

HELPLINE SURVEY

0036

(May 24, 2007)

OMB Control No. 1660-

Hello, I'm calling on from FEMA, the Federal Emergency Management Agency. My name is _____. May I please speak with _____ (*applicant name*)?

If no: Is there a better time tonight when I may call back? *If no, document the Attempt Field as "Unavailable", add a Comment with a time to call tonight:* Thank you for your time and have a nice evening.

If yes: You placed a call to one of our offices _____ days ago inquiring about your application for disaster assistance. Do you remember speaking with _____ (*HSR name*)?

If no, document the Attempt Field as "Do Not Remember": Okay, (*applicant name*), that's all we needed today. Thank you for your time and have a nice evening.

If yes: (*Applicant name*), we're looking for ways to improve the quality of our service based on your opinions. Would you volunteer to take about 10-15 minutes to answer some questions right now?

If yes: Good. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured that your responses will in no way affect the outcome of your application for FEMA assistance.

If no, document the Attempt Field as "Decline": Okay. Thank you for your time and have a nice evening.

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FEMA OVERALL QUALITY	
Question	Response Options
All right, (Applicant's name), we'll start with a very general question about the service you received from FEMA.	
<p>1. Overall, how would you rate the information and support you've received from FEMA since the disaster occurred? Would you say it's been... (READ list)</p> <p><i>(If "below average" or "poor", go to Q1a, otherwise skip to Q.1b)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>1a. In what way was the information and support you received (below average/poor)?</p> <p>(DO NOT read list)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Did not receive enough / any financial assistance <input type="checkbox"/> Poor Customer Service (Attitude, Respect, Interest, etc.) <input type="checkbox"/> Process too complicated <input type="checkbox"/> Information inconsistent or wrong, programs not explained clearly <input type="checkbox"/> Dissatisfaction with Inspection <input type="checkbox"/> Took too long to process <input type="checkbox"/> Difficulty reaching FEMA <input type="checkbox"/> Insurance related issues (ie: has coverage but no funds from FEMA) <input type="checkbox"/> Other (Put specific response in comments box)

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REASON FOR CALLING HELPLINE

Now I would like you to think about your call to FEMA's Helpline when you spoke with (HSS Name), the Helpline Representative.

<i>Question</i>	<i>Response Options</i>
1b. What was the specific reason you called FEMA's helpline? (DO NOT read list)	<ul style="list-style-type: none"><input type="checkbox"/> Status of application<input type="checkbox"/> Ask a question: fax number, was correspondence received, etc<input type="checkbox"/> Add to or Correct the information in my file<input type="checkbox"/> Response to correspondence or phone call from FEMA<input type="checkbox"/> Request or Appeal for additional funds or due to denial<input type="checkbox"/> Inspection issues<input type="checkbox"/> Other (Put specific response in comments box)

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HL REPRESENTATIVE QUALITY	
<i>Question</i>	<i>Response Options</i>
<p>2. How would you rate the way the representative you spoke with handled your call? Would you say the (HSS name/the representative was</p> <p>(READ list) <i>(If "Below average" or "Poor", go to Q. 2a, otherwise skip to Q.2b.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>2a. In what way was your call [below average / poor]?</p> <p>(DO NOT read list)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Didn't receive enough / any enough assistance <input type="checkbox"/> Poor attitude <input type="checkbox"/> Process too complicated <input type="checkbox"/> Didn't explain programs clearly or could not answer my questions <input type="checkbox"/> Didn't seem interested in helping me <input type="checkbox"/> Didn't take time to listen to me <input type="checkbox"/> Took too long to answer questions or process <input type="checkbox"/> Rep made errors in my case <input type="checkbox"/> Didn't treat me with respect <input type="checkbox"/> Other (Put specific response in comments box)

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HL REPRESENTATIVE – ATTRIBUTE SERIES	
You may have already answered some of these questions; but, just to make sure I understand your opinions, I am going to ask you some specific questions about the representative you spoke with	
<i>Question</i>	<i>Response Options</i>
2b. How would you rate the (HSS name/ representative on) showing a genuine interest in your situation? (Read list AS NEEDED)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
2c. on taking the time to listen to the details of your situation? (Read list AS NEEDED)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
2e. on treating you with respect? (Read list AS NEEDED)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
2f. How would you rate {HSS name / the Helpline Representative} overall attitude during the call? Would you say it was..... (Read list AS NEEDED) (If "Below average" / "Poor" go to Q.2g., otherwise skip to Q.2h.)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
2g. How was {HSS name / the Helpline representative's attitude {below average / poor}? (DO NOT read list)	<input type="checkbox"/> Condescending, Disrespectful <input type="checkbox"/> Impatient; Did not Listen <input type="checkbox"/> Rude / Discourteous <input type="checkbox"/> Not interested, No compassion nor empathy Other (Put specific response in comments box)

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HL REPRESENTATIVE – ANSWERING QUESTIONS

Question	Response Options
<p>2h. How would you rate (HSS Name/ Helpline representative on answering any questions you may have called about? Would you say it was</p> <p>(Read list)</p> <p>(If “Below average” / “Poor”, go to Q.2i, otherwise skip to Q.3.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>2i. What questions was (HSS Name / Helpline representative) unable to answer?</p> <p>(DO NOT read list)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> ONA amount, status, program <input type="checkbox"/> Appeal process for more funds or explanation of denial <input type="checkbox"/> Chainsaw, generators, wet/dry vacs, etc. <input type="checkbox"/> Rental, Hotel/Motel (Lodging reimbursement) <input type="checkbox"/> Conflicting or unclear answers <input type="checkbox"/> Faxes, Correspondence, Funds (Timeframe explanation) <input type="checkbox"/> <i>Other (Put specific response in comments box)</i>

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POST-DISASTER COMMUNICATION

Now, I'd like to ask you some general questions about FEMA.

<i>Question</i>	<i>Response Options</i>	
<p>3. After the disaster, how did you hear about FEMA? (DO NOT read list) (If only Friends/Relatives is checked skip to Q4) Probe once: How else did you hear about FEMA or find out how you could apply for disaster assistance? (Accept multiple responses)</p>	<input type="checkbox"/> Newspaper <input type="checkbox"/> Friends / Relatives <input type="checkbox"/> Radio <input type="checkbox"/> FEMA Employees <input type="checkbox"/> Community Groups	<input type="checkbox"/> Television <input type="checkbox"/> Flyers <input type="checkbox"/> Church <input type="checkbox"/> Other (Put specific response in comments box)
<p>3a. How would you rate the effectiveness of the communications in helping you get the information you need? Would you say it was... (READ list) <i>(If "Below average" / "Poor", go to 3b, otherwise skip to Q.4. If "Don't know" / "No opinion", skip to Q.4.)</i></p>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	
<p>3b. What made the communication ineffective? (Do not read list. Mark all that apply.)</p>	<input type="checkbox"/> The information did not accurately represent the services provided by FEMA <input type="checkbox"/> The information was confusing <input type="checkbox"/> Information was Insufficient or too late <input type="checkbox"/> Did not receive enough / any financial assistance <input type="checkbox"/> Had to seek out information on my own <input type="checkbox"/> Other (Put specific response in comments box)	

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CALL CENTER ACCESS	
Question	Response Options
4. When you called FEMA's Helpline {this time}, did you have any difficulty reaching a FEMA representative? (DO NOT read list.) (If "YES" go to Q.4a., otherwise, skip to Q.5.")	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't remember / No opinion
4a. What difficulty did you have? (DO NOT read list)	<input type="checkbox"/> Busy, recording to Call Back <input type="checkbox"/> Took to long to answer or on Hold too long <input type="checkbox"/> Transferred too many times <input type="checkbox"/> Phone Line/Computer System Problems <input type="checkbox"/> Other (Put specific information in comments box)
INFORMATION PACKET	
Question	Response Options
Now I'd like to ask you about the information packet FEMA mailed to you .	
5. Have you received it? (DO NOT read list) (If "yes", go to Q.5a, otherwise skip to Q.7.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / Can't remember
5a. How would you rate the information in this packet? Would you say it was... (READ list) (If "Below average" / "Poor", go to Q.5b, otherwise skip to Q.6.)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor
5b. Why is that? (DO NOT read list)	<input type="checkbox"/> Confusing, too Complex, Hard to Understand, Not Clear, Bureaucratic <input type="checkbox"/> Not Accurate, misleading of not benefit <input type="checkbox"/> Insufficient detail/information <input type="checkbox"/> Language Issues <input type="checkbox"/> Other (Put specific response in comments box)

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APPLICANT'S GUIDE

Question	Response Options
<p>As part of the information packet, you may have received a booklet called "Help After a Disaster: Applicant's Guide to the Individual and Households Program."</p>	
<p>6. Have you had a chance to read the guide? (DO NOT read list) <i>(If "yes", go to Q.6a, otherwise skip to Q.7.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / Can't remember
<p>6a. How would you rate the Applicant's Guide on helping you understand the disaster assistance programs available to you? Would you say it was..... (READ list) <i>(If "Below Average" / "Poor", go to Q.6b, otherwise skip to Q.7)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>6b. How was it (Below Average/Poor)? (DO NOT read list)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Confusing, too complex, hard to understand, not clear, bureaucratic <input type="checkbox"/> Not accurate, misleading or of no benefit <input type="checkbox"/> Insufficient detail/information <input type="checkbox"/> Too much information <input type="checkbox"/> Other (Put specific response in comments box)

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FEMA CORRESPONDENCE

Question	Response Options
<p>7. How would you rate FEMA's letters on being easy to understand? (READ list)</p> <p><i>(If "Below average" / "Poor", go to 7a, otherwise skip to Q.8.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion <input type="checkbox"/> (DO NOT read) No letters received yet
<p>7a. In what way were FEMA's letters (below average / poor)? (DO NOT read list. Mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Seemed too complicated / confusing <input type="checkbox"/> Had to call Helpline for explanation <input type="checkbox"/> Insufficient information / details <input type="checkbox"/> Language Issues <input type="checkbox"/> Information not received in a timely manner <input type="checkbox"/> Too much information <input type="checkbox"/> Uncertain what to do next <input type="checkbox"/> Other (Put specific response in comments box)

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INSPECTION SERIES	
<i>Question</i>	<i>Response Options</i>
Now, I'd like you to think about the inspection FEMA conducted to assess your damages.	
<p>I see you had multiple inspections. Which one would you like to be surveyed about?</p> <p>8a. How many days after your call did FEMA conduct the inspection?</p> <p>(If needed, probe once with "What is your closest estimate?") (ENTER EXACT NUMBER OF DAYS (0 is ok). DO NOT ACCEPT A RANGE)</p>	<p><input type="checkbox"/> [] Initial inspection</p> <p><input type="checkbox"/> [] Second inspection</p> <p><input type="checkbox"/> [] []</p>
<p>8b. How would you rate the amount of time between your call and the inspection? Would you say it was.....</p> <p>(READ list)</p>	<p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Below average, or</p> <p><input type="checkbox"/> Poor</p> <p><input type="checkbox"/> (DO NOT read) Don't know / No opinion</p>
<p>8c. Overall, how satisfied are you with the inspection FEMA conducted? Would you say you are.....</p> <p>(READ list)</p> <p>(If "Less than satisfied" / "Not at all satisfied", go to 8d, otherwise, skip to Q.9.)</p>	<p><input type="checkbox"/> Extremely satisfied</p> <p><input type="checkbox"/> Very satisfied</p> <p><input type="checkbox"/> Satisfied</p> <p><input type="checkbox"/> Less than satisfied</p> <p><input type="checkbox"/> Not at all satisfied</p> <p><input type="checkbox"/> (DO NOT read) Don't know / No opinion</p>
<p>8d. Why were you dissatisfied with the inspection?</p> <p>(DO NOT read list. Mark all that apply)</p>	<p><input type="checkbox"/> Not qualified, No financial assistance or not enough</p> <p><input type="checkbox"/> Poor customer service</p> <p><input type="checkbox"/> Did not look at all my damages</p> <p><input type="checkbox"/> Did not listen to me</p> <p><input type="checkbox"/> Did not explain anything to me</p> <p><input type="checkbox"/> Did not answer my questions</p> <p><input type="checkbox"/> Did not come at scheduled time</p> <p><input type="checkbox"/> Did not take enough time</p> <p><input type="checkbox"/> Other (Put specific response in comments box)</p>

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REPUTATION IN COMMUNITY	
Next, I'd like you to think about the image FEMA has in your community.	
<i>Question</i>	<i>Response Options</i>
<p>9. Based on what you have seen, read, and heard, as well as your personal opinion, how would you rate FEMA's overall reputation in your community? Would you say it is...</p> <p>(READ list)</p> <p><i>(If "below average" / "poor", go to Q8a, otherwise skip to Q9.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>9a. What do you think the reason would be?</p> <p>(DO NOT read list. Mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Poor Customer Service <input type="checkbox"/> Process too complicated <input type="checkbox"/> No consistency in amount awarded <input type="checkbox"/> FEMA didn't seem interested in helping me <input type="checkbox"/> Took too long to get assistance <input type="checkbox"/> Disaster assistance information mis-communicated <input type="checkbox"/> Not enough money awarded <input type="checkbox"/> Was told I did not qualify for assistance <input type="checkbox"/> Too much red tape to get assistance <input type="checkbox"/> Dissatisfaction with Inspection <input type="checkbox"/> Other (Put specific response in comments box)

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AGENCY REFERRALS

Don't Read: Referrals will auto-populate by "**highlighting**" only those agencies to which the applicant was referred at the time of application. If no referrals, program will go to Q.10.

<i>Question</i>	<i>Response Options</i>	
When you initially registered for disaster assistance, did we refer you to other agencies that may also be able to provide you with assistance? (DO NOT read list)	<input type="checkbox"/> Yes (GO TO 9a) <input type="checkbox"/> No (Skip to 9b) <input type="checkbox"/> Don't remember (Skip to 9b)	
10a. Which Agencies were you referred to?	REFERRED AGENCIES (HIGHLIGHTED AGENCIES WERE REFERRED)	RECALLS REFERRAL
(Check highlighted agencies respondent recalls, and go to 10b)	SMALL BUSINESS ADMINISTRATION	<input type="checkbox"/>
	AMERICAN RED CROSS	<input type="checkbox"/>
	FARM SERVICES AGENCY	<input type="checkbox"/>
	DISASTER UNEMPLOYMENT ASSISTANCE	<input type="checkbox"/>
	INTERNAL REVENUE SERVICE	<input type="checkbox"/>
	INSURANCE COMPANY	<input type="checkbox"/>
	OTHER	<input type="checkbox"/>
10b. Based on your application, you may have been referred to (read highlighted referrals that applicant did not identify in 9a). Would you like me to give you the contact information so you can contact them when you have an opportunity?	<input type="checkbox"/> Yes (give Contact Information from NEIMIS) <input type="checkbox"/> No (Go to Q.10)	
Note: If respondent has not contacted insurance company, explain importance of filing claim and supplying FEMA with a letter of denial or settlement.		

SUGGESTIONS TO IMPROVE

<i>Question</i>	<i>Response Options</i>
For this next question, FEMA is interested in getting your opinion on what we could do to improve our service.	
11. What suggestions would you like to pass on to FEMA? (Probe once with "WHAT OTHERS")	Open-ended Question Type response in designated area. <hr/> <hr/> <hr/> <hr/>

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CUSTOM QUESTIONS: for special usage to benefit planning, program changes, future enhancements, etc.

CUSTOM QUESTIONS – Registration Intake Phone Survey or Helpline Phone Survey Re: On-Line Registration Attempt

<i>Question</i>	<i>Response Options</i>
<p>This question is about the On-Line Internet Registration available at the FEMA.gov website. This allows you to enter your Registration over the internet and is available 24 hours a day 7 days a week.</p>	
<p>CQ IAC-Reg#1. Did you personally, attempt to do your Registration over the Internet? If no go to Question CQ IAC-Reg#1a. If yes go to Question CQ IAC-Reg#1b. If Don't remember, go to Next Question</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (DO NOT read) Don't remember
<p>CQ IAC-Reg#1a. What were your reasons for not using the internet? (DO NOT Read List, listen and mark all that apply)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Don't have a COMPUTER <input type="checkbox"/> Don't have Internet ACCESS <input type="checkbox"/> Computer DAMAGED <input type="checkbox"/> Limited computer SKILLS <input type="checkbox"/> SECURITY Concerns <input type="checkbox"/> WEBSITE was not accessible <input type="checkbox"/> Wanted to TALK to FEMA <input type="checkbox"/> DIDN'T KNOW I could register on-line <input type="checkbox"/> UTILITIES were out could not use computer <input type="checkbox"/> Other (Specify)
<p>CQ IAC-Reg#1b. Why were you unable to complete your registration over the Internet? (Do not read list; listen and mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Did not have compatible BROWSER <input type="checkbox"/> Unable to NAVIGATE FEMA.gov <input type="checkbox"/> GENERAL instructions not clear <input type="checkbox"/> SPECIFIC instructions for entering data not clear <input type="checkbox"/> Too COMPLICATED / difficult to use <input type="checkbox"/> Not confident so ALSO registered over the phone <input type="checkbox"/> Unable to ACCESS the site of page <input type="checkbox"/> Difficulty with characters on SECURITY SCREEN <input type="checkbox"/> Response time too slow <input type="checkbox"/> Could not complete due to TECHNICAL problems <input type="checkbox"/> HELP DESK could not answer to technical questions

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	<input type="checkbox"/> Took TOO LONG <input type="checkbox"/> Other (Specify)
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CUSTOM QUESTIONS – Registration Intake Phone Survey or Helpline Phone Survey Re: Internet Inquiry or Update

<i>Question</i>	<i>Response Options</i>
<p>This question is about the Internet Individual Assistance Center on the FEMA.gov website where you may view your account 24 hours a day 7 days a week. This includes checking your eligibility and inspection status, correspondence or making minor changes to insurance or contact information.</p>	
<p>CQ IAC-Inq # 1. Did you try to use the FEMA.gov website to check on your application? If no, go to CQ IAC-Inq#1a If yes go to Question CQ IAC-Inq #1b If don't remember, Go to Next Question</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (DO NOT read) Don't remember
<p>CQ IAC-Inq#1a What were your reasons for not using the internet?</p>	<input type="checkbox"/> Don't have a computer <input type="checkbox"/> Don't have internet access <input type="checkbox"/> Computer damaged <input type="checkbox"/> Limited computer skills <input type="checkbox"/> Security concerns <input type="checkbox"/> Website was not accessible <input type="checkbox"/> Wanted to talk to FEMA <input type="checkbox"/> Didn't know about the on-line service <input type="checkbox"/> Utilities were out; could not use computer
<p>CQ IAC-Inq #1b. Why were you unable to use the Individual Assistance Center Website to inquire into your case?</p>	<input type="checkbox"/> Did not have compatible browser <input type="checkbox"/> Unable to navigate FEMA.gov <input type="checkbox"/> Instructions were not clear <input type="checkbox"/> Could not complete due to technical problems <input type="checkbox"/> Helpdesk could not answer technical questions <input type="checkbox"/> Not confident changes were made / called Helpline to verify <input type="checkbox"/> Unable to access the site or page <input type="checkbox"/> Difficulty with logon, pin, password <input type="checkbox"/> Response time too slow <input type="checkbox"/> Too complicated / difficult to use

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	<input type="checkbox"/> Information I wanted was not available <input type="checkbox"/> Took too long to view / edit my information <input type="checkbox"/> Other (Specify)
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CUSTOM QUESTIONS – Auto Dialer Feature

Another feature FEMA uses to keep you informed is an auto dialer which calls you to let you know that FEMA has received your fax, your letter or your mail was returned. (It may also used to let you know when we have sent a letter so that you can be expecting it in the mail.)

Question	Response Options
(Ask CQAD#1 only if the information is not available electronically). CQAD#1. Did you receive a recorded message from FEMA stating your correspondence or fax was received or mail was returned? (Or a message explaining you will be receiving a letter from FEMA in the mail?) (DO NOT read list) If No or Do Not Remember, go to “Next Question” at the bottom of the screen If yes, go to CQAD#1a	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
(Ask CQAD#1a only if the information is not available electronically). CQAD#1a. What document did the recording refer to? (DO NOT read list. Mark all that apply.) Continue to CQAD#1b if 4-6 selected; Otherwise, continue to CQAD#1c:	<input type="checkbox"/> 1) Fax or Correspondence received at FEMA <input type="checkbox"/> 2) App's Mail Returned to FEMA <input type="checkbox"/> 3) FEMA Letter to App - X <input type="checkbox"/> 4) FEMA Letter to App - Y <input type="checkbox"/> 5) FEMA Letter to App – Z <input type="checkbox"/> 6) EFT <input type="checkbox"/> 7) Registration received <input type="checkbox"/> 8) Inspection Scheduled <input type="checkbox"/> 6) Do not Remember <input type="checkbox"/> 7) Other (specify)
If 3) or 4) or 5) from CQAD#1a, ask CQAD#1b. Did you receive the automated message before you received your letter in the mail?	<input type="checkbox"/> Yes <input type="checkbox"/> On the same Day <input type="checkbox"/> No <input type="checkbox"/> Do not remember
CQAD#1c. How many times did you receive the same message?	<input type="checkbox"/> 0 number of times <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5

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	<input type="checkbox"/> More than 5
CQAD#1ca. Was that ____ (number) just right, okay or too many?	<input type="checkbox"/> Just right
	<input type="checkbox"/> Okay
	<input type="checkbox"/> Too many

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CUSTOM QUESTIONS – Auto Dialer Feature	continued
<p>CQAD#1d How did you feel about the time of day you received the recording. Was it convenient for you? If no, go to CQAD #1da , if Yes or Don't Know, go to CQAD#1</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know/No opinion</p>
<p>CQAD#1da What time of day did you receive the recording?</p>	<p><input type="checkbox"/> _____ cst <input type="checkbox"/> on a ____ day</p>
<p>CQAD#1e. How helpful was that recording? (Read list.) <i>(If Somewhat helpful, Not very helpful or Not at all helpful, go to CQAD#1ea)</i></p>	<p><input type="checkbox"/> Extremely helpful <input type="checkbox"/> Very helpful <input type="checkbox"/> Somewhat helpful <input type="checkbox"/> Not very helpful <input type="checkbox"/> Not at all helpful <input type="checkbox"/> (do not read) Don't know/No opinion</p>
<p>CQAD#1ea. In what way? (DO NOT read list. Mark all that apply.)</p>	<p><input type="checkbox"/> Confusing <input type="checkbox"/> Not sure which document the recording referred to <input type="checkbox"/> Did not understand what I was to do next <input type="checkbox"/> Sound was not clear <input type="checkbox"/> Received the same message over and over again <input type="checkbox"/> Message came too late, I already knew about the information <input type="checkbox"/> Had already called the HL <input type="checkbox"/> Had to call the HL (record Yes in CQAD#1f) <input type="checkbox"/> Other (specify)</p>
<p>For all responses from CQAD#1e CQAD#1f. Did you need to call the FEMA Helpline after you heard the recording? If yes, go to CQAD#1fa</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember</p>
<p>CQAD#1fa. What help did you need? (DO NOT read list. Mark all that apply.)</p>	<p><input type="checkbox"/> Clarification of the auto dialer message <input type="checkbox"/> To hear the auto dialer message repeated <input type="checkbox"/> To change my address, phone number, etc. <input type="checkbox"/> To ask what to do next <input type="checkbox"/> To appeal (or ask how to appeal) <input type="checkbox"/> To ask what my funds covered <input type="checkbox"/> To ask what the letter I received referred to</p>

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	<input type="checkbox"/> Other (specify)
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CUSTOM QUESTIONS – Auto Dialer Feature	continued
If CQAD#1f is Yes: CQAD#1g. Was the HL representative knowledgeable about the recorded message you received?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
CQAD#1h. What suggestions do you have to improve this recorded message feature? [If any, enter the suggestion]	<input type="checkbox"/>

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CUSTOM QUESTIONS – Automated Information System (IVR) 5-24-07	
<i>Question</i>	<i>Response Options</i>
<p>Another service FEMA has is an automated information system to let applicants check the status of their application over their phone.</p>	
<p>(Ask CQIVR#1 only if the information is not available electronically). CQIVR#1. Have you used this automated method to check the status of your case?</p> <p>(Do not READ list) If No or Do not Remember, go to Next Question. If yes to CQIVR#2</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
<p>CQIVR#2. Were the instructions on the automated system easy to understand?</p> <p>(Do not READ list) If No, go to CQIVR#2a. If Yes or Do not Remember, go to CQIVR#3.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
<p>CQIVR#2a. What made it difficult?</p> <p>(Do not READ list. Check all that apply)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Terminology was confusing <input type="checkbox"/> Did not know what it meant <input type="checkbox"/> Did not know what to do next <input type="checkbox"/> Could not hear due to hearing issues <input type="checkbox"/> Could not hear due to phone issues <input type="checkbox"/> Could not hear due to recording not clear <input type="checkbox"/> Language or dialect issues <input type="checkbox"/> Other
<p>CQIVR#3. How helpful was the automated system in providing you the information you needed?</p> <p>(READ list)</p> <p>If Somewhat, Not very, or Not at all Helpful, ask CQIVR#3a. Otherwise, go to</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Extremely Helpful <input type="checkbox"/> Very Helpful <input type="checkbox"/> Somewhat Helpful <input type="checkbox"/> Not very Helpful <input type="checkbox"/> Not at all Helpful <input type="checkbox"/> (DO NOT read) Don't know / No opinion

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CQIVR#5.	
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CUSTOM QUESTIONS – Automated Information System (IVR)	continued
Question	Response Options
<p>CQIVR #3a. Tell me a little about that experience.</p> <p>(Do not Read the list. Check all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Confusing terminology <input type="checkbox"/> Could not navigate <input type="checkbox"/> Could not skip through <input type="checkbox"/> Did not understand the status <input type="checkbox"/> Instructions not clear <input type="checkbox"/> Instructions too long <input type="checkbox"/> Had to contact Helpline (record Yes in CQIVR#4) <input type="checkbox"/> Had to punch too many numbers <input type="checkbox"/> Had to start over <input type="checkbox"/> Needed additional information <input type="checkbox"/> No way to repeat the needed instruction <input type="checkbox"/> No way to go back to the beginning <input type="checkbox"/> Not confident the status was accurate <input type="checkbox"/> Poor sound quality Other (record specific reason)
<p>For all responses:</p> <p>CQIVR#4. After you used the automated system, did you need to speak to a FEMA Helpline Representative for additional information or clarification?</p> <p>If yes, go to CQIVR#4a If No or Do not Remember, go to CQIVR#5.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Tried but was not able to Reach the HL <input type="checkbox"/> Do not Remember
<p>CQIVR#4a: At the beginning of the automated message, you were prompted to select specific numbers. After you made your menu selections, was your call transferred correctly and were you able to speak to a Helpline agent?</p> <p>If No, go to CQIVR#4b</p> <p>If Yes, go to CQIVR#4c</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
<p>CQIVR#4b: What happened to your call?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Got the wrong selection <input type="checkbox"/> Had to start over <input type="checkbox"/> Could not skip through the prompts <input type="checkbox"/> Had to wait for the Spanish script to end <input type="checkbox"/> Spoke too fast

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	<input type="checkbox"/> Other
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CUSTOM QUESTIONS – Automated Information System (IVR)	continued
Question	Response Options
<p>CQIVR#4c. What additional information did you need?</p> <p>(Do not Read the list. Check all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> To be sure the automated message was correct <input type="checkbox"/> To understand the status <input type="checkbox"/> To ask how to appeal <input type="checkbox"/> To ask what to do next <input type="checkbox"/> To ask what my funds covered <input type="checkbox"/> To ask when my funds would be received <input type="checkbox"/> To ask if the funds would come by check or EFT <input type="checkbox"/> To ask what the letter I received referred to <input type="checkbox"/> To ask which of my documents had been received <input type="checkbox"/> To ask if my documents had been received <input type="checkbox"/> Other (specify)
<p>CQIVR#4d. Was the HL representative knowledgeable about the message you heard on the automated information system?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
<p>CQIVR#5: If you needed to, would you use the automated system again?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>CQIVR#6. What suggestions do you have to improve the automated system? [If any, enter the suggestion]</p>	<ul style="list-style-type: none"> <input type="checkbox"/>

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SPECIAL NEEDS CUSTOM QUESTION – Through “yes” response to NEMIS RI question about Support Loss for Special Needs: "Did you, your spouse, or any dependents have help or support doing things like walking, seeing, hearing, or taking care of yourself before the disaster and have you lost that help or support because of the disaster?" A “yes” response indicates the applicant had help or support and have lost that help or support because of the disaster including the following: Mobility, Hearing/Speech, Cognitive/Mental Health, Vision an Other. OR Data provided by Special Needs Coordinator when disaster specific needs are identified; such as, over age 60 or Community Relations, DRC, ISC, EOC or another Agency identifies a need, or the Long Term Recovery Committee has exhausted all resources.

We are calling Applicants who indicated they have additional needs and who have been contacted by a FEMA Special Needs Caseworker (from the JFO) to see if assistance is available:

QUESTION	RESPONSE
<p>CQSN#1 Has a FEMA Special Needs Caseworker given you a courtesy call about your needs for support after the disaster?</p> <p>If Yes: What was the name of the FEMA person who contacted you? _____ (If not do remember, leave blank and skip CQSN#2)</p> <p>If Do Not Remember: Skip to the next Custom Question</p>	<p>Yes No Do not Remember</p> <p><i>(Use of JFO database will provide this answer. Skip to CQSN#1a)</i></p>
<p>CQSN#2 Overall, how would you rate the way the Special Needs Caseworker handled that call? Would you say ____/the disaster worker was...</p>	<p>Excellent Good Satisfactory Below Average Poor Do not know/no opinion</p>
<p>CQSN#2a If Below Average or Poor: In what way was the contact [below average/poor]?</p> <p><i>(NOTE: Do not read the list, listen and mark all that appl.)</i></p>	<p>Didn't receive financial assistance Didn't receive enough financial assistance Process was too complicated Took too long to receive assistance Rep didn't seem interested in helping me Rep didn't take time to listen to me Rep didn't treat me with respect Rep had poor attitude Rep didn't explain programs clearly Could not contact the Rep to ask additional questions</p>

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		Other:
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SPECIAL NEEDS CUSTOM QUESTION		Page 2
QUESTION		RESPONSE
CQSN#3	How would you rate ____ / (the Special Needs Caseworker) on clearly explaining the disaster assistance programs and services available to you? Would you say...	Excellent Good Satisfactory Below Average Poor Do not know/no opinion
CQSN#3a	If Below Average or Poor: What programs and services were ___ / (the Special Needs Caseworker) not able to explain? <i>(NOTE: Do not read the list, listen and mark all that apply.)</i>	Medical Dental Funeral Housing Assistance, specify: ____ Other Needs Assistance, specify: ____ Other:
CQSN#4	During this contact, were you referred to another agency (or agencies) for assistance? If no (This concludes the SN questions, go to next Custom Question) If yes, go to CQSN#5	Yes Which one(s)? _____, _____, _____ (Use of JFO database will provide this answer. Skip to CQSN#5) No
CQSN#5	Did you contact that agency (those agencies)? If yes, go to CQSN#6 If any other response, go to next Custom Question	Yes No Tried but was not able Decided not to Do not Remember

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SPECIAL NEEDS CUSTOM QUESTION		Page 3
QUESTION		RESPONSE
CQSN#6	For the 1 st Agency: How would you rate the overall assistance provided by _____ (agency)?	Excellent Good Satisfactory Below Average Poor Do not know/no opinion
CQSN#6a	If Below Average or Poor: In what way was the assistance [below average or poor]?	Didn't receive any assistance Didn't receive enough assistance Process was too complicated Took too long to receive assistance Rep was not knowledgeable Rep had poor customer service Other:
CQSN#7	For the 2 nd Agency you were referred to: How would you rate the overall assistance provided by _____ (agency)? <i>(Use multiple referral questions as needed.)</i>	Excellent Good Satisfactory Below Average Poor Do not know/no opinion
CQSN#7a	If Below Average or Poor: In what way was the assistance [below average or poor]?	Didn't receive any assistance Didn't receive enough assistance Process was too complicated Took too long to receive assistance Rep was not knowledgeable Rep had poor customer service Other:

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SPECIAL NEEDS CUSTOM QUESTION		Page 4
QUESTION		RESPONSE
CQSN#8	For the 3rd Agency: How would you rate the overall assistance provided by _____ (agency)?	Excellent Good Satisfactory Below Average Poor Do not know/no opinion
CQSN#8a	If Below Average or Poor: In what way was the assistance [below average or poor]?	Didn't receive any assistance Didn't receive enough assistance Process was too complicated Took too long to receive assistance Rep was not knowledgeable Rep had poor customer service Other:

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CUSTOM QUESTIONS- CENTRALIZED LOCATION

<i>Question</i>	<i>Response Options</i>
CQCL-1 If FEMA were to provide internet access at a centralized location, how likely would you be to go to that location to use the internet and other services provided? (READ list)	<input type="checkbox"/> Extremely likely <input type="checkbox"/> Very likely <input type="checkbox"/> Somewhat likely <input type="checkbox"/> Not very likely, or <input type="checkbox"/> Not at all likely <input type="checkbox"/> (DO NOT read) Don't know / No opinion

CQCL-2. Next, I'd like to get your opinion on which types of services you feel would be helpful to you if you went to a centralized location. Using a rating scale of Not Important, Somewhat Important or Very Important, please tell me the level of importance you place on each of the following services: **(READ list)**

	Type of service	Not important	Somewhat Important	Very Important
CQCLa.	access to disaster assistance program information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLb.	apply for disaster assistance over the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLc.	learn about documentation you'll need to apply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLd.	look up the status of your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLE.	make minor corrections to your application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLf.	access a telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLg.	have E-Mail capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLh.	have Faxing capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CGCLi.	make copies of needed documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLj.	access to a printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CQCLk.	What else do you think FEMA should provide at that location?			

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CUSTOM QUESTIONS – Disaster Recovery Center		5-24-07 modification
<i>Question</i>	<i>Response Options</i>	
<p>CQDRC#1 (was CQ#3). Following the disaster, did you have an opportunity to visit FEMA's Disaster Recovery Center?</p> <p>(If "YES", go to CQDRC#2, otherwise skip to the next Custom Question.)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Would have gone but there were none located in my area <input type="checkbox"/> (DO NOT read) Do Not Remember	
<p>CQDRC#2 What was the reason you visited the Recovery Center?</p> <p>(Do not read list, check all that apply)</p>	<input type="checkbox"/> To Register <input type="checkbox"/> To get general information <input type="checkbox"/> Check on my FEMA Case <input type="checkbox"/> Check on my ONA Case <input type="checkbox"/> Deliver Paperwork for FEMA/ONA <input type="checkbox"/> Fix the Problems on my Case <input type="checkbox"/> Visit SBA <input type="checkbox"/> Get Hazard Mitigation Information <input type="checkbox"/> Visit other Agencies. Which ones? ____ (ARC, Unemployment, etc) <input type="checkbox"/> Other	
<p>CQDRC#3 Were your needs met during that visit?</p> <p>(If no or not completely, go to CQDRC#4)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Completely	
<p>CQDRC#4 Why not?</p>	<input type="checkbox"/> No phones to register <input type="checkbox"/> No internet to register <input type="checkbox"/> Computers were not set up <input type="checkbox"/> Needed to furnish additional information <ul style="list-style-type: none"> <input type="checkbox"/> Proof of Ownership <input type="checkbox"/> Proof of Identity <input type="checkbox"/> Receipts or Estimates <input type="checkbox"/> Agency I needed was not available that day: Which agency? ____ (ARC, Unemployment, Mitigation, etc.) <input type="checkbox"/> Center was too busy <input type="checkbox"/> Center was too noisy	

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	<ul style="list-style-type: none"><input type="checkbox"/> No privacy<input type="checkbox"/> FEMA Rep could not answer my questions<input type="checkbox"/> SBA Rep could not answer my questions<input type="checkbox"/> Other
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CUSTOM QUESTIONS – Disaster Recovery Center, continued	5-24-07 modification
<p>CQDRC #5 (was #3a). Overall, how would you rate the quality of service you received at that Center? Would you say it was... (READ list)</p> <p>(If Excellent, Good or Satisfactory, go to CQDRC#6) (If "Below average" / "Poor", go to CQ#7)</p>	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>CQDRC#6 If Excellent, Good, Satisfactory: Could you tell me a little about that experience? (If any remarks, enter text)</p>	<input type="checkbox"/>
<p>CQDRC #7. Why do you feel that way?</p> <p>(DO NOT read list, Mark all that Apply)</p>	<input type="checkbox"/> Difficulty finding DRC <input type="checkbox"/> Hours of Operation were not convenient <input type="checkbox"/> Computer System was down <input type="checkbox"/> Staff had poor attitude <input type="checkbox"/> Staff didn't treat me with respect <input type="checkbox"/> Staff gave no explanation of programs <ul style="list-style-type: none"> • Probe for clarity and • Which Programs ? _____ <input type="checkbox"/> Staff tried but could not explain the programs <ul style="list-style-type: none"> • Probe for clarity and • Which Programs? _____ <input type="checkbox"/> Staff didn't take time to listen to me <input type="checkbox"/> Staff didn't seem interested in helping me <input type="checkbox"/> Took too long to get assistance at the DRC <input type="checkbox"/> Had to return numerous times to provide documentation <input type="checkbox"/> My documents were lost by the DRC <input type="checkbox"/> Other (Specify)
<p>CQDRC #8 What was the location of the Center?</p>	<input type="checkbox"/> _____ (specify)
<p>CQDRC #9 What suggestions do you have to improve the service at the Recovery Center? If any, enter the text</p>	<input type="checkbox"/>

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CUSTOM QUESTIONS – FUTURE USE

<i>Question</i>	<i>Response Options</i>
CQ1. (DO NOT read list)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / No opinion

CUSTOM QUESTIONS – FUTURE USE

<i>Question</i>	<i>Response Options</i>
CQ2. (DO NOT read list)	<input type="checkbox"/> True <input type="checkbox"/> False <input type="checkbox"/> Don't know / No opinion

CUSTOM QUESTIONS – FUTURE USE

<i>Question</i>	<i>Response Options</i>
CQ3. (READ list)	<input type="checkbox"/> Extremely likely <input type="checkbox"/> Very likely <input type="checkbox"/> Somewhat likely <input type="checkbox"/> Not very likely, or <input type="checkbox"/> Not at all likely <input type="checkbox"/> (DO NOT read) Don't know / No opinion

CUSTOM QUESTIONS – FUTURE USE

<i>Question</i>	<i>Response Options</i>
CQ4. (READ list)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion

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PERMISSION QUESTION

<i>Question</i>	<i>Response Options</i>
All right, (Applicant's Name), I have only one more question for you.	
12. FEMA is very interested in the quality of service we provide you. May we call you at a later date to ask you some additional questions?	<input type="checkbox"/> Yes <input type="checkbox"/> No

CLOSING

If "yes," Great! Thank you very much for your patience and cooperation in answering our questions. Have a good evening.

If "No," I understand. Thank you very much for taking the time to talk to me. Have a good evening.

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