



First name Last name
123 Main Street
City, ST XXXXX

Month, date, year

Dear Salutation Last name:

The Veterans Health Administration (VHA) thanks you for participating in Project ARCH (Access Received Closer to Home). Project ARCH addresses the critical challenge of providing health care services to those Veterans living a great distance from the nearest VHA health care facility by arranging care with doctors and other health care professionals located closer to home.

We are in the process of evaluating Project ARCH and would appreciate the opportunity to hear about experiences you have had with Project ARCH health care professionals, staff, services, and facilities. The knowledge we gain will help us understand how well Project ARCH is meeting the needs of participating Veterans and allow us to identify areas where changes might make the project better.

On [date and time], my colleagues from Altarum Institute, a nonprofit organization specializing in health systems, will be at [location of focus group]. We ask that you take an hour to share your impressions of Project ARCH. Anything you mention will be strictly private to the extent of the law and your name will never be associated with anything you say. Although we hope that you will assist us, your participation is completely voluntary, and your VA benefits will not be affected in any way. As a token of our appreciation, you will receive a \$25 Walmart gift card for your time and participation. We will also provide refreshments.

We will be contacting you via telephone within the next few days to discuss your participation in this important research. If you have questions, please contact either Abby Woodroffe at Altarum Institute or me. **Contact information is listed below.** You may also visit www.altarum.org or refer to the enclosed fact sheet for more information about Altarum Institute. Please don't hesitate to contact us.

Thank you in advance. With your help, we can make Project ARCH the best it can be at serving the health care needs of the men and women who have sacrificed so much for their country.

Sincerely,

Colette Alvarez

Contact Information

Colette Alvarez (775) 326-5721
colette.alvarez@va.gov

Altarum Institute Researcher

Abby Woodroffe (734) 302-4641
abigail.woodroffe@altarum.org

Project ARCH Program Manager

Colette Alvarez (775)
326-5721
colette.alvarez@va.gov

Altarum Institute Researcher

Abby Woodroffe (734) 302-4641
abigail.woodroffe@altarum.org

Meeting Location and Information

[date and time]

Location of Focus Group

Address of focus group location

Phone number

Public Transportation

[Directions to focus group]

[Driving Directions to Focus Group]