

VA Medical Center
10535 Hospital Way, Mather, CA 95655-1200
Center for Rehabilitation & Extended Care (CREC)
150 Muir Road, Martinez, CA 94553
VA Outpatient Clinics:
150 Muir Road, Martinez, CA 94553
2221 Martin Luther King, Jr. Way, Oakland, CA 94612
351 Hartnell Avenue, Redding, CA 96002



VA Outpatient Clinics (cont.):
25 Main Street, Suite 101, Chico, CA 95928
Building 201, Walnut Avenue, Mare Island, CA 94592
101 Bodin Circle, Travis AFB, CA 94535
Oakland Army Base, Building 762, Oakland, CA 94626
Telephone Care: 1-800-382-8387
Website: "www.va.gov/station/612-martinez/main.html"

Department Of Veterans Affairs
VA Northern California Health Care System (VANCHCS)
Prosthetic & Sensory Aid Section
150 Muir Road, Martinez, CA 94553

In Reply Refer To: **612/121**
Date:

Dear Veteran:

In order to ensure your claim for Home Improvement and Structural Alterations (HISA) benefits is processed as quickly as possible; the following is a list of things you should know, and do, to assist us in processing your claim:

1. The HISA Program provides a one-time maximum benefit of **\$4,100** to service connected veterans 50% or more or for a service connected injury requiring the alterations and **\$1,200** to non-service connected veterans or veterans service connected 50% or less that require the alterations for a non service connected disability. Any additional costs exceeding the grant amount will be incurred by the veteran.
2. Please complete the enclosed packet: VA Form 10-0103, "Veterans Application for Assistance", "Statement of Understanding for HISA", "Doctor's Order's if from Outside Physician", "Statement in Support of Claim" return packet to the above address **along with:**
 - a. A written estimate from a licensed contractor. The estimate should include the contractor's address, telephone number, Federal Tax Identification number, license number, a full description of the improvements, the cost of supplies and labor and permits if required by local government agency which are the licensed contractor's responsibility. Contractor must be willing to accept the credit card VISA this is the government's preferred method of payment.
 - b. The following will be required from the contractor:
 - (1) Contractor bids will provide a complete description of the proposed project to include:
 - A sketch of the area to be altered or improved as it appears now. It must show the location of permanent fixtures such as walls, doors, windows, shower stalls, driveways or walks, if appropriate. The sketch must include measurements and specifications of these items.
 - A sketch showing the area as it will appear after the proposed project. The items mentioned in (b), should be shown with the new specifications and measurements.
 - (2) If a ramp is to be constructed, include an individual sketch of the ramp indicating type of construction materials, slope width and height. The slope of a ramp cannot be approved if it exceeds 1 inch increase in height per running foot of ramp. In general, a ramp cannot be approved if it is has more than 5 percent grade or has a maximum slope of 1:12 or less. Any ramp must include railings and guards to prevent a wheelchair or scooter from running off the edges.

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- (3) If a driveway or walkway is to be improved, include information about the material composing the existing area, such as gravel, concrete, asphalt, etc.
 - (4) Contractor must itemize the construction materials, the material costs, and the labor costs for each part of the project, and the total cost of labor and materials for the entire project.
 - (5) Contractor is responsible for complying with all state and local building codes.
3. The completed application package will be reviewed by the Chief, Prosthetics and Sensory Aids Service or submitted to the HISA Committee for consideration.
 4. A letter will be sent to the veteran notifying you of the Chiefs/HISA Committee's decision.
 5. Upon completion of work, the contractor will certify that the work meets Americans with Disabilities Act (ADA) standards and VA specifications as contained in the scope of work and a statement of satisfaction, signed by the veteran, must accompany the contractors invoice.
 6. Keep a copy of all information submitted.
 7. It is important to note:
 - a. Modifications should not begin before approval has been received from the Prosthetic Service.
 - b. The VA cannot reimburse the veteran, but is required by regulation to pay the vendor directly.

If you have further questions about the HISA process, please contact Diane Soto, Prosthetic Program Specialist at (925) 372-2117, or FAX (925) 372-2035.

Sincerely,

Dina Moore
Chief, Prosthetic & Sensory Aid Service

Enclosure (1) VA Form 10-0103 "Veterans Application for Assistance
Enclosure (2) Statement of Understanding for HISA
Enclosure (3) Statement of in Support of Claim
Enclosure (4) Doctor's Orders

"America is #1 Thanks to our Veterans"