

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 remember

- 16c. 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.