

FEMA Form 007-0-5
CALLER SERVICES HELPLINE SURVEY

CURRENT LOCATION	CURRENT TEXT	REVISED TEXT
	FEMA FORM 90-148	FEMA FORM 007-0-5
	Helpline Survey	Caller Services Helpline Survey
Page 2	<p>KEY RATING QUESTION All right, (Applicant's name), we'll start with a very general question about the service you received from FEMA.</p>	Deleted
Page 2, Q#1	<p>1. Overall, how would you rate the information and support you received from FEMA since the disaster occurred? Would you say it's been...</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 	Deleted
Page 2, Q#1a	<p>(If "Below average" or "Poor", go to Q.1a, otherwise skip to Q.2) 1a. In what way was the information and support [Below average / poor]?</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) 	Deleted
Page 3, Q#1b	<p>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. 1b. What was the specific reason you called FEMA's helpline?</p> <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 	Deleted

	<p>in my file</p> <ul style="list-style-type: none"> <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) 	
Page 5, Q#2b Changed	<p>HL REPRESENTATIVE – ATTRIBUTE SERIES</p> <p>You may have already answered some of these questions; but, just to make sure I understand your opinions, I'm going to ask you some specific questions about the Representative you spoke with.</p> <p>2b: How would you rate [HSS name] on showing a genuine interest in your situation?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion 	<p>Let's start with questions specific to that telephone call.</p> <p>1. Using a rating scale of Excellent, Good, Satisfactory, Below Average or Poor, how would you rate _____ on showing an interest in helping you?</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Revised = New		<p>(If response = Below Average or Poor go to Q1a.)</p> <p>1a. What made you feel (he/she) was not interested in helping?</p> <ul style="list-style-type: none"> • Rushed call • Didn't Answer Questions • Didn't Listen • No Empathy • Minimize my losses • Didn't make me Eligible • Other
Page 6, Q#2h Changed	<p>2h. How would you rate [HSS name/ Helpline representative] on answering any questions you may have called about? Would you say....</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>2. How would you rate (him/her): on providing information in an easy to understand manner?</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Page 6, Q#2i Changed	<p>If "below average / poor" go to Q.2i, otherwise skip to Q.3.</p> <p>2i. What questions was [HSS name/ Helpline representative] unable to answer?</p>	<p>(If response = Below Average or Poor go to Q2a.)</p> <p>2a. In what way was it Below Average or Poor?</p> <ul style="list-style-type: none"> • Talked Too Fast • Speech unclear

	<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"/> Other (Put specific response in comments box)	<ul style="list-style-type: none"> • Too Complicated • Inconsistent Info • Other
Revised=New		<p>If response=Excellent go to Q2b. 2b. What specifically did (he/she) do to help you understand the information?</p> <ul style="list-style-type: none"> • Patient • Used easy terminology • Asked if understood • Repeated information • Other
Page 5, Q#2c Removed	2c.on taking the time to listen to the details of your situation? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	Deleted
Page 5, Q#2d	None	None
Page 5, Q#2e Removed	2e.on treating you with respect? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Below average, or <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion	Deleted
Page 5, Q#2f Changed	2f. How would you rate [HSS name/ Helpline representative] overall attitude during your call? Would you say it was.... <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	3.How would you rate (him/her): on being courteous? Excellent Good Satisfactory Below Average (or) Poor
Page 5, Q#2g Changed	(If "Below average" / "Poor", go to Q.2g., otherwise skip to Q.2h.) 2g. How was [HSS name/ Helpline representative's] attitude [Below Average / Poor]? <input type="checkbox"/> CONDESCENDING,	(If response = Below Average or Poor go to Q3a.) 3a. In what way was he/she not courteous? <ul style="list-style-type: none"> • Impatient • Interrupted • Accusatory

	<p>Disrespectful</p> <ul style="list-style-type: none"> <input type="checkbox"/> IMPATIENT; did not Listen <input type="checkbox"/> RUDE/Discourteous <input type="checkbox"/> Not interested, no compassion, no empathy <input type="checkbox"/> Other 	<ul style="list-style-type: none"> • Condescending • Tone of Voice • Other
Revised=New		<p>4. How would you rate (him/her): on letting you know what you needed to do next?</p> <p>Excellent Good Satisfactory Below Average (or) Poor</p>
Revised=New		<p>(If response = Below Average or Poor go to Q4a.)</p> <p>4a. In what way was it Below Average/Poor?</p> <ul style="list-style-type: none"> • Next Steps not given • Didn't Answer Questions • Too much info • No time to write info • Too Confusing • Other
Revised=New		<p>5. How effective was he/she in resolving the issues you called about?</p> <p>Would you say:</p> <p>Extremely Effective Very Effective Somewhat Effective Not Very Effective (or) Not At All Effective I had no issues</p>
Revised=New		<p>5. How effective was (he/she) in handling what you called about?</p> <p>Extremely effective Very effective Somewhat effective Not very effective (or) Not at all effective</p>
Revised=New		<p>If response = Not very effective or not at all effective, go to Q5a.</p> <ul style="list-style-type: none"> • In what way was (he/she) not effective? • Inconsistent information • Didn't answer my question • Did not trust agent would take action • No confidence in agent's knowledge • Took too long • Other
Revised=New		<p>If response = Extremely Effective, go to Q5b.</p> <p>5b. What did (he/she) do that was especially effective?</p> <ul style="list-style-type: none"> • Provided valuable information • Answered questions • Instilled confidence • Quick but didn't rush

		<ul style="list-style-type: none"> • Other
Page 4, Q#2 Changed	<p>HELPLINE REPRESENTATIVE QUALITY</p> <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><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>6.What was your overall impression of the customer service provided by _____</p> <p>Would you say it was</p> <p>Excellent</p> <p>Good</p> <p>Satisfactory</p> <p>Below Average (or)</p> <p>Poor</p>
Page 4, Q#2a Changed	<p>If (Below Average or Poor) go to Q. 2a, otherwise skip to Q.2b.</p> <p>2a. In what way was your call [below average / poor?]</p> <p><input type="checkbox"/> Didn't receive enough / any enough assistance</p> <p><input type="checkbox"/> Poor attitude</p> <p><input type="checkbox"/> Process too complicated</p> <p><input type="checkbox"/> Didn't explain programs clearly or could not answer my questions</p> <p><input type="checkbox"/> Didn't seem interested in helping me</p> <p><input type="checkbox"/> Didn't take time to listen to me</p> <p><input type="checkbox"/> Took too long to answer questions or process</p> <p><input type="checkbox"/> Rep made errors in my case</p> <p><input type="checkbox"/> Didn't treat me with respect</p> <p><input type="checkbox"/> Other (Put specific response in comments box)</p>	<p>(If response = Satisfactory, Below Average or Poor go to Q6a.)</p> <p>6a. What specifically could (he/she) have done better?</p> <p>Text Box</p>
Page 15, CQIAC-Inq#1 Changed	<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?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>(DO NOT read) Don't remember</p>	<p>The next question is about the Internet Disaster Assistance Center at FEMA.gov and Disaster Assitance.gov websites. You may view your account online to check status, activity information and make minor changes.</p> <p>7.. Did you personally attempt to use a FEMA website to check on your application?</p> <p>Yes</p> <p>No</p> <p>Don't remember</p>
Page 15, CQIAC-Inq#1a Changed	<p>If no, go to CQ IAC-Inq#1a</p> <p>If yes go to Question CQ IAC-Inq #1b</p> <p>If don't remember, Go to Next Question</p> <p>CQ IAC-Inq#1a. What were your reasons for not using the internet?</p> <p><input type="checkbox"/> Don't have a COMPUTER</p>	<p>(If response = Yes go to 7b)</p> <p>(If response = No go to 7a)</p> <p>(If response = Don't remember go Q8)</p> <p>7a. What were your reasons for not using the internet to view your information?</p> <ul style="list-style-type: none"> • No Computer • Limited Computer Skills

	<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 <input type="checkbox"/> Other (Specify)	<ul style="list-style-type: none"> • Website not accessible • No Internet Access • Security Concerns • Didn't know I could • Computer Damaged • Preferred to Talk to FEMA • Utilities out • Other (Specify)
Page 15-16, CQIAC-Inq#1b Changed	<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 <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)	<p>7b. What is the reason you were unable to view your information online?</p> <ul style="list-style-type: none"> • Browser Issues • Navigation Issues • Instructions unclear • Security Concerns • Preferred to Talk to FEMA • Website not accessible • Too complicated/difficult • Called Helpline also • Logon/Password/Pin Issues • Slow Internet response time • Technical problems • Took too long • Other (Specify)
Page 7, Q#3-3b	POST DISASTER COMMUNICATION	Deleted
Page 8, Q#4-4a	CALL CENTER ACCESS	Deleted
Page 8, Q#5-5b	INFORMATION PACKET	Deleted
Page 9, Q#6-6b	APPLICANT GUIDE	Deleted
Page 10, Q7-7a	FEMA CORRESPONDENCE	
Page 11, Q#8-8d	INSPECTION TIMEFRAME	Deleted
Page 12, Q#9-9a	REPUTATION IN THE COMMUNITY	Deleted
Page 13, Q#10-10b	AGENCY REFERRALS	Deleted
Page 13, Q#11	SUGGESTION TO IMPROVE	Deleted
	<p>PERMISSION All right, (Applicant's Name), I have only one more question for you.</p>	<p>8.FEMA is very interested in the quality of service we provide. May we call you at a later date if we have additional questions?</p>

	<p>12.FEMA is very interested in the quality of service we provide you. May we call you at a later date to ask you additional questions?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>Yes</p> <p>No</p>
	<p>CLOSING</p> <p>If “yes,” Great! Thank you very much for your patience and cooperation in answering our questions. Have a good evening.</p> <p>If “No,” I understand. Thank you very much for taking the time to talk with me. Have a good evening.</p>	<p>CLOSING</p> <p>Thank you very much for your time. Have a good day/evening.</p>