

**FEMA Recovery Channel Survey
Ci3 Instrument**

CATION

Q:HELLO

T:

Hello, this is _____ calling from the University of Oregon Survey Research Laboratory. FEMA (the Federal Emergency Management Agency) has asked us to conduct a survey of households in Oregon counties which have suffered flooding in the past few weeks. I want to assure you that I am not selling a thing and that your answers are completely anonymous. Please don't even tell me your name. I need to speak with an adult in your household. Would that be you?

IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS

1 CONTINUE

CTRL-END R NOT HOME, SCHEDULE CALLBACK

T:14

Hello, this is _____ calling from the University of Oregon Survey Research Laboratory. FEMA (the Federal Emergency Management Agency) has asked us to conduct a survey of households in Oregon counties which have suffered flooding in the past few weeks. I want to assure you that I am not selling a thing and that your answers are completely anonymous. Please don't even tell me your name. We recently started this interview and I'm calling now to finish it. I need to speak with the person I spoke with before. Would that be you?

IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS

1 CONTINUE

CTRL-END R NOT HOME, SCHEDULE CALLBACK

I:

key 1

Q:QUEST

T:

The survey takes 1-4 minutes, depending on your answers. Your telephone number was chosen randomly from all possible telephone numbers in 22 Oregon counties, and of course your participation is completely voluntary. Do you have any questions about the survey before we begin?

1 CONTINUE

IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS

I:

KEY 1

Q:COUNTY

T:

(I'd like to begin the survey now.) First, what county do you live in?

01 BENTON

12 MARION

02 CLACKAMAS

13 MULTNOMAH

03 CLATSOP

14 POLK

04 COLUMBIA

15 SHERMAN

05 DOUGLAS

16 TILLAMOOK

06 HOOD RIVER
07 JEFFERSON
08 JOSEPHINE
09 LANE
10 LINCOLN
11 LINN
17 UMATILLA
18 UNION
19 WALLOWA
20 WASCO
21 WASHINGTON
22 YAMHILL

96 OTHER NAMED COUNTY (R DOES NOT QUALIFY)
97 REFUSED (R DOES NOT QUALIFY)
98 DON'T KNOW (R DOES NOT QUALIFY)
99 NO ANSWER (R DOES NOT QUALIFY)

I:
num 1 99 2 0 25 5
QAL NOQAL
if (ans > 22)
if (ans < 96) reask
endif
if (ans > 95)
skipto NOQAL
endif

Q:SEE
T:

Have you seen FEMA's Recovery channel on TV?

PROBE: FEMA's toll free number is 1-800-462-9029. TDD 1-800-462-7585
PROBE: The Recovery Channel is a program of news and information for people in the Pacific Northwest who have suffered flood damage. It has been airing since last Saturday (February 17th) on public access TV channels and certain cable channels (depending on what kind of cable TV you have). It provides information for disaster victims on how to apply for assistance and what to expect when applying.

1 YES
2 NO --> SKIP TO SUFFER

7 REFUSED--> SKIP TO SUFFER
8 DON'T KNOW--> SKIP TO SUFFER
9 NO ANSWER--> SKIP TO SUFFER

I:
key 1-2, 7-9
if (key > 1) skipto SUFFER

Q:OFTEN
T:

How often have you watched the Recovery Channel?

1 ONCE
2 TWICE
3 THREE TIMES
4 FOUR TIMES
5 FIVE TIMES

6 SIX TIMES OR MORE; EVERY DAY, ETC.

7 DON'T KNOW

8 REFUSED

9 NO ANSWER

I:

key 1-9

Q:USEINFO

T:

Did you (or anyone in your household) use any of the information you were given on the Recovery Channel?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:HELPFUL

T:

How helpful did you find the information on (it/the Recovery Channel) -- very helpful, somewhat helpful, not very helpful or not at all helpful?

PROBE: Did it help you recover or make your life easier?

1 VERY HELPFUL

2 SOMEWHAT HELPFUL

3 NOT VERY HELPFUL

4 NOT AT ALL HELPFUL

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

Q:RECORD

T:

Did you record the Recovery Channel (on your VCR)?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW; R DOESN'T OWN VCR

9 NO ANSWER

I:
key 1-2, 7-9

Q:HOWFIND
T:

How did you find out about the Recovery Channel?

PROBE FROM LIST

- 01 BY ACCIDENT, WHILE CHANNEL SURFING
- 02 RADIO
- 03 TV COMMERCIAL
- 04 NEWSPAPER
- 05 FRIENDS, FAMILY, NEIGHBORS, WORD OF MOUTH
- 06 MORE THAN ONE OF THE ABOVE
- 07 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 25 5
if (ans > 7)
if (ans < 97) reask
endif

Q:TELL
T:

Have you told anyone outside of your own household about the Recovery Channel?

PROBE: like friends, neighbors, or family members?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
key 1-2, 7-9

Q:PHONE1
T:

(When you watched the Recovery channel) did you see the toll-free number to apply for disaster assistance?

PROBE: FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1 YES
2 NO --> SKIP TO SUFFER

7 REFUSED --> SKIP TO SUFFER
8 DON'T KNOW--> SKIP TO SUFFER
9 NO ANSWER --> SKIP TO SUFFER

I:
key 1-2, 7-9
if (ans > 1) skipto SUFFER

Q:PHONE2
T:

Do you think the toll-free number was shown often enough?

PROBE: FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:LIKEMORE
T:

Would you like to see more of this type of television programming if there is another flood?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:SUFFER
T:

Have you (or members of your household) suffered any damage as a result of the recent flood?

PROBE: FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1 YES
2 NO ----> GO TO ENDING

7 REFUSED ----> GO TO ENDING

8 DON'T KNOW----> GO TO ENDING
9 NO ANSWER ----> GO TO ENDING

I:
key 1-2, 7-9
if (key > 1) skipto ENDING

Q:APPLIED
T:

Have you applied for disaster assistance?

PROBE: FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1 YES
2 NO
3 NOT YET, PLANNING TO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ENDING
T:

That's the end of the survey! On behalf of (FEMA/the Federal
Emergency Management Agency), I'd like to thank you sincerely
for taking part in this survey. Have a nice (day/evening).

PRESS ANY KEY TO CONTINUE

I:
key

Q:INTOBS
T:

INTERVIEWERS - TYPE ANY RELEVANT INFORMATION IN THE BOX BELOW.

I:
OPN 10 1 25 80 M N

Q:INTID
T:

INPUT YOUR INTERVIEWER ID NUMBER

I:
NUM 0 999 3 0 20 5
DATE = SYSDATE
CPL

DISPOS = 26
ENDQUEST

Q:NOQAL
T:

I'm sorry. We are only conducting surveys with people
who live in the 22 counties that were affected by flooding.
I'm sorry to have bothered you. Have a nice (day/evening).

INTERVIEWER: HIT CTRL-END AND CODE AS DISPOS #21, INELIGIBLE.

I:
KEY ctrlend