

Sample population definition: Individuals who are eligible for an SAH grant, and in the past 12 months have including (1) received an approval on their grant and are currently somewhere in post-approval, (2) have had all their funds dispersed and final accounting is not yet complete, and (3) have had all of their funds dispersed and final accounting is complete

## Benefit Eligibility and Assessment

(If you have submitted an application for Specially Adapted Housing Benefits, please continue, otherwise skip to Q62)

1. At the beginning of the grant application process, how much did you understand the Specially Adapted Housing grant program? **(Mark only one)**
  - a. Completely
  - b. Mostly
  - c. Somewhat
  - d. Only a little
  - e. Not at all
  
2. Was this your first time submitting an application for your Specially Adapted Housing benefit? **(Mark only one)**
  - a. Yes
  - b. No
  - c. Don't know or not sure

(Ask Q3 if Q2 is no, all others, go to Q4)

3. How many times have you used your SAH grant?
  - a. 1
  - b. 2
  - c. 3
  - d. Don't know or not sure
  
4. Thinking about your most recent Specially Adapted Housing benefit application, what method did you use to apply for your benefit? **(Mark only one)**
  - a. **Veterans Online Application**
  - b. Mail
  - c. In person at a Regional Office
  - d. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.
  - e. Other (Specify) \_\_\_\_\_
  - f. Don't know or not sure

5. For this most recent application, did you fill out the application form yourself?  
(Mark only one)
- Yes
  - No, I had assistance
  - Don't know or not sure

(Ask Q6 if Q5 is yes, otherwise go to Q7)

6. If you were updated on the status of your SAH application, how were you updated on the status of your Specially Adapted Housing application? (Mark all that apply)
- I was not contacted
  - Mail
  - E-mail
  - Phone
  - Other (Specify) \_\_\_\_\_
  - Don't know or not sure
7. After you submitted your most recent SAH application, did a SAH agent contact you within 30 days?
- Yes
  - No
  - Don't know or not sure

(If Yes to Q7, answer Q8-9, all others go to Q10)

8. How soon after you were contacted did you meet with a Specially Adapted Housing representative from VA in person for your initial appointment? (Mark only one)
- Less than 30 days
  - More than 30 days
  - Don't know or not sure
9. When you met with the Specially Adapted Housing representative in person, which of the following did they discuss, if any: (Mark all that apply)
- Freedom of choice
  - Temporary Residence Adaptation grant option
  - The grant program and benefits
  - Veteran's responsibility
  - Design and construction/remodeling considerations
  - Personal finances
  - Escrow and release of funds
  - Your desired modifications
  - Requirements for modifications
  - Limits of the grant amount
  - Your individual concerns
  - Other (Specify) \_\_\_\_\_

- m. None of the above
- n. Don't know or not sure

10. If your SAH grant was ever delayed, why was there a delay? (Mark all that apply)

- a. Incomplete information
- b. Missing information
- c. Awaiting rating decision from C&P to determine eligibility
- d. Other (Specify) \_\_\_\_\_
- e. Don't know or not sure

11. From the time you submitted your SAH application, how long did it take to receive your approval notification? (Mark only one)

- a. Less than 30 days
- b. More than 30 days
- c. Don't know or not sure

The following question asks you to rate various aspects of your experience with Specially Adapted Housing, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

12. Please rate your experience with the SAH grant application process on the following items:

- a. Ease of completing the application
- b. Timeliness of initial eligibility notification
- c. Flexibility of application methods
- d. Overall rating of application process

### Grant Process

### Grant Planning

(If you have received approval notification on your grant application, whether or not your grant has been disbursed, please answer Q13-26, all others go to Q27)

13. Which adaptive items did you/do you intend to use your SAH grant for? (Mark all that apply)

- a. Ramps (exterior or interior)
- b. Grab bars
- c. Wider door opening
- d. Wider hallways
- e. Accessible bathroom(s)/shower(s)
- f. Accessible kitchen
- g. Accessible bedroom(s)
- h. Elevators, ramps, or entrances on ground floor
- i. Level thresholds

- j. Lighting
  - k. Garage/carport construction or modification
  - l. Construction of emergency entrances/exits
  - m. Other (Specify) \_\_\_\_\_
  - n. Don't know or not sure
14. If authorized, did the SAH agent talk to your family and/or friends about your health care or adaptive item(s)? **(Mark only one)**
- a. Yes
  - b. No
  - c. Don't know or not sure
  - d. Interview with SAH agent not yet conducted
15. Did the SAH agent talk to you and/or your family and friends about the Temporary Residence Adaptation (TRA) grant?
- a. Yes
  - b. No
  - c. Don't know or not sure
  - d. Interview with SAH agent not yet conducted
16. Did you request a list of contractors from VA?
- a. Yes
  - b. No
  - c. Don't know or not sure

(If you have completed the planning for your modifications or adaptations, please answer Q17-Q38, all others go to Q39)

17. How many bids did you receive for your desired modifications/adaptations or new home construction? **(Mark only one)**
- a. Number of bids (0-99) \_\_\_\_\_
  - b. Have not yet begun bid process
  - c. Don't know or not sure
18. If any, which desired adaptive items were not covered as a result of an insufficient grant amount? **(Mark all that apply)**
- a. Ramps (exterior or interior)
  - b. Grab bars
  - c. Wider door opening
  - d. Wider hallways
  - e. Accessible bathroom(s)/shower(s)
  - f. Accessible kitchen
  - g. Accessible bedroom(s)
  - h. Elevators, ramps, or entrances on ground floor
  - i. Level thresholds

- j. Lighting
- k. Garage/carport construction or modification
- l. Construction of emergency entrances/exits
- m. Other (Specify) \_\_\_\_\_
- n. All desired adaptive items were covered

19. During the grant process, did you have to submit any required documentation (e.g., building plans or financial statements) more than once? **(Mark only one)**
- a. Yes
  - b. No
  - c. Don't know or not sure

**(Ask Q20-21 if Q19 is Yes, all others go to Q22)**

20. How many times did you have to submit required documentation? **(Open Capture)**
- a. Number of times (0-99) \_\_\_\_\_
  - b. Don't know or not sure

21. Why did you have to resubmit required documentation? **(Mark all that apply)**
- a. Incomplete documentation
  - b. Missing documentation
  - c. Other (Specify) \_\_\_\_\_
  - d. Don't know or not sure

22. Did the SAH agent talk to your contractor about the planned modifications?
- a. Yes
  - b. No
  - c. Don't know or not sure

### Home Modification/Construction Process

**(Answer Q23-Q37 if you have completed the modification process, whether or not your grant funds have been disbursed, all others skip to Q38)**

23. How long did it take for your new specially adapted house to be built or existing home to be modified? **(Open Capture)**
- a. Months (0-99 months) \_\_\_\_\_
  - b. Modifications still in process
  - c. Don't know or not sure
  - d. Not applicable
24. Was the work on your or your family members' home completed as planned? **(Mark only one)**

- a. Yes
- b. No
- c. Don't know or not sure
- d. Not applicable

25. Was the work completed on time? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure

26. Please rate your experience with the contractor on the following items, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

- a. Courtesy of the contractor
- b. Knowledge of the contractor
- c. Timeliness of the modification/construction process
- d. Overall rating of contractor

### Completion of the Grant Process

27. How long has your current SAH application been pending?

- a. < 30 days
- b. 1-12 Months
- c. >1 year
- d. Don't know or not sure

28. What is the reason your grant app is pending?

- a. Need to submit required documentation
- b. Waiting for confirmation from VA
- c. Waiting on medical rating from compensation services
- d. Other
- e. Don't know or unsure

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

- a. Yes
- b. No
- c. Don't know or not sure

(Ask Q30 if Q29 is No, all others go to Q31)

30. Did the change in SAH agents create a problem for you? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure

31. Did your SAH agent involve you in decisions about the planned adaptations?  
(Mark only one)

- a. Yes
  - b. No
  - c. Don't know or not sure
32. How many appointments did you have with your SAH Agent before your grant process was complete? (Mark only one)
- a. Number of appointments (0-99) \_\_\_\_\_
  - b. Don't know or not sure
33. Using the same scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, please rate your experience with your Specially Adapted Housing agent(s) during the SAH grant application process on the following items:
- a. Promptness of scheduling appointments or returning calls
  - b. Courtesy of the agent
  - c. Knowledge of the agent
  - d. Agent's concern for your needs
  - e. Timeliness of completing your adaptation plan
  - f. Overall SAH agent experience
34. Were your Specially Adapted Housing grant funds available for initial disbursement: (Mark only one)
- a. Early
  - b. On time
  - c. Late
  - d. Don't know or not sure
35. Was your Specially Adapted Housing grant the amount you expected? (Mark only one)
- a. Yes
  - b. No
  - c. Don't know or not sure
36. Based on your grant coverage, were you able to obtain all modifications/adaptations that you needed?
- a. Yes
  - b. No
  - c. Don't know or not sure
37. If you were not able to use the SAH grant program, what would be your most likely housing situation? (Mark only one)
- a. Living in assisted living facility
  - b. Living in the same house or apartment without adaptations
  - c. Living with a family member or a friend
  - d. Other

- e. Don't know or not sure

The following question asks you to rate various aspects of your experience with Specially Adapted Housing benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

38. Please rate your Specially Adapted Housing grant on the following items:
- Amount of grant coverage
  - Usefulness of benefit or services
  - Timeliness of receiving benefit payment or services
  - Overall rating of benefit payment
39. How much do you currently understand the Specially Adaptive Housing grant program? **(Mark only one)**
- Completely
  - Mostly
  - Somewhat
  - Only a little
  - Not at all

### Benefit Information

(If you have not yet submitted an application for SAH benefits, answer Q40, all others go to Q41)

40. Prior to receiving this survey, were you aware of the Specially Adapted Housing (SAH) and Temporary Residence Adaptation (TRA) grant program? **(Mark only one)**
- Yes
  - No
  - Don't know or not sure

(Ask Q41-45 If submitted an application or aware of the Specially Adapted Housing grant program, all others skip to Q46)

41. How did you FIRST learn about the Specially Adapted Housing benefit? **(Mark only one)** *If you are unsure, please indicate the first way you remember learning about the Specially Adapted Housing benefit*
- VA website
  - VetSuccess.gov
  - eBenefits.va.gov
  - Mail (from VA)
  - VA phone number (800-827-1000)
  - Transition Assistance Program/Disabled Transition Assistance Program briefings
  - Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. **(Specify)**
  - \_\_\_\_\_  
VA medical center



- i. VA Vet center
  - j. In person at a Regional Office
  - k. Social media websites (e.g., Facebook, Twitter, etc.)
  - l. Visit from a VA employee
  - m. Other Veterans
  - n. Internet (excluding VA and social media sites)
  - o. Friends or family
  - p. Information came with notification/ratings letter
  - q. Other publications (e.g., Army Times, local newspaper, etc.)
  - r. Other (Specify) \_\_\_\_\_
  - s. Don't know or not sure
42. What method(s) do you MOST FREQUENTLY use to obtain general information about VA's Specially Adapted Housing benefits or services? (Mark all that apply)
- a. Phone
  - b. Mail
  - c. E-mail
  - d. In person at a Regional Office
  - e. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) \_\_\_\_\_
  - f. Disabled Veterans' Outreach Program
  - g. VA website
  - h. VetSuccess.gov
  - i. eBenefits.va.gov
  - j. Social media websites (e.g., Facebook, Twitter, etc.)
  - k. Other websites (excluding VA or social media sites)
  - l. VA medical center
  - m. VA Vet center
  - n. Friends or family
  - o. Other publications (e.g., Army Times, local newspaper, etc.)
  - p. Other (Specify) \_\_\_\_\_
  - q. Don't know or not sure
  - r. None of the above
43. How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) from VA about Specially Adapted Housing benefits or services? (Mark only one)
- a. Weekly
  - b. Monthly
  - c. Quarterly (every 3 months)
  - d. Semi-annually (twice per year)
  - e. Annually (once per year)
  - f. Never
  - g. Don't know or not sure

44. How would you like to receive information from VA about Specially Adapted Housing benefits or services? (Mark all that apply)

- a. Phone
- b. Mail
- c. E-mail
- d. VA website
- e. Social media websites (e.g., Facebook, Twitter, etc.)
- f. In person at a Regional Office
- g. Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify)
- h. \_\_\_\_\_ Other (Specify) \_\_\_\_\_
- i. Don't know or not sure

The following question asks you to rate various aspects of your experience with Specially Adapted Housing benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

45. Please rate your experience in obtaining information about your Specially Adapted Housing grant on the following items:

- a. Ease of accessing information
- b. Availability of information
- c. Clarity of information
- d. Frequency of information provided by VA
- e. Usefulness of information
- f. Overall rating of information

### Contact with VA

46. Did you contact anyone from VA about your Specially Adapted Housing benefit (excluding contact related to an initial appointment with an SAH agent)? (Mark only one)

- a. Yes
- b. No

(Ask Q47-Q53 if Q46 is yes, all others skip to Q54)

47. How many times did you have contact with VA regarding your Specially Adapted Housing benefit? (Open Capture)

- a. Number of contacts (0-99) \_\_\_\_\_
- b. Don't know or not sure

48. Which of the following best describes the reason for your most recent contact? (Mark only one)

- a. Resolve a problem

- b. Ask a question
- c. Request a change to your records/provide information

49. Can you briefly describe the nature of your most recent contact? (Mark all that apply)

- a. Report the death of an individual who received VA benefits
- b. Submit a new grant application
- c. Appeal a decision on a grant application
- d. Question or problem about status of grant application
- e. Question or problem with the application
- f. Question about inconsistent information received from different VA or SAH agents
- g. Other (Specify) \_\_\_\_\_

50. Thinking about your most recent contact, how did you contact VA? (Mark only one)

- a. VA Toll-Free phone number
- b. VA Regional office phone number
- c. VA Main office phone number
- d. Fax
- e. Website
- f. E-mail
- g. Mail
- h. In person

51. Was your most recent issue resolved? (Mark only one)

- a. Yes
- b. No

(Ask Q52 if Q51 is No, otherwise go to Q53)

52. Why wasn't your most recent issue resolved?

- a. Did not receive all of the information required
- b. Received incorrect information
- c. Was referred to the incorrect office/person
- d. Waiting for follow-up from VA
- e. Other (Specify) \_\_\_\_\_
- f. Don't know or not sure

53. Thinking of your most recent contact with the VA, how would you rate your overall customer service experience with the VA or VA representatives using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

**Overall Experience with Benefit**

54. What was/is the total cost of your current modification/adaptation project? (Open Capture)

- a. Approximate cost (0-999,999) \_\_\_\_\_
- b. Don't know or not sure

55. Thinking about ALL aspects of your experience with Specially Adapted Housing benefits (e.g., grant application process, grant planning process, home modification/construction process, completion of the grant process, obtaining information about your grant, contacting VA), please rate VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

(If you have completed the entire grant process and all of your funds have been disbursed, please answer Q56, all others go to Q57)

56. Do your housing adaptations help you live more independently? (Mark only one)

- a. Yes
- b. No

**Overall Experience with VA**

57. Taking into consideration all of the non-medical benefits (e.g., education, compensation and pension, home loan guaranty, vocational rehabilitation and employment, insurance, etc.) you have applied for or currently receive, please rate your experience with VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

58. Based on your experiences with VA, how likely are you to recommend to other Veterans VA benefits or services? (Mark only one)

- a. Definitely will not
- b. Probably will not
- c. Probably will
- d. Definitely will

59. How likely are you to inform other Veterans about your experience with VA benefits or services? (Mark only one)

- a. Definitely will not
- b. Probably will not
- c. Probably will
- d. Definitely will

60. How much do you agree with the following statement: "Receiving a Specially Adapted Housing Grant makes me feel that the Nation recognizes my service to our country." (Mark only one)

- a. Strongly disagree
- b. Somewhat disagree
- c. Neither agree nor disagree
- d. Somewhat agree
- e. Strongly agree

### Reasons for Not Using the SAH Grant

(If you applied and have not used or you have not yet applied for your SAH grant, please answer Q61-73, all others skip to Q65)

(If you have applied and not yet used your SAH grant funds, answer Q61, otherwise skip to Q70)

61. If you have applied and not yet used your SAH grant funds, do you intend to use them in the future? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure

(If you have not yet applied for your SAH grant, please answer Q62, all others skip to Q63)

62. If you have not yet applied for the SAH grant program, what is the major reason you have not submitted an application? (Mark only one)

- a. Unsure how to apply
- b. Difficulty completing application forms
- c. Application forms asked for information VA already should have
- d. Current home meets my needs
- e. Do not want to use the grant
- f. Plan on using the grant in the future
- g. Application/grant process was too time consuming
- h. Application/grant process was too complex
- i. Grant amount was not large enough to meet my needs
- j. Elected to use alternate source of funding
- k. Not applicable

63. What is the major reason preventing you from using the grant? (Mark only one)

- a. Application was denied
- b. Plan on using the grant in the future
- c. No longer need the grant
- d. Did not have enough help from VA in completing application
- e. Application/grant process was too complex

- f. Grant amount was not large enough to meet my needs
  - g. Elected to use alternate source of funding
  - h. Waiting for response from VA
  - i. Unable to find a contractor willing to complete the required adaptations for the grant amount
  - j. Not applicable
64. Please select which of the following, if any, would influence your decision about how or when to use your SAH grant funds. (Mark all that apply)
- a. Ability to use grant on multiple occasions
  - b. Ability to use grant funds while still on active duty
  - c. Ability to adapt a family member's home
  - d. None of the above

### About You

65. Which adaptive items do you feel are necessary for living independently? (Mark all that apply)
- a. Ramps (exterior or interior)
  - b. Grab bars
  - c. Wider door opening
  - d. Wider hallways
  - e. Accessible bathroom(s)/shower(s)
  - f. Accessible kitchen
  - g. Accessible bedroom(s)
  - h. Elevators, ramps, or entrances on ground floor
  - i. Level thresholds
  - j. Lighting
  - k. Garage/carport construction or modification
  - l. Construction of emergency entrances/exits
  - m. Other (Specify) \_\_\_\_\_
  - n. Don't know or not sure

66. Do you have any other comments or concerns about your experience? (Open Capture)
- 

As a reminder, your responses will be kept completely confidential and your email address will not be sent to VA with any responses on this survey.

67. Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? (Mark only one)
- a. Yes
  - b. No
  - c. I do not have an e-mail address

d. Prefer not to answer

(Ask Q67 if Yes in Q68)

68. Please enter your preferred e-mail address where you would like to be contacted:

(Open Capture)

a. E-mail: