



# 2008 VA SPECIALLY ADAPTED HOUSING PROGRAM SURVEY

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## MARKING INSTRUCTIONS

- Use pencil or pen. Make heavy dark marks that fill the circles completely. If you wish to change an answer, erase cleanly (pencil), or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "mark all that apply".
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

### Correct Mark



### Incorrect Marks



Please read each question carefully and respond by filling in the circle of the response that most closely represents your opinion.

### Learning about the SAH Program

#### 1. How did you first learn about the VA's Specially Adapted Housing (SAH) Program? (Mark only ONE.)

- Pre-discharge briefings
- Personal visit from VA employee (e.g., Compensation & Pension (C&P) Service representative)
- VA medical facility
- VA pamphlets or brochures
- VA Office
- Other veterans
- Lender
- Veteran Service Organization (Select only ONE.)
  - Disabled American Veterans (DAV)
  - Paralyzed Veterans of America (PVA)
  - Veterans of Foreign Wars (VFW)
  - American Legion
  - Blinded Veterans of America (BVA)
  - Vietnam Veterans of America (VVA)
  - Other (please specify below)
- Letter from VA awarding service-connected disability
- Internet
- Friends or family
- Other (please specify below):

#### 2. Looking back, how much of what you NEEDED TO KNOW did you get from this source?

- All
- Most
- Some
- Little
- None

#### 3. How accurate was the information that you received from this source?

- Entirely accurate
- Mostly accurate
- Mostly inaccurate
- Entirely inaccurate
- Don't know or not sure

#### 4. How long was it between the time that you received notice of your 100% disability rating and the time you learned about the SAH program?

- Less than 1 month
- 1-2 months
- 3-4 months
- 5-6 months
- 7 months to 1 year
- More than 1 year
- Don't remember



DO NOT WRITE IN THIS AREA

**Initial Letter of Notification**

5. How long after you received your disability rating did it take for you to receive your initial letter of notification (26-39 letter) for the SAH program?
- Less than 7 business days
  - 7 business days to one month
  - One month to three months
  - More than three months
  - I did not receive the 26-39 letter (**SKIP to Q7**)
  - Don't remember

6. How reasonable was the amount of time it took to receive your initial letter of notification (26-39 letter) for the SAH program?
- Very reasonable
  - Reasonable
  - Neither reasonable nor unreasonable
  - Unreasonable
  - Very unreasonable
  - Don't know or not sure

7. In your opinion, what is a reasonable amount of time to receive your initial letter of notification?
- Less than 7 business days
  - 7 business days to one month
  - One month to three months
  - More than three months

8. Was your SAH application ever denied in the past?
- Yes
  - No (**SKIP to Q11**)
  - Not applicable, never applied before

9. If so, for what reason was your SAH application denied?
- 
- 
- 
- 
- 

10. Did you appeal your initial VA Compensation & Pension (C&P) rating?
- Yes
  - No
  - Not applicable

Compensation & Pension (C&P) Service administers a variety of benefits and services for veterans, including the determination of eligibility for services to veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during active military service, and to provide access to other VA benefits.

**Program Eligibility and Application**

11. From where did you receive correspondence for the rating decision and your eligibility for the SAH program? (**Mark only one**)
- The SAH agent
  - The VA Rating Board (who processed your disability claim)
  - Veteran Service Organization (**Select only one**)
    - Disabled American Veterans (DAV)
    - Paralyzed Veterans of America (PVA)
    - Veterans of Foreign Wars (VFW)
    - American Legion
    - Blinded Veterans of America (BVA)
    - Vietnam Veterans of America (VVA)
    - Other (*please specify below*)
  - Other (**please specify below**):

12. Did you submit an application (VA Form 26-4555) for the SAH grant BEFORE receiving an eligibility rating decision?
- Yes
  - No (**SKIP to Q14**)
  - Don't know or not sure

13. Prior to receiving your rating decision, when you submitted your application (VA Form 26-4555), how completely did you understand the eligibility requirements for the grant program?
- Completely
  - Mostly
  - Somewhat
  - Not at all
  - Don't know or not sure

14. Were you aware that eligibility for the SAH program is determined by VA Compensation & Pension (C&P) Service as a part of your service-connected disability benefits?

- Yes
- No
- Don't know or not sure

Compensation & Pension (C&P) Service administers a variety of benefits and services for veterans, including the determination of eligibility for services to veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during active military service, and to provide access to other VA benefits.

15. Did you have any problems with the SAH application (VA Form 26-4555)?

- Yes
- No (*SKIP to Q17*)
- Don't know or not sure

16. What specific problems did you have with the application? (*Mark ALL that apply.*)

- It asked for information I felt VA should already have
- It asked for information that was difficult to supply
- Print was hard to read
- Some questions were not clear or were confusing
- Some instructions were confusing
- Other (*please specify below*):

17. How completely did VA keep you informed about the status of your SAH application or grant process?

- Completely - I always knew my status
- Mostly - I had a few questions
- Somewhat - I had a lot of questions
- Not at all - I knew nothing about my status
- Don't know or not sure

#### SAH Contact(s)/Communication

18. Did initial contact with your SAH agent occur within 30 working days after you received your initial letter of notification (26-39 letter) for the SAH program?

- Yes
- No
- Don't know or not sure

19. Did the SAH agent inform you of other VA resources or programs for which you might be eligible?

- Yes
- No (*SKIP to Q22*)
- Don't know or not sure

20. Which resources did your SAH agent identify? (*Mark ALL that apply.*)

- VA Vocational Rehabilitation and Employment Independent Living Program
- Home Improvement and Structural Alteration (H.I.S.A.) Grant
- Veteran Mortgage Life Insurance Program
- Other (*please specify below*):

21. How would you rate the information provided by the SAH agent (e.g., brochures, pamphlets, video, and handbook)?

- Excellent
- Good
- Fair
- Poor
- Don't know or not sure

22. Overall, how would you rate the SAH agent's communication with you?

- Excellent
- Good
- Fair
- Poor
- Don't know or not sure

23. Were there times the SAH agent, or other VA employee gave you answers to questions that appeared to be inconsistent with the answer from another VA staff person?

- Yes
- No
- Don't know or not sure

24. Was your SAH agent the same person throughout the entire process (i.e., initial interview, planning and processing of grant)?

- Yes (*SKIP to Q26*)
- No
- Don't know or not sure

25. Did the change in SAH agents create a problem for you?

- Yes
- No
- Don't know or not sure

26. Were you involved in decisions about the planned adaptations as much as you wanted to be?

- Yes
- No
- Don't know or not sure

27. Were you able to spend as much time with the SAH agent as you wanted?

- Yes
- No
- Don't know or not sure

28. Did you have confidence and trust in the SAH agent you worked with?

- Yes
- No
- Don't know or not sure

29. Did the SAH agent treat you with respect and dignity?

- Yes
- No
- Don't know or not sure

30. Did the SAH agent show consideration for your family and friends?

- Yes
- No
- Don't know or not applicable

31. If authorized, did the SAH agent talk to your family and/or friends about your health care or an adaptive item?

- Yes (*SKIP to Q33*)
- No
- Don't know or not applicable

32. If the SAH agent did NOT talk with your family and/or friends about your health care or adaptive features, was it because ... ? (*Mark ALL that apply.*)

- The SAH agent did not appear to have the time to listen to my concerns
  - The SAH agent did not ask about my concerns
  - The SAH agent was not readily accessible
  - Too many interruptions/ no privacy
  - Other (*please specify below*):
- 

33. Aside from scheduled visits, what was the method you most often used to contact the SAH agent? (*Mark only ONE.*)

- Phone (Toll Free call)
- Phone (local call)
- Fax
- E-mail (computer)
- Letter
- No contact beyond scheduled visits

34. What method do you prefer VA use to contact you regarding your SAH benefits? (*Mark only ONE.*)

- Telephone
- E-mail
- Personal visit
- Letter

35. If you called the SAH agent, what happened when you called to discuss your grant with the SAH agent? (*Mark ALL that apply.*)

- My call was answered promptly
  - The phone rang many times before it was answered
  - I talked to several people before talking to the right person
  - I left a message and was called back
  - I left a message and no one called me back
  - I tried to leave a message but was unable to do so (e.g., the mailbox was full)
  - I was disconnected
  - Other (*please specify below*):
-

36. How responsive was the SAH agent to your questions and inquiries?

- Very responsive
- Somewhat responsive
- Somewhat unresponsive
- Very unresponsive
- Don't know or not sure

37. Were you generally able to get all of the information you needed on the first call or contact?

- Yes
- No
- Don't know or not sure

38. If the SAH agent was unavailable, were other VA staff members responsive to the questions you had about your grant? *(Mark only ONE.)*

- Yes
- No
- I didn't have any questions
- The SAH agent was always available
- Don't know or not sure

39. When you met or telephoned the SAH agent, did he/she give you a chance to discuss the modifications you wanted?

- Yes
- No
- Don't know or not sure

40. How would you rate the courtesy of your SAH agent?

- Very courteous
- Courteous
- Neither courteous nor discourteous
- Discourteous
- Very discourteous
- Don't know or not sure

41. How courteous were the other VA employees you dealt with?

- Very courteous
- Courteous
- Neither courteous nor discourteous
- Discourteous
- Very discourteous
- Don't know or not sure
- Not applicable

## Grant Type and Plans

42. Which SAH grant did you receive? *(Mark only ONE.)*

- Type A (Paraplegic Housing). *(GO to Q43)*
- Type B (Adaptive Housing). *(SKIP to Q47)*
- Don't know or not sure *(SKIP to Q51)*

The Type A Grant is available to disabled veterans who are entitled a wheelchair accessible home especially adapted for their needs (\$50K maximum)

The Type B Grant is available to veterans who are entitled to adaptation because of blindness in both eyes with 5/200 visual acuity or less, or includes the anatomical loss of both hands (\$11K maximum)

43. For which of the following options did you choose to use your Specially Adapted Housing grant? *(Mark only ONE.)*

- Housing to be built on land to be acquired
  - Housing to be built on land previously acquired
  - Remodel an existing home
  - Acquired an existing home already adapted
  - Other *(please specify below):*
- 

44. Was this option your first choice?

- Yes *(SKIP to Q51)*
- No *(GO to Q45)*
- Don't know or not sure *(SKIP to Q51)*

45. Which option was your first choice? *(Mark only ONE.)*

- Housing to be built on land to be acquired
  - Housing to be built on land previously acquired
  - Remodel an existing home
  - Acquired an existing home already adapted
  - Other *(please specify below):*
- 

Please continue on the next page. 



46. Why did you choose an alternate option?  
(Mark ALL that apply.)

- The house wasn't feasible for SAH adaptation (**SKIP to Q51**)
  - The house didn't meet SAH requirements (**SKIP to Q51**)
  - The original plan was too expensive (**SKIP to Q51**)
  - Didn't have time (**SKIP to Q51**)
  - SAH agent advised me (**SKIP to Q51**)
  - Other (**please specify below**):
- 

47. For which of the following options did you choose to use your Special Home Adaptations grant? (Mark only ONE.)

- Adapted a house that was purchased
  - Adapted a house which a family member purchased
  - Adapted a house that was already owned
  - Adapted a house already owned by a family member
  - Purchased a house which has already been adapted
  - Other (**please specify below**):
- 

48. Was this option your first choice?

- Yes (**SKIP to Q51**)
- No
- Don't know or not sure (**SKIP to Q51**)

49. Which option was your first choice?  
(Mark only ONE.)

- Adapted a house that was purchased
  - Adapted a house which a family member purchased
  - Adapted a house that was already owned
  - Adapted a house already owned by a family member
  - Purchased a house which has already been adapted
  - Other (**please specify below**):
- 

50. Why did you choose an alternate option?  
(Mark ALL that apply.)

- The house wasn't feasible for SAH adaptation
  - The house didn't meet SAH requirements
  - The original plan was too expensive
  - Didn't have time
  - SAH agent advised me
  - Other (**please specify below**):
- 

### Receiving the Grant Funds

51. Did you receive the maximum grant amount?

- Yes
- No
- Don't know or not sure

52. At the beginning of the grant process, how completely did you understand the amount that the grant would provide?

- Completely
- Mostly
- Somewhat
- Very little
- Not at all
- Don't know or not sure

53. How would you rate the adequacy of the grant amount provided by the Specially Adapted Housing program?

- Very adequate (**SKIP to Q55**)
- Somewhat adequate (**SKIP to Q55**)
- Somewhat inadequate
- Very inadequate
- Don't know or not sure (**SKIP to Q55**)

54. What was the PRIMARY reason the grant amount provided by the Specially Adapted Housing Program was inadequate?  
(Mark only ONE.)

- Maximum Loan Amount was not sufficient to cover the costs and requirements for adaptation of the house.
  - I incurred significant out-of-pocket expenses.
  - Housing in the area is very expensive, which limited adaptations.
  - It was hard to find a contractor willing to do work for the amount of money the grant provided.
  - Other (**please specify below**):
-

55. Would your adaptation plans have changed if you had been permitted to use the available grant funds on more than one occasion?

- Yes
- No
- Not sure

56. Would you have used a portion of the available grant funds to adapt a family member's home to meet your needs?

- Yes
- No
- Not sure

57. Would you have utilized the SAH grant if it was available to you while you were still on Active Duty?

- Yes
- No
- Not sure

58. In conjunction with your SAH grant, did you obtain a VA home loan from a private lender?

- Yes
- No *(SKIP to Q61)*
- Don't know or not sure *(SKIP to Q61)*

59. How would you rate your lender's attitude toward helping you with your financial needs?

- Excellent
- Good
- Fair
- Poor

60. How reasonable was the amount of time it took your lender to process your loan?

- Very reasonable
- Reasonable
- Neither reasonable nor unreasonable
- Unreasonable
- Very unreasonable
- Don't know or not sure

61. How long did it take for your new specially adapted house to be built or existing home to be modified? *(Mark only ONE.)*

- 15-30 days
- 30-60 days
- 60-90 days
- 90-120 days
- More than 120 days

62. For which adaptive items (i.e., ramps, grab bars, wide doorways and hallways) did you have to use your SAH grant? *(Mark ALL that apply.)*

- Ramp(s) (exterior or interior)
- Grab bars
- Wider door opening
- Wider hallways
- Accessible bathroom(s)
- Accessible kitchen
- Accessible bedroom(s)
- Elevators, ramps or entrances on ground floor
- Level thresholds
- Lighting
- Garage construction or modification
- Other *(please specify below):*

63. Overall, how would you rate the adequacy of the adaptive items (e.g., ramps, grab bars) provided by your SAH grant? *(Mark only ONE.)*

- Very adequate *(SKIP to Q65)*
- Adequate *(SKIP to Q65)*
- Inadequate
- Very inadequate
- Don't know or not sure *(SKIP to Q65)*

64. Please explain why the adaptive items provided by your SAH grant were inadequate.

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Please continue on the next page. 

65. Were there any items or features that you believe are necessary for you to successfully live independently, but that the SAH grant amount did not cover?

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66. Regardless of the modifications/adaptations that you chose for your home, please select the adaptive items that you believe are the most important to living independently. (Rank TOP 3 adaptive items in order of importance.)

(Mark only one.)	#3 in Importance
(Mark only one.)	#2 in Importance
(Mark only one.)	#1 in Importance

Grab bars .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ramp(s) (exterior or interior) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider door opening .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider hallways.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible bathroom(s).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible kitchen .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible bedroom(s) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elevators, ramps or entrances on ground floor.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level thresholds .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighting .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garage construction or modification ..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below): .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**Satisfaction with Contractor**

67. How many bids were requested from licensed contractors?
- 1
  - 2
  - 3 or more
68. How difficult was it to identify contractors in your area?
- Extremely easy
  - Easy
  - Neither easy nor difficult
  - Difficult
  - Very difficult
69. With regard to adapted housing designs, how knowledgeable was the contractor?
- Very knowledgeable
  - Somewhat knowledgeable
  - Somewhat unknowledgeable
  - Very unknowledgeable
70. How responsive was the contractor after the contract was accepted?
- Very responsive
  - Somewhat responsive
  - Somewhat unresponsive
  - Very unresponsive
71. Did the contractor complete the work as planned?
- Yes (SKIP to Q75)
  - No
  - Don't know or not sure
72. Was the work completed correctly?
- Yes
  - No
  - Don't know or not sure
73. Was the work completed on time?
- Yes
  - No
  - Don't know or not sure



74. Please explain why the contractor did not complete the work:

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75. Did you ever have contact with the inspector (e.g., in-person, phone, email, etc.)?

- Yes
- No (*SKIP to Q79*)
- Don't know or not sure (*SKIP to Q79*)

#### Satisfaction with Inspector

76. The inspector answered all my questions regarding the construction inspection process.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know or not sure

77. The inspector treated me with respect and dignity.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know or not sure

78. How satisfied are you with the inspector's performance?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know or not sure

#### Overall Impressions of the Specially Adapted Housing Program

79. Overall, how satisfied are you with the SAH Program (e.g., application process, maximum loan amount, services, etc.)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

80. Would you recommend the VA Specially Adapted Housing Grant Program to other veterans with service-connected disabilities?

- Yes
- No
- Don't know or not sure

81. Now that you have been in your specially adapted home for awhile, how well have the adaptations met your expectations? (*Mark only ONE.*)

- The adaptations *exceeded* my expectations
- The adaptations *met* my expectations
- The adaptations *were below* my expectations
- The adaptations *were far below* my expectations

82. Do the housing adaptations help you live more independently?

- Yes
- No
- Don't know or not sure

*Please continue on the next page.*



83. If you were not able to use the SAH grant program, what would be your most likely housing situation? (*Mark only ONE.*)

- Live in a nursing home
  - Live in the same house or apartment, without adaptations
  - Live with a family member or a friend
  - Other living situation (*specify below*):
- 

Don't know or not sure

84. Does getting a SAH grant help you feel that the Nation recognizes your service to our country?

- Yes
  - No
  - Other (*please specify below*):
- 

PLEASE DO NOT WRITE  
IN THIS AREA





DO NOT WRITE IN THIS AREA