

**FEMA Form 007-0-4 Direct Housing Operations Survey
 Currently a 3 Phased Survey in One FEMA Form
 Revised into 3 Separate Surveys with No Text Changes
 FEMA-Form 007-0-4 Direct Housing Operations-Move In
 FEMA-Form 007-0-21 Direct Housing Operations Survey-Maintenance
 and FEMA-Form 007-0-22 Direct Housing Operations Survey-Move-Out**

LOCATION Of CURRENT TEXT QUESTION NUMBER	CURRENT TEXT	REVISED TEXT
Introduction Phase 1	<u>Phase 1- PPI, Set Up, Assignment Processes</u> This phase of the study will be conducted about two weeks after assignment of the unit. The purpose of the study is to identify the applicant’s level of satisfaction with the pre-placement interview, set-up and assignment processes.	No Change
1.	Q1 Series. Please think back to the time you were contacted to discuss your willingness to live in a FEMA temporary housing unit. I’m going to name some topics that may have been covered with you during that interview. As I read each topic please say “yes” if it was covered, “no” if it was not covered, or “don’t remember” if you do not recall. The first topic is:	No Change
1a.	Q1a. Unit Assignment Information and the Receipt for Government. Property (Yes, No, Don’t remember)	No Change
1b.	Q1b. Acceptable Site for the Unit (suitability or feasibility) (Yes, No, Don’t remember)	No Change
1c.	Q1c. Estimated time for delivery of unit (Yes, No, Don’t remember)	No Change
1d.	Q1d. Responsibilities for setting up the unit (: Yes, No, Don’t remember)	No Change
1e.	Q1e. Utility connection responsibilities (Yes, No, Don’t remember)	No Change
1f.	Q1f. Recertification for continued use (Yes, No, Don’t remember)	No Change
2.	Q2. Next: How would you rate the customer service you received during that interview? Would you say it was (Excellent, Good, Satisfactory, Below Average, or Poor; Don’t know / No opinion) (If Below Average or Poor go to Q2a)	No Change
2a.	Q2a In what way was it (Below Average/Poor)? (Poor attitude, Didn’t treat me with respect, Didn’t explain the guidelines clearly, Didn’t take time to listen to me, Didn’t seem interested in helping me, Didn’t answer my questions, Other _____)	No Change
3.	Q3. How many days were there between the time FEMA called you about a temporary housing unit and the time you were told you were approved? (1-	No Change

	5 days, 6-10 days, 11-20 days, 21-30 days or more than 30 days.	
3a.	Q3a. How would you rate that amount of time. Would you say it was... (Excellent, Good, Satisfactory, Below Average, or Poor; Don't Know no Opinion). (Go to Q3b for all responses)	No Change
4.	Q4. How many weeks were there between the time you were approved and the time you signed the paperwork (Receipt for Government Property)? (Less than 1 week, 1-2 Weeks, 3-4 weeks, 5-6 weeks, 7-8 weeks, more than 8 weeks)	No Change
4a.	Q4a. Was that amount of time... (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion)	No Change
5.	These next questions are about the signing of the paperwork (Receipt for Government Property) and your initial walk through of the unit. Q5. How would you rate the customer service you received that day? Would you say it was (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion) (If Below Average or Poor go to Q5a)	No Change
5a.	Q5a. In what way was it (Below average/poor)? (Poor attitude, Didn't treat me with respect, Didn't explain the guidelines clearly, Didn't take time to listen, Didn't seem interested in helping me, Didn't answer my questions, Other _____)	No Change
5b.	Q5b. Was the unit the type and size you expected to receive? (Yes, No)(If No go to 5c)	No Change
5c.	Q5c. What was different? (Size: _____, Type: _____,)	No Change
5d.	Q5d. Was it equipped as you expected? (Yes, No) (If no go to Q5e)	No Change
5e.	Q5e. What was different? Furniture: _____, Expected Accessible: _____, Expected a Non Accessible: _____, Other _____)	No Change
5f.	Q5f. When you did the initial walk through, did everything work properly? (Yes or No) (If no go to Q5g.)	No Change
5g.	Q5g. What was not working (Keys____, Heating/AC____, Sewer____, Water____, Appliances____, Electricity____, Gas____, Door/Windows____, Other_____)	No Change
6a.	Q6a. How satisfied are you with the location of your unit? Are you (Extremely Satisfied, Very Satisfied, Satisfied, Not Very Satisfied, or Not at all Satisfied, Don't know/No opinion) (If Below Average or Poor go to Q6b)	No Change
6b.	Q6b. Why do you feel that way? Location is not safe/secure____, No privacy____, Blocked access for repairs____, Not on school bus route____, Public transportation not accessible____, Store not accessible____, Inadequate parking for cars____, No parks or play area for children____, Sewage or drainage	No Change

	issue____, Other ____ [Free Text box for other comments]	
6c.	Q6c. How would you rate the actual unit in meeting your immediate 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 Q6d)	No Change
6d.	Q6d. In what way was it (Below average/poor? Too small____, location not convenient____, was not clean____, not accessible____, not well heated/ air conditioned____, Repair issues____, No start up kit included____, Other ____ [Free Text box for other comments]	No Change
Suggestion	QSUG. 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 have not already shared?	No Change
Close	Close: That is all of the questions we have at this time. After you have lived in the unit for a while, we'll be checking back with you again to see how things are going. (Yes or No)	No Change
	Thank you for your time. Have a good day/evening.	No Change
Introduction Phase 2	<u>Phase 2 - Maintenance</u> This phase of the study will be conducted about 45 day(s) or longer after assignment of the unit (lease-in) and may be repeated if the term lasts longer. The purpose of the study is to identify the applicant's level of satisfaction with the maintenance services and recertification. (Note: More than one contractor may be deployed, based on type of unit, zip codes, length of time into the disaster: IA TAC covers first 30-90 days and after 90, local contractors take over.)	3 Phased Survey Separated: New FEMA Form 007-0-21 Disaster Housing Operations Survey- Maintenance No Change
7.	Q7. I would like to ask you some questions about your experience with the maintenance service. Have you had a reason to contact the Maintenance Service Line? (If yes go to Q7a) (If No go to Q8)	No Change
7a.	Q7a. What was the approximate date of your most recent phone call to the maintenance service center or the call you would like to talk about? _____ (mm/dd/yy)	No Change
7b.	Q7b. Thinking about that phone call, how would you rate the customer service provided by the person answering the phone? Would you say it was: (Excellent, Good, Satisfactory, Below Average, or Poor; Don't Know / No Opinion). (If Below Average or Poor go to Q7c)	No Change
7c.	Q7c. What makes you say that it was (Below	No Change

	Average/Poor): (Poor Attitude___, Didn't treat me with respect___, Didn't explain process clearly___, Didn't take time to listen to me___, Didn't seem interested in helping me___, Didn't answer my questions___, Didn't return my calls___, Other ___ [Free Text box for other comments]	
7d.	Q7d. Did this or any phone call result in an actual trip to your home to perform repair or maintenance services? (Yes or No) (If yes go to Q7e) (If No go to Q8)	No Change
7e.	Q7e. What was the approximate date of the most recent maintenance or repair visit you would like to talk about? _____ (mm/dd/yy)	No Change
7f.	Q7f. Was that: 1) For an emergency visit?___(water, power, sewer or air/heat – to be taken care of in 6 hours from the call) 2) Or a Routine visit?___ (taken care of in 2 days) or 3) Don't Know, Don't Remember___	No Change
7g.	Q7g. How would you rate the service provided during that visit? Would you say the service was (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion). If Below Average or Poor go to Q7g).	No Change
7h.	Q7h. What about it was (Below average/Poor). (Poor Attitude, Didn't treat me with respect, Didn't explain service clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Slow response time, Repair was not effective, Didn't come at appointed time, Other _____.)	No Change
8.	RECERTIFICATION QUESTIONS Q8. FEMA normally visits about once a month or every couple of months to check on your recovery progress. This is often referred to as "recertification". Have you received one of these visits? (Yes/No). (If yes go to Q8a) (If No go to Close)	No Change
8a.	Q8a. What was the approximate date of the most recent recertification visit? _____ (mm/dd/yy)	No Change
8b.	Q8b. How would you rate the customer 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 Q8c)	No Change
8c.	Q8c. Why do you say it was (Below Average/Poor)? (Poor attitude, Didn't treat me with respect, Didn't explain guidelines clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Other _____)	No Change
8d.	Q8d. After the recertification visit,[Caseworker	No Change

	Name] handled your decision to extend the time you could stay in the unit. How would you rate the customer service provided by [Caseworker Name]? Would you say [Caseworker Name or he/she] was ... (Excellent, Good, Satisfactory, Below Average, or Poor; Don't know/No opinion) (If Below Average or Poor go to Q8e)	
8e.	Q8e. Why do you say it was (Below Average/Poor)? (Poor attitude, Didn't treat me with respect, Didn't explain guidelines clearly, Didn't take time to listen to me, Didn't seem interested in helping me, Didn't answer my questions, Other _____)	No Change
Suggestions	QSUG.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 maintenance process that you have not already shared?	No Change
Close	Close. Well, we do appreciate the time you have spent with us. That is all of the questions we have at this time, but we will be checking back with you again to see how things are going. Yes or No. Have a good day.	No Change
Introduction Phase 3	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.	3 Phased Survey Separated: New FEMA Form 007-0-22 Disaster Housing Operations Survey- Move Out No Change
9.	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.) (Yes or No) (If yes go to Q9a)	No Change
9a.	Q9a. How much notice were you given to move out? (Less than 1 week, 1-2 weeks, 3-4 weeks, more than 4 weeks)	No Change
9b.	Q9b. Was this sufficient time? (Yes or No) (If Q9a yes, go to Q9d) (If Q9a no, go to Q9c)	No Change
9c.	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 _____)	No Change
9d.	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).	No Change
9e.	Q9e. How would you rate the service provided during that visit? Would you say it was... (Excellent, Good, Satisfactory, below Average, or	No Change

	Poor; Don't know/No opinion) (If Below Average or Poor go to Q9f)	
9f.	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 _____)	No Change
10.	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).	No Change
10a.	Q10a. What needs were not met? (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 _____)	No Change
11.	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).	No Change
11a.	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 _____)	No Change
12.	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? _____	No Change
Close	Close. Your opinion is very valuable to us, may we call you at a late 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.	No Change