

Survivor Centric Customer Satisfaction (SCCS) Survey

OMB Control No: 1660-0129

Expiration xx/xx/xxxx

PAPERWORK BURDEN DISCLOSURE NOTICE: Public reporting burden for this survey is estimated to average 14 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.

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QUESTIONNAIRE

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____ and my ID number is _____. May I please speak with _____ or a member of the household who interacted with FEMA as a result of the [disaster type] that occurred in [Month]_____, [Year)_____?

If not available: What would be a better time to call back? Thank you for your time and have a good day/evening.

If yes: The reason for this call is to learn from your disaster experiences and get your perspective on what FEMA can do to provide better support and services to future disaster survivors. Would you volunteer to take 10-14 minutes to answer some questions?

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 1660-0129. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.

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PREPARING FOR A DISASTER BEFORE IT HAPPENS

Let's start with some questions about your preparation before the disaster happened. For these questions, please use a rating scale of 1 to 10 where **1 is Not At All Prepared** and **10 is Fully Prepared**.

1. Prior to the disaster happening, how would you have rated your level of preparation? (Repeat scale if needed)

Not at all Prepared							Fully Prepared		
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1a. Thinking about the first few days after the disaster happened, how would you rate your actual level of preparation in meeting your immediate needs? (Repeat scale if needed)

Not at all Prepared							Fully Prepared		
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(If 1a response = 7 or less go to 1b else go to 1c)

1b. Based on what you learned during those days immediately after the disaster, what supplies, devices, and services did you need and not have? (Mark all that apply)

- Bottled water
- Food
- Shelter
- Heat/AC
- Medication or medical supplies
- Public transportation
- Personal transportation
- Access to emergency services (police/fire/ambulance)
- Utilities (water, gas, electric)
- Telephone or cell services
- Internet service
- Disability/Accessibility needs (wheelchair, hearing devices, ... (Probe & specify)
- Other (Probe & specify)

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1c. There are a variety of sources for obtaining information about what should be included in an emergency preparedness kit. Which **one** of the following was your primary source for preparedness information? (Read List select 1)

- FEMA.gov and/or DisasterAssistance.gov
- Ready.gov
- Other federal government websites
- State government website
- Local government website (City, County, Parish, Tribal, etc.)
- Non-profit, faith-based or local community organizations (Probe & Specify)
- Did not use any type information
- Other (Probe & Specify)

If response = Did not use any type information or Other go to 1f else go to 1d

1d. How would rate the (1c response) on providing the information you needed?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

If response = Below Average or Poor go to 1e else go to 1f

1e. What changes are needed to make the information more helpful?

1f. What is the likelihood that you will build and maintain an emergency kit in the future?

- Very Likely
- Somewhat Likely
- Somewhat Unlikely
- Very Unlikely

(If response = Somewhat Unlikely or Very Unlikely go to 1g else go to 1h)

1g. What is needed to increase the likelihood of your building and maintaining an emergency kit?

1h. What are the best ways to provide you with **disaster preparedness information**?

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- Radio, television or newspaper
- Internet websites
- E-mail
- Text message alerts
- Emergency Notification System (i.e. Reverse 9-1-1 call)
- Social media – Facebook
- Social media – Twitter
- Social media – Other (Probe & Specify)
- Other (Probe & Specify)

POST-DISASTER INFORMATION AND COMMUNICATIONS

After a disaster occurs, information and communications help disaster survivors to learn about programs, services, government agencies, and volunteer organizations that are able to assist. The next few questions relate to your personal experience with obtaining information after the **recent** disaster.

2. What were your main sources for information on programs and services that might be able to assist with your post-disaster needs? (Mark all that apply)

- Radio, television, newspaper
- Internet websites
- E-mail
- Text message alerts
- Reverse 911 calls
- Social media – Facebook
- Social media – Twitter
- Social media – Other (Probe)
- Other (probe)

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2a. What topics were you most interested in obtaining information about? (Mark all that apply)

- How to apply for FEMA assistance
- Specific FEMA programs (Probe & Specify)
- Shelter locations and types
- Water supply locations
- Food & nutrition services & locations
- FEMA Disaster Recovery Center locations
- Small Business Administration disaster loans
- How to locate displaced family and friends
- Disaster Unemployment Assistance
- Flood insurance
- Crisis counseling
- Legal aid
- Housing resources
- Mitigation grants
- Debris removal
- Assistance for business owners
- Assistance for landlords
- Disability and/or Accessibility needs (Probe & Specify)
- Other (Probe & Specify)

2b. Did the sources of information we just discussed provide you the information you needed?

- Yes
- No
- Don't Remember

If response = No go to 2c else go to 2d

2c. What type information were you not able to find?

2d. Did your household need or use any information provided in a language other than English?

- Yes
- No
- Don't Remember

If response = Yes go to 2e else go to 2f

2e. What language was that? **(Do Not Read List)**

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- Arabic
- Cambodian
- Chinese
- French
- Greek
- Haitian-Creole
- Hindi
- Italian
- Japanese
- Korean
- Laotian
- Polish
- Portuguese
- Russian
- Spanish
- Tagalog
- Thai
- Urdu
- Vietnamese
- Other (Specify)

2f. Overall, how would you rate **information provided by FEMA**? Would you say it was...?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't know / No opinion

If response = Below Average or Poor go to 2g else go to 3

2g. What suggestions do you have for improving FEMA information?

ACCESSIBILITY TO FEMA RESOURCES AND SERVICES

We would like your input on ways to make FEMA disaster resources and services more accessible.

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3. Did you apply for assistance...? (Read List)

- Online
- FEMA's toll-free telephone number
- In person
- Don't remember

If response = In person go to 3a else go to 3b

3a. Was your in-person contact... (Read List)

- At a Disaster Recovery Center
- With a disaster worker at your home
- With a disaster worker at your place of work
- With a disaster worker at a local business
- Other (Probe and Specify)

3b. Overall, how would you rate FEMA on making it easy to apply for assistance?
Would you say...?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

If response = Below Average or Poor go to 3c else go to 3d

3c. What changes are needed to make the application process easier?

3d. After registering for FEMA assistance, you may have checked the status of your application. Which of these methods did you use? (Read List and mark all that apply)

- Online
- FEMA's toll-free telephone number
- In person
- Don't remember

If response = In person go to 3e else go to 3f

3e. Was your in person contact... (Read List and mark all that apply)

- At a Disaster Recovery Center
- With a disaster worker at your home

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- With a disaster worker at your place of work
- With a disaster worker at a local business
- Other (Probe and Specify)

3f. How would you rate FEMA on making it easy to check the status of your application?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor

If response = Below Average or Poor go to 3g else go to 3h

3g. What changes are needed to make that easier?

3h. Did you see FEMA workers in your area following the disaster?

- Yes
- No
- Don't Remember

If response = Yes go to 3i else go to 4

3i. Were they easy to identify because they were wearing clothing with a FEMA logo?

- Yes
- No (Probe & Specify)
- They were not wearing FEMA gear
- Don't Remember

FEMA FINANCIAL ASSISTANCE

FEMA provides financial assistance to help with uninsured disaster-related-damages, such as home repairs, temporary rental assistance, vehicles, clothing, household items, miscellaneous items, medical/dental/funeral expenses, and child care.

4. How would you rate the financial assistance=provided by FEMA in helping you to meet your disaster-related needs? Would you say it was...?

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- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't know/No opinion

If response = Below Average or Poor go to 4a else go to 4b

4a. What were the primary factors for rating the financial assistance=received from FEMA as [Q4 response]? (Mark all that apply)

- No or Not enough money for **home repairs**
- No or Not enough money for **rental assistance**
- No or Not enough money for **personal property**, like vehicles, furniture, clothing or household items
- No or Not enough money for **child care** (Probe & Specify)
- No or Not enough money for **medical, dental or funeral expenses**
- **Did not qualify** for any FEMA assistance
- **Insurance** issues (Probe & Specify)
- **SBA** loan issues
- **Business**, farm, rental property or secondary home damages
- Other (Probe & Specify)

4b. Overall, how would you rate the **support** you received from FEMA since the disaster occurred? Would you say it's been...?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't know / No opinion

If response = Below Average or Poor go to 4c else go to 5

4c. In what way was the support from FEMA [Q4b response]...

- The amount of **money** received from **FEMA**
- Not all damages were **eligible** for assistance
- **Took too long** to receive money or assistance

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- Complexity of **FEMA's Assistance process** (Probe & Specify)
- The **SBA Loan**
- Too much **paperwork** (Probe & Specify)
- **Customer Service**
- Other reasons (Probe & Specify)

EXPECTATIONS

In answering the next questions, please think back on your disaster experience from the time of **registering** for assistance **to the present**.

5. Which **one** of the following was **most significant in setting your expectations** on how **FEMA programs** might help you? Was it... (Read List)

- The **information packet** received from FEMA by US mail or electronically
- FEMA.gov** or **DisasterAssistance.gov** website
- A representative at **FEMA's Disaster Recovery Center**
- A representative at **FEMA's toll-free number**
- A FEMA representative that you met with **face-to-face** (Probe & Specify)
- A **Town Hall** or other public meeting
- Radio, television, newspaper
- Social media** like Facebook or Twitter
- Friends** or family members
- Other (Probe & Specify)
- Don't know/Don't remember

5a. Has FEMA exceeded, met or failed to meet your expectations?

- Exceeded
- Met
- Failed to meet
- Had no expectations

If response = Failed to Meet go to 5b else go to 6a

5b. . In what area did FEMA fail to meet your expectations? (Mark all that apply)

- The **amount of money** you received
- **No money** received from FEMA
- Took **too long to receive** money
- **Not** all items were **eligible**
- **Complexity** of the assistance **process and paperwork**

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- The **SBA** loan (Probe & Specify)
- Customer Service (Probe & Specify)
- Took **too long to declare** disaster
- Other (Probe & Specify)

RECOVERING FROM A DISASTER

Disasters impact many areas of a person’s life, and we would like your thoughts on those broader impacts. The next questions relate to your household’s recovery and, like the earlier questions, are combined with the answers of everyone being interviewed. Your identity will not be shared, nor will your responses have any impact on your application for FEMA assistance.

Please use a rating of 1 to 10 where 1 is Not at all Recovered and 10 is Recovered to your pre-disaster level, or you may say “don’t know”, “no opinion” or “not applicable”.

How would you rate your household’s level of recovery for each of the following areas?

Not at all Recovered

Recovered to pre-disaster level

Category	1	2	3	4	5	6	7	8	9	10	DNK / NO / NA

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6a. A safe and livable home											
6b. Furniture, household items, clothing											
6c. Food & nutrition											
6d. Transportation											
6e. Childcare											
6f. Household income											
6g. Utility services (gas/water/electric/phone/internet/cable)											
6h. Emergency services (fire, police, ems)											
6i. Medical care (Dr., Dentist, hospitals)											
6j. Education institutions (schools, colleges, etc.)											
6k. Access to local businesses & services (stores, pharmacies, etc.)											
6l. Access to entertainment & recreation areas (movies, playgrounds, etc.)											
6m. Local government services (trash pickup, inspections, etc.)											
6n. Access to community groups											
6o. Access to your faith community											

6p. Using the same rating scale, how would you rate your **household's overall level of recovery?**

Not at all Recovered

Recovered to pre-disaster level

1	2	3	4	5	6	7	8	9	10	DNK
○	○	○	○	○	○	○	○	○	○	

If response = 5 or less go to 6q else go to 7

6q. . What factors are preventing or delaying your recovery? (Mark all that apply)

- Repair and replacement **costs are too high**
- No or Not enough **money**
- **Contractor or materials** not available
- **Insurance settlement** delayed, denied or insufficient
- **Small Business Administration loan** denied or delayed
- **Bank or other loan** delayed or denied
- **FEMA funds delayed** or being appealed

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- **Weather** related delays
- **Local** permits, demolition or zoning **issues**
- **Doing own** repairs
- **Relocation** move pending
- Lost job, **unemployed** or unable to work
- No working **vehicle**
- **Flood buyout program** pending
- **Mitigation** required prior to repairing or rebuilding
- **Medical reasons**
- **Landlord** delayed repairs
- Unable to find **suitable housing**
- Unable to find **disability accessible** housing (Probe & Specify)
- Other reason (Probe & Specify)
- Don't know/No opinion/Decline to answer

OVERALL SATISFACTION

For the next question, we will use a new rating scale of 1 to 10 with 1 being Poor and 10 being Excellent. How would you rate...?

Category	Poor										Excellent
	1	2	3	4	5	6	7	8	9	10	DNK/ DNU
7. FEMA employees in providing caring customer service											
7a. Information on FEMA websites											
7b. Information FEMA sent by US Mail											
7c. FEMA on helping you recover											
7d. FEMA in meeting your disaster-related needs											

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7e. Your trust & confidence in FEMA											
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7f. Using the same rating scale, what is your overall rating of FEMA?

Poor

Excellent

1	2	3	4	5	6	7	8	9	10	DNK
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If response = 6 or less go to 7g else go to close

7g. What changes are needed to improve your opinion of FEMA?

8. What **other** suggestions would you like to pass on to improve FEMA disaster assistance services?

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

- Yes
- No

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