

# Casework Representative Survey

FEMA Form 007-0-06  
OMB Control Number 1660-0036  
Expiration \_\_\_\_

Public reporting burden for this survey is estimated to average 6 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number near the title of the electronic collection instrument, or for on-line applications, on the first screen viewed by the respondents. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0036) **NOTE: Do not send your completed form to this address. The following survey is voluntary.**

## QUESTIONS

### Introduction

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_. My ID # is \_\_\_\_\_. May I please speak with (Applicant) or the person who received a phone call from (Agent) on (Call Date)?

*If no:* Thank you for your time and have a good day/evening.

*If yes:* We're looking for ways to improve the quality of our Call Center service and your opinion is very important to us. Do you remember speaking with (Agent) when he/she called?

Yes  
No

*If no:* Thank you for your time and have a good day/evening.

*If yes:* Would you volunteer to take 3-7 minutes to answer some questions?

Yes  
No

*If no:* Thank you for your time and have a good day/evening.

*If yes:* Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured that your answers will not affect the outcome of your application for FEMA assistance.

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Let's start with questions specific to that telephone call.

1. Using a rating scale of Excellent, Good, Satisfactory Below Average or Poor, how would you rate (Agent) on showing an interest in helping you?

*If Below Average or Poor go to question 1a otherwise go to question 2.*

1a. What made you feel he/she was not interested?

Rushed Call	Didn't Answer My Questions	Didn't Listen	No Empathy
Minimized My Losses	Didn't Make Me Eligible	Other (Specify)	

2. How would you rate him/her on providing information in an easy to understand manner?

Excellent  
Good  
Satisfactory  
Below Average  
Poor

*If Below Average or Poor go to question 2a, if Excellent go to question 2b otherwise go to 3.*

2a. In what way was it Below Average or Poor?

Talked too Fast	Speech Unclear	Jargon/Terminology
Too Complicated	Inconsistent Information	Other (Specify)

2b. What specifically did he/she do to help you understand the information?

Patient	Used Easy Terminology	Asked if I Understood
Repeated Information	Other (Specify)	

3. How would you rate him/her on being courteous?

Excellent  
Good  
Satisfactory  
Below Average  
Poor

*If Below Average or Poor go to question 3a otherwise go to question 4.*

3a. In what way was he/she not courteous?

Impatient	Interrupted	Accusatory
Condescending	Tone of Voice	Other (Specify)

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4. How would you rate him/her on letting you know what you needed to do next?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

*If Below Average or Poor go to question 4a otherwise go to question 5.*

4a. In what way was it Below Average/Poor?

- |                              |                         |                      |
|------------------------------|-------------------------|----------------------|
| Next Steps not Given         | Didn't Answer Questions | Too much Information |
| No time to Write Information | Too Confusing           | Other (Specify)      |

5. How confident were you in how he/she handled the topic he/she called about? Would you say you were Extremely Confident, Very Confident, Somewhat Confident, Not Very Confident, or Not at all Confident?

*If Not Very Confident or Not at all Confident go to question 5a, if Extremely Confident go to question 5b otherwise go to question 6.*

5a. What specifically caused you to feel Not Very Confident/Not at all Confident?

- |                                       |                                    |
|---------------------------------------|------------------------------------|
| Inconsistent Information              | No confidence in Agent's Knowledge |
| Didn't Answer My Questions            | Took too Long                      |
| Did not Trust Agent would Take Action | Other (Specify)                    |

5b. What specifically caused you to feel Extremely Confident??

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| Provided Valuable Information   | Had Confidence in Agent's Knowledge |
| Answered Questions              | Didn't Rush                         |
| Trusted Agent Would Take Action | Other (Specify)                     |

6. What was your overall impression of the customer service provided by (Agent)? Would you say it was Excellent, good, Satisfactory, Below Average or Poor?

*If Below Average or Poor go to question 6a otherwise go to question 7.*

6a. what specifically could he/she have done better? (Specify)

## **Casework Representative Survey**

7. Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?

### **Closing**

If Yes. Thank you for your time. Have a good evening.

If No. I understand. Thank you your time. Have a good day/evening.