

# Helpline/Contact Survey

OMB Control Number 1660-0036  
Expiration Date 02/28/2014

**PAPERWORK BURDEN DISCLOSURE NOTICE:** 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.

## PRIVACY ACT STATEMENT

**AUTHORITY:** Government Performance and Results Act (GPRA), 5 U.S.C. Ch. 3 as amended and the GPRA of 2010 (P.L. 111-352); Executive Order (EO) 12862, "Setting Customer Service Standards;" and its March 23, 1995 Memorandum addendum, "Improving Customer Service;" Executive Order 13411 "Improving Assistance for Disaster Victims;" Executive Order 13571 "Streamlining Service Delivery and Improving Customer Service;" and its June 13, 2011 Memorandum "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service."

**PRINCIPAL PURPOSE(S):** DHS/FEMA collects this information to measure Individual Assistance customers' satisfaction with FEMA services.

**ROUTINE USE(S):** This information is used for the principal purpose(s) noted above and will not be shared outside of DHS/FEMA, except as allowed under DHS/FEMA-008 - Disaster Recovery Assistance Files (April 30, 2013, 78 FR 25282), or as required by law.

**DISCLOSURE:** The disclosure of information on this form is strictly voluntary and will assist FEMA is making improvements to its Individual Assistance program; failure to provide the information requested will not impact the provision of FEMA Individual Assistance to qualified entities.

## Helpline/Contact Survey

### 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 talked with a FEMA Representative on (Call Date)?

- Yes
- No

*If no:* What would be a better time to call back? Thank you for your time and have a good day/evening.

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

- 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:* What would be a better time to call back? Thank you for your time and have a good day/evening.

*If yes:* Thank you. These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0036. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.

## Helpline/Contact Survey

1. To get started we'll use a scale of Excellent, Good, Satisfactory, Below Average or Poor. How would you rate (Agent) on showing an **interest** in helping you?

**If response = Below Average or Poor go to 1a else go to 2.**

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

- Didn't Answer Question(s)
- Didn't Listen
- Didn't make Me Eligible
- Minimized my losses
- No Empathy
- Rushed Call/Contact
- Other

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

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

**If response = Below Average or Poor go to 2a else go to 3.**

2a. In what way was he/she not courteous?

- Accusatory
- Agent wasn't Knowledgeable
- Condescending
- Didn't Answer Questions
- Impatient
- Interrupted
- No Empathy
- Rude
- Tone of voice
- Other

Now thinking about the information [Agent] provided,

3. How would you rate him/her on **explaining information** so it was easy to understand?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

**If response = Below Average or Poor go to 3a, if Excellent go to 3b else go to Q4**

3a. What did he/she do that made the information difficult to understand?

- Agent Wasn't Knowledgeable
- Didn't Answer Questions
- Inconsistent Information

## Helpline/Contact Survey

- Jargon/Terminology
- No Empathy
- Speech Unclear
- Talked too Fast
- Too Complicated
- Rude
- Other

3b. What specifically did he/she do to help you understand the **information**?

- Answered Questions
- Asked if I Understood
- Explained Details
- Patient
- Repeated Information
- Used Easy to Understand Terminology
- Other

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

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

***If response = Below Average or Poor go to 4a else go to 5.***

4a. In what way was he/she [Q4 Response] in letting you know what you needed to do next?

- Agent wasn't Knowledgeable
- Didn't answer Questions
- Next Steps not Given
- Rushed/No time to Write information
- Too Confusing
- Too much Information
- Other

5. Overall, would you say the level of customer service provided by [Agent] was Excellent, Good, Satisfactory, Below Average or Poor?

***If response = Satisfactory, Below Average or Poor go to 5a else go to 6.***

5a. What specifically could he/she have done better?

- Be More Accurate
- Be More Clear
- Be More Caring/Empathetic
- Have more Patience
- Provide More Details
- Use Plain Language
- Other

## Helpline/Contact Survey

## Helpline/Contact Survey

***If Type Call = DSA go to Q6 else go to Q7***

6. Did the face to face meeting with [Agent] take place:
- In your home
  - At a business
  - At your work place
  - On the street
  - In a shelter
  - At a local meeting place such as a church, town hall, school etc.
  - At a Disaster Recovery Center
  - Other
  - Did not meet face to face

***If response = Did not meet face to face to Q7 else go to 6a***

6a. If you needed assistance with temporary housing how would you rate [Agent] in helping you find housing resources? Would you say:

- Extremely Helpful
- Very Helpful
- Helpful
- Not Very Helpful
- Not at all Helpful
- Did not need temporary housing

***If response = Not Very Helpful or Not at all Helpful go to Q6b else go to q 6c***

6b. In what way could they have been more helpful in assisting **with housing resources?** (Text Box)

6c. If the representative provided you with information about other agencies or organizations how helpful was that information? Would you say:

- Extremely Helpful
- Very Helpful
- Helpful
- Not Very Helpful
- Not at all Helpful
- Information not needed/provided

***If response = Not Very Helpful or Not at all Helpful go to Q6d else go to q 6e***

6d. In what way could the information **about other agencies or organizations** have been more helpful? (Text Box)

6e. Did you have any needs that were not addressed by the representative?

- Yes
- No

## Helpline/Contact Survey

- Don't know/don't remember

***If response = Yes go to 6f else go to 6g***

6f. What specific needs were not addressed? (Text Box)

6g. What did you like most about being able to meet face to face with the FEMA representative?  
(Text Box)

6h. What did you like least about being able to meet face to face with the FEMA representative?  
(Text Box)

6i. What suggestions do you have for FEMA on better ways to assist disaster survivors?  
(Text Box)

### **Go to Q8**

The next few questions are related to the Recorded Messages and Prompts that you heard just prior to speaking with the FEMA Helpline Representative.

7. Did you select a prompt option that allowed you to access your application and hear the status prior to talking with the Representative?

- Yes
- No
- Don't know / Don't remember

***If response = Yes go to 7a else go to 8***

7a. How would you rate the automated system in providing the information you needed? Would you say it was Very Helpful, Somewhat Helpful or Not Very Helpful?

***If response = Not Very Helpful go to 7b else go to 7c***

7b. What suggestions do you have for improving the automated information system?

7c. How likely are you to use the automated information system to check on your FEMA assistance in the future? Would you:

- Definitely use
- Probably use
- Might or Might Not use
- Probably would Not use
- Definitely would Not use
- Don't Know/No Opinion

The next question is about the FEMA.gov and Disaster Assistance.gov websites where you can view your account online to check status, view correspondence and make minor changes.

8. Did you try to check on your application using FEMA's website?

## Helpline/Contact Survey

- Yes
- No
- Don't Remember

***If response = No go to 8a, if Yes go to 8b, else go to 9.***

8a. What were your reasons for not using the Internet to view your information?

- Computer Damaged
- Didn't Know I Could
- Limited Computer Skills
- No Computer
- No Internet Access
- Preferred to Talk to FEMA
- Security Concerns
- Utilities Out
- Website not Accessible
- Other

8b. Overall, how would you rate that experience? Would you say it was:

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- No Opinion

***If response = Below Average or Poor go to 8c else go to 8d.***

8c. Please tell me your reasons for that rating.

- Browser Issues
- Info Needed Not Available
- Instructions/Help Information Unclear
- Navigation Issues
- Preferred to Talk to FEMA
- Security Concerns
- Security screen Characters
- Slow Internet Response Time
- Technical problems
- Too Complicated/Difficult
- Took too long to view/edit information
- Other

8d. When checking your FEMA application online, were you using a mobile device such as an internet-enabled **smartphone?**

- Yes

## Helpline/Contact Survey

- No
- Don't Know/Remember

8e. In the future, how likely are you to use the DisasterAssistance.gov website to check your status?

Would you...

- Definitely use
- Probably use
- Might or Might Not use
- Probably would Not use
- Definitely would Not use
- No Opinion

***If response = Probably would Not use or Definitely would Not use go to 8f else go to 9.***

8f. What changes are needed to increase the likelihood?

9. Your opinion is very valuable to us. May we call at a later date to ask some additional questions?

- Yes
- No

### Closing

Thank you for your time. Have a good evening.