

Specially Adapted Housing Use of VA Form 3288

Issue

Veterans who are eligible for the Specially Adapted Housing (SAH) or the Special Housing Adaptation (SHA) benefit frequently work with nonprofit organizations (NPO) to obtain an adapted home or to adapt an existing home. Central Office (CO) staff is creating policy to guide Regional Loan Centers (RLCs) with processing cases in which the Veteran is working with a NPO.

Background

VA Manual M26-12 currently does not have any specific guidance in regards to working with NPOs. While RLCs generally work very well with these organizations, CO wants to ensure that communications proceed in an appropriate and efficient manner. During grant processing, it is often necessary for RLCs to communicate directly with a NPO regarding the Veteran's benefit. In order to do so, RLCs need the ability to obtain consent from the Veteran to release information.

Recommendation

When SAH Agents become aware that a Veteran is working with a nonprofit organization, Agents will encourage Veterans to fill out and sign VA Form 3288, *Request for and Consent to Release of Information from Individual's Records*. With this guidance, CO expects increased usage of the form and a corresponding rise in burden hours.