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## Chapter 17. Stakeholder Engagement

### 1. Required Activities

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**Introduction** This topic contains general guidance for developing and maintaining partnerships with stakeholders to support and enhance partnership and collaboration efforts, including:

- definition of stakeholders and partnerships
- required meetings
- tracking meeting completion requirements

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**Issued Date** December 31, 2018

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**a. Definitions** Stakeholders, partnerships, and/or partners is an individual or organization with an interest in Veteran and/or Veteran Benefits. These individuals or organizations can affect or be affected by VBA actions, objections, and policies. Some examples of key stakeholders are congressional and other elected officials and their designated staff, veteran service organizations (VSO), other federal agencies, and non-traditional Veteran organizations.

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**b. Required Meetings** At least once per quarter, each regional office director, or his/her designee, must conduct stakeholder engagement meetings with the congressional staff and VSOs in their jurisdiction.

Stakeholder engagement meetings should be utilized to share updates, emergent issues, points of interest, etc., and provide an opportunity to exchange information to improve service to Veterans. Offices can also use this opportunity to discuss upcoming initiatives or events that may be of interest to stakeholders. Offices must include an opportunity for stakeholders to provide feedback, discuss challenges, and offer suggestions for improving communications between VA and our stakeholders.

These meetings can be conducted together; however, the meeting with each group, Congressional staff and VSOs, must be recorded in the Outreach Reporting Tool Plus (ORT+) as an individual event. Additional guidance on recording the events in ORT+ is provided in M27-1,II.17.c.

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## 1. Required Activities, Continued

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### c. Tracking Meeting Completion Requirements

Within 2 business days of completing the required stakeholder engagement meeting(s) with congressional and/or VSO stakeholders, the meeting(s) must be recorded in ORT+.

To successfully track the stakeholder engagement meeting(s), the appropriate “Level of Outreach” and “Event Type” must be selected in ORT+.

Requirements on how to record these events are provided in the table below:

<b>Stakeholder Type</b>	<b>Level of Outreach</b>	<b>Event Type</b>
Veteran Service Officer Organization	“Meetings with VSO”	“VA Sponsored Event”
Congressional Liaisons	“Quarterly Congressional Meeting”	“VA Sponsored Event”

The Benefits Assistance Service will review ORT+ on a quarterly basis to ensure compliance with this requirement.

For any questions regarding this policy email the Benefits Assistance Service Outreach box at: [VAVBAWAS/CO/OUTREACH](mailto:VAVBAWAS/CO/OUTREACH)  
[OUTREACH.VBACO@va.gov](mailto:OUTREACH.VBACO@va.gov).

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