

# Have you called DC's 211 from a cell phone? Tell us about your experience.

A group of service providers, residents, advocates, techies, and government folk are working to improve the District's 211 system. What is the 211 system? It's a phone- and Internet-based social service referral system. Anyone can call any time to find out about health services, government programs, help for families, and much more! We are interested in how well calling 211 from cell phones works. Please take a few minutes to answer some questions; be assured your responses are confidential. The responses will help the District improve its system.

Important note: Residents should answer questions 1 to 6. Service providers/community-based organizations/nonprofits should answer questions 7 to 9. Information about where we've been and where we hope to go is here: <http://dcommunityresourceportal.wikispaces.com/>

\* Required

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1. Have you ever called 211 (also known as *Answers, Please!*) on your cell phone? \*
  - Yes (go to Question 2)
  - No (you are done with the survey unless you are also a service provider/nonprofit/community-based organization. If you are an org, please go to Question 7.)
  
2. If you answered YES to Question 1, did the call go through?
  - Yes (go to Question 3)
  - No (skip to Question 4)
  
3. If you answered YES to Question 2, did you get the information you needed? Please rate on a scale from 1 - 5.

None of the information I asked for	1	2	3	4	5	All the information I asked for
	<input type="checkbox"/>					
  
4. If you had difficulty getting information, please tell us more. If you answered Question 3 with responses 1, 2, or 3, please tell us if you 1) had technical difficulties or 2) asked for information and didn't receive it. Please be as specific as possible.

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5. What kind of cell phone did you use to call 211?
  - Basic phone -- this might have a camera or internet access but is not like an iPhone
  - Smartphone -- this is like an iPhone or Android, a device on which you can stream video and more
  - Not sure what kind of phone
  
6. Who is your cell phone carrier?
  - AT&T
  - Boost Mobile
  - Clear
  - Cricket
  - Sprint
  - T-Mobile
  - Trac-Phone
  - Verizon Wireless
  - Virgin Mobile
  - Not sure
  
7. Does your organization have its own resource directory of one or more kinds of social services and human services in the District of Columbia (or region)? Examples: list of emergency shelters with phone numbers; where to find food or housing or medical care or addiction recovery or similar services.
  - Yes (go to Question 8)
  - No
  
8. Would you be willing to email and electronic copy or send a link to the online directory to a coalition that is trying to centralize/streamline the information/access to the information? If so, please email information to Susie Cambria, [susie.cambria@gmail.com](mailto:susie.cambria@gmail.com) .
  - Yes (go to Question 9)
  - No
  - Maybe
  
9. Who in your organization can talk best about your resource directory and possible sharing?
 

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**Please fax completed survey to (202) 442-5066**