

FEMA Form 007-0-7 Disaster Recovery Center Survey

LOCATION by CURRENT TEXT QUESTION	CURRENT TEXT	REVISED TEXT
Introduction	<p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is ___ and my ID # is _____. May I please speak with (Applicant) or the person who visited the Disaster Recovery Center on _____ (visit date)?</p> <p style="padding-left: 40px;">If no: Thank you for your time and have a good day/evening. (Mark attempt)</p> <p style="padding-left: 40px;">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 3 - 7 minutes to answer some questions?</p> <p><i>If No:</i> I understand, Thank you for your time and have a good day/evening)</p> <p><i>If Yes:</i> 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.</p>	<p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is ___ and my ID # is _____. May I please speak with (Applicant) or the person who visited the Disaster Recovery Center on (Visit Date)?</p> <p style="padding-left: 40px;"><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>If no:</i> What would be a better time to call back? Thank you for your time and have a good day/evening.</p> <p><i>If yes:</i> 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 5 - 9 minutes to answer some questions?</p> <p style="padding-left: 40px;"><input type="radio"/> Yes <input type="radio"/> No</p> <p><i>If No:</i> What would be a better time to call back? Thank you for your time and have a good day/evening.</p> <p><i>If Yes:</i> Thank you. The following questions comply with the Privacy Act of 1974 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.</p>
1.	<p>Considering everything you experienced at the Disaster Recovery center, what would be your overall rating of the Center?</p> <p style="padding-left: 40px;">Excellent Good Satisfactory Below Average</p>	<p>1. No change</p>

	Poor Don't Know / No Opinion <i>[If response=Excellent or Good, go to 1a]</i> <i>[If Below Average or Poor, go to 1b]</i> <i>[else go to 2]</i>	
1a.	What specific reason caused you to give it that rating? [Text Box]	1a. No change
1b	What specific reason caused you to give it that rating? [Text Box]	1b. No change
2.	When you first learned that a FEMA Disaster Recovery Center was opening, and BEFORE you went there, what type of services and information did you EXPECT to find? FEMA Programs Registration Check Status Food Assistance Mitigation Inspection Temporary Housing SBA IRS Red Cross Blue Tarp / Roof Rapid Temporary Repair Don't Know / No Opinion Other (Specify): [Text Box]	Revised and moved to 5:
3.	How did you hear about the location of the Recovery Center? Friends/Relatives/Neighbors Newspaper Flyers FEMA Website Signs FEMA Employees Red Cross Driving By Radio Television Local Gov't (City, County, EMS, etc.) Community Groups (Churches, Local Clubs)	2. Revised How did you hear about the location of the Recovery Center? <input type="radio"/> Community Group (club, church, school etc.) <input type="radio"/> Disaster Workers (ARC, Salvation Army, Local Gov., etc.) <input type="radio"/> FEMA Disaster Worker <input type="radio"/> FEMA Website <input type="radio"/> Flyers, Signs, Billboards, Posters, etc. (Including driving by). <input type="radio"/> Internet searches (Google, Bing, etc.) <input type="radio"/> Newspaper <input type="radio"/> Radio <input type="radio"/> Service Provider (Insurance, water, gas phone, etc.) <input type="radio"/> Social Media (Facebook, Twitter, etc.) <input type="radio"/> Television <input type="radio"/> Text, Phone, Email Alerts (reverse

		<p>911, robo call, RSS Feed, etc.)</p> <ul style="list-style-type: none"> o Word of Mouth (friends, family, neighbors, employer, landlord etc.) o Other (Specify) <p><i>If only response = Word of Mouth... go to 2b else go to 2a</i></p>
3a.	<p>How would you rate FEMA in letting you know the location of the Center in your area? Would you say they were...?</p> <p>Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion <i>[Below Average or Poor, go to 3b]</i></p>	2a. No change.
New		2b. New What would be the best way of advertising the Center? (Text Box)
4.	<p>How would you rate the convenience of the Center's...</p>	<p>Revised 3: How convenient for you was the Center's location? Would you say...</p> <ul style="list-style-type: none"> o Excellent o Good o Satisfactory o Below Average o Poor o Don't Know / No Opinion <p><i>[If response = Below Average or Poor go to 3a else go to 4]</i></p>
4a	<p>location? Would you say...?</p> <p>Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion <i>[Below Average or Poor go to 4b; otherwise go to 4c]</i></p>	Merged into one Question Number above.
4b.	<p>What specific reason caused you to give it that rating? [Text Box]</p>	3a. Revised
4c.	<p>hours of operation? Would you say...?</p> <p>Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion</p>	<p>4. Revised How convenient for you were the Center's hours of operation? Would you say...</p> <ul style="list-style-type: none"> o Excellent o Good o Satisfactory o Below Average

	<i>[Below Average or Poor go to 4d; otherwise go to 5]</i>	<ul style="list-style-type: none"> <input type="radio"/> Poor <input type="radio"/> Don't Know / No Opinion <p><i>[If response = Below Average or Poor go to 4a else go to 5]</i></p>
4d	What specific reason caused you to give it that rating? [Text Box]	4a. No change
Moved		5. Moved and Revised: BEFORE you arrived at the Disaster Recovery Center, what type of services and information did you EXPECT to find? <ul style="list-style-type: none"> <input type="radio"/> Apply/Register for FEMA assistance <input type="radio"/> Blue Tarp/Roof/Rapid Temporary Repair <input type="radio"/> Check Status <input type="radio"/> Crisis Counseling <input type="radio"/> Deliver Fax/Paperwork <input type="radio"/> FEMA Program Information <input type="radio"/> Food Assistance <input type="radio"/> Inspection Information <input type="radio"/> Insurance Information (Home owners/renters/flood, State Insurance Commission) <input type="radio"/> IRS <input type="radio"/> Legal Aid <input type="radio"/> Mitigation/Debris Removal/Water Purification Information <input type="radio"/> SBA <input type="radio"/> Supplies (Cleaning, Water, Formula, Diapers, etc.) <input type="radio"/> Temporary Housing Resources <input type="radio"/> Unemployment <input type="radio"/> Volunteer Organization (ARC, Salvation Army, United Way, etc.) <input type="radio"/> Had no Expectation <input type="radio"/> Other Federal, State, Local Agencies (Specify) <input type="radio"/> Other (Specify)
5.	A variety of disaster services and agencies were at the Center. AFTER you went there and saw what was available, what specifically did you want to accomplish during your visit to the Center? <ul style="list-style-type: none"> FEMA Program Info Registration Check Status Temporary Housing Mitigation 	6. Revised AFTER you entered the Center and saw what was available, what specifically did you want to accomplish during your visit? <ul style="list-style-type: none"> <input type="radio"/> Apply/Register for FEMA assistance <input type="radio"/> Blue Tarp/Roof/Rapid Temporary Repair <input type="radio"/> Check Status <input type="radio"/> Crisis Counseling <input type="radio"/> Deliver Fax/Paperwork <input type="radio"/> FEMA Program Information

	<p>Inspection Deliver / Fax Paperwork SBA Unemployment Red Cross IRS Blue Tarp / Roof Rapid Temporary Repair Food Assistance Crisis Counseling</p> <p>Other Agencies (Specify): [Text Box] Other Reasons (Specify): [Text Box]</p>	<p><input type="radio"/> Food Assistance <input type="radio"/> Inspection Information <input type="radio"/> Insurance Information (Home owners/renters/flood, State Insurance Commission) <input type="radio"/> Legal Aid <input type="radio"/> IRS <input type="radio"/> Mitigation/Debris Removal/Water Purification Information <input type="radio"/> SBA <input type="radio"/> Supplies (Cleaning, Water, Formula, Diapers, etc.) <input type="radio"/> Temporary Housing Resources <input type="radio"/> Unemployment <input type="radio"/> Volunteer Organization (ARC, Salvation Army, United Way, etc.) <input type="radio"/> Other Federal, State, Local Agencies (Specify) <input type="radio"/> Other (Specify) <i>(If response = Temporary Housing go to 6a, else go to 7)</i></p>
5a.	<p>How would you rate the Center on helping you find available housing? Would you say.....? Extremely Helpful Very Helpful Somewhat Helpful Not Very Helpful Not At All Helpful Don't Know / No Opinion <i>[Not Very Helpful or Not At All Helpful, go to 5b]</i></p>	6a. No change.
5b.	<p>How could they have been more helpful? [Text Box]</p>	6b. No change.
6.	<p>Did you accomplish all the things you wanted to during your visit to the Center?</p> <p>Yes Some No <i>[Some or No go to 6a and check all that apply; otherwise go to 7]</i></p>	7. No change.
6a.	<p>What things were not accomplished?</p> <p>FEMA Program Info Register Check Status Temporary Housing Mitigation</p>	<p>7a. Revised What things were not accomplished? <input type="radio"/> Apply/Register for FEMA assistance <input type="radio"/> Blue Tarp/Roof/Rapid Temporary Repair <input type="radio"/> Check Status</p>

	<p>Inspection Deliver / Fax Paperwork SBA Unemployment Red Cross IRS Blue Tarp / Roof Rapid Temporary Repair Food Assistance Crisis Counseling</p> <p>Other Agencies (Specify): [Text Box] Other Reasons (Specify): [Text Box]</p>	<ul style="list-style-type: none"> <input type="radio"/> Crisis Counseling <input type="radio"/> Deliver Fax/Paperwork <input type="radio"/> FEMA Program Information <input type="radio"/> Food Assistance <input type="radio"/> Inspection Information <input type="radio"/> Insurance Information (Home owners/renters/flood, State Insurance Commission) <input type="radio"/> Legal Aid <input type="radio"/> IRS <input type="radio"/> Mitigation/Debris Removal/Water Purification Information <input type="radio"/> SBA <input type="radio"/> Supplies (Cleaning, Water, Formula, Diapers, etc.) <input type="radio"/> Temporary Housing Resources <input type="radio"/> Unemployment <input type="radio"/> Volunteer Organization (ARC, Salvation Army, United Way, etc.) <input type="radio"/> Other Federal, State, Local Agencies (Probe and Specify) <input type="radio"/> Other (Specify)
7.	How would you rate the Recovery Center Staff on...?	8. Revised How would you rate the Recovery Center Staff on being courteous? Would you say... <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> Don't Know / No Opinion <p><i>[If response = Below Average or Poor go to 8a else go to 9]</i></p>
7a.	being courteous? Would you say...? Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion <p><i>[Below Average or Poor go to 7b and check all that apply, otherwise go to 7c]</i></p>	Merged into one Question Number above.
7b.	In what way was he/she not courteous? Impatient Interrupted Accusatory Condescending	8a. Revised In what way were they not courteous? <ul style="list-style-type: none"> <input type="radio"/> Accusatory <input type="radio"/> Agent wasn't Knowledgeable (Probe & Specify)

	<p>Tone of Voice Other [Text Box]</p>	<ul style="list-style-type: none"> <input type="radio"/> Condescending <input type="radio"/> Didn't Answer Questions (Probe & Specify) <input type="radio"/> Impatient <input type="radio"/> Interrupted <input type="radio"/> No Empathy (Caring/Concern) <input type="radio"/> Rude/Disrespectful/Unprofessional <input type="radio"/> Tone of voice <input type="radio"/> Other (Specify)
7c.	<p>showing an interest in your situation? Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion</p> <p><i>[Below Average or Poor go to 7d and check all that apply, otherwise go to 7f]</i></p>	<p>9. Revised ...and on showing an interest in your situation? <i>Was the Recovery Center Staff...</i></p> <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> Don't Know / No Opinion <p><i>[If response = Below Average or Poor go to 9a else go to 10]</i></p>
7d.	<p>What made you feel he/she was not interested in helping? Didn't Answer Questions Didn't Listen No Empathy Indifference Didn't make me Eligible Other [Text Box]</p> <p><i>[If Didn't Answer Questions is checked go to 7e]</i></p>	<p>9a. Revised. What made you feel he/she was not interested in helping?</p> <ul style="list-style-type: none"> <input type="radio"/> Didn't Answer Question(s) or fully explain (Probe & Specify) <input type="radio"/> Didn't Listen <input type="radio"/> Didn't make Me Eligible <input type="radio"/> Didn't provide next steps <input type="radio"/> Minimized my losses <input type="radio"/> No confidence in agent's knowledge <input type="radio"/> No Empathy (Indifference/lack of concern etc.) <input type="radio"/> Rushed Call <input type="radio"/> Other (Specify)
7e.	<p>What questions were not answered? [Text Box]</p>	<p>10. Revised Using the same rating scale how would you rate the Disaster Recover Center Staff on letting you know what you needed to do next?</p> <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> Don't Know / No Opinion <p><i>[If response = Below Average or</i></p>

		Poor go to 10a else go to 11]
7f.	<p>letting you know what you needed to do next?</p> <p>Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion <i>[Below Average or Poor go to 7g and check all that apply below, otherwise go to 7i]</i></p>	Merged into one Question Number above.
7g.	<p>What specific reason(s) caused you to give it that rating?</p> <p>Next Steps not given Didn't Answer Questions Too much info Too Confusing Indifference Other [Text Box]</p> <p><i>[If Didn't Answer Questions is checked go to 7h]</i></p>	<p>10a. Revised What specific reason(s) caused you to give it that rating?</p> <ul style="list-style-type: none"> <input type="radio"/> Explanations were confusing, inconsistent, incomplete etc. <input type="radio"/> Didn't Answer Questions (Probe & Specify) <input type="radio"/> Didn't make Me Eligible <input type="radio"/> Next Steps not given <input type="radio"/> No Empathy (Indifference/lack of concern etc.) <input type="radio"/> Poor customer service (Probe & Specify) <input type="radio"/> Too much info <input type="radio"/> Other (Specify)
7h.	<p>What questions were not answered? [Text Box]</p>	Deleted
7i.	<p>making good use of your time?</p> <p>Excellent Good Satisfactory Below Average Poor Don't Know / No Opinion <i>[Below Average or Poor go to 7j and check all that apply below, otherwise go to 8]</i></p>	<p>11a. Revised ...and on making good use of your time?</p> <ul style="list-style-type: none"> <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Below Average <input type="radio"/> Poor <input type="radio"/> Don't Know / No Opinion <p><i>[If response = Below Average or Poor go to 11a else go to 12]</i></p>
7j.	<p>What specific reason(s) caused you to give it that rating?</p> <p>Upfront Info Organization Need more Staff Phone Issues Computer Issues Other [Text Box]</p>	<p>11a. Revised What specific reason(s) caused you to give it that rating?</p> <ul style="list-style-type: none"> <input type="radio"/> Computer Issues <input type="radio"/> Needed more Staff <input type="radio"/> Not well organized <input type="radio"/> Phone Issues <input type="radio"/> Upfront Info (Answer questions, tell eligibility)

		o Other [Specify]
New		<p>12. New</p> <p>While at the Disaster Recovery Center did you receive any FEMA brochures or information sheets?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Remember <p><i>[If response = Yes go to 12a else go to 13]</i></p>
New		<p>12a. New</p> <p>How helpful was the written material? Would you say:</p> <ul style="list-style-type: none"> <input type="radio"/> Very Helpful <input type="radio"/> Helpful <input type="radio"/> Not Very Helpful <input type="radio"/> Not at all Helpful <p><i>[If response = Not Very Helpful or Not at all Helpful go to 12b else go to 13]</i></p>
New		<p>12b. New</p> <p>What changes are needed to make the information more helpful? (Text Box)</p>
New		<p>13. New</p> <p>Did you request to use alternate communication tools such as an amplified phone, illuminated Magnifier or other types of accessibility while at the Recovery Center?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Remember <p><i>[If response = Yes go to 13a else go to 14]</i></p>
New		<p>13a. New</p> <p>How satisfied were you with the device(s) provided?</p> <ul style="list-style-type: none"> <input type="radio"/> Very Satisfied <input type="radio"/> Satisfied <input type="radio"/> Not Very Satisfied <input type="radio"/> Not at all Satisfied <p><i>[If response = Not Very Satisfied or Not at all Satisfied go to 13b else go to 14]</i></p>
New		<p>13b. New</p> <p>What changes should be made at the Disaster Recovery Center to improve alternate communication and accessibility services? (Text Box)</p>

New		<p>14. New</p> <p>Have you encouraged friends, family or others to visit the Disaster Recovery Center?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know/Don't remember <p>(If response = Yes go to 14a else go to 15)</p>
New		<p>14a. New</p> <p>Did you communicate that information:</p> <ul style="list-style-type: none"> <input type="radio"/> Face to face <input type="radio"/> Text or e-mail <input type="radio"/> Telephone call <input type="radio"/> Social Media (Facebook, Twitter etc.) <input type="radio"/> Other (Specify)
8.	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 Disaster Recovery Centers that you have not already shared? [Text Box]	<p>15. Revised</p> <p>FEMA is interested in getting your opinion on what we could do to improve our service. What recommendations would you like to pass on to improve the Disaster Recovery Centers [Text Box]</p>
Close	Thank you very much for your time. Have a good day/evening.	Close: No change.