

SAH Storyboard Outline

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0103 Lesson 2: Establish the Grant File

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0406 Lesson 3: Evaluate Your Knowledge

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Storyboard Preview

SAHv2010

4/20/2012 4:38:13 PM

CTRL + Click here to comment on storyboard 020100000010

Task: 2.0

Objective: 2.1 Storyboard: 020100000010

Storyboard Type: Text Over Graphic

Screen Text

Title: Lesson 1: Conduct the Interview

Content: In this lesson, you will learn to make a proper determination of the Veteran's/ Servicemember's financial status and ability to meet the requirements and considerations outlined in the grant procedures.

Presented with video segments and scenario information, you will identify the actions that must be performed to conduct the initial interview with the Veteran/ Servicemember such as:

Schedule the initial interview.

Assess the individual's physical and mental abilities and ability to understand the grant requirements.

Discuss the applicant's personal finances.

Discuss the plan types.

Discuss the need for a guardian or other person to assist with grant proceedings.

Navigation

Forward: 020100000020

Back: go_to_menu

Prompt: Select Next to continue.

Graphic Information

Graphic File: brief

Alt Text: Lesson Brief screen

Graphic Notes: GRAPHIC: Standard Lesson Briefing Screen.

Hotspots/Popups

None.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000020

Task: 2.0

Objective: 2.1 Storyboard: 02010000020

Storyboard Type: Text Only

Screen Text

Title: Contacting the Veteran/Servicemember

Content: A personal interview with the Veteran/Servicemember is a requirement for both the Specially Adapted Housing (SAH) and Special Housing Adaptation (SHA) grant. The interview is a very important part of the grant process because it:

Establishes a relationship with the Veteran/Servicemember.

Allows assessment of the individual's physical and mental abilities and living conditions.

Provides an opportunity for the Veteran/Servicemember to ask questions about the grant program.

Once you have received the completed application and rating decision and sent the letter notifying the Veteran/Servicemember of his/her basic eligibility for the program, it is time to set up the initial interview.

A personal interview with the Veteran/Servicemember is also required for subsequent use grants. In those cases, the original rating decision should already be in the Veteran's/Servicemember's file. However, an updated VA Form 26-4555 is required.

Navigation

Forward: 020100000030

Back: 020100000010

Prompt: Select Next to continue.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000030

Task: 2.0

Objective: 2.1 Storyboard: 020100000030

Storyboard Type: Graphic Right

Screen Text

Title: Initiate Contact

Content: To initiate contact with the Veteran/Servicemember and establish a time to conduct the interview, you must send a letter to the Veteran/Servicemember. In some cases, you may also wish to follow up with a phone call.

Since this is a face-to-face interview, you will need to obtain good directions to the individual's home or other meeting location. Most interviews will be conducted in the home, but in some cases, the interview may take place in a VA medical center or other health care facility.

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<CENTER><a href="JavaScript:top.doPopupText(1, 'm', 'Note',
'@ThisPage');"></a> <a href="JavaScript:top.doPopupText(2, 'm',
'Performance Measurement', '@ThisPage');"></a></CENTER> <script language='JavaScript'> //
##### // ## var str@ThisPage_1 = "The
interview must be set and completed within 30 working days of the date of FL 26-
39 or FL 26-39b, or the file must be documented to show the reason for the delay.
The Specially Adapted Housing Special Housing Adaptation (SAHSHA) program
allows the SAH Agent to input date of contact, the date scheduled, and date
completed. All attempts and reasons for any delays must be entered on the Notes
screen."; var str@ThisPage_2 = "It is important to note that there is a performance
measurement requirement to conduct the interview with the
Veteran/Servicemember within 30 working days of notifying the individual of
his/her entitlement to the grant. Once a date for the interview has been
established, or if the individual requests a delay of the interview, it should be noted
in SAHSHA."; // ## // ##### </script>
```

Navigation

Forward: 020100000032

Back: 020100000020

Prompt: Select each item for more information; then, select Next to continue.

Graphic Information

Graphic File: images/02/020100000030.jpg

Alt Text: Photograph of agent on the telephone

Graphic Notes: None.

Hotspots/Popups

None.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000032

Task: 2.0

Objective: 2.3 Storyboard: 020100000032

Storyboard Type: Text Only

Screen Text

Title: Initiate Contact (Cont'd.)

Content: Attempts to contact the Veteran/ Servicemember to schedule the Initial Interview must be made in accordance with Performance Measurement requirements. If contact is made, but the Veteran/ Servicemember indicates that he or she will not be available for the interview during the required 30 day period, you will modify the reason for the delay in SAHSHA. You may then modify the diary date for the follow up in SAHSHA, and the case will remain Active.

If you are unable to make contact, access the Corporate database to ensure the contact information is current. After each attempt to contact the Veteran/ Servicemember, SAHSHA must be updated describing the reason contact

could not be made. SAHSHA will then create a diary date of 30 days for you to follow up.

Navigation

Forward: 020100000033

Back: 020100000030

Prompt: Select Next to continue.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000033

Task: 2.0

Objective: 2.3 Storyboard: 020100000033

Storyboard Type: Text Only

Screen Text

Title: Initiate Contact (Cont'd.)

Content: If attempts to contact the Veteran/Servicemember have been unsuccessful, but he/she is unsure they want to move forward with the grant process, you will need to decide if the case should be placed in a Suspend or Inactive status in SAHSHA. In either instance, you should create a work bucket reminder to contact the Veteran/Servicemember semiannually.

If the Veteran/Servicemember indicates that he or she has decided to discontinue the grant process at this time, you will document the decision and change the status to Inactive in SAHSHA. SAHSHA will create a work bucket item to contact the Veteran/Servicemember annually until the status changes.

Navigation

Forward: 020100000040

Back: 020100000032

Prompt: Select Next to continue.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000040

Task: 2.0

Objective: 2.1 Storyboard: 020100000040

Storyboard Type: Video

Screen Text

Title: Initiate Contact (Cont'd.)

Content: To learn more about how to make initial contact with the Veteran/ Servicemember, view the video to see how Ann makes contact with her Veteran, Patrick, to establish a personal interview for the grant program. <script language='JavaScript'> // ##### // ##
var strScript@ThisPage_1 = "Video shows a split screen with two people on the phone. Ann (the agent) is sitting at her desk on the phone. Patrick (the Veteran) is on the phone at his home.

Audio: RING, RING

PATRICK:

Hello.

ANN:

Hello Patrick. This is Ann Mitchell, I'm a special housing agent for the Department of Veteran affairs. I'm calling you today to set up a time for us to meet and discuss the process and requirements of the grant for which you applied.

PATRICK:

Yes. Thank you for contacting me. I have several questions about the program.

ANN:

I sent you a package with a video and some preliminary information about the program. I hope you had a chance to review it.

PATRICK:

Yes. I have.

ANN:

Good. Now I would like to follow up with an interview at your convenience, to tell you more about the program and how it may be applied to meet your needs. I would appreciate if you could provide me with directions to your home and a good time for us to meet in the next 30 days.

PATRICK:

Sure. How is Friday the 23rd around 10\:00am?

ANN

The 23rd is fine. Can you provide me with directions to your home? I will be coming from the Tampa area.

PATRICK:

Sure. Take I-4 South to exit number 23. Turn right at the light, which is Vineland. Take Vineland approximately three miles to Warren and make another right. My home is the third house on the left. The address is 26600 Warren.

ANN:

Okay. I'll see you Friday then. Goodbye."; // ## //
</script>

Navigation

Forward: 020100000050

Back: 020100000032

Prompt: Select each item for more information, then select Next to continue.

Graphic Information

Graphic File: None.

Alt Text: None.

Graphic Notes: None.

Hotspots/Popups

None.

Notes

Design Notes: None.

Programmer Notes: None.

Life Cycle Maintenance Notes: None.

Media/Other

Popup Text One: None.

Popup Text Two: None.

Popup Text Three: None.

Additional JavaScript: None.

InsertPageBreakHere CTRL + Click here to comment on storyboard 020100000050

Task: 2.0

Objective: 2.1 Storyboard: 020100000050

Storyboard Type: Graphic Right

Screen Text

Title: Special Housing Interview

Content: Once you have established a day to conduct the special housing interview, you will need to prepare for the interview. Because the interview is in person, there is information you will need prior to your visit.

You will need to know:

Veteran's/ Servicemember's disabilities.

Location where you are traveling.

Any known potential hazards (e.g., large dog).

If Veteran/ Servicemember is confined to a nursing home.

If Veteran/ Servicemember is competent.

Navigation

Forward: 020100000060

Back: 020100000040

Prompt: Select Next to continue.

Graphic Information

Graphic File: images/02/020100000050.jpg