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



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.

<u>Unsubscribe from this VA Survey</u> | <u>Privacy Policy</u>

provided by law.

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

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



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

<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,

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 <u>VA Welcome Kit</u> can help guide you to the benefits and services you've earned.

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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.



The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the Veterans Crisis Line by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting https://www.veteranscrisisline.net. If you are homeless or at risk of homelessness, contact the National Call Center for Homeless Veterans (NCCHV) by dialing 1 (877) 424-3838 or visiting https://www.va.gov/HOMELESS/. <Supplemental Question: not all questions will show up for every Veteran (follow the logic) on supplemental</p> questions. Supplemental questions will populate on the same page depending on the Veterans response to the trigger question>

Help us serve you better.

OMB Number: 2900-0876 Expiration: 03/31/2023

Estimated Burden: 4 minutes

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

Medical provider

Social worker or other VA personnel

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

	•	d Veterans Asso	eteran Service Or ciation, Paralyze	•	,		
	Friend	I, family member	, or another Vete	ran			
		media actor or trade gro	oup				
	I've us Other	sed this program	before				
	er learning a presentative.	•	rogram, it was e	easy to conne	ct with an SAH		
_	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	1	
	1	2	3	4	5		
	·		Agree. Please to an Agree/Strong	•	elect all that apply	Required	
	me al	oout the program			•		
	VA staff (doctor, social worker, etc.) referred me to an SAH representative. It was easy to find information about how to contact SAH online.						
	detern	nine my eligibility	eteran Service O and/or identify th	•	SO) helped me		
You	Other u selected Disagree or Strongly Disagree. Please tell us why. Select all that apply. Required						
	ogic: 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						
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_	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	7	
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Can VA contact you about your feedback? Required O Yes, VA can contact me about my SAH program experience.

Disagree

2

paperwork, etc.).

Other

Strongly

Disagree

1

Next

O No, I do not want VA to contact me about my SAH program experience.

I do not understand what work I will be responsible for (tasks,

I do not understand how much money I have been allocated.

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

Agree

4

Strongly

Agree

5

Neither Agree

nor Disagree

3

Getting connected with the SAH program was difficult.

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



The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the Veterans Crisis Line by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting https://www.veteranscrisisline.net. If you are homeless or at risk of homelessness, contact the National Call Center for Homeless Veterans (NCCHV) by dialing 1 (877) 424-3838 or visiting https://www.va.gov/HOMELESS/.

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

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 <u>VA.gov</u> to explore benefits, resources, and information at VA.

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