

## ATTACHMENT A – FBCO TELEPHONE QUESTIONNAIRE

### Survey of the Services Provided by Faith-Based and Community Organizations after Hurricanes Katrina and Rita

Hello, my name is \_\_\_\_\_. I'm from the Public Policy Research Lab at Louisiana State University. We are conducting a survey regarding the help that faith-based and community groups provided to people during and after Hurricanes Katrina and Rita. I would like to talk with you about relief and recovery activities that your organization may have provided because of the storms.

**OPTION: If individual asks about sponsorship –**

The survey is part of a larger study that is being conducted by the Urban Institute, a nonprofit/nonpartisan research organization in Washington, DC. The study is funded by the U.S. Department of Health and Human Services.

**ALTERNATIVE FIRST PARAGRAPH WHEN RETURNING CALL:**

Hello, my name is \_\_\_\_\_ and I'm from the Public Policy Research Lab at Louisiana State University. I'm returning your call about the survey we are conducting about the help that faith-based and community groups provided during and after Hurricanes Katrina and Rita. Thank you for contacting us.

### REMAINDER OF TEXT IS SAME FOR ALL PHONE RESPONDENTS

The purpose of the study is to learn about the ways that faith-based and community groups helped in the relief efforts during and after the hurricanes and to help government officials and community leaders learn how to work with these groups in future disasters.

Before we begin, I want to assure you that your answers will be treated in a private manner within the limits of the law. We will not report information that will identify any particular individual or organization. Your answers will be combined with those of other people in organizations that provided similar services.

We appreciate your willingness to participate in this survey. You do not have to answer any questions you don't want to answer, and you may stop at any time.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-XXXX. The time required to complete this information collection is estimated to average 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 531-H, Washington D.C. 20201, Attention: PRA Reports Clearance Officer Alice Bettencourt.

**Initial Screener Questions**

Before I begin the survey, please tell me:

S1. Did your organization provide any relief services during or after either Hurricane Katrina or Rita?

\_\_\_\_\_ yes \_\_\_\_\_ no

*[Interviewer: If respondent asks, a relief service might be food, water, clothing, temporary housing, family reunification, counseling, etc.]*

S2. Would you describe your organization as a:

\_\_\_\_\_ Nonprofit organization or community-based group

\_\_\_\_\_ Faith-based organization (such as a church, congregation, or affiliated with a faith program)

\_\_\_\_\_ Government agency

*[Interviewer: Do not read this last probe. Check if respondent volunteers this information.]*

\_\_\_\_\_ Something else (describe) \_\_\_\_\_

*[Interviewer: Some groups may be both non-profit/community-based and faith-based. If so, check both.]*

*[Interviewer: If government agency, end the survey.]*

This survey is only for community and faith-based groups, so those are all the questions we have for you. I appreciate your willingness to participate. Good-bye.]

S3a. Are you familiar with the hurricane relief efforts that your congregation/organization provided?

\_\_\_\_\_ yes (if yes, continue to S4)

\_\_\_\_\_ no (if no, ask S3b)

S3b. If no, who should we speak to about your organization’s hurricane relief efforts?

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Phone: \_\_\_\_\_

*[Might be a pastor/leader, congregation administrator, head of the ministry, social services coordinator/manager, executive director, etc.]*

Is [name of individual] available now? Can you transfer me to him/her?

Can you suggest a good time to reach [name of individual]? \_\_\_\_\_

Thank you for your time. I will call back later to reach [name of individual].

S4. What is your position at [name of congregation/organization]? \_\_\_\_\_

S5. How long have you been with [congregation/organization name]? \_\_\_yrs. \_\_\_mos.

S6. How long have you been in this position? \_\_\_\_\_yrs. \_\_\_\_\_mos.

**I. Profile of the Congregation/Organization:**

I'd like to begin by getting some information that describes your congregation/organization.

Q1. How many years has the congregation/organization been in existence? \_\_yrs. \_\_mos.  
*[Interviewer: Answer should refer to the local group (such as the local YMCA), not to a larger umbrella group (e.g., the national YMCA).]*

**For nonprofits, skip to Q4.**

**For congregations and faith-based organizations, ask Q2 and Q3:**

Q2. You indicated earlier that you were faith-based. What is your congregation/organization's religious affiliation or denomination? *[Interviewer: Do not read the list; check category that best fits R's answer.]*

- |                              |                            |
|------------------------------|----------------------------|
| Adventist                    | Latter Day Saints/Mormon   |
| Baptist                      | Lutheran                   |
| Brethren                     | Mennonite                  |
| Catholic                     | Metaphysical               |
| Christian/Churches of Christ | Methodist                  |
| Episcopal                    | Miscellaneous/Unclassified |
| Evangelical Misc.            | Orthodox                   |
| Holiness                     | Pentecostal                |
| Independent Fundamentalist   | Presbyterian               |
| Jewish                       | Other _____                |

Q3. Approximately how large is the congregation? (i.e., how many members?) \_\_\_\_ (#)

Q4. Was this the first time that your organization/congregation provided disaster relief services after a hurricane? \_\_\_\_ yes \_\_\_\_ no

Q5. Did you have any paid staff providing any type of social services *[for faith-based groups say: social ministries]* before hurricanes Katrina and Rita? \_\_\_\_ yes \_\_\_\_ no

Q6. Did you have any volunteers providing social services *[for faith-based groups say: social ministries]* before hurricanes Katrina and Rita? \_\_\_\_ yes \_\_\_\_ no

Q7. Currently, about how many paid staff members do you have working on hurricane relief efforts this month? \_\_\_\_\_

Q8. Approximately how many volunteers do you have working on hurricane relief efforts this month? \_\_\_\_\_

Q9. How many hours will the typical volunteer work this month? \_\_\_\_\_

## II. Services Provided after the Storm

Let's begin by talking about the types of relief and recovery services that your congregations/organization provided during or after the storm.

Q10. Did your organization/congregation provide any of the following types of immediate services during or shortly after the storms? [check all that apply]

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Search and rescue activities             | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| b. Drinking water/emergency supplies        | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| c. Transportation out of the affected areas | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| d. Temporary housing/shelter                | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| e. Food/meals                               | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| f. Clothing/household goods                 | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| g. Money or in-kind donations for victims   | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| h. First Aid/medical services               | <input type="checkbox"/> yes | <input type="checkbox"/> no |

Q11. Approximately when did you begin providing these services? Was it:  
 during the storm or immediately afterward (that is, the first week after the storm)  
 not in the first week but during the first month after the storm  
 sometime after the first month

Q12. Are you still providing any of these services?  yes  no

If no, when did you stop providing these services?

- After one month  
 After three months  
 After one year  
 Sometime later than one year

Q13. Did your organization/congregation provide any of the following services? [check all that apply]

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Family reunification/location of missing persons                   | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| b. Housing repairs/rebuilding/cleanup                                 | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| c. Job training/employment services                                   | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| d. Child care or school services                                      | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| e. Mental health, counseling, support groups or other trauma services | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| f. Spiritual counseling   | <input type="checkbox"/> yes | <input type="checkbox"/> no |

Q14. Approximately when did you begin providing these services? Was it:  
 during the storm or immediately afterward (that is, the first week after the storm)  
 not in the first week but during the first month after the storm  
 sometime after the first month

Q15. Are you still providing any of these services? \_\_\_\_yes \_\_\_\_ no

If no, when did you stop providing these services?

- \_\_\_\_ After one month
- \_\_\_\_ After three months
- \_\_\_\_ After one year
- \_\_\_\_ Sometime later than one year

Q16. Did your organization/congregation assist people with the following types of paperwork?  
[check all that apply]

- a. Applying for welfare
- b. Applying for FEMA claims
- c. Applying for private insurance claims (i.e., homeowners or renters insurance)
- d. Applying for legal services

Q17 Approximately when did you begin providing these services? Was it:  
\_\_\_\_ during the storm or immediately afterward (that is, the first week after the storm)  
\_\_\_\_ not in the first week but during the first month after the storm  
\_\_\_\_ sometime after the first month

Q18. Are you still providing any of these services? \_\_\_\_yes \_\_\_\_ no

If no, when did you stop providing these service?

- \_\_\_\_ After one month
- \_\_\_\_ After three months
- \_\_\_\_ After one year
- \_\_\_\_ Sometime later than one year

*Interviewer: Skip Q 19-20, if respondent answered only one type of service in Q10, 13, or 16.*

Q19. Of all the services that you named, which one has been the primary focus of your congregation's/organization's efforts? \_\_\_\_\_

Q20. Of all the services you named, which one needed the most staffing or volunteer assistance? \_\_\_\_\_

### **III. Who Received Services:**

Next, I'd like to ask about the people you helped after the storm.

Q21. In total, how many people you did you help? \_\_\_\_\_ [Read options if necessary.]

- \_\_\_\_ <50
- \_\_\_\_ 50-100
- \_\_\_\_ 101-250
- \_\_\_\_ 251-500
- \_\_\_\_ 500 – 1,000
- \_\_\_\_ > 1,000

Q22. Of these people, approximately what percent of them were:  
*[Interviewer: These percentages do not have to add to 100%.]*

<b>Groups of People</b>	<b>Percent</b>
Elderly or disabled	_____
Low-income	_____
Families with children	_____
Immigrants or non-English speakers	_____
Members of your congregation (for faith based)	_____
Your usual client/customer base (for non-faith based)	_____
People who lived outside of your community	_____
Any other specific groups of people	_____
If yes, (specify) _____	

**IV. Staffing of Services:**

Let’s talk now about the staffing and volunteers that you used to provide your services.

Q23. Did you use paid staff to provide services to people in need during the first 3 months after the storm?

\_\_\_\_\_ yes    \_\_\_\_\_ no (if no, skip to Q26)

Q24. Approximately how many people worked in this capacity? \_\_\_\_\_  
*[Interviewer: If R cannot provide a number, ask: Would you say it was]*

- \_\_\_\_\_ 1-5
- \_\_\_\_\_ 6-10
- \_\_\_\_\_ 11-20
- \_\_\_\_\_ >20

Q25. Compared with before the storm, was this

- \_\_\_\_\_ a substantial increase in the number of paid staff (more than 10%)
- \_\_\_\_\_ a modest increase (up to 10%)
- \_\_\_\_\_ about the same number of paid staff as before the storm
- \_\_\_\_\_ a modest decrease in paid staff (less than 10%)
- \_\_\_\_\_ a substantial decrease (more than 10%)

Q26. Did you use volunteers to provide services to people in need during the first 3 months after the storm?

\_\_\_\_\_ yes    \_\_\_\_\_ no (if no, skip to Q33)

Q27. Approximately how many people worked in this capacity in a typical week? \_\_\_\_\_(#)  
*[Interviewer: If R cannot provide a number, ask: Would you say it was]*

- \_\_\_\_\_ 1-25 volunteers
- \_\_\_\_\_ 26-50
- \_\_\_\_\_ 51-100
- \_\_\_\_\_ >100

- Q28. Compared with before the storm, was this  
\_\_\_\_ a substantial increase in the number of volunteers typically used (more than 10%)  
\_\_\_\_ a modest increase (up to 10%)  
\_\_\_\_ about the same number of volunteers as before the storm  
\_\_\_\_ a modest decrease in volunteers (less than 10%)  
\_\_\_\_ a substantial decrease (more than 10%)
- Q29. How did you recruit volunteers after the storm (check all that apply)?  
*[Rotate list.]*  
\_\_\_\_ Word-of-mouth  
\_\_\_\_ Outreach efforts (e.g., posters, newsletters, flyers)  
\_\_\_\_ Media coverage  
\_\_\_\_ Existing roster of volunteers  
\_\_\_\_ Your congregation/membership  
\_\_\_\_ Other local organizations or congregations  
\_\_\_\_ National organizations or affiliates  
\_\_\_\_ Web sites  
\_\_\_\_ Other (specify) \_\_\_\_\_
- Q30. Which of the recruiting activities was the most effective? \_\_\_\_\_
- Q31. Did you recruit too many, about the right amount, or not enough volunteers?  
\_\_\_\_ Too many volunteers  
\_\_\_\_ About the right amount of volunteers  
\_\_\_\_ Not enough volunteers
- Q32. In using volunteers, did you experience problems with any of the following? (*rotate lists*)  
\_\_\_\_ Providing housing or food for the volunteers  
\_\_\_\_ Transporting volunteers to the work area  
\_\_\_\_ Volunteers who lacked needed skills or training  
\_\_\_\_ Managing/supervising the volunteers  
\_\_\_\_ Having insurance to cover the volunteers  
\_\_\_\_ Any other problems (specify) \_\_\_\_\_
- [Interviewer: Do not read this last probe. Check if respondent volunteers this information.]*  
\_\_\_\_ None of the above; had no difficulties in using volunteers.

**V. Networks and Partnerships**

Now, I'd like to ask about other nonprofits, religious groups, businesses, or government agencies that you may have worked with in providing relief services.

Q33. Are you part of a larger organization, or in any way formally affiliated with a religious or other type of organizational structure? [*e.g., the Archdiocese, the Southern Baptist Convention, PRC, YMCA*]?  
 \_\_\_\_\_ yes \_\_\_\_\_ no (If no, skip to Q36)

Q34. What is the name and the location [*city, state*] of that affiliate? [*open, specify*]?  
 \_\_\_\_\_(name)  
 \_\_\_\_\_(city/state)

Q35. Did they help you in any way with disaster relief services?  
 \_\_\_\_\_ yes \_\_\_\_\_ no

Q36. Did you work with any other organizations to deliver disaster relief?  
 \_\_\_\_\_ yes \_\_\_\_\_ no (If no, skip to Q42)

Q37. Can you tell me which of the following organizations you worked with [*Rotate list*]:

- K-12 schools \_\_\_\_\_
- Universities \_\_\_\_\_
- Hospitals \_\_\_\_\_
- Churches/faith-based orgs \_\_\_\_\_
- Nonprofit groups \_\_\_\_\_
- Businesses or employers \_\_\_\_\_
- State or local government \_\_\_\_\_
- Federal government \_\_\_\_\_

Q38. Please give me the name and location [*city, state*] of the three most important group(s) with whom you worked? [*open, specify*]

1. \_\_\_\_\_(name)  
 \_\_\_\_\_(city/state)
2. \_\_\_\_\_(name)  
 \_\_\_\_\_(city/state)
3. \_\_\_\_\_(name)  
 \_\_\_\_\_(city/state)



Q39. Did any of the relief work that you conducted with these organizations involve:  
 Receiving financial support from these groups;  
 Referring individuals or families that you were serving to these other organizations;  
 Receiving referrals from these other organizations to your organization for services;  
 Providing advice or instructions to these other organizations;  
 Receiving advice or instructions from these organizations;  
 Sharing resources such as space, equipment, supplies, cash contributions, etc.  
What things did you share (specify: \_\_\_\_\_)

Q40. Were any of these arrangements created because of the storm or were they a continuation of existing relationships that existed prior to the storm?  
 new  
 continuation of existing relationships  
 both (*check if this response is volunteered*)

Q41. Would you say that these arrangements worked  
 very smoothly  
 somewhat smoothly  
 reasonably well  
 not too well  
 not at all well  
 mixed experience (*check if this response is volunteered*)

Q42. Were there any organizations that you tried to work with but were unable to?  
 Yes  
 No (skip to Q45)

Q43. Which types of organization were these?  
 Nonprofits  
 Faith-based  
 Businesses  
 Government  
 Other

Q44. Why did you have difficulty working with these groups?  
\_\_\_\_\_

**VI. Resources**

Q45. Please estimate approximately how much money you have spent to date to provide hurricane relief services?

- \_\_\_\_\_ (\$ amount)  
 \_\_\_\_\_ Don't know; didn't keep records

*Interviewer: If respondent has difficulty giving an amount, prompt R as follows:*

- \_\_\_\_\_ Was it less than \$500  
 \_\_\_\_\_ \$500 - \$2,500  
 \_\_\_\_\_ \$2,500 to \$5,000  
 \_\_\_\_\_ \$5,000 to \$10,000  
 \_\_\_\_\_ \$10,000 to \$50,000  
 \_\_\_\_\_ \$50,000 to \$100,000  
 \_\_\_\_\_ \$100,000 to \$500,000  
 \_\_\_\_\_ \$500,000 to \$1 million  
 \_\_\_\_\_ More than \$1million

Q46. Did you charge a fee for any of the relief/recovery services that you provided?

- \_\_\_ yes \_\_\_ no

Q47. Did you receive financial support for your relief services from any of the following sources?

- \_\_\_ Individuals (e.g. financial donations)  
 \_\_\_ Religious or faith-based organizations (e.g., the Southern Baptist Convention, United Methodist Committee on Relief, etc.)  
 \_\_\_ Nonprofit organizations (e.g., Red Cross; United Way)  
 \_\_\_ Private foundations  
 \_\_\_ Businesses  
 \_\_\_ Federal government  
 \_\_\_ State or local government  
 \_\_\_ Other (please specify) \_\_\_\_\_

Q48. Of the sources that you identified, which one provided the most financial support for your relief/recovery services? \_\_\_\_\_

Q49. **For nonprofits, ask:**

Excluding these relief services, approximately what is the size of your organization's annual operating budget this year?

- \$ \_\_\_\_\_  
 \_\_\_\_\_ Don't know  
 \_\_\_\_\_ Refused

*Interviewer: If respondent has difficulty giving an amount, prompt R as follows:*

- Is it less than \$10,000
- \$10,000 to \$25,000
- \$25,000 to \$100,000
- \$100,000 to \$500,000
- \$500,000 to \$1 million
- \$1 million to \$5 million
- More than \$5 million

**For congregations/faith-based organizations, ask:**

Excluding these relief services, approximately how much will you spend this year on your social ministry programs?

- \$ \_\_\_\_\_
- Don't know
  - Refused

*Interviewer: If respondent has difficulty giving an amount, prompt R as follows:*

- Is it less than \$10,000
- \$10,000 to \$25,000
- \$25,000 to \$100,000
- \$100,000 to \$500,000
- \$500,000 to \$1 million
- \$1 million to \$5 million
- More than \$5 million

Q50. Did your congregation/organization apply for any reimbursement from the federal or state government?

- yes
- no (if no, skip to Q56)

Q51. Which agency was that? (Specify) \_\_\_\_\_

Q52. How would you describe the process of seeking reimbursement? Would you say it was:

- Very easy (skip to Q54)
- Somewhat easy (skip to Q54)
- Somewhat difficult
- Very difficult

Q53. Why do you say it was difficult? \_\_\_\_\_

Q54. Have you received any reimbursement for the services you provided?

- yes (If yes, skip to Q56)
- no

Q55. How long has it been since you first applied for reimbursement? \_\_\_yrs \_\_\_mo

## VII. Lessons Learned

I have three more questions regarding what you believe are the most important lessons learned from your experiences providing relief services.

Q56. What went well in your efforts to provide services after the storms?

Q57. What did not go well or could have gone better in these efforts?

Q58. What do you have in place now that you didn't have before to use in future hurricanes or other emergencies?

- Partnerships/collaborations
- Directories of services (e.g., 211 or 311)
- Emergency action plans
- List of volunteers for relief work
- Other (specify) \_\_\_\_\_

**THAT COMPLETES THE SURVEY. THANK YOU FOR PARTICIPATING.**