

ATTACHMENT E: MATRIX OF RESEARCH QUESTIONS

Matrix of Research Questions to Study the Role of FBCOs in Post-Hurricane Human Services Relief Efforts

Research Questions	Questionnaire	Case Study			
	FBCO Telephone Questionnaire	Principal of the Case Study Discussion Guide	FBCO Affiliate/ Other Discussion Guide	Focus Group Conversation Guide	Documents from Case Study Site
1. What are the characteristics of FBCOs that provided disaster-related human services?					
a. How did the budget and staff size, location, demographics and size of the congregation, religious affiliation, organizational structure and function, and religious mission relate to the ability of FBCOs to deliver disaster relief?	✓	✓			
b. Which FBCOs had coordinating functions and which provided direct service?	✓				
c. Where were services geographically located, e.g. in the affected storm area, in FBCO's community, etc.?	✓				
2. What types of services were provided and to whom?					
a. To what extent did services vary by type of FBCO, geographic location, and delivery mode (i.e., by paid staff or volunteers or a combination of the two)?	✓				
b. How many people were served, how soon after the storms, and for what duration?	✓				
c. When and how were services delivered, at what cost, and with what types of financial support?	✓				
d. How effective was the service response, according to FBCOs, partners and affiliates, state and local officials, and service recipients?	✓	✓		✓	
e. What were the special challenges of serving particular individuals such as low-income or elderly individuals or families with children?	✓	✓			
f. What was the level of unmet need?		✓			
3. What types of networks facilitated the ability of FBCOs to deliver services?					
a. What were the linkages or relationships among FBCOs and between FBCOs, business, and governmental institutions? What resources and funding were shared or pooled? How did staff and volunteers interact?	✓	✓	✓		✓

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b. What forms of formal and informal communication were used to coordinate service responses?		✓	✓		✓
c. What were the challenges to coordination?		✓	✓	✓	
d. What were successful models for establishing communication, leadership, and chains of command during early and later phases of the relief efforts?		✓	✓		✓
e. How far, geographically and organizationally, did networks reach?	✓	✓	✓		
f. How do perspectives of effectiveness differ among FBCOs, local and state government officials, and hurricane victims regarding communication, coordination, and response strategies?		✓	✓	✓	
4. What lessons can be learned from these relief efforts?					
a. How do the varying capabilities of FBCOs affect the type or level of involvement in relief and recovery services?	✓	✓	✓		
b. How were FBCOs served by relationships with FBCO networks and between FBCOs and government?		✓	✓		
c. What plans do FBCOs have for continuing their current relief efforts?		✓	✓		
d. How prepared are FBCOs for future disasters? What systems and relationships are in place to start relief efforts again, should they be needed?	✓	✓	✓		✓