

INDIVIDUAL ASSISTANCE DISASTER RECOVERY  
MODERATOR GUIDE

OMB #: 1660-0036

We will start by asking you to briefly introduce yourselves and say where you are from - in a couple of minutes or less. Please tell the group:

1. Your first name and how long you have lived in \_\_\_\_\_.
2. If \_\_\_\_\_ were your first disaster experiences.
3. Whether \_\_\_\_\_ were your first experiences with FEMA.

Okay, now these...

1. As we already mentioned, we are here to examine recovery from disaster. What would the ideal recovery look like for you? What would the ideal recovery look like for your community?

Thank you. Now let's go around the room. I want you to tell me...

2. On a scale of 1 to 10 (with 1 meaning "very little" and 10 meaning "a great deal") the extent to which you feel you have recovered from the disaster.
3. On a scale of 1 to 10 (with 1 meaning "very little" and 10 meaning "a great deal") how much you feel FEMA was involved in your recovery.
4. Everyone here received some sort of assistance from FEMA. Looking at the assistance you received from FEMA, would you say it was provided quickly and efficiently? Do you think it was enough to meet your recovery needs? Why or why not?
5. Did your *expectations* of what FEMA was going to do for you and the actual assistance they provided line up? That is, did you get the help you expected to get? Why or why not? [Probe: FEMA as cavalry, understanding of state and federal roles, ability to qualify for SBA loan, did you know that FEMA had limitations in what they could do-change in future behavior? What are the two major problems or challenges you have experienced in recovery?]
6. Given your experience with FEMA, what do you think *you* could have done differently that would have made recovery easier and smoother?
7. Given your experience with FEMA, what do you think *FEMA* could have done differently that would have made recovery easier and smoother? If you could choose one or two things that FEMA could do to help you recover from disaster, what would they be?

8. If you or someone in your household needed help or support (due to any disability) (e.g., walking, seeing, home health, medical, transportation), did they get it? How quickly? Was help adequate?
9. Now, let's shift to your experiences in talking to and communicating with FEMA. Did you find them easy to talk to? Why or why not? [Probe: Did you feel as though you had enough time to tell your story and that you were heard and understood? Did you feel rushed? Did you know how to get your questions answered? Was the information you received clear and comprehensive? Could it have been better?]
10. What are the two best things you have experienced in your recovery? Do you have an increased sense of trust and confidence in FEMA?
11. And finally, is there anything we have not discussed about your recovery that would like to share?

**For SBA Non-completion group after #5 (could potentially come up in mixed mobile home group):** Did you experience any challenges in completing the SBA process [Probe: Start the application process but not finish it? Why? (Information access, over-whelmed, etc.) What could have helped you complete the loan application process?]