

**EMAIL SUBJECT LINE:** VA Specially Adapted Housing (SAH) Program Experience Survey (4 minutes)

EMAIL PREHEADER: Tell us about your most recent experience with the Specially Adapted Housing (SAH) Program



U.S. Department  
of Veterans Affairs

OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 4 minutes

# Your opinion matters.

Dear <First Name Last Name>,

We care about your experience with VA. Please take this 4 minute survey to let us know about your most recent experience with the Specially Adapted Housing (SAH) program. The more information you share with us, the better we can serve you.

Take Our Survey

Thank you,

**Veterans Experience Office**  
Department of Veterans Affairs

Whether you’re just getting out of the service or you’ve been a civilian for years, the VA Welcome Kit can help guide you to the benefits and services you’ve earned.

The Veterans Crisis Line provides free, confidential support for Veterans and their families and friends in crisis. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7 (System of Records Notice VA158VA10NC5). Visit <https://www.veteranscrisisline.net> for more information.

Additionally, the National Call Center for Homeless Veterans (NCCHV) provides free, confidential support for Veterans and their family members and friends who are homeless or at risk of homelessness. Veterans can either call or chat online with the National Call Center for Homeless Veterans where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 424-3838 or visit <https://www.va.gov/HOMELESS/> to receive confidential support.

Please do not reply to this email - it is unmonitored.

If you wish to share your feedback, please do so by <Month DD, YYYY at TT:TT>.

You received this email because you provided your email address to VA. If you would like to opt out from receiving future surveys, please click below.

[Unsubscribe from this VA Survey](#) | [Privacy Policy](#)

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 4 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

**EMAIL SUBJECT LINE:** We still want to hear about your Specially Adapted Housing (SAH) Program Experience (4 minutes)

**EMAIL PREHEADER:** Tell us about your most recent experience with the Specially Adapted Housing (SAH) Program



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<This follow up email will be send out if the Veterans has not responded to the initial request after a week>

# Your feedback is important to us.

Dear <First Name Last Name>,

VA still wants to hear about your most recent experience with the Specially Adapted Housing (SAH) program. Please let us know how we are doing by taking a 4 minute survey regarding your experience.

Take Our Survey

Thank you,

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Department of Veterans Affairs

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<Supplemental Question: not all questions will show up for every Veteran (follow the logic) on supplemental questions. Supplemental questions will populate on the same page depending on the Veterans response to the trigger question>

## Help us serve you better.

Our records show that you recently completed your initial interview with the Specially Adapted Housing (SAH) program. We want to hear about your experience. By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

This survey should take approximately 4 minutes to complete. Please respond to all questions in order to continue the survey.

I learned about the SAH program through the following source(s). Select all that apply.

Required

- ☐ SAH program eligibility letter
- ☐ Medical provider
- ☐ Social worker or other VA personnel
- ☐ Representative of a Veteran Service Organization (VSO) such as Blinded Veterans Association, Paralyzed Veterans of America, etc.
- ☐ SAH Agent
- ☐ Friend, family member, or another Veteran
- ☐ Social media
- ☐ Contractor or trade group
- ☐ I've used this program before
- ☐ Other

After learning about the SAH program, it was easy to connect with an SAH representative. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

You selected Agree or Strongly Agree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Agree/Strongly Agree response to Q2>

- ☐ Someone from the SAH program reached out to me directly to inform me about the program / my eligibility.
- ☐ VA staff (doctor, social worker, etc.) referred me to an SAH representative.
- ☐ It was easy to find information about how to contact SAH online.
- ☐ A representative of a Veteran Service Organization (VSO) helped me determine my eligibility and/or identify the next steps.
- ☐ Other

You selected Disagree or Strongly Disagree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Disagree/Strongly Disagree response to Q2>

- ☐ No one from the SAH program reached out to inform me about the program / my eligibility.
- ☐ I had to contact a lot of other departments before I got connected to the SAH program.
- ☐ It was hard to find information about how to contact the SAH program online.
- ☐ I was not working with a representative of a Veteran Service Organization (VSO) to determine my eligibility and / or identify next steps.
- ☐ Other

I applied for the SAH program using the following method(s). Select all that apply. Required

- ☐ I filled out my application form on paper.
- ☐ I filled out my application form electronically.
- ☐ I submitted my application via mail.
- ☐ I submitted my application via email.
- ☐ I submitted my application via eBenefits/VA.gov.
- ☐ I submitted my application via fax.
- ☐ I submitted my application at a VA facility (VA Medical Center, Regional Office, etc.).
- ☐ A Veteran Service Organization (VSO) representative submitted an application on my behalf.

It was easy to apply for the SAH program. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

You selected Agree or Strongly Agree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Agree/Strongly Agree response to Q4>

- ☐ I was able to complete the application on my own.
- ☐ The SAH application met my accessibility needs.
- ☐ A caregiver, family member, or Veteran Service Organization (VSO) representative assisted me with the paperwork.
- ☐ The SAH Agent assisted me with the paperwork.
- ☐ I understood what information I needed to provide to complete the SAH application.
- ☐ I knew how to find all the information I needed to complete the SAH application.
- ☐ Other

You selected Disagree or Strongly Disagree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Disagree/Strongly Disagree response to Q4>

- ☐ I was not able to complete the application on my own.
- ☐ The SAH application did not meet my accessibility needs.
- ☐ A caregiver, family member, or Veteran Service Organization (VSO) representative did not assist / struggled to assist me with the paperwork.
- ☐ The SAH Agent did not assist me with the paperwork.
- ☐ I did not understand what information I needed to provide to complete the SAH application.
- ☐ I did not know how to find all the information I needed to complete the SAH application.
- ☐ Other

After submitting my application, the SAH program contacted me about next steps in a reasonable amount of time. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The SAH Agent explained the SAH program in a way that I could understand. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

You selected Agree or Strongly Agree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Agree/Strongly Agree response to Q6>

- ☐ The SAH Agent explained how I can use the SAH grant.
- ☐ The SAH Agent provided me with resources to help me understand the program.
- ☐ The SAH Agent listened to my concerns and made me feel heard.
- ☐ The SAH Agent was able to answer my questions.
- ☐ The SAH Agent was friendly and / or easy to talk to.
- ☐ Other

You selected Disagree or Strongly Disagree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Disagree/Strongly Disagree response to Q6>

- ☐ The SAH Agent did not explain how I can use the SAH grant.
- ☐ The SAH Agent did not provide me with resources to help me understand the program.
- ☐ The SAH Agent did not listen to my concerns or make me feel heard.
- ☐ The SAH Agent was not able to answer my questions.
- ☐ The SAH Agent was rude and / or not easy to talk to.
- ☐ Other

I am satisfied with my most recent experience with the SAH program. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

You selected Agree or Strongly Agree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Agree/Strongly Agree response to Q7>

- ☐ It was easy to reach my SAH Agent or other personnel within the SAH program.
- ☐ I understand how I can use the SAH grant.
- ☐ I understand what the next steps in the process are.
- ☐ I understand what work I will be responsible for moving forward (tasks, paperwork, etc.).
- ☐ I understand how much money I have been allocated.
- ☐ Getting connected with the SAH program was easy.
- ☐ Other

You selected Disagree or Strongly Disagree. Please tell us why. Select all that apply. Required

<Logic: This question is triggered by an Disagree/Strongly Disagree response to Q7>

- ☐ It was difficult to reach my SAH Agent or other personnel within the SAH program.
- ☐ I do not understand how I can use the SAH grant.
- ☐ I do not understand what the next steps in the process are.
- ☐ I do not understand what work I will be responsible for (tasks, paperwork, etc.).
- ☐ I do not understand how much money I have been allocated.
- ☐ Getting connected with the SAH program was difficult.
- ☐ Other

I trust the SAH program to fulfill our country's commitment to Veterans. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Can VA contact you about your feedback? Required

- ☐ Yes, VA can contact me about my SAH program experience.
- ☐ No, I do not want VA to contact me about my SAH program experience.

Next

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<LGY-SAH>

<V9> DRAFT <02/16/22>

Working Draft, Pre-Decisional, Deliberative document – Internal VA Use Only

VA



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of Veterans Affairs

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# Thank you for choosing VA.

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA services.

Please visit [VA.gov](https://va.gov) to explore benefits, resources, and information at VA.

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