



Get Help Florida 2016-2017

Survey Response & Analysis

A New Year

An Updated GetHelpFlorida.org!

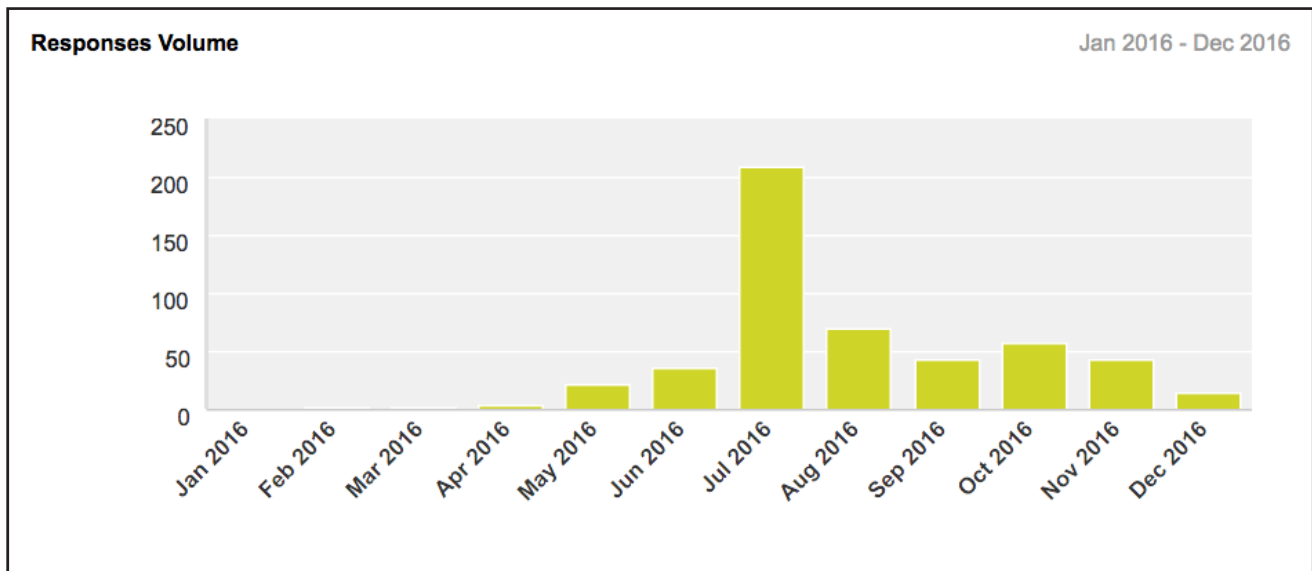
8 Key Questions

501 Total Responses

Launched 23-FEB-16



Response Summary



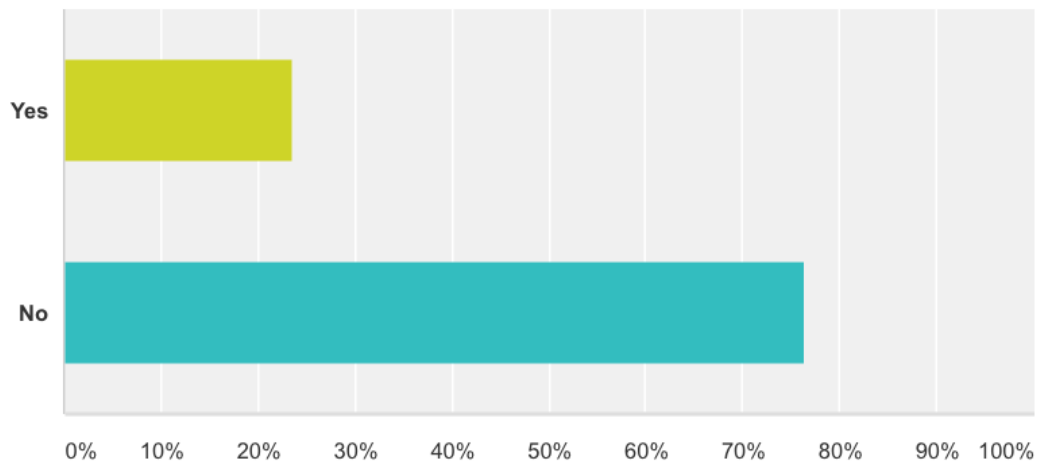
January..... 0	April 4	July 209	October..... 58
February 1	May..... 22	August 70	November 42
March 2	June 36	September 43	December 14



Key Question 1

Have you ever heard of GetHelpFlorida.org?

Answered: 499 Skipped: 2



Answer Choices	Responses
Yes	23.65% 118
No	76.35% 381
Total	499

Response Data 2015

Yes 24.49%

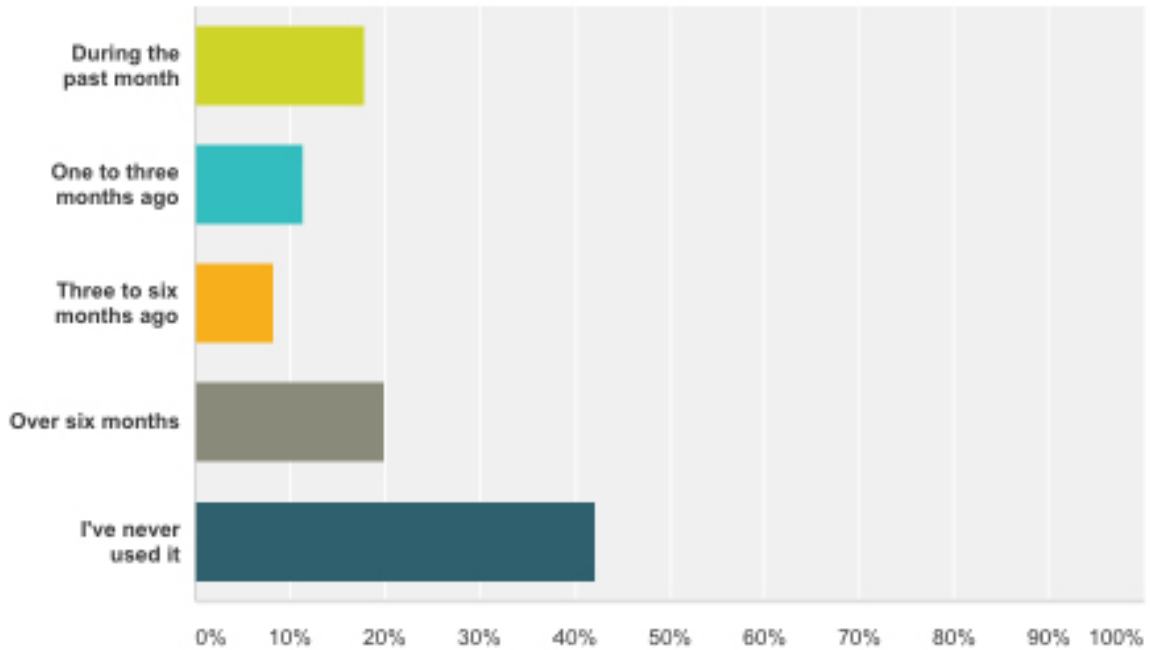
No 75.51%

Key Question 2

If previously aware...

When was the last time you utilized GetHelpFlorida.org?

Answered: 95 Skipped: 406

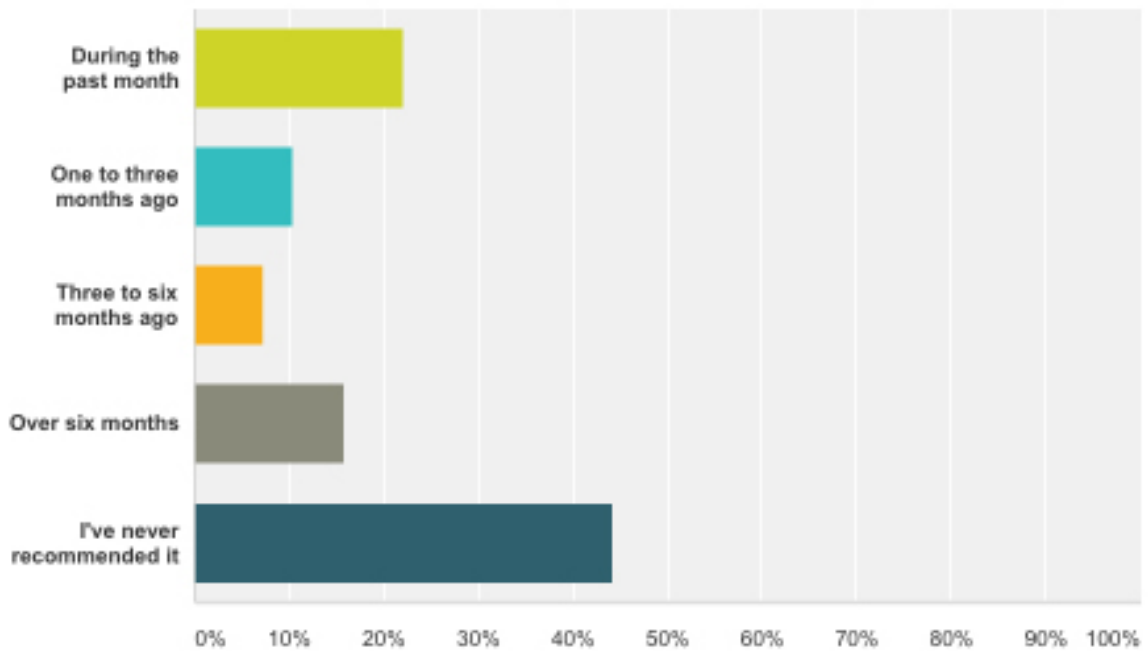


Answer Choices	Responses
During the past month	17.89% 17
One to three months ago	11.58% 11
Three to six months ago	8.42% 8
Over six months	20.00% 19
I've never used it	42.11% 40
Total	95

Key Question 3

When was the last time you recommended GetHelpFlorida.org?

Answered: 95 Skipped: 406

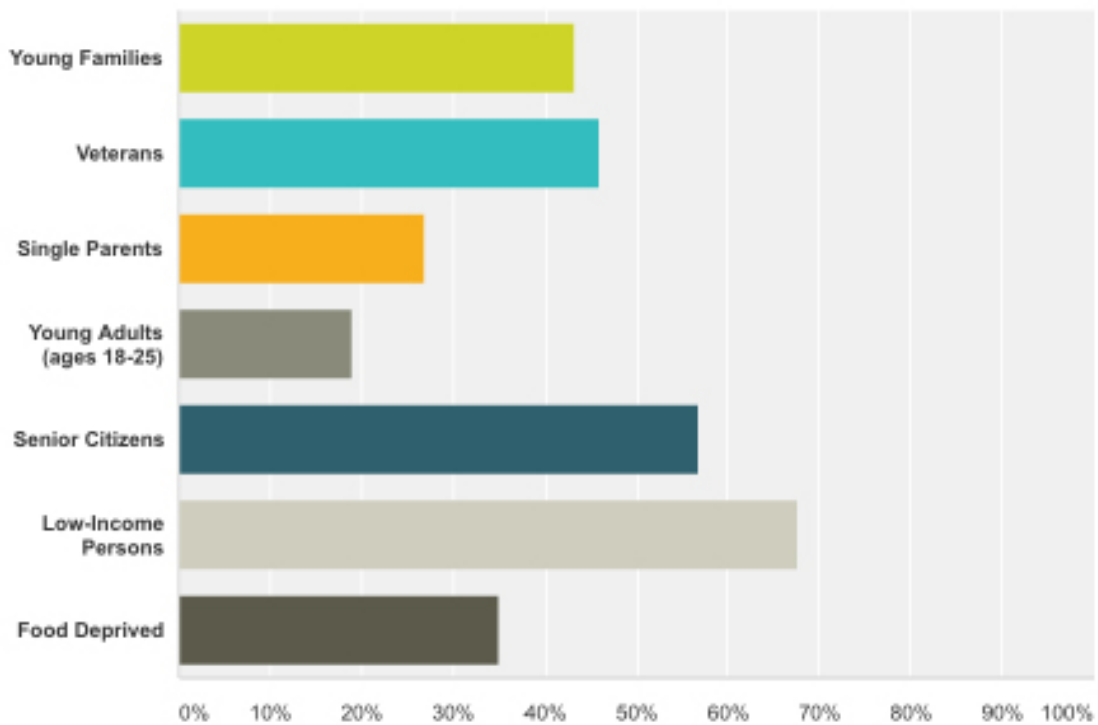


Answer Choices	Responses
During the past month	22.11% 21
One to three months ago	10.53% 10
Three to six months ago	7.37% 7
Over six months	15.79% 15
I've never recommended it	44.21% 42
Total	95

Key Question 4

Who do you believe GetHelpFlorida.org can best serve? (Please choose 2)

Answered: 37 Skipped: 464



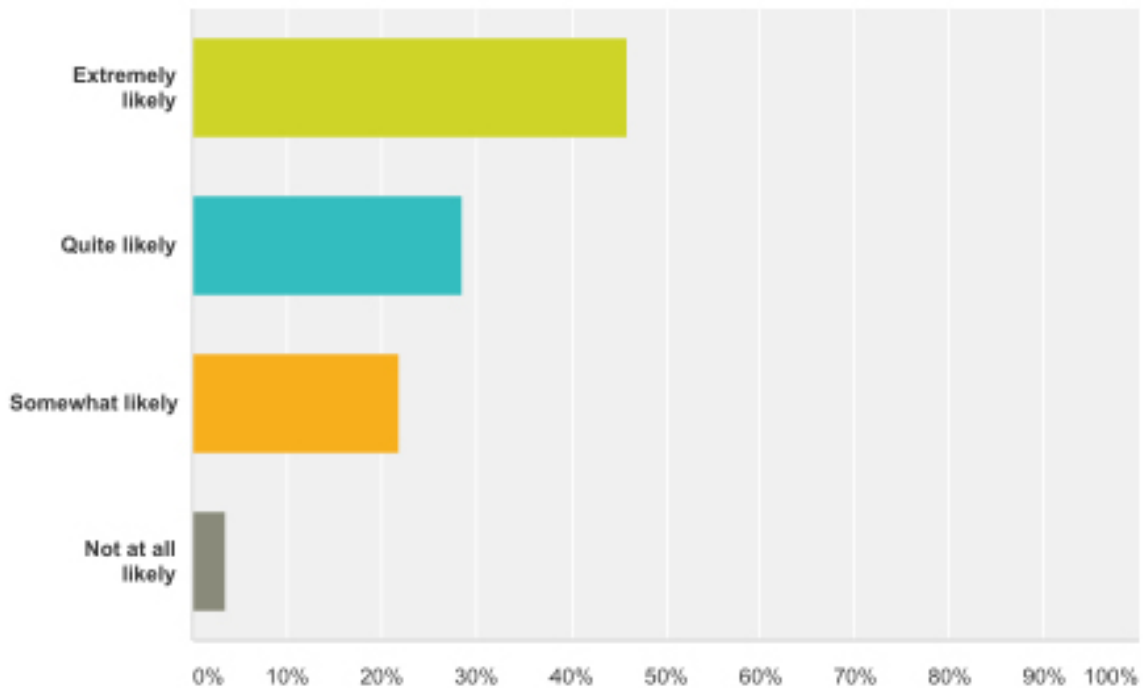
Answer Choices	Responses
Young Families	43.24% 16
Veterans	45.95% 17
Single Parents	27.03% 10
Young Adults (ages 18-25)	18.92% 7
Senior Citizens	56.76% 21
Low-Income Persons	67.57% 25
Food Deprived	35.14% 13

Total Respondents: 37

Key Question 5

How likely are you to try and/or recommend this statewide portal for yourself or those in need?

Answered: 279 Skipped: 222



Answer Choices	Responses
Extremely likely	45.88% 128
Quite likely	28.67% 80
Somewhat likely	21.86% 61
Not at all likely	3.58% 10
Total	279

[Comments \(16\)](#)



Key Question 5: Response Analysis

How likely are you to try and/or recommend this statewide portal for yourself or those in need?

12/18/2016 8:19 AM Can't find out where to go to apply for snap

11/16/2016 9:48 AM I have to see how easy it is to use.

10/20/2016 2:43 PM alcohol abuse

8/29/2016 2:52 PM The sight was of no assistance. I tried using on line chat and no one answered my question

8/14/2016 9:57 PM I am trying to find help. You keep interrupting.

7/12/2016 3:30 PM I cant see the question.

7/11/2016 10:52 AM However, I am now in an academic library, so the need is different.

7/8/2016 9:03 AM Not sure, I just found it, and they already want me to rate it. I don't know if this is legit or not yet.



7/7/2016 12:55 PM 211 is more useful or contacting local agency. Resources are common. I would like to have seen untapped resources.

7/7/2016 10:06 AM never heard of it before. but "somewhat likely" may be in order once i finish the survey and browse the site.

7/7/2016 9:14 AM United Way's 211 already directs citizens to government services and they provide references to non-profits.

7/7/2016 8:50 AM This is the first I am hearin gof this site. Soundfs great, I hope it is all it is suppose to be.

7/7/2016 8:02 AM I don't think I'll remember to use it

7/7/2016 8:02 AM I would have to really look at it first.

6/23/2016 12:31 AM Website is terrible!

6/6/2016 3:26 PM Don't know yet first time on website.



Key Question 6

Are there any Florida Directory sites similar to GetHelpFlorida.org you use or recommend regularly?

Answered: 29 Skipped: 472

Answer Choices	Responses
URL 1	100.00% 29
URL 2	31.03% 9
URL 3	6.90% 2

URL 1

- www. rightservicefl.org - 8
- www.211.org -
- www.myflorida.com - 4
- www.miamiddade.gov - 2
- www.elderaffairs.state.fl.us
- dlis.dos.state.fl.us/Library
- Cares
- I tried them all
- believe me Jewish
- Google
- none - 5

URL 2

- www.211.org - 3
- www.needhelppayingbills.com
- www.elderaffairs.state.fl.us
- www.rightservicefl.org
- www.floridamemory.com
- www.sunbiz.org
- www.floridahealthfinder.gov
- DEOA

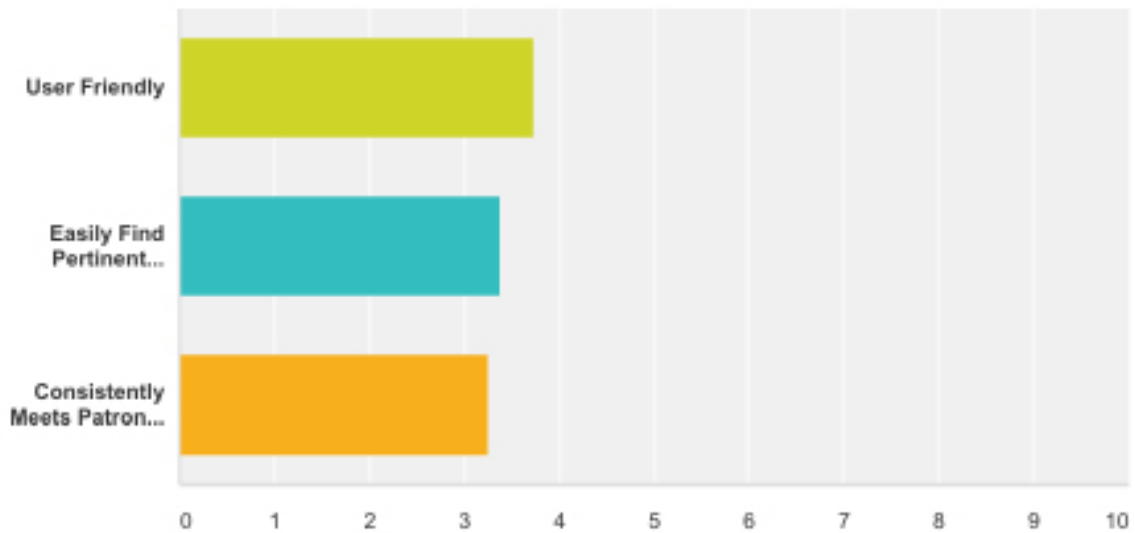
URL 2

- www.211.org
- DCF

Key Question 7

Please rate the GetHelpFlorida.org website on its overall performance:

Answered: 48 Skipped: 453



	Poor	Fair	Good	Very Good	Excellent	Total	Weighted Average
User Friendly	2.08% 1	6.25% 3	33.33% 16	33.33% 16	25.00% 12	48	3.73
Easily Find Pertinent Information	8.33% 4	12.50% 6	29.17% 14	33.33% 16	16.67% 8	48	3.38
Consistently Meets Patron Expectations	10.42% 5	12.50% 6	33.33% 16	29.17% 14	14.58% 7	48	3.25



Key Question 8

What additions/changes would you like to see for GetHelpFlorida.org?

Answered: 12 Skipped: 489

9/20/2016 3:51 PM You need to have workers who really care about the clients. I was given old,defunct information about homeless shelters. The worker did not even care enough to investigate these agencies ,to see if they wre still open. I was given cancelled phone contacts which wre not in service. I am still a homeless 62 year old woman in Melbourne.

7/30/2016 4:27 PM more job, business, and housing information

7/19/2016 3:47 PM Tax assistance after April 16 for low income people

7/14/2016 2:42 PM The site has never worked

7/8/2016 8:02 AM I don't really have any recommendations.

7/7/2016 5:08 PM More information, historical records

7/7/2016 9:39 AM - N/A

7/7/2016 9:06 AM I would not have gray letters on gray - as easy to see headlines as possible; the less clicks the better



What additions/changes would you like to see for GetHelpFlorida.org?

Continued:

7/7/2016 8:57 AM Can't think of anything at this time. The site is very helpful to many of our patrons seeking information on all sorts of diverse questions, like housing, shelters, help with food and many others. Thank you ! all is great !

6/25/2016 3:45 PM As long as it stays updated, I think it's an excellent resource.

6/13/2016 6:49 AM more available and workable links

5/17/2016 2:26 PM I was given info on shelters that had closed and given numbers that were disconnected.