

DIRECT HOUSING OPERATIONS SURVEY-MOVE OUT

OMB Control Number 1660-0036

Expiration Date xx/xx/xxxx

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.

DIRECT HOUSING OPERATIONS SURVEY-MOVE OUT

Phase 3 – Move Out

This phase of the study will be conducted about one week after move out. The purpose of the study is to gather opinions regarding services provided during the final phase as well as overall suggestions for improvement.

Introduction

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID# is _____. May I please speak with _____?

If No: Thank you again for your previous assistance and have a good evening.

If Yes: We're calling to ask some final questions about the service you received while in the FEMA temporary housing unit. We appreciated your taking the time to talk to us previously. Would you volunteer to take 3-5 minutes to answer some questions, right now? (Yes or No)

If No: I understand, thank you for your time and have a good day/evening.

If Yes: Thank you. These questions have been approved by the Office of Management and Budget under control number 1660 -0036. Please be assured your responses will not affect the outcome of your application for FEMA assistance.

Q9. I understand that you have moved out of the FEMA housing unit, is that correct? (If No or Still In FEMA Unit: Oh, I'm sorry, I must have gotten your name by mistake. Thank you for your time. We may check back with you after you have moved out.)

(If yes go to Q9a)

Q9a. How much notice were you given to move out? (Less than 1 week, 1-2 weeks, 3-4 weeks, more than 4 weeks)

Q9b. Was this sufficient time? (Yes or No)

(If Q9a yes, go to Q9d)

(If Q9a no, go to Q9c)

Q9c. What is the main reason you needed more time? (No rental resources, No financial resources, Home not ready yet, School considerations, Work considerations, Other _____)

Q9d. Did a FEMA representative meet you to pick up the keys? (Yes or No) (If Yes go to Q9e if No go to Q10).

Q9e. How would you rate the service provided during that visit? Would you say it was... (Excellent, Good, Satisfactory, below Average, or Poor; Don't know/No opinion) (If Below Average or Poor go to Q9f)

Q9f. What about the service was (Below average/ Poor)? (Poor Attitude, Didn't treat me with respect, Didn't explain process clearly, Didn't seem interested in helping me, Didn't answer my questions, Missed Appoint, Arrived late, Took too long, Too much paperwork, Other _____)

DIRECT HOUSING OPERATIONS SURVEY-MOVE OUT

Q10. Overall, how would you rate FEMA's housing unit in meeting your temporary housing needs? Would you say it was... (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion). (If Below Average or Poor go to Q10a).

Q10a. What needs were not met? (Please Specify: Could not reach staff or right person, Information incomplete or inaccurate, Took too long to deliver, Took too long to get keys after delivery, Recertification too complicated, Found ineligible for recertification, Accommodations not adequate, Maintenance service too slow, Maintenance service not effective, Location not satisfactory, Other _____)

Q11. (Only asked if eligible to purchase unit) When FEMA notified you that you were eligible to purchase the unit, how would you rate the customer service you received? Would you say: (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion). (If Below Average or Poor go to Q11a).

Q11a. What about the service was (Below average/ Poor)? (Poor Attitude, Didn't treat me with respect, Didn't explain process clearly, Didn't seem interested in helping me, Didn't answer my questions, Missed Appoint, Arrived late, Took too long, Too much paperwork, Other _____)

Q12. 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 housing that you haven't already shared? _____

Close. Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions? Yes or No

If yes: Thank you for your time. Have a good day/evening.

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