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survey title:

LSC Rapid Response Team Survey [Edit Title](#)

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Response Summary

Total Started Survey: 12
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Page: Program Experiences With Past Disasters

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1. Please check the appropriate box(es) to identify the major substantive legal issues that affected your client community after a disaster.

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	Response Percent	Response Count
Housing/Landlord-Tenant	90.9%	10
FEMA disaster benefits	72.7%	8
Health/Medical insurance claims	45.5%	5
Other insurance claims	63.6%	7
Family law legal issues	9.1%	1
Loss of important documents/records	63.6%	7
Pet ownership	0.0%	0
Other (please identify below)	18.2%	2

[Hide replies](#) Please identify the "other" issue(s) and/or provide more details about the specific legal issues you selected above. 3

1. city buyout of flooded properties Thu, May 13, 2010 12:48 PM [Find...](#)

foreclosures of flood-affected properties

2. emergency public benefits (UC and Food Stamps) Fri, Apr 30, 2010 8:23 AM [Find...](#)

3. Other public entitlements - TANF, Food Stamps, unemployment benefits, state disaster Thu, Apr 29, 2010 8:44 AM [Find...](#)

benefits; emergency assistance.
Home ownership - Flood insurance issues, foreclosure.
Shelter issues - interactions with Red Cross for shelter residents; lack of interpreter-translators at shelter; transportation issues at shelter; shelter residents access to human services.
Replacement of personal belongings, including cars.

answered question 11

skipped question 1

[Show this Page Only](#)

Page:

2. Has a disaster ever caused significant damage to your office's infrastructure (e.g., physical structure, electrical power, data systems, communication systems)?

[Create Chart](#)

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	Response Percent	Response Count
Yes <input type="checkbox"/>	90.9%	10
No <input type="checkbox"/>	9.1%	1
answered question		11
skipped question		1

Show this Page Only

Page: Infrastructure damage yes

3. Please check the appropriate box(es) to identify the types of infrastructure damage your office sustained from a disaster. (Please select all that apply.) [Create Chart](#) [Download](#)

	Response Percent	Response Count
Physical structure <input type="checkbox"/>	100.0%	9
Electrical power outage <input type="checkbox"/>	88.9%	8
Data systems <input type="checkbox"/>	33.3%	3
Communication systems <input type="checkbox"/>	44.4%	4
Hide replies Please identify types of infrastructure damage NOT listed above and/or to provide more details about the infrastructure damage your office sustained in prior disasters.		3
1. basement files destroyed, first floor conference room destroyed, could not work out of office for around 3 months until building was mucked out and electrical and plumbing services restored	Thu, May 13, 2010 12:50 PM	Find...
2. Electric power was only out for 1 week; minor damage to roof but it didn't show up immediately and has been hard to track over time to find the source of leaks.	Fri, Apr 30, 2010 8:30 AM	Find...
3. Damage to case files stored in basement. Mold issues.	Thu, Apr 29, 2010 7:14 AM	Find...
answered question		9
skipped question		3

Show this Page Only

Page: Infrastructure No/Missing Capacities

4. Considering your previous disaster experience, what resources or expertise did you NOT have that would have enabled you to more effectively respond to the demands and crises associated with the disaster(s)? Please select all that apply. [Create Chart](#) [Download](#)

	Response Percent	Response Count
Information technology (e.g., internal data systems, internal communication systems, technology used to communicate with external client community) <input type="checkbox"/>	60.0%	6
Substantive law expertise (related to <input type="checkbox"/>	50.0%	5
answered question		10
skipped question		2

4. Considering your previous disaster experience, what resources or expertise did you NOT have that would have enabled you to more effectively respond to the demands and crises associated with the disaster(s)? Please select all that apply. [Create Chart](#) [Download](#)

those legal issues that typically arise following a disaster, including: housing/landlord-tenant, FEMA disaster benefits, health/medical insurance claims, other insurance claims, family law legal issues, loss of important documents/records, pet ownership disputes)

Human resources (e.g., management of volunteers, insufficient staff given caseload)	<input type="text"/>	40.0%	4
Coordination with partner organizations	<input type="text"/>	20.0%	2

[Hide replies](#) Please provide more details about your responses above and/or to identify other important capacities your program lacked during prior disasters. 4

1. We developed this area of law as we went, but if we could have had it quicker could have helped more people faster in the beginning right after the flood Thu, May 13, 2010 12:52 PM [Find...](#)
2. Could have benefitted from laptops and air cards (perhaps LSC could have air cards they can make available as disasters hit); for hr, needed more people for increased cases and for outreach at disaster relief sites, etc. Fri, Apr 30, 2010 8:36 AM [Find...](#)
3. Human Resources - had not considered before the first disaster that staff members would be affected by the disaster, affecting their ability to report to work. Thu, Apr 29, 2010 7:18 AM [Find...](#)
4. FEMA diaster benefits is the main area of legal expertise that seems to differ from disaster to disaster and with political administrations. The other substantive law areas tend to be established law. Wed, Apr 28, 2010 12:58 PM [Find...](#)

answered question 10

skipped question 2

[Show this Page Only](#)

Page: Other Resources

5. Please identify the organizations with which you have worked and/or those other resources your program has used following a disaster. (Please check all that apply.) [Create Chart](#) [Download](#)

		Response Percent	Response Count
DisasterLegalAid.org	<input type="text"/>	70.0%	7
FEMA (Agency)	<input type="text"/>	70.0%	7
FEMA.gov (Website)	<input type="text"/>	90.0%	9
VOAD (Voluntary Organizations Active in Disaster)	<input type="text"/>	40.0%	4
American Red Cross	<input type="text"/>	60.0%	6
ABA Young Lawyers Division	<input type="text"/>	70.0%	7
State Bar Association(s)	<input type="text"/>	60.0%	6

answered question 10

skipped question 2

5. Please identify the organizations with which you have worked and/or those other resources your program has used following a disaster. (Please check all that apply.) [Create Chart](#) [Download](#)

Temporary volunteer attorneys	<input type="text"/>	40.0%	4
Law Students	<input type="text"/>	40.0%	4
Other (identify below)	<input type="text"/>	10.0%	1
Hide replies Please identify any other groups/ entities with which you worked.			3
1. non profit network, United Way Long Term Recovery Coalitions, RIO (Rebuild Iowa Office) Thu, May 13, 2010 12:55 PM Find...			
2. other local social services organizations Fri, Apr 30, 2010 8:40 AM Find...			
3. Unfortunately, most of our work with FEMA has involved suing the agency. Wed, Apr 28, 2010 8:04 AM Find...			
answered question			10
skipped question			2

6. Please indicate the extent to which the organizations and organizational resources listed below were helpful to your program's disaster response. [Create Chart](#) [Download](#)

	Very Helpful	Somewhat Helpful	Not Helpful	Did Not Use	Response Count
DisasterLegalAid.org	71.4% (5)	28.6% (2)	0.0% (0)	0.0% (0)	7
FEMA (Agency)	25.0% (2)	62.5% (5)	12.5% (1)	0.0% (0)	8
FEMA.gov (Website)	25.0% (2)	75.0% (6)	0.0% (0)	0.0% (0)	8
VOAD (Voluntary Organizations Active in Disaster)	14.3% (1)	42.9% (3)	0.0% (0)	42.9% (3)	7
American Red Cross	12.5% (1)	50.0% (4)	25.0% (2)	12.5% (1)	8
ABA Young Lawyers Division	14.3% (1)	42.9% (3)	42.9% (3)	0.0% (0)	7
State Bar Association(s)	42.9% (3)	28.6% (2)	0.0% (0)	28.6% (2)	7
Temporary volunteer attorneys	28.6% (2)	42.9% (3)	0.0% (0)	28.6% (2)	7
Law Students	50.0% (3)	33.3% (2)	0.0% (0)	16.7% (1)	6
answered question					8
skipped question					4

Show this Page Only

Page: Rapid Response Team

7. Please select that box that best indicates your level of agreement with the following statement: "The Rapid Response Team described above sounds like it would be a beneficial resource to my program." [Create Chart](#) [Download](#)

	Response Percent	Response Count
Strongly Agree <input type="text"/>	75.0%	6
Agree <input type="text"/>	12.5%	1
Disagree <input type="text"/>	12.5%	1
answered question		8
skipped question		4

7. Please select that box that best indicates your level of agreement with the following statement: "The Rapid Response Team described above sounds like it would be a beneficial resource to my program." [Create Chart](#) [Download](#)

Strongly Disagree	0.0%	0
Don't know	0.0%	0
Hide replies Please explain your answer or provide any other comments about the value of a disaster RRT.		2

1. If team can be flexible in meeting each disaster's unique needs Fri, Apr 30, 2010 8:52 AM Find...
2. After Hurricane Katrina destroyed our service area there was more than any few people could possibly do. This was complicated by the fact that many of our staff members and contractors (technology) had evacuated and could not be located. We received help with techies coming down. We received help with an insurance claim. Some FEMA experts from California were invaluable. The state bar was invaluable with their assistance. We received help from LSC. Still, more help would have been appreciated. Wed, Apr 28, 2010 8:11 AM Find...

answered question 8
skipped question 4

8. Please indicate how valuable expert assistance in each of the following areas would be to your program following a disaster (1 - not valuable, 5 - very valuable). [Create Chart](#) [Download](#)

	1	2	3	4	5	Don't know	Rating Average	Response Count
Information technology	28.6% (2)	14.3% (1)	14.3% (1)	28.6% (2)	14.3% (1)	0.0% (0)	2.86	7
Substantive legal issues emerging from a disaster	28.6% (2)	14.3% (1)	14.3% (1)	0.0% (0)	42.9% (3)	0.0% (0)	3.14	7
Human Resources	14.3% (1)	28.6% (2)	14.3% (1)	0.0% (0)	42.9% (3)	0.0% (0)	3.29	7
Coordination with partners	28.6% (2)	14.3% (1)	14.3% (1)	14.3% (1)	14.3% (1)	14.3% (1)	2.67	7

Hide replies If you would like to explain any of the choices you made, please do so in the space provided. 3

1. Need assistance in environment we identify as useful. Coordination more important with national and state partners, we have ties with local partners. Fri, Apr 30, 2010 8:52 AM Find...
2. As we are pretty experienced at disasters now, we probably wouldn't benefit from a RRT Thu, Apr 29, 2010 7:49 AM Find...
3. Because we have been through a major disaster already, we have staff experienced in dealing with many of these issues so the value of the help from outsiders would not be as great as it was before. Wed, Apr 28, 2010 8:11 AM Find...

answered question 7
skipped question 5

9. Please describe any other area of expertise you think would be valuable for the RRT to possess. [Download](#)

	Response Count
Show replies	2
answered question	2
skipped question	10

10. Please check the box that indicates the way(s) you would want to access the assistance of the RRT.

[Create Chart](#)

[Download](#)

		Response Percent	Response Count
Online informational resources and links		87.5%	7
Email		87.5%	7
Telephone		87.5%	7
Online chat		62.5%	5
Site visits (as appropriate)		62.5%	5
Hide replies If you wish, please explain or elaborate below on your answers.			2
1. Depends on what is functional--phones, email, etc. on what access is most useful.		Fri, Apr 30, 2010 8:52 AM	Find...
2. this is a test		Wed, Apr 28, 2010 8:01 AM	Find...
answered question			8
skipped question			4

11. In the event of a future disaster, how would you prefer communication with the RRT to be initiated? [Create Chart](#) [Download](#)

		Response Percent	Response Count
Have a Rapid Response Team member contact our program to explain what expertise/resources are available.		16.7%	1
Have our program contact the Rapid Response Team member whose expertise would most benefit our disaster response efforts.		33.3%	2
Allow me to submit a request for assistance, explain our program's needs, and have the Rapid Response Team assess what expertise would be most helpful to me.		50.0%	3
Hide replies Please explain your answer or identify other preferences for establishing initial contacts with the RRT.			3
1. It is very helpful to have someone reach out to you when you are in panic mode.		Thu, May 13, 2010 1:02 PM	Find...
2. Actually both having the RRT contact us and us submitting a request, but the question only lets me pick one.		Thu, Apr 29, 2010 7:49 AM	Find...
3. this is a test		Wed, Apr 28, 2010 8:01 AM	Find...
answered question			6
skipped question			6

12. Please provide any additional comments you have related to the expertise/capability of the Rapid Response Team, your program's needs during a disaster, or the needs of the client population you serve following a disaster. [Download](#)

12. Please provide any additional comments you have related to the expertise/capability of the Rapid Response Team, your program's needs during a disaster, or the needs of the client population you serve following a disaster. [Download](#)

	Response Count
Show replies	4
answered question	4
skipped question	8

[Show this Page Only](#)

Page: Contact Information

13. Please provide the following information about yourself. [Download](#)

		Response Percent	Response Count
Hide replies	Name <input type="text"/>	100.0%	8

1. Lisa Gavin	Thu, May 13, 2010 1:03 PM	Find...
2. Kristine Knab (with Leslie Powell and Javan Ferguson)	Fri, Apr 30, 2010 8:53 AM	Find...
3. ddd	Thu, Apr 29, 2010 8:40 AM	Find...
4. Jose Fons	Thu, Apr 29, 2010 8:20 AM	Find...
5. Diane K Smith	Thu, Apr 29, 2010 7:50 AM	Find...
6. Jean Carter	Wed, Apr 28, 2010 3:04 PM	Find...
7. Brian D. Lenard	Wed, Apr 28, 2010 8:12 AM	Find...
8. David Hall	Wed, Apr 28, 2010 8:05 AM	Find...

Show replies	Program <input type="text"/>	87.5%	7
Show replies	Title <input type="text"/>	87.5%	7
Show replies	Phone <input type="text"/>	87.5%	7
Show replies	Email <input type="text"/>	87.5%	7

answered question	8
skipped question	4



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