

**FEMA Form 007-0-20  
DISASTER ASSISTANCE & SATISFACTION SURVEY**

<b>CURRENT LOCATION</b>	<b>CURRENT TEXT</b>	<b>REVISED TEXT</b>
	FEMA FORM 90-149	<b>FEMA FORM 007-0-20</b>
	KEY RATING QUESTION	KEY RATING QUESTION
Page 2	All right, (Applicant’s name), we’ll start with a very general question about the service you received from FEMA.	All right, (Applicant’s name), we’ll start with a few very general questions.
Page 2, Q#1	<p>1. Overall, how would you rate the <b>information and support</b> you received from FEMA since the disaster occurred? Would you say it’s been.....</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"/> <b>(DO NOT read)</b> Don’t know / No opinion</p>	<p>GPRA 1. Overall, how would you rate the <b>information and support</b> you received from FEMA since the disaster occurred? Would you say it’s been.....</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"/> <b>(DO NOT read)</b> Don’t know / No opinion</p>
		NOTE: The GPRA 1 above is identical to the current question for comparability. Next, it will be broken down into two components as Q#1 and Q#2 to remove the “double barrel” aspect of the current question.
Page 2, Q#1a	<p>(If “Below average” or “Poor”, go to Q.1a, otherwise skip to Q.2)</p> <p>1a. In what way was the information and support [Below average / poor ]?</p> <p><input type="checkbox"/> Did not receive enough / financial assistance</p> <p><input type="checkbox"/> Application process too complicated</p> <p><input type="checkbox"/> Information inconsistent or wrong programs not explained clearly</p> <p><input type="checkbox"/> Dissatisfaction with Inspection</p> <p><input type="checkbox"/> Took too long to get assistance</p> <p><input type="checkbox"/> Poor customer service</p> <p>Other <b>(Put specific response in comments box)</b></p>	Deleted
	New Question	<p>1. Now, how would you rate the <b>effectiveness of the information</b> you received from FEMA to <b>help you recover</b>? Would you say it was...</p> <p><input type="checkbox"/> Extremely Effective</p> <p><input type="checkbox"/> Very Effective</p> <p><input type="checkbox"/> Somewhat Effective</p> <p><input type="checkbox"/> Not Very Effective, or</p> <p><input type="checkbox"/> Not at All Effective</p> <p><b>(DO NOT read)</b> Don’t know / No opinion</p>
	New Question	(If “Not Very Effective” or “Not at All

		<p>Effective”, go to Q.1a, otherwise skip to Q.2)</p> <p>1a. In what way was the information [Not Very or Not at All Effective]?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assistance process too complicated</li> <li><input type="checkbox"/> Took too long to get assistance</li> <li><input type="checkbox"/> Inspection issues</li> <li><input type="checkbox"/> Poor customer service</li> <li><input type="checkbox"/> Programs not explained clearly</li> <li><input type="checkbox"/> Information not timely</li> <li><input type="checkbox"/> Information inconsistent</li> <li><input type="checkbox"/> Wrong Information</li> <li><input type="checkbox"/> Other (<b>Put specific response in comments box</b>)</li> </ul>
	New Question	<p>2. And, how would you rate the <b>support</b> you received from FEMA since the disaster occurred? Would you say it’s been...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> (<b>DO NOT read</b>) Don’t know / No opinion</li> </ul>
	New Question	<p>(If “Below average” or “Poor”, go to Q.2a, otherwise skip to Q.3)</p> <p>2a. In what way was the support [Below average / poor ]?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough financial assistance</li> <li><input type="checkbox"/> Assistance process too complicated</li> <li><input type="checkbox"/> Took too long to get assistance</li> <li><input type="checkbox"/> Inspection Issues</li> <li><input type="checkbox"/> Poor customer service</li> <li><input type="checkbox"/> Programs not explained clearly</li> <li><input type="checkbox"/> Information inconsistent</li> <li><input type="checkbox"/> Wrong Information</li> <li><input type="checkbox"/> Other (<b>Put specific response in comments box</b>)</li> </ul>
	New Question	<p>Thinking back to when the disaster <b>first</b> happened, and your expectations of what FEMA would be able to do for you...</p> <p>3. Did FEMA Exceed, Meet or Fail to Meet your expectations?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Exceed</li> <li><input type="radio"/> Meet</li> <li><input type="radio"/> Failed to Meet</li> <li><input type="radio"/> <b>Don’t Read:</b> Had No Expectations</li> <li><input type="radio"/> <b>Don’t Read:</b> Don’t Know</li> </ul>
	New Question	<p>(If Failed to Meet, go to Q3a. Otherwise, skip to Q4.)</p> <p>3a. In what area did the agency fail to meet your expectations?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Not enough financial assistance</li> <li><input type="radio"/> FEMA timeliness of response</li> <li><input type="radio"/> Poor customer service</li> </ul>

		<ul style="list-style-type: none"> <li>o Inspection process</li> <li>o Conflicting information</li> <li>o Timeliness of award</li> <li>o Case processing</li> <li>o Appeal process</li> <li>o <i>Other (Specify in comments box)</i></li> </ul>
	New Question – OLD RI	<p>COMMUNICATIONS</p> <p>4. When did you first hear that you could apply for FEMA disaster assistance?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Within 1 week after the disaster</li> <li><input type="checkbox"/> Within 2 – 4 weeks after the disaster</li> <li><input type="checkbox"/> 1-2 months after the disaster</li> <li><input type="checkbox"/> More than 2 months after the disaster</li> <li><input type="checkbox"/> <b>[Don't Read]</b> Don't Know/Don't Remember</li> </ul>
	New Question	<p>Now, I'd like you to consider the many ways you may have become aware of FEMA disaster assistance.</p> <p>4a What were your <i>main</i> sources of FEMA disaster assistance information?</p>
	New Question	4a1. Radio/TV
		4a2. Newspaper
		4a3. Flyers/Signs
		4a4. Schools / Local Organizations
		4a5. Disaster Workers
		4a6. State or Local Government
		4a7. Social media (Facebook, Twitter, etc.)
		4a8. FEMA website or Internet
		4a9. Voluntary Agencies (Red Cross etc.)
		4a10. Insurance companies
		4a11. Friends/Relatives/Neighbors
		4a12. Other (Please specify)
	New Question	5. What would be the <b>best way</b> for FEMA to communicate with your community after a disaster?
	New Question	Friends/Relatives/Neighbors
		Radio/Television
		Newspaper
		Flyers/Signs
		Schools/Local Organizations
		Disaster Workers
		State/Local Government
		Social Media (Facebook, Twitter, etc.)
		FEMA Website/Internet
		Voluntary Agencies
		Reverse 911 (phone autodialer)
		Email
		Text Message
		Other (Specify)
	New Question	5b. What suggestions do you have to improve FEMA's communication?
	New Question – OLD HL	<p>FIRST CALL RESOLUTION</p> <p>6. After you registered, did you have a reason to call FEMA more than one time <b>about the same</b></p>

		<p><b>topic?</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> No, went on-line</li> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> <i>Do not remember</i></li> </ul>
	New Question – OLD HL	<p>If yes: continue to 6a, if “No” or “No, went on-line” or “Do not Remember”, go to Q.7</p> <p>6a. What was the <b>main topic</b> you called about?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check Status</li> <li><input type="checkbox"/> Inspection issue</li> <li><input type="checkbox"/> Correspondence received</li> <li><input type="checkbox"/> Repair Appeal</li> <li><input type="checkbox"/> Rental recertification</li> <li><input type="checkbox"/> Correct information on file</li> <li><input type="checkbox"/> Other Needs Appeal</li> <li><input type="checkbox"/> Clarification on FEMA call or letter</li> <li><input type="checkbox"/> <b>Other (Specify in comments box)</b></li> </ul>
	New Question	<p>6b. About how many times did you call about the same topic?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 2-3 times</li> <li><input type="checkbox"/> 4-5 times</li> <li><input type="checkbox"/> 6-10 times</li> <li><input type="checkbox"/> 11-15 times</li> <li><input type="checkbox"/> Over 15</li> <li><input type="checkbox"/> <i>Do not remember</i></li> </ul>
	New Question	<p>6c. To what extent was your issue resolved to your satisfaction? Would you say it was....</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fully</li> <li><input type="checkbox"/> Partially</li> <li><input type="checkbox"/> Not at All</li> <li><input type="checkbox"/> Still Pending</li> <li><input type="checkbox"/> <b>(DO NOT read) Don't know</b></li> </ul>
	New Question	<p>(If “Partially”, “Not at All” or “Still Pending”, go to Q.6d, otherwise skip to Q.7)</p> <p>6d. Why has your issue not been resolved?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough financial assistance</li> <li><input type="checkbox"/> Did not understand the next steps</li> <li><input type="checkbox"/> Have not heard from FEMA</li> <li><input type="checkbox"/> Case not worked</li> <li><input type="checkbox"/> Documentation not received or lost</li> <li><input type="checkbox"/> Insurance not received or paperwork lost</li> <li><input type="checkbox"/> Applicant action pending</li> <li><input type="checkbox"/> <b>Other (Specify in comments box)</b></li> </ul>
	New Question	<p><b>STRATEGIC RESPONSE RATING</b></p> <p>7. For this series of questions, please use a scale of Excellent, Good, Satisfactory, Below Average or Poor. Considering all your interactions with FEMA, how would you rate FEMA on...?</p>
	New Question	7a. Providing a Timely Response?
	New Question	7b. Being Reliable?
	New Question	7c. Providing Caring Customer Service?
Page 8, Q#7 Changed	REPUTATION IN COMMUNITY Next, I'd like you to think about the image FEMA has in your community.	8. Overall, how would you rate FEMA on building your trust and confidence? Would you say FEMA was

	<p>7. Based on what you've 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> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below average, or</li> <li>• Poor</li> <li>• (DO NOT read) Don't know / No opinion</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No</li> </ul>
Page 8, Q#7a Changed	<p>(If "Below average" or "Poor", go to Q7a, otherwise skip to Q.8.)</p> <p>7a. What do you think the reason would be?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Application process too complicated</li> <li><input type="checkbox"/> No consistency in amount awarded</li> <li><input type="checkbox"/> Not enough money awarded</li> <li><input type="checkbox"/> Disaster assistance information mis-communicated</li> <li><input type="checkbox"/> Did not qualify for assistance</li> <li><input type="checkbox"/> Poor Customer Service</li> <li><input type="checkbox"/> Took too long to get assistance</li> </ul> <p>Other <b>(Put specific response in comments box)</b></p>	<p>(If "Below average" or "Poor", go to Q8a, otherwise skip to Q.9.)</p> <p>8a. What do you think the reason would be?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough financial assistance</li> <li><input type="checkbox"/> Assistance process too complicated</li> <li><input type="checkbox"/> Took too long to get assistance</li> <li><input type="checkbox"/> Poor Customer Service</li> <li><input type="checkbox"/> Information miss-communicated</li> <li><input type="checkbox"/> No consistency in amount awarded</li> <li><input type="checkbox"/> FEMA needs to advertise more</li> <li><input type="checkbox"/> FEMA needs to have a stronger presence in the community</li> <li><input type="checkbox"/> Other <b>(Put specific response in comments box)</b></li> </ul>
	New Question	9. What suggestions do you have to improve FEMA's image?
Page 4, Q#3	<p><b>OTHER NEEDS ASSISTANCE PROGRAM</b></p> <p>This next series of questions refers to the "Other Needs Assistance Program" funded by the State of _____. This program may have assisted you with damages to your vehicle, clothing household items, with a generator or other <u>uninsured</u> expenses.</p> <p>3. After the disaster, was this Program able to help you with any of the losses I just mentioned ?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> <i>Don't Know / No Opinion</i></li> </ul>	Deleted
Page 4, Q#3a	<p>(If "No", go to Q.3a, otherwise skip to Q.3b)</p> <p>3a. Why not?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do not know why</li> <li><input type="checkbox"/> Inspection didn't consider everything</li> <li><input type="checkbox"/> Insurance covered loses</li> </ul>	Deleted

	<input type="checkbox"/> Didn't qualify for ONA assistance <input type="checkbox"/> Case still pending <input type="checkbox"/> <i>Other (Put specific response in comments box)</i>	
Page 5, Q#3b Changed	<p>3b. Considering your losses, how would you rate the assistance you received from this Program to meet those needs? Would you say it was ....</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"/> <b>(DO NOT read)</b> Don't know / No opinion	<p>ONA FINANCIAL ASSISTANCE: These questions refer to your State's Other Needs Assistance Program, which may help with damages to your personal property such as vehicle, clothing, household items, or other <u>uninsured</u> expenses.</p> <p>10.How would you rate your State's <b>financial assistance</b> you received for these personal property items to meet your disaster related needs? Would you say it was (Read List)</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"/> <b>(DO NOT read)</b> Don't know / No opinion
Page 5, Q#3c Changed	<p>(If "Below average" or "Poor", go to Q.3c, otherwise skip to Q.4)</p> <p>3c. In what way was the assistance you received (Below Average / Poor)?</p> <input type="checkbox"/> Didn't receive enough assistance/money <input type="checkbox"/> Inspector didn't consider everything <input type="checkbox"/> Didn't qualify for ONA assistance <input type="checkbox"/> Took too long to receive assistance <input type="checkbox"/> Guidelines unfair <input type="checkbox"/> <i>Other (Put specific response in comments box)</i>	<p>(If Below Average or Poor go to 10a otherwise skip to 10b)</p> <p>10a. What caused you to give that rating?</p> <input type="checkbox"/> Not enough financial assistance <input type="checkbox"/> Don't understand why not qualified <input type="checkbox"/> ONA assistance process too complicated. <input type="checkbox"/> Took too long to receive ONA assistance. <input type="checkbox"/> Inspection issues <input type="checkbox"/> Debris removal not covered <input type="checkbox"/> Information miss-communicated <input type="checkbox"/> Not enough money/information for mitigation <input type="checkbox"/> Too much ONA paperwork <input type="checkbox"/> Other (Specify)
Page 5, Q#4 Changed	<p><b>TIMELINESS OF ONA ASSISTANCE</b></p> <p>4.From the time you applied until you actually received assistance from the Other Needs Program, how would you rate the length of time it took? Would you say it was....</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"/> <b>(DO NOT read)</b> Don't know / No opinion	<p>10b. How would you rate this <b>financial assistance</b> in arriving within a reasonable amount of time?</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"/> <b>(DO NOT read)</b> Don't know / No opinion
Page 5 Q#4a Changed	<p>(If "Below average" / "poor", go to Q4a, otherwise skip to Q. 5.)</p>	<p>(If Below Average or Poor go to 10c otherwise skip to 11)</p>

	<p>4a. Why do you feel the length of time to receive assistance was not appropriate?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Delayed due to appeal process</li> <li><input type="checkbox"/> Process took too long</li> <li><input type="checkbox"/> Incorrect information on application</li> <li><input type="checkbox"/> More than one inspection</li> <li><input type="checkbox"/> Delayed by insurance company</li> <li><input type="checkbox"/> Other (<b>Put specific response in comments box</b>)</li> </ul>	<p>10c. What caused you to give that rating?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ONA assistance process too complicated.</li> <li><input type="checkbox"/> Appeals process took too long</li> <li><input type="checkbox"/> Inspection issues</li> <li><input type="checkbox"/> Information miss-communicated</li> <li><input type="checkbox"/> Had insurance delaying ONA help</li> <li><input type="checkbox"/> Too much ONA paperwork</li> <li><input type="checkbox"/> Other (Specify)</li> </ul>
Page 3, Q#2	<p>HOUSING ASSISTANCE PROGRAM. This next series of questions refers to FEMA's Housing Assistance Program.</p> <p>2. Following the disaster, was FEMA able to assist you with the repairs to your home or provide rental assistance?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> <i>Don't Know / No Opinion</i></li> </ul>	Deleted
Page 3, Q#2a	<p>(If "No", go to Q.2a, otherwise skip to Q.2b)</p> <p>2a. Why was FEMA unable to provide assistance?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Insurance covered loses</li> <li><input type="checkbox"/> Inspection did not consider everything</li> <li><input type="checkbox"/> Case still pending</li> <li><input type="checkbox"/> Didn't qualify for FEMA assistance</li> <li><input type="checkbox"/> Do not know why</li> <li><input type="checkbox"/> Other (<b>Put specific response in comments box</b>)</li> </ul>	Deleted
Page 3, Q#2b Changed	<p>2b. Considering your losses, how would you rate the assistance you received from FEMA to meet your housing needs? Would you say it was...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> (<b>DO NOT read</b>) Don't know / No opinion</li> </ul>	<p>FINANCIAL ASSISTANCE – HA Eligible</p> <p>NOTE: HA Satisfaction (Q11) will use one of two different wordings of the question using the same data field for the answers. The difference is for when the state processes ONA or FEMA processes ONA. The ONA question will only be asked when state processed.</p> <p>11.</p> <ul style="list-style-type: none"> <li>• FEMA's Housing Assistance Program helped you with the cost of repairs to your home or rental assistance. How would you rate FEMA's <b>financial assistance</b> in covering your <b>essential</b> disaster related needs? (Pop if ONA by State or Joint.)</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• FEMA helped you with the cost of repairs to your home or rental assistance and may have helped with</li> </ul>

		<p>your personal property. How would you rate FEMA's <b>financial assistance</b> in covering your <b>essential</b> disaster related needs? (Pop if ONA by FEMA)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>
Page 3, Q#2c Changed	<p>(If "Below average" or "Poor" go to Q.2c; if ONA skip to Q.3, otherwise skip to Q.4)</p> <p>2c. How was the assistance you received Below Average / Poor)?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Dissatisfaction with Inspection</li> <li><input type="checkbox"/> Not enough money awarded</li> <li><input type="checkbox"/> Didn't qualify for FEMA assistance</li> <li><input type="checkbox"/> Took too long</li> <li><input type="checkbox"/> Guidelines unfair</li> </ul> <p>Other <b>(Put specific response in comments box)</b></p>	<p>(If Below Average or Poor continue to Q11a, otherwise 11b)</p> <p>11a. What caused you to give that rating?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough money for materials &amp; labor</li> <li><input type="checkbox"/> Not enough money for rental</li> <li><input type="checkbox"/> Not enough money for personal property, other needs, debris removal</li> <li><input type="checkbox"/> FEMA assistance process too complicated</li> <li><input type="checkbox"/> Took too long to get FEMA assistance</li> <li><input type="checkbox"/> Damage Inspection accuracy</li> <li><input type="checkbox"/> Inspector Customer Service</li> <li><input type="checkbox"/> Information miss-communicated</li> <li><input type="checkbox"/> Not enough information on mitigation</li> <li><input type="checkbox"/> Too much FEMA paperwork</li> <li><input type="checkbox"/> SBA Issues</li> <li><input type="checkbox"/> Other (Specify)</li> </ul>
Page 4 Q#2d Changed	<p>TIMELINESS OF HA ASSISTANCE</p> <p>2d. From the time you applied for disaster assistance until you actually received assistance from FEMA, how would you rate the length of time it took? Would you say it was...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>	<p>11b. How would you rate FEMA's <b>financial assistance</b> in arriving within a reasonable amount of time?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>
Page 4 Q#2e Changed	<p>(If "Below average" / "poor", go to Q4a, otherwise skip to Q. 5.)</p> <p>2e. Why do you feel the length of time to was not appropriate?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Delayed due to Appeal process</li> <li><input type="checkbox"/> Process took too long</li> <li><input type="checkbox"/> Incorrect information on application</li> <li><input type="checkbox"/> More than one inspection</li> <li><input type="checkbox"/> Delayed by insurance company</li> <li><input type="checkbox"/> Other <b>(Put specific response in comments box)</b></li> </ul>	<p>(If Below Average or Poor go to 11c, otherwise skip to 12.)</p> <p>11c. What caused you to give that rating?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> FEMA assistance process too complicated</li> <li><input type="checkbox"/> Appeals process took too long</li> <li><input type="checkbox"/> Inspection issues</li> <li><input type="checkbox"/> Had insurance delaying FEMA help</li> <li><input type="checkbox"/> Information miss-communicated</li> <li><input type="checkbox"/> Too much FEMA paperwork</li> <li><input type="checkbox"/> SBA Issues</li> <li><input type="checkbox"/> Other (Specify)</li> </ul>
Page 6, Q#5-	INSPECTION SERIES	Deleted



5e		
Page 7 Q#6 Changed	<p><b>LEVEL OF RECOVERY</b></p> <p>6.And now I'd like to get your feelings about the level of recovery you've experienced since the disaster.</p> <p>6. Would you say you have.....</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Completely recovered</li> <li><input type="checkbox"/> Somewhat recovered, or</li> <li><input type="checkbox"/> Have not begun to recover</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>	<p><b>LEVEL OF RECOVERY</b></p> <p>12.And now I'd like to get your feelings about your level of recovery. As of today, would you say your recovery was</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete</li> <li><input type="checkbox"/> (Or) More than halfway</li> <li><input type="checkbox"/> Halfway Recovered</li> <li><input type="checkbox"/> Less than halfway</li> <li><input type="checkbox"/> Or you have not begun to recover.</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>
	New Question	<p>If "You are Less than Halfway" or "You have not begun to recover" , go to Q12a.</p> <p>12a. What is the main reason for that? "[your level of recovery]"?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough financial assistance</li> <li><input type="checkbox"/> FEMA assistance still pending</li> <li><input type="checkbox"/> Additional disaster related damage</li> <li><input type="checkbox"/> Repairs not complete</li> <li><input type="checkbox"/> Insurance Issues</li> <li><input type="checkbox"/> Personal/emotional issues</li> <li><input type="checkbox"/> Contractors issues</li> <li><input type="checkbox"/> SBA loan Issues</li> <li><input type="checkbox"/> Other <b>(Specify)</b></li> </ul>
Page 7, Q#6a No Change	<p><b>FEMA ROLE IN RECOVERY</b></p> <p>6a. Thinking about FEMA's role in your recovery, would you say FEMA's been ...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Extremely helpful</li> <li><input type="checkbox"/> Very helpful</li> <li><input type="checkbox"/> Somewhat helpful</li> <li><input type="checkbox"/> Not very helpful, or</li> <li><input type="checkbox"/> Not at all helpful</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>	<p><b>FEMA ROLE IN RECOVERY</b></p> <p>13.Thinking about FEMA's role in your recovery, would you say FEMA has been ...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Extremely helpful</li> <li><input type="checkbox"/> Very helpful</li> <li><input type="checkbox"/> Somewhat helpful</li> <li><input type="checkbox"/> Not very helpful, or</li> <li><input type="checkbox"/> Not at all helpful</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>
Page 7, Q#6b Changed	<p>(If "Not very helpful" / "Not at all helpful", go to 5b, otherwise go to Q.6)</p> <p>6b. Why do you feel that way?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Didn't receive any assistance / money</li> <li><input type="checkbox"/> Didn't receive enough assistance / money</li> <li><input type="checkbox"/> Process took too long</li> <li><input type="checkbox"/> Guidelines Unfair</li> <li><input type="checkbox"/> Other <b>(Put specific response in comments box)</b></li> </ul>	<p>(If "Not very helpful" / "Not at all helpful", go to 13a, otherwise go to Q.14)</p> <p>13a. Why do you feel that way?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough financial assistance</li> <li><input type="checkbox"/> Assistance process too complicated</li> <li><input type="checkbox"/> Process took too long</li> <li><input type="checkbox"/> Guidelines Unfair</li> <li><input type="checkbox"/> Other <b>(Put specific response in comments box)</b></li> </ul>
Page 9, Q#8 Changed	<p><b>AMERICAN RED CROSS REFERRAL:</b> only to be asked if the applicant was referred to the American Red Cross.</p> <p>8. After you registered with FEMA, we may have advised you to contact</p>	<p><b>AMERICAN RED CROSS REFERRAL:</b> only to be asked if the applicant was referred to the American Red Cross.</p> <p>14.When you registered with FEMA, we may have advised you to contact the American Red Cross. Were you able to contact</p>

	<p>the American Red Cross. Were you able to contact that agency?</p> <p>Yes</p> <p>No</p>	<p>that agency?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> <b>(DO NOT read) Don't Know/Remember</b></p>
Page 9, Q#8a Changed	<p>(If "No", go to Q.8a, otherwise skip to Q8b.)</p> <p>8a. Why were you unable to contact the Red Cross?</p> <p><input type="radio"/> Decided not to</p> <p><input type="radio"/> Do not remember, do not know why, I forgot</p> <p><input type="radio"/> Didn't know how to</p> <p><input type="radio"/> Didn't know I was supposed to</p> <p><input type="radio"/> No longer had a need to</p> <p><input type="radio"/> Tried, but was unable to reach them</p> <p><input type="radio"/> <b>Other (Put specific response in comments box)</b></p>	<p>(If "No", go to Q.14a, otherwise skip to Q.14b.)</p> <p>14a. Why were you unable to contact the Red Cross?</p> <p><input type="checkbox"/> No longer had a need to</p> <p><input type="checkbox"/> Tried, but was unable to reach them</p> <p><input type="checkbox"/> Didn't know how to</p> <p><input type="checkbox"/> Didn't know I was supposed to</p> <p><input type="checkbox"/> Do not remember, do not know why, or forgot</p> <p><input type="checkbox"/> <b>Other (Put specific response in comments box)</b></p>
Page 9, Q#8b	<p>8b. How would you rate the overall assistance provided by the Red Cross? Would you say it was...</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read) Don't know / No opinion</b></li> </ul>	<p>14b. How would you rate the overall assistance provided by the Red Cross? Would you say it 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"/> <b>Don't know / No opinion</b></p>
Page 9, Q#8c Changed	<p>(If "Below average" or "Poor", go to Q.8c, otherwise skip to Q.9.)</p> <p>8c. In what way was the assistance [below average or poor]?</p> <p><input type="radio"/> Not enough assistance to meet my needs</p> <p><input type="radio"/> Agency did not Follow Through</p> <p><input type="radio"/> Had no programs / funds to assist me</p> <p><input type="radio"/> Didn't qualify for assistance</p> <p><input type="radio"/> Poor customer service</p> <p><input type="radio"/> Took too long / too confusing</p> <p><input type="radio"/> <b>Other (Put specific response in comments box)</b></p>	<p>(If "Below average" or "Poor", go to Q.14c, otherwise skip to Q.15.)</p> <p>14c. In what way was the assistance [below average or poor]?</p> <p><input type="checkbox"/> Not enough financial assistance</p> <p><input type="checkbox"/> Took too long / too confusing</p> <p><input type="checkbox"/> Poor customer service</p> <p><input type="checkbox"/> ARC did not follow through</p> <p><input type="checkbox"/> No Programs to meet my needs</p> <p><input type="checkbox"/> <b>Other (Put specific response in comments box)</b></p>
Page 10, Q#9-9c	FARM SERVICES ADMINISTRATION REFERRAL SERIES	<b>Deleted</b>
Page 11, Q#10-10c	DISASTER UNEMPLOYMENT REFERRAL SERIES	<b>Deleted</b>
Page 12, Q#11 Changed	<p><b>INTERNAL REVENUE SERVICE REFERRAL</b> only to be asked if the applicant was referred to the Internal Revenue.</p> <p>11. After you registered with FEMA, we may have advised you to contact the Internal Revenue Service. Were</p>	<p><b>INTERNAL REVENUE SERVICE REFERRAL</b> only to be asked if the applicant was referred to the Internal Revenue.</p> <p>15. When you registered with FEMA, we may have advised you to contact the Internal Revenue Service for possible tax relief. Were you able to contact that agency?</p>

	<p>you able to contact that agency?  Yes  No</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Don't Know/remember</i>
Page 12, Q#11a Changed	<p>(If "No", go to Q.11a, otherwise skip to Q.11b.)  11a. Why not?  <input type="checkbox"/> Decided not to  <input type="checkbox"/> Do not remember, do not know why, I forgot  <input type="checkbox"/> Didn't know how to contact agency or Tried but unable  <input type="checkbox"/> Didn't know I was supposed to  <input type="checkbox"/> No longer had a need to  <input type="checkbox"/> Too soon, will later or have accountant contact the IRS  <input type="checkbox"/> <i>Other (Put specific response in comments box)</i></p>	<p>(If "No", go to Q.15a, otherwise skip to Q.15b.)  15a. Why were you unable to contact the Internal Revenue Service?  <input type="checkbox"/> Losses not eligible  <input type="checkbox"/> No longer had a need to  <input type="checkbox"/> Tried, but was unable to reach them  <input type="checkbox"/> Will have accountant contact the IRS  <input type="checkbox"/> Too soon, will later  <input type="checkbox"/> Didn't know I was supposed to  <input type="checkbox"/> Did not remember, do not know why, or forgot  <input type="checkbox"/> <i>Other (Put specific response in comments box)</i></p>
Page 12, Q#11b	<p>11b. Was the Internal Revenue Service able to offer any assistance?  Yes  No  Case is still pending</p>	<b>Deleted</b>
Page 12, Q#11c	<p>(If "No", go to Q.11c, otherwise skip to Q.12.)  11c. Why was the Internal Revenue Service unable to assist you?  <input type="checkbox"/> Too complicated  <input type="checkbox"/> Insufficient losses to claim  <input type="checkbox"/> Didn't submit the paperwork  <input type="checkbox"/> Don't know why or do not remember  <input type="checkbox"/> Other (Put specific response in comments box)</p>	<b>Deleted</b>
Page 13, Q#12 Changed	<p><b>SMALL BUSINESS ADMIN REFERRAL:</b> only to be asked if the applicant was referred to SBA.  12.After you registered with FEMA, we may have advised you to contact the Small Business Administration. This agency might have been able to assist you with a low interest rate loan. Were you able to contact that agency?  Yes  No</p>	<p><b>SMALL BUSINESS ADMIN REFERRAL:</b> only to be asked if the applicant was referred to SBA.  16.When you registered with FEMA, we may have referred you to the Small Business Administration for a low interest rate loan. Did you send in an application for this Disaster Assistance?  <input type="checkbox"/> Yes  <input type="checkbox"/> No  <input type="checkbox"/> <i>Don't read: Don't Know/remember</i></p>
Page 13, Q#12 Changed	<p>(If "No", go to Q.12a, otherwise skip to Q.12b.)  12a. Why were you unable to contact the Small Business Administration?  <input type="checkbox"/> Decided not to  <input type="checkbox"/> Do not remember, do not know why, I forgot  <input type="checkbox"/> Didn't know how to contact the agency or tried but was unable</p>	<p><b>(If "No", go to Q.16a, otherwise continue to Q.16b.)</b>  16a. Why were you unable to return the application?  <input type="checkbox"/> Did not want loan  <input type="checkbox"/> Assumed not qualified/Credit rating  <input type="checkbox"/> Didn't understand the program  <input type="checkbox"/> FEMA funds sufficient  <input type="checkbox"/> Insurance funds sufficient</p>

	<ul style="list-style-type: none"> <li>o Didn't know I was supposed to</li> <li>o No longer had a need to</li> <li>o Too soon, will later</li> <li>o <i>Other (Put specific response in comments box)</i></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do not remember, do not know why, forgot</li> <li><input type="checkbox"/> <i>Other (Put specific response in comments box)</i></li> </ul>
Page 13, Q#12b	<p>12b. How would you rate the overall assistance provided by the Small Business Administration? Would you say it's been...</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below average, or</li> <li>• Poor</li> <li>• <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>	<p>16b. How would you rate the overall assistance provided by the Small Business Administration? Would you say it's been</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below average, or</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> <b>(DO NOT read)</b> Don't know / No opinion</li> </ul>
Page 13, Q#12c	<p>(If "Below average" or "Poor", go to Q.12c, otherwise skip to Q.13.)</p> <p>12c. In what way was the overall assistance [below average or poor]?</p> <ul style="list-style-type: none"> <li>o Not enough assistance to meet my needs</li> <li>o Did not submit paperwork</li> <li>o Case still pending</li> <li>o Did not want the loan or the terms; too much debt</li> <li>o Didn't qualify for assistance or Agency had not funds</li> <li>o Poor customer service</li> <li>o Took too long / too complicated</li> <li>o <i>Other (Put specific response in comments box)</i></li> </ul>	<p>(If "Below average" or "Poor", go to Q.16c, otherwise skip to Q.17.)</p> <p>16c. In what way was the overall assistance [below average or poor]?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not enough assistance to meet my needs</li> <li><input type="checkbox"/> Took too long / too complicated</li> <li><input type="checkbox"/> Poor customer service</li> <li><input type="checkbox"/> Did not qualify for assistance</li> <li><input type="checkbox"/> Case still pending</li> <li><input type="checkbox"/> Did not want the loan /terms/debt</li> <li><input type="checkbox"/> <i>Other (Put specific response in comments box)</i></li> </ul>
Page 14 Q#13-13c	INSURANCE REFERRAL SERIES	Deleted
Page 15, Q#14-14a	LEVEL OF UNDERSTANDING OF INELIGIBLE	Deleted
Page 15, Q#15 Changed	<p>SUGGESTIONS TO IMPROVE</p> <p>For this next question, FEMA's interested in getting your opinion on what we could do to improve our service.</p> <p>15. What suggestions would you like to pass on to FEMA?</p>	<p>FINAL SUGGESTIONS</p> <p>17.We are almost finished. FEMA values your opinions; what other suggestions do you have for improving FEMA?</p> <p>17a1. Suggestion 1</p> <p>17a2. Suggestion 1 Category</p> <p>17b1. Suggestion 2</p> <p>17b2. Suggestion 2 Category</p> <p>17c3. Suggestion 3</p> <p>17c3. Suggestion 3 Category</p>
	New Question	<p><b>CLOSING</b></p> <p>18.May we call you at a future date to ask additional questions?</p> <p>Yes</p> <p>No_</p>
	Well, thank you very much for your patience and cooperation in answering our questions. Have a good evening.	Thank you very much for your patience and cooperation in answering our questions. Have a good evening.
