

**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 Questions: 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>

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Help us serve you better.

Our records show that you recently reached the Grant Approval milestone 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.

Progress on this project is being made at a reasonable pace. Required

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

It was easy to find a contractor that wanted to work on this project. Required

|                   |          |                            |       |                |                       |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

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>

- ☐ The contractor list provided to me by the SAH program was useful.
- ☐ I spoke with contractors during my search who wanted to do VA-funded work.
- ☐ I spoke with contractors who could start work within my desired timeline.
- ☐ I was confident that the contractors I spoke with would do quality work.
- ☐ It was easy to find a contractor who worked in my area / region.
- ☐ I was able to easily find a contractor because of connections through friends and / or family members.
- ☐ My disabilities did not impact my ability to solicit bids from contractors.
- ☐ 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>

- ☐ The contractor list provided to me by the SAH program was not useful.
- ☐ I spoke with contractors during my search who did not want to do or no longer do VA-funded work.
- ☐ I spoke with contractors who could not start work within my desired timeline.
- ☐ I was not confident that the contractors I spoke with would do quality work.
- ☐ It was not easy to find a contractor who worked in my area / region.
- ☐ My disabilities impacted my ability to solicit bids from contractors.
- ☐ Other

My contractor understands my adaptation needs and the modifications needed for my home. Required

|                   |          |                            |       |                |                       |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

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 Q3>

- ☐ My contractor has a high level of expertise about the SAH program.
- ☐ My contractor has a high level of expertise about adapted housing.
- ☐ My contractor is including me in the process / listening to me.
- ☐ My contractor has been easy to communicate with.
- ☐ The contract and plans my contractor presented to me were clear and concise.
- ☐ My SAH Agent has coordinated well with my contractor throughout the process.
- ☐ 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 Q3>

- ☐ My contractor does not have a high level of expertise about the SAH program.
- ☐ My contractor does not have a high level of expertise about adapted housing.
- ☐ My contractor is not including me in the process / listening to me.
- ☐ My contractor has been difficult to communicate with.
- ☐ The contract and plans from my contractor were confusing or incomplete.
- ☐ My SAH Agent has not coordinated well with my contractor throughout the process.
- ☐ Other

Communication with my SAH Agent throughout this process has made me feel supported. 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 am easily able to get in contact with my SAH Agent.
- ☐ My SAH Agent is very knowledgeable about the SAH program.
- ☐ My SAH Agent keeps me informed and notifies me of next steps.
- ☐ My SAH Agent takes the time to understand my specific wants and requirements.
- ☐ My SAH Agent understands the urgency of my adaptations and has advocated for me throughout this process.
- ☐ 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 have not been able to easily get in contact with my SAH Agent.
- ☐ My SAH Agent is not very knowledgeable about the SAH program.
- ☐ My SAH Agent has not kept me informed or notified me of next steps.
- ☐ My SAH Agent has not taken the time to understand my specific wants and requirements.
- ☐ My SAH Agent does not understand the urgency of my adaptations and / or has not advocated for me throughout this process.
- ☐ Communication has been difficult because my SAH Agent changed during the project.
- ☐ Other

My contractor is consistent and responsive to my needs. Required

|                   |          |                            |       |                |                       |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

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

VA



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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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