

<b>Please offer any suggestion about how 211info can better communicate with you:</b>	
	<b>Response Count</b>
	69
<i>answered question</i>	<b>69</b>
<i>skipped question</i>	<b>131</b>

<b>Response Text</b>		
1	Email newsletters are best.	Jul 1, 2010 6:24 PM
2	211info does a good job with interesting blogs and info, I like that you write about things others aren't already covering.	Jul 1, 2010 6:26 PM
3	I am satisfied with 211's communications!	Jul 1, 2010 6:28 PM
4	I like what you are doing now - just the right amount of info/contact	Jul 1, 2010 6:29 PM
5	I like to receive the news through e-mail, just like you do now.	Jul 1, 2010 6:30 PM
6	Webinars are awesome because i can multi-task and don't have to pay for travel.	Jul 1, 2010 6:30 PM
7	Current e-mail is fine.	Jul 1, 2010 6:30 PM
8	E-mails are fine.	Jul 1, 2010 6:30 PM
9	I like getting emails from you and feel updated when I do.	Jul 1, 2010 6:31 PM
10	Doing a great job with the emails!	Jul 1, 2010 6:31 PM
11	Keep doing what you are doing to get the word out. Many Seniors are not aware of this service and you could send out more flyers that we could copy to give to our clients or maybe more some cards that we could pass out with our information as well, at support groups and health fairs. Thanks	Jul 1, 2010 6:35 PM
12	Most of the information seems to be directed toward Portland OR. I would like to see at least some of your regional news to include Southwest WA. I would also like to see more information out there on what to expect when seeking services, and more information concerning self help options and more recovery information	Jul 1, 2010 6:39 PM
13	E-mails work great.	Jul 1, 2010 6:40 PM
14	Simplifying links to find pertinent resources for patients would help, listserv with link examples or search examples would be nice	Jul 1, 2010 6:40 PM
15	I hav enjoyed the information received for the 211info site - it is very helpful	Jul 1, 2010 6:45 PM
16	you do a very good job :-)	Jul 1, 2010 6:45 PM
17	E-mail is fine as long as it pertains to my profession, which it generally does.	Jul 1, 2010 6:46 PM
18	I've never been on a list serve. Is there one? I would join.	Jul 1, 2010 6:46 PM
19	Send email newsletters; send action alerts (with separate identifying subject line); send fundraising requests; make sure links in newsletters functional before sending out; offer valuable content (e.g. AIRS updates, resource research/matching strategies; upcoming trainings/webinars/opportunities; updates about organization structure and staffing; progress in implementing across Oregon (use maps, visuals, charts, etc.); describe what's left to be done for improvement in Oregon; share what's working, what's not; share new resources and/or discontinued resources with others; offer and list opportunities for volunteers, board succession, meet and greet, donations, etc.	Jul 1, 2010 6:47 PM

Response Text		
20	for me email has been good	Jul 1, 2010 6:52 PM
21	call us and get more detailed information for the website.	Jul 1, 2010 6:54 PM
22	nothing better than my regular email	Jul 1, 2010 6:55 PM
23	I enjoy the e-newsletters, maybe send out more frequent but communications that are short and informative.	Jul 1, 2010 6:55 PM
24	emails quarterly highlighting specific resources in a specific area or a link to that: ie foodsite, an organization that may assist with rent etc.	Jul 1, 2010 7:17 PM
25	Email newsletters are beneficial	Jul 1, 2010 7:20 PM
26	I would like to have changes sent by e-mail. When a social service agency closes or moves.	Jul 1, 2010 7:23 PM
27	Email	Jul 1, 2010 7:25 PM
28	i like the emails I get from 211. I don't have any other suggestions. Am grateful you are there for the community.	Jul 1, 2010 7:37 PM
29	emails are the best way to inform me	Jul 1, 2010 7:42 PM
30	Facebook works great	Jul 1, 2010 7:44 PM
31	I like the e-mails that Matt currently sends, works for me	Jul 1, 2010 7:48 PM
32	RSS and e-mail distribution list and list serves are best bet.	Jul 1, 2010 7:53 PM
33	Continue with e-mails	Jul 1, 2010 8:03 PM
34	Satisfied with the current method and delivery of communications.	Jul 1, 2010 8:05 PM
35	Have Street Roots and Mental Health Association of Portland distribute your big info on their blogs, which they already do sometimes.	Jul 1, 2010 8:06 PM
36	email is good	Jul 1, 2010 8:19 PM
37	The occasional article or blog post on how libraries and 211info can work together to serve the public would be nice.	Jul 1, 2010 8:35 PM
38	Please continue to provide business card sized 211 information- this is how information is forwarded and utilized by students. Make sure your PDF files are accurate on-line (phone number error) and can be used easily- current form doesn't print out in a readable version. When you remove a format that is used- make sure that it is for another format that is user friendly.	Jul 1, 2010 8:46 PM
39	Cannot think of any	Jul 1, 2010 9:31 PM
40	shorter surveys	Jul 1, 2010 9:57 PM
41	Emails of new resources in the community	Jul 1, 2010 10:02 PM
42	check out CAO's listserve for Multnomah county and start a information and referral event	Jul 1, 2010 10:11 PM
43	None. You do a great job with the online newsletter and email.	Jul 1, 2010 10:15 PM
44	I really like how 211info is using their various tools (blog, FB, Twitter) to reach out.	Jul 1, 2010 11:10 PM
45	doing a great job	Jul 1, 2010 11:21 PM
46	The Newlsetter is perfect for my needs.	Jul 1, 2010 11:43 PM
47	I like the emailed Newsletter!	Jul 1, 2010 11:44 PM
48	I perfer to receive an email direct.	Jul 2, 2010 12:31 AM
49	You're doing great!	Jul 2, 2010 3:05 PM
50	stay current with information and I will communicate with them; 211 in our area sometimes has outdated information	Jul 2, 2010 3:16 PM
51	Less information about what 211 staff thinks and more information about professional best practices from academic sources.	Jul 2, 2010 3:38 PM
52	Through FaceBook or my email	Jul 2, 2010 4:17 PM
53	I like the variety of topics and find it quick and easy to read.	Jul 2, 2010 5:07 PM
54	I like your current e-mail with information and articles to read.	Jul 2, 2010 6:57 PM

Response Text		
55	You're doing a good job!	Jul 2, 2010 7:58 PM
56	My personal email address	Jul 2, 2010 9:09 PM
57	Love the email newsletter when it is short descriptions with links to full articles.	Jul 2, 2010 9:16 PM
58	Email is my preference, a list serve is good.	Jul 2, 2010 11:22 PM
59	I appreciate already what you do. However, I think you need someone like me to develop a business plan for you.	Jul 3, 2010 3:49 AM
60	differentiate email look - so I know what is announcement, what wants a reply	Jul 3, 2010 11:45 AM
61	The forum is adequate.	Jul 5, 2010 3:45 PM
62	directly by email for important updates -- not just fluff that I will delete without reading.	Jul 6, 2010 5:24 PM
63	I'm not sure if I understand how it is organized, my impression is the information is more of a splat, is it the subject line or that I just don't get it? I value immensely what you do, just think that things could be formatted differently or ???	Jul 6, 2010 6:05 PM
64	Your emails are very helpful/informational.	Jul 6, 2010 6:54 PM
65	Increased use of Twitter.	Jul 6, 2010 7:48 PM
66	simple emails/no graphics	Jul 6, 2010 8:21 PM
67	emails	Jul 6, 2010 9:22 PM
68	<p>I received the notice about the training, so I don't know what else has been distributed. I am aware of the website but as a student/volunteer I am not on the front lines at this time.</p> <p>In general, I think 211info could benefit by informing a broader public that they exist. Outside of social services, I think very few people are aware of "211" by phone or computer.</p> <p>Can you get some public service announcements on the radio? Maybe you do, but I haven't heard them. Maybe your representatives could get interviewed on various radio programs or get a newspaper reporter to do a feature. They seem to favor features and personal interest stories over news lately.</p> <p>I think a few billboards around town would help greatly. Something like a worried group of people and "Where do we go for help? and then "Call 211 or go to www.211.info on your computer. That's how to find help in your area."</p> <p>thanks for asking</p>	Jul 6, 2010 10:47 PM
69	211 does an excellent job of keeping the lines of communication open and flowing. Thanks for all of the great information and hard work!	Jul 6, 2010 11:26 PM