



Center of Applied Research
for Non-Profit Organizations

Metropolitan Tulsa Urban League:
Evaluation of Katrina Aid Today

Spring 2008

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The University of Oklahoma
Center of Applied Research
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Purpose of Study

The Tulsa Metropolitan Urban League provides case management services to displaced hurricane Katrina victims who are currently residing in Northeastern Oklahoma. These services are part of a larger government program known as Katrina Aid Today (KAT), whose stated mission is to “offer survivors a holistic array of services and support they need to establish and successfully complete their own recovery plans and become self-sufficient” (KAT, 2007). In order to qualify for the program participants must be legal residents of the United States, in financial need, and had a disaster related impact, such as displacement, property damage, or grieving the death of a loved one.

The purpose of this report is to provide the Tulsa Metropolitan Urban League, and their stakeholders with the results of a questionnaire designed to assess the quality of life and service satisfaction of KAT program recipients.

Study Methodology

The Metropolitan Tulsa Urban League approached the Center of Applied Research for Non-Profit Organizations at Oklahoma University for an outcome evaluation in 2007. Application to the Institutional Review Board at Oklahoma University was submitted and approved for the current study. A copy of the IRB approval can be found in Appendix A.

The evaluation targeted all clientele receiving Katrina Aid Today Services in the Northeast Oklahoma area. Therefore, the target population for the present study totaled 212 households. Of these, 90 were considered closed cases. Thus, 122 households were available to participate in the study. If deciding to volunteer for the study, participants were provided with a questionnaire during a scheduled meeting with their case manager. Case managers returned the questionnaires to Tulsa Metropolitan Urban League, which was then picked up by representatives of the Research Center for analysis. A copy of the questionnaire may be found in Appendix B.

Of the 122 households, a total of 68 respondents volunteered for the study, which resulted in a response rate of approximately 56%. However, after examining the data there were 6 respondents whose questionnaires were deleted from the analysis due to ambiguous or incomplete responses. Removing these 6 respondents from the analysis provided a total of 62 respondents, yielding a response rate of approximately 51%.

Demographic Characteristics of Respondents

The following provides an overview of the demographic characteristics of the respondents. The average age of the participants was 48.28 years (SD = 14.81), with ages ranging from 18 to 74 years. However, 8 participants failed to respond to this question so the previous figures are based upon 54 total respondents.

All respondents (N = 62) answered questions on gender and education level. Of these respondents 58.1% were female and 41.9% were male. Regarding education level, 35.5% reported having less than a high school education, 35.5% reported having

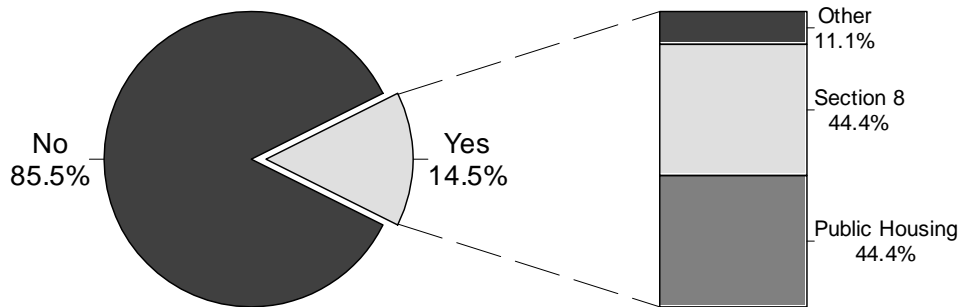
completed high school/GED, 6.5% reported some technical training, 19.4% reported some college, and 3.2% reported being a college graduate. Of those responding to race/ethnicity (N = 61), 1.6% reported that they were Native American, 80.3% reported that they were African American, and 18% stated they were Caucasian.

A total of 60 respondents completed questions regarding current employment status, marital status, and whether they had children under the age of 18 living with them. In regards to current employment status, 20% reported being employed full-time, 6.7% reported being employed part-time, 8.3% reported being retired, 20% reported being unemployed and looking for work, 3.3% reported being unemployed and not looking for work, and 40.7% reported that they are disabled. A total of 25% reported that they were married, 8.3% reported common law marriage, 3.3% reported being separated, 18.3% reported being divorced, 36.7% reported being single, and 8.3% reported being widowed. Approximately 36.7% of the respondents reported having children under the age of 18 who are currently residing in the household. Of the 36.7% (N = 22) reporting that there are minor children residing with them, 14 respondents indicated the grade level of their children. 7.1% reported that their children were in Pre-K, 35.7% reported children in elementary school, 35.7% reported having children in middle school, and 21.4% reported having children in high school.

The following pages include graphical representations of volunteer responses to the questionnaire.

Katrina Aid Today Survey Results

Before Katrina were you receiving housing assistance?

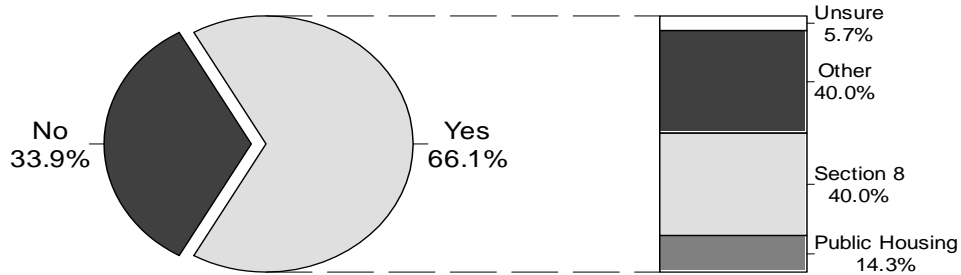


Number of respondents = 62

As the above graph illustrates before Hurricane Katrina the majority of respondents were not receiving housing assistance. Of the respondents receiving housing assistance (14.5%), nearly 89% reported that they were either receiving Section 8 or Public Housing assistance. Of these same respondents 11.1% were using assistance other than Section 8 or Public Housing.

Katrina Aid Today Survey Results

Are you currently receiving housing assistance?

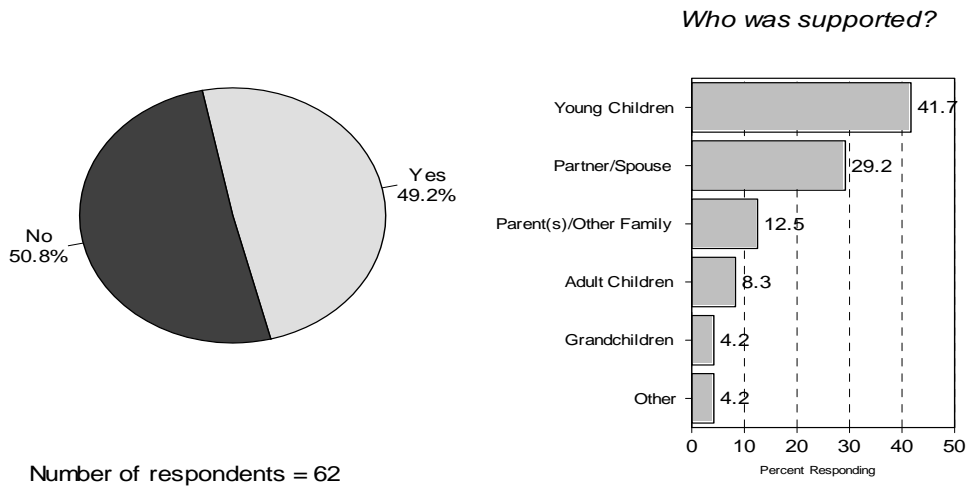


Number of respondents = 62

This graph illustrates that since Hurricane Katrina a majority of respondents are receiving housing assistance (66.1%). Of these respondents 54.3% report being on Section 8 or Public Housing, and 40% report receiving other assistance. Approximately 5.7% of the respondents currently on housing assistance were unsure of what type of housing assistance they were receiving.

Katrina Aid Today Survey Results

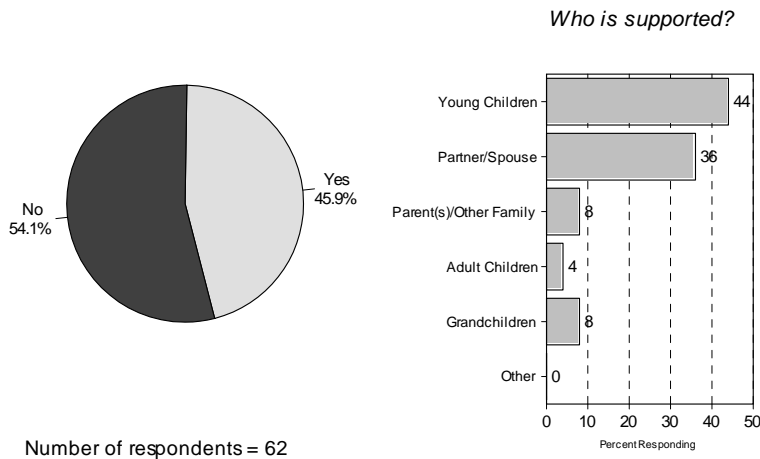
Before Katrina did your income/benefits support others?



This graph shows that before Hurricane Katrina nearly half of the respondents used income to support people other than themselves; and one half of the respondents were not using their income to support people other than themselves. Of those whose income supported others, 41.7% of the respondents reported that this income was used to support young children, 29.2% reported using income to support their partner/spouse, and 12.5% reported using their income to support parents/other family.

Katrina Aid Today Survey Results

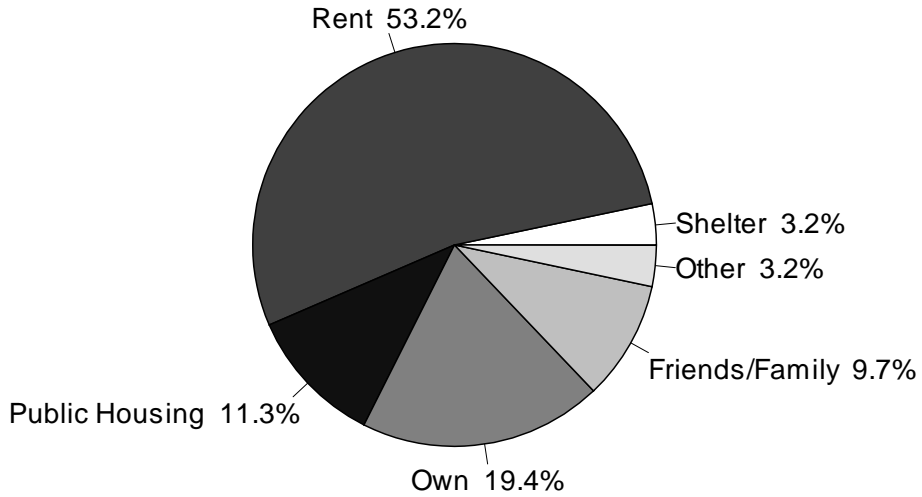
Currently, does your income/benefits support others?



After Katrina, 45.9% reported their income/benefits support others. Similar to the previous graph, most (44%) indicated they support young children. 36.0% are providing support to a partner/spouse.

Katrina Aid Today Survey Results

Before Hurricane Katrina, where did you live?

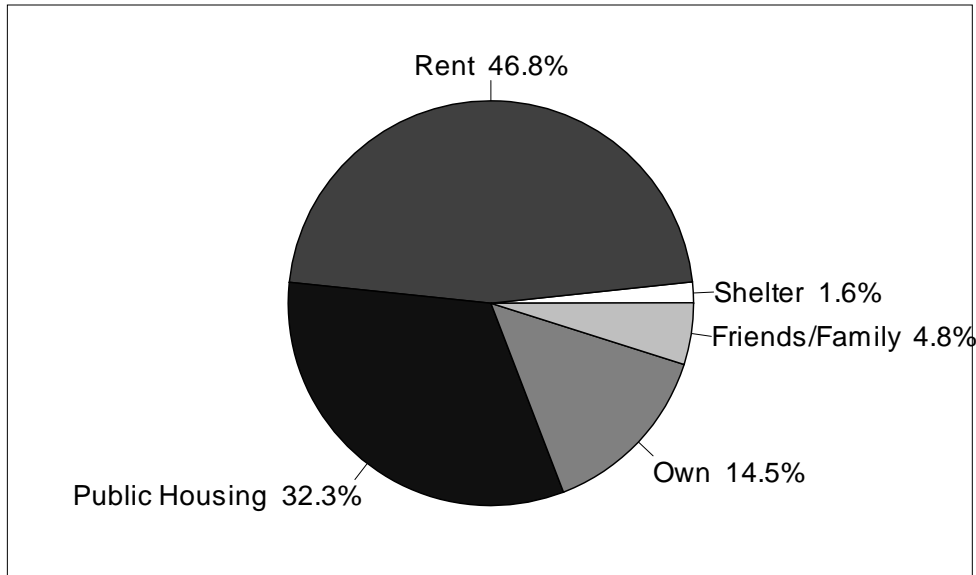


Total respondents = 62

As this graph indicates, before Hurricane Katrina 72.6% of the respondents were either renting or owned a home. Only 11.3% reported that they were on public housing, 9.7% reported living with friends/family, and 6.4% reported living either in a shelter or that they had other living arrangements.

Katrina Aid Today Survey Results

Current Housing

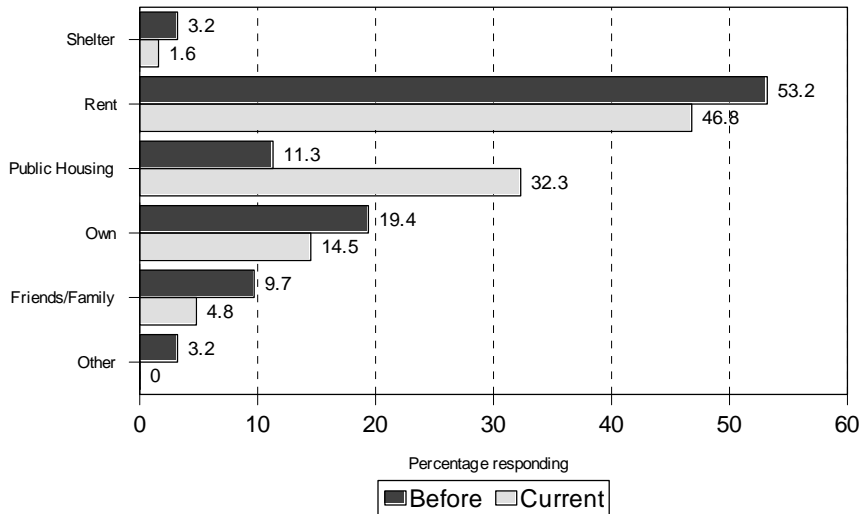


Total respondents = 62

This graph illustrates that post-Hurricane Katrina, 61.3% of the respondents indicated that they are currently renting or own a home. Approximately 32.3% of the respondents indicated that they are currently residing in public housing, 4.8% indicated that they are living with friends/family, and 1.6% stated that they are residing in a shelter.

Katrina Aid Today Survey Results

Housing Change Related to Katrina

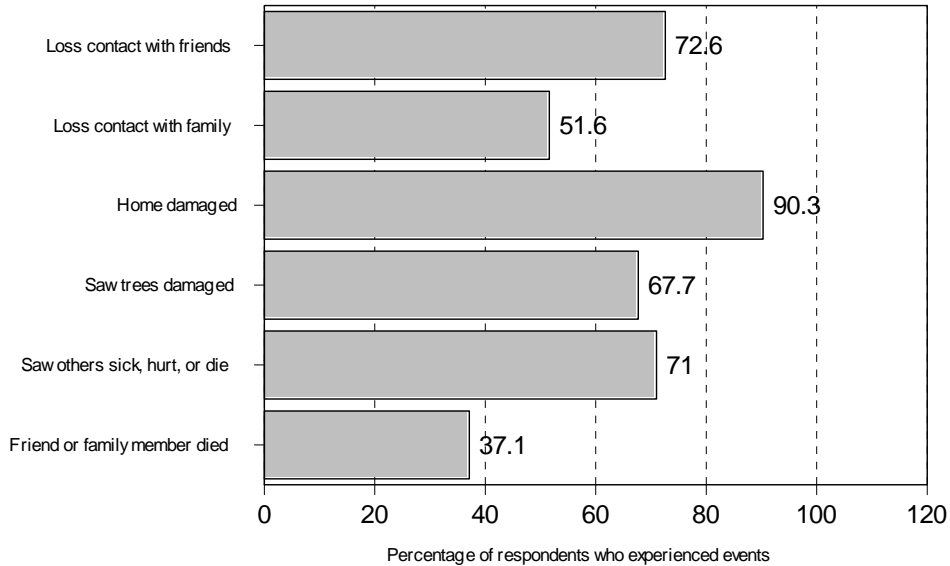


Total respondents = 62

This graph indicates the housing changes that occurred before Hurricane Katrina and after Hurricane Katrina. As this graph shows, before Hurricane Katrina 53.2% of the respondents indicated that they were renting, and this figure dropped to 46.8% after Hurricane Katrina. Approximately 11.3% of the respondents indicated that they were residing in public housing before Hurricane Katrina, and there are currently 32.3% of the respondents residing in public housing. Participants who reported owning a home also slightly dropped from 19.4% to 14.5% since Hurricane Katrina.

Katrina Aid Today Survey Results

Events Experienced as a Result of Hurricane Katrina

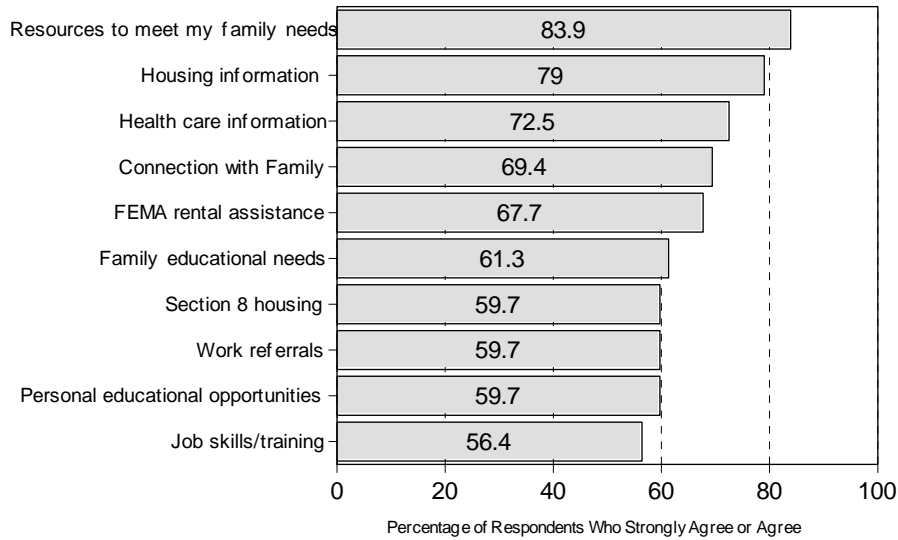


Total respondents = 62

This graph illustrates the percentage of respondents who experienced the stressors related to Hurricane Katrina. The graph shows that 72.6% of the respondents loss contact with friends, 51.6% loss contact with family, 90.3% had their home damaged, 67.7% saw trees damaged, 71% saw others sick, hurt, or dead, and 37.1% reported a friend or family member died, due to Hurricane Katrina.

Katrina Aid Today Survey Results

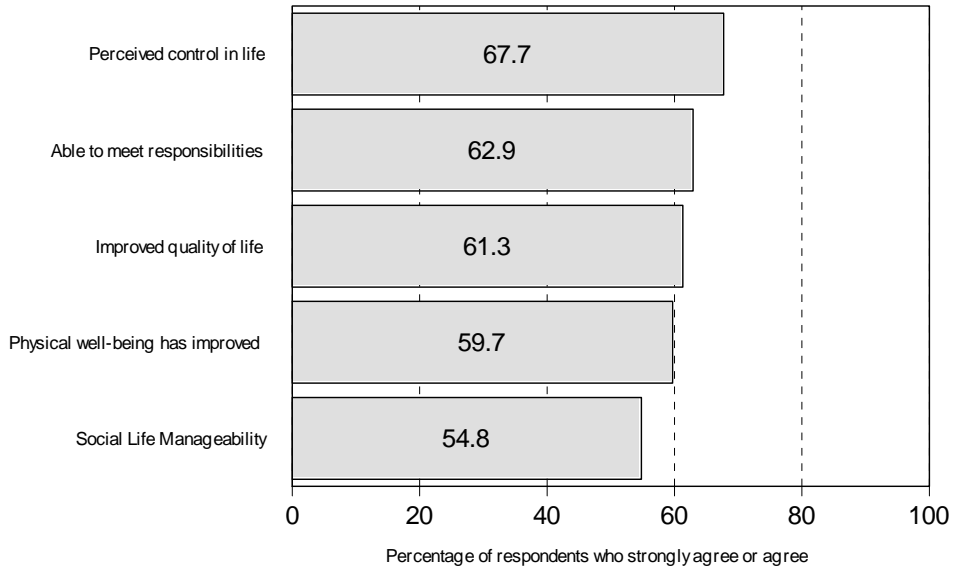
KAT Services Provided



The above graph indicates the percentage of respondents who either strongly agreed or agreed that they received the following services from the KAT program. The above graph illustrates that the majority of respondents received assistance through KAT which ranged from 83.9% reporting that they received resources to meet their family needs, to 56.4% reporting that KAT provided assistance with job skills/training.

Katrina Aid Today Survey Results

Satisfaction Since Receiving KAT Services

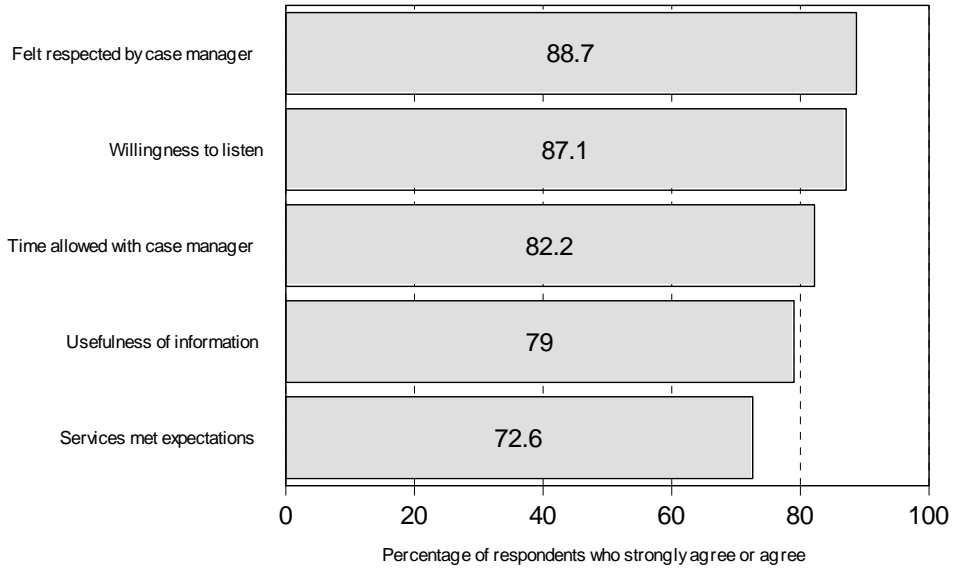


Able to meet responsibilities = 61 total respondents; all other categories are based upon 62 total responses

The above graph portrays the percentage of respondents who agreed or strongly agreed that their quality of life has improved since receiving services from KAT. As the graph illustrates, the majority of respondents reported improvements in quality of life since receiving KAT services. As indicated, 67.7% report improvements in perceived control over their life, 62.9% report that they are more capable of meeting their responsibilities, 61.3% reported that their overall quality of life has improved, 59.7% reported that their physical well-being has improved, and 54.8% indicated that their social life has become more manageable since receiving KAT services.

Katrina Aid Today Survey Results

Case Manager Satisfaction



Total Respondents = 62

The above graph portrays the percentage of respondents who agreed or strongly agreed to items relating to case manager satisfaction. As indicated above, the majority of respondents reported that they felt respected by the case manager, that the case manager was willing to listen, with the time allotted with the case manager, the usefulness of information provided by the case manager, and that the services provided by the case manager met expectations.

Appendix A
Institutional Review Board
Letter of Approval

**Appendix B
Consent Form
and Volunteer Questionnaire**

INFORMATION SHEET FOR CONSENT TO PARTICIPATE IN A RESEARCH STUDY

My name is Chan Hellman, Ph.D., I am the Director of the Center of Applied Research for Non-Profit Organizations and an associate professor in the Human Relations department and at the University of the Oklahoma. I am requesting that you volunteer to participate in a research study titled Metropolitan Tulsa Urban League's Katrina Aid Today Program. This study is being done at the request of Metropolitan Tulsa Urban League. You were selected as a possible participant because you receive case management services through the MTUL Katrina Aid Today program. Please read this information sheet and contact me to ask any questions that you may have before agreeing to take part in this study.

Purpose of the Research Study: The purpose of this study is to investigate factors related to attitudes and views of individuals participating in the Metropolitan Tulsa Urban League's Katrina Aid Today program. The Metropolitan Tulsa Urban League is concerned about individuals in the program receiving sufficient care regarding quality of life issues.

Procedures: If you agree to be in this study, you will be asked to do the following things: As a participant in this study, you are asked to read the information sheet for consent prior to completing the anonymous questionnaire. Completion of the questionnaire will require approximately 30 minutes. Upon completion, you are requested to return the questionnaire by mail in the self-addressed stamped envelope that has been provided.

Risks and Benefits of Being in the Study: There are no risks associated with being in this study. The benefits to participation in this study are to highlight information needs to Metropolitan Tulsa Urban League's Katrina Aid Today program.

Compensation: You will **not** be compensated for your time and participation in this study.

Voluntary Nature of the Study: Participation in this study is voluntary. Your decision whether or not to participate will not result in penalty or loss of benefits to which you are otherwise entitled. If you decide to participate, you are free not to answer any question or discontinue participation at any time without penalty or loss of benefits to which you are otherwise entitled.

Length of Participation: Completion of the questionnaire will require approximately 30 minutes.

Confidentiality: The records of this study will be kept private and your supervisor will not have access to your responses. In published reports, there will be no information included that will make it possible to identify you as a research participant. Research records will be stored securely. All questionnaires will be destroyed upon manual entry of responses into an electronic database. **Only approved researchers will have access to the records.**

Contacts and Questions: If you have concerns or complaints about the research, the researcher(s) conducting this study can be contacted at (918) 660-3484 or chellman@ou.edu. In the event of a research-related injury, contact the researcher(s). You are encouraged to contact the researcher(s) if you have any questions. If you have any questions, concerns, or complaints about the research and wish to talk to someone other than the individuals on the research team, or if you cannot reach the research team, you may contact the University of Oklahoma – Norman Campus Institutional Review Board (OU-NC IRB) at (405) 325-8110 or irb@ou.edu.

Please keep this information sheet for your records. By completing and returning this questionnaire, I am agreeing to participate in this study.

Thank you.

Chan Hellman, Ph.D.
Associate Professor
Assistant Chair
Department of Human Relations
Center of Applied Research for Non-Profit Organizations
University of Oklahoma-Tulsa


The purpose of this questionnaire is to assess the perceptions of services provided by the Tulsa Urban League's Katrina Aid Today (KAT) program. The information provided will be used to improve the program. All responses will remain anonymous.

Section 1: Demographics

1. **What is your gender?** Female Male
2. **What is your age in years?** _____
3. **What is your educational background?**
 Less than 12th grade Some College
 HS/GED College Graduate
 Technical Training
4. **What is your current employment status?**
 Employed full-time Unemployed – looking
 Employed part-time Unemployed – not looking
 Retired Unemployed – Disabled
5. **What is your race? (check all that apply)**
 American Indian Caucasian
 Asian Hispanic
 African American Other: _____
6. **What is your marital status?**
 Married Divorced
 Common-Law Single
 Separated Widowed
7. **Are children under the age of 18 living with you?** Yes No (*go to item 8 below*)
- What school do they attend? (Mark all that apply)** Pre-K Elementary Middle school HS
8. **Before Hurricane Katrina were you receiving housing assistance?**
 No
 Yes → What kind? (Check all that apply)
 Public housing
 Section 8 (*tenant-based certificate/voucher*)
 Not sure which one
 Other: _____
9. **Before Hurricane Katrina did your income/benefits support people other than yourself?**
 No
 Yes → Who? (Check all that apply)
 Young Partner/Spouse
children
 Adult Parent(s)/Other family
children

Grandchildren
 Other: _____
10. **Are you currently receiving housing assistance?**
 No
 Yes → What kind? (Check all that apply)
 Public housing
 Section 8 (*tenant-based certificate/voucher*)
 Not sure which one
 Other: _____
11. **Does your income/benefits support people other than yourself?**
 No
 Yes → Who? (Check all that apply)
 Young Partner/Spouse
children
 Adult Parent(s)/Other family
children

Grandchildren
 Other: _____

Please go to the back of this page 


- 12. Before Hurricane Katrina, where did you live? (Check only one answer).**
- | | |
|--|--|
| <input type="checkbox"/> Homeless (e.g., street, car or vacant building) | <input type="checkbox"/> Public Housing/Section 8/other income based housing |
| <input type="checkbox"/> Shelter | <input type="checkbox"/> Own a home/apartment/condo/mobile home |
| <input type="checkbox"/> Halfway House | <input type="checkbox"/> Hotel/Motel |
| <input type="checkbox"/> Rent (Home/Apartment/Condo/Mobile Home) | <input type="checkbox"/> Stay with friends/family |
- 13. Today where do you live? (Check only one answer).**
- | | |
|--|--|
| <input type="checkbox"/> Homeless (e.g., street, car or vacant building) | <input type="checkbox"/> Public Housing/Section 8/other income based housing |
| <input type="checkbox"/> Shelter | <input type="checkbox"/> Own a home/apartment/condo/mobile home |
| <input type="checkbox"/> Halfway House | <input type="checkbox"/> Hotel/Motel |
| <input type="checkbox"/> Rent (Home/Apartment/Condo/Mobile Home) | <input type="checkbox"/> Stay with friends/family |
- 14. Check the hurricane event you experienced (Mark all that apply).**
- | | | | |
|---------------------------|--|------------------------------|--|
| Lost contact with friends | <input type="checkbox"/> Yes <input type="checkbox"/> No | Saw trees damaged | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Lost contact with family | <input type="checkbox"/> Yes <input type="checkbox"/> No | Saw others sick, hurt or die | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Home damaged | <input type="checkbox"/> Yes <input type="checkbox"/> No | Friend or family member died | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Section 2: Services Provided by Katrina Aid Today (KAT)

Please respond to the following items regarding your satisfaction.

Strongly Agree
Agree
Disagree
Strongly Disagree

15. The services provided by KAT have helped me stay connected with my family. -----	①	②	③	④
16. KAT has provided referrals to resources for my family needs. -----	①	②	③	④
17. KAT has provided information about housing options to meet my needs. -----	①	②	③	④
18. KAT has provided assistance for my family to receive FEMA's rental assistance. -----	①	②	③	④
19. KAT has helped me apply for/or obtain Section 8 or public housing. -----	①	②	③	④
20. KAT provided information to increase my job skills through training/education programs. -	①	②	③	④
21. KAT provided me a referral to work that is available. -----	①	②	③	④
22. KAT has been helpful in informing me of educational opportunities in this area. -----	①	②	③	④
23. KAT has been helpful with the educational needs for my family. -----	①	②	③	④
24. KAT has provided me the information for healthcare as needed by my family. -----	①	②	③	④

Please go to the back of this page 

Please respond to the following items regarding your satisfaction since receiving services from Katrina Aid Today:

Strongly Agree				
Agree				
Disagree				
Strongly Disagree				

25. Your physical well-being improved compared to when the hurricane happened. -----	①	②	③	④
26. Your social life has become more manageable since the hurricane happened -----	①	②	③	④
27. You feel as though you have gained back some control of your life since the hurricane-----	①	②	③	④
28. You feel the ability to meet responsibilities has improved since the hurricane. -----	①	②	③	④
29. Overall, your quality of life has improved since the hurricane. -----	①	②	③	④

Directions: To the right of each statement indicate your level of satisfaction with various services provided by the Katrina Aid Today Case Manager.

Strongly Agree					
Agree					
Neutral					
Disagree					
Strongly Disagree					

30. The extent to which the services met your expectations.-----	①	②	③	④	⑤
31. The time allowed with the case manager. -----	①	②	③	④	⑤
32. The usefulness of the information presented by the case manager.-----	①	②	③	④	⑤
33. The case manager treated you with respect. -----	①	②	③	④	⑤
34. The case manager's willingness to listen to your needs. -----	①	②	③	④	⑤

Thank You

Appendix C
SPSS Analysis Output

Frequency Table

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid female	36	58.1	58.1	58.1
male	26	41.9	41.9	100.0
Total	62	100.0	100.0	

Education level

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 12th grade	22	35.5	35.5	35.5
HS/GED	22	35.5	35.5	71.0
Tech training	4	6.5	6.5	77.4
Some college	12	19.4	19.4	96.8
College graduate	2	3.2	3.2	100.0
Total	62	100.0	100.0	

Race

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid American Indian	1	1.6	1.6	1.6
African American	49	79.0	80.3	82.0
Caucasian	11	17.7	18.0	100.0
Total	61	98.4	100.0	
Missing .00	1	1.6		
Total	62	100.0		

Marital status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Married	15	24.2	25.0	25.0
COmmon-law	5	8.1	8.3	33.3
Separated	2	3.2	3.3	36.7
Divorced	11	17.7	18.3	55.0
Single	22	35.5	36.7	91.7
Widowed	5	8.1	8.3	100.0
Total	60	96.8	100.0	
Missing .00	2	3.2		
Total	62	100.0		

Children under 18 at home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	35.5	36.7	36.7
	No	38	61.3	63.3	100.0
	Total	60	96.8	100.0	
Missing	.00	2	3.2		
Total		62	100.0		

Children school level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pre-K	1	1.6	7.1	7.1
	Elementary	5	8.1	35.7	42.9
	Middle School	5	8.1	35.7	78.6
	HS	3	4.8	21.4	100.0
	Total	14	22.6	100.0	
Missing	.00	3	4.8		
	System	45	72.6		
	Total	48	77.4		
Total		62	100.0		

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Age	54	18.00	74.00	48.2778	14.81001
Valid N (listwise)	54				

Frequency Table

Pre-Katrina housing assistance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	53	85.5	85.5	85.5
Yes	9	14.5	14.5	100.0
Total	62	100.0	100.0	

Kind of housing assistance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Public Housing	4	6.5	44.4	44.4
Section 8 (tenant-based certificate/voucher)	4	6.5	44.4	88.9
Other	1	1.6	11.1	100.0
Total	9	14.5	100.0	
Missing System	53	85.5		
Total	62	100.0		

Housing assistance Other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	61	98.4	98.4	98.4
HAND	1	1.6	1.6	100.0
Total	62	100.0	100.0	

Pre-Katrina benefits support

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid .00	3	4.8	4.8	4.8
No	30	48.4	48.4	53.2
Yes	29	46.8	46.8	100.0
Total	62	100.0	100.0	

Benefits supporting others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Young children	10	16.1	41.7	41.7
	Adult children	2	3.2	8.3	50.0
	Grandchildren	1	1.6	4.2	54.2
	Partner/Spouse	7	11.3	29.2	83.3
	Parent(s)/Other Family	3	4.8	12.5	95.8
	6.00	1	1.6	4.2	100.0
	Total	24	38.7	100.0	
Missing	.00	1	1.6		
	System	37	59.7		
	Total	38	61.3		
Total		62	100.0		

Other family

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.6	33.3	33.3
	4.00	2	3.2	66.7	100.0
	Total	3	4.8	100.0	
Missing	System	59	95.2		
Total		62	100.0		

Current household assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	33.9	33.9	33.9
	Yes	41	66.1	66.1	100.0
	Total	62	100.0	100.0	

Kind of household assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Public Housing	5	8.1	14.3	14.3
	Section 8 (tenant-based certificate/voucher)	14	22.6	40.0	54.3
	Not sure which one	2	3.2	5.7	60.0
	Other	14	22.6	40.0	100.0
	Total	35	56.5	100.0	
Missing	.00	1	1.6		
	System	26	41.9		
	Total	27	43.5		
Total		62	100.0		

Housing assist. Other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	49	79.0	79.0	79.0
fema	2	3.2	3.2	82.3
FEMA	5	8.1	8.1	90.3
hud	1	1.6	1.6	91.9
HUD	3	4.8	4.8	96.8
pending	1	1.6	1.6	98.4
SENIOR	1	1.6	1.6	100.0
Total	62	100.0	100.0	

Current benefits support

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
No	33	53.2	54.1	54.1
Yes	28	45.2	45.9	100.0
Total	61	98.4	100.0	
Missing	.00	1	1.6	
Total	62	100.0		

Benefits supporting others

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Young children	11	17.7	44.0	44.0
Adult children	1	1.6	4.0	48.0
Grandchildren	2	3.2	8.0	56.0
Partner/Spouse	9	14.5	36.0	92.0
6.00	2	3.2	8.0	100.0
Total	25	40.3	100.0	
Missing	.00	1	1.6	
System	36	58.1		
Total	37	59.7		
Total	62	100.0		

Other family

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
2.00	1	1.6	50.0	50.0
4.00	1	1.6	50.0	100.0
Total	2	3.2	100.0	
Missing	System	60	96.8	
Total	62	100.0		

Pre-Katrina housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shelter	2	3.2	3.2	3.2
	Rent (Home/Apartment/Condo/Mobile Home)	33	53.2	53.2	56.5
	Public Housing/Section 8/other income-based housing	7	11.3	11.3	67.7
	Own a home/apartment/condo/mobile home	12	19.4	19.4	87.1
	Stay with friends/family	6	9.7	9.7	96.8
	9.00	2	3.2	3.2	100.0
	Total	62	100.0	100.0	

Current housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shelter	1	1.6	1.6	1.6
	Rent (Home/Apartment/Condo/Mobile Home)	29	46.8	46.8	48.4
	Public Housing/Section 8/other income-based housing	20	32.3	32.3	80.6
	Own a home/apartment/condo/mobile home	9	14.5	14.5	95.2
	Stay with friends/family	3	4.8	4.8	100.0
	Total	62	100.0	100.0	

Lost contact with friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	72.6	72.6	72.6
	No	17	27.4	27.4	100.0
	Total	62	100.0	100.0	

Lost contact with friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	72.6	72.6	72.6
	No	17	27.4	27.4	100.0
	Total	62	100.0	100.0	

Home damaged

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	90.3	90.3	90.3
	No	6	9.7	9.7	100.0
	Total	62	100.0	100.0	

Saw trees damaged

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	67.7	67.7	67.7
	No	20	32.3	32.3	100.0
	Total	62	100.0	100.0	

Saw others sick, hurt, or die

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	71.0	71.0	71.0
	No	18	29.0	29.0	100.0
	Total	62	100.0	100.0	

Friend or family member died

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	37.1	37.1	37.1
	No	39	62.9	62.9	100.0
	Total	62	100.0	100.0	

Family connection services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	12.9	13.8	13.8
	Disagree	7	11.3	12.1	25.9
	Agree	20	32.3	34.5	60.3
	Strongly agree	23	37.1	39.7	100.0
	Total	58	93.5	100.0	
Missing	.00	4	6.5		
Total		62	100.0		

Resource referral/family needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	8.1	8.1	8.1
	Disagree	5	8.1	8.1	16.1
	Agree	22	35.5	35.5	51.6
	Strongly agree	30	48.4	48.4	100.0
	Total	62	100.0	100.0	

Housing option information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	9.7	10.2	10.2
	Disagree	4	6.5	6.8	16.9
	Agree	16	25.8	27.1	44.1
	Strongly agree	33	53.2	55.9	100.0
	Total	59	95.2	100.0	
Missing	.00	3	4.8		
Total		62	100.0		

FEMA rental assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	6.5	7.4	7.4
	Disagree	8	12.9	14.8	22.2
	Agree	17	27.4	31.5	53.7
	Strongly agree	25	40.3	46.3	100.0
	Total	54	87.1	100.0	
Missing	.00	8	12.9		
Total		62	100.0		

Section 8/public housing help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	11.3	12.7	12.7
	Disagree	11	17.7	20.0	32.7
	Agree	14	22.6	25.5	58.2
	Strongly agree	23	37.1	41.8	100.0
	Total	55	88.7	100.0	
Missing	.00	7	11.3		
Total		62	100.0		

Training/education programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	8.1	10.2	10.2
	Disagree	9	14.5	18.4	28.6
	Agree	17	27.4	34.7	63.3
	Strongly agree	18	29.0	36.7	100.0
	Total	49	79.0	100.0	
Missing	.00	12	19.4		
	System	1	1.6		
	Total	13	21.0		
Total		62	100.0		

Work referral

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	9.7	12.0	12.0
	Disagree	7	11.3	14.0	26.0
	Agree	16	25.8	32.0	58.0
	Strongly agree	21	33.9	42.0	100.0
	Total	50	80.6	100.0	
Missing	.00	11	17.7		
	System	1	1.6		
	Total	12	19.4		
Total		62	100.0		

Educational opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	6.5	8.2	8.2
	Disagree	8	12.9	16.3	24.5
	Agree	20	32.3	40.8	65.3
	Strongly agree	17	27.4	34.7	100.0
	Total	49	79.0	100.0	
Missing	.00	12	19.4		
	System	1	1.6		
	Total	13	21.0		
Total		62	100.0		

Family education needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	8.1	9.8	9.8
	Disagree	8	12.9	15.7	25.5
	Agree	20	32.3	39.2	64.7
	Strongly agree	18	29.0	35.3	100.0
	Total	51	82.3	100.0	
Missing	.00	11	17.7		
Total		62	100.0		

Family healthcare information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	11.3	11.5	11.5
	Disagree	9	14.5	14.8	26.2
	Agree	19	30.6	31.1	57.4
	Strongly agree	26	41.9	42.6	100.0
	Total	61	98.4	100.0	
Missing	.00	1	1.6		
Total		62	100.0		

Physical well-being improved

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	16.1	16.1	16.1
	Disagree	15	24.2	24.2	40.3
	Agree	17	27.4	27.4	67.7
	Strongly agree	20	32.3	32.3	100.0
	Total	62	100.0	100.0	

Social life manageability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	14.5	14.5	14.5
	Disagree	19	30.6	30.6	45.2
	Agree	19	30.6	30.6	75.8
	Strongly agree	15	24.2	24.2	100.0
	Total	62	100.0	100.0	

Life control gained backed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	3	4.8	4.8	4.8
	Disagree	17	27.4	27.4	32.3
	Agree	25	40.3	40.3	72.6
	Strongly agree	17	27.4	27.4	100.0
	Total	62	100.0	100.0	

Meet responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	9.7	9.8	9.8
	Disagree	16	25.8	26.2	36.1
	Agree	20	32.3	32.8	68.9
	Strongly agree	19	30.6	31.1	100.0
	Total	61	98.4	100.0	
Missing	.00	1	1.6		
	Total	62	100.0		

Improved quality of life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	11.3	11.3	11.3
	Disagree	17	27.4	27.4	38.7
	Agree	20	32.3	32.3	71.0
	Strongly agree	18	29.0	29.0	100.0
	Total	62	100.0	100.0	

Services met expectations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	6.5	6.5	6.5
	Disagree	6	9.7	9.7	16.1
	Agree	7	11.3	11.3	27.4
	Strongly agree	15	24.2	24.2	51.6
	5.00	30	48.4	48.4	100.0
	Total	62	100.0	100.0	

Time allowed w/ case manager

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	6.5	6.5	6.5
Disagree	2	3.2	3.2	9.7
Agree	5	8.1	8.1	17.7
Strongly agree	17	27.4	27.4	45.2
5.00	34	54.8	54.8	100.0
Total	62	100.0	100.0	

Usefulness of information

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	11.3	11.3	11.3
Disagree	2	3.2	3.2	14.5
Agree	4	6.5	6.5	21.0
Strongly agree	15	24.2	24.2	45.2
5.00	34	54.8	54.8	100.0
Total	62	100.0	100.0	

Respected by case manager

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	4	6.5	6.5	6.5
Disagree	1	1.6	1.6	8.1
Agree	2	3.2	3.2	11.3
Strongly agree	15	24.2	24.2	35.5
5.00	40	64.5	64.5	100.0
Total	62	100.0	100.0	

Willingness to listen/needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	8.1	8.1	8.1
Disagee	1	1.6	1.6	9.7
Agree	2	3.2	3.2	12.9
Strongly agree	12	19.4	19.4	32.3
5.00	42	67.7	67.7	100.0
Total	62	100.0	100.0	