

FOLLOW-UP DISASTER ASSISTANCE SATISFACTION

FEMA Form 007-0-14

OMB No.: 1660-NEW

Expires:

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 1660-0036. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

OVERALL SATISFACTION

All right, we'll start with a few very general questions.

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All right, 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... (Read List)

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- (Don't know / No opinion / Do not remember)

(If response = Below Average or Poor go to Q1a, otherwise go to Q2)

(If don't know, Q1 thoroughly probe. If no response, end the survey. Thank you for your time.

That is all the questions we have at this time.

Programming Note: If DN/NO/DNR the Next Question button will return to or pull up a copy of Introduction screen where the Attempt Type will be coded as "Do not remember "

1a. In what way was the support (Below Average / Poor)? (Do not read list. Mark all that apply.)

- Inspection issues
- Insufficient award
- Process too complicated
- Programs not explained clearly
- Poor Customer Service
- Timeliness of award
- Wrong Information/inconsistent
- Other

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 ... (Read List)

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

(If response = Below Average or Poor go to Q2a, otherwise go to Q3)

2a. In what way was the information (Below Average / Poor)? (Do not read list. Mark all that apply.)

- Inspection issues
- Insufficient award
- Process too complicated
- Programs not explained clearly
- Poor Customer Service
- Timeliness of award
- Wrong Information / inconsistent
- Other

EXPECTATIONS

3. Thinking back to when the disaster was declared, has FEMA "Exceeded", "Met", or "Failed to meet" your expectations? (Read only first 3 responses.)

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

(If response = "Failed to meet" go to Q3a.)

3a. In what area did the agency fail to meet your expectations? (Do not read list. Mark all that apply.)

- Appeal process
- Award insufficient
- Case processing
- FEMA timeliness of response
- Inspection issues
- Process too complicated
- Programs not explained clearly
- Poor Customer Service

- Timeliness of award
- Wrong Information / inconsistent
- Other

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?

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

5. Overall, how would you rate FEMA on building your trust and confidence? Would you say it was... **(Read List)**

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

(If response = Below Average or Poor go to Q6a otherwise go to Q7)

5a. What do you think the reason would be? **(Do not read list. Mark all that apply)**

- Award insufficient
- Awards not consistent
- Award timeliness
- FEMA needs to advertise more
- FEMA needs to have stronger presence in the community
- Process too complicated
- Poor Customer Service
- Wrong information / inconsistent
- Other

6. What suggestions do you have to improve FEMA's image? **(If none leave blank)**

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... **(Read List)**

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

(If response = Below Average or Poor go to Q8a, otherwise go to Q9)

7a. What caused you to give that rating? **(Do not read list. Mark all that apply)**

- Award insufficient
- Awards not consistent
- Award timeliness
- Inspection issues
- Process too complicated
- Poor Customer Service
- Too much paperwork
- Wrong information / inconsistent
- Other

8. How would you rate the financial assistance in arriving within a reasonable amount of time? **(Read List)**

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

(If response = Below Average or Poor go to Q9a, go to Q10 if received ONA disbursed by state or Q11 if no ONA or if ONA disbursed by FEMA.)

8a. What caused you to give that rating? **(Do not read list. Mark all that apply)**

- Appeals process
- Award timeliness
- Inspection issues
- Insurance delaying ONA help
- Process too complicated
- Too much paperwork
- Wrong information / inconsistent
- Other

HOUSING FINANCIAL ASSISTANCE The ONA question will only be asked when ONA is a state disbursed grant (“State” or “Joint” processed)

9. (Display this question if ONA is disbursed by State) 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 Q10a otherwise go to Q12)

9a. What caused you to give that rating? (Do not read list. Mark all that apply)

- Appeal process too difficult
- Award insufficient to cover materials/labor
- Award insufficient to cover Rental
- Award insufficient to cover Personal Property
- Damage Inspection accuracy
- Inspector Customer Service
- Process too complicated
- SBA Issues
- Too much paperwork
- Timeliness of award
- Wrong information / inconsistent
- Other (Go to Q12)

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 (Read List)

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- (Don't know/No opinion) (If response = Below Average or Poor go to Q11a, otherwise go to 12)

10a. What caused you to give that rating? (Do not read list. Mark all that apply)

- Appeal process too difficult
- Award insufficient to cover materials/labor
- Award insufficient to cover Rental
- Award insufficient to cover Personal Property
- Damage Inspection accuracy
- Inspector Customer Service
- Process too complicated
- SBA Issues
- Too much paperwork

- Timeliness of award
- Wrong information / inconsistent
- Other

11. How would you rate FEMA's housing financial assistance in arriving within a reasonable amount of time? **(Read List)**

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

(If response = Below Average or Poor go to Q12a, otherwise go to Q13)

11a. What caused you to give that rating? **(Do not read list. Mark all that apply)**

- Appeals process
- Award timeliness
- Inspection issues
- Insurance delaying FEMA help
- Process too complicated
- Too much paperwork
- Wrong information / inconsistent
- Other

CURRENT STAGE IN DISASTER

12. As of today, what is your level of recovery? Would you say you have... **(Read List)**

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

(If response = You are Less than Halfway or You have not begun to recover go to Q13a)

12a. Please tell me the main reason for that. ... **(Do not read list. Mark all that apply)**

- Award insufficient
- Award pending
- Contractors Issues
- Inspection issues
- Insurance issues
- Process too complicated
- Personal/emotional Issues
- Repairs not complete
- SBA Issues
- Too much paperwork
- Wrong information / inconsistent
- Other

13. Thinking about FEMA's role in your recovery, would you say FEMA has been... **(Read List)**

- 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 Q14a, otherwise go to Q15.)

13a. Why do you feel that way? ... (Do not read list. Mark all that apply.)

- Award insufficient
- Process too complicated
- Process took too long
- Guidelines Unfair
- Other

AMERICAN RED CROSS

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

Did you contact them? (Do not read list.)

- Yes
- No
- (Don't know/Remember)

(If response = No go to 15a, otherwise go to Q16)

14a Why didn't you contact the Red Cross? ... (Do not read list. Mark all that apply.)

- Didn't know how to
- Didn't know I was supposed to
- Don't remember/don't know why/forgot
- No longer had an emergency need
- Tried, but was unable to reach
- Other

INTERNAL REVENUE SERVICE

15. 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? **(Do not read list.)**

- Yes
- No
- (Don't know/Remember)

(If response = No go to 16a, otherwise go to Q17)

15a. Why didn't you contact the Internal Revenue Service? **(Do not read list. Mark all that apply.)**

- Accountant will contact the IRS
- Didn't know I was supposed to
- Don't remember/don't know why/forgot
- Losses not eligible
- No longer had a need to
- Too soon will later
- Tried, but was unable to reach
- Other

SMALL BUSINESS ADMINISTRATION

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? **(Do not read list.)**

- Yes
- No
- (Don't know/don't remember)

(If response = No go to 17a otherwise go to 18)

16a. Why didn't you return the application? **(Do not read list. Mark all that apply.)**

- Assumed not qualified/Credit rating
- Did not want loan
- Don't remember/don't know why/forgot
- FEMA funds sufficient
- Insurance funds sufficient
- Paperwork too complicated
- Process too complicated
- Other

FIRST CALL RESOLUTION TRAINING

17. After you registered, did you have a reason to call FEMA more than once about an unresolved issue? **(Do not read list.)**

- No
- No, went on-line
- Yes
- Do not remember

(If response = Yes go to Q4a. If response = No, No, went on-line or Do not remember go to Q5.)

17a. What was the main topic you called about? **(Do not read list. Mark all that apply.)**

- Appeal process
- Award Insufficient
- Check Status

- Clarification on FEMA call or letter
- Correct Information on file
- Inspection issues
- Rental assistance
- Other

17b. How many times did you call about the same topic? (Do not read list.)

- 2-3 times
- 4-5 times
- 6-10 times
- 11-15 times
- Over 15
- Do not remember

17c. To what extent was your issue resolved to your satisfaction? Would you say it was... (Read List)

- Fully
- Partially
- Not at All
- Pending
- (Don't Know)

(If response = Fully resolved or Don't know go to Q5, otherwise go to 4d)

17d. Why has your issue not been resolved? (Do not read list. Mark all that apply)

- Award Insufficient
- Appeal in progress
- Documentation not received / lost
- Did not understand next steps
- Have not heard from FEMA
- Insurance not received or paperwork lost
- Other

SUGGESTIONS

18. 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 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

19. 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.