

Dear **Name**,

One of the core principles the Director of the Department of Defense Office of Economic Adjustment (OEA) has instilled within the organization is that of service to the customer. The Director also believes customer feedback on OEA performance is critical if we are to maintain a high standard of excellence. Simply put—we are very interested in hearing from you about your experiences with our office during BRAC planning and implementation you participated in. The strength of our program of support lies in its ability to adapt and respond to the various community needs a base closure can bring upon it. Whether your BRAC was recent or in the more distant past, your feedback is valuable to us as we strive to evaluate and improve our program of assistance to communities.

In the next week, you will receive an email invitation to participate in a focus group from Ms. Chelsea Radler, Project Manager for the District Communications Group, an independent consultant we hired to spearhead the feedback and evaluation process. Please be assured, we are working closely with them and communications from her are a legitimate part of the process.

We hope you are able to participate in the focus group discussions we have planned for later this spring/summer. It is through your feedback and insights that we can ensure we continue to deliver the necessary services to communities throughout our country now and into the future.

As always, please do not hesitate to contact me with any questions.

With Highest Regards,

JAMES P. HOLLAND

Program Director BRAC & Downsizing
Department of Defense
Office of Economic Adjustment
james.p.holland8.civ@mail.mil
Office: 703-697-2188
Cell: 571-329-5851

Follow-up invitation with logistical details from Chelsea Radler

Dear **Name**,

Mr. Jim Holland from the Department of Defense Office of Economic Adjustment (OEA) recently sent you a note regarding this invitation. OEA hired my team – the District Communications Group, to speak with a number of community and state leaders responsible for BRAC planning and implementation, including yourself, to gather feedback about your experience with OEA and the BRAC process before, during, and after BRAC. We hope to learn from your insights about the strengths and weaknesses of the process

We invite you to join us for a candid conversation with your peers about your experience with OEA surrounding the BRAC planning and implementation in your community. The details of the discussion are outlined below.

When: **Dates and time**

Where: **Address**

The Office of Economic Adjustment will arrange and pay for the cost of your travel, meals and lodging. Your total time commitment will be approximately two days including travel. OEA will work with those whose travel arrangements may include extended stay due to travel. The actual focus group session will last for approximately eight hours and will be conducted in one day.

I want to emphasize these discussions will be led by a **third-party** facilitator who is an expert in BRAC. This is to ensure your feedback remains anonymous. The staff at OEA will not participate in the sessions, nor will your comments be attributed to you by name in any of my team's reports. The final reports will be shared exclusively internally to DOD and other federal agency officials to inform which tools, resources and technical assistance have been helpful and what needs to be modified or created to assist communities facing future BRAC actions.

If you have any questions about this, please feel free to call me directly at (732) 977-8681 or email me at this address. You may also contact Jim Holland at OEA at (703) 697-2188.

Please let me know as soon as possible if you are available to participate so we can make the logistical arrangements. Thank you, and I look forward to hearing about your experiences.

Respectfully,
Chelsea Radler
Project Manager and Research Analyst
The District Communications Group