

## Participant Feedback Survey

Today's Date (mm/dd/yyyy)

This anonymous form will help community leaders learn about needs in our community, and about how well the crisis counselors/outreach workers are meeting these needs. Please do not put your name on this form. If you filled out a form like this in the past week, please do not fill in this one. We thank you very much for your time!

| How good of a job did the counselor or outreach worker do... | Extremely poor                | Poor                          | Fair                          | Good                          | Excellent                     |
|--|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Treating you with respect?                                   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Respecting your culture, race, ethnicity, or religion?       | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Making you feel that asking for help is okay?                | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Making you feel that you can help yourself and your family?  | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Keeping things you said private?                             | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |

| Please indicate below which program services you have used. If you have used the service, please indicate whether or not it was helpful to you. | <i>Have you used this service?</i> |                          | <i>Was this service helpful?</i> |                          |
|---|------------------------------------|--------------------------|----------------------------------|--------------------------|
|   | Yes                                | No                       | Yes                              | No                       |
| One-to-one interaction (with counselor/outreach worker)   | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Public education presentation   | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Group counseling/support group  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Handouts/materials  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Internet sites (Crisis Counseling Assistance and Training Program [CCP] website, Facebook, etc.)  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Other (please specify): <input style="width: 400px;" type="text"/>  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |
| Referral resources  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>         | <input type="checkbox"/> |

**PLEASE ALSO ANSWER QUESTIONS ON THE BACK.**

**If you have used referral resources, which type(s) did you utilize?**

- |  |  |
|--|--|
| <input type="checkbox"/> Substance use | <input type="checkbox"/> Community services (e.g., Federal Emergency Management Agency, loans, housing, employment, social services) |
| <input type="checkbox"/> Mental health | <input type="checkbox"/> Resources for those with disabilities or other access or functional needs                                   |
| <input type="checkbox"/> CCP services  | <input type="checkbox"/> Other referral type<br>(Please specify type): <input style="width: 450px; height: 20px;" type="text"/>      |

**How good of a job did this program do with...**

|  | Extremely poor                | Poor                          | Fair                          | Good                          | Excellent                     |
|--|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Helping you to know that your feelings after the disaster were the same as many other people's feelings? | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Helping you to find ways to take care of yourself, like eating right and getting enough sleep?           | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Helping you stay active in things like hobbies, sports, church, or volunteer work?                       | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |

**In general...**

|  | Extremely poor                | Poor                          | Fair                          | Good                          | Excellent                     |
|--|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| How good was the information you got on how people feel after disasters?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| How good of an idea is it to tell a friend who was upset by the disaster to see this counselor or outreach worker? | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |

|  | Not at all useful             | Slightly useful               | Moderately useful             | Very useful                   | Extremely useful              |
|--|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| How useful was this program in helping return things in your life back to the way they were before the disaster? | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Overall, how useful was this program to you?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |

**People experience disasters in a variety of ways. Below is a list of experiences you may have had. Please select all that apply to you.**

- |  |   |
|--|---|
| <input type="checkbox"/> My family member is missing or dead.                            | <input type="checkbox"/> My life or that of someone in my household was threatened.               |
| <input type="checkbox"/> My friend is missing or dead.                                   | <input type="checkbox"/> I or a member of my household witnessed death/injury.                    |
| <input type="checkbox"/> My pet is missing or dead.                                      | <input type="checkbox"/> I or a member of my household assisted with rescue/recovery.             |
| <input type="checkbox"/> My home is damaged or destroyed.                                | <input type="checkbox"/> I am or a member of my household is unemployed because of this disaster. |
| <input type="checkbox"/> I had major property loss, such as car/vehicle loss.            | <input type="checkbox"/> I was evacuated quickly with no time to prepare.                         |
| <input type="checkbox"/> I had other financial loss.                                     | <input type="checkbox"/> I had prolonged separation from family.                                  |
| <input type="checkbox"/> I or a member of my household was injured or physically harmed. | <input type="checkbox"/> I was displaced from my home for 1 week or longer.                       |

For the questions below, please share your reactions (feelings, emotions, and thoughts) about the disaster, considering your reactions in THE PAST MONTH. Using a scale of 1 to 5, where 1 is not at all, 2 is a little bit, 3 is somewhat, 4 is quite a bit, and 5 is very much, in the past month to what extent have you...

|   | Not at all                    | A little bit                  | Somewhat                      | Quite a bit                   | Very much                     |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Been bothered by bad memories, nightmares, or reminders of what happened?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Tried NOT to think or talk about what happened or to do things that remind you of what happened?                              | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Been bothered by poor sleep, poor concentration, feeling jumpy or angry, or being scared that something else bad will happen? | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Been down or depressed?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Found other stressful things harder to deal with because of what happened?  | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Had trouble taking care of your health (e.g., eating poorly, not getting enough rest, smoking more, drinking more)?           | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Had difficulty getting along or having fun with family and friends?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |
| Needed help from a counselor to deal with your reactions to the disaster?   | 1<br><input type="checkbox"/> | 2<br><input type="checkbox"/> | 3<br><input type="checkbox"/> | 4<br><input type="checkbox"/> | 5<br><input type="checkbox"/> |

**If you would like to speak with a counselor about your reactions or if you have concerns about your answers to these questions, please call**

**Comparing your emotional and mental well-being before the disaster to now, do you feel better, worse, or about the same?**

- Feel better now                       Feel about the same                       Feel worse now

**Comparing how well you take care of your health before the disaster to now, do you take care of your health better, worse, or about the same?**

- Take care of your health better now                       Take care of your health about the same now                       Take care of your health worse now

**Comparing how well you work (including a job, schoolwork, and housework) before the disaster to now, do you have less trouble working, more trouble working, or about the same amount?**

- Having less trouble working now                       Have about the same amount of trouble working now                       Have more trouble working now

**Comparing how active you were in things like hobbies, sports, church, or volunteer work before the disaster to now, are you more active, less active, or about the same?**

- More active now                       About the same                       Less active now

**PLEASE ALSO ANSWER QUESTIONS ON THE BACK.**

**The final questions will help us to describe the total group of people who completed the form.**

How do you identify yourself?  Male  Female  Transgender  None of these

In what year were you born?

What is the highest level of education you have completed or degree you have received?

- 0-6 years  Some college  
 7-11 years  College graduate or more  
 12 years (high school diploma or GED)

What is your annual gross household income?

< \$10,000  \$10,000 - \$25,000  \$25,000 - \$40,000  \$40,000 - \$51,000  >\$51,000

In what county or parish do you currently live?

Are you Hispanic/Latino?  Yes  No

Which of the following best describes your race? (Please select all that apply.)

- American Indian/Alaska Native  Asian  Black or African American  
 Native Hawaiian/Other Pacific Islander  White

What is your preferred language?

English  Spanish  Other (Please specify):

If you have a disability, or other access or functional need, please indicate the type (select all that apply).

- Physical (mobility, visual, hearing, etc.)  
 Intellectual/Cognitive (learning disability, developmental delay, etc.)  
 Mental Health/Substance use (psychiatric issue, substance dependence, etc.)

***Thank you for taking the time to complete this form accurately and fully!***

**Paperwork Reduction Act Statement** This information is being collected to assist the Substance Abuse and Mental Health Services Administration (SAMHSA) with program monitoring of FEMA's Crisis Counseling Assistance and Training Program. Crisis counselors are required to complete this form following the delivery of crisis counseling services to disaster survivors (44 CFR 206.171 [F][3]). Information collected through this form will be used at an aggregate level to determine the reach, consistency, and quality of the Crisis Counseling Assistance and Training Program. Under the Privacy Act of 1974, any personally identifying information obtained will be kept private to the extent of the law. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0930-0270. Public reporting burden for this collection of information is estimated to average 15-25 minutes per form, 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 this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Ln, Room 15E57B, Rockville, MD 20857.