

Cognitive Interviewing Evaluation of the Survey on Emerging Traumatic Events: Post-Event (Tier II) Questionnaire

Results of fieldwork interviews conducted November 14 – 19, 2004

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1. Introduction

The purpose of this report is to document the results of cognitive testing on the Emerging Traumatic Events Survey. This survey is designed to be a multi-tiered approach to monitoring the nation's emotional, cognitive and behavioral well-being with regard to extreme events, such as terrorist attacks or natural disasters. This project is the outcome of an interagency agreement between the National Institute of Mental Health (NIMH), the Centers for Disease Control and Prevention (CDC), the Substance Abuse and Mental Health Services Administration (SAMHSA), and the National Center for Post-Traumatic Stress Disorder (NCPTSD). The objective is to design questionnaires that assess and track responses to large-scale traumatic events that may significantly impact public mental health. This is to be achieved by implementing two questionnaires (Tier I and Tier II), each designed to capture different phases of human response to traumatic events. Tier I is a surveillance tool which will provide baseline indicators of mental health prior to a traumatic event. Tier II, a post-event questionnaire, is designed to track the psychosocial well-being of victims in the recovery stage of a disaster.

This agreement specifies that one-on-one cognitive interviews will serve as a tool for evaluating how well the proposed questionnaires meet their objectives. Cognitive testing was conducted by staff at the National Center for Health Statistics' (NCHS) cognitive methods laboratory. In an effort to test the questionnaire under conditions similar to its intended use, interviews for Tier II were conducted in Orlando, Florida in late fall of 2004, after the area had experienced three major hurricanes.

The majority of this report is dedicated to presenting a question-by-question analysis of the Tier II questionnaire. Comments are included for all questions; however, emphasis is placed on items that generated notable response error, that is, they did not capture the information they were designed to measure. The discussion of these questions includes descriptions of how respondents interpreted question intent, explanations of why and how the question failed and, where appropriate, recommendations for question improvement.

The next section briefly describes the methodology of cognitive interviewing, outlines the interviewing procedures, and discusses how respondents were chosen to participate. The third section of the report presents general findings, question-by-question analysis and recommendations for questionnaire modification.

2. Method

Intensive verbal probing was the primary cognitive interviewing method used for the project. With this technique, interviewers administer the survey question, obtain a response, then probe the respondent for other information relevant to the question. This yields rich and detailed information on how respondents answered the question, what they were thinking when answering, and how they interpreted the meaning of the question. Shedding light on the question-response process, this information allows the analyst to determine whether the survey language is too complex in general, or whether one word in particular may not be understood by some respondents. The appropriateness of response categories can also be evaluated with this procedure, as can the ability of respondents to draw upon their own experiences and knowledge to answer the question effectively. Because the intensive interviewing method provides extensive detail on the question-response process, not only does it allow the interviewer to identify *which* questions and/or response categories are problematic, it also shows *why and how* questions are problematic, leading to possible strategies for improving question design.

Procedures

The goal of Tier II testing was to administer the survey under conditions similar to those intended for its actual use. We chose to conduct fieldwork in central Florida where the region had experienced a record number of hurricanes in the 2004 season. Based on information provided by a Federal Emergency Management Agency (FEMA) contact, we settled on the Orlando area. The interviews for Tier II were conducted in break-out style conference rooms of an Orlando hotel which was chosen for its proximity to a community whose residents had experienced three recent hurricanes, Charlie, Francis, and Jeanne. Interviews were designed to last one hour, and a \$40 token of appreciation was given to participants.

Because Tier II interviews were conducted in the field rather than the lab, slightly different recruitment strategies were necessary. Instead of newspaper advertisements (which are used for lab-based evaluation), respondents were recruited with flyers advertising the study, and later through word-of-mouth. We handed out the flyers in the community, relied on word-of-mouth from a contact we established, and used a snowballing technique once we obtained the first few interviews. Hotel employees local to the area were also helpful in directing us to neighborhoods suitable to our recruitment efforts.

Prior to participation, respondents were screened over the telephone in order to identify key demographics such as age, gender, educational attainment, and income level, as well as the extent of their experience with the recent hurricanes. Once chosen, respondents filled out paperwork whereby they agreed to the interview being video- and audio-taped. The interviewer then explained the purpose of NCHS, described the survey, and told respondents the manner in which the interview would be conducted. After these introductory remarks, interviewers began by administering the survey questions. Upon recording an answer, the interviewer probed respondents' interpretation of key terms, the ease with which they chose a response category, and their experiences with one hurricane. (Even though respondents had experienced multiple hurricanes, they were asked to answer for one, as the Tier II survey is meant to focus on only one

event.) Through respondent narrative, interviewers were able to ascertain whether or not a response error had occurred during the administration of various questions.

The interviewing process was iterative. When problems were identified in the field, interviewers suggested improvements to the NIMH project officers, and new questions were devised. Cognitive interviews continued in the field using updated versions of the questionnaire. In total, the instrument underwent three revisions, with further rounds of testing taking place with each adaptation. Details on the questions that continue to pose response problems are outlined in the results section of the report, as are suggestions for further revisions.

Respondents

A total of 24 respondents were interviewed with the Tier II questionnaire. Respondents were selected with a purposive sample in mind. While some diversity in demographic variables was sought, we were particularly interested in participants who had fairly extensive experience with at least one of the three hurricanes that coursed through central Florida in the fall of 2004. All respondents experienced all three hurricanes. In the interview, we chose to focus on the one hurricane participants identified as having the most impact on their lives. The demographic breakdown of respondents appears in Table 1.

Table 1: Demographic summary of respondents in total and for each round of testing

	<u>Round 1</u> (n=7)	<u>Round 2</u> (n=6)	<u>Round 3</u> (n=5)	<u>Round 4</u> (n=6)	<u>Total</u> (N=24)
Age					
18-24	0	1	1	2	4
25-40	5	4	1	1	11
>40	2	1	3	3	9
Gender					
Female	4	4	2	6	16
Male	3	2	3	0	8
Education					
< H.S.	2	1	0	2	5
H.S.	2	4	4	2	12
> H.S.	3	1	1	2	7
Income					
< 20,000	5	6	3	3	17
20,000 +	2	0	2	3	7

3. Results

Three general themes emerged from the cognitive interview analysis: Disaster characteristics, definition of key terms, and context effects. Addressing the problems generated by these factors will result in a markedly improved instrument.

Disaster Characteristics

It became clear from the interviews that this instrument cannot at the same time remain static and adequately measure respondent experience with all types of disasters. Questions that were not sensitive to the characteristics of the disaster were likely to produce confusion and response error by making it difficult for respondents to use their experience to provide an answer, in large part because their experience stood in contrast to the assumptions of the question. Question 17 is a good example. In the first version it read, “Where were you when it happened, at home, work, school, or someplace else?” This question was tested on seven respondents, three of which had difficulty answering because they could provide multiple answers. One person was at home and then at work, another was at work, then home, and still another was at her aunt’s house then her own home. This question does not work for disasters characterized by extended on-set and long duration; it is perhaps better suited to those of sudden on-set and relatively short duration.

Another example is the response categories associated with question 34, which reads, “How long after [HURRICANE] did it take for you to receive word about your family, friends or companions? Did you receive word during the disaster, only minutes after the disaster, hours after the disaster, days after the disaster, or are you still waiting to receive word?” Six of the 14 applicable respondents (10 participants skipped out) struggled with this question. Two had difficulty because their answers were different for different family members, but four respondents had trouble with the question because the start and end time of a hurricane made the timeframe difficult to establish. There were fluctuations in storm intensity that made choosing between “during the disaster” and “minutes after the disaster” difficult to determine. In fact, “minutes after the disaster” may be a meaningless category for hurricanes altogether.

These examples illustrate that the particular characteristics of the disaster being asked about should be incorporated into the questions. Disaster characteristics most commonly seen in the literature include, among other factors, speed of on-set, duration, and intensity of the disaster, all of which have been found to have important consequences for behavioral response (Tierney, 2001; Kreps, 1998). Tier II questions that did not accurately reflect the duration or on-set of the hurricane created response problems (respondent burden, response error, or both) for participants. These questions simply did not resonate with their disaster experience, compromising their ability to comprehend and adequately answer the questions.

Definition of Key Terms

Language, in general, was not especially problematic in this questionnaire, however, a few key terms were too vague and should be clarified. For example, the term “evacuate” contributed to response error on the part of many respondents, who exhibited different understandings of the term. Various definitions of evacuate included:

- Leaving as a precaution
- Leaving by order of the authorities
- Leaving to ensure comfort (in the absence of power)
- Leaving prior to the onset of a hurricane
- Leaving after the hurricane is over
- Leaving home (as opposed to, for example, work or school)

The idea of “leaving” as something one does as part of “evacuating” was shared by all respondents; however, the conditions under which one does so were not. By not fully defining or clarifying the term “evacuate,” the survey invited respondents to apply any combination of these definitions when answering questions about this activity. As a result, the validity of these questions is low, but could be improved by providing a definition of the term to guide respondent comprehension.

The expressions “medical conditions” and “medical problems” also proved somewhat vague. Many respondents interpreted these as strictly physical conditions or problems, however, others chose to include mental or emotional dimensions as well. Survey designers should clarify whether physical conditions, mental conditions, or both are meant to be captured. If only one of these conditions reflects the intent of the question, then the question should indicate as much. Otherwise, if both conditions are of interest, unpacking the item into two separate and well defined questions will improve response error (see the question-by-question analysis for further elaboration on specific items).

Context Effects

Two problems surfaced in relation to context effects that were often interrelated: timeframe issues and issues related to the survey topic. The first problem is largely a function of fieldwork timing. Although the survey assumes an administration timeframe of about one month following a disaster, fieldwork took place about two months after the last hurricane hit central Florida. This was not initially viewed as problematic, but did end up having a somewhat confounding effect on the cognitive interview results. Questions with a one-month reference period had to be altered to reflect a two-month period. Hence, for the recovery stage series of questions, the opening clause was changed from “in the past 30 days” to “since the hurricane.”¹ This created problems as participants interpreted the clause as “because of the hurricane” or even “during the hurricane.” Even when another clause (“regardless of the reason”) was added to suggest that respondents should think more generally about these questions, many responses were still in sole relation to the hurricane.

To some extent, when the actual instrument is fielded in the appropriate timeframe and with the original clause (“in the past 30 days”), this will be less of a problem. However, because the hurricane experience was so recent and salient in the minds of participants, it is unlikely that the issue would disappear entirely. This relates to the second context effect problem – the survey topic.

¹ The clause “in the past 60 days” has been shown to confuse respondents and, therefore, was not considered for use.

The survey topic sometimes exhibited a confounding effect on those questions meant to be independent of the hurricane experience. For example question 62 asks, “how would you currently rate your overall hope for the future?” Answering in relation to the hurricane experience, some responses were “everyone will be better prepared,” “since the hurricane...I can do what I’ve got to do and overpower the fear,” and “I’m hopeful that next year won’t be this bad – that we won’t have another season like this next year.” In sum, the experience of having so recently lived through three hurricanes, combined with the topic of the questionnaire, caused respondents to reference that experience, even if the question intent did not call for them to do so.

Question-by-Question Analysis and Recommendations

The remaining analysis is a detailed summary of the question-response process for each individual item in the final version of the instrument. Original question wording is also included for those items that underwent revision. (Appendix A shows the final field-tested version of the questionnaire in its entirety; Appendix B shows the first version tested in the field.) Due to the length of the Tier II instrument, combined with the one hour time limit, demographic questions were not extensively tested and are not included here (with the exception of number 11).

Tier II: Post-Event Questionnaire

11. How long have you lived in this area? _____ years [IF “all life,” GO TO 13]

Comment: This question underwent several changes, but continued to present problems for some respondents. The original question read:

How many years have you lived within 20 miles of your current residence? Please include you current residence in your answer.

Six of the seven respondents tested with this question exhibited response error. Most answered for their current residence only. However, one respondent thought the question was asking, “How far do you live from your current residence?” Given these problems, the question was rephrased to:

How long have your lived in your community?

This wording showed improvement over the original, however, four of 11 respondents tested with this version still demonstrated response error. Participants who lived less than 5 miles from their previous residence did not include the previous address in their answer. Several continued to interpret the question as asking about current residence only. Because the word “community” was not communicating the question intent, the wording was changed to:

How long have you lived in this area?

This last version was tested on six participants, three of which had response error. One person had trouble providing an answer at all. She had no clear understanding of the intent, and

therefore could not confidently come up with a single answer. The other two interpreted the question as asking about their current residence only.

Recommendation: We recommend changing the question to ask about current residence only, OR, if it is very important to capture the length of time they have lived within a 20 or 50 mile radius of their current home, using several questions instead of one. The trade-off to the latter approach is an increase in administration time.

12. How long have you lived in the United States? _____ years

Comment: For clarity, the original abbreviation of “U.S.” was changed to “United States” to minimize confusion for respondents (to whom the question will be verbally read).

EVENT AND EVENT IMPACT

Next, I’d like to ask you about your experiences with [HURRICANE].

17. Where were you when it was at its worst, at home, work, school, or someplace else?

- Home
- Work
- School
- Someplace else

Comment: The original wording of question 17 was:

Where were you when it happened, at home, work, school, or someplace else?

This wording presented problems for two of the first seven respondents because of the nature of most hurricanes. Because the duration of a hurricane can be quite long, respondents had the potential of being in more than one place when it “happened” and could, therefore, provide more than one answer. When this was the case, instead of choosing an answer, respondents often explained their situation to the interviewer with the hope that she would pick the “correct” response for them. The final wording change was used in an effort to narrow down a particular time in the hurricane that respondents could relate to. All of the final 17 respondents tested with the final version understood the intent and did not demonstrate any response error. On the other hand, the question generated no response variation – all respondents were at home by the time the storm was at its worst.

18. Did you evacuate from where you were because of the disaster?

- YES [Go to 19]
- NO [Go to 20]

Comment: Respondents were able to answer this question, however, there was some response error and/or confusion on the part of at least 4 respondents. [This issue did not surface until the

later interviews.] The main issue centers on the definition of “evacuate.” All respondent definitions of this term included the idea of “leaving.” However, how, when, and why one leaves was open to various interpretations. Some participants wondered if this meant simply leaving their house as a precautionary measure in case the house sustained damage, leaving because they were ordered to by officials, or leaving because the power was out and they simply wanted to check into a hotel to take a hot shower.

A related point and source of confusion is the timeframe appropriate to “evacuating.” Respondents didn’t know whether evacuating was something that is done prior to or following a disaster, so they included both in their answers. (In several cases they were answering exclusively in terms of what they did AFTER the hurricane.) They were also thinking of “evacuating” as specifically leaving their home. Although one respondent was at work during most of the hurricane, he answered yes to this question because he evacuated his home (he did NOT evacuate from where he was, as the question asked).

Finally, some respondents were not sure whether the question was intended for only themselves, or whether it was meant to include the family as a unit. In other words, “you” can be interpreted as either a singular or plural noun, and respondents did both. For example, one respondent did not evacuate herself, but did have her young son leave to stay with relatives. She was thinking of her family unit when answering this question; therefore, because the answer was different for each member, she gave two answers. This also happened in question 25, which has problems similar to this question and is discussed below.

Recommendation: The question could add clarity by specifying who should be included (just the respondent vs. family unit), adding a timeframe, and clarifying whether this was their decision or whether an official order was issued to them. This may depend on what the sponsors’ underlying construct is. Could use something like: “Were you yourself asked by officials to evacuate your home prior to the disaster?” If no, then “Did you decide on your own to leave your home prior to the disaster?”

19. Did you encounter any difficulties as you were trying to evacuate? Would you say you encountered a lot, some, a little, or none at all?

Comment: This question applied to only four respondents, none of which had difficulty answering. They were thinking of conditions in their home or debris in the road as factors that might make it difficult to evacuate.

20. During disasters officials often give recommendations about what people should and should not be doing to protect themselves. During [HURRICANE], did you hear about any of the following recommendations? [READ LIST; CODE ALL THAT APPLY]

Did you hear that you should...

Purchase or obtain emergency supplies such as food, water, flashlight & batteries	Yes/No
Evacuate	Yes/No
Take shelter in your home	Yes/No
Take shelter in your workplace	Yes/No
Go to a community shelter	Yes/No
Asked to turn off your water, electricity or gas	Yes/No

Listen to a radio or TV for emergency information

Yes/No

Comment: Unlike question 18, “evacuate” works a little better here because it is defined for respondents as something they heard from officials. However, the timeframe “during disasters” is too vague, especially for events of long on-set or duration. “Prior to” may work better. Also, some respondents were confused, again, as to whether or not the evacuation asked about was one that applied to them. Many heard of officially-sanctioned evacuation efforts, but these activities did not apply to them (they applied to residents along the coast or to those living in mobile homes). Finally, the last two response categories in the original version (“Be medically evaluated by a doctor or healthcare provider” and “Take medication such as an antibiotic, anti-radiation or anti-toxin”) confused almost all respondents, who saw neither action as fitting the hurricane experience. Rather than simply answer “no,” participants were more likely to ask for clarification. Upon dropping those two options, no further issues arose with the response categories.

Recommendation: Change the wording “During disasters...” to “Prior to disasters...”. If the intent of the question is to capture activities respondents believe were directed specifically at them, change “did you hear that you should” to something like “did you hear that you yourself should.” Also, the type of disaster being asked about should inform the response categories, as respondents are apt to become confused over what are perceived to be inapplicable options.

[IF YES TO ANY OF THE ABOVE, READ 21 FOR EACH MENTION.]

[IF NONE REPORTED, GO TO 24a]

21. Did you [READ ONLY THOSE THAT WERE MENTIONED IN 20]:

Purchase or obtain emergency supplies such as food, water, flashlight & batteries	Yes/No
Evacuate	Yes/No
Take shelter in your home	Yes/No
Take shelter in your workplace	Yes/No
Go to a community shelter	Yes/No
Turn off your water, electricity, or gas	Yes/No
Listen to a radio or TV for emergency information	Yes/No

[IF ALL RESPONSES = “NO,” GO TO 23]

Comment: Aside from the duration issue discussed in question 20, respondents seemed to discern the difference in intent between question 20 and this question. In other words, they provided answers based on actions they actually did take. Similarly, respondents were much less confused once the last two response options were deleted.

22. Did you do something in addition to what was recommended by officials to protect yourself?

YES [GO TO 22a]

NO [GO TO 25]

Comment: Five of the 24 respondents had a problem with this question. In general they did not know what actions to consider when formulating their answer. First, there is no timeframe to guide their answers. One person ended up confusing herself over actions she took before and those she took after the hurricane. After deliberation, she believed the question wanted to know about efforts she took *prior to* the storm. Another person did not include filling the bathtub with water in her answer because she didn't see that as "protecting herself," which she understood to mean "protecting her body." Finally, the words "in addition" seemed to confuse some people because they did not see the connection between this question and the previous one. Without the context of question 21, question 22 is difficult to answer.

Recommendation: Suggest inserting a timeframe, dropping "to protect yourself," and including the answers they gave in question 21 as a frame of reference. Could try this:
"In addition to [LIST ACTIVITIES MENTIONED IN QUESTION 21], prior to the hurricane, did you do anything over and above what was recommended by officials?"

22a. What did you do? _____ [GO TO 25]

23. What were the most pressing reasons that you did not follow the recommendations given by officials? [OPEN ENDED; CODE ALL THAT APPLY]

Did not understand the advice/directions (language, complexity, lack of phone/radio/TV)
There wasn't time to comply (from when you heard the message-i.e., tornado)
Were told to do something else by someone else (what was that?)
Didn't want to leave your house
Didn't want to leave your pet behind
Needed to find your children, family, or other dependents (not want to be separated)
Were unable due to (illness or disability)
Were afraid (that you would become contaminated, or some other reason)
Other specify: _____

Comment: All respondents were skipped out of this question.

24. Did you do something instead of what was recommended by authorities to protect yourself?

YES [GO TO 24a]
NO [GO TO 25]

Comment: All respondents were skipped out of this question.

What did you do? _____ [GO TO 25]

24b. During the disaster, did you take any of the following precautions in order to protect yourself? [READ LIST; CODE ALL THAT APPLY]

Did you...

Purchase or obtain emergency supplies such as food, water, flashlight & batteries Yes/No

Evacuate	Yes/No
Take shelter in your home	Yes/No
Take shelter in your workplace	Yes/No
Go to a community shelter	Yes/No
Turn off your water, electricity, or gas	Yes/No
Listen to a radio or TV for emergency information	Yes/No

Comment: All respondents were skipped out of this question.

25. Did you have to leave your home as a result of [HURRICANE]?

YES [GO TO 25a]

NO [GO TO 26]

Comment: Several issues arose with this question, many related to those discussed in question 18. We identified five respondents with response error. A lack of timeframe confused some people. To them, “as a result of the hurricane” did not register as “after the hurricane,” so they said “yes” even when they left their home *prior to* the storm. Additionally, recall that “leaving” was the one idea universally linked by respondents to the concept of “evacuating.” This led respondents to answer “yes” to question 25, which they interpreted as asking about evacuation behavior. In essence, this question is capturing the same information as question 18.

Another source of confusion was the wording, “have to leave,” which respondents defined in various ways. Two people left their home to stay with relatives (or in a hotel) because they had no electricity for one week, but didn’t see this as having to leave, and answered “no.” Another person interpreted this as abandoning their home and also answered “no,” even though she and her husband did check into a hotel for several nights. They came back to the house during daylight to clean up debris.

Recommendation: Include a timeframe that is more direct. Consider the wording, “After [DISASTER], did you leave your home at any time because of problems resulting from the disaster, such as power outages, flooding, or damage to your home?”

25a. For how long? _____

26. What is your estimate of the total dollar amount of the losses of all property and possessions that you experienced as a result of [HURRICANE]? [INCLUDE AMOUNT BEFORE COMPENSATION.]

\$ _____

Comment: This question did not present significant problems for respondents, but questions did emerge for nine people. First, four renters were not entirely sure whether to include losses sustained by their apartment building. Although all four did finally decided that rental property should not be included in their answer, they experienced response burden as they contemplated how to answer the question. Second, several respondents were unsure what items to include as property and possessions. Some thought that food loss (due to power outages) should be counted

while others did not. One person wanted to include income lost from not being able to work while the power was out at his place of employment.

Recommendation: Clarify if rental property should not be included. We suggest simply having a note for the interviewer in the event that a respondent asks about this. Could also provide a small list of examples in the question of what is meant by property and possessions.

26a. After major disasters, people often have to deal with many new problems of daily life. What are some problems you most urgently need help with right away – for example obtaining food, water, or shelter, seeing a doctor, dealing with insurance issues, etc. [CODE UP TO THREE]

Comment: The original wording for this question was:

After major disasters, people often have to deal with many new problems of daily life. What are the 1 to 3 problems you most urgently need help with right away – for example, obtaining food, water, or shelter, seeing a doctor, dealing with insurance issues, etc.

While in the field, question designers changed the wording to improve readability. Nevertheless, respondents demonstrated similar problems with both versions of the question. Nine respondents had problems with the timeframe. Although she was in need of ice immediately after the storm, as one respondent put it, “I don’t [currently] need help with anything right away.” Others were similarly confused, asking, “right now?” And still others assumed the question meant to capture their needs shortly after the hurricane ended, and provided answers that reflected this. This problem is likely a function of when the survey was tested – two months after the last hurricane – and may disappear when fielded only one month following a disaster.

A bigger problem relates to the open-ended nature of this question. People provided answers that were directly related to their personal experience. The problem is that answers such as gaining “a general sense of what’s next,” “trying to get back to work,” “having the kids stay home from school,” “replacing pictures,” and “going into false labor” may not be easily coded and, therefore, not especially useful for analysts.

Recommendation: The timeframe issue may resolve itself when the questionnaire is administered closer to the time of the event. Secondly, the question could be preserved as-is if coders are well trained. Designers could also consider exactly what type of information is meant to be elicited by this question, and ask directly about those problems -- or perhaps a list of precoded items could be included, similar to the layout of question 20.

26b. What are the most practical actions that your city or state government could take to be helpful to you right now? [CODE UP TO THREE]

Comment: Along with question 26a, designers changed this question’s wording while in the field. However, both versions had timeframe problems similar to question 26a, as well as similar

open-response issues. Additionally, seven respondents were thinking of government help that could be provided to people in general, not necessarily to themselves. Respondents were especially likely to answer for other people (family members or neighbors) when they were unable to think of how the government could help them personally.

Recommendation: The first two problems may be resolved using the strategies suggested for question 26a. Additionally, this question might benefit from either emphasizing that respondents should answer for only themselves, OR the question could be opened up to include other people in the community, depending upon the intent.

26c. What other [HURRICANE]-related problems are you currently dealing with?

Comment: This question was deleted in relation to changes in questions 26a and 26b.

PHYSICAL INJURIES

27. Did you have any physical injuries or other medical problems as an immediate result of [HURRICANE]?

Yes [GO TO 27a]

No [GO TO 28]

Comment: Respondents understood this question to be asking about physical injury only. Although the question includes “other medical problems,” respondents did not consider this in their answer.

Recommendation: If it’s important to capture both kinds of problems, consider splitting this single question into two, each focusing on a different aspect (physical vs. mental/emotional).

27a. What kind of medical problems did you have? [OPEN ENDED; CODE ALL THAT APPLY]

- | | |
|--|--|
| <input type="checkbox"/> Cuts/lacerations (# stitches _____) | |
| <input type="checkbox"/> Eye injuries/loss | <input type="checkbox"/> Hearing problems/loss |
| <input type="checkbox"/> Glass or metal in skin | <input type="checkbox"/> Bruises |
| <input type="checkbox"/> Broken bones | <input type="checkbox"/> Sprains/muscle strains |
| <input type="checkbox"/> Smoke/dust inhalation | <input type="checkbox"/> Concussion |
| <input type="checkbox"/> Dehydration | <input type="checkbox"/> Skull fracture |
| <input type="checkbox"/> Hand injury | <input type="checkbox"/> Nerve damage |
| <input type="checkbox"/> Memory loss | <input type="checkbox"/> Psychological or emotional problems |
| <input type="checkbox"/> Surgery was required | |
| <input type="checkbox"/> Anything else: _____ | |

[IF ANY MENTION, GO TO 27b]

27b. Have you recovered from your illness or injuries? Would you say fully recovered, partially recovered, or not recovered?

- Fully recovered
- Partially recovered
- Not recovered

Comment: This question only applied to five respondents – all others were skipped out. All five understood the intent, and had no problem answering this question.

28. Did you receive any medical care or evaluation?

- YES [GO TO 29]
- NO [GO TO 30]

Comment: We detected no response error on this question. Respondents interpreted the question as meaning going to a doctor or hospital.

29. Were you hospitalized?

- YES
- NO

Comment: Although the question applied to only four respondents, we detected no response error on this item.

30. Do you have any persistent medical conditions that began after [HURRICANE] that you believe are a result of the disaster?

- YES
- NO

Comment: Five respondents had problems with this question. Two did not clearly understand the word “persistent.” Three respondents were unsure what to include as a “medical condition.” For example, mental stress and disturbed sleep patterns were not captured by this question because respondents did not define those as “medical” conditions.

Recommendation: Change the word “persistent” to “on-going.” Since a problem similar to this one was demonstrated in question 27, we suggest a remedy similar to the one used for 27; that is, consider using two separate questions, such as: “Do you have any on-going physical conditions that began...” and “Do you have any on-going mental conditions that began...”

MENTAL HEALTH INJURIES

Next I'm going to ask you about some feelings or experiences you may have had during [HURRICANE].

Comment: This introduction was added after the first 7 interviews, as interviewers expressed difficulty transitioning into what they defined as sensitive questions. The introduction was added to serve as a segue into the topic and seemed to perform well with the interviewers.

31. At any time during or around the time of [HURRICANE], did you think you might die?

YES
NO

Comment: Respondents have no problem understanding question 31. The wording was direct, clear, and simple.

32. Did you see anyone who was killed?

YES
NO

Comment: This question also presented no significant problem for respondents. Although one participant asked if seeing a death on TV counted, all others took the question literally.

33. Were any of your family, friends or companions killed as a result of [HURRICANE]?

YES **How many?** _____
NO

Comment: Respondents have no problem understanding question 33. The wording was direct, clear, and simple.

33b. Were any of your family, friends, or companions injured as a result of the event?

YES **How many?** _____
NO

Comment: This question did not pose any significant problems with respondents, who generally understood the intent of the question. However, there was some confusion on the part of at least one respondent as to what "as a result of the event" meant. While most participants understood this to mean "during the hurricane," one person thought it also meant during *and* after the hurricane (say, during cleanup efforts).

Recommendation: If timing of the injury is important, sponsors may want to clarify when the injury occurred.

34. Was there a period of time after [HURRICANE] that you were unsure about the safety or whereabouts of family, friends or companions?

Yes [GO TO 34a]
No [GO TO 35]

Comment: Respondents had no difficulty with this question.

34a. How long after [HURRICANE] did it take for you to receive word about your family, friends or companions? Did you receive word: [READ LIST]

during the disaster,
only minutes after the disaster,
hours after the disaster,
days after the disaster,
or are you still waiting to receive word?

Comment: Six respondents had problems with this question. Two participants had difficulty because their answers were different for different family members. Four respondents had trouble with the question because the fluid starting and ending times of a hurricane make a discrete timeframe difficult to establish. There were fluctuations in storm intensity that made choosing between “during the disaster” and “minutes after the disaster” difficult, though respondents did come up with an answer when pressed.

Recommendation: Do not combine family, friends and companions in this question. We suggest asking “who was that?” after a positive response to question 34, then asking “how long after [HURRICANE] did it take for you to receive word about [NAME]?” for each person mentioned. Also, sponsors could consider dropping the second response category for disasters that have fluid start/end times. “Minutes after the disaster” may be a meaningless category for hurricanes. Consider what level of detail is absolutely necessary.

35. Sometimes people in disasters have to see or do things they find sickening – like drinking muddy water or carrying a dead body. Did anything happen to you during [HURRICANE] that you found to be sickening?

YES
NO

Comment: This question did not present many problems for respondents. Six participants confined their answer to the examples given, but 10 were able to provide additional examples of what the question was asking.

RECOVERY PERIOD

Now I’m going to ask about some feelings or experiences you may have had since [HURRICANE].

Comment: This series suffered serious timeframe issues (question 54 shared the same problem). Virtually every respondent answered every question as though it read “Because of the

hurricane...” This was true even when “regardless of the reason” was inserted and emphasized by the interviewer. This was problematic for respondents to the extent that many of these questions made little sense to them in relation to the hurricane experience. Additionally, if the question DID make sense in relation to the hurricane, it only did so shortly afterward, and not currently. Questions 41 and 42 are a good example. Some participants were “nervous” or “fidgety” during the hurricane, but not currently so. When the questionnaire is administered closer to the disaster, the original timeframe “In the past 30 days” may minimize this problem (perhaps with the exception of 44 – see below). However, it is unlikely that the problem would disappear altogether, as any disaster experience would still be very salient in the minds of respondents.

Recommendation: One solution may be to place this series prior to questions that ask about respondents’ disaster experience. Another strategy would be to use an introduction that instructs the respondent to exclude their hurricane experience when answering 41-47. The same is true of question 54.

36. Since [HURRICANE], how often have you had nightmares or very upsetting thoughts about [HURRICANE]? Would you say all of the time, most of the time, sometimes, rarely, or never?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

37. Since [HURRICANE], how often have you gone out of your way to avoid situations that reminded you of [HURRICANE] or tried hard not to think about it?

[IF NECESSARY: Would you say all of the time, most of the time, sometimes, rarely, or never?]

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

38. Since [HURRICANE], how often have you been on guard, watchful, or easily startled?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

39. Since [HURRICANE], how often have you felt emotionally numb or detached from other people, activities, or your surroundings?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

40. Since [HURRICANE], regardless of the reason, how often have you felt so sad that nothing could cheer you up? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

41. Since [HURRICANE], regardless of the reason, how often have you felt nervous?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

42. Since [HURRICANE], regardless of the reason, how often have you felt restless or fidgety?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

43. Since [HURRICANE], regardless of the reason, how often have you felt hopeless?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

44. Since [HURRICANE], regardless of the reason, how often have you felt that everything was an effort?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

Comment: Although this question is firmly established in the survey world and is routinely used on questionnaires such as the NHIS, it presented significant problems for our respondents. A full 18 had response error because they could not understand (sometimes not even remotely) the intent of the question. Many, though not all, interpreted “everything was an effort” in the context of the hurricane. Some put a positive spin on the intent, suggesting that the entire community put effort into hurricane preparedness and/or response, while others related it to the power outages making daily life more difficult than usual. And finally, several respondents couldn’t even hazard a guess as to what the question was asking. One respondent answered “none of the time” because, she said, she had “no clue” what this question meant. Another person literally remarked, “I don’t understand the question.” This type of direct comment is one seldom made by respondents who, in most cases, manage to impart some type of meaning to a survey question (even if that meaning misses the intent).

Recommendation: Could consider dropping the question altogether. Otherwise, see recommendation made for entire series.

45. Since [HURRICANE], regardless of the reason, how often have you felt worthless?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

46. Since [HURRICANE], how often have your family and friends expressed concern for your well-being, reassured you, or comforted you? Regardless of the reason, did this happen ...

- Never
- Once or twice
- A few times
- Many times

47. Since [HURRICANE], how often have your family and friends given, loaned or provided you with money, food, shelter or other things you needed? Regardless of the reason did this happen...

- Never
- Once or twice
- A few times
- Many times

48. To what extent have different opinions about the causes of, or solutions to, [HURRICANE] led to arguments among the people you know, not at all, a little, some, or a lot?

- None
- A little

Some
A lot

PAST EVENTS

50. Next I'm going to ask about other terrible experiences that sometimes happen in people's lives. Many people have experienced situations such as a natural disaster, a serious accident or fire, physical assault, seeing someone killed or seriously injured, or having a loved one die by homicide or suicide. Before [HURRICANE], had anything like this ever happened to you in your life?

YES [GO TO 50a]

NO [GO TO 51]

Comment: The initial wording of this question was:

Sometimes things happen to people that are unusually or especially frightening, horrible, or traumatic, such as [HURRICANE]. Many people have experienced situations such as a serious accident or fire, physical assault, seeing someone killed or seriously injured, or having a loved one die by homicide or suicide. Obviously you've experienced [HURRICANE]. Has anything else like that ever happened to you?

Because some of the early respondents (2 of 7) were initially considering only other hurricanes in their answer, the wording was changed to the final version listed above. This seemed to fix the problem, as no further participants exhibited response error, and all cited appropriate examples of what the question meant (e.g., seeing someone killed, having a house burn down, or having a son diagnosed with a brain tumor).

50a. In the last 30 days, how often did you have nightmares or upsetting thoughts about those experiences? Would you say all of the time, most of the time, sometimes, rarely, or never?

Comment: When the original wording of question 50 was used, questions 50a and 50b yielded response error as participants referred only to the hurricane. However, when the wording in question 50 was changed, 50a and 50b worked well. Respondents answered in terms of the "other" traumatic experience they were thinking of in question 50.

50b. In the last 30 days, how often did you go out of your way to avoid situations that reminded you of those experiences, or try hard not to think about them?

All of the time

Most of the time

Sometimes

Rarely

Never

51. Since [HURRICANE], have you received any sort of professional counseling for problems with your emotions, nerves, or mental health for any reason?

YES [GO TO 51a]

NO [GO TO 53]

Comment: This question posed a problem for only one respondent. While the majority understood it to mean talking to a doctor, “shrink,” psychologist, or minister, one respondent thought the question was about “seeking help when you need it [from] your mom.” For her, the emphasis of the question was on the help-seeking behavior; the provider of that help was not central to the intent of the question in her mind.

Recommendation: Since response error was detected for only one respondent, the question could be remain unchanged. If, however, designers wanted to improve the question, it could be split into two parts, one asking whether help was sought and if so, another asking whether it was professional help.

51a. What kind of professional did you see? [CODE ALL THAT APPLY]
(IF NECESSARY, PROBE: For example, was it a family doctor, psychologist, minister?)

PSYCHIATRIST

PSYCHOLOGIST

SOCIAL WORKER

MENTAL HEALTH COUNSELOR

PSYCHOTHERAPIST

THERAPIST

MARRIAGE COUNSELOR

DRUG OR ALCOHOL COUNSELOR

PRIMARY CARE DOCTOR (e.g. INTERNIST, FAMILY DOCTOR, GENERAL PRACTITIONER)

OTHER MEDICAL DOCTOR (e.g., CARDIOLOGIST, GYNECOLOGIST)

OTHER HEALTH CARE PROVIDER (e.g., NURSE, OCUPATIONAL THERAPIST)

RELIGIOUS COUNSELOR (e.g., MINISTER, PRIEST, RABBI)

HEALER (E.G. HERBALIST, CHIROPRACTOR, SPIRITUALIST)

OTHER SPECIFY: _____

Comment: All respondents skipped out of this question.

52. Since [HURRICANE] have you taken a prescription medicine for problems with your emotions?

YES [GO TO 54]

NO [GO TO 54]

Comment: All respondents skipped out of this question.

53. Was there a time since [HURRICANE] when you felt that you might need to see a professional because of problems with your emotions, nerves, or mental health?

YES [GO TO 53a]

NO [GO TO 54]

Comment: This question was easy for respondents to understand.

53a. What were your reasons for not seeing a professional?

[OPEN ENDED; CODE ALL THAT APPLY]

- a. My health insurance would not cover treatment.
- b. I thought the problem would get better by itself.
- c. The problem didn't bother me very much at first.
- d. I wanted to handle the problem on my own.
- e. I didn't think treatment would work.
- f. I received treatment before and it didn't work.
- g. I was concerned about how much money it would cost.
- h. I was concerned about what people would think if they found out I was in treatment.
- i. I had problems with things like transportation or scheduling that made it hard to get to treatment.
- j. I was unsure about where to go or who to see.
- k. I thought it would take too much time or be inconvenient.
- l. I could not get an appointment.
- m. I was scared about being put in a hospital against my will.
- n. I was not satisfied with available services.

OTHER _____

Comment: All but two respondents skipped out of the question. The two that answered had no problem with it.

54. Since [HURRICANE], how often have you had trouble falling or staying asleep, or sleeping too much? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

Comment: See above (Recovery Series comments) for issues with this question. A good example is one respondent who did not report his insomnia because it was going on before the storm as well as after. Therefore, because it was not due to the hurricane, he did not report it in this question. Other people wanted to provide two answers, one related to their ability to sleep during the storm and one for their ability to sleep now.

Next I'm going to ask you about how your work and social life may have been affected by [HURRICANE].

55. In the 30 days before [HURRICANE], were you working for pay at any time?

YES [GO TO 55a]
NO [GO TO 57]

55a. Have you worked less than usual since [HURRICANE]?

YES
NO

55b. Has the quality of your work suffered as a result of [HURRICANE]?

YES
NO

[IF YES TO EITHER 55a OR 55b, GO TO 55c. IF NO TO BOTH, GO TO 56]

55c. How much have physical health problems caused by [HURRICANE] affected your work – would you say a lot, some, a little, or not at all?

55d. How much have emotional problems caused by [HURRICANE] affected your work – a lot, some, a little, or not at all?

55e. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] affected your work – a lot, some, a little, or not at all?

Comment: The initial wording of the work series was:

Since [HURRICANE], have you cut down on the amount of time you spend on work? YES [GO TO 55a] NO [GO TO 56]

How much have physical health problems caused by [HURRICANE] caused you to cut down either on the amount of time you spend at work, or on the quality of your work – would you say you cut down a lot, some, a little, or not at all?

How much have emotional problems caused by [HURRICANE] made you cut down on your work – a lot, some, a little, or not at all?

And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] made you cut down on your work – a lot, some, a little, or not at all?

One problem quickly emerged in relation to the first question. Some people had worked fewer hours following the hurricane, but not because they chose to. Some businesses were not yet at their pre-hurricane level of operation and were, therefore, reducing employee hours. In other words, respondents were not *voluntarily* cutting back on their hours, as the question implied, but

were, nevertheless, working fewer hours than normal. In these cases, respondents weren't sure how to answer.

Another problem surfaced for participants who did not work at all. Most understood the question as asking about work for pay (as opposed to household work, for example). When they were not working, the question "have you cut down on the amount of time you spend on work" made little sense. It became clear that a skip pattern was necessary.

The revision to the work questions seemed to do well with the last 6 interviewees. However one person did have trouble with the word "quality," confusing it with "quantity."

Recommendation: We suggest keeping 55b unless further evidence shows that the word "quality" continues to be problematic.

56. Since [HURRICANE] have you cut down on the amount of time you spend socializing?

YES [GO TO 56a]

NO [GO TO 57]

56a. How much have physical health problems made you cut down on the amount of time you spend socializing? Would you say you cut down a lot, some, a little or not at all?

56b. How much have emotional problems caused by [HURRICANE] made you cut down on the amount of time you spend socializing? A lot, some, a little, or not at all?

56c. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] made you cut down on your social life? A lot, some, a little, or not at all?

Comment: Respondents had no trouble answering these questions (56a-c). They interpreted socializing as "visiting friends," "going to movies," "going out," "talking to people," and the like. Moreover, there was variation in their answers, as some people socialized less (as they attended to hurricane cleanup) while others socialized more (as family and friends checked in with each other more often than usual).

57. The next questions are about drinking alcoholic beverages. Included are liquor, such as whiskey or gin, beer, wine, wine coolers, and any other type of alcoholic beverage. With that definition in mind, how many days in the past month did you have at least one drink?

__ __ Days [IF NONE, GO TO 58]

57a. How many drinks did you have on average on those days? __ __ Drinks [GO TO 57b]

Comment: 57 and 57a were quite difficult for infrequent or intermittent drinkers. It was hard for them to provide an estimate or a single number, and would do so only if pushed by the interviewer. Those who never drank, or who drank frequently had no trouble answering.

Recommendation: Could try a shorter timeframe, such as a week.

57b. Compared with the amount you usually drink, was the amount you drank in the past month more than usual, about the same, or less than usual?

57c. Was the amount a lot, some, or only a little (more/less) than usual?

58. During the past month, did you smoke any cigarettes, cigars, or a pipe?

Yes [GO TO 58a]

No [GO TO 59]

58a. Compared with the amount you usually smoke, was the amount you smoked in the past month more than usual, about the same, or less than usual?

58b. Was the amount a lot, some, or only a little (more/less) than usual?

Comment: This series of questions was straightforward for all respondents. Non-smokers could easily answer, as could smokers, who all seemed to instantly know how many cigarettes they smoke per day. Even infrequent or “social” smokers could answer the question with little difficulty compared to infrequent drinkers.

59. Compared with the amount you usually eat, was the amount you ate in the past month more than usual, about the same, or less than usual?

59a. Was the amount a lot, some, or only a little (more/less) than usual?

Comment: Respondents had no problem answering questions 59 or 59a.

60. In general, would you say your health is excellent, very good, good, fair, or poor?

Comment: It was easy for respondents to arrive at an answer for this question. Most included only physical health in their answer, but two also incorporated a spiritual condition or emotional dimension in their answer.

61. Is your health in general now better, worse or about the same as it was one year ago?

Comment: This question was clear and easy for respondents to answer.

62. How would you currently rate your overall hope for the future?

- Very hopeful
- Somewhat hopeful
- Not very hopeful
- Not at all hopeful

Comment: The original wording for this question was:

How would you currently rate your overall optimism or hope for the future?

Since two of the first 12 participants did not understand the word “optimism,” we decided to simply drop the term. The remaining respondents had no problem with the language; however, four of them answered the question in relation to hurricanes in particular, rather than focusing on their overall hope for the future, as the question asks. This was a common theme throughout the questionnaire. Respondents believed that virtually every question (with a few exceptions) was to be answered in the context of their hurricane experience.

Recommendation: Introductory statements that instruct respondents NOT to think about the hurricane for questions meant to be unrelated to that experience may help them refocus their answers.

63. If we were to ask for permission to recontact you, what would you say?

Comment: All respondents indicated that they would not mind being recontacted.

CONCLUSION: The goal of this survey is to assess the needs of people in communities affected by disasters. Given that goal, is there anything you think I should have asked but didn't? Is there anything the authorities should know about that wasn't covered in this survey? [RECORD ANSWER VERBATIM]

Comment: Most respondents had nothing further to add. However, several mentioned that this survey seemed better suited to people who had gone through more harrowing disaster experiences. This was a function of the questions that asked about thinking they might die,

seeing someone else die, or going through a horrible experience, as well as the recovery series. Because they tied that series to the hurricane experience, they did not think the hurricane qualified as a traumatic event that left them emotionally scared or unable to cope with life. These respondents thought the questionnaire would/should ask more about structural and physical damage they experienced with their property, and that the emotional distress aspects of the survey were overemphasized in relation to their experience.

APPENDIX A

Final Questionnaire Tested in the Field

These first few questions are for statistical purposes only, to help us analyze the results of the study:

1. First, what is your zip code? _____
2. Not including cellular phones, how many phone lines do you have in your household? _____
3. Are you male or female? _____
4. What is your age? _____ years
5. Are you currently married, separated, divorced, widowed or never married?
married [GO TO 6]
separated [GO TO 6]
divorced [GO TO 6]
widowed [GO TO 6]
never married [GO TO 5a]
- 5a. Are you currently living with someone in a marriage-like relationship?
YES
NO
6. What is the highest grade of school or college degree that you have completed?

_____ grade of school
or _____ college degree
7. Including yourself, how many adults 18 years old or older live in your household? _____
8. How many children under 18 years old live in your household? _____ [IF NONE, GO TO 9]
- 8a. (Are these children / Is this child) primarily under your care and responsibility?
Yes
No
9. The next question is about the total combined yearly income of your family in the year 2003, including income from all sources, such as wages, salaries, Social Security or retirement benefits, help from relatives, and so forth.

Was your total family income in 2003 less than \$10,000, between \$10,000 and \$19,999, between \$20,000 and \$40,000, or more than \$40,000?

\$0 - \$9,999 _____

Was it less than \$5,000,
Between \$5,000 and \$7,500, or
More than \$7,500?

\$10,000 - \$19,999 _____

Was it between \$10,000 and \$12,499?
Between \$12,500 and \$14,999?
Between \$15,000 and \$19,999?

\$20,001 - \$40,000 _____

Was it between \$20,000-24,999?
Between \$25,000 and \$29,999?
Between \$30,000 and \$34,999?
Between \$35,000 and \$39,999?

\$40,001 or more _____

Was it between \$40,000 and \$49,999?
Between \$50,000 and \$59,999?
Between \$60,000 and \$74,999?
Was it more than \$75,000?

10. Which of the following were you doing most of the past 12 months?

Working at a job or business,
Going to School,
Keeping house, or
Doing something else?

11. How long have you lived in this area?

_____ years [IF "all life," GO TO 13]

12. How long have you lived in the United States? _____ years

13. In what (state / country) were you born? _____

14. Are you of Hispanic or Latino origin?

Yes
No

15. Now I'm going to read a list of categories. Please choose one or more of the following categories to describe yourself. Are you White, Black or African American, American Indian, Alaska Native, Asian or Native Hawaiian, or other Pacific Islander?

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

EVENT AND EVENT IMPACT

Next, I'd like to ask you about your experiences with [HURRICANE].

17. Where were you when it was at its worst, at home, work, school, or someplace else?

- Home
- Work
- School
- Someplace else

18. Did you evacuate from where you were because of the disaster?

- YES [Go to 19]
- NO [Go to 20]

19. Did you encounter any difficulties as you were trying to evacuate? Would you say you encountered a lot, some, a little, or none at all?

- A lot
- Some
- A little
- None at all

20. During disasters officials often give recommendations about what people should and should not be doing to protect themselves. During [HURRICANE], did you hear about any of the following recommendations? [READ LIST; CODE ALL THAT APPLY]

Did you hear that you should...

- | | |
|---|--------|
| Purchase or obtain emergency supplies such as food, water, flashlight & batteries | Yes/No |
| Evacuate | Yes/No |
| Take shelter in your home | Yes/No |
| Take shelter in your workplace | Yes/No |
| Go to a community shelter | Yes/No |
| Asked to turn off your water, electricity or gas | Yes/No |
| Listen to a radio or TV for emergency information | Yes/No |

[IF YES TO ANY OF THE ABOVE, READ 21 FOR EACH MENTION.]

[IF NONE REPORTED, GO TO 24a]

21. Did you [READ ONLY THOSE THAT WERE MENTIONED IN 20]:

Purchase or obtain emergency supplies such as food, water, flashlight & batteries	Yes/No
Evacuate	Yes/No
Take shelter in your home	Yes/No
Take shelter in your workplace	Yes/No
Go to a community shelter	Yes/No
Turn off your water, electricity, or gas	Yes/No
Listen to a radio or TV for emergency information	Yes/No

[IF ALL RESPONSES = "NO," GO TO 23]

23. Did you do something in addition to what was recommended by officials to protect yourself?

YES [GO TO 22a]

NO [GO TO 25]

22a. What did you do?

[GO TO 25]

23. What were the most pressing reasons that you did not follow the recommendations given by officials? [OPEN ENDED; CODE ALL THAT APPLY]

Did not understand the advice/directions (language, complexity, lack of phone/radio/TV)

There wasn't time to comply (from when you heard the message-i.e., tornado)

Were told to do something else by someone else (what was that?)

Didn't want to leave your house

Didn't want to leave your pet behind

Needed to find your children, family, or other dependents (not want to be separated)

Were unable due to (illness or disability)

Were afraid (that you would become contaminated, or some other reason)

Other specify: _____

25. Did you do something instead of what was recommended by authorities to protect yourself?

YES [GO TO 24a]

NO [GO TO 25]

24a. What did you do?

[GO TO 25]

24b. During the disaster, did you take any of the following precautions in order to protect yourself? [READ LIST; CODE ALL THAT APPLY]

Did you...

- | | |
|---|--------|
| Purchase or obtain emergency supplies such as food, water, flashlight & batteries | Yes/No |
| Evacuate | Yes/No |
| Take shelter in your home | Yes/No |
| Take shelter in your workplace | Yes/No |
| Go to a community shelter | Yes/No |
| Turn off your water, electricity, or gas | Yes/No |
| Listen to a radio or TV for emergency information | Yes/No |

25. Did you have to leave your home as a result of [HURRICANE]?

YES [GO TO 25a]

NO [GO TO 26]

25a. For how long? _____

26. What is your estimate of the total dollar amount of the losses of all property and possessions that you experienced as a result of [HURRICANE]? [INCLUDE AMOUNT BEFORE COMPENSATION.]

\$ _____

26a. After major disasters, people often have to deal with many new problems of daily life. What are some problems you most urgently need help with right away – for example obtaining food, water, or shelter, seeing a doctor, dealing with insurance issues, etc. [CODE UP TO THREE]

1. _____
2. _____
3. _____

26b. What are the most practical actions that your city or state government could take to be helpful to you right now?

1. _____
2. _____
3. _____

PHYSICAL INJURIES

27. Did you have any physical injuries or other medical problems as an immediate result of [HURRICANE]?

Yes [GO TO 27a]

No [GO TO 28]

27a. What kind of medical problems did you have? [OPEN ENDED; CODE ALL THAT APPLY]

- | | |
|--|--|
| <input type="checkbox"/> Cuts/lacerations (# stitches _____) | |
| <input type="checkbox"/> Eye injuries/loss | <input type="checkbox"/> Hearing problems/loss |
| <input type="checkbox"/> Glass or metal in skin | <input type="checkbox"/> Bruises |
| <input type="checkbox"/> Broken bones | <input type="checkbox"/> Sprains/muscle strains |
| <input type="checkbox"/> Smoke/dust inhalation | <input type="checkbox"/> Concussion |
| <input type="checkbox"/> Dehydration | <input type="checkbox"/> Skull fracture |
| <input type="checkbox"/> Hand injury | <input type="checkbox"/> Nerve damage |
| <input type="checkbox"/> Memory loss | <input type="checkbox"/> Psychological or emotional problems |
| <input type="checkbox"/> Surgery was required | |
| <input type="checkbox"/> Anything else: _____ | |

[IF ANY MENTION, GO TO 27b]

27b. Have you recovered from your illness or injuries? Would you say fully recovered, partially recovered, or not recovered?

Fully recovered

Partially recovered

Not recovered

28. Did you receive any medical care or evaluation?

YES [GO TO 29]

NO [GO TO 30]

29. Were you hospitalized?

YES

NO

30. Do you have any persistent medical conditions that began after [HURRICANE] that you believe are a result of the disaster?

YES

NO

MENTAL HEALTH INJURIES

Next I'm going to ask you about some feelings or experiences you may have had during [HURRICANE].

31. At any time during or around the time of [HURRICANE], did you think you might die?

YES

NO

32. Did you see anyone who was killed?

YES

NO

33. Were any of your family, friends or companions killed as a result of [HURRICANE]?

YES

How many? _____

NO

33b. Were any of your family, friends, or companions injured as a result of the event?

YES

How many? _____

NO

34. Was there a period of time after [HURRICANE] that you were unsure about the safety or whereabouts of family, friends or companions?

Yes [GO TO 34a]

No [GO TO 35]

34a. How long after [HURRICANE] did it take for you to receive word about your family, friends or companions? Did you receive word: [READ LIST]

during the disaster,

only minutes after the disaster,

hours after the disaster,

days after the disaster,

or are you still waiting to receive word?

35. Sometimes people in disasters have to see or do things they find sickening – like drinking muddy water or carrying a dead body. Did anything happen to you during [HURRICANE] that you found to be sickening?

YES

NO

RECOVERY PERIOD

Now I'm going to ask about some feelings or experiences you may have had since [HURRICANE].

36. Since [HURRICANE], how often have you had nightmares or very upsetting thoughts about [HURRICANE]? Would you say all of the time, most of the time, sometimes, rarely, or never?

All of the time

Most of the time

Sometimes

Rarely

Never

37. Since [HURRICANE], how often have you gone out of your way to avoid situations that reminded you of [HURRICANE] or tried hard not to think about it?

[IF NECESSARY: Would you say all of the time, most of the time, sometimes, rarely, or never?]

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

38. Since [HURRICANE], how often have you been on guard, watchful, or easily startled?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

39. Since [HURRICANE], how often have you felt emotionally numb or detached from other people, activities, or your surroundings?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

40. Since [HURRICANE], regardless of the reason, how often have you felt so sad that nothing could cheer you up? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

41. Since [HURRICANE], regardless of the reason, how often have you felt nervous?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

42. Since [HURRICANE], regardless of the reason, how often have you felt restless or fidgety?

- All of the time
- Most of the time

Some of the time
A little of the time
None of the time

43. Since [HURRICANE], regardless of the reason, how often have you felt hopeless?

All of the time
Most of the time
Some of the time
A little of the time
None of the time

44. Since [HURRICANE], regardless of the reason, how often have you felt that everything was an effort?

All of the time
Most of the time
Some of the time
A little of the time
None of the time

45. Since [HURRICANE], regardless of the reason, how often have you felt worthless?

All of the time
Most of the time
Some of the time
A little of the time
None of the time

46. Since [HURRICANE], how often have your family and friends expressed concern for your well-being, reassured you, or comforted you? Regardless of the reason, did this happen ...

Never
Once or twice
A few times
Many times

47. Since [HURRICANE], how often have your family and friends given, loaned or provided you with money, food, shelter or other things you needed? Regardless of the reason did this happen...

Never
Once or twice
A few times
Many times

48. To what extent have different opinions about the causes of, or solutions to, [HURRICANE] led to arguments among the people you know, not at all, a little, some, or a lot?

None

A little
Some
A lot

PAST EVENTS

50. Next I'm going to ask about other terrible experiences that sometimes happen in people's lives. Many people have experienced situations such as a natural disaster, a serious accident or fire, physical assault, seeing someone killed or seriously injured, or having a loved one die by homicide or suicide. Before [HURRICANE], had anything like this ever happened to you in your life?

YES [GO TO 50a]

NO [GO TO 51]

50a. In the last 30 days, how often did you have nightmares or upsetting thoughts about those experiences? Would you say all of the time, most of the time, sometimes, rarely, or never?

All of the time

Most of the time

Sometimes

Rarely

Never

50b. In the last 30 days, how often did you go out of your way to avoid situations that reminded you of those experiences, or try hard not to think about them?

All of the time

Most of the time

Sometimes

Rarely

Never

51. Since [HURRICANE], have you received any sort of professional counseling for problems with your emotions, nerves, or mental health for any reason?

YES [GO TO 51a]

NO [GO TO 53]

51a. What kind of professional did you see? [CODE ALL THAT APPLY]

(IF NECESSARY, PROBE: For example, was it a family doctor, psychologist, minister?)

PSYCHIATRIST

PSYCHOLOGIST

SOCIAL WORKER

MENTAL HEALTH COUNSELOR

PSYCHOTHERAPIST

THERAPIST

MARRIAGE COUNSELOR

DRUG OR ALCOHOL COUNSELOR

PRIMARY CARE DOCTOR (e.g. INTERNIST, FAMILY DOCTOR, GENERAL PRACTITIONER)
OTHER MEDICAL DOCTOR (e.g., CARDIOLOGIST, GYNECOLOGIST)
OTHER HEALTH CARE PROVIDER (e.g., NURSE, OCCUPATIONAL THERAPIST)
RELIGIOUS COUNSELOR (e.g., MINISTER, PRIEST, RABBI)
HEALER (E.G. HERBALIST, CHIROPRACTOR, SPIRITUALIST)
OTHER SPECIFY: _____

52. Since [HURRICANE] have you taken a prescription medicine for problems with your emotions?

YES [GO TO 54]

NO [GO TO 54]

53. Was there a time since [HURRICANE] when you felt that you might need to see a professional because of problems with your emotions, nerves, or mental health?

YES [GO TO 53a]

NO [GO TO 54]

53a. What were your reasons for not seeing a professional?

[OPEN ENDED; CODE ALL THAT APPLY]

- a. My health insurance would not cover treatment.
- b. I thought the problem would get better by itself.
- c. The problem didn't bother me very much at first.
- d. I wanted to handle the problem on my own.
- e. I didn't think treatment would work.
- f. I received treatment before and it didn't work.
- g. I was concerned about how much money it would cost.
- h. I was concerned about what people would think if they found out I was in treatment.
- i. I had problems with things like transportation or scheduling that made it hard to get to treatment.
- j. I was unsure about where to go or who to see.
- k. I thought it would take too much time or be inconvenient.
- l. I could not get an appointment.
- m. I was scared about being put in a hospital against my will.
- n. I was not satisfied with available services.

OTHER _____

54. Since [HURRICANE], how often have you had trouble falling or staying asleep, or sleeping too much? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

All of the time

Most of the time

Some of the time

A little of the time

None of the time

Next I'm going to ask you about how your work and social life may have been affected by [HURRICANE].

55. In the 30 days before [HURRICANE], were you working for pay at any time?

YES [GO TO 55a]

NO [GO TO 57]

55a. Have you worked less than usual since [HURRICANE]?

YES

NO

55b. Has the quality of your work suffered as a result of [HURRICANE]?

YES

NO

[IF YES TO EITHER 55a OR 55b, GO TO 55c. IF NO TO BOTH, GO TO 56]

55c. How much have physical health problems caused by [HURRICANE] affected your work – would you say a lot, some, a little, or not at all?

A lot

Some

A little

Not at all

55d. How much have emotional problems caused by [HURRICANE] affected your work – a lot, some, a little, or not at all?

A lot

Some

A little

Not at all

55e. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] affected your work – a lot, some, a little, or not at all?

A lot

Some

A little

Not at all

57. Since [HURRICANE] have you cut down on the amount of time you spend socializing?

YES [GO TO 56a] NO [GO TO 57]

56a. How much have physical health problems made you cut down on the amount of time you spend socializing? Would you say you cut down a lot, some, a little or not at all?

- A lot
- Some
- A little
- Not at all

56b. How much have emotional problems caused by [HURRICANE] made you cut down on the amount of time you spend socializing? A lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

56c. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] made you cut down on your social life? A lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

57. The next questions are about drinking alcoholic beverages. Included are liquor, such as whiskey or gin, beer, wine, wine coolers, and any other type of alcoholic beverage. With that definition in mind, how many days in the past month did you have at least one drink?

__ __ Days [IF NONE, GO TO 58]

57a. How many drinks did you have on average on those days? __ __ Drinks [GO TO 57b]

57b. Compared with the amount you usually drink, was the amount you drank in the past month more than usual, about the same, or less than usual?

- more [GO TO 57c]
- about the same [GO TO 58]
- less [GO TO 57c]

57c. Was the amount a lot, some, or only a little (more/less) than usual?

- A lot
- Some
- A little

58. During the past month, did you smoke any cigarettes, cigars, or a pipe?

Yes [GO TO 58a]
No [GO TO 59]

58a. Compared with the amount you usually smoke, was the amount you smoked in the past month more than usual, about the same, or less than usual?

more [GO TO 58b]
about the same [GO TO 59]
less [GO TO 58b]

58b. Was the amount a lot, some, or only a little (more/less) than usual?

A lot
Some
A little

59. Compared with the amount you usually eat, was the amount you ate in the past month more than usual, about the same, or less than usual?

more [GO TO 59a]
about the same [GO TO 60]
less [GO TO 59a]

59a. Was the amount a lot, some, or only a little (more/less) than usual?

A lot
Some
A little

60. In general, would you say your health is excellent, very good, good, fair, or poor?

Excellent
Very good
Good
Fair
Poor

61. Is your health in general now better, worse or about the same as it was one year ago?

Better
Worse
About the same

62. How would you currently rate your overall hope for the future?

Very hopeful
Somewhat hopeful
Not very hopeful
Not at all hopeful

63. If we were to ask for permission to recontact you, what would you say?

CONCLUSION: The goal of this survey is to assess the needs of people in communities affected by disasters. Given that goal, is there anything you think I should have asked but didn't? Is there anything the authorities should know about that wasn't covered in this survey? [RECORD ANSWER VERBATIM]

APPENDIX B

First Questionnaire Tested in the Field

These first few questions are for statistical purposes only, to help us analyze the results of the study:

1. First, what is your zip code? _____
2. Not including cellular phones, how many phone lines do you have in your household? _____
3. Are you male or female? _____
4. What is your age? _____ years
5. Are you currently married, separated, divorced, widowed or never married?
married [GO TO 6]
separated [GO TO 6]
divorced [GO TO 6]
widowed [GO TO 6]
never married [GO TO 5a]
- 5a. Are you currently living with someone in a marriage-like relationship?
YES
NO
6. What is the highest grade of school or college degree that you have completed?

_____ grade of school
or _____ college degree
7. Including yourself, how many adults 18 years old or older live in your household? _____
8. How many children under 18 years old live in your household? _____
[IF NONE, GO TO 9]
- 8a. (Are these children / Is this child) primarily under your care and responsibility?
Yes
No
9. The next question is about the total combined yearly income of your family in the year 2003, including income from all sources, such as wages, salaries, Social Security or retirement benefits, help from relatives, and so forth.

Was your total family income in 2003 less than \$10,000, between \$10,000 and \$19,999, between \$20,000 and \$40,000, or more than \$40,000?

\$0 - \$9,999 _____

Was it less than \$5,000,
Between \$5,000 and \$7,500, or
More than \$7,500?

\$10,000 - \$19,999 _____

Was it between \$10,000 and \$12,499?
Between \$12,500 and \$14,999?
Between \$15,000 and \$19,999?

\$20,001 - \$40,000 _____

Was it between \$20,000-24,999?
Between \$25,000 and \$29,999?
Between \$30,000 and \$34,999?
Between \$35,000 and \$39,999?

\$40,001 or more _____

Was it between \$40,000 and \$49,999?
Between \$50,000 and \$59,999?
Between \$60,000 and \$74,999?
Was it more than \$75,000?

10. Which of the following were you doing most of the past 12 months?

Working at a job or business,
Going to School,
Keeping house, or
Doing something else?

11. How many years have you lived within 20 miles of your current residence? Please include your current residence in your answer.

_____ years (IF "all life," GO TO 13)

12. How long have you lived in the US? _____ years

13. In what (state / country) were you born? _____

14. Are you of Hispanic or Latino origin?

Yes
No

15. Now I'm going to read a list of categories. Please choose one or more of the following categories to describe yourself. Are you White, Black or African American, American Indian, Alaska Native, Asian or Native Hawaiian, or other Pacific Islander?

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

EVENT AND EVENT IMPACT

Next, I'd like to ask you about your experiences with [HURRICANE].

17. Where were you when it happened, at home, work, school, or someplace else?

- Home
- Work
- School
- Someplace else

18. Did you evacuate from where you were because of the disaster?

- YES – Go to 19
- NO – Go to 20

19. Did you encounter any difficulties as you were trying to evacuate? Would you say you encountered a lot, some, a little, or none at all?

- A lot
- Some
- A little
- None at all

20. During disasters officials often give recommendations about what people should and should not be doing to protect themselves. During [HURRICANE], did you hear about any of the following recommendations? [READ LIST; CODE ALL THAT APPLY]

- | | |
|---|--------|
| Purchase or obtain emergency supplies such as food, water, flashlight & batteries | Yes/No |
| Evacuate a locale | Yes/No |
| Take shelter in your home | Yes/No |
| Take shelter in your workplace | Yes/No |
| Go to a community shelter | Yes/No |
| Asked to turn off your water, electricity or gas | Yes/No |
| Listen to a radio or TV for emergency information | Yes/No |
| Be medically evaluated by a doctor or healthcare provider | Yes/No |
| Take medication such as an antibiotic, anti-radiation or anti-toxin | Yes/No |

[IF YES TO ANY OF THE ABOVE, READ 21 FOR EACH MENTION.]

[IF NONE REPORTED, GO TO 24a]

21. Did you [READ ONLY THOSE THAT WERE MENTIONED IN 20]:

Purchase or obtain emergency supplies such as food, water, flashlight & batteries	Yes/No
Evacuate a locale	Yes/No
Take shelter in your home	Yes/No
Take shelter in your workplace	Yes/No
Go to a community shelter	Yes/No
Asked to turn off your water, electricity, or gas	Yes/No
Listen to a radio or TV for emergency information	Yes/No
Be medically evaluated by a doctor or healthcare provider	Yes/No
Take medication such as an antibiotic, anti-radiation or anti-toxin	Yes/No

[IF ALL RESPONSES = "NO," GO TO 23]

22. Did you do something in addition to what was recommended by officials to protect yourself? [OPEN-ENDED; CODE ALL THAT APPLY]

- Evacuate a building
 - Evacuate a locale
 - Take shelter in your home
 - Take shelter in your workplace
 - Go to a community shelter
 - Get screened for radiation exposure
 - Get medically evaluated (go see their doctor/healthcare provider)
 - Take medication (antibiotic or anti-radiation or anti-toxin etc.)
 - Get vaccinated
 - Get decontaminated
 - Purchase/obtain emergency supplies (food, water, flashlight/batteries)
 - Turn off water, electricity, or gas
 - Listen to a radio/T.V. for emergency messages
 - Other: _____
- [GO TO 25]

23. What were the most pressing reasons that you did not follow the recommendations given by officials? [OPEN ENDED; CODE ALL THAT APPLY]

- Did not understand the advice/directions (language, complexity, lack of phone/radio/TV)
- There wasn't time to comply (from when you heard the message-i.e., tornado)
- Were told to do something else by someone else (what was that?)
- Didn't want to leave your house
- Didn't want to leave your pet behind
- Needed to find your children, family, or other dependents (not want to be separated)
- Were unable due to (illness or disability)
- Were afraid (that you would become contaminated, or some other reason)
- Other specify: _____

26. Did you do something instead of what was recommended by authorities to protect yourself? [OPEN ENDED; CODE ALL THAT APPLY]

- Evacuate a building
 - Evacuate a locale
 - Take shelter in your home
 - Take shelter in your workplace
 - Go to a community shelter
 - Be screened for radiation exposure
 - Get medically evaluated (go see a doctor/healthcare provider)
 - Take medication (antibiotic or anti-radiation or anti-toxin etc.)
 - Get vaccinated
 - Get decontaminated
 - Use duct tape and plastic sheeting
 - Purchase/obtain emergency supplies (food, water, flashlight/batteries)
 - Turn off your water, electricity, gas
 - Listen to a radio/T.V for emergency messages
 - Other: _____
- [GO TO 25]

24a. During the disaster, did you take any of the following precautions in order to protect yourself? [READ LIST; CODE ALL THAT APPLY]

- | | |
|---|--------|
| Purchase or obtain emergency supplies such as food, water, flashlight & batteries | Yes/No |
| Evacuate a locale | Yes/No |
| Take shelter in your home | Yes/No |
| Take shelter in your workplace | Yes/No |
| Go to a community shelter | Yes/No |
| Turn off your water, electricity, or gas | Yes/No |
| Listen to a radio or TV for emergency information | Yes/No |
| Be medically evaluated by a doctor or healthcare provider | Yes/No |
| Take medication such as an antibiotic, anti-radiation or anti-toxin | Yes/No |

25. Did you have to leave your home as a result of [HURRICANE]?

- YES [GO TO 25a]
- NO [GO TO 26]

25a. For how long? _____

26. What is your estimate of the total dollar amount of the losses of all property and possessions that you experienced as a result of [HURRICANE]? [INCLUDE AMOUNT BEFORE COMPENSATION.]

\$ _____

26a. After major disasters, people often have to deal with many new problems of daily life. What are the 1 to 3 problems you most urgently need help with right away – for example obtaining food, water, or shelter, seeing a doctor, dealing with insurance issues, etc.

1. _____
2. _____
3. _____

26b. What is the one most practical action that your city or state government could take to be helpful to you right now?

[IF THREE PROBLEMS MENTIONED IN 26a, ASK 26c; OTHERWISE, GO TO 27]]

26c. What other [HURRICANE]-related problems are you currently dealing with ?
[OPEN ENDED; CODE ALL THAT APPLY]

- loss of power
- no transportation
- repairs to home/car
- other

PHYSICAL INJURIES

27. Did you have any physical injuries or other medical problems as an immediate result of [HURRICANE]?

- Yes [GO TO 27a]
- No [GO TO 28]

27a. What kind of medical problems did you have? [OPEN ENDED; CODE ALL THAT APPLY]

- | | |
|--|--|
| <input type="checkbox"/> Cuts/lacerations (# stitches _____) | |
| <input type="checkbox"/> Eye injuries/loss | <input type="checkbox"/> Hearing problems/loss |
| <input type="checkbox"/> Glass or metal in skin | <input type="checkbox"/> Bruises |
| <input type="checkbox"/> Broken bones | <input type="checkbox"/> Sprains/muscle strains |
| <input type="checkbox"/> Smoke/dust inhalation | <input type="checkbox"/> Concussion |
| <input type="checkbox"/> Dehydration | <input type="checkbox"/> Skull fracture |
| <input type="checkbox"/> Hand injury | <input type="checkbox"/> Nerve damage |
| <input type="checkbox"/> Memory loss | <input type="checkbox"/> Psychological or emotional problems |
| <input type="checkbox"/> Surgery was required | |
| <input type="checkbox"/> Anything else: _____ | |

[IF ANY MENTION, GO TO 27b] [IF NONE, GO TO 28]

27b. Have you recovered from your illness or injuries? Would you say fully recovered, partially recovered, or not recovered?

- Fully recovered
- Partially recovered
- Not recovered

28. Did you receive any medical care or evaluation?

- YES [GO TO 29]
- NO [GO TO 30]

29. Were you hospitalized?

- YES
- NO

30. Do you have any persistent medical conditions that began after [HURRICANE] that you believe are a result of the disaster?

- YES
- NO

MENTAL HEALTH INJURIES

31. At any time during or around the time of [HURRICANE], did you think you might die?

- YES
- NO

32. Did you see anyone who was killed?

- YES
- NO

33. Were any of your family, friends or companions killed as a result of [HURRICANE]?

- YES How many? _____
- NO

33b. Were any of your family, friends, or companions injured as a result of the event?

- YES How many? _____
- NO

34. Was there a period of time after [HURRICANE] that you were unsure about the safety or whereabouts of family, friends or companions?

- Yes [GO TO 34a]
- No [GO TO 35]

34a. How long after [HURRICANE] did it take for you to receive word about your family, friends or companions? Did you receive word: [READ LIST]

- during the disaster,
- only minutes after the disaster,
- hours after the disaster,
- days after the disaster,
- or are you still waiting to receive word?

35. Sometimes people in disasters have to see or do things they find sickening – like drinking muddy water or carrying a dead body. Did anything happen to you during [HURRICANE] that you found to be sickening?

- YES
- NO

RECOVERY PERIOD

Now I'm going to ask about some feelings or experiences you may have had since [HURRICANE].

36. In the days since [HURRICANE], how often did you have nightmares or very upsetting thoughts about [HURRICANE]? Would you say all of the time, most of the time, sometimes, rarely, or never?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

37. In the days since [HURRICANE], how often did you go out of your way to avoid situations that reminded you of [HURRICANE] or try hard not to think about [HURRICANE]

[IF NECESSARY: Would you say all of the time, most of the time, sometimes, rarely, or never?]

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

38. In the days since [HURRICANE], how often were you on guard, watchful, or easily startled?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

39. In the days since [HURRICANE], how often did you feel emotionally numb or detached from other people, activities, or your surroundings?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

40. In the days since [HURRICANE], regardless of the reason, how often did you feel so sad that nothing could cheer you up? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

41. In the days since [HURRICANE], regardless of the reason, how often did you feel nervous?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

42. In the days since [HURRICANE], regardless of the reason, how often did you feel restless or fidgety?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

43. In the days since [HURRICANE], regardless of the reason, how often did you feel hopeless?

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

44. In the days since [HURRICANE], regardless of the reason, how often did you feel that everything was an effort?

- All of the time
- Most of the time
- Some of the time

A little of the time
None of the time

45. In the days since [HURRICANE], regardless of the reason, how often did you feel worthless?

All of the time
Most of the time
Some of the time
A little of the time
None of the time

46. In the days since [HURRICANE], how often did your family and friends express concern for your well-being, reassure you, or comfort you? Regardless of the reason, did this happen ...

Never
Once or twice
A few times
Many times

47. In the days since [HURRICANE], how often did your family and friends give, loan or provide you with money, food, shelter or other things you needed? Regardless of the reason did this happen...

Never
Once or twice
A few times
Many times

48. To what extent have different opinions about the causes of, or solutions to, [HURRICANE] led to arguments among the people you know, not at all, a little, some, or a lot?

None
A little
Some
A lot

PAST EVENTS

50. Sometimes things happen to people that are unusually or especially frightening, horrible, or traumatic, such as [HURRICANE]. Many people have experienced situations such as a serious accident or fire, physical assault, seeing someone killed or seriously injured, or having a loved one die by homicide or suicide. Obviously you've experienced [HURRICANE] . Has anything else like that ever happened to you?

YES [GO TO 50a]
NO [GO TO 51]

50a. In the days since [HURRICANE], how often did you have nightmares or upsetting thoughts about that experience? Would you say all of the time, most of the time, sometimes, rarely, or never?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

50b. In the days since [HURRICANE], how often did you go out of your way to avoid situations that reminded you of that experience, or try hard not to think about that experience?

- All of the time
- Most of the time
- Sometimes
- Rarely
- Never

51. In the days since [HURRICANE], did you receive any sort of professional counseling for problems with your emotions, nerves, or mental health for any reason?

- YES [GO TO 51a]
- NO [GO TO 53]

51a. What kind of professional did you see?

(IF NECESSARY, PROBE: For example, was it a family doctor, psychologist, minister?)

[CODE ALL THAT APPLY]

PSYCHIATRIST

PSYCHOLOGIST

SOCIAL WORKER

MENTAL HEALTH COUNSELOR

PSYCHOTHERAPIST

THERAPIST

MARRIAGE COUNSELOR

DRUG OR ALCOHOL COUNSELOR

PRIMARY CARE DOCTOR (e.g. INTERNIST, FAMILY DOCTOR, GENERAL PRACTITIONER)

OTHER MEDICAL DOCTOR (e.g., CARDIOLOGIST, GYNECOLOGIST)

OTHER HEALTH CARE PROVIDER (e.g., NURSE, OCCUPATIONAL THERAPIST)

RELIGIOUS COUNSELOR (e.g., MINISTER, PRIEST, RABBI)

HEALER (E.G. HERBALIST, CHIROPRACTOR, SPIRITUALIST)

OTHER SPECIFY: _____

52. Since [HURRICANE] did you take a prescription medicine for problems with your emotions?

- YES [GO TO 54]
- NO [GO TO 54]

53. Was there a time since [HURRICANE] when you felt that you might need to see a professional because of problems with your emotions, nerves, or mental health?

YES [GO TO 53a]

NO [GO TO 54]

53a. What was one of your reasons for not seeing a professional?

[OPEN ENDED; CODE ALL THAT APPLY]

- a. My health insurance would not cover treatment.
- b. I thought the problem would get better by itself.
- c. The problem didn't bother me very much at first.
- d. I wanted to handle the problem on my own.
- e. I didn't think treatment would work.
- f. I received treatment before and it didn't work.
- g. I was concerned about how much money it would cost.
- h. I was concerned about what people would think if they found out I was in treatment.
- i. I had problems with things like transportation or scheduling that made it hard to get to treatment.
- j. I was unsure about where to go or who to see.
- k. I thought it would take too much time or be inconvenient.
- l. I could not get an appointment.
- m. I was scared about being put in a hospital against my will.
- n. I was not satisfied with available services.

OTHER _____

54. In the days since [HURRICANE], how often did you have trouble falling or staying asleep, or sleeping too much? Would you say all of the time, most of the time, some of the time, a little of the time, or none of the time?

All of the time

Most of the time

Some of the time

A little of the time

None of the time

55. Since [HURRICANE], have you cut down on the amount of time you spend on work?

YES [GO TO 55a]

NO [GO TO 56]

55a. How much have physical health problems caused by [HURRICANE] caused you to cut down either on the amount of time you spend at work, or on the quality of your work – would you say you cut down a lot, some, a little, or not at all?

A lot

Some

A little

Not at all

55b. How much have emotional problems caused by [HURRICANE] made you cut down on your work – a lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

55c. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] made you cut down on your work – a lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

56. Since [HURRICANE] have you cut down on the amount of time you spend socializing?
YES [GO TO 56a] NO [GO TO 57]

56a. How much have physical health problems made you cut down on the amount of time you spend socializing? Would you say you cut down a lot, some, a little or not at all?

- A lot
- Some
- A little
- Not at all

56b. How much have emotional problems caused by [HURRICANE] made you cut down on the amount of time you spend socializing? A lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

56c. And how much have disruptions to transportation, communication, or physical facilities caused by [HURRICANE] made you cut down on your social life? A lot, some, a little, or not at all?

- A lot
- Some
- A little
- Not at all

57. The next questions are about drinking alcoholic beverages. Included are liquor, such as whiskey or gin, beer, wine, wine coolers, and any other type of alcoholic beverage. With that definition in mind, how many days in the past month did you have at least one drink?

__ __ Days [IF NONE, GO TO 58]

57a. How many drinks did you have on average on those days?

__ __ Drinks [GO TO 57b]

57b. Compared with the amount you usually drink, was the amount you drank in the past month more than usual, about the same, or less than usual?

more [GO TO 57c]

about the same [GO TO 58]

less [GO TO 57c]

57c. Was the amount a lot, some, or only a little (more/less) than usual?

A lot

Some

A little

58. During the past month, did you smoke any cigarettes, cigars, or a pipe?

Yes [GO TO 58a]

No [GO TO 59]

58a. Compared with the amount you usually smoke, was the amount you smoked in the past month more than usual, about the same, or less than usual?

more [GO TO 58b]

about the same [GO TO 59]

less [GO TO 58b]

58b. Was the amount a lot, some, or only a little (more/less) than usual?

A lot

Some

A little

59. Compared with the amount you usually eat, was the amount you ate in the past month more than usual, about the same, or less than usual?

more [GO TO 59a]

about the same [GO TO 60]

less [GO TO 59a]

59a. Was the amount a lot, some, or only a little (more/less) than usual?

A lot

Some

A little

60. In general, would you say your health is excellent, very good, good, fair, or poor?

- Excellent
- Very good
- Good
- Fair
- Poor

61. Is your health in general now better, worse or about the same as it was one year ago?

- Better
- Worse
- About the same

62. How would you currently rate your overall optimism or hope for the future?

- Very low
- moderately low
- neutral
- moderately high
- very high

63. If we were to ask for permission to recontact you, what would you say?

CONCLUSION: The goal of this survey is to assess the needs of people in communities affected by disasters. Given that goal, is there anything you think I should have asked but didn't? Is there anything the authorities should know about that wasn't covered in this survey? [RECORD ANSWER VERBATIM]