

Item Type and Location Changes	Current Version
<b>FEMA Form 519-0-36 and 37</b>	
Initial Survey (Phone/Electronic) Information questions Current lead-in statement for Questions 1-5	Lead-in for 1-5: The first questions are about information provided to you during the FEMA application process. Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, please rate the information on...
Initial Survey (Phone/Electronic) Information questions Current Question 3	3. Providing helpful referrals to other agencies or organizations
Initial Survey (Phone/Electronic) Information questions New Question Addition	
Initial Survey (Phone/Electronic) Customer Service Current Question 9	9. For the next item, please think back to your experience calling FEMA's toll free number. Using a rating scale of 1 to 5 with 1 being Not at all Satisfied and 5 being Very Satisfied: How satisfied were you with the amount of time it took for a FEMA representative to answer your call?
Initial Survey (Phone/Electronic) Customer Service Current Question 9a	9a. Which of the following would you consider an acceptable amount of time to wait for a FEMA representative to answer your call? Less than 2 minutes 2 - 3 minutes 4 - 5 minutes 6 - 7 minutes More than 7 minutes
Initial Survey (Phone/Electronic) Customer Service questions Lead in statement Current Questions 6-8	Lead-in for 6-8: The next set of questions are about the level of customer service provided by the FEMA representative who assisted with your application. Using the same rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, please rate the representative on the following:
Initial Survey (Phone/Electronic) Customer Service questions Lead in statement and Current Question 9.	For the next item, please think back to your experience calling FEMA's toll free number. Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied... 9. How satisfied were you with the amount of time it took for a FEMA representative to answer your call?
Initial Survey (Phone/Electronic) FEMA Application at DisasterAssistance.gov Current Lead in Statement for Questions 10-13	The next set of questions are about applying for FEMA assistance online at the DisasterAssistance.gov website. Please use a rating scale of 1 to 5, with 1 being Not at all Easy and 5 being Very Easy. If you had no experience with any of the services just say No Experience. How would you rate the simplicity of...

<p>Initial Survey (Phone/Electronic) FEMA Application at DisasterAssistance.gov Current Lead in Statement for Question 14</p>	<p>14. Using a rating scale of 1 to 5, with 1 being Not at all easy and 5 being Very Easy...How would you rate the simplicity of completing your application for FEMA assistance?</p>
<p>Initial Survey (Phone/Electronic) FEMA Application at DisasterAssistance.gov Current Question 14a</p>	<p>14a. Which of the following best describes why the FEMA application was not easy to complete: Took too long Questions were not easy to understand Terminology was confusing Information requested was not easily available None of the above</p>
<p>Initial Survey (Phone/Electronic) Disaster Recovery Center Current Question 15</p>	<p>15. Did you recently visit a FEMA Disaster Recovery Center?</p>
<p>Initial Survey (Phone/Electronic) Disaster Recovery Center Current Question 16</p>	<p>16. Which of the following was your main source of information about FEMA Disaster Recovery Center locations and services? Community group (club, church, school etc.) Disaster workers Flyers, signs, billboards, posters, etc. Newspaper, radio, television Word of mouth (like friends, family, neighbors, employer, landlord, etc.) FEMA website Social media None of the above</p>
<p>Initial Survey (Phone/Electronic) Disaster Recovery Center Current Lead in Statement to Questions 17-24</p>	<p>Lead-In for 17-24: Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, how would you rate the Disaster Recovery Center on the following:</p>
<p>Initial Survey (Phone/Electronic) Disaster Recovery Center Current Questions 24a</p>	<p>24a. What recommendations do you have for improving FEMA Disaster Recovery Center services?</p>
<p>Initial Survey (Phone/Electronic) Disaster Recovery Center New Questions Additions</p>	

<p>Initial Survey (Phone/Electronic) Demographics Current Lead-in for Questions 25-31 and Current Question 25</p>	<p>Lead-in for 25-31: The next set of questions are related to demographics data and are used only for statistical purposes. 25. Would you volunteer to take an additional 2-3 minutes to answer these questions?</p>
<p>Initial Survey (Phone/Electronic) Demographics Gender Current Question 26</p>	<p>26. Is your gender...</p>
<p>Initial Survey (Phone/Electronic) Demographics New questions Additions</p>	
<p>Initial Survey (Phone/Electronic) Demographics New questions Additions</p>	
<p>Initial Survey (Electronic) Demographics: Race/Ethnicity response options Question 31</p>	<ul style="list-style-type: none"> <li><input type="radio"/> American Indian or Alaska Native</li> <li><input type="radio"/> Asian</li> <li><input type="radio"/> Black or African American</li> <li><input type="radio"/> Hispanic or Latino</li> <li><input type="radio"/> Native Hawaiian or Other Pacific Islander</li> <li><input type="radio"/> White, Not Hispanic or Latino</li> <li><input type="radio"/> Prefer not to answer</li> </ul>
<p>Initial Survey (Phone/Electronic) Closing</p>	<p>Thank you for your time. My name is _____ and my ID number is _____. Have a good day/evening.</p>
<p><b>FEMA Form 519-0-38 and 39</b></p>	

<p>Contact Survey (Phone/Electronic) Information Current Lead-in Questions 1-5</p>	<p>Lead-in for 1-5: The first questions are about information provided to you [if Type = phone contact say "by the FEMA Representative" or if Type = Internet Inquiry say "through your online account"] on [Contact Date]]. Using a rating scale of 1 to 5 with 1 being Poor and 5 being Excellent, please rate the information on....</p>
<p>Contact Survey (Phone/Electronic) Information New Question 5 Addition</p>	
<p>Contact Survey (Phone/Electronic) Customer Service Current Lead In Statement for 6-8</p>	<p>Lead-in for 6-8: These questions are about customer service. Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, please rate the "FEMA representative"/ "FEMA Inspector"] on the following areas:</p>
<p>Contact Survey (Phone/Electronic) Customer Service Current Lead in Statement Question 9</p>	<p>Lead-in for 9: For the next item, please think back to your experience calling FEMA's toll free number. Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied...</p>
<p>Contact Survey (Phone/Electronic) Customer Service Current Question 9</p>	<p>9. How satisfied were you with the amount of time it took for a FEMA representative to answer your call?</p>
<p>Contact Survey (Phone/Electronic) Customer Service Current Question 9a</p>	<p>9a. Which of the following would you consider an acceptable amount of time to wait for a FEMA representative to answer your call?</p>
<p>Contact Survey (Phone/Electronic) Toll Free Automated Information System Current Lead In Statement Questions 11-14</p>	<p>Lead-in for 11-14: Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, how would you rate the Automated Information System on...</p>
<p>Contact Survey (Phone/Electronic) Toll Free Automated Information System Current Lead In Statement Questions 17</p>	<p>Lead-in for 15: Using a rating scale of 1 to 5, with 1 being Not at all Likely and 5 being Very Likely...</p>
<p>Contact Survey (Phone/Electronic) Self Help at DisasterAssistance.gov Current Lead In Statement Questions 16-22</p>	<p>Lead-in for 16-22: The next set of questions are about accessing services through your FEMA online account at DisasterAssistance.gov. Please use a rating scale of 1 to 5, with 1 being Not at all Easy and 5 being Very Easy. If you had no experience with any of the services just say No Experience. How would you rate the simplicity of...</p>

Contact Survey (Phone/Electronic) Self Help at DisasterAssistance.gov Current Lead In Statement Questions 23-24	Lead-in for 23-24: Using a rating scale of 1 to 5, with 1 being Not at all Likely and 5 being Very Likely...How likely are you to...
Contact Survey (Phone/Electronic) Inspection Services Question 34	34. Thinking about the length of the inspector's visit, would you estimate it was...
Contact Survey (Phone/Electronic) Inspection Services Question 31	31. Professionalism of the inspector
Contact Survey (Phone/Electronic) Self Help at DisasterAssistance.gov Current Lead In Statement and Question 25	Lead-in 25: Using a rating scale of 1 to 5, with 1 being Not at all Easy and 5 being Very Easy... 25. How would you rate FEMA on making it easy to check the status of your application?
Contact Survey (Phone/Electronic) Demographics Current Lead-in to Questions 36-41	Lead-in for 36-41: The next set of questions are related to demographics data and are used only for statistical purposes. 35. Would you volunteer to take an additional 2-3 minutes to answer these questions?
Contact Survey (Phone/Electronic) Demographics Current Question 36 Gender Question	36. Is your gender...
Contact Survey (Electronic) Demographics: Race/Ethnicity response options Question 41	<ul style="list-style-type: none"> <li><input type="radio"/> American Indian or Alaska Native</li> <li><input type="radio"/> Asian</li> <li><input type="radio"/> Black or African American</li> <li><input type="radio"/> Hispanic or Latino</li> <li><input type="radio"/> Native Hawaiian or Other Pacific Islander</li> <li><input type="radio"/> White, Not Hispanic or Latino</li> <li><input type="radio"/> Prefer not to answer</li> </ul>
Contact Survey (Phone/Electronic) Demographics New Question 43 Addition	

Contact Survey (Phone/Electronic) Demographics New Question 44 Addition	
Contact Survey (Phone/Electronic) Closing	Thank you for your time. My name is _____ and my ID number is _____. Have a good day/evening.
<b>FEMA Form 519-0-38 and 39</b>	
Assessment Survey (Phone/Electronic) Information & Communications Current Lead-in for Question 1	Lead-in for 1: The first set of questions are about FEMA disaster assistance information.
Assessment Survey (Phone/Electronic) Information & Communications Current Lead-in for Questions 2-7	Lead-in for 2-7: Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, please rate [Q1 response] information on the following:
Assessment Survey (Phone/Electronic) Information New Question 6 Addition	
Assessment Survey (Phone/Electronic) Information & Communications Current Lead in for Questions 8-13	Lead-in for 8-13: The next set of questions is about letters or other materials you received from FEMA by US Mail or electronic communications. Please use a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent. Say No Experience, if any of the questions do not apply to you. How would you rate FEMA correspondence on the following:
Assessment Survey (Phone/Electronic) Assistance & Recovery Current Lead in for 14-15	Lead-in for 14-15: For the next questions please use a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent. How would you rate FEMA financial assistance in:
Assessment Survey (Phone/Electronic) Assistance & Recovery New Question 17	

<p>Assessment Survey (Phone/Electronic)  Assistance &amp; Recovery  Current Question 16a  Response Options</p>	<p>Response Options 16a:</p> <ul style="list-style-type: none"> <li>o Some damages were not eligible for FEMA assistance</li> <li>o Amount of FEMA financial assistance was too little</li> <li>o Repair or replacement costs were too high</li> <li>o FEMA appeal is pending</li> <li>o None of the above</li> </ul>
<p>Assessment Survey (Phone/Electronic)  Assistance &amp; Recovery  Current Lead-in for Question 17</p>	<p>Lead-in for 17: The next questions relate to your progress in recovering from the impacts of the disaster. Using a rating scale of 1 to 5, with 1 being Not at all Recovered and 5 being Completely Recovered...</p>
<p>Assessment Survey (Phone/Electronic)  Assistance &amp; Recovery  Current Question 18  New Lead-in for 21-30</p>	<p>18. Which of the following are primary causes for delays in your recovery:</p> <ul style="list-style-type: none"> <li>o Money for home repairs</li> <li>o Money for personal property</li> <li>o Money to move to a new residence</li> <li>o Delayed or denied insurance settlement</li> <li>o Delayed FEMA appeal</li> <li>o Lack of affordable and accessible housing</li> <li>o Lack of time to make repairs</li> <li>o Lack of contractors and or materials</li> <li>o Medical or disability conditions</li> <li>o Unemployed as a result of the disaster</li> </ul>
<p>Assessment Survey (Phone/Electronic)    Assistance &amp; Recovery  New Response Options 21</p>	
<p>Assessment Survey (Phone/Electronic)    Assistance &amp; Recovery  New Response Options 22</p>	
<p>Assessment Survey (Phone/Electronic)    Assistance &amp; Recovery  New Response Options 23</p>	
<p>Assessment Survey (Phone/Electronic)    Assistance &amp; Recovery  New Response Options 24</p>	
<p>Assessment Survey (Phone/Electronic)    Assistance &amp; Recovery  New Response Options 25</p>	

Assessment Survey (Phone/Electronic) Assistance & Recovery New Response Options 26	
Assessment Survey (Phone/Electronic) Assistance & Recovery New Response Options 27	
Assessment Survey (Phone/Electronic) Assistance & Recovery New Response Options 28	
Assessment Survey (Phone/Electronic) Assistance & Recovery New Response Options 29	
Assessment Survey (Phone/Electronic) Assistance & Recovery New Response Options 30	
Assessment Survey (Phone/Electronic) Recovery & Assistance New Lead-in and Question 31 Addition	
Assessment Survey (Phone/Electronic) Inspection Current Lead-in for Questions 19-22	Lead-in for 19-22: The next questions relate to the FEMA inspection conducted on [Date]. Please use a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied. How satisfied were you with the...
Assessment Survey (Phone/Electronic) Customer Service & Expectations Current Lead in for Questions 23-27	Lead-in for 23-27: The next questions relate to all of your experiences with FEMA. Using a rating scale of 1 to 5, with 1 being Poor and 5 being Excellent, how would you rate FEMA on providing...
Assessment Survey (Phone/Electronic) Demographics Current Lead-in for Questions 29-35	Lead-in to 29-35: The next set of questions are related to demographics data and are used only for statistical purposes. Would you volunteer to take an additional 2-3 minutes to answer these questions?
Assessment Survey (Phone/Electronic) Demographics Gender Current Question 30	30. Is your gender...



<p>Assessment Survey (Electronic) Demographics: Race/Ethnicity response options Question 35</p>	<ul style="list-style-type: none"> <li>o American Indian or Alaska Native</li> <li>o Asian</li> <li>o Black or African American</li> <li>o Hispanic or Latino</li> <li>o Native Hawaiian or Other Pacific Islander</li> <li>o White, Not Hispanic or Latino</li> <li>o Prefer not to answer</li> </ul>
<p>Assessment Survey (Phone/Electronic) Demographics New Question 48 Addition</p>	
<p>Assessment Survey (Phone/Electronic) Demographics New Question 49 Addition</p>	
<p>Assessment Survey (Phone/Electronic) Q36</p>	<p>35. What suggestions do you have for improving FEMA assistance?</p>
<p>Assessment Survey (Phone/Electronic) Closing</p>	<p>Thank you for your time. My name is _____ and my ID number is _____. Have a good day/evening.</p>

Proposed Revision	Justification
Lead-in for 1-6: These questions are <b>about information given to you when you applied for FEMA assistance.</b> Using a rating scale of 1 (Poor) to 5 (Excellent), please rate the information on...	Decrease wording and wording changes for clarity.
3. Providing helpful referrals to other agencies or organizations like the Small Business Administration or American Red Cross	Increase wording with examples for clarity.
5. Providing information in your preferred language	New question for performance measures
10. Using a rating scale of 1 (Not at all Satisfied) to 5 (Very Satisfied), how satisfied were you with: The amount of time it took for a FEMA representative to answer your call?	Reduce introduction wording.
11. Would an acceptable amount of time, to wait for a FEMA representative to answer your call, be...? Less than 2 minutes 2 - 3 minutes 3 - 5 minutes 5 - 7 minutes More than 7 minutes	Rearrange wording for clarity and changed rating scale to continuous time options.
Lead-in for 7-9: Please use the same scale and rate the representative, who assisted with your application, on...	Decrease wording to reduce redundancy
Using a rating scale of 1 (Not at all Satisfied) to 5 (Very Satisfied), how satisfied were you with... 10. The amount of time it took for a FEMA representative to answer your call?	Decrease wording for clarity
Think back to when you <b>applied for FEMA assistance online at the DisasterAssistance.gov website.</b> Please use a scale of 1 (Not at all Easy) to 5 (Very Easy) or if you had no experience with that service say No Experience. How simple was..	Reduced wording for clarity and redundancy

<p>16. Using a rating scale of 1 (Not at all Easy) to 5 (Very Easy)...How simple was applying for FEMA assistance?</p>	<p>Reduce wording for less jargon and more clarity. Reduce wording for clarity.</p>
<p>17. Which one of the following best describes why the FEMA application was not easy to complete... Took too long to complete application Questions were not easy to understand Terminology was confusing Information requested was not easily available DisasterAssistance.gov website was slow or inaccessible Information on what to do next was not easy to understand Waiting for an available agent took too long</p>	<p>Wording change to question for clarity. Increased response options based on previous collection survey research and feedback.</p>
<p>18. Have you recently visited a FEMA Disaster Recovery Center?</p>	<p>Wording change</p>
<p>19. Which <b>one</b> of the following was your main source of information about FEMA Disaster Recovery Center locations and services? Community group like club, church, school Disaster workers Flyers, signs, billboards, posters Newspaper, radio, television Word of mouth like friends, family, neighbors, employer, landlord FEMA website State or Local Government websites or notices Social media</p>	<p>Word clarification. Added response option based on feedback and removed None of the above option.</p>
<p>Lead-in for 20-30: For the next question please use a scale of 1 (Poor) to 5 (Excellent) or if you had no experience with that service say No Experience. How would you rate the Disaster Recovery Center on the following:</p>	<p>Added wording for No Experience response option</p>
	<p>Open ended question removed</p>
<p>27. Assistance in your preferred language including American Sign Language. 28. Handicap accessible 29. Being helpful in your recovery</p>	<p>Added questions for performance measures</p>

<p>31. We're almost done. Would you volunteer to answer a few demographic questions for statistical purposes?</p>	<p>Removed wording for simplicity and clarity</p>
<p>32. What gender do you identify as?</p>	<p>Changed wording for political correctness of gender identity</p>
<p>38. Do you or anyone in your household have a disability that affects your ability to carry out activities of daily living or requires an assistive device such as, but not limited to, a wheelchair, walker, cane, hearing aid, communication device, service animal, personal care attendant, oxygen or other similar medically-related devices or services? Yes No</p>	<p>Added question for disability measures</p>
<p>39. Are the devices or services used to assist with any of the following? (You may select all that apply.)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mobility</li> <li><input type="checkbox"/> Cognitive, Developmental Disabilities, Mental Health</li> <li><input type="checkbox"/> Hearing and/or Speech</li> <li><input type="checkbox"/> Vision</li> <li><input type="checkbox"/> Self-Care</li> <li><input type="checkbox"/> Independent Living</li> <li><input type="checkbox"/> Other</li> </ul>	
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> American Indian or Alaska Native</li> <li><input checked="" type="checkbox"/> Asian</li> <li><input checked="" type="checkbox"/> Black or African American</li> <li><input checked="" type="checkbox"/> Hispanic or Latino</li> <li><input checked="" type="checkbox"/> Native Hawaiian or Other Pacific Islander</li> <li><input checked="" type="checkbox"/> White</li> <li><input checked="" type="checkbox"/> Prefer not to answer</li> </ul>	<p>Changed wording to remove ambiguity and confusion. Electronic surveys only</p>
<p>Thank you for your time. Have a good day/evening.</p>	<p>Removed wording for simplicity.</p>

<p>Lead-in for 1-6: These questions are about information provided to you [if Type = phone contact say "by the FEMA Representative" or if Type = Internet Inquiry say "through your online account"] on [Contact Date]. . Using a scale of 1 (Poor) to 5 (Excellent), please rate the information on...</p>	<p>Rearrange wording for clarity and simplicity</p>
<p>5. Providing information in your preferred language</p>	<p>Addition of question for performance measures</p>
<p>Lead-in for 7-9: Please use the same scale and rate the ["FEMA representative"/"FEMA Inspector"] on...</p>	<p>Removed extra jargon for simplicity</p>
<p>Lead-in for 10: Using a scale of 1 (Not at all Satisfied) to 5 (Very Satisfied), how satisfied were you with...</p>	<p>Removed extra jargon for simplicity</p>
<p>10. The amount of time it took for a FEMA representative to answer your call?</p>	<p>Removed extra jargon for simplicity</p>
<p>11. Would an acceptable amount of time, to wait for a FEMA representative to answer your call, be...?</p>	<p>Wording changes and rearrangement</p>
<p>Lead in for 13-16: Using a scale of 1 (Poor) to 5 (Excellent), how would you rate the Automated Information System on...</p>	<p>Removed extra jargon for simplicity</p>
<p>Lead-in for 17: Using a scale of 1 (Not at all Likely) to 5 being (Very Likely)...</p>	<p>Removed extra jargon for simplicity</p>
<p>Lead-in for 18-24: The next set of questions are about accessing services through your FEMA online account at DisasterAssistance.gov. Please use a scale of 1 (Not at all Easy) to 5 (Very Easy) or say No Experience if a question does not apply to you. How simple was..</p>	<p>Removed extra jargon for simplicity</p>

Lead-in for 25-26: Using a scale of 1 (Not at all Likely) to 5 being (Very Likely)...how likely are you to...	Removed extra jargon for simplicity
36. Was the inspector's visit...	Removed extra jargon for simplicity
	Removed question due to high correlation with other question answers/redundancy.
Lead-in 27: Using a scale of 1 (Not at all Easy) to 5 (Very Easy), how would you rate FEMA on... 27. Making it easy to check the status of your application?	Removed extra jargon for simplicity and rearrange question for ease of reading
36. We're almost done. Would you volunteer to answer a few demographic questions for statistical purposes?	Removed wording for simplicity and clarity
37. What gender do you identify as?	Changed wording for political correctness of gender identity
<input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Prefer not to answer	Changed wording to remove ambiguity and confusion. Electronic surveys only
44. Do you or anyone in your household have a disability that affects your ability to carry out activities of daily living or requires an assistive device such as, but not limited to, a wheelchair, walker, cane, hearing aid, communication device, service animal, personal care attendant, oxygen or other similar medically-related devices or services? Yes No	Added question for disability measures

<p>44. Are the devices or services used to assist with any of the following? (You may select all that apply.)</p> <p>Mobility  Cognitive, Developmental Disabilities, Mental Health  Hearing and/or Speech  Vision  Self-Care  Independent Living  Other</p>	<p>Added question for disability measures</p>
<p>Thank you for your time. Have a good day/evening.</p>	<p>Removed wording for simplicity.</p>
	<p>Removed for redundancy</p>
<p>Lead-in for 2-8: Using a scale of 1 (Poor) to 5 (Excellent), please rate the [Q1 response] information on...</p>	<p>Removed extra jargon for simplicity and ease of reading</p>
<p>6. Providing information in your preferred language</p>	<p>New question for performance measures</p>
<p>Lead-in for 9-15: Please use a scale of 1 (Poor) to 5 (Excellent) or say No Experience, if a question does not apply to you. How would you rate correspondence or other material you received from FEMA on...</p>	<p>Removed extra jargon for simplicity and ease of reading</p>
<p>Lead-in for 16-18: For the next questions please use a scale of 1 (Poor) to 5 (Excellent). How would you rate FEMA financial assistance in...</p>	<p>Removed extra jargon for simplicity and ease of reading.</p>
<p>17. Being an important part of your recovery</p>	<p>Questions added from management.</p>

<p>Response Options 20:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Not all damages were eligible for FEMA assistance</li> <li><input type="checkbox"/> Amount of FEMA financial assistance was too little</li> <li><input type="checkbox"/> Repair or replacement costs were too high</li> <li><input type="checkbox"/> Rental assistance was not enough</li> <li><input type="checkbox"/> Not all personal property was eligible for FEMA assistance</li> <li><input type="checkbox"/> Insurance settlement is pending</li> <li><input type="checkbox"/> FEMA appeal is pending</li> </ul>	<p>Response options changed based on feedback and previous answers to survey questions.</p>
<p>Lead-in for 21. Using a scale of 1 (Not at all Recovery) to 5 (Completely Recovered)...</p>	<p>Removed extra jargon for simplicity and ease of reading</p>
<p>Lead-in to 22-31: Please think about the causes for delays in your recovery. As I read a list of possible causes for delays say Yes if that is cause, No if it is not, or No Experience if a question does not apply to you.</p>	<p>Rearranged format and response option for ease of reading and responding by phone</p>
<p>22. Money for home repairs Yes No No Experience</p>	<p>Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question</p>
<p>23. Money for personal property Yes No No Experience</p>	<p>Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question</p>
<p>24. Money to move to a new residence Yes No No Experience</p>	<p>Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question</p>
<p>25. Delayed or denied insurance settlement Yes No No Experience</p>	<p>Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question</p>
<p>26. Delayed FEMA appeal Yes No No Experience</p>	<p>Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question</p>



27. Lack of affordable and accessible housing Yes No No Experience	Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question
28. Lack of time to make repairs Yes No No Experience	Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question
29. Lack of contractors and or materials Yes No No Experience	Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question
30. Medical or disability condition Yes No No Experience	Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question
31. Unemployed as a result of the disaster Yes No No Experience	Rearranged format and response option for ease of reading and responding by phone. Created multiple questions from one question
Lead-in for 32: Using a scale of 1 (Not at all Important) to 5 (Very Important)... 31. How important was the assistance provided by FEMA to your current level of recovery?	Addition of question for performance measures
Lead-in for 32-35: FEMA conducted your inspection on [Inspection Date]. Please use a rating scale of 1(Not at all Satisfied) to 5 (Very Satisfied). How satisfied were you with the...	Removed extra jargon for ease of reading
Lead-in for 35-39: Based on your overall experience with FEMA and using a scale of 1 (Poor) to 5 (Excellent), how would you rate FEMA on providing...	Removed extra jargon for ease of reading
Lead-in to 44-52: We're almost done. Would you volunteer to answer a few demographic questions for statistical purposes?	Removed wording for simplicity and clarity
45. What gender do you identify as?	Changed wording for political correctness of gender identity

<ul style="list-style-type: none"> <li><input type="checkbox"/> American Indian or Alaska Native</li> <li><input type="checkbox"/> Asian</li> <li><input type="checkbox"/> Black or African American</li> <li><input type="checkbox"/> Hispanic or Latino</li> <li><input type="checkbox"/> Native Hawaiian or Other Pacific Islander</li> <li><input type="checkbox"/> White</li> <li><input type="checkbox"/> Prefer not to answer</li> </ul>	<p>Changed wording to remove ambiguity and confusion. Electronic surveys only</p>
<p>51 . Do you or anyone in your household have a disability that affects your ability to carry out activities of daily living or requires an assistive device such as, but not limited to, a wheelchair, walker, cane, hearing aid, communication device, service animal, personal care attendant, oxygen or other similar medically-related devices or services?</p> <p>Yes No</p>	<p>Added question for disability measures</p>
<p>52. Are the devices or services used to assist with any of the following? (You may select all that apply.)</p> <p>Mobility Cognitive, Developmental Disabilities, Mental Health Hearing and/or Speech Vision Self-Care Independent Living Other</p>	<p>Added question for disability measures</p>
	<p>Removed opened ended questions for simplicity</p>
<p>Thank you for your time. Have a good day/evening.</p>	<p>Removed wording for simplicity.</p>