

# The IRA Section 22006 Assistance - Customer Satisfaction Survey

OMB Control Number: 0560-0286; OMB Expiration Date: 01/31/2027

## Before the Call

Please complete the following questions prior to contact.

### 1. Name of Interviewer:

Interviewer instructions: Enter your name here.

### 2. CCID:

Interviewer instructions: Enter the borrower's CCID. (Source: Survey call list)

The value must be a number

### 3. Select Stratum:

Interviewer instructions: Enter the Stratum(s) associated with this CCID. (Source: Survey call list)

- ☐ Stratum 1 - October 2022 Automatic Assistance to Direct and Guaranteed Loan Borrowers 60 Days or More Delinquent
- ☐ Stratum 2 - February 2023 Cash Flow-Based Assistance to Direct Loan Borrowers
- ☐ Stratum 3 - March 2023 Additional Automatic Assistance to Distressed Direct Loan Borrowers
- ☐ Stratum 4 - May 2023 Extraordinary Measures Assistance to Direct Loan Borrowers
- ☐ Stratum 5 - August 2023 Assistance to Guaranteed Loan Borrowers with Delinquent Debt Resulting from Final Loss Claim & Additional Automatic Assistance to Distressed Guaranteed Loan Borrowers
- ☐ Stratum 6 - November 2023 Assistance to Direct Loan Borrowers with Emergency Loans & Additional Automatic Assistance to Distressed Guaranteed Loan Borrowers
- ☐ Stratum 7 - January 2023 Disaster Set Aside Payments

### 4. State:

Interviewer instructions: Enter the state associated with this CCID. (Source: Survey call list)

Select your answer



### 5. Date:

Interviewer instructions: Enter today's date.



## 6. Type of Assistance Received:

Interviewer instructions: Enter the type(s) of assistance received by this CCID.  
(Source: Survey call list)

☐ Automatic

☐ Requested

## 7. Select Round of Assistance:

Interviewer instructions: Enter the round(s) of assistance received by this CCID.  
(Source: Survey call list)

☐ Round 1 - October 2022 Automatic Assistance to Direct and Guaranteed Loan Borrowers 60 Days or More Delinquent

☐ Round 2 - February 2023 Cash Flow-Based Assistance to Direct Loan Borrowers

☐ Round 3 - March 2023 Additional Automatic Assistance to Distressed Direct Loan Borrowers

☐ Round 4 - May 2023 Extraordinary Measures Assistance to Direct Loan Borrowers

☐ Round 5 - August 2023 Assistance to Guaranteed Loan Borrowers with Delinquent Debt Resulting from Final Loss Claim & Additional Automatic Assistance to Distressed Guaranteed Loan Borrowers

☐ Round 6 - November 2023 Assistance to Direct Loan Borrowers with Emergency Loans & Additional Automatic Assistance to Distressed Guaranteed Loan Borrowers

☐ Round 7 - January 2023 Disaster Set Aside Payments

## Make the Call - Introduction and Customer Consent Request

Interviewer Instructions - This first part is a script that should be read verbatim, except for where you are supposed to insert your name or the borrowers name.

Hello, my name is (Your Name) with USDA's Farm Service Agency. I am a member of the National Office Inflation Reduction Act (IRA) Section 22006 Response Team. We are reaching out to randomly selected customers who received assistance through the program to better understand the overall program outcomes. Am I speaking with (Primary Borrower's Name)? [NOTE to interviewer: If Primary Borrower/Recipient is not currently on the phone, ask to speak to the Primary Borrower. If they are not available, ask whether the person on the phone is authorized to speak about the assistance, or whether you can call back at a more convenient time].

We all know that numbers can't tell the whole story of people's lives, which is why we are reaching out to ask how the program impacted your farm and family. Would you be willing to share your thoughts?

The survey is an open-format, free-flowing discussion. We expect it to take 10-20 minutes. Participation is optional. Any information that is collected will not be associated with, nor stored in a system, that contains your personally identifiable information (PII).

NOTE to interviewer: If asked, responses will be associated with randomly assigned number and will not be stored in a Farm Loan Programs (FLP) loan system. Feedback will only be

### 8. Are you willing to participate in the survey?

If the call is not picked up:

Leave a voicemail use the first three sentences in the Introduction script. End with your name and call back phone number. Complete and submit the survey. Go to the next borrower on your call list.

☐ Yes

☐ No

☐ Did Not Answer

## Operation Characteristics

Interviewer instructions:

Open with "Tell me about your farming operations," and listen for responses that are outlined in Questions #9 - #13. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response in "Other" or as a comment/story in Question #31.

Except for Question #12, in a natural way, direct the conversation so all questions can be answered.

### 9. Type:

- ☐ Cotton
- ☐ Corn
- ☐ Wheat
- ☐ Soybeans
- ☐ Cattle
- ☐ Poultry
- ☐ Hogs
- ☐ Tobacco
- ☐ Dairy
- ☐ Vegetables
- ☐ Hay and Forage
- ☐ Fruits

☐ Did not respond

☐ Other

10. How long have you been farming?

☐ 0-10

☐ 11-20

☐ 21-30

☐ 31-40

☐ 41+

☐ Did not respond

11. Size of the operation for your area:

☐ Small

☐ Medium

☐ Large

☐ Did not respond

## 12. Still Farming?(Context Clues)

Interviewer instructions: Do not ask this question. Use context clues to draw one of the following conclusions.

- ☐ Yes
- ☐ No
- ☐ Unable to Determine

## 13. How many generations are currently working on the farm?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ Did not respond
- ☐ Other

## Financial Benefit

Interviewer instructions:

Question #14 is intended to be an open-ended question. Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response in "Other" or as a comment/story in Question #31.

Questions #15 - #18, Ask the Questions and provide the selection of answers to choose from.



14. How did the IRA assistance benefit your operation/family financially?

Interviewer instructions: Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response in "Other" or as a comment/story in Question #31.

- ☐ Reinvested into Operation
- ☐ Purchase Lost Asset
- ☐ Paid on FSA Debt
- ☐ Paid on Non-FSA Debt
- ☐ Current on Operating Expenses or Family Living
- ☐ Start a Savings
- ☐ Retirement Reinvest
- ☐ Keeping labor employed
- ☐ Helping to cope with current downturn or inflation
- ☐ Did not respond
- ☐ Other

15. Is your personal home held as security for FSA loans?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ Did not respond

16. Do you see yourself needing financial assistance in the future? If so, when?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ No future assistance foreseen
- ☐ Current 0-5 years
- ☐ Intermediate 5-10 years
- ☐ Long Term 10+ years

17. How has your working relationship with your Commercial Lender or Agricultural Commodity Supplier changed since receiving this assistance?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ Improved
- ☐ Same
- ☐ Worse
- ☐ Did not respond

18. How has your working relationship with your FSA representatives changed since receiving this assistance?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ Improved
- ☐ Same
- ☐ Worse
- ☐ Did not respond

## Program Impact

Interviewer instructions:

Questions #19, Ask the question and provide the selection of answers to choose from.

Question #20 is intended to be an open-ended question. Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response in "Other" or as a comment/story in Question #31.

19. Did this assistance significantly improve the likelihood that you will be able to farm into the future?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

☐ Yes

☐ No

☐ Did not respond

20. We've talked about your farm, if you are comfortable can you tell me the ways that this financial assistance impacted you personally?(Open Ended)

Interviewer instructions: Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response in "Other" or as a comment/story in Question #31.

- ☐ Reduced Stress
- ☐ Sleeping better at night
- ☐ Increased financial freedom
- ☐ Allowed to catch up on family living expenses
- ☐ Improved physical health
- ☐ More family time
- ☐ Reduced family conflict
- ☐ Did not respond
- ☐ Other

## Customer Experience

Interviewer instructions:

Questions #21 - #23 should be asked only if the respondent applied for request-based assistance.

Questions #24 - #27 , Ask the question and provide the selection of answers to choose from. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

### 21. How were you made aware of the assistance?

Interviewer Instructions: Ask this question only if the customer received Request-Based Assistance, e.g. Cash Flow Based Assistance and/or Extraordinary Measures Assistance.

- ☐ [Farmers.gov](https://farmers.gov)
- ☐ County Office
- ☐ Letter
- ☐ Word of Mouth
- ☐ Email
- ☐ Did not respond

22. How was your experience with [Farmers.gov](https://farmers.gov)? (Requested Only)

Interviewer Instructions: Ask this question only if the customer received Request-Based Assistance, e.g. Cash Flow Based Assistance and/or Extraordinary Measures Assistance.

- ☐ Great
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Not Applicable
- ☐ Did not respond

23. How was your experience with the local County Office?

Interviewer Instructions: Ask this question only if the customer received Request-Based Assistance, e.g. Cash Flow Based Assistance and/or Extraordinary Measures Assistance.

- ☐ Great
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Not Applicable
- ☐ Did not respond

## 24. How would you rate the timeliness of the assistance you received?

Interviewer instructions: Ask the question and provide the selection of answers to choose from. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

- ☐ Great
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Did not respond

## 25. Please rate how beneficial the following options would have been:

Interviewer instructions: Ask the question and provide the selection of answers to choose from. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

	Very Beneficial	Slightly Beneficial	Neutral	Slightly Unbeneficial
Tax Guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Status of Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lender Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More Communication or Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## 26. How did this experience differ from typical encounters with FSA?

Interviewer instructions: Ask the question and provide the selection of answers to choose from. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

- ☐ Better
- ☐ Same
- ☐ Worse
- ☐ Did not respond

## 27. Rate how beneficial the following program improvements could be:

Interviewer instructions: Ask the question and provide the selection of answers to choose from. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

	Very Beneficial	Slightly Beneficial	Neutral	Slightly Unbeneficial
Longer Payment Terms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More Years of Eligibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-Qualification Determinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More Online Capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More Distressed Assistance Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Future Viability

Interviewer instructions:

Questions #28 - #29 Ask the question and provide the selection of answers to choose from.

Question #30 is intended to be an open-ended question. Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

Question #32 is to be asked only if the respondent has a really compelling story that they would like to share with the Agency.

Question #33 is meant to offer the respondent the opportunity to share feedback that we may not have asked about.

### 28. Had it not been for IRA, where did you see your operation heading financially:

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ Successful
- ☐ Strained
- ☐ Bankruptcy
- ☐ Did not respond

29. Did the financial assistance increase your hope of passing your farm/operation on to the next generation?

Interviewer instructions: Ask the question and provide the selection of answers to choose from.

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ Did not respond

30. Had it not been for IRA assistance what further actions did you foresee for your operation to continue?

Interviewer instructions: Ask the question as stated. Select all relevant answers provided by the respondent. If the respondent offers answers not listed below, capture the response as a comment/story in Question #31.

- ☐ Selling More Assets
- ☐ Going Further into Debt
- ☐ Depleting Personal or Retirement Savings
- ☐ Restructure or Refinance
- ☐ Bankruptcy
- ☐ Did not respond

### 31. Comments or Success Stories

Interviewer instructions: Please enter compelling comments or success stories in the box below.

### 32. Does FSA have the permission to associate your name with your story?

NOTE to interviewer: If the borrower has a particularly compelling success story, ask, "Your story is really compelling. Would you mind if I suggest to our leadership team that it be included in our program summary report? By default, it would be anonymous, unless you inform us you would like to associate it with your name. Either way, it would not be stored in a Farm Loan Programs (FLP) loan system.

☐ Yes

☐

### 33. Closing remarks - Is there anything else you would like us to know?

Interviewer instructions: Please remember to close with, "Thank you for your time. We really appreciate your feedback."

## Public Burden Statement:

According to the Paperwork Reduction Act requirement, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0560-0286. The expiration date is 01/31/2027. This survey is voluntary. The time required to complete this information collection is estimated to average 10-20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to [maryann.ball@usda.gov](mailto:maryann.ball@usda.gov).

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