PROGRAM EFFECTIVENESS & RECOVERY SURVEY

FEMA Form: 007-0-20

OMB No.: 1660-NEW

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Public reporting burden for this survey is estimated to average 12 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-NEW) **NOTE: Do not send your completed form to this address.** The following survey is voluntary.

*Introduction*

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_\_\_\_\_\_\_\_. My ID # is \_\_\_\_. May I please speak with [Applicant Name] or the person most familiar with your case?

If no: Thank you for your time and have a good day/evening. (Mark attempt)

If yes: We're looking for ways to improve the quality of our service and your opinion is very important to us.

Would you volunteer to take **7 - 12** minutes to answer some questions?

* No (if no) I understand. Thank you for your time and have a good day/evening.
* Yes (if yes) Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-NEW. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

**OVERALL SATISFACTION**

We'll start with a few very general questions.

1. Overall, how would you rate the support you received from FEMA since the disaster occurred? Would you say it's been...

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know / No opinion)

(If response = Below Average or Poor go to Q1a and read the options, otherwise go to Q2)

1a. Which of the following best describes why you rated FEMA support Below Average or Poor?

The Assistance Process

Amount of money

Amount of time to receive money

Customer Service

Other reasons

2. And how would you rate the information you received from FEMA to help you recover since the disaster occurred? Would you say it's been

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know / No opinion)

(If response = Below Average or Poor go to Q2a and read the options, otherwise go to Q3)

2a. Would you say the primary factors that caused you to rate FEMA Information Below Average or Poor were:

Timeliness of information

Information not clear

Too much information

Not enough information

Other reasons

**EXPECTATIONS**

3. Thinking back to when the disaster was declared, has FEMA “Exceeded”, “Met”, or “Failed to meet” your expectations?

* Exceeded
* Met
* Failed to meet
* Had No Expectations
* Don't Know

(If response = “Failed to meet” go to Q3a and read the options.)

3a. Which of the following best describes the areas where your expectations were not met:

Application Process

Amount of money

Amount of time to receive money

Customer Service

Other reasons

**STRATEGIC RESPONSE**

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:

4a. Providing a Timely Response?

4b. Being Responsive to Customers?

4c. Providing Caring Customer Service?

5. Overall, how would you rate FEMA on building your trust and confidence? Would you say it was…

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know/No opinion)

(If response = Below Average or Poor go to Q5a and read the options; otherwise go to Q7)

5a. Which of the following areas had the greatest impact on your Trust and Confidence in FEMA:

Customer Service

Effectiveness of staff

Commitment to your recovery

Visibility of FEMA in the disaster area

Reliability of information provided

Other reasons

6. What suggestions do you have to improve FEMA's image?

**ONA FINANCIAL ASSISTANCE** *(This question will only be asked when ONA is disbursed by the state.)*

These questions refer to your State’s Other Needs Assistance Program which may have helped with damages to your vehicle, clothing, household items, or other uninsured expenses.

7. How would you rate the financial assistance you received for these items in meeting your disaster related needs? Would you say it was…

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know/No opinion)

(If response = Below Average or Poor go to Q7a and read the options. If response = Excellent, Good or Satisfactory go to Q8, If response = Don't Know / No Opinion go to Q9)

7a. What are the primary factors causing you to give that rating would you say:

Not enough money to cover vehicle, clothing or household items

Not enough money from Insurance

Not all items were eligible

Other reasons

8. How would you rate the financial assistance in arriving within a reasonable amount of time?

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don’t know/No opinion)

(If response = Below Average or Poor go to Q8a and read the options, go to Q9 if received HA or Q11 if no HA received)

8a. Which of the following are the main reasons you gave that rating:

Insurance money delayed

Additional documents required by FEMA

Small Business Administration Loan process

Other reasons

**HOUSING FINANCIAL ASSISTANCE** (Display this question if ONA is disbursed by State and was HA eligible)

9. FEMA's Housing Assistance Program may have helped you with the cost of repairs to your home or rental assistance. How would you rate FEMA’s financial assistance in covering your essential disaster related needs? Would you say it was..

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know/No opinion)

(If response = Below Average or Poor go to Q9a and read the options. If response = Excellent, Good or Satisfactory go to 9b otherwise go to Q11)

9a. Which of the following best describes your primary reasons for giving that rating:

Not enough money to cover home repair

Not enough money to cover temporary housing costs

Not enough money from insurance

Other reasons

9b. How would you rate the financial assistance in arriving within a reasonable amount of time?

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don’t know/No opinion)

(If response = Below Average or Poor go to Q9c and read the options, otherwise go to Q11)

9c. Which of the following are the main reasons you gave that rating:

Insurance money delayed

Additional documents required by FEMA

Other reasons

10 -FEMA (Display this question if ONA is disbursed by FEMA)

FEMA may have helped you with the cost of repairs to your home, rental assistance, and with damages to your vehicle, clothing, household items, or other uninsured expenses. How would you rate FEMA’s financial assistance in covering your essential disaster related needs? Would you say it was

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know/No opinion)

(If response = Below Average or Poor go to Q10a and read the options, If response = Excellent, Good or Satisfactory go to Q10b otherwise go to Q11)

10a. Which of the following best describes your primary reasons for giving that rating:

Not enough money to cover home repairs

Not enough money to cover temporary housing

Not enough money to cover vehicle, clothing and household items

Not enough money from insurance

Not all items were eligible

Other reasons

10b. How would you rate FEMA's financial assistance in arriving within a reasonable amount of time?

* Excellent
* Good
* Satisfactory
* Below Average
* Poor
* (Don't know/No opinion)

(If response = Below Average or Poor go to Q10c and read the options, otherwise go to Q11)

10c. Which of the following are the main reasons you gave that rating:

Insurance money delayed

Additional documents required by FEMA

Small Business Administration Loan process

Other reasons

**CURRENT STAGE IN DISASTER**

11. As of today, what is your level of recovery? Would you say you are…

* Completely Recovered
* More than Halfway
* Halfway
* Less than Halfway
* Not begun to recover
* (Don't know/No opinion)

(If response = Less than Halfway or Not begun to recover go to Q11a and read the options, otherwise go to Q12)

11a. Which of the following are the primary reasons for your current recovery level:

Repair and replacement costs too high

Contractor not available

Material not available

Insurance money delayed

Small Business Administration Loan process

Bank or other lender processes

FEMA processes

Other reasons

12. Thinking about FEMA's role in your recovery, would you say FEMA has been…

* Extremely helpful
* Very helpful
* Somewhat helpful
* Not very helpful
* Not at all helpful
* (Don't know/No opinion)

(If response = Not very helpful or Not at all helpful go to Q12a and read the options, otherwise go to next question.)

12a. Which of the following best describes why FEMA has not been helpful in your recovery:

Amount of money

Amount of time to receive money

Processes too complicated

Customer Service

Other reasons

**AMERICAN RED CROSS**

13. When you registered with FEMA, we may have advised you to contact the American Red Cross.

Did you contact them?

* Yes
* No
* (Don’t know/Remember)

(If response = No go to 13a and read the options.)

13a. Which of the following best describe why you did not contact the Red Cross. Would you say you:

No longer had an emergency need

Tried, but was unable to reach them

Didn't know to contact them

Don’t remember

Other reasons

**INTERNAL REVENUE SERVICE**

14. When you registered with FEMA, we may have advised you to contact the Internal Revenue Service for possible tax relief. Did you contact that agency?

* Yes
* No
* (Don’t know/Don’t Remember)

(If response = No go to 14a and read the options.)

14a. Which of the following best describes why you did not contact the Internal Revenue Service. Would you say you:

Didn't know to contact them

No longer had a need to

Plan to contact them later

Tried, but unable to reach them

Your Accountant handles taxes

Other reasons

**SMALL BUSINESS ADMINISTRATION**

15. 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?

* Yes
* No
* (Don’t know/don’t remember)

(If response = No go to 15a and read the options.)

15a. Which of the following are the most significant reasons you did not return the Disaster Loan application. Would you say you:

Did not want the SBA loan

Did not receive an application

FEMA funds were sufficient

Insurance funds were sufficient

Disaster Loan paperwork was too complicated

SBA Loan period had ended

Other reasons

**FIRST CALL RESOLUTION TRAINING**

16. After you registered, did you have a reason to call FEMA more than once about an unresolved issue?

* No
* Yes
* Do not remember

(If response = Yes go to Q16a and read the options; otherwise go to 17)

16a. Which of the following topics did you call about:

The appeal process

Money for home repairs

Money for vehicle, clothing and household items

Money for temporary housing

Check on the status of application

Verify that documents faxed or mailed were received

Clarification of information in a FEMA letter

Other reasons

16b. How many times did you call about the same topic?

* 2-3 times
* 4-5 times
* 6-10 times
* 11-15 times
* Over 15
* Do not remember16c. To what extent was your issue resolved to your satisfaction? Would you say it was…
* Fully
* Partially
* Not at All
* Pending
* (Don’t Know)

(If response = Fully resolved or Don't know go to Q17, otherwise go to 16d and read the options.)

16d. Which of the following reasons best describes why your issue has not been resolved?

Appeal is in progress

Additional documentation requested by FEMA

Insurance settlement is pending

Do not know reason

Other reasons

**SUGGESTIONS**

17. FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve FEMA's disaster assistance services that you haven’t already shared? (Suggestion 1, 2, or 3)

*Select Category: Application Process, Award Criteria, Caller Services, Casework, Correspondence, Disability Access, Disaster Specific, Inspection Services, Internet, Mitigation/Buyout/Elevation, Public Information, or Other*

**CALL BACK**

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

* *Yes (If “yes”)* Thank you for your time. Have a good day/evening.
* *No (If “no”) I* understand*.* Thank you for your time. Have a good day/evening.