

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,

Veterans Experience Office
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>

Help us serve you better.

Our records show that your Specially Adapted Housing (SAH) project has recently been completed. 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.

The construction process was completed within a reasonable timeframe. **Required**

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

I knew what to expect throughout the construction process. **Required**

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

I feel as though my specific adaptation needs were well understood by my SAH Agent. **Required**

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

My contractor involved me in the construction process. **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 Q4>

☐ My contractor has effectively addressed my questions and concerns.

☐ My contractor consulted me when decisions needed to be made.

☐ My contractor explained why their plans were the best solution to meet my specific adaptation needs.

☐ My contractor helped make living in my home during construction easier.

☐ My contractor did the work exactly as it was described in the approved construction plan.

☐ My contractor did extra work or modifications after the final inspection was completed.

☐ 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>

☐ The contractor did not effectively address my questions and concerns.

☐ My contractor did not consult me when decisions needed to be made.

☐ My contractor did not explain why their plans were the best solution to meet my specific adaptation needs.

☐ My contractor did not help make living in my home during construction easier.

☐ My contractor did work that was different from the approved construction plan.

☐ Other

The adaptations are sufficient to make my home easier to live in. **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 Q5>

☐ The grant amount was sufficient to make all the adaptations necessary to meet my needs.

☐ The adaptations meet my personal standards (aesthetics, quality, etc.).

☐ I feel safer living in my home.

☐ I am able to be more independent and / or easily maneuver around my home.

☐ The adaptations make it easier for my caregivers and / or others in my home to assist me.

☐ My contractor completed all the work outlined in the approved construction plan.

☐ 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 Q5>

☐ The grant amount was not sufficient to make all the adaptations necessary to meet my needs.

☐ The adaptations do not meet my personal standards (aesthetics, quality, etc.).

☐ I do not feel safer living in my home.

☐ I am not able to be more independent and / or it is still difficult to maneuver around my home.

☐ The adaptations do not make it easier for my caregivers and / or others in my home to assist me.

☐ My contractor did not complete all the work outlined in the approved construction plan.

☐ Other

I am satisfied with the services provided to me by 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 Q6>

☐ I was able to get all the adaptations I needed to make my home accessible.

☐ The adaptations helped me achieve more independence in my home.

☐ My SAH Agent helped me understand what the SAH program would entail and made me feel prepared for the process

☐ My contractor was easy to work with.

☐ 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>

☐ I was not able to get the adaptations I needed to make my home accessible.

☐ The adaptations have not helped me achieve more independence in my home.

☐ My SAH Agent did not help me understand what the SAH program would entail and did not make me feel prepared for the process.

☐ My contractor was not easy to work with.

☐ 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.

☐

Next

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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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