

**FEMA Form 007-0-20 Program Effectiveness & Recovery Survey**

LOCATION OF CURRENT TEXT QUESTION NUMBER	CURRENT TEXT	REVISED TEXT
<b>Introduction</b>	<p>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 most familiar with your case?</p> <p><i>If no:</i> Thank you for your time and have a good day/evening.  <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 7-12 minutes to answer some questions?  <input type="radio"/> Yes  <input type="radio"/> No</p> <p><i>If no:</i> I understand. Thank you for your time and have a good day/evening.  <i>If yes:</i> Thank you. These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0128. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored for quality assurance.</p>	<p>Introduction Revision  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 most familiar with your case?  <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.  <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 10-14 minutes to answer some questions?  <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.  <i>If yes:</i> Thank you. These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0128. 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>
Begin	We'll start with a few very general questions.	Change beginning: FEMA is very interested in feedback from you about your experiences during the [disaster type] that occurred in [Incident Period Month and Year i.e. April, 2012].
1.	<p>Overall, how would you rate the support you received from FEMA since the disaster occurred? Would you say it's been...</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> </ul>	No change 1.

	<ul style="list-style-type: none"> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know / No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q1a and read the options, otherwise go to Q2)</p>	
1a.	<p>Which of the following best describes why you rated FEMA support Below Average or Poor?</p> <ul style="list-style-type: none"> <li>• The Assistance Process</li> <li>• Amount of money</li> <li>• Amount of time to receive money</li> <li>• Customer Service</li> <li>• Other reasons</li> </ul>	<p>Revision</p> <p>1a. Which of the following best describes why you rated FEMA support [Q1 response]... (Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• The amount of money received from FEMA</li> <li>• Not all damages were eligible for assistance</li> <li>• Took too long to receive money or assistance</li> <li>• Complexity of FEMA's Assistance process (Probe &amp; Specify)</li> <li>• The SBA Loan</li> <li>• Too much paper work (Probe &amp; Specify)</li> <li>• Customer Service</li> <li>• Lack of accommodation for disability, access and functional needs</li> <li>• Other reasons (Probe &amp; Specify)</li> </ul>
2.	<p>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</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know / No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q2a and read the options, otherwise go to Q3)</p>	<p>Revised to remove "And" in the opening 2.</p>
2a.	<p>Would you say the primary factors that caused you to rate FEMA Information Below Average or Poor were:</p> <ul style="list-style-type: none"> <li>• Timeliness of information</li> <li>• Information not clear</li> <li>• Too much information</li> <li>• Not enough information</li> <li>• Other reasons</li> </ul>	<p>Revision</p> <p>2a. Would you say the primary factors that caused you to rate FEMA Information [Q2 response] were: (Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• Timeliness of the information</li> <li>• Information was too complicated or not clear (Probe &amp; Specify)</li> <li>• Too much information</li> </ul>

		<ul style="list-style-type: none"> <li>• Not enough information</li> <li>• Did not receive any information from FEMA</li> <li>• Incorrect or inconsistent Information (Probe &amp; Specify)</li> <li>• Not in an accessible format for disability or functional needs</li> <li>• Other reasons (Probe &amp; Specify)</li> </ul>
<b>New Transition</b>		Shortly after the disaster was declared for Federal Assistance, information about FEMA's disaster assistance programs was made available through a variety of sources.
<b>New: Languages</b>		<p>New</p> <p>3. Did your household utilize any information provided in a language other than English? (Do Not Read List)</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't Remember</li> </ul> <p><i>If response = Yes go to 3a else go to 3f</i></p>
<b>New Languages</b>		<p>New</p> <p>3a. What language was that? (Do Not Read List)</p> <ul style="list-style-type: none"> <li><input type="radio"/> Arabic</li> <li><input type="radio"/> Cambodian</li> <li><input type="radio"/> Chinese</li> <li><input type="radio"/> French</li> <li><input type="radio"/> Greek</li> <li><input type="radio"/> Haitian-Creole</li> <li><input type="radio"/> Hindi</li> <li><input type="radio"/> Italian</li> <li><input type="radio"/> Japanese</li> <li><input type="radio"/> Korean</li> <li><input type="radio"/> Laotian</li> <li><input type="radio"/> Polish</li> <li><input type="radio"/> Portuguese</li> <li><input type="radio"/> Russian</li> <li><input type="radio"/> Spanish</li> <li><input type="radio"/> Tagalog</li> <li><input type="radio"/> Thai</li> <li><input type="radio"/> Urdu</li> <li><input type="radio"/> Vietnamese</li> <li><input type="radio"/> Other (Specify)</li> </ul>

<b>New Language</b>		Thinking about the information provided in [Response 3a] and using a rating scale of Excellent, Good, Satisfactory, Below Average or Poor how would you rate the information on:
<b>New Language</b>		3b. Being easy to understand 3c. Answering your questions 3d. Being available when you needed it
<b>New Language</b>		3e. What suggestions do you have for improving information provided in [Response 3a]?
<b>New Information Source</b>		3f. Which one of the following was your main source for information about FEMA programs? (Read List) <ul style="list-style-type: none"> <li>• FEMA.gov or DisasterAssistance.gov websites</li> <li>• Other websites or Internet searches</li> <li>• FEMA Disaster Workers</li> <li>• Other disaster workers like American Red Cross or local volunteers</li> <li>• FEMA Booklets and Documents received by mail or electronically</li> <li>• Radio, Television or Newspaper</li> <li>• Social Media (Probe &amp; Specify Facebook, Twitter, etc.)</li> <li>• Friends, Relatives or Neighbors</li> <li>• Insurance Company or others that you do business with</li> <li>• Community Groups like clubs, schools, churches</li> <li>• Text messages or alerts (Probe &amp; Specify from whom)</li> <li>• Other (Probe &amp; Specify)</li> <li>• Don't know/Don't remember</li> <li>• <i>If response = FEMA.gov or DisasterAssistance.gov websites go to Q3g, if response = FEMA Disaster Workers go to Q3i or if response = FEMA Booklets and Documents received by mail or electronically go to Q3k else go to Q4</i></li> </ul>
<b>New Information Websites</b>		3g. Would you say the information provided through the [Q3f Response FEMA.gov or Disaster Assistance.gov website] was... (Read Rating Scale) <ul style="list-style-type: none"> <li>• Very helpful,</li> <li>• Helpful</li> <li>• Not very helpful</li> </ul> <i>If response = Not very helpful go 3h else go to Q4</i>

<b>New Information Websites</b>		3h. What could be changed to make information on the [Q3f Response FEMA.gov or DisasterAssistanc.gov website] more helpful? <i>Go to Q4</i>
<b>New Information Disaster Worker</b>		3i. Would you say the information provided by the [Q3 response FEMA Disaster Worker} was... (Read List) <ul style="list-style-type: none"> <li>• Very helpful</li> <li>• Helpful</li> <li>• Not very helpful</li> </ul> <i>If response = Not very helpful go 3j else go to Q4</i>
<b>New Information Disaster Worker</b>		3j. What could be changed to make information provided by FEMA Disaster workers more helpful? <i>Go to Q4</i>
<b>New Information Booklet Materials</b>		3k. Did you read the FEMA Booklets and materials as a... (Read List Select 1) <ul style="list-style-type: none"> <li>o Standard Paper version</li> <li>o Large Print Paper version</li> <li>o Braille version</li> <li>o Online version accessed through a FEMA website</li> <li>o Don't Know/Don't Remember</li> </ul>
<b>New Information Booklet Materials</b>		Using a rating scale of Excellent, Good, Satisfactory, Below Average or Poor, how would you rate the material on: 3l. Being easy to understand 3m. Containing helpful information 3n. Being well organized
<b>New Information</b>		3o. Overall, how would you rate the information, would you say it was... (Read Rating Scale) <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> </ul> <i>If Q3o response = Below Average or Poor go to Q3p else go to Q4</i>
<b>New Information</b>		3p. What suggestions do you have for making those materials more helpful to disaster survivors?
<b>New</b>		In answering the next questions, please

<b>Transition</b>		think back on your disaster experience from the time of registering for FEMA assistance to the present.
<b>Expectations</b>		
<b>New Expectation Source</b>		<p>New</p> <p>4. Which one of the following was most significant in setting your expectations on how FEMA programs might help you? Was it... (Read List Select 1)</p> <ul style="list-style-type: none"> <li>• The information packet received from FEMA by US mail or electronically</li> <li>• FEMA.gov or DisasterAssistance.gov website</li> <li>• A representative at FEMA’s Disaster Recovery Center</li> <li>• A representative at FEMA’s toll free number</li> <li>• A FEMA representative that you met with face to face (Probe &amp; Specify)</li> <li>• A Town Hall or other public meeting</li> <li>• Radio, Television or Newspaper</li> <li>• Social media like Facebook or twitter</li> <li>• Friends or family members</li> <li>• Other (Probe &amp; Specify)</li> <li>• Had no expectations</li> <li>• <i>If Q4 response = Had no expectations go to Q5 else go to Q4a.</i></li> </ul>
3.	<p>Thinking back to when the disaster was declared, has FEMA “Exceeded”, “Met”, or “Failed to meet” your expectations?</p> <ul style="list-style-type: none"> <li>• Exceeded</li> <li>• Met</li> <li>• Failed to meet</li> <li>• Had No Expectations</li> <li>• Don’t Know</li> </ul> <p><i>(If response = “Failed to meet” go to Q3a and read the options.)</i></p>	<p>Revision</p> <p>4a. Has FEMA Exceeded, Met or Failed to meet your expectations?</p> <ul style="list-style-type: none"> <li>• Exceeded</li> <li>• Met</li> <li>• Failed to Meet</li> <li>• Don’t know / No opinion / Had no expectations</li> </ul> <p><i>If Q4a response = Failed to Meet go to Q4b else go to Q5</i></p>
3a.	<p>Which of the following best describes the areas where your expectations were not met:</p> <ul style="list-style-type: none"> <li>• Application Process</li> <li>• Amount of money</li> <li>• Amount of time to receive money</li> <li>• Customer Service</li> <li>• Other reasons</li> </ul>	<p>Revision</p> <p>4b. In what areas did FEMA fail to meet your expectations? (Do Not Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• The Amount of money received</li> <li>• No Money received from FEMA</li> <li>• Took too long to receive money</li> <li>• Not all items lost or damaged were eligible</li> <li>• Complexity of the assistance process and paperwork</li> <li>• The SBA loan (Probe &amp; Specify)</li> </ul>

		<ul style="list-style-type: none"> <li>• Customer Service (Probe &amp; Specify)</li> <li>• Took too long to declare disaster</li> <li>• Other (Probe &amp; Specify)</li> </ul>
<b>STRATEGIC RESPONSE (Moved Down in New Version)</b>	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:	Series moved. Revised Please consider all of your interactions with FEMA, since the [disaster type] occurred in [Incident Period Month and Year i.e. April, 2012). Using a rating scale of Excellent, Good, Satisfactory, Below Average or Poor how would you rate FEMA on:
<b>New</b>		9a. Making it easy for you to apply for assistance
	4a. Providing a Timely Response?	
	4b. Being Responsive to Customers?	Revised 9b. Being responsive to your needs
	4c. Providing Caring Customer Service?	No change 9c.
	5. Overall, how would you rate FEMA on building your trust and confidence? Would you say it was... <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> (If response = Below Average or Poor go to Q5a and read the options; otherwise go to Q7)	Revised 9d. Building your trust and confidence <i>If Q9d response = Below Average or Poor go to Q9e else go to Q9f</i>
	5a. Which of the following areas had the greatest impact on your Trust and Confidence in FEMA: <ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Effectiveness of staff</li> <li>• Commitment to your recovery</li> <li>• Visibility of FEMA in the disaster area</li> <li>• Reliability of information provided</li> <li>• Other reasons</li> </ul>	Revision 9e. Which of the following areas had the greatest impact on your trust and confidence in FEMA? (Read List Mark All That Apply) <ul style="list-style-type: none"> <li>• Had to resubmit documents multiple times</li> <li>• Commitment to your recovery (Probe &amp; Specify)</li> <li>• Visibility of FEMA in the disaster area</li> <li>• Amount of money was insufficient or less than expected</li> <li>• Some items were not eligible or covered by FEMA</li> </ul>

		<ul style="list-style-type: none"> <li>• Took too long to get help or assistance</li> <li>• Incorrect, incomplete or inconsistent information provided (Probe and Specify)</li> <li>• Customer Service</li> <li>• Effectiveness of staff</li> <li>• Other reasons (Probe &amp; Specify)</li> </ul>
	6. What suggestions do you have to improve FEMA's image?	Deleted
<b>New FINANCIAL ASSISTANCE TRANSITION</b>		Revision combines Series 7,8, 9, and 10 ONA and HA Assistance: FEMA provides financial assistance to help with uninsured disaster related-damages such as home repairs, temporary rental assistance, vehicle, clothing, household items, miscellaneous items, medical/dental/funeral expenses, and child care.
<b>ONA FINANCIAL ASSISTANCE</b>	<i>(This question will only be asked when ONA is disbursed by the state.)</i> 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.	Combined with HA into one Financial Assistance series of questions.
7.	How would you rate the financial assistance you received for these items in meeting your disaster related needs? Would you say it was... <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <i>(If response = Below Average or Poor go to Q7a and read the options. If response = Excellent, Good or Satisfactory go to Q8, If response = Don't Know / No Opinion go to Q9)</i>	Revised 5. How would you rate the financial assistance, provided by FEMA, in helping you to meet your disaster related needs? Would you say it was... (Read Rating Scale) <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• Don't know / No opinion</li> </ul> <i>If response = Below Average or Poor Q5a else go to Q6</i>
7a.	What are the primary factors causing you to give that rating would you say: <ul style="list-style-type: none"> <li>• Not enough money to cover vehicle, clothing or household</li> </ul>	Revised 5a. What were the primary factors for rating the financial assistances received from FEMA as [Q5 response]? (Do Not



	<p>items</p> <ul style="list-style-type: none"> <li>• Not enough money from Insurance</li> <li>• Not all items were eligible</li> <li>• Other reasons</li> </ul>	<p>Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• No or Not enough money for Home Repairs</li> <li>• No or Not enough money for Rental Assistance</li> <li>• No or Not enough money for Personal Property like vehicles, furniture, clothing or household items</li> <li>• No or Not enough money for Child Care (Probe &amp; Specify)</li> <li>• No or Not enough money for medical, dental or funeral expenses</li> <li>• Did not qualify for any FEMA assistance</li> <li>• Insurance issues (Probe &amp; Specify)</li> <li>• SBA loan issues</li> <li>• Business, Farm, Rental Property or Secondary home damages</li> <li>• Other (Probe &amp; Specify)</li> </ul> <p><i>If response = Did not qualify for any FEMA assistance and SBA code is not = FIT go to Q7, if response = Did not qualify for any FEMA assistance and SBA code = FIT go to Q8, else go to Q6</i></p>
8.	<p>How would you rate the financial assistance in arriving within a reasonable amount of time?</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <p><i>(If response = Below Average or Poor go to Q8a and read the options, go to Q9 if received HA or Q11 if no HA received)</i></p>	<p>No change except for skip instructions. 6.</p> <p><i>If response = Below Average of Poor go to Q6a else go to Q6b</i></p>
8a.	<p>Which of the following are the main reasons you gave that rating:</p> <ul style="list-style-type: none"> <li>• Insurance money delayed</li> <li>• Additional documents required by FEMA</li> <li>• Small Business Administration Loan process</li> <li>• Other reasons</li> </ul>	<p>Revised 6a. What were the reasons that may have caused the delay: (Do Not Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• Additional documents required by FEMA</li> <li>• Had to resubmit documents to FEMA</li> <li>• Insurance settlement delayed</li> <li>• Appeal process</li> <li>• Error in original application</li> <li>• Disaster was declared late</li> <li>• Don't know why it took so long</li> </ul>

		<ul style="list-style-type: none"> <li>• I did not receive any money from FEMA</li> <li>• Other (Probe &amp; Specify)</li> <li>• Don't know the reason for the delay</li> </ul>
<b>HOUSING FINANCIAL ASSISTANCE</b>	(Display this question if ONA is disbursed by State and was HA eligible)	Series 7,8, 9, and 10: Combined into one question series for HA and ONA under Financial Assistance (above)
9.	<p>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..</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q9a and read the options. If response = Excellent, Good or Satisfactory go to 9b otherwise go to Q11)</p>	See #5 above
9a.	<p>Which of the following best describes your primary reasons for giving that rating:</p> <ul style="list-style-type: none"> <li>• Not enough money to cover home repair</li> <li>• Not enough money to cover temporary housing costs</li> <li>• Not enough money from insurance</li> <li>• Other reasons</li> </ul>	See #5a above
9b.	<p>How would you rate the financial assistance in arriving within a reasonable amount of time?</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q9c and read the options, otherwise go to Q11)</p>	See #6 above

9c.	<p>Which of the following are the main reasons you gave that rating:</p> <ul style="list-style-type: none"> <li>• Insurance money delayed</li> <li>• Additional documents required by FEMA</li> <li>• Other reasons</li> </ul>	See #6a above
10.	<p>(Display this question if ONA is disbursed by FEMA) FEMA may have helped you with the costs 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...</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q10a and read the options, If response = Excellent, Good or Satisfactory go to Q10b otherwise go to Q11)</p>	See #5 above
10a.	<p>Which of the following best describes your primary reasons for giving that rating:</p> <ul style="list-style-type: none"> <li>• Not enough money to cover home repairs</li> <li>• Not enough money to cover temporary housing</li> <li>• Not enough money to cover vehicle, clothing and household items</li> <li>• Not enough money from insurance</li> <li>• Not all items were eligible</li> <li>• Other reasons</li> </ul>	See #5a above
10b.	<p>How would you rate FEMA's financial assistance in arriving within a reasonable amount of time?</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> </ul>	See #6 above

	<ul style="list-style-type: none"> <li>• Below Average</li> <li>• Poor</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Below Average or Poor go to Q10c and read the options, otherwise go to Q11)</p>	
10c.	<p>Which of the following are the main reasons you gave that rating:</p> <ul style="list-style-type: none"> <li>• Insurance money delayed</li> <li>• Additional documents required by FEMA</li> <li>• Small Business Administration Loan process</li> <li>• Other reasons</li> </ul>	See #6a above
<b>New CORRESPONDENCE</b>		<p>New 6b. FEMA provided one or more letters explaining the amount of money and damage types covered. Using a rating scale of 1 to 10 where 1 is Did not Understand and 10 is Fully Understood how would you rate the correspondence in clearly explaining your FEMA assistance? <i>If response = 6 or less go to Q6c else if SBA code is = FIT go to Q7 or if SBA Code is not = FIT go to Q8</i></p>
<b>New CORRESPONDENCE</b>		<p>New 6c. What changes are needed to improve correspondence from FEMA? <i>If SBA code is not = FIT go to Q7 else go to Q8</i></p>
<b>CURRENT STAGE IN DISASTER</b>		
11.	<p>As of today, what is your level of recovery? Would you say you are...</p> <ul style="list-style-type: none"> <li>• Completely Recovered</li> <li>• More than Halfway</li> <li>• Halfway</li> <li>• Less than Halfway</li> <li>• Not begun to recover</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Less than Halfway or Not begun to recover go to Q11a and read the options, otherwise go to Q12)</p>	<p>Revised 8. Thinking back to your damages immediately following the disaster and your current level of recovery would you say you are: (Read Rating Scale)</p> <ul style="list-style-type: none"> <li>• Completely Recovered</li> <li>• More than Halfway</li> <li>• Halfway</li> <li>• Less than Halfway</li> <li>• Not begun to recover</li> <li>• Don't know/No opinion</li> </ul> <p><i>If response = Less than Halfway or Not begun to recover go to Q8a else go to Q8b</i></p>

11a.	<p>Which of the following are the primary reasons for your current recovery level:</p> <ul style="list-style-type: none"> <li>• Repair and replacement costs too high</li> <li>• Contractor not available</li> <li>• Material not available</li> <li>• Insurance money delayed</li> <li>• Small Business Administration Loan process</li> <li>• Bank or other lender processes</li> <li>• FEMA processes</li> <li>• Other reasons</li> </ul>	<p>Revised 8a. What are the primary reasons for your current level of recovery... (Do Not Read List Mark all That Apply)</p> <ul style="list-style-type: none"> <li>• Repair and replacement costs are too high</li> <li>• No or Not enough money</li> <li>• Contractor or materials not available</li> <li>• Insurance settlement delayed, denied or insufficient</li> <li>• Small Business Administration Loan denied or delayed</li> <li>• Bank or other loan delayed or denied</li> <li>• FEMA funds delayed or being appealed</li> <li>• Weather related delays</li> <li>• Local permits, demolition or zoning issues</li> <li>• Doing own repairs</li> <li>• Relocation move pending</li> <li>• Lost job, unemployed or unable to work</li> <li>• No working vehicle</li> <li>• No public transportation</li> <li>• Flood buyout program pending</li> <li>• Mitigation required prior to repairing or rebuilding</li> <li>• Medical reasons</li> <li>• Landlord delayed repairs</li> <li>• Unable to find affordable/accessible housing (Probe &amp; Specify)</li> <li>• Other reason (Probe &amp; Specify)</li> <li>• Don't know/No opinion/Decline to answer</li> </ul>
12.	<p>Thinking about FEMA's role in your recovery, would you say FEMA has been...</p> <ul style="list-style-type: none"> <li>• Extremely helpful</li> <li>• Very helpful</li> <li>• Somewhat helpful</li> <li>• Not very helpful</li> <li>• Not at all helpful</li> <li>• (Don't know/No opinion)</li> </ul> <p>(If response = Not very helpful or Not at all helpful go to Q12a and read the options, otherwise go to next question.)</p>	<p>No change except in skip instructions. 8b.</p> <p><i>If response = Not very helpful or Not at all helpful go to Q8c else go to Q9</i></p>
12a.	Which of the following best describes	8c. Please describe why FEMA was not

	<p>why FEMA has not been helpful in your recovery:</p> <ul style="list-style-type: none"> <li>• Amount of money</li> <li>• Amount of time to receive money</li> <li>• Processes too complicated</li> <li>• Customer Service</li> <li>• Other reasons</li> </ul>	<p>helpful in your recovery: (Do Not Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• Amount of money was insufficient</li> <li>• Some damages were not eligible or covered by FEMA</li> <li>• Did not qualify for FEMA assistance</li> <li>• Took too long or still waiting to get FEMA assistance</li> <li>• FEMA processes too complicated</li> <li>• Referred to SBA but did not want a loan</li> <li>• SBA process was too complicated</li> <li>• Customer Service (Probe &amp; Specify)</li> <li>• Have Insurance so FEMA could not help</li> <li>• Did not accommodate my Disability and Function Needs (Probe &amp; Specify)</li> <li>• Own a Business, Farm, secondary home or rental property so could not get help</li> <li>• Other reasons (Probe &amp; Specify)</li> </ul>
<b>AMERICAN RED CROSS</b>		Deleted series
13.	<p>When you registered with FEMA, we may have advised you to contact the American Red Cross. Did you contact them?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• (Don't know/Remember)</li> </ul> <p>(If response = No go to 13a and read the options.)</p>	Deleted series
13a.	<p>Which of the following best describe why you did not contact the Red Cross. Would you say you:</p> <ul style="list-style-type: none"> <li>• No longer had an emergency need</li> <li>• Tried, but was unable to reach them</li> <li>• Didn't know to contact them</li> <li>• Don't remember</li> <li>• Other reasons</li> </ul>	Deleted series
<b>INTERNAL REVENUE SERVICE</b>		Deleted series

14.	<p>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?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• (Don't know/Don't Remember)</li> </ul> <p>(If response = No go to 14a and read the options.)</p>	Deleted series
14a.	<p>Which of the following best describes why you did not contact the Internal Revenue Service. Would you say you:</p> <ul style="list-style-type: none"> <li>• Didn't know to contact them</li> <li>• No longer had a need to</li> <li>• Plan to contact them later</li> <li>• Tried, but was unable to reach them</li> <li>• Accountant handles taxes</li> <li>• Other reasons</li> </ul>	Deleted series
<b>SMALL BUSINESS ADMINISTRATION</b>		
15.	<p>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?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• (Don't know/don't remember)</li> </ul> <p>(If response = No go to 15a and read the options.)</p>	<p>Revised</p> <p>7. When you registered with FEMA, you may have been referred to the Small Business Administration for a disaster loan to help with personal property, or if you own a business, secondary home or rental property to assist with those damages. Did you apply for the disaster loan?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don't know/don't remember</li> </ul> <p><i>If Q7 response = No go to Q7a, If response = Yes go to 7b else go to Q8</i></p>
15a.	<p>Which of the following are the most significant reasons you did not return the Disaster Loan application. Would you say you:</p> <ul style="list-style-type: none"> <li>• Did not want the SBA loan</li> <li>• Did not receive an application</li> <li>• FEMA funds were sufficient</li> <li>• Insurance funds were sufficient</li> <li>• Disaster Loan paperwork was too complicated</li> </ul>	<p>Revised</p> <p>7a. What were the most significant reasons you did not apply for the SBA disaster loan? (Do Not Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• Did not want a loan</li> <li>• Did not think I would qualify</li> <li>• Could not afford to pay it back</li> <li>• Applied but was turned down</li> <li>• Was not told about SBA</li> </ul>

	<ul style="list-style-type: none"> <li>• SBA Loan period had ended</li> <li>• Other reasons</li> </ul>	<ul style="list-style-type: none"> <li>• Thought SBA was for Businesses only</li> <li>• Requested but did not receive the SBA Loan application</li> <li>• Did not need the loan as FEMA, insurance and other funds were sufficient</li> <li>• SBA paperwork was too complicated</li> <li>• SBA Loan period had already ended</li> <li>• Interest rates were not competitive</li> <li>• Other reasons (Probe &amp; Specify)</li> </ul>
<b>New SBA</b>		<p>7b. Did you complete your SBA Loan application... (Read List Select 1)</p> <ul style="list-style-type: none"> <li>• Online</li> <li>• At a Disaster Recovery Center</li> <li>• By completing a paper loan application that you received by mail</li> <li>• Other (Probe &amp; Specify)</li> </ul>
<b>New Disabilities and Functional Needs</b>		<p>9f. How would you rate FEMA on providing accommodations for you or members of your household who have disabilities or functional needs would you say... (Read Rating Scale)</p> <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Satisfactory</li> <li>• Below Average</li> <li>• Poor</li> <li>• No one in the household has disabilities or functional needs</li> <li>• Don't know / No Opinion</li> </ul> <p>If response = Below Average or Poor go to Q9g else go to Q10</p>
<b>New Disabilities and Functional Needs</b>		<p>9g. What changes are needed to improve FEMA services of individuals with disabilities or function needs?</p>
<b>New Disaster Preparedness and Communication</b>		<p>The next questions relate to your experiences just prior to and during the first few weeks after the disaster was declared for Federal assistance.</p>
		<p>10. Please think back to your household's emergency preparations prior to the disaster. Which of the following statements best describes your household?</p>



		<p>Would you say you.. (Read List Select 1)</p> <ul style="list-style-type: none"> <li><input type="radio"/> Never thought about preparing</li> <li><input type="radio"/> Decided not to prepare</li> <li><input type="radio"/> Were unable to prepare (Probe &amp; Specify)</li> <li><input type="radio"/> Planned to prepare but never got around to it</li> <li><input type="radio"/> Completed some preparation</li> <li><input type="radio"/> Completed many steps in preparation</li> <li><input type="radio"/> Were fully prepared</li> <li><input type="radio"/> Don't know/don't remember</li> </ul>
		10a. During the first few days after the disaster what personal knowledge, skill or experience was most useful to you at that time?
		10b. What items did you have on hand that were most useful to you the first few days after the disaster?
		10c. If you could have done one thing differently to prepare for the disaster, what would it have been?
		<p>10d. In addition to FEMA did you receive help from... (Read List Mark All That Apply)</p> <ul style="list-style-type: none"> <li>• Household members</li> <li>• Neighbors, friends or family</li> <li>• Nonprofit organizations like American Red Cross or the Salvation Army</li> <li>• Your faith community such as a congregation</li> <li>• Local emergency personnel like fire, police, etc.</li> <li>• State government</li> <li>• Other (Probe &amp; Specify)</li> </ul>
<b>New Non Profit</b>		<p>11. After the disaster was there anything you needed help with that no one, including FEMA, non-profit organizations, your local community, your friends and family, etc. could help with?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don't Know/Don't Remember</li> </ul> <p>If response = Yes go to 11a else go to 11b</p>
		11a. What did you need that you could not

		get help with?
		11b. For the next question we will use a rating scale of 1 to 10 where 1 is Not at all likely and 10 is Extremely Likely. Should you be involved in a disaster in the future, how likely are you to apply for FEMA assistance?
<b>New Likely to Apply</b>		11b. For the next question we will use a rating scale of 1 to 10 where 1 is Not at all likely and 10 is Extremely Likely. Should you be involved in a disaster in the future, how likely are you to apply for FEMA assistance?
<b>FIRST CALL RESOLUTION TRAINING</b>		Deleted series
16.	<p>After you registered, did you have a reason to call FEMA more than once about an unresolved issue?</p> <ul style="list-style-type: none"> <li>• No</li> <li>• Yes</li> <li>• Do not remember</li> </ul> <p>(If response = Yes go to Q16a and read the options; otherwise go to 17)</p>	Deleted series
16a.	<p>Which of the following topics did you call about:</p> <ul style="list-style-type: none"> <li>• The appeal process</li> <li>• Money for home repairs</li> <li>• Money for vehicle, clothing and household items</li> <li>• Money for temporary housing</li> <li>• Check on the status of application</li> <li>• Verify that documents faxed or mailed were received</li> <li>• Clarification of information in a FEMA letter</li> <li>• Other reasons</li> </ul>	Deleted series
16b.	<p>How many times did you call about the same topic?</p> <ul style="list-style-type: none"> <li>• 2-3 times</li> <li>• 4-5 times</li> <li>• 6-10 times</li> <li>• 11-15 times</li> <li>• Over 15</li> <li>• Do not remember</li> </ul>	Deleted series
16c.	To what extent was your issue resolved to your satisfaction? Would you say it	Deleted series

	<p>was...</p> <ul style="list-style-type: none"> <li>• Fully</li> <li>• Partially</li> <li>• Not at All</li> <li>• Pending</li> <li>• (Don't Know)</li> </ul> <p>(If response = Fully resolved or Don't know go to Q17, otherwise go to 16d and read the options.)</p>	
16d.	<p>Which of the following reasons best describes why your issue has not been resolved?</p> <ul style="list-style-type: none"> <li>• Appeal is in progress</li> <li>• Additional documentation requested by FEMA</li> <li>• Insurance settlement is pending</li> <li>• Do not know reason</li> <li>• Other reasons</li> </ul>	Deleted series
<b>SUGGESTIONS</b>		
17.	<p>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's disaster assistance services [that you haven't already shared]?</p> <p>(Suggestion 1, 2, or 3)</p> <p><i>Select Category:</i>  <i>Application Process,</i>  <i>Award Criteria,</i>  <i>Caller Services,</i>  <i>Casework,</i>  <i>Correspondence,</i>  <i>Disability Access,</i>  <i>Disaster Specific,</i>  <i>Inspection Services,</i>  <i>Internet,</i>  <i>Mitigation/Buyout/Elevation,</i>  <i>Public Information,</i>  <i>or Other</i></p>	Revised 11c. What other suggestions would you like to pass on to improve FEMA disaster assistance services.
<b>CALL BACK</b>	<p>Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?  Yes, No.</p>	No change
<b>Closing</b>	<p>If Yes: Thank you for your time. Have a good day/evening.  If No: I understand. Thank you very</p>	No change.

	time. Have a good day/evening.	
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