAMC Wilkes-Barre, PA - 693							
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	3.25	3.25	2.75	3.13	2.38	2.13
5	VAMC Martinsburg, WV - 613	19	2.53	2.21	1.89	2.68	1.11	1.32
5	VAMC Washington, DC - 688	29	2.17	2.08	1.65	2.29	1.29	1.58
6	VAMC Asheville, NC - 637	23	2.71	2.71	2.40	2.57	1.70	1.80
6	VAMC Beckley, WV - 517							
6	VAMC Durham, NC - 558	2	3.00	3.50	3.00	2.50	1.50	2.00
6	VAMC Fayetteville, NC - 565	18	2.06	1.56	1.50	1.72	1.56	1.65
6	VAMC Hampton, VA - 590	21	3.06	1.76	1.78	1.88	1.29	1.19
6	VAMC Richmond, VA - 652	10	2.13	1.75	1.38	2.13	1.25	1.13
6	VAMC Salem, VA - 658	12	3.00	1.50	2.18	2.50	1.64	1.36
6	VAMC Salisbury, NC - 659	112	3.47	3.32	2.75	3.48	1.81	1.73
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	2.00	1.84	1.79	1.89	1.71	1.82
7	VAMC - Augusta, GA - 509	31	2.10	1.93	2.03	2.21	1.66	1.46
7	VAMC Atlanta, GA - 508	22	2.93	2.93	2.33	2.80	2.33	1.87
7	VAMC Birmingham, AL - 521	13	2.31	1.58	1.62	2.54	1.54	1.77
7	VAMC Charleston, SC - 534	20	2.44	2.17	1.78	2.56	1.39	1.82
7	VAMC Columbia, SC - 544	25	3.05	2.68	2.35	2.90	2.05	1.84
7	VAMC Dublin, GA - 557	22	2.67	2.00	2.60	2.63	2.13	1.57
7	VAMC Tuscaloosa, AL - 679	12	2.63	2.11	2.22	2.11	1.56	1.67
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	2.03	1.50	1.97	2.03	1.52	1.38
8	VAH Tampa, FL - 673	22	2.20	1.60	1.73	2.47	1.40	1.47
8	VAMC Bay Pines - 516	24	2.67	2.29	2.25	2.30	1.79	1.54

4 point scale: 1=none 2=low 3=moderate 4=high

* 2002 data. 2003 data for Philadelphia not available.

Appendix 5-2

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
8	VAMC Miami, FL - 546	29	3.15	2.69	2.27	3.00	1.92	2.04
8	VAMC West Palm Beach, FL - 548	17	2.44	1.86	1.92	2.14	1.93	1.86
8	VAMC San Juan, PR							
9	VAMC Huntington, WV - 581	41	2.63	2.09	2.35	2.42	1.62	1.48
9	VAMC Lexington, KY - 596	3	3.00	4.00	3.00	2.00	3.00	2.00
9	VAMC Louisville, KY - 603	17	2.81	3.06	2.56	3.00	1.69	2.19
9	VAMC Memphis, TN - 614	22	2.37	1.22	1.68	2.00	1.40	1.16
9	VAMC Mountain Home, TN - 621	16	2.29	1.36	1.57	1.46	1.43	1.00
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	2.56	1.81	1.88	2.38	1.38	2.00
10	VAMC Chillicothe, OH - 538	1	3.00	4.00	3.00	4.00	3.00	3.00
10	VAMC Cincinnati, OH - 539	19	3.06	2.59	2.44	2.61	1.94	2.17
10	VAMC Cleveland, OH - 541	32	3.10	2.62	2.07	2.97	2.04	2.03
10	VAMC Dayton, OH - 552	5	3.40	2.60	2.20	3.00	2.20	2.40
10	VAOPC Columbus, OH - 757	24	2.39	2.00	2.23	2.36	1.73	1.41
11	Toledo, OH, Outpatient Clinic	26	2.05	1.62	1.71	2.25	1.45	1.40
11	VA Ann Arbor HCS, MI - 506	17	2.94	2.65	2.29	3.06	1.53	1.60
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	2.05	1.86	1.52	1.95	1.38	1.32
11	VAMC Battle Creek, MI - 515	51	3.02	2.59	2.57	3.07	2.35	2.15
11	VAMC Danville, IL - 550	13	3.33	1.55	2.17	3.00	1.83	1.50
11	VAMC Detroit, MI - 553	36	2.39	1.68	1.86	2.14	1.51	1.57
11	VAMC Indianapolis - 583	11	2.73	2.45	2.27	2.55	1.73	1.55
11	VAMC Saginaw, MI - 655	4	1.50	1.00	1.50	1.50	1.00	1.00
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	3.15	2.75	2.08	2.92	1.77	2.15
12	VAH Madison, WI - 607	16	2.13	2.33	1.60	2.47	1.33	1.73
12	VAMC Iron Mountain, MI - 585	4	2.75	1.00	1.00	1.50	1.00	1.00
12	VAMC Milwaukee, WI - 695	34	2.97	2.34	2.03	2.81	2.00	1.97
12	VAMC North Chicago, IL - 556	13	2.00	1.45	1.75	2.25	1.67	1.08
12	VAMC Tomah, WI - 676	15	2.93	2.40	2.40	2.80	1.93	1.93

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-3

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	3.00	2.25	1.83	2.25	1.50	1.67
15	VAH Columbia, MO - 543	18	2.12	1.53	1.76	1.65	1.41	1.69
15	VAM&ROC Wichita, KS - 452	9	2.11	1.44	1.89	1.56	1.00	1.00
15	VAMC Kansas City, MO - 589	9	1.38	1.75	1.38	1.25	1.00	1.38
15	VAMC Marion, IL - 609	6	3.17	1.00	2.00	2.33	2.00	1.00
15	VAMC Poplar Bluff, MO - 647	9	1.75	2.13	1.67	2.14	1.14	1.29
15	VAMC St. Louis, MO - 657	20	2.94	2.44	2.50	2.44	1.81	2.00
15	VAMC Topeka, KS	21	2.84	2.11	2.00	2.11	1.79	1.53
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	2.71	2.07	2.43	2.50	1.71	1.93
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	2.33	1.52	1.33	1.71	1.22	1.13
16	VAMC Alexandria, LA - 502	36	3.26	3.13	2.53	3.13	2.10	2.14
16	VAMC Fayetteville, AR - 564	14	2.08	1.43	1.86	2.00	1.29	1.43
16	VAMC Houston, TX - 580	20	3.20	2.58	2.37	3.50	1.80	1.68
16	VAMC Jackson, MS - 586	23	3.15	2.15	2.35	2.75	2.00	1.80
16	VAMC New Orleans, LA - 629	21	2.56	1.40	1.95	2.80	1.50	2.05
16	VAMC Oklahoma City, OK - 635	9	3.13	2.00	2.25	2.25	1.25	1.75
16	VAMC Shreveport, LA - 667	11	1.80	1.60	1.44	2.00	1.40	1.00
16	VAMC Muskogee, OK-623	18	2.50	2.18	2.28	2.28	1.89	1.71
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	2.61	1.92	2.00	2.15	1.65	1.32
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	2.33	2.17	1.83	2.33	1.59	1.55
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	2.35	1.38	1.88	2.12	1.56	1.50
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	2.55	2.11	1.63	2.50	1.79	1.29
18	EI Paso VA HCS, TX - 756	39	2.71	2.09	2.37	2.29	1.83	1.82

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-4

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	2.23	2.19	1.70	2.29	1.74	1.41
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	1.67	1.29	1.43	1.67	1.14	1.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	2.60	1.80	1.60	1.80	1.80	2.20
18	VAMC Amarillo, TX - 504	38	1.76	1.47	1.53	1.81	1.31	1.18
18	VA West Texas HCS - 519 (Big Springs, TX)	9	3.11	2.29	2.29	2.29	1.71	1.43
18	VAMC Phoenix, AZ - 644	20	2.29	1.82	1.82	2.60	1.80	1.53
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.76	1.94	1.71	2.47	1.71	1.59
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	2.19	1.80	1.48	1.97	1.43	1.29
19	VAM&ROC Cheyenne, WY - 442	33	2.03	1.55	1.36	1.61	1.06	1.30
19	VAMC Grand Junction, CO - 575	3	4.00	2.67	1.33	3.33	2.33	1.33
19	VAMC Salt Lake City, UT - 660	7	3.00	2.14	2.33	3.14	1.86	2.57
19	VAMC Sheridan, WY - 666	3	4.00	3.33	3.33	4.00	1.00	1.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	2.67	2.20	2.20	2.56	1.70	1.20
20	VA DOM White City, OR - 692	20	1.63	1.37	1.32	1.72	1.37	1.32
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	1.69	1.85	1.54	1.50	1.08	1.17
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	3.13	1.88	2.00	2.38	1.25	1.63
20	VAMC Boise, ID - 531	3	2.67	2.00	1.00	3.00	2.33	1.67
20	VAMC Portland, OR - 648	8	3.00	2.50	2.25	3.13	1.75	2.25
20	VAMC Spokane, WA - 668	37	2.32	2.10	2.00	2.39	2.00	1.69
20	VAMC Walla Walla, WA - 687	6	2.83	1.50	2.33	2.33	1.67	1.67
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	2.15	2.00	2.15	2.38	1.62	1.31

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-5

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Regular Meetings	Service Co-Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	3.19	3.19	2.80	2.93	2.48	2.54
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	1.94	2.06	1.50	1.65	1.41	1.31
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	2.06	1.82	1.76	2.29	1.47	1.29
21	VAM&ROC Honolulu, HI - 459	12	3.42	2.64	2.58	3.08	2.17	1.67
21	VAMC San Francisco, CA - 662	14	3.29	2.29	2.50	3.25	1.88	2.38
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.05	2.43	2.52	3.02	2.39	2.08
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)							
22	VAMC Loma Linda, CA - 605	23	2.14	1.57	1.52	1.95	1.48	1.05
22	VAMC Long Beach, CA - 600	23	3.10	3.05	2.95	3.10	2.50	2.37
22	VAMC San Diego, CA - 664	31	2.55	2.37	2.03	2.97	1.93	1.93
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	2.86	1.43	2.43	2.57	1.86	1.43
23	VAH&ROC Sioux Falls, SD - 438	19	2.31	1.78	2.29	2.00	1.44	1.56
23	VAM&ROC Fargo, ND - 437	37	2.44	1.94	2.14	2.37	1.23	1.42
23	VAMC Minneapolis, MN - 618	27	2.46	2.46	2.04	2.19	1.42	1.38
23	VAMC St. Cloud, MN - 656	14	1.93	1.64	1.50	1.79	1.14	1.21
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	2.33	1.38	2.00	2.00	1.58	1.33
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	2.30	2.08	1.81	2.22	1.69	1.53
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	3.00	1.33	1.67	1.67	1.00	1.00
23	VA HCS (VAMC Omaha - 636)	5	3.60	3.40	3.00	3.60	1.40	1.00
23	VAMC Iowa City, IA - 584	25	2.27	1.91	1.74	2.74	1.22	1.30

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-6

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5	28	1.76	2.40	1.63	1.48	1.56	1.67
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	6	3.50	3.00	2.50	2.00	3.00	3.50
1	VAM&ROC Togus, ME - 402	15	1.43	1.79	1.31	1.54	1.46	1.85
1	VAM&ROC White River Junction, VT - 405	1	3.00	3.00	3.00	3.00	3.00	3.00
1	VAMC Manchester, NH - 608	18	1.00	2.29	1.06	1.00	1.00	1.00
1	VAMC Northampton, MA - 631	20	1.65	2.28	1.60	1.26	1.74	1.74
1	VAMC Providence, RI - 650	14	2.00	2.64	1.86	1.86	1.86	2.00
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	39	1.42	2.00	1.55	1.39	1.52	1.59
2	VAMC Albany, NY - 500	19	2.38	2.50	1.93	1.60	1.73	1.93
2	VAMC Canandaigua, NY - 528A5 (Rochester)	8	1.29	2.63	1.75	1.38	1.25	1.50
2	VAMC Syracuse, NY - 670	19	1.63	2.32	1.63	1.95	1.68	1.95
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	23	1.70	2.55	1.53	1.15	1.30	1.60
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	7	1.00	1.17	1.33	1.33	1.00	1.00
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	35	1.34	1.93	1.57	1.45	1.47	1.27
3	VAMC Northport, NY - 632	23	1.81	2.57	1.43	1.30	1.50	1.67
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	20	2.00	2.13	1.64	1.80	2.07	1.57
4	VAM&ROC Wilmington, DE - 460	17	1.24	2.29	1.53	1.35	1.31	1.71
4	VAMC Altoona, PA - 503	47	1.36	1.77	1.49	1.38	1.62	1.53
4	VAMC Butler, PA - 529	23	1.15	1.55	1.35	1.70	1.30	1.50

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-7

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
4	VAMC Clarksburg, WV - 540	25	1.95	2.36	2.09	2.13	1.96	2.18
4	VAMC Coatesville - 542	42	1.80	2.15	1.75	1.45	1.51	1.69
4	VAMC Erie, PA - 562	18	2.38	2.50	2.08	1.90	1.92	2.33
4	VAMC Lebanon, PA - 595	29	1.08	1.28	1.12	1.21	1.08	1.40
4	VAMC Philadelphia, PA - 642*	30	1.85	2.21	1.68	1.50	1.64	1.64
4	VAMC Wilkes-Barre, PA - 693							
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	8	2.88	3.25	2.25	2.25	2.00	2.00
5	VAMC Martinsburg, WV - 613	19	1.05	2.00	1.42	1.26	1.37	1.42
5	VAMC Washington, DC - 688	29	1.38	2.00	1.54	1.57	1.45	1.43
6	VAMC Asheville, NC - 637	23	1.86	2.50	1.86	1.53	1.63	1.67
6	VAMC Beckley, WV - 517							
6	VAMC Durham, NC - 558	2	2.00	2.50	2.00	2.50	1.50	1.00
6	VAMC Fayetteville, NC - 565	18	1.39	1.47	1.18	1.35	1.44	1.41
6	VAMC Hampton, VA - 590	21	1.71	2.06	1.24	1.29	1.35	1.29
6	VAMC Richmond, VA - 652	10	1.50	1.88	1.13	1.38	1.00	1.00
6	VAMC Salem, VA - 658	12	1.55	1.82	1.27	1.36	1.36	1.82
6	VAMC Salisbury, NC - 659	112	1.57	3.16	1.18	1.81	1.72	1.17
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	38	1.81	1.78	1.81	1.75	1.92	1.92
7	VAMC - Augusta, GA - 509	31	1.76	1.97	1.90	1.75	1.57	2.07
7	VAMC Atlanta, GA - 508	22	2.07	2.67	2.29	2.14	2.33	2.21
7	VAMC Birmingham, AL - 521	13	1.46	1.67	1.46	1.54	1.38	1.31
7	VAMC Charleston, SC - 534	20	1.88	2.12	1.83	1.61	1.53	1.82
7	VAMC Columbia, SC - 544	25	2.21	2.42	1.74	1.61	1.89	1.74
7	VAMC Dublin, GA - 557	22	2.11	2.38	1.78	1.78	2.00	2.00
7	VAMC Tuscaloosa, AL - 679	12	1.70	2.00	1.70	1.50	1.30	1.30
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	34	1.43	1.55	1.13	1.33	1.50	1.43
8	VAH Tampa, FL - 673	22	1.00	1.73	1.13	1.33	1.53	1.67
8	VAMC Bay Pines - 516	24	2.13	2.26	1.88	1.50	1.70	1.75

4 point scale: 1=none 2=low 3=moderate 4=high

* 2002 data. 2003 data for Philadelphia not available.

Appendix 5-8

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
8	VAMC Miami, FL - 546	29	2.23	2.46	2.00	1.81	2.08	2.08
8	VAMC West Palm Beach, FL - 548	17	1.77	2.08	1.54	1.54	1.62	1.69
8	VAMC San Juan, PR							
9	VAMC Huntington, WV - 581	41	1.45	2.21	1.70	2.00	1.67	1.88
9	VAMC Lexington, KY - 596	3	1.00	2.00	1.00	1.00	1.00	1.00
9	VAMC Louisville, KY - 603	17	2.00	2.53	2.06	2.06	2.06	1.94
9	VAMC Memphis, TN - 614	22	1.20	1.80	1.50	1.10	1.20	1.25
9	VAMC Mountain Home, TN - 621	16	1.36	1.36	1.21	1.38	1.23	1.46
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	16	1.56	2.19	1.38	1.88	1.44	1.63
10	VAMC Chillicothe, OH - 538	1	2.00	3.00	2.00			
10	VAMC Cincinnati, OH - 539	19	2.00	2.94	2.29	2.00	2.00	2.00
10	VAMC Cleveland, OH - 541	32	1.66	2.86	2.18	1.81	1.44	2.14
10	VAMC Dayton, OH - 552	5	2.00	2.60	1.60	1.60	1.60	2.00
10	VAOPC Columbus, OH - 757	24	1.59	2.00	1.45	1.57	1.64	1.50
11	Toledo, OH, Outpatient Clinic	26	1.48	1.68	1.45	1.30	1.60	1.45
11	VA Ann Arbor HCS, MI - 506	17	1.71	2.53	2.06	1.88	2.00	2.13
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	24	1.32	2.14	1.41	1.50	1.32	1.64
11	VAMC Battle Creek, MI - 515	51	2.42	2.63	2.20	2.04	2.04	2.16
11	VAMC Danville, IL - 550	13	1.67	2.33	1.33	1.42	1.67	1.67
11	VAMC Detroit, MI - 553	36	1.29	1.74	1.69	1.54	1.53	1.68
11	VAMC Indianapolis - 583	11	1.09	2.50	1.55	2.09	2.36	1.55
11	VAMC Saginaw, MI - 655	4	1.00	1.25	1.00	1.00	1.00	1.67
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	14	1.77	2.31	1.69	1.62	1.31	1.92
12	VAH Madison, WI - 607	16	1.33	2.14	1.29	1.64	1.33	1.13
12	VAMC Iron Mountain, MI - 585	4	1.00	1.00	1.00	1.25	1.00	1.00
12	VAMC Milwaukee, WI - 695	34	1.72	2.16	1.68	1.72	1.65	1.87
12	VAMC North Chicago, IL - 556	13	1.17	1.42	1.08	1.17	1.17	1.08
12	VAMC Tomah, WI - 676	15	2.13	2.53	2.07	2.20	1.60	2.07

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-9

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	13	1.33	1.92	1.67	1.42	1.17	1.33
15	VAH Columbia, MO - 543	18	1.35	1.56	1.29	1.53	1.18	1.53
15	VAM&ROC Wichita, KS - 452	9	1.00	1.67	1.00	1.11	1.00	1.44
15	VAMC Kansas City, MO - 589	9	1.25	1.88	1.50	1.38	1.88	1.38
15	VAMC Marion, IL - 609	6	1.33	2.17	1.33	1.33	1.33	1.17
15	VAMC Poplar Bluff, MO - 647	9	1.43	1.50	1.50	1.50	1.43	1.33
15	VAMC St. Louis, MO - 657	20	2.00	2.27	1.88	1.94	1.63	1.88
15	VAMC Topeka, KS	21	1.68	2.58	1.42	1.84	1.74	1.84
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	16	1.86	2.21	2.15	2.36	1.93	2.14
16	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	24	1.13	1.29	1.04	1.04	1.17	1.21
16	VAMC Alexandria, LA - 502	36	2.56	3.03	2.29	2.25	2.25	1.86
16	VAMC Fayetteville, AR - 564	14	1.54	1.79	1.50	1.43	1.43	1.38
16	VAMC Houston, TX - 580	20	2.05	2.40	1.65	1.40	1.65	1.80
16	VAMC Jackson, MS - 586	23	2.10	2.05	2.00	1.70	1.80	2.00
16	VAMC New Orleans, LA - 629	21	1.65	2.35	1.42	1.80	1.60	1.80
16	VAMC Oklahoma City, OK - 635	9	1.25	2.25	1.50	1.38	1.63	1.88
16	VAMC Shreveport, LA - 667	11	1.20	1.40	1.30	1.33	1.10	1.40
16	VAMC Muskogee, OK-623	18	1.76	2.28	1.71	1.82	1.71	1.82
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	41	1.55	2.16	1.51	1.51	1.42	1.53
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	34	1.52	1.71	1.26	1.27	1.41	1.19
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	1.47	1.94	1.71	1.65	1.59	1.71
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	20	1.39	2.18	1.44	1.28	1.44	1.69
18	EI Paso VA HCS, TX - 756	39	1.97	2.12	1.73	1.68	1.70	1.82

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-10

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
18	VA New Mexico HCS - 501 (Albuquerque, NM)	39	1.81	1.87	1.48	1.41	1.37	1.46
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	8	1.00	1.00	1.00	1.00	1.00	1.00
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	5	1.60	2.60	1.40	1.40	1.20	1.00
18	VAMC Amarillo, TX - 504	38	1.15	1.42	1.19	1.21	1.24	1.63
18	VA West Texas HCS - 519 (Big Springs, TX)	9	2.29	2.29	2.29	1.86	1.71	2.29
18	VAMC Phoenix, AZ - 644	20	1.65	1.88	1.82	1.67	1.93	2.00
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	18	2.35	2.40	1.31	1.53	1.76	1.94
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	40	1.31	1.54	1.26	1.32	1.21	1.43
19	VAM&ROC Cheyenne, WY - 442	33	1.18	1.82	1.09	1.21	1.24	1.30
19	VAMC Grand Junction, CO - 575	3	1.67	3.00	1.33	2.00	2.00	2.33
19	VAMC Salt Lake City, UT - 660	7	1.86	3.00	1.86	2.43	2.00	2.00
19	VAMC Sheridan, WY - 666	3	1.00	4.00	1.00	1.00	1.00	1.00
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	11	1.40	2.10	1.40	1.20	1.80	1.20
20	VA DOM White City, OR - 692	20	1.11	1.84	1.00	1.11	1.00	1.00
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	13	1.00	1.62	1.00	1.17	1.17	1.00
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	9	1.13	1.75	1.25	1.25	1.13	1.25
20	VAMC Boise, ID - 531	3	3.33	3.33	2.00	1.67	2.33	3.67
20	VAMC Portland, OR - 648	8	2.50	2.86	2.25	1.63	1.71	1.88
20	VAMC Spokane, WA - 668	37	2.33	2.17	2.00	1.90	1.62	1.68
20	VAMC Walla Walla, WA - 687	6	1.67	2.00	1.40	1.67	1.50	1.33
21	VA Central California HCS, CA - 570 (Fresno, CA)	13	1.92	2.17	1.46	1.31	1.46	1.54

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-11

Appendix 5: 2003 CHALENG Implementation Scores by VA Facility - Community Representatives' Assessment

VISN	VA Facility - 2002 Name	Community Respondents N =	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	36	2.56	2.85	2.52	2.08	2.22	2.36
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	18	1.24	1.63	1.24	1.06	1.29	1.18
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	18	1.47	1.71	1.47	1.18	1.35	1.35
21	VAM&ROC Honolulu, HI - 459	12	2.09	3.17	2.00	1.75	2.08	2.17
21	VAMC San Francisco, CA - 662	14	2.00	3.13	1.38	1.25	1.86	1.63
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	2.48	2.61	2.02	1.87	1.69	2.17
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)							
22	VAMC Loma Linda, CA - 605	23	1.30	1.43	1.29	1.10	1.29	1.38
22	VAMC Long Beach, CA - 600	23	2.47	3.05	2.20	1.89	2.17	2.22
22	VAMC San Diego, CA - 664	31	1.77	2.24	1.90	1.54	1.83	1.67
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	7	1.71	2.50	2.14	2.00	1.86	2.00
23	VAH&ROC Sioux Falls, SD - 438	19	1.59	1.81	1.69	1.88	1.75	1.71
23	VAM&ROC Fargo, ND - 437	37	1.34	2.17	1.29	1.50	1.35	1.47
23	VAMC Minneapolis, MN - 618	27	1.50	2.31	1.27	1.54	1.58	1.12
23	VAMC St. Cloud, MN - 656	14	1.21	1.86	1.21	1.43	1.29	1.50
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	15	1.67	1.42	1.50	1.58	1.42	1.33
23	VA Central Iowa HCS (VAMC Des Moines - 555)	46	1.61	1.86	1.69	1.56	1.57	1.41
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	3	1.00	2.33	1.00	1.00	1.00	1.33
23	VA HCS (VAMC Omaha - 636)	5	1.80	3.00	1.00	2.00	1.60	1.20
23	VAMC Iowa City, IA - 584	25	1.19	2.26	1.30	1.95	1.62	1.57

4 point scale: 1=none 2=low 3=moderate 4=high

Appendix 5-12

Appendix 6: CHALENG End of FY 2003 Estimated Number of Homeless Veterans and Information Sources by VISN and VA Facility - POC Site Assessment

VISN	VA Facility - System Name	Number of Homeless Veterans Estimated for your area FY03	U.S. Census	HUD Continuum of Care Report	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other Sources
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4) and VAMC Brockton, MA - 523A5 and VAH Bedford, MA	1,700						<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	2,900	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
1	VAM&ROC Togus, ME - 402	1,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	VAM&ROC White River Junction, VT - 405	1,200	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
1	VAMC Manchester, NH - 608	437				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
1	VAMC Northampton, MA - 631	1,000						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	VAMC Providence, RI - 650	400		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
VISN 1 total:		8,637								
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	3,000		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
2	VAMC Albany, NY - 500	1,100		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2	VAMC Canandaigua, NY - 528A5	70						<input checked="" type="checkbox"/>		
2	VAMC Syracuse, NY - 670	330		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 2 total:		4,500								
3	VA Hudson Valley HCS (VAMC Castle Point, NY - 620A4 and VAH Montrose, NY - 620)	13,200	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	8,300	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	15,000		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
3	VAMC Northport, NY - 632	12,000		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
VISN 3 total:		48,500								
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	1,500	<input checked="" type="checkbox"/>							
4	VAM&ROC Wilmington, DE - 460	600	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	VAMC Altoona, PA - 503	75				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
4	VAMC Butler, PA - 529	3,100								<input checked="" type="checkbox"/>
4	VAMC Clarksburg, WV - 540	110						<input checked="" type="checkbox"/>		
4	VAMC Coatesville, PA - 542	1,100							<input checked="" type="checkbox"/>	
4	VAMC Erie, PA - 562	226			<input checked="" type="checkbox"/>					
4	VAMC Lebanon, PA - 595	2,000		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	VAMC Philadelphia, PA - 642	3,500			<input checked="" type="checkbox"/>					
4	VAMC Wilkes-Barre, PA - 693	415				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
VISN 4 total:		12,626								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	2,800		<input checked="" type="checkbox"/>						
5	VAMC Martinsburg, WV - 613	103			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
5	VAMC Washington, DC - 688	6,500	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
VISN 5 total:		9,403								

Appendix 6: CHALENG End of FY 2003 Estimated Number of Homeless Veterans and Information Sources by VISN and VA Facility - POC Site Assessment

VISN	VA Facility - System Name	Number of Homeless Veterans Estimated for your area FY03	U.S. Census	HUD Continuum of Care Report	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other Sources
6	VAMC Asheville, NC - 637	250								
6	VAMC Beckley, WV - 517	18								
6	VAMC Durham, NC - 558	275		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
6	VAMC Fayetteville, NC - 565	3,000				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	VAMC Hampton, VA - 590	500		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
6	VAMC Richmond, VA - 652	1,800				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	VAMC Salem, VA - 658	150		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	VAMC Salisbury, NC - 659	3,280	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 6 total:		9,273								
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	4,000	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	VAMC - Augusta, GA - 509	1,702				<input checked="" type="checkbox"/>				
7	VAMC Atlanta, GA - 508	5,500				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
7	VAMC Birmingham, AL - 521	1,000								
7	VAMC Charleston, SC - 534	500	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
7	VAMC Columbia, SC - 544	3,350	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	VAMC Dublin, GA - 557	800					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	VAMC Tuscaloosa, AL - 679	275					<input checked="" type="checkbox"/>			
VISN 7 total:		17,127								
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	3,700	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8	VAH Tampa, FL - 673	6,481				<input checked="" type="checkbox"/>				
8	VAMC Bay Pines - 516	2,500				<input checked="" type="checkbox"/>				
8	VAMC Miami, FL - 546	6,000				<input checked="" type="checkbox"/>				
8	VAMC West Palm Beach, FL - 548	1,600				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8	VAMC San Juan, PR - 672*	50								
VISN 8 total:		20,331								
9	VAMC Huntington, WV - 581	300					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	VAMC Lexington, KY - 596	300				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
9	VAMC Louisville, KY - 603	1,800		<input checked="" type="checkbox"/>						
9	VAMC Memphis, TN - 614	1,172				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
9	VAMC Mountain Home, TN - 621	1,200				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	600					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 9 total:		5,372								

* Estimated number for Homeless Veterans
for San Juan, PR is from FY 2001

Appendix 6: CHALENG End of FY 2003 Estimated Number of Homeless Veterans and Information Sources by VISN and VA Facility - POC Site Assessment

VISN	VA Facility - System Name	Number of Homeless Veterans Estimated for your area FY03	U.S. Census	HUD Continuum of Care Report	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other Sources
10	VAMC Chillicothe, OH - 538	1,000								
10	VAMC Cincinnati, OH - 539	1,650								
10	VAMC Cleveland, OH - 541	5,000	<input checked="" type="checkbox"/>							
10	VAMC Dayton, OH - 552	1,097								
10	VAOPC Columbus, OH - 757	550								
VISN 10 total:		9,297								
11	Toledo, OH, Outpatient Clinic	400		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
11	VA Ann Arbor HCS, MI - 506	875		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	400				<input checked="" type="checkbox"/>				
11	VAMC Battle Creek, MI - 515	2,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
11	VAMC Danville, IL - 550	980	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
11	VAMC Detroit, MI - 553	2,146				<input checked="" type="checkbox"/>				
11	VAMC Indianapolis, IN - 583	1,200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
11	VAMC Saginaw, MI - 655	30	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
VISN 11 total:		8,031								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	18,400								<input checked="" type="checkbox"/>
12	VAH Madison, WI - 607	232						<input checked="" type="checkbox"/>		
12	VAMC Iron Mountain, MI - 585	120				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	VAMC Milwaukee, WI - 695	400		<input checked="" type="checkbox"/>						
12	VAMC North Chicago, IL - 556	213		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
12	VAMC Tomah, WI - 676	500			<input checked="" type="checkbox"/>					
VISN 12 total:		19,865								
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4 ONLY)	259						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
15	VAH Columbia, MO - 543	220	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	VAM&ROC Wichita, KS - 452	300						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	VAMC Kansas City, MO - 589	1,800						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	VAMC Marion, IL - 609	350		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
15	VAMC Poplar Bluff, MO - 647	75				<input checked="" type="checkbox"/>				
15	VAMC St. Louis, MO - 657	11,454	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
15	Eastern Kansas HCS (VAMC Topeka - 677 ONLY)	700				<input checked="" type="checkbox"/>				
VISN 15 total:		15,158								

Appendix 6: CHALENG End of FY 2003 Estimated Number of Homeless Veterans and Information Sources by VISN and VA Facility - POC Site Assessment

VISN	VA Facility - System Name	Number of Homeless Veterans Estimated for your area FY03	U.S. Census	HUD Continuum of Care Report	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other Sources
16	VA Central Arkansas Veterans HCS - 598	2,989								
16	VA Gulf Coast HCS - 520 (Biloxi, MS and Pensacola, FL)	1,600				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
16	VAMC Alexandria, LA - 502	1,620	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Fayetteville, AR - 564	1,400	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
16	VAMC Houston, TX - 580	3,500						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	VAMC Jackson, MS - 586	600				<input checked="" type="checkbox"/>				
16	VAMC New Orleans, LA - 629	2,500				<input checked="" type="checkbox"/>				
16	VAMC Oklahoma City, OK - 635	1,300				<input checked="" type="checkbox"/>				
16	VAMC Shreveport, LA - 667	500					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Muskogee, OK-623	450				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
VISN 16 total:		16,459								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4, VAOPC Austin, TX - 674BY)	1,490				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	4,000				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	700	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	7,000								<input checked="" type="checkbox"/>
VISN 17 total:		13,190								
18	El Paso VA HCS, TX - 756	1,350				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
18	VA New Mexico HCS - 501	3,600				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
18	VA Northern Arizona HCS - 649	890		<input checked="" type="checkbox"/>						
18	VA Southern Arizona HCS - 678	2,500				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
18	VAMC Amarillo, TX - 504	100	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
18	VA West Texas HCS - 519	1,500				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
18	VAMC Phoenix, AZ - 644	2,800	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
VISN 18 total:		12,740								
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	320				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
19	VA Eastern Colorado HCS, CO (Southern Colorado HCS - 567 and VAMC Denver, CO - 554)	3,367	<input checked="" type="checkbox"/>							
19	VAM&ROC Cheyenne, WY - 442	1,400				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
19	VAMC Grand Junction, CO - 575	90						<input checked="" type="checkbox"/>		
19	VAMC Salt Lake City, UT - 660	575				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
19	VAMC Sheridan, WY - 666	375						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 19 total:		6,127								

Appendix 6: CHALENG End of FY 2003 Estimated Number of Homeless Veterans and Information Sources by VISN and VA Facility - POC Site Assessment

VISN	VA Facility - System Name	Number of Homeless Veterans Estimated for your area FY03	U.S. Census	HUD Continuum of Care Report	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other Sources
20	VA Alaska HCS & RO - 463	350								
20	VA DOM White City, OR - 692	500						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
20	VA Puget Sound HCS (VAMC American Lake, WA - 663A4 and VAMC Seattle, WA - 663)	2,800			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
20	VA Roseburg HCS, OR - 653	6,500	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
20	VAMC Boise, ID - 531	400	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
20	VAMC Portland, OR - 648	1,450		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
20	VAMC Spokane, WA - 668	3,600	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
20	VAMC Walla Walla, WA - 687	450				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
VISN 20 total:		16,050								
21	VA Central California HCS, CA - 570	2,750		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	5,000	<input checked="" type="checkbox"/>							
21	VA Palo Alto HCS (VAMC Livermore, CA - 640A4 and VAMC Palo Alto, CA - 640)	3,000				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
21	VA Sierra Nevada HCS, NV - 654	2,500		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
21	VAM&ROC Honolulu, HI - 459	3,000		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21	VAMC San Francisco, CA - 662	3,000				<input checked="" type="checkbox"/>				
VISN 21 total:		19,250								
22	VA Greater Los Angeles, CA HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	23,000				<input checked="" type="checkbox"/>				
22	VA Southern Nevada HCS - 593	3,000				<input checked="" type="checkbox"/>				
22	VAMC Loma Linda, CA - 605	7,500	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
22	VAMC Long Beach, CA - 600	* 23,000 Shared with GLA		<input checked="" type="checkbox"/>						
22	VAMC San Diego, CA - 664	2,000								<input checked="" type="checkbox"/>
VISN 22 total:		35,500								
23	VA Black Hills HCS (VAMC Fort Meade, SD - 568 and VAMC Hot Springs, SD - 568A4)	130			<input checked="" type="checkbox"/>					
23	VAH&ROC Sioux Falls, SD - 438	300								<input checked="" type="checkbox"/>
23	VAM&ROC Fargo, ND - 437	1,100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				
23	VAMC Minneapolis, MN - 618	1,621								<input checked="" type="checkbox"/>
23	VAMC St. Cloud, MN - 656	340								<input checked="" type="checkbox"/>
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	100						<input checked="" type="checkbox"/>		
23	VA Central Iowa HCS (VAMC Des Moines - 555)	800				<input checked="" type="checkbox"/>				
23	VA HCS (VAMC Grand Island, NE - 597A4 and VAMC Lincoln, NE - 597)	250				<input checked="" type="checkbox"/>				
23	VA HCS (VAMC Omaha, NE - 636)	310	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23	VAMC Iowa City, IA - 584	700			<input checked="" type="checkbox"/>					
VISN 23 total:		5,651								
GRAND TOTAL: ALL VISN'S		313,087								

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5, VAH Bedford, MA	Child care	Ongoing effort to explore with Department of Human Services and Transitional Assistance the availability of day care vouchers.	Long-term, permanent housing	Continuing with advocacy for HUD Section 8 vouchers.	Transitional living facility or halfway house	We added 53 VA Grant and Per Diem beds in the last year.
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	Long-term, permanent housing	Ten HUD Section 8 certificates were secured in Torrington, Connecticut. Additional vouchers were also secured from West Haven in the form of veteran preference. We worked closely with Leeway (AIDS-skilled nursing facility) to create five pilot beds.	Transitional living facility or halfway house	M.J. Dinda House (Vietnam Veterans Association Foundation), FISH, Inc., Mercy Housing and Friendship Service Center are new VA Per Diem-funded operators: 34 beds. Windham County may submit for VA Grant and Per Diem funding in next round.	Dental care	Plan for dental van for rural areas did not work out. Homeless veterans can now access dental care through clinics at Bridgeport, New Haven, Hartford, and Willimantic.
1	VAM&ROC Togus, ME - 402	Transitional living facility or halfway house	One community agency will apply for VA Grant and Per Diem funding.	Long-term, permanent housing	Permanent housing grant pending, December 2003.	Services for emotional or psychiatric problems	No aftercare beds available in community to help mentally ill veterans. Trying to get local community agencies interested in developing beds.
1	VAM&ROC White River Junction, VT - 405	Immediate shelter	One local shelter has closed. This was offset by another shelter expanding beds.	Transitional living facility or halfway house	Transitional housing program opened. However, it has certain special circumstance requirements for admittance and veterans tend not to meet the requirements.	Long-term, permanent housing	Proposal to develop permanent shelter delayed by economic strains and the closing of a shelter which was to be involved in the proposal.
1	VAMC Manchester, NH - 608	Long-term, permanent housing	Effort to develop permanent housing continues. Attending local Continuum of Care meetings, but limited funding opportunities hinders development. In terms of transitional housing, however, 70 VA Per Diem beds will be operational by end of 2004.	Dental care	VA only offers dental services to 100% service-connected veterans. VA Dental Directive may be helpful once Per Diem beds are operational and residents there fulfill 60-day stay requirement to receive one lifetime episode of dental care benefit. Some limited access to dental care through community agency.	Detoxification from substances	Detoxification treatment services remain difficult to obtain at both VA and private sector facilities, although outpatient detoxification services are now available through this VA Medical Center.
1	VAMC Northampton, MA - 631		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.
1	VAMC Providence, RI - 650	Transitional living facility or halfway house	New Bedford's Veterans Transition House applied for VA Grant and Per Diem funding.	Long-term, permanent housing	Regularly applying for HUD Section 8 vouchers with the town of Bristol and other communities.	Help with finding a job or getting employment	Established outreach site at new VA resource center in Providence. Expanded employment opportunities.
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	Immediate shelter	Remains a high unmet need. Two community partners applied for VA Grant and Per Diem funding but were denied.	Service coordination/collaboration/integration	A single point of entry referral process to community agencies was developed to facilitate coordination and case management services for individuals who have difficulty maintaining linkages to mental health services and other important supports.	Treatment for dual diagnosis	A new facility was opened for mental health and substance abuse residential treatment.
2	VAMC Albany, NY - 500	Legal assistance	We share legal resources by having speakers in veterans programs, especially concerning child support issues. We investigated and determined that homeless courts are not feasible at this time.	Services for emotional or psychiatric problems	Our efforts to share information with the community on VA resources for mental health and substance abuse treatment is ongoing and has been well-received. We are in the process of developing one admission form for services for homeless veterans to minimize duplication. We are exploring the possibility of developing a drop-in center hosted by several agencies including VA.	Long-term, permanent housing	We supported an agency that set up and sold eight modular homes to low-income families. We are using graduate students to help address eviction issues for veterans.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
2	VAMC Canandaigua, NY - 528A5 (Rochester)	Long-term, permanent housing	Our local HUD Shelter Plus Care program has added four subsidized permanent housing slots and Salvation Army Project Redirect has added five other permanent housing slots.	Legal assistance	We are now working with a legal aid attorney who specializes in welfare eligibility issues.	Service coordination/collaboration/integration	Project Impact (a collaboration between VA, Salvation Army and Unity Health) began in January 2003 and has served six veterans with intensive case management services.
2	VAMC Syracuse, NY - 670	Service coordination/collaboration/integration	New memorandums of understanding developed with correctional facilities at the county and state level.	Job training	Implementation of Project Pride (Plan of Recovery, Individual Development and Employment) will begin September 2003. This is an integrated program of substance abuse treatment, work readiness development, financial management assistance, and other support systems. It involves VA, the state of New York Office of Temporary and Disability Assistance, and the state of New York Department of Labor.	Service coordination/collaboration/integration	In final funding negotiations for a new multi-service center/transitional housing project in Syracuse.
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	Transitional living facility or halfway house	A VA Per Diem application that will fund 20 housing slots was approved. Scheduled first meeting of work group that will identify and assess strategies for increasing housing.	Services for emotional or psychiatric problems	Psychiatric diagnosis group added to VA programming.	Service coordination/collaboration/integration	There was 233% increase in the number of homeless veterans served by case management.
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	Legal assistance	Rutgers is now providing legal assistance for veterans.	Long-term, permanent housing	Oxford House (a sober living facility) is now accepting VA referrals.	Transitional living facility or halfway house	VA Per Diem Only funding was obtained for housing severely mentally ill veterans.
3	VAMC Bronx, NY - 526 and VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	Long-term, permanent housing	Agencies have applied for housing grants. Will continue to advocate for additional Section 8 vouchers from HUD.	Help with finding a job or getting employment	A building has been purchased and is being renovated for a Compensated Work Therapy (CWT) transitional residence in the Bronx (15 beds).	Legal assistance	Outreach has been done to several attorneys and law schools to provide legal assistance, but so far no memorandums of understanding have been developed.
3	VAMC Northport, NY - 632	Long-term, permanent housing	Three new permanent residences were created: one in Nassau and two in Suffolk County. Total new beds: 30.	Dental care	The Homeless Services Program at Northport VA, in collaboration with our Dental Service, implemented the VA Homeless Dental Directive. Eighteen veterans have received services.	Help with transportation	Bus passes are provided to indigent homeless veterans residing in community transitional residences so they can come to the medical center to participate in VA vocational rehabilitation/work therapy. We are now obtaining reduced-rate bus passes for veterans who qualify based on mental health issues. Several veteran and service agencies are transporting homeless veterans to and from the VA Medical Center when needed.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	Long-term, permanent housing	Veterans Place Project (HUD program) is now accepting clients for permanent housing. Had first meeting of new group of local veteran homeless providers. The group's goal is to identify and address barriers in effort to smooth transition from treatment/transitional housing to permanent housing. An extensive resource list has been developed that is used to help veterans connect with potential landlords for permanent housing and community programs that help with skill-building (e.g., money management) and resources (e.g., child care) to maintain independent living.	Detoxification from substances	Minimal progress has been made to establish a partnership with a new detoxification facility in Pittsburgh. VA staff continue to collaborate with Homeless Outreach Coordinating Committee and Allegheny County Dept. of Human Services to discuss need for more detoxification resources.	Dental care	Increased VA dental services for Domiciliary residents. Alma Illery, a community health agency, saw 18-20 homeless veterans patients in the past year. Did not extensively use VA Healthcare for Homeless Veterans special funds for reimbursement of dental care by community providers as planned.
4	VAM&ROC Wilmington, DE - 460	Long-term, permanent housing	We continue to participate in the Homeless Planning Council of Delaware and its 10-year planning process to increase permanent housing and eliminate homelessness.	Transitional living facility or halfway house	A plan to obtain a former nursing home for conversion to transitional housing did not happen. Our local veteran's group, called Delaware Breakthrough, is looking at other vacant buildings for conversion.	Immediate shelter	It was hoped that a proposed transitional housing project would free up slots at emergency shelters. Our local group is continuing to seek a site for the transitional housing project. Grant applications will follow once a building is identified.
4	VAMC Altoona, PA - 503	Transitional living facility or halfway house	American Legion examining possibility of re-opening a transitional housing program at a former VA Grant and Per Diem site.	Drop-in center or day program	Had meeting with 20 local agencies. None were interested in developing a drop-in center.	Dental care	Met with VA dental chief. Agreed to see homeless on an emergency basis.
4	VAMC Butler, PA - 529		No action plan was submitted for FY 2003.		No action plan was submitted for FY 2003.		No action plan was submitted for FY 2003.
4	VAMC Clarksburg, WV - 540	Job training	We continue to refer veterans to state-level job training facilities.	Transitional living facility or halfway house	Continue to work with Scott's Place in assisting homeless veterans in obtaining transitional housing. Considering possibility of contracting local beds.	Dental care	Three homeless veterans received care through VA dentistry. The Susan Dew Hoff Memorial Clinic has provided dental assistance.
4	VAMC Coatesville - 542	Long-term, permanent housing	Eight new permanent beds have opened. There is a referral process between VA and the operators of the permanent housing.	Transitional living facility or halfway house	Ten new beds started this year. Supportive services are being provided to those in transitional housing.	Help with transportation	Three VA Grant and Per Diem vans have been heavily utilized. The Disabled American Veterans van has also been heavily used.
4	VAMC Erie, PA - 562		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.
4	VAMC Lebanon, PA - 595	Long-term, permanent housing	Easy Does It approved for Continuum of Care funds for permanent housing. Home Investment Partnership funds were used to provide 80 affordable housing units.	Dental care	Water Street Rescue Mission Dental Clinic now provides dental care.	Services for emotional or psychiatric problems	Lincoln House provides mental health services to veterans. There is also a new VA Mental Health Intensive Case Management (MHICM) program serving severely mentally ill veterans.
4	VAMC Philadelphia, PA - 642	Help managing money	Current conversations with St. Joseph's Center to develop grant for money management program.	Long-term, permanent housing	Received HUD/Health and Human Services/VA Chronic Homeless Initiative grant which includes provision of permanent housing for homeless veterans.	Treatment for dual diagnosis	Currently there are no dual diagnosis treatment options other than the VA Coatesville dual diagnosis program. This is not an option if the veteran has been treated at Coatesville or the Lebanon VA in the past year.
4	VAMC Wilkes-Barre, PA - 693	Long-term, permanent housing	Two HUD Continuum of Care proposals were developed for Luzerne and the Northeast Region.	Job training	Five memorandums of understanding have been established with agencies; 34 veterans receiving job training.	Help with transportation	Efforts by local homeless coalition to increase transportation resources are still ongoing.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	Long-term, permanent housing	Local housing coalitions continuing to explore new permanent housing resources.	Treatment for dual diagnosis	Continuing partnerships with community residence, nursing homes and soldier homes to provide dual diagnosis treatment.	Dental care	More of our homeless veterans are receiving dental care through community partnerships.
5	VAMC Martinsburg, WV - 613	Help with transportation	A proposed transportation grant submission by a local employment program for the disabled did not come to fruition. Another more limited grant proposal has been submitted by Destiny Church.	Dental care	No recent progress in improving dental care. For the coming year, we are going to explore resources for dentures for our homeless veterans.	Drop-in center or day program	A drop-in center is not really a need for our patients at this time and will be removed from our action list.
5	VAMC Washington, DC - 688	Long-term, permanent housing	Ignatia House opened in August 2003 with 32 HUD Shelter Plus Care beds.	Services for emotional or psychiatric problems	Opened eight male and five female dual diagnosis treatment beds at Chesapeake House.	Help with finding a job or getting employment	Additional resources added : All Faith's Consortium Department of Labor Homeless Veterans Reintegration Project site, and One-Stop Employment Center for veterans.
6	VAMC Asheville, NC - 637	Long-term, permanent housing	Efforts of collaboration to develop 12 permanent beds are still pending.	Drop-in center or day program	Asheville Buncombe Community Christian Ministry developed 24 beds for homeless veterans and was awarded VA Per Diem grant.	Job training	We enrolled 270 veterans in Department of Labor Homeless Veterans Reintegration Project for job training and development.
6	VAMC Beckley, WV - 517	Immediate shelter	No progress due to vacant homeless coordinator position.	Services for emotional or psychiatric problems	Ongoing progress. Community agencies are aware of VA mental health resources and are utilizing when needed.	Job training	No progress due to vacant homeless coordinator position.
6	VAMC Durham, NC - 558	Transitional living facility or halfway house	We have been able to secure ten beds under the VA Grant and Per Diem (GPD) Program for HIV positive homeless veterans in the Durham area. We also expect to open 14 more transitional beds for homeless veterans within the next six months with funds provided by VA GPD funds.	Long-term, permanent housing	Long-term permanent housing remains an unmet need due to increasing demand and limited availability for this type of housing.	Medical services	We refer as needed to Cornerstone (in Raleigh) which provides free medical services for the homeless.
6	VAMC Fayetteville, NC - 565	Dental care	Plan to talk with VA dentistry about eligibility requirements for providing services to homeless veterans pending.	AIDS/HIV testing/counseling	Ongoing effort to educate veterans about availability of HIV/AIDS testing and counseling.	Immediate shelter	Some improvement in immediate shelter resources but more needed.
6	VAMC Hampton, VA - 590	Long-term, permanent housing	We are currently utilizing 19 of 25 HUD VA Supported Housing vouchers.	Immediate shelter	More people were provided shelter last winter than in previous year.	Dental care	No current progress. Dental Service has asked us to revisit situation after new budget is approved. We will continue to try to obtain dental services through the VA Dental Directive and community providers.
6	VAMC Richmond, VA - 652	Long-term, permanent housing	Made several informal partnerships with housing agencies in community.	Job training	We added outpatient substance abuse treatment as an expansion to our Compensated Work Therapy program.	Help with transportation	Efforts to develop community resources still in progress.
6	VAMC Salem, VA - 658	Dental care	Access to dental treatment is still an ongoing problem. The VA Directive on one-time course of dental care for homeless veterans had no productive impact because we have no 60-day or more residential treatment setting. A 60-day treatment stay is required for a homeless veteran to receive dental care under the Directive.	Help getting needed documents or identification	Roanoke City Homeless Assistance team has obtained funds to assist the homeless with procuring needed documents like birth certificates.	Help managing money	Still an ongoing problem with few payee services offered locally. Also, guardianship status is difficult to obtain related to Commonwealth of Virginia laws which make it necessary to obtain attorney.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
6	VAMC Salisbury, NC - 659	Dental care	Established memorandum of understanding with medical center based on VA Dental Directive. Increased mandatory Grant and Per Diem stay requirement from 60 to 90 days to ensure client commitment to homeless program. Ten clients have received their complete episodes of dental care and another 20 have received emergency care.	Long-term, permanent housing	Goal of outreaching to local housing authorities to gauge interest in implementing a HUD VA Supported Housing program is ongoing.	Transitional living facility or halfway house	Getting more local agencies interested in applying for VA Grant and Per Diem funding. Also outreaching to existing transitional housing programs to see if they would be interested in becoming VA providers.
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	Long-term, permanent housing	Contacted local housing authorities to discuss set-asides on HUD Section 8 vouchers for homeless veterans.	Eye care	An informal sharing agreement has been initiated with LensCrafters to provide comprehensive eye exams.	Dental care	Continuing to actively seek various agencies or clinics which are willing to assist in providing limited free dental care to non-service connected veterans.
7	VAMC - Augusta, GA - 509	Long-term, permanent housing	Effort to create permanent housing for females with children incomplete.	Help with transportation	Using additional vans to transport veterans for interviews and to job sites.	Job training	Implementation of Therapeutic Employment Placement and Support (TEPS) program complete.
7	VAMC Atlanta, GA - 508	Dental care	Case managers are continuing to procure low-cost dental care from community agencies.	Long-term, permanent housing	Local agencies are continuing to request funding through federal/state/local government to meet this need.		
7	VAMC Birmingham, AL - 521	Long-term, permanent housing	Have placed ten veterans in permanent housing through HUD Shelter Plus Care in FY 2003.	Services for emotional or psychiatric problems	Continued efforts to find appropriate housing resources for veterans with psychiatric diagnosis only.	Transitional living facility or halfway house	Compensated Work Therapy transitional residence expected to be open during first quarter in FY 2004.
7	VAMC Charleston, SC - 534	Service coordination/collaboration/integration	Plan to target outreach to hard-to-reach area homeless (those not in shelters) implemented. Multi-agency outreach team was organized and did target homeless in Charleston area (vacant lots, parks, street corners, etc.). Community agencies did participate in October 2003 Stand Down and agreed to continue to do so as part of their outreach efforts.	Long-term, permanent housing	Local Continuum of Care partners are working to provide HUD housing for long-term placement of veterans.	Transitional living facility or halfway house	Three local agencies are applying for VA Per Diem Only funding for transitional housing.
7	VAMC Columbia, SC - 544	Child care	Interest in providing child care has declined. County mental health association had child care at local churches, but this has closed. Working on trying to re-establish this program.	Guardianship (financial)	Established working relationship with state vocational rehabilitation program and financial unit at VA Regional office. This has resulted in obtaining more guardianships for veterans.	Drop-in center or day program	Grace Church is planning to submit a VA Grant and Per Diem proposal to help fund a drop-in center.
7	VAMC Dublin, GA - 557	Transitional living facility or halfway house	No progress. Unable to identify interested community partners to create transitional housing.	Long-term, permanent housing	No progress. Unable to identify any community entities to develop long-term, permanent housing.	Detoxification from substances	Detoxification beds were actually lost due to state of Georgia funding cuts.
7	VAMC Tuscaloosa, AL - 679	Long-term, permanent housing	Salvation Army received HUD dollars for a new 8-bed supportive housing program.	Transitional living facility or halfway house	VA Grant and Per Diem application turned down. Salvation Army will re-apply.	Immediate shelter	Salvation Army agreed to house and work closely with veterans who need immediate shelter. Salvation Army will accept a lesser reimbursement rate if our veterans are being followed by the VA homeless program or vocational rehabilitation staff.
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	Immediate shelter	Now have informal agreements in several locations for designated shelter beds for veterans. A VA pilot project has been in operation for eight months. It offers emergency shelter for nine veterans for 1 to 3 months.	Transitional living facility or halfway house	We have encouraged several local providers to apply for transitional housing grants -- two were funded.	Treatment for substance abuse	We have a new community provider for substance abuse treatment in Valdosta, Georgia. New VA beds for substance abuse treatment pending.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
8	VAH Tampa, FL - 673	Immediate shelter	We met with new mayor of Tampa and received support and ideas. We will continue advocacy as representatives of our homeless coalition.	Transitional living facility or halfway house	VA Per Diem proposal submitted but not funded. Continue to work with nonprofits, city and county government.	Long-term, permanent housing	Continue to work with housing authorities to increase HUD Section 8 vouchers.
8	VAMC Bay Pines - 516	Help with transportation	Discount bus passes granted for veterans with minimum-wage jobs and multiple medical appointments at VA.	Immediate shelter	Still working on plan to create more safe and clean shelters for indigent citizens. Informing community agencies of VA grant opportunities.	Transitional living facility or halfway house	Four local agencies have applied for VA Per Diem Only funding.
8	VAMC Miami, FL - 546	Long-term, permanent housing	Attempts to secure funding for long-term permanent housing remains a focus of local providers. Due to lack of affordable housing, people continue to stay in transitional housing for longer periods.	Dental care	The VA Dental Directive has allowed 11 veterans to receive care as of 9/30/03.	Immediate shelter	A faith-based organization opened up a 25-bed emergency shelter in Monroe County -- the first type of shelter in the county.
8	VAMC West Palm Beach, FL - 548	Long-term, permanent housing	We have added four additional halfway houses to our resource list.	Immediate shelter	County commissions are discussing proposal to establish an area emergency shelter.	Help with transportation	Two new van service transports have been added from outlying counties.
8	VAMC San Juan, PR		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.		No action plan submitted for FY 2003.
9	VAMC Huntington, WV - 581	Long-term, permanent housing	We will continue to network and explore opportunities for long-term permanent housing.	Dental care	We will continue to solicit more pro bono dental care and advocate for more VA dental assistance.	Help with finding a job or getting employment	Not much progress in creating job opportunities. Economy is very poor. Will continue to explore alternatives and opportunities to assist.
9	VAMC Lexington, KY - 596	Transitional living facility or halfway house	We are awaiting full funding for a new 40-bed, long-term domiciliary at our VA.	Long-term, permanent housing	We continue to work with community agencies on addressing long-term, permanent housing need.		
9	VAMC Louisville, KY - 603	Long-term, permanent housing	We continue to refer to housing resources like Volunteers of America's "Follow Up for Success" and Louisville/Jefferson's HUD Shelter Plus Care. New resources are needed though.	Services for emotional or psychiatric problems	Referring veterans to Volunteers of America dual diagnosis program. Louisville VA in planning stages for new dual diagnosis, substance abuse treatment, and Compensated Work Therapy programs.	Job training	A local job training program was not refunded in 2002. New application for 2003 has been made and we're waiting for an outcome.
9	VAMC Memphis, TN - 614	Long-term, permanent housing	Alpha Omega Veterans Services, Inc. has received their funding to build a 32-unit long-term permanent housing facility. Land has been purchased. Construction to begin in January 2004.	Dental care	Local school of dentistry continues to be supportive. They have different payment plans for homeless veterans.	Eye care	Local schools of optometry continue to be supportive.
9	VAMC Mountain Home, TN - 621	Transitional living facility or halfway house	VA Per Diem Only funds for 40 beds were awarded in September 2003.	Long-term, permanent housing	Joint HUD application submitted that addresses permanent housing expansion and development.	Drop-in center or day program	A plan to create a Good Samaritan day center in Johnson City has been put on hold. A day center in Kingsport has opened.
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	Transitional living facility or halfway house	Operation Stand Down Nashville, Inc. obtained 23 VA Grant and Per Diem Beds.	Long-term, permanent housing	Did not receive additional Section 8 vouchers as planned. Used subsidized housing through Metro Housing and Urban Housing Solutions.	Dental care	VA Directive for dental care for homeless veterans in place.
10	VAMC Chillicothe, OH - 538	Transitional living facility or halfway house	New Compensated Work Therapy residential program is awaiting VA funding for startup.	Help with finding a job or getting employment	Vocational rehabilitation program working with homeless veterans to look for job opportunities.	Help with transportation	Discussing with community groups about how to access transportation for formerly homeless veterans working night and other irregular shifts. Looking at possible funding sources.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
10	VAMC Cincinnati, OH - 539	Treatment for substance abuse	We have entered into agreement with community agencies to provide treatment for substance abusing veterans.	Detoxification from substances	Contract provider entered into an agreement with a community agency to provide detoxification to veterans in their program.	Dental care	Community action group that was formed has not been able to improve dental care access for homeless veterans.
10	VAMC Cleveland, OH - 541	Long-term, permanent housing	Housing initiative is still in planning stages. At least 20 units have been committed to veterans. VA staff plays an integral role on the Housing First planning committee.	Help with finding a job or getting employment	Compensated Work Therapy Program has marketed itself and now runs a regular waiting list.	Treatment for dual diagnosis	Salvation Army received VA Grant and Per Diem funding and started a 25-bed program targeting dual-diagnosis clients. Additionally, VA has requested to hire a social worker to work at community agency (a 50-bed shelter for seriously mentally ill). This staff will work closely with Mental Health Services to establish a small dual diagnosis program for veterans in the community.
10	VAMC Dayton, OH - 552	Long-term, permanent housing	Through community programs, 107 new permanent beds established	Dental care	VA Dental Directive has not helped because there is no local VA Grant and Per Diem housing to meet minimum stay requirement. Very difficult to get veterans seen at local community clinics. Local community response is: "Why doesn't the VA take care of its own?"	Glasses	No action on obtaining eyeglasses.
10	VAOPC Columbus, OH - 757	Dental care	Community faith-based agency has not expanded dental service to homeless veteran non-residents as planned, but may in the near future. Resident veterans can access this service during weekly hours. VA has developed dental service as per VHA Directive 2002-080 on a limited basis.	Immediate shelter	Immediate shelter continues to be a great need in this community. All local shelters have continued to be at capacity or overflow during winter and summer months.	Help with finding a job or getting employment	Goal met. A vocational rehabilitation specialist was hired at this VA facility and will begin to implement a Compensated Work Therapy program. Ohio Bureau of Employment Services representatives are now stationed at various centers.
11	Toledo, OH, Outpatient Clinic	Long-term, permanent housing	Process for applications for public housing seems bogged down. Veterans no longer considered special population by Lucas Metropolitan Housing Authority.	Treatment for substance abuse	No VA Per Diem Only funding for substance abuse treatment approved despite two separate applications.	Help with finding a job or getting employment	Local employment program canceled. No success with getting Goodwill to apply for HUD Continuum of Care grant. Currently working on potential project with Volunteers of America and Penta County Technical College for vocational and employment program.
11	VA Ann Arbor HCS, MI - 506	Transitional living facility or halfway house	No new VA contracts for VA Grant and Per Diem in Flint. Reason: VA contract payments for per diem are too low to meet needs of agency.	Long-term, permanent housing	Six permanent beds were obtained through Avalon Housing, Inc., a nonprofit permanent housing program in Ann Arbor.	Immediate shelter	Ann Arbor: Although a new shelter is currently being constructed, bed space has not increased. Flint: No existing emergency beds due to lack of funding.
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	Immediate shelter	No new emergency beds were added at Fort Wayne Rescue Mission as planned. In fact, mission will not allow parolees to stay, further restricting available beds.	Transitional living facility or halfway house	A VA Grant and Per Diem application by Stepping Stones for Veterans, Inc. was turned down. The agency has acquired an additional house and has applied for capital funds to assist with renovation.	Long-term, permanent housing	Continued discussion and interaction with agencies on individual client situations for permanent housing. There is no formal arrangement for long-term housing.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
11	VAMC Battle Creek, MI - 515	Women's health care	Transitional housing program for 8-10 women ready to open in 2004. "Not in my backyard" issues being dealt with.	Medical services	A proposal was rejected which would have developed a primary care position to provide medical screenings and services at homeless sites.	Transitional living facility or halfway house	Section 8 vouchers waiting time is five year in Battle Creek. Section 8 available in Grand Rapids -- have had 15 more assigned from the VA Grand Rapids homeless program. HUD Shelter Plus Care program (30 beds) to close in 2004. Working with Dwelling Place Properties/Michigan Home for Veterans to build 40 units of permanent supported housing with occupancy slated for 2005.
11	VAMC Danville, IL - 550	Dental care	A grant proposal for emergency dental care submitted to the Unitarian Central Church was not approved.	Long-term, permanent housing	A \$650,000 grant was awarded to construct a 10-bed permanent housing facility for homeless veterans in Peoria. Date of completion is not known.	Transitional living facility or halfway house	Four VA Grant and Per Diem/Per Diem Only applications for transitional housing and residential treatment beds were turned down.
11	VAMC Detroit, MI - 553	Long-term, permanent housing	Securing Section 8 vouchers and other permanent housing resources continues to be a significant problem. The new housing department in the city of Detroit is agreeable to working with us.	Dental care	Our relationship with a local dental clinic that offers free care to a limited number of veterans is continuing. We are now also able to obtain dental care for eligible veterans through the Michigan Veterans Trust Fund.	Help with finding a job or getting employment	We continue our working relationship with the Michigan Department of Career Development. We also have a good relationship with the Michigan Department of Labor representative who coordinates veterans programs.
11	VAMC Indianapolis - 583	Help with finding a job or getting employment	Memorandum with NISH (formerly the National Industries for the Severely Handicapped) - Goodwill completed. Co-location of services with Disabled Veterans Outreach Program (DVOP) and benefits coordination.	Long-term, permanent housing	Partnered with Hoosiers Veterans Association. Three new houses with 14 beds opened in 2003. More houses will be purchased and developed in 2004. Also, grant for 40-unit apartment complex being developed.	Detoxification from substances	Harm reduction policy in transitional housing program (Hoosier Veterans Assistance Foundation) implemented. Relapsing veterans are kept within continuum of care.
11	VAMC Saginaw, MI - 655	Long-term, permanent housing	A permanent housing committee was established to explore how homeless can become eligible for the available unoccupied permanent housing in the area. Little progress is noted.	Service coordination/collaboration/integration	Efforts to improve agency coordination have been affected by job turnover in many of the agencies.		
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	Transitional living facility or halfway house	Through community networking and partnerships, additional VA Per Diem Only beds were awarded as were HUD Supported Housing beds. Additionally, Catholic Charities, through enhanced use lease, is opening a 40-bed recovery house for homeless veterans on VA Hines grounds.	Long-term, permanent housing	Long-term permanent housing resources have been expanded through VA/community collaborative proposals which have been funded: HUD Super Notice of Funding Availability, joint HUD/Health and Human Services/VA notice of funding availability, and HUD Housing Opportunities for People With AIDS Special Projects of National Significance (HOPWA SPNS).	Help with finding a job or getting employment	Long-standing VA Grant and Per Diem Program recipient has been awarded a Department of Labor Homeless Veterans Reintegration Project.
12	VAH Madison, WI - 607	Long-term, permanent housing	Efforts to increase permanent housing still ongoing. It is still the number one need. HUD Section 8 vouchers seemingly dead in the water.	Job training	Madison VA Compensated Work Therapy program is now fully staffed.		
12	VAMC Iron Mountain, MI - 585	Transitional living facility or halfway house	Northpointe Community Mental Health is purchasing an apartment building. Collaborating body will investigate acquisition and use of transitional residency.	Services for emotional or psychiatric problems	Agencies continue to refer eligible veterans to VA for clinical services.	Help with transportation	We continue to use VA social service funds, and referrals to Disabled American Veterans, St. Vincent De Paul, and Salvation Army for help with transportation.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
12	VAMC Milwaukee, WI - 695	Long-term, permanent housing	Eight new housing units established for veterans. Thirty-four units established for affordable housing through above-named collaboration. An additional 15 units of affordable housing units obtained through Continuum of Care agencies.	Women's health care	Seventy-five percent of women veterans in transitional housing at Vets Place Southern Center accessed the Women's Health Clinic at VAMC.	Child care	Collaborations have been established among family service agencies and university extension service to improve education and information about resources for families with children.
12	VAMC North Chicago, IL - 556	Long-term, permanent housing	Habitat for Humanity continues to build homes at a slower rate than expected. Lake County Residential Corporation abandoned plan to create affordable housing in downtown Waukegan because it could not raise funds. Independence Center has opened eight units of permanent housing.	Dental care	No new resources have been developed for dental care.	Immediate shelter	A year-round shelter is now operational, run by Public Action to Deliver Shelter (PADS) as an expansion of PADS season shelter program on the surplus property of the Catholic Archdiocese of Chicago.
12	VAMC Tomah, WI - 676	Immediate shelter	Revitalized Monroe County Homeless Task Force. This is more of a local effort to coordinate services. Continue to need local (16-county service area) homeless veteran task force.	Transitional living facility or halfway house	Found that this year, housing issues were not top needs. No jobs, no income were the top needs instead. Veterans had no money to get housing. Continue to work with local housing authority for rental assistance instead.	Long-term, permanent housing	Local agencies educated at January 2003 meeting about VA homeless program. Now they are familiar with services available and have a VA contact person.
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	Help with transportation	Disabled American Veterans is supporting non-medical transportation. National Mental Health Association was approached regarding consumer-run transport. Letter sent to VA director to explore partnership opportunities regarding transportation. Regional transportation meeting attended.	Immediate shelter	Continued to discuss emergency housing needs at Continuum of Care meeting. Increased networking with Salvation Army's Center in St. Joseph, Missouri and Atchison, Kansas. Working with two new nonprofits on housing needs.	Long-term, permanent housing	Matching grants and local support solicitation continues. Matching grant for \$50,000 and \$17,000 obtained. Ground being prepared; sewer lines, etc. installed.
15	VAH Columbia, MO - 543		No action plan submitted in FY 2003.		No action plan submitted in FY 2003.		No action plan submitted in FY 2003.
15	VAM&ROC Wichita, KS - 452	Immediate shelter	In progress. Plan for year-round immediate shelter. Working with Boeing executive and Homeless Advisory Board.	Treatment for dual diagnosis	In progress. Have presented plan to VA behavioral health and VA substance abuse for a clinic once a week for veterans with dual diagnosis. Established better communication with health provider agencies.	Help with transportation	During street outreach, providing bus tickets to veterans in order for them to access the VA. This is only partially meeting the need.
15	VAMC Kansas City, MO - 589	Long-term, permanent housing	Ongoing efforts to develop permanent housing. This continues to be an area need.	Dental care	Under the VHA Dental Directive, veterans who stay in a VA housing program for 60 days become eligible for one course of dental care. So far, a few have received the care; we will begin to keep data on number of veterans served.		
15	VAMC Marion, IL - 609	Immediate shelter	New shelter proposal for Harrisburg, Illinois received HUD funding.	Long-term, permanent housing	Received funding for 14 new units of housing.	Help with transportation	No progress.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
15	VAMC Poplar Bluff, MO - 647	Long-term, permanent housing	We provided VA Grant and Per Diem applications to our current halfway house facilities. We have attended the Butler County Community Resource Council to make members aware of the permanent housing need.	Clothing	This year, we began a clothing closet for our veterans. We are currently organizing and seeking donations.	Education	We have worked with connecting our homeless veterans to financial, veteran, and student services at our local community college. We have coordinated and made referrals to federal and state vocational rehabilitation resources for homeless veterans. In addition, a representative from Missouri Division of Workforce Development conducts monthly education groups regarding community employment. We routinely refer veterans to our community employment agencies and several of our homeless veterans have obtained full-time employment with community businesses.
15	VAMC St. Louis, MO - 657	Transitional living facility or halfway house	A resource directory has been completed of transitional housing programs in the St. Louis metro area. A landlord summit was held to discuss transitional housing development and on-going activities are planned.	Long-term, permanent housing	Housing resource list developed and local updates done through website of Housing Resource Center. An in-service on veterans permanent housing placement was conducted at a landlord summit. Education on veterans benefits is being provided more in the community.	Legal assistance	St. Louis Law School is providing ongoing legal services for veterans. Local Father's Support Center is advocating for homeless veterans in child support cases, and providing counseling with non-custodial parents. Speakers bureau active in educating on veterans' legal rights.
15	VAMC Topeka, KS	Dental care	Local VA management will not expand dental care to homeless veterans as part of standard policy. It is difficult to get homeless veterans VA dental care.	Long-term, permanent housing	Availability of HUD Shelter Plus Care vouchers has improved as a result of our close working relationship with the city which manages this program. VA is now a gatekeeper for this program so we manage all our own referrals.		
16	VA Central Arkansas Veterans HCS - 598 (Little Rock, AK)	Child care	Child care is now available through St. Francis House, Inc.	Glasses	Basic dental care is available through Open Hands Clinic and through St. Francis House, Inc.	Legal assistance	Legal assistance remains an issue. Discussion has begun around development of a legal advocacy team. This is expected to continue, especially as relates to chronically homeless veterans.
7	VA Gulf Coast HCS - 520 (Biloxi, MS - Pensacola, FL)	Long-term, permanent housing	We received a grant of \$473,529 for permanent housing.	Clothing	Currently, we have two central points to obtain clothing: one in Biloxi and one in Gulfport.	AIDS/HIV testing/counseling	Grant for HIV/AIDS testing and counseling pending.
16	VAMC Alexandria, LA - 502	Immediate shelter	Aftercare Ministries grant application for immediate shelter stalled because of turnover in Ministries leadership.	Transitional living facility or halfway house	Aftercare Ministries grant application for transitional housing stalled because of turnover in Ministries leadership.	Long-term, permanent housing	Southwestern Louisiana Homeless Coalition, Inc. continues to provide long-term permanent housing and expand services to homeless.
16	VAMC Fayetteville, AR - 564	Transitional living facility or halfway house	No expansion in beds by existing transitional housing providers. Funding for Cedar Creek Ranch renovation of old hotel in Omaha, Arkansas on hold.	Long-term, permanent housing	Housing Opportunity Unity Service and Education (HOUSE), Inc. has completed a contract for ten beds and nears completion of 12 more beds.	Help with transportation	No changes in transportation issues. Housing Opportunity Unity Service and Education (HOUSE), Inc has applied for a van grant through VA Grant and Per Diem. Have increased use of Disabled American Veterans in Joplin, Missouri. Limited vans and drivers hamper having regular transportation service.
16	VAMC Houston, TX - 580	Dental care	Dental care funds were diverted for other purposes.	Glasses	Homeless veterans received glasses through Baylor University.	Eye care	VA partnered with Baylor University and performed 140 eye exams on two separate dates at downtown VA clinic.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
16	VAMC Jackson, MS - 586	Dental care	Through VHA Directive 2002-080, homeless veterans are receiving comprehensive and excellent dental care at Jackson VA Medical Center. Continue to use local provider but rarely need referrals because of VHA Directive.	Long-term, permanent housing	Partners to End Homelessness (PTEH) committee continues to meet. PTEH did support permanent housing HUD grant last year which was funded.	VA disability/pension	Continuing working relationship with VA Regional Office homeless coordinator to provide counseling and expedite claims. Also planned meeting between veterans and representative from VA Regional Office to discuss concerns and/or answer questions.
16	VAMC New Orleans, LA - 629	Drop-in center or day program	A meeting with Volunteers of America of New Orleans was held September 11, 2003 to further pursue drop-in center plans. The agency will apply for VA Per Diem Only funds for the Center in FY 2004.	Immediate shelter	An effort by the New Orleans Police Foundation to increase beds at a local shelter was unsuccessful.	Treatment for substance abuse	The working relationship between the VA homeless program and substance abuse treatment program has improved through increased exchange of clinical and resource data. The two programs currently have a proposal for shared staff and social workers for outreach and treatment of homeless veterans.
16	VAMC Oklahoma City, OK - 635	Long-term, permanent housing	VA collaborated with city of Oklahoma City on grant. Waiting to find out if Oklahoma City will be awarded. Would allow for 40 units.	VA disability/ pension	Twenty-five homeless veterans have been awarded pensions as result of efforts of our outreach team in FY 2003.		
16	VAMC Shreveport, LA - 667	Long-term, permanent housing	Our homeless coalition has received 250 units of permanent supportive housing and we are utilizing some of these.	Dental care	VA Directive has provided VA dental care for homeless veterans. One problem is that VA Dental Service will not see patients who have actually left the Grant and Per Diem program, even if their length of stay was 60 days or more.	Help with transportation	Have purchased bus passes from our homeless program funds.
16	VAMC Muskogee, OK-623	Detoxification from substances	New contract for community substance abuse program for detoxification and treatment beds.	Service coordination/collaboration/integration	First annual Stand Down was held in Sapulpa with the American Legion Post 36. The next annual Stand Down will be held in October 2003.		
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4)	Immediate shelter	Waco: Capital building campaign for Waco Salvation Army shelter continues with groundbreaking expected for late 2004. Austin: 100-bed shelter to open in December 2003.	Long-term, permanent housing	Waco Housing Coalition has expanded resources for developing permanent housing for homeless persons.	Help with finding a job or getting employment	The city of Waco is one of ten cities in the U.S. selected by the National League of Cities to receive technical assistance in developing a transitional work project. The target population for this work project is homeless persons and/or day laborers.
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	Legal assistance	VA staff now has working relationship with courts (including homeless and diversion) in Dallas. This relationship helps assist homeless veterans with addressing their legal issues which may prevent their return to the workforce and from them obtaining housing.	Child care	A relationship has been developed with Vogel Alcove, a community provider of child care to homeless families.	Help managing money	An occupational therapist has been added to VA homeless staff that provides education on budgeting and money management. The staff provides services in Dallas and Fort Worth.
	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	Transitional living facility or halfway house	Additional transitional housing is now being used. Community awareness of transitional housing availability has been increased.	Long-term, permanent housing	Thirty new houses were built and are now occupied. Housing Authority has houses under construction.	Help with transportation	Agencies have had to buy bus passes for individuals they serve or come up with money to give to clients for bus fare.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4, VAH San Antonio - 671)	Transitional living facility or halfway house	The South Texas Veteran Healthcare System has leased a 66-bed facility for the substance abuse treatment unit and homeless program to be opened October 4, 2003. Also, the American G.I. Forum has applied for VA Grant and Per Diem monies for transitional and permanent housing.	Help with finding a job or getting employment	A VA psychosocial rehabilitation center opened August 2003 with houses the homeless program, Compensated Work Therapy program, day treatment center and substance abuse treatment unit. Sixty-four beds are also located on this facility.	Help with transportation	A local Veterans of Foreign Wars (VFW) is donating \$100 a month for bus tokens and other needs for homeless veterans.
18	El Paso VA HCS, TX - 756	Transitional living facility or halfway house	The Opportunity Center applied for both VA Per Diem Only and VA Capital Grant funding: outcome is pending. More agencies have expressed interest in applying for VA funding for transitional housing.	Long-term, permanent housing	Local Housing Authority representatives participated in our CHALENG meeting.	Services for emotional or psychiatric problems	More information on available VA and other community mental health resources is being shared at coalition meetings. As a result, there has been an increase in referrals from the community to VA programs.
18	VA New Mexico HCS - 501 (Albuquerque, NM)	Long-term, permanent housing	Albuquerque Mental Health Housing Coalition created an 18-bed program. They will continue to apply for VA funds.	Immediate shelter	Albuquerque Homeless Advocacy Coalition (HAC) is in the midst of completing an emergency shelter. Applied for and was turned down for VA Capital and Per Diem grants. Will continue to apply.	Treatment for substance abuse	Sobering Services, a local nonprofit agency was funded by the City of Albuquerque. Will commit 20 beds for substance abuse treatment.
18	VA Northern Arizona HCS - 649 (Prescott, AZ)	Transitional living facility or halfway house	U.S. Vets has opened 58 new transitional beds.	Long-term, permanent housing	Received HUD grant to develop 14 two-bedroom units of permanent housing.	Detoxification from substances	No progress in seeking partners to develop a detoxification unit.
18	VA Southern Arizona HCS - 678 (Tuscon, AZ)	Long-term, permanent housing	Continuing to work with community to explore and develop additional funds for long-term, permanent housing.	Dental care	Continuing to coordinate with VA and community agencies to explore additional providers, waivers and funding sources.	Help with finding a job or getting employment	Continuing to increase our usage of community employment programs and expand our existing Compensated Work Therapy program.
18	VAMC Amarillo, TX - 504		No plan submitted for FY 2003		No plan submitted for FY 2003		No plan submitted for FY 2003
18	VA West Texas HCS - 519 (Big Springs, TX)	Transitional living facility or halfway house	State awarded pre-development money to convert Runnel Junior High into transitional center to house 75 homeless.	VA disability/pension	Helping veterans obtain disability benefits is now a routine service.	Service coordination/collaboration/integration	Still working on developing a coalition of agencies in Big Springs.
18	VAMC Phoenix, AZ - 644	Long-term, permanent housing	Currently working with HUD-subsidized resources to include the Biltmore Property Good Shepard program for long-term housing placements.	Treatment for substance abuse	Established "integrative mental health services" by placing the VA homeless and substance abuse programs together.	Immediate shelter	Currently utilizing emergent shelter services within the community. Working with U.S. Vets in establishing 66 VA Per Diem-funded beds in the near future.
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4)	Transitional living facility or halfway house	We have new agreements with shelters, transitional, and permanent housing providers.	Long-term, permanent housing	Sent out HUD Notice of Funding Availability information for possible state-wide involvement.	Family counseling	New 12-step, faith-based group at local shelter. Expanded local VA psychiatric staff.
19	VA Eastern Colorado HCS, CO - 567 (Colorado Springs, CO, VAMC Denver, CO - 554)	Immediate shelter	A motel was converted into an immediate shelter which added 43 beds.	Transitional living facility or halfway house	Two houses acquired to convert into transitional housing for eight people. Applying for HUD grant for creation of additional transitional housing.	Long-term, permanent housing	No progress in creating long-term, permanent housing.
19	VAM&ROC Cheyenne, WY - 442	Long-term, permanent housing	Groups continuing to seek grants to expand permanent housing.	Transitional living facility or halfway house	Local shelter has broken ground for a 12-bed addition. A 15-bed program in Cheyenne was awarded VA Grant and Per Diem funding.	Immediate shelter	Two rural shelters were opened but closed due to lack of funds and volunteers. Efforts to reopen at least one shelter are continuing.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
19	VAMC Grand Junction, CO - 575	Transitional living facility or halfway house	VA Grant and Per Diem application for transitional beds not funded. Catholic Outreach is now providing transitional housing services to families, but with no special preference for veterans.	Long-term, permanent housing	Housing Resources of Western Colorado able to retain some low-income housing, but nothing was added. Will likely be adding eight-unit, permanent supporting housing complex for veterans in the next fiscal year.		
19	VAMC Salt Lake City, UT - 660	Treatment for substance abuse	Two treatment facilities received VA Per Diem Only funding for three years to provide substance abuse treatment. The two facilities combined have 22 beds.	Transitional living facility or halfway house	Homeless Veterans Fellowship approved for VA Grant and Per Diem funding to purchase a building in Ogden to house five additional veterans.	Job training	Greater use of community job training programs was instituted, though no formal memorandums of understanding were established.
19	VAMC Sheridan, WY - 666	Drop-in center or day program	Efforts to get drop-in center stalled because no suitable location was found.	Transitional living facility or halfway house	No movement. VA staff will attend local coalition meetings to see if there is support to develop transitional housing.	Long-term, permanent housing	No movement. VA staff will attend local coalition meetings to see if there is support to develop permanent housing.
20	VA Alaska HCS & RO - 463 (Anchorage, AK)	Transitional living facility or halfway house	Juneau Alliance for Mental Health submitted a VA Grant and Per Diem application for transitional housing. Akeela House was going to submit a VA Per Diem application but decided to defer for this current cycle.	Detoxification from substances	Lack of detoxification services continues to be an ongoing problem. Our community is also facing future budget cuts which may further decimate local detoxification resources.	Long-term, permanent housing	HUD and VA continue to strengthen their relationships. HUD Section 8 preference for homeless veterans is now being more broadly applied.
20	VA DOM White City, OR - 692	Transitional living facility or halfway house	Expanded existing transitional programs by five beds. Continuing to advocate inside/outside VA for more transitional housing beds.	Long-term, permanent housing	New 20-bed project on line.	Detoxification from substances	Only detoxification services are at local jail. There are plans to develop a nonprofit community agency to provide detoxification.
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663)	Spiritual	Continue with focus on spirituality as part of maintaining balance in life and promoting recovery . Offer chaplain service support.	Dental care	Dental pilot project completed without funding being renewed. Working with VA dental to refer homeless veterans from residential programs.	Immediate shelter	Developed a small cooperative agreement with local shelter to reserve three beds a night for veterans from our programs. It costs \$17 a night, paid for by a Disabled American Veterans grant.
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	Transitional living facility or halfway house	Unable to secure funds for transitional residential programs. However, two Oxford Houses (sober living facilities) have begun.	Long-term, permanent housing	HUD still undecided whether it will allocate more Section 8 vouchers to our program.	Dental care	Continuing to use Whitebird, a free local nonprofit clinic, to aid homeless veterans to obtain extraction or to save tooth.
20	VAMC Boise, ID - 531	Transitional living facility or halfway house	Currently waiting for decision on submitted grant to build a 40-bed shelter with Salvation Army.	Drop-in center or day program	A drop-in center is opening November 2003.	Help with finding a job or getting employment	The state job service now has a veterans expedited program.
20	VAMC Portland, OR - 648	Service coordination/collaboration/integration	Life-skills training program in place.	VA disability/ pension	A VISN mandate has decreased the period of time for processing claims from two years to six months.	Treatment for dual diagnosis	Have now in place trained staff to assess and treat dual diagnosed veterans in both Vancouver and Portland.
20	VAMC Spokane, WA - 668	Dental care	Since start up of local VA Per Diem program, homeless veterans now have access to VA dental care under guidelines of Dental Directive. Also using local resources: local university provides teeth cleaning, Community Health Association of Spoke provides acute care, and local VFW donates money for dentures.	Job training	Veterans are regularly referred to an employment readiness program of the Washington Department of Social and Health Services. They receive employment.	VA disability/ pension	VA Regional Office benefits specialist visits every month with follow-up by e-mail. A good thing!
20	VAMC Walla Walla, WA - 687	Dental care	Dental care was provided at our Stand Down. We now get two dental visits at the VA each month.	Long-term, permanent housing	We have better access now for HUD Section 8 vouchers.	Job training	Disabled Veterans Outreach Program is at our homeless program twice a week beginning in April 2003. Veterans Industries continues to make a major impact in the life of homeless veterans.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
21	VA Central California HCS, CA - 570 (Fresno, CA)		No FY 2003 action plan submitted.		No FY 2003 action plan submitted.		No FY 2003 action plan submitted.
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	Long-term, permanent housing	No change in effort to create/expand permanent housing.	Dental care	VA Northern California Healthcare System is currently offering dental services to homeless veterans for their one-lifetime episode of care benefit.	Eye care	No change in effort to develop eyeglass resources.
21	VA Palo Alto HCS (VAMC Livermore - 640A4, VAMC Palo Alto - 640 and Menlo Park, CA)	Long-term, permanent housing	Working with local continuum of care coalitions to identify possible permanent housing sites.	Transitional living facility or halfway house	Additional VA Per Diem site funded. VA encouraged this agency to apply.		
21	VA Sierra Nevada HCS, NV - 654 (Reno, NV)	Long-term, permanent housing	Five permanent beds currently under development in collaboration with HUD.	Immediate shelter	We and seven other agencies met with the mayor of Reno to finalize location and start date of new shelter.	Services for emotional or psychiatric problems	We continue outreach, and accept referrals from community providers, inpatient and outpatient services at the VA and link homeless veterans to mental health services. Services include mental health and substance abuse counseling, day treatment, Compensated Work Therapy, and treatment by community providers when appropriate.
21	VAM&ROC Honolulu, HI - 459	Transitional living facility or halfway house	A 118-bed, VA Per Diem-funded facility opened in October 2003.	Treatment for substance abuse	Placed 20 veterans in contracted treatment beds.	Help with transportation	Two new vans purchased and routes established.
21	VAMC San Francisco, CA - 662	Immediate shelter	Consumer council to develop solutions for emergency housing not created as planned.	Dental care	Community resources are now providing dental care. Working extremely well.		
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	Dental care	Still pending. Have negotiated intensively during year with Dental Service to implement VA Dental Directive. Dental Services wants the Homeless Program to fund the dental staff.	Long-term, permanent housing	One multi-family housing project approved recently. Will be completed during FY 2004.	Job training	Planned merger between Compensated Work Therapy program and the Comprehensive Homeless Center to better coordinate work services did not happen. Volunteer of America's Homeless Veterans Reintegration Project (HVRP) working more intensely with veterans in jail.
22	VA Southern Nevada HCS - 593 (Las Vegas, NV)	Immediate shelter	Creation of two new shelters pending.	Drop-in center or day program	No support at local, VISN, or national level for proposed drop-in center.	Help with finding a job or getting employment	Have developed a relationship with the National Park Service. Currently, 25 formerly homeless veterans are working at National Parks in Arizona, Utah, and California.
22	VAMC Loma Linda, CA - 605	Immediate shelter	No real progress in developing shelter programs, especially for single homeless men as several shelters have shifted their focus to homeless families.	Transitional living facility or halfway house	U.S. Vets transitional housing project development moving forward. Several non-profit organizations have expressed interest in applying for VA Grant and Per Diem funding. Frazee Community Center has decided to delay expansion of existing VA Grant and Per Diem program.	Long-term, permanent housing	No major progress.
22	VAMC Long Beach, CA - 600	Long-term, permanent housing	In the spring of 2003, U.S. Vets broke ground to build a 200-bed complex for long-term, affordable permanent housing.	Immediate shelter	Ongoing. No new year-round shelters were located in the greater Long Beach area. Plans to expand the Orange County Rescue Mission continue.	Detoxification from substances	While there appears to be a sufficient number of detoxification beds (social and medical model) to meet the demand, on occasion, certain programs are unavailable and maintain brief waiting lists.

Appendix 7: VA Community Initiatives for Homeless Veterans: End of FY 2002 Plan Focus (Top 3 Needs) - FY 2003 Plan Action Results

VISN	VA Facility - System Name	FY 2002 Need 1 Identified	FY 2003 Update	FY 2002 Need 2 Identified	FY 2003 Update	FY 2002 Need 3 Identified	FY 2003 Update
22	VAMC San Diego, CA - 664	Immediate shelter	We continue to support the Vietnam Vets of San Diego cold weather shelter program.	Transitional living facility or halfway house	Two VA Grant and Per Diem applications were turned down. Vietnam Vets of San Diego funding was renewed but no new beds were added.	Long-term, permanent housing	No new HUD Section 8 vouchers specifically for homeless veterans were obtained as planned. We will continue to collaborate with HUD.
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	Long-term, permanent housing	Continuing to work with community-based programs.	Help with finding a job or getting employment	Continuing to assist community. Have assisted local mission with work programs.	Transitional living facility or halfway house	Continue to assist community agencies.
23	VAH&ROC Sioux Falls, SD - 438	Long-term, permanent housing	Need remains. No VA homeless coordinator hired yet to develop permanent housing resources with other community providers.	Help with finding a job or getting employment	No VA homeless coordinator hired yet to develop relationship with One-Stop Career Center and other community employment programs.	Job training	Ongoing effort to seek local resources for job training opportunities.
23	VAM&ROC Fargo, ND - 437	Transitional living facility or halfway house	Local nonprofit has a \$2 million grant pending for 48 new beds.	Help with transportation	Local VA has spent \$5,000 in securing bus passes and tokens. Local veterans groups have expanded van service throughout area.	Long-term, permanent housing	Local non-profit has been approved for a \$250,000 grant to purchase a small apartment building with capacity for 8-10 veterans.
23	VAMC Minneapolis, MN - 618	Long-term, permanent housing	Efforts are ongoing.	Immediate shelter	Working with other homeless veteran providers to determine feasibility of joint-staffed crisis center/unit for purpose of triage.	Transitional living facility or halfway house	No update.
23	VAMC St. Cloud, MN - 656	Long-term, permanent housing	Funding for 60-bed permanent housing facility on VA grounds was secured. Groundbreaking has not begun as negotiations between VA and St. Cloud Housing and Redevelopment Authority continues.	Immediate shelter	Construction of Salvation Army shelter on VA grounds will begin in March 2004. The Salvation Army is in need of more funding -- waiting on negotiations of enhanced-use lease.		
23	VA Central Iowa HCS (VAMC Knoxville - 555A4)	Immediate shelter	Group discussed getting agreements with shelter or hotel for low-cost emergent shelter.	Transitional living facility or halfway house	No recent progress. Still need to appoint new local CHALENG Point of Contact.	Eye care	Still assessing funding sources, no results yet.
23	VA Central Iowa HCS (VAMC Des Moines - 555)	Long-term, permanent housing	Thirteen additional beds created.	Transitional living facility or halfway house	Two agencies applied for grants and turned down. Have informal agreements to help veterans at two long-term shelters.	Dental care	Veterans in dormitory get help through VA dental. Still looking for assistance or funding resources.
23	VA HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	Long-term, permanent housing	Ongoing collaboration with Lincoln Housing Authority in assisting veterans in applying for HUD Section 8 vouchers. VA presence in HUD Homeless Coalitions (which issues HUD Homeless vouchers).	Help getting needed documents or identification	VA collaboration with the Matt Talbot Kitchen in obtaining funds for state ID cards, birth certificates, etc.	Treatment for dual diagnosis	Ongoing collaboration with other community agencies in addressing this need through Lancaster County Homeless Coalition meetings.
23	VA HCS (VAMC Omaha - 636)	Long-term, permanent housing	Local community agencies received about 25 HUD housing vouchers for permanent housing after individuals leave transitional programs.	Immediate shelter	Initial application for VA Per Diem funding by local agency denied.	Treatment for dual diagnosis	Shelter staff have been educated on dual diagnosis. Ongoing efforts to increase treatment options.
23	VAMC Iowa City, IA - 584	Transitional living facility or halfway house	MECCA (Iowa City Substance Abuse Treatment Center) has started a 13-unit transitional housing program for people in recovery.	Immediate shelter	Emergency Housing Project (Iowa City shelter) has found land for another shelter.	Long-term, permanent housing	Broke ground on new Salvation Army long-term transitional housing center in Waterloo, Iowa.

COMMUNITY HOMELESSNESS ASSESSMENT, LOCAL EDUCATION AND NETWORKING GROUPS (CHALENG) FOR VETERANS - VAMC/VAOPC						
Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 1						
Gerald Carmichael, MSW see Gerald Carmichael above	Homeless Coordinator	VA Medical Center -523 VA Medical Center -525	150 S. Huntington Ave. 940 Belmont Street	Boston, MA 02130 Brockton, MA 02401	617-232-9500 ext. 4947 508-583-4500 ext. 1122	617-278-4477 508-583-4500 ext. 2592
Jim Tackett	Dir. HCHV & Vocational Services	VA Community Care Center	114 Orange Ave.	West Haven, CT 06516	203-931-4034	203-931-4068
Dennis E. Tully	HCHV Coordinator	VA Medical & Regional Office -402	One Veterans Center	Togus, ME 04330	207-329-5981	207-623-5780
Laura Gould, LICSW (122)	Homeless Coordinator	Edith N. Rogers Vet. Hosp. -518	200 Springs Road	Bedford, MA 01730	781-687-2705	781-687-3179
James J. Mahoney, MSW	Homeless Coordinator	VA Medical Center -631	421 North Main Street	Northampton, MA 01060	413-584-4040	413-785-0062
Bruce Bissett, MSW	Homeless Program Specialist	VA Medical Center -608	718 Smyth Road	Manchester, NH 03104	603-624-4366 ext. 6041	603-626-6503
Richard T. Synott, MSW (122) see Richard T.Synott above	Coordinator, Homeless Veterans Program	VA Medical Center -650 Veterans Transitional Program	Davis Park	Providence, RI 02907	401-253-8000 ext. 528	401-254-2076
Robert E. Rummell	Homeless Veterans Service Coord.	WJB Dorn Veterans Hospital	480 Metacom Ave	Bristol, RI 02809		
Peter McMullen, R.N. (116A3)	Homeless Veterans Service Coord.	VA Med. & Regional Office -405	215 North Main Street	White River Junction, VT 05009	802-295-9363 ext.6932	802-296-5150
		VA Medical Center -627	555 Willard Ave	Newington, CT 06111	860-594-7327	860-667-6842
VISN 2						
Julie Laurenzi, CSW-R, ACSW	Homeless Coordinator	Samuel Stratton VA Med Ctr -500	170 Ontario Street	Albany, NY 12206	518-434-1015	518-434-0043
Stephen Mortimer, MSW	HCHV Coordinator	VA Satellite Opt. Clinic	465 Westfall Rd	Rochester, NY 14620-4645	585-463-2626	585-463-2705
Herbert Wittmeyer, RN, BSN	HCHV Coordinator	VA Medical Center -528	1298 Main Street	Buffalo, NY 14209	716-881-5855 ext. 227	716-883-8420
Robert Van Keuren (001A)	Network 2 Homeless Veterans Prog Coord	VA Medical Center -532	400 Fort Hill Avenue	Canandaigua, NY 14424	716-393-7413	716-393-7629
see Robert Van Keuren above		VA Medical Center -514	Argonne Avenue	Bath, NY 14810		
Frank Ernenwein, ACSW (116A2)	HCHV Coordinator	VA Medical Center -670	1031 E. Fayette Street	Syracuse, NY 13210	315-425-4400 ext.51016	315-425-4406
VISN 3						
Joseph Macaluso, CSW (00MH)	Homeless & Community Programs Dtr.	VA Medical Center -526	130 W. Kingsbridge Rd.	Bronx, NY 10468	718-579-2142	718-579-3363
Julie Irwin, CSW (630 GC)	Coordinator, Torch Program	VA Health Care Center -527	40 Flatbush Ave. Ext.	Brooklyn, NY 11201	718-439-4345	718-439-4356
see Julie Irwin above		VA Medical Center -630	312 West 36th Street	New York, NY 10018		
Linda Coulter, CSW	Homeless Services Coordinator	VA Hudson Valley HCS	P. O. Box 100 Bldg 52	Montrose, NY 10548	914-737-4400 ext. 3740	914-788-4362
see Linda Coulter above		VA Hudson Valley HCS		Castle Point, NY 12511-9999		
John A. Sperandeo, MSW (122)	Chief, Social Work Service	VA Medical Center -632	79 Middleville Road	Northport, NY 11768	631-261-4400 ext. 7031	631-754-7974
John Kuhn	Chief, Domiciliary Programs	VA Medical Center -604	151 Knollcroft Road	Lyons, NJ 07939	908-647-0180 ext.14166	908-604-5850
East Orange VAMC	CHALENG POC is same as Lyons VAMC					
VISN 4						
Richard Deakin, LSW	Homeless Coordinator	VA Medical Center -645	7180 Highland Drive	Pittsburgh, PA 15205-1297	412-365-5777	412-365-5795
Kent Johnson LCSW	Homeless Veterans Coordinator	VA Medical & Regional Office -460	1601 Kirkwood Highway	Wilmington, DE 19805	302-633-5286	302-633-5266
Sandy Woitkowiak, MSW	Homeless Veterans Coordinator	James E. Van Zandt VAMC -503	2907 E. Pleasant Valley	Altoona, PA 16602-4377	814-943-8164 ext. 7640	814-940-7898
Daniel Slack, SW (54)	Homeless Coordinator	VA Medical Center -529	325 New Castle Road	Butler, PA 16001-2480	724-285-2439	724-477-5038
Steven M. Chambers, Psy.D. (116D)	Coord., Domiciliary Homeless Program	VA Medical Center -542	1400 Black Horse Hill Rd	Coatesville, PA 19320	610-384-7711 ext. 5610	610-383-0283
Richard Perfetto	HCHV Coordinator	VA Medical Center -562	1001 State Street	Erie, PA 16504	814-874-0392	814-456-5464
Richard Leatherman, SW	HCHV Coordinator	VA Medical Center -595	1700 S. Lincoln Avenue	Lebanon, PA 17042	717-272-6621ext. 4490	717-272-5972
Richard Burdo, RN (116)	Homeless Coordinator	VA Medical Center -642	University & Woodland Ave	Philadelphia, PA 19104	215-823-5800 ext.4077	215-823-4453
John Shalanski, DSW	HCHV Coordinator	VA Medical Center -693	1111 East End Blvd.	Wilkes-Barre, PA 18711	570-824-3521 ext. 7756	570-821-7299
Tammy M. Swann	Homeless Coordinator	Louis A. Johnson VAMC -540	1 Medical Center Drive	Clarksburg, WV 26301	304-623-3461 ext. 3583	304-626-7726

Appendix 8: Points of Contact - by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 5						
Eugene Siciliano, LCSW	Homeless Veterans Coordinator	VA Medical Center -641	Bldg 1 H	Perry Point, MD 21902	410-642-2411 ext.5808	410-642-1852
see Eugene Siciliano above		VA Medical Center -512	10 North Greene Street	Baltimore, MD 21201	410-605-7263	410-605-7926
see Eugene Siciliano above		VA Medical Center -566	9600 North Point Road	Fort Howard, MD 21052	410-687-8622	410-687-8960
Ella J. (Kit) Angell	HCHV Coordinator	VA Medical Center -688	50 Irving Street, NW	Washington, DC 20422	202-745-8000 ext. 7633	FTS 700-921-8239
Bruce P. Jenning, Ph.D.	DCHV Coordinator	VAMC, 'Domiciliary 502' -613	Route 9	Martinsburg, WV 25401	304-263-0811 ext. 3469	304-264-3989
VISN 6						
Bob Williamson, MSW	Social Work Service	VA Medical Center -558	508 Fulton Street	Durham, NC 27703	919-286-0411 ext. 6054	919-416-5834
Sylvia Portenier, MSW (122)	Coordinator, Homeless Program	VA Medical Center -637	1100 Tunnel Road	Asheville, NC 28805	828-298-7911 ext.5439	828-299-5804
Eugene Paul, MSW	Homeless Coordinator	VA Medical Center -565	2300 Ramsey Street	Fayetteville, NC 28301	910-822-7971	910-822-7927
Deborah Lee	HCHV Coordinator	VA Medical Center -659	1601 Brenner Avenue	Salisbury, NC 28144	704-638-9000 ext 7743	704-638-3329
David R. Wall, MSW (122)	HCHV Coordinator	VA Medical Center -590	100 Emancipation Road	Hampton, VA 23667	757-722-9961 ext. 2137	757-726-6035
Carol Murray, Social Worker	HCHV Coordinator	Hunter Holmes McGuire VAMC -652	1201 Broad Rock Blvd.	Richmond, VA 23249	804-675-5000 ext.4188	804-675-5346
Robert L. Schmitt, LCSW	Acting, Homeless Coordinator	VA Medical Center -658	1970 Boulevard	Salem, VA 24153	540-982-2463 ext.1517	FTS 700-937-1932
William F. Stouffer, SW	Homeless Veterans Coordinator	VA Medical Center -517	200 Veterans Avenue	Beckley, WV 25801	304-255-2121 ext.4480	304-255-2431
VISN 7						
Irma Gibson, Ph.D.	HCHV Coordinator	VA Medical Center	1670 Clairmont Rd	Decatur, GA 30033	404-321-6111 ext.7437	404-327-4028
Margaret Davis, LCSW	HCHV Social Worker	VA Medical Center -509	1 Freedom Way	Augusta, GA 30904-6285	706-733-0188 ext. 7617	706-481-6749
Gerald Darnell, Psy.D.	HCHV Coordinator	Carl Vinson VAMC -557	1826 Veterans Blvd.	Dublin, GA 31021	478-272-1210 ext.2327	912-277-2865
Willie Fields, LCSW	Coordinator, Homeless Veterans Prgm	VA Medical Center -521	700 South 19th St.	Birmingham, AL 35205	205-933-8101 ext.6751	205-939-4585
Stella Clough, SW	HCHV Coordinator	VA Medical Center -679	3701 Loop Road East	Tuscaloosa, AL 35404	205-554-2000 ext.2737	205-554-3565
Marguerita High, SW	HCHV Coordinator	VA Medical Center -680	2400 Hospital Road	Tuskegee, AL 36083	334-727-0550 ext. 3841	334-724-6858
see Marguerita High above		VA Medical Center -619	215 Perry Hill Road	Montgomery, AL 36109-3798	334-727-0550 ext. 3841	334-724-6858
Linda Williams, RN	HCHV/CWT Coordinator (116)	Ralph H. Johnson VAMC -534	109 Bee Street	Charleston, SC 29401-5799	843-789-7953	843-853-9167
Patricia Bradford, LCSW (122)	Homeless Coordinator	WJB Dorn Vets. Hospital -544	6439 Garners Ferry Rd.	Columbia, SC 29209-1639	803-776-4000 ext. 7697	803-695-7962
VISN 8						
Catherine Alexander-Ponder	Homeless Program Coordinator	VA Medical Center -516	10000 Bay Pines Blvd.	Bay Pines, FL 33744	727-398-6661 ext. 4711c:580-90	727-398-9577
Betty Robinson RN, MSN	Actg. Homeless Coordinator	VA Medical Center -573	1002 NW 23rd Ave.	Gainesville, FL 32609	352-316-0984	352-376-7901
see Betty Robinson above	Homeless Coordinator	VA Medical Center -594	801 South Marion Street	Lake City, FL 32025-5898		
Leslie Spencer-Applewhite, ARNP (118)	HCHV Coordinator	VA Medical Center -546	1201 NW 16th Street	Miami, FL 33125	305-541-5864 ext. 135	305-541-8614
Wendy Hellickson, LCSW (116-A7)	HCHV Coordinator	James A. Haley Vets Hosp -673	10770 N. 46th Street	Tampa, FL 33617	813-979-3559	813-228-2857
Linda F. Graham, LCSW (122)	Homeless Coordinator	W. Palm Beach VAMC -548	7305 N. Military Trail	West Palm Beach, FL 33410	561-882-7315	561-882-6725
Abelardo Quinones, MSW (122)	Social Worker	VA Medical Center -455	One Veterans Plaza	San Juan, PR 00927-5800	787-641-7582 ext. 12141	787-749-4372
VISN 9						
Teresa H. Robinson, SW	Homeless Coordinator	VA Medical Center -626	1310 24th Ave., South	Nashville, TN 37212-2637	615-327-5320 ext. 6162	615-321-6353
see Teresa Robinson above	Homeless Coordinator	Alvin C. York VAMC -622	3400 Lebanon Road	Murfreesboro, TN 37129	615-327-5320	615-321-6353
Maureen Shafer	Chief, Social Worker	VA Medical Center -614	1030 Jefferson Avenue	Memphis, TN 38104	901-577-7268	901-577-7427
David Hansard (122H)	Homeless Veterans Care Programs	VA Medical Center -621	James H. Quillen, VAMC	Mountain Home, TN 37684	423-926-1171 ext. 2874	423-926-1171 ext. 2812
Jonathan Sickman, MSW (122)	Actg. Chief, Social Work Service	VA Medical Center -596	Leestown Road	Lexington, KY 40511	859-233-4511	859-281-3984
Mary Newton, ARNP(116)	HCHV Program	VA Medical Center	800 Zorn Ave	Louisville, KY 40206	502-583-2199	502-583-1991
Julian E. Berry, MSW	HCMI Coordinator	VA Medical Center -581	1540 Spring Valley Drive	Huntington, WV 25704	304-429-6741 ext. 2841	304-429-6741 ext. 3479

Appendix 8: Points of Contact - by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 10						
<i>Lisa Pape, LISW</i>	Manager, Comprehensive Homeless Ctr.	VAMC Building 4116A(B)	10000 Brecksville Road	Brecksville, OH 44141	440-526-3030 ext. 7961	440-546-2897
James Kennelly	Homeless Coordinator (116A4)	VA Medical Center -538	17273 State Route 104	Chillicothe, OH 45601	740-773-1141 ext. 7459	740-772-7051
Iola Green, MSSW	HCHV Coordinator	VA Med. Ctr. -539	1000 S. Ft. Thomas Ave.	Ft. Thomas, KY 41075	606-572-6226	606-572-6222
Lois Depp, MSW	DCHV & HCHV Coordinator (116)	VA Medical Center -552	4100 West 3rd Street	Dayton, OH 45428	937-267-3909	937-267-5314
Juanita H. Wilson, MSW, LISW (116)	Coord. Community Outreach Div/HCHV	VA Outpatient Clinic -757	543 Taylor Avenue	Columbus, OH 43203	614-253-7963	614-253-7961
VISN 11						
<i>Clare Reed, MSW</i>	HCHV Outreach Worker	VA Medical Center -506	2215 Fuller Road	Ann Arbor, MI 48105	734-761-7930	734-769-7412
Fran McGivern, ACSW (116)	Program Coordinator	VA Medical Center	4646 John R.	Detroit, MI 48201	313-576-1000 ext. 3611	313-576-1074
Marian Beardsley-Gibbs (122)	Coord., Homeless Veterans Programs	VA Medical Center -515	5500 Armstrong Rd.	Battle Creek, MI 49015	616-966-5600 ext.5648	616-969-2979
Judith Davidson, ACSW (122)	Chief, Social Work Service	Aleda E. Lutz VAMC -655	1500 Weiss Street	Saginaw, MI 48602	517-793-2340 ext. 3753	517-791-2416
William Breeding, MSW, LSW (122)	Chief, Social Work Service	VA Medical Center -550	1900 East Main Street	Danville, IL 61832	217-442-8000 ext. 5109	217-477-4813
Hugh F. Reusser, MSW (122)	Homeless Veterans Coordinator	VA Medical Center	2121 Lake Avenue	Fort Wayne, IN 46805	219-426-5431 ext. 1163	219-460-1481
Stacy Knipscheer, MSW	HCHV Coordinator	Richard L. Roudebush VAMC -583	3602 East Michigan St.	Indianapolis, IN 46201	317-554-0000 ext.4751	317-554-0270
Moses Deese, ACSW (122)	Chief, Social Work Service	VA Medical Center	1700 East 38th St.	Marion, IN 46953	765-677-3100	765-677-3137
Linda Webb, LISW	HCHV Program Coordinator	Toledo Outpatient Clinic	3333 Glendale Avenue	Toledo, OH 43614	734-649-8491	419-259-3850
VISN 12						
<i>Mary Ann Romeo, MSW (122)</i>	Assistant Chief, Social Work Service	Edward Hines Jr. Vet Hosp -578	P. O. Box 5000	Hines, IL 60141-5122	708-202-2055	708-202-2087
Tab Martin, RN (WS)	Clinician HCHV/SH	Chicago Health Care Sys -537	820 So. Damen	Chicago, IL 60689	312-569-7958	312-569-6144
see Tab Martin above		Chicago HCS Lakeside-535	333 East Huron Street	Chicago, IL 60611		
Thomas J. Keith	Readjustment Counselor	VA Medical Center -556	3001 Greenbay Road	North Chicago, IL 60064	847-688-1900 ext. 84845	847-578-3844
Mark C. Miller, ACSW (116B)	Coordinator, Homeless Program	VA Medical Center -585	325 East H Street	Iron Mountain, MI 49801	906-774-3300 ext. 2346	906-779-3147
Timothy C. Koerber	Homeless Coordinator	Wm. S. Middleton Vets Hosp. -607	2500 Overlook Terrace	Madison, WI 53705	608-280-7085	608-280-7025
Barbara Gilbert	HCHV Coordinator	VA Medical Center -695	3330 W. Wells Street	Milwaukee, WI 53208	414-342-0903	414-342-4999
Stefanie Schulz, MSW (116)	Homeless Coordinator	VA Medical Center -676	500 E. Veterans Street	Tomah, WI 54660	608-372-1286	608-372-1791
VISN 15						
<i>Lura Gardner, LCSW</i>	Social Worker	VA Medical Center -589	4801 E. Linwood Blvd.	Kansas City, MO 64128-2295	816-861-4700 ext.6550	816-922-3317
Jennifer Templeton, SW	Homeless Coordinator-Mental Health	Harry S. Truman Vets. Hosp. -543	800 Hospital Drive	Columbia, MO 65201	573-814-6000 ext. 6495	
Vickie Eich, SW	Homeless Coordinator	VA Eastern Kansas HCS-Leavenworth	4101 S. 4th St. Tfwy	Leavenworth, KS 66048	913-682-2000 ext. 2383	913-758-4149
Dean Huber	Homeless Veteran Coordinator	VA Medical Center -609	2401 West Main Street	Marion, IL 62959	618-997-5311 ext. 4227	618-993-4194
Renee' Taylor, MSW, LCSW	Social Worker	John J. Pershing VAMC	1500 N. Westwood Blvd.	Poplar Bluff, MO 63901	573-686-4151 ext.4724	573-778-4156
Evelyn D. Paul (122)	HCHV Coordinator	John J. Cochran VAMC -657	915 North Grand Blvd.	St. Louis, MO 63106	314-289-7611	314-289-9547
Randy Crandall (116B21)	Homeless Coordinator	Colmery-O'Neil VAMC -677	2200 Gage Boulevard	Topeka, KS 66622	785-350-3111 ext.2090	785-350-4368
Judy Epperson, SW	HCHV Coordinator	VA Medical & Regional Office -452	5500 E. Kellogg	Wichita, KS 67218	913-682-2000 ext.3203	
VISN 16						
<i>Paul B. Matens, LCSW</i>	Coordinator, Social Work Service	VA Medical Center -586	1500 E. W. Wilson Dr.	Jackson, MS 39216	601-362-4471 ext.5504	601-368-4094
Dorothy Thomas	HCHV Coordinator	VA Medical Center -502	P.O.Box 69004	Alexandria, LA 71306-9004	318-473-0010 ext. 2773	318-483-5177
Kelly Woods, Phd.	HCHV Coordinator/Dom. Clinical Coord.	VA Medical Center -520	Veterans Boulevard	Biloxi, MS 39530	228-563-2292	228-523-4521
Brian McAnally, LMSW (122)	HCHV Coordinator	VA Medical Center -564	1100 N. College Avenue	Fayetteville, AR 72703	501-444-5065 ext.5143	501-587-5994
George Castillo, LMSW-ACP (122)	HCHV Coordinator	VA Medical Center -580	2002 Holcombe Blvd.	Houston, TX 77030	713-794-7848	713-794-7929
Estella L. Morris, Ph.D (122H/NLR)	Prog. Mgr. Comprehensive Hmls. Ctr.	VA Medical Center	1101 W. 2nd Street	Little Rock, AR 72204	501-257-4499	501-212-1005
Kenneth Rocky, MSW (COS6)	HCHV Coordinator	VA Medical Center -629	1601 Perdido Street	New Orleans, LA 70146	504-568-0811 ext. 3620	504-589-5919
Jane Davenport, BCSW	Coordinator, Homeless Program	Overton Brooks VA Med Ctr -667	510 East Stoner Avenue	Shreveport, LA 71101-4295	318-221-8411 ext. 6521	318-429-5753
Larry Chatman	Director, Friendship House	VA Medical Center -635	1140 NW 32nd	Oklahoma City, OK 73118	405-270-0501ext.1708	405-290-1777
Melanie Goldman, MSW	Homeless Coordinator	Tulsa OPC,Mental Health Clinic	9322 East 41st Street	Tulsa, OK 74145	918-764-7215	918-764-7259
See Melanie Goldman above		VA Muskogee	1011 Honor Heights	Muskogee, OK 74401	918-680-3758	

Appendix 8: Points of Contact - by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 17						
Greta Mankins (116A)	Director, CHC	VA Medical Center -549	4500 S. Lancaster Rd.	Dallas, TX 75214	214-857-0388	214-857-0372
see Greta Mankins above		Sam Rayburn Mem Vet Ctr -522	1201 E. 9th Street	Bonham, TX 75418	903-583-6233	903-583-6687
Stephen C. Shomion, MSW	HCHV Coordinator	S. TX Vets. Health Care Sys. -671	7400 Merton Minter Blvd	San Antonio, TX 78284	210-321-2717	210-699-2257
James A. Brown, LMSW	HCHV Coordinator	VA Medical Center -685	4800 Memorial Drive	Waco, TX 76711	254-752-6581 ext.7450	254-754-9346
Andrew M. Miller, SW	HCHV Coordinator	VA Outpatient Clinic	2901 Montopolis Drive	Austin, TX 78741	512-389-7104	512-389-7111
Jana M. O'Leary, SWS-122	HCHV Coordinator	Olin E. Teague VA Medical Center	1901 South 1st Street	Temple, TX 76504	254-778-481 ext. 1425	254-899-6137
VISN 18						
Robert DiGirolamo, SW	Homeless Veterans Coordinator	Carl T. Hayden VAMC -644	650 E. Indian School Rd.	Phoenix, AZ 85012	602-277-5551 ext. 7826	602-222-6521
Catherine Brown, SW	Homeless Coordinator	VA Medical Center -501	1501 San Pedro, SE.	Albuquerque, NM 87120	505-265-1711 ext.5921	505-256-2723
Henry J. Hawley, AO	HCHV Coordinator/Mental Health	VA Medical Center -504	6010 Amarillo Blvd., W.	Amarillo, TX 79106	806-355-9703 ext.7540	806-356-3794
Marge J. Salhus, LMSW	Homeless Veterans Coordinator	VA Medical Center -519	300 Veterans Blvd.	Big Spring, TX 79720-5500	800-472-1366 ext.7327	915-268-5086
Angela Waddy, LCSW	Homeless/CWT Program Coord. (116)	VA Health Care Center -756	5001 N. Piedras St.	El Paso, TX 79903-4211	915-564-6159 ext. 6283	915-564-7861
Don Gray	Outreach Coordinator	VA Medical Center -649	600 N. Highway 89	Prescott, AZ 86313	520-445-4860 ext.6998	520-776-6125
Keri L. Hanna	Homeless Veterans Coordinator	VA Medical Center -678	3601 S. 6th Avenue	Tucson, AZ 85723	520-792-1450 ext. 6502	520-629-4725
VISN 19						
Richard DeBlasio, LCSW	HCHV Program Coordinator	VA Medical Center -554	1055 Clermont Street	Denver, CO 80220	303-399-8020 ext. 2314	303-393-4656
Larry W. Melka, MSW (116HCMI)	HCHV Program Coordinator	VA Medical Ctr. -442	2360 E. Pershing Blvd.	Cheyenne, WY 82001	307-778-7353	307-778-7812
Bonnie Parrett, LPN	Homeless Coordinator (11)	VA Med. & Regional Of. Ctr. -436	William St.& Hwy 12 W.	Fort Harrison, MT 59636	406-447-7309	406-447-7916
see Bonnie Parrett above		VA Medical Center -617	210 S. Winchester	Miles City, MT 59301		
Monroe Jack Freeman (LCSW)	Homeless Program Coordinator	Colorado Springs VA Clinic	25 North Spruce	Colorado Springs, CO 80905	719-667-5588	719-327-5669
Mike Tadych	Homeless Coordinator	VA Medical Center -575	2121 North Avenue	Grand Junction, CO 81501	970-242-0731 ext.2245	970-244-1323
Rudy Johansen, LCSW (116HO)	Homeless Veterans Program Coord.	VA Medical Center -660	500 Foothill Blvd.	Salt Lake City, UT 84148	801-582-1565 ext.2611	801-584-2507
David Carlson, LCSW	Mental Health Clinic	VA Medical Center -666	1898 Fort Road	Sheridan, WY 82801	307-672-3473 ext. 3305	307-672-1911
VISN 20						
Keith W. Scheff	HCHV Coordinator (V3 Dom)	VA Medical Center -648	1603 East 4th Plain	Vancouver, WA 98661	360-696-4061 ext.33718	360-737-1424
John D. Perz, SW A-116 (Bldg 148)	HCHV Coordinator	VA Puget Sound HCS	9600 Veterans Dr.	Tacoma, WA 98493	253-583-1753	253-589-4084
W. Harrison Childers M.A.C. C.AC.-II	Homeless Coordinator	VA Medical Center -363	3001 C Street	Anchorage, AK 99503	907-273-4051	907-276-7482
David W. Herring, MSW	Homelessness Coordinator	VA Medical Center -531	500 West Fort Street	Boise, ID 83702	208-422-1000 ext. 4204	.
Joanna Turner, RN MS	HCHV Program Clinician	VA Medical Center	100 River Ave	Eugene, OR 97404	541-345-5395	541-607-7573
John D. Perz, SW	HCHV Coordinator	VA Medical Center -663	1660 S. Columbian Way	Seattle, WA 98108	253-582-8440 ext.76204	206-553-0380
John Davis	HCHV Coordinator	VA Medical Center -668	4815 N. Assembly	Spokane, WA 99205	509-353-2699	509-353-2709
Christopher Oliver (122)	HCHV Coordinator	VA Medical Center -687	77 Wainwright Drive	Walla Walla, WA 99362	509-525-5200 ext. 22690	509-527-6113
Fred Berger, MSW (122)	HCHV Coordinatoar	VA Domiciliary-692	8495 Crater Lake	White City, OR 97503	541-826-2111 ext.3437	503-830-3518
VISN 21						
Bobbie Rosenthal (122)	Chief, Social Work Service	VA Medical Center -662	4150 Clement Street	San Francisco, CA 94121	415-221-4810 ext. 2795	415-750-6976
Renaldo Torres, SW	HCHV Coordinator	VA Medical Center -570	2615 E. Clinton Avenue	Fresno, CA 93703	559-225-6100 ext.6975	559-228-6903
Rick Velasquez, MSW (116/3B1)	Social Worker	VA Med/Regional Office Center -459	459 Patterson Road	Honolulu, HI 96819-1522	808-433-0335	808-433-0321
Kara Hawthorne, LCSW 122/MP (above)	HCHV/GPD Program Coordinator	VAMC	795 Willow Road	Menlo Park, CA 94040	650-493-5000 ext. 22460	650-617-2614
see Kara Hawthorne above		VA Medical Center -599	4951 Arroyo Road	Livermore, CA 94550		
Paula Rowles, LCSW	Clinical Social Worker	VA Medical Center -654	1000 Locust Street #116	Reno, NV 89520-0111	775-328-1761	775-328-1403
Janet Hargrove, LCSW	Chief, Social Work Svc. (122)	VANCHCS-Social Work Service (122)	150 Muir Road	Martinez, CA 94553	925-372-2420	925-372-2501
see Janet Hargrove above		Oakland Army Base	West 21st St. Bldg 762	Oakland, CA 94607		

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Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 22						
William R. Frink, MSW (600/11)	Social Work Profession Leader	VA Medical Center -600	5901 East 7th Street	Long Beach, CA 90822	562-494-2611 ext. 4684	562-494-5951
<i>Marcia Evans, RN, MSN</i>	Homeless Program Coordinator	CBOC -758	1581 N. Main Street	Las Vegas, NV 89101	702-386-3124	702-386-3180
Nancy Whitney, LCSW	HCHV Coordinator	VA Medical Center -116A	11201 Benton Street	Loma Linda, CA 92354	909-825-7084 ext.2388	909-422-3186
Joetta Brown Higgins, MSW	Site Manager	Los Angeles ACC	351 E. Temple Street	Los Angeles, CA 90012-3328	213-253-2677 ext. 4766	213-253-5555
Wayne Williams, LCSW (122)	Homeless Program Coordinator	VA Medical Center -664	3350 LaJolla Village Drive	San Diego, CA 92161	619-400-5161	619-400-5159
Paul Burton, MSW (122)	Site Manager	Sepulveda ACC	16111 Plummer Street	Sepulveda, CA 91343	818-895-9596	818-895-9339
William Daniels, MSW (122)	Dir., West LA Comprehensive Hmhs Ctr	West LA VA Med Ctr -691	11301 Wilshire Blvd.	Los Angeles, CA 90073	310-268-3385	310-268-4743
VISN 23						
Jo Weable, LICSW	HCHV Coordinator (116A)	VA Medical Center -618	One Veterans Drive	Minneapolis, MN 55417	612-467-1771 or 1772	612-727-5633
<i>Bob C. Stewart</i>	HCHV Coordinator/Clinician	VA Med. & Regional Office -437	2101 North Elm Street	Fargo, ND 58102	701-239-3700 ext.3868	701-237-2686
Alan H. Stade, MSW, LISW (122)	Chief, Social Work Service	VA Medical Center -568	113 Comanche Road	Fort Meade, SD 57741	605-347-7035	605-347-7204
Richard A. O'Connor, VRS	DCHV Coordinator	VA Medical Center -579	500 N. 5th Street	Hot Springs, SD 57747	605-745-2022	605-745-2056
Sheldon Schelling, SW (114)	Homeless Coordinator	RCJ Vets. Mem. Hosp. & RO -438	2501 W 22nd St.	Sioux Falls, SD 57105	605-336-3230 ext. 6197	605-333-6808
Stephen J. Eisenreich, SW	HCHV Coordinator	VA Medical Center -656	4801 8th Street North	St. Cloud, MN 56303	320-255-6480 ext. 6158	320-255-6378
Marilyn Mangan,MSW (122)	Social Worker	VA Medical Center -636	4101 Woolworth Avenue	Omaha, NE 68105	402-346-8800 ext. 4212	402-449-0677
Marilyn Jamison-Charron, RN,ACADC	(Domiciliary Site Manager	VA Medical Center -555	3600 30th Street	Des Moines, IA 50310-5774	515-699-5778	515-699-5779
Brian Brooks, LMSW	Homeless Coordinator	VA Medical Center -584	601 Highway 6 West	Iowa City, IA 52246	319-338-0581 ext. 5405	319-339-7097
Clifton J. Heckman (OOH)	HCHV Coord/Readjustment Counselor	VA Central Iowa HCS -592	3600 30th Street	Knoxville, IA 50138	515-699-5999 ext. 4036	515-699-5465
Joe P. Heatherly SW (116)	Homeless Coordinator	VA Medical Center -597	600 South 70th Street	Lincoln, NE 68510	402-489-3802 ext. 6980	
see Joe P. Heatherly above		VA Medical Center -574	2201 N. Broadwell Ave.	Grand Island, NE 68801		