



City of La Crosse

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To: Victoria Brahm
Director of Tomah VA Medical Center
500 East Veterans Street
Tomah, WI 54660

RE: Legistar Item #18-1255 – Erickson House - Questions and Requests Concerning CUP Application

Dear Director Brahm:

Thank you in advance for your cooperation in obtaining answers, drafting protocols, and printing site plans and submitting the results in writing to the City Clerk for attachment to the application file in legistar in as timely manner as possible. I realize the City Planning Department may have different requests from those listed in this letter, however, the Planning Department does not typically field the same range of phone calls and emails from citizens as elected officials.

- I. Occupancy & Use
 - a. How many total overnight occupants will be present at the facility when at maximum capacity?
 - b. The 4-pg statement indicates you will not permit overnight guests, however, one veteran speaker at the Plan Commission indicated he was looking forward to having his daughters come and stay overnight at the house. Could you clarify?
 - c. You mentioned potential expansion of local clinical operations. Presuming the "great room" at the Erickson house would be ideal for VA organized activities (group sessions, social or holiday events, etc), can you commit to writing that either:
 - i. The Tomah VA will not utilize the 3120 Farnam property (the "Erickson House") for any non-resident VA client activity use in the future, or,
 - ii. The Tomah VA will accommodate parking for non-resident VA client activity participants at the Off-Site Clinic parking lot and provide shuttle service for all activities.
- II. Neighborhood Outreach

- a. Which job title is the point person for neighbor contact if there is an issue they want to address?
 - i. How is that person's contact information going to be shared with neighbors?
 - ii. What radius distance from the Erickson house will be used to determine which neighbors will be informed of this contact information?
 - iii. How are neighbors who move in after the initial outreach going to be notified of this person's contact information?
 - iv. If the neighbor feels the point person is not satisfactorily addressing the issue, which job title is the next point of contact in the hierarchy to address an issue?
- b. What is the SOP (Standard Operating Procedure) for handling neighbor complaints?
- c. Do you have a written SOP outlining which types of neighborhood complaints are or are not escalated to review by higher management at the Tomah VA?
 - i. What board, commission, or job title at the Tomah VA is responsible for reviewing any complaints or issues deemed appropriate to escalate to upper management?
 - 1. Who is responsible for deciding on any course of corrective action?
 - 2. Who provides secondary review of complaints and corrective action?
 - 3. Who is responsible for following up with the complainant on the outcome of the complaint review?
 - 4. Will the neighbor receive a written response and explanation of the corrective action (excluding any details which potentially violate HIPA)?
 - 5. Would the neighbor have the opportunity to appeal to a higher level of management if they felt the corrective action was insufficient in solving the problem? If yes, please explain how they would exercise that option.
- d. Are there any plans for inviting neighbors to meet the residents and build social relationships between them?
 - i. How frequently would this occur?
 - ii. What would this look like?
- e. Is the Tomah VA willing to consider addition of trees, shrubs, or landscaping on the Erickson property to help mitigate any privacy issue involving neighboring residential structures located within 20 feet of the Erickson house?
- f. What is the SOP regarding removal of a resident? Is this a "three strikes and you're out"?
 - i. Where will any removed occupants be sent to?
 - ii. If there is no capacity at the alternative option, where will the occupant be placed?

III. PARKING

- a. ONSITE
 - i. Please provide a site plan of the Erickson house lot showing the location and size of off-street parking spaces, including the garage and in front of the garage, per the standards established in City code.
 - ii. Would the Tomah VA consider modification of the side yard to the East to add additional off-street parking?

- iii. What is the maximum number of off-street parking spaces the Tomah VA is willing to add to this location?
- iv. What is the corrective action to address any residents who park on the street despite being asked not to?

b. OUTPATIENT CLINIC

- i. Please provide a written statement from the property owner of outpatient clinic indicating consent to amend the Tomah VA's lease agreement to allow storage of vehicles on the premises in conjunction with the residential program.
- ii. Please provide written protocol for how the residents access any vehicles stored at the outpatient clinic location.
- iii. Please provide the following numbers:
 - 1. How many total parking stalls are located at the outpatient clinic parking lot?
 - 2. How many total parking stalls are allocated for VA use in the lease agreement?
 - 3. How many total parking stalls are required by municipal code for the entire structure (not just the portion used by the VA, in other words, including the empty commercial unit adjacent to the VA)?
 - 4. How many daytime employees are present at the outpatient clinic?
 - 5. What is the number of patients present in the clinic at peak operating hour of the day?

IV. FUTURE

- a. Presuming the facility is approved and maintains good management practices, would the Tomah VA be willing to consider modifying their program several years from now to add additional numbers of residents, subject to addition of off-street parking to accommodate the additional residents?

Thank you again for your help. I wish you nothing but success in your mission of service to our Vets.

Cordially,

Jessica L. Olson