

Agency Information Collection Activities: Proposed Collection; Comment Request; FEMA Public Assistance Program Customer Satisfaction Survey

State of Iowa comments are in red

The State of Iowa supports FEMA's continued efforts to obtain customer use data and improve the Public Assistance program. Below are a few comments and questions related to the various documents and forms. The State of Iowa wishes to thank FEMA for the opportunity to provide feedback on the program/process.

CSA QUALITATIVE RESEARCH PROTOCOL Public Assistance (PA) Surveys

- Are follow up surveys part of every disaster?
 - If not, How are disasters selected?
- Is the recipient notified when these surveys occur?
- Is the recipient ever invited to participate?
- Is the recipient ever invited to observe focus groups or interviews?
- Are the results of these surveys shared with recipients?
- When do focus groups or interviews occur?
 - For the capture of the entire project life cycle, it would make sense that the focus groups and interviews would occur after the applicant has been closed for the specific disaster.
- How and who determines whether an in-person interview, phone interview or focus group occurs?
- When are the various forms for collection used? They appear to be two different set of questions, two set of questions per type.
- Define PA staff as FEMA PA staff.
- Page 1:
 - The target population will always be Public Assistance applicants. Disasters will be chosen for sample selection based on the research question
 - What about recipients?
 - Generate questions;
 - Who generates the purpose and goals?
- Page 2:
 - Who selects topics for questions?
 - Can other topics be included, such as:
 - New thresholds;
 - Mitigation;
 - EHP;
 - Duplication of benefits;
 - Eligibility;
 - Closeout;
 - Documentation such as maintenance records;

- Insurance:
- Etc.
- What is FEMA CSA?

FF-104-FY-21-155 (formerly 519-0-32) phone

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- It appears the survey only deals with items prior to obligation. What about post obligation activities and closeout?
- What about questions that deal with EHP, mitigation and insurance?

Questions are noted below

1. What is the Impact Review?
3. Should project be developed at the RSM?
4. Is all documentation provided at the RSM?
9. What is meant by interact with the Site Inspector?
 - d. Is the Site Inspector supposed to validate damages or report damages?
19. What is meant by staff? PDMGs, Mitigation, EHP, Recipient.

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1. What is meant by customer service? Interpretation of customer service is widely varied. Please define or rephrase question.
4. Is the update of your projects up to obligation?
22. Is the question regarding funding pertinent since funding is part of the recipient's (pass-through) responsibility and not FEMA? Does this question need to be adjusted?

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