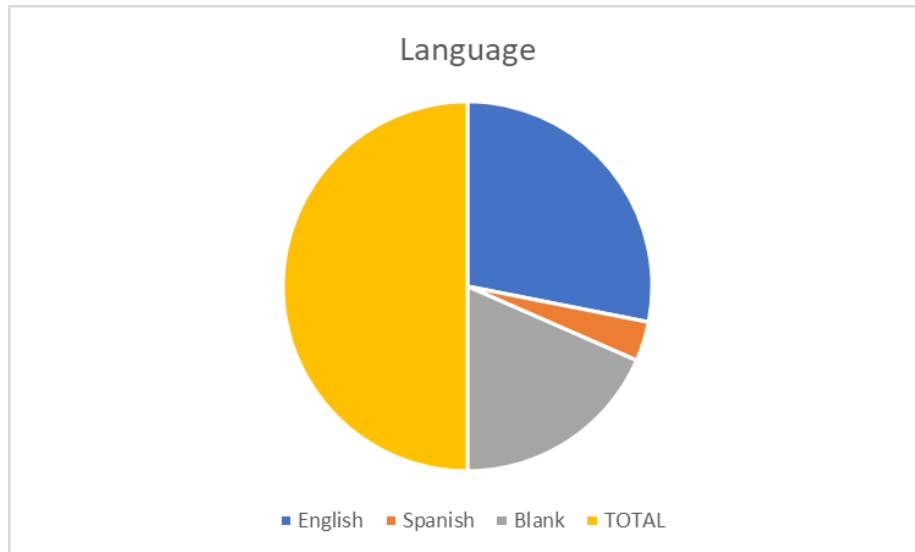


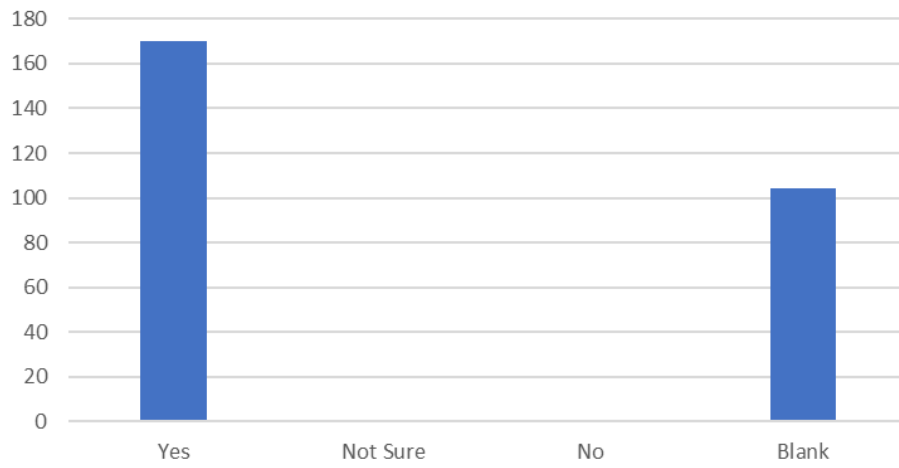
HELPLINE SURVEY

October 1, 2021 to December 30, 2021



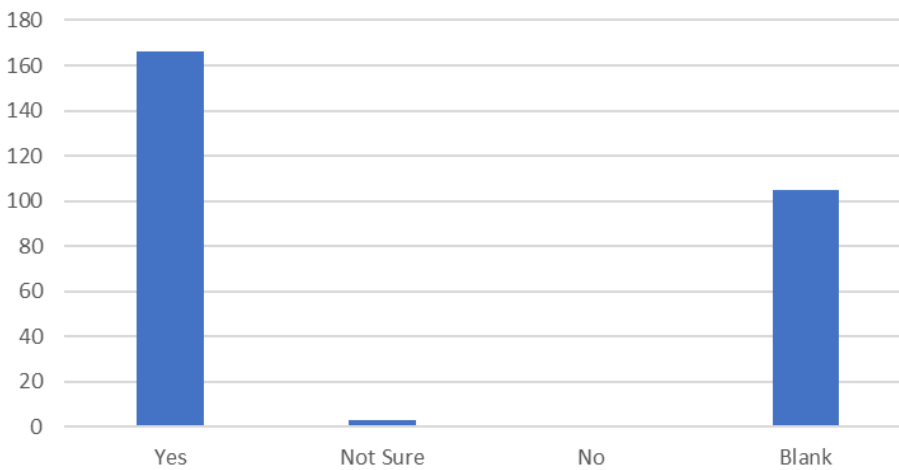
Choice	# of Respondents
English	154
Spanish	19
Blank	101
TOTAL	274

Q1: Was the Specialist you spoke with friendly and courteous?



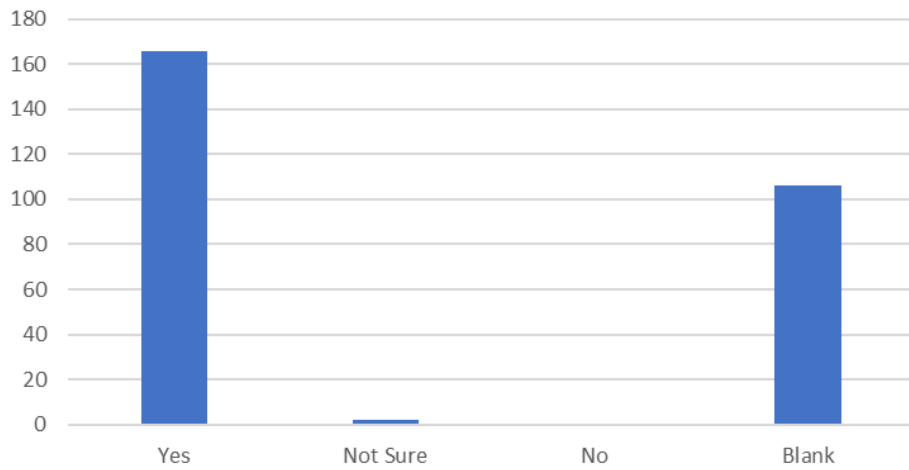
Choice	# of Respondents
Yes	170
Not Sure	0
No	0
Blank	104

Q2: Did the Specialist listen and respond to your questions?



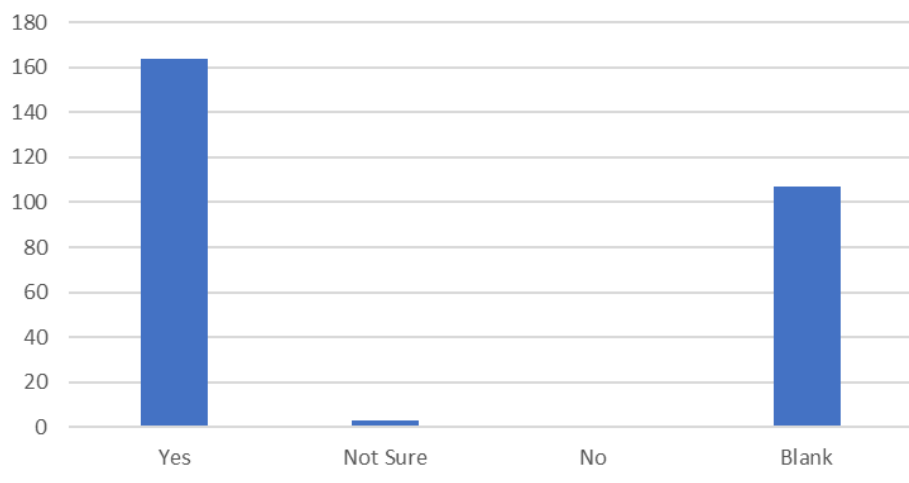
Choice	# of Respondents
Yes	166
Not Sure	3
No	0
Blank	105

Q3: Overall, were you satisfied with the way your call to the Helpline was handled?

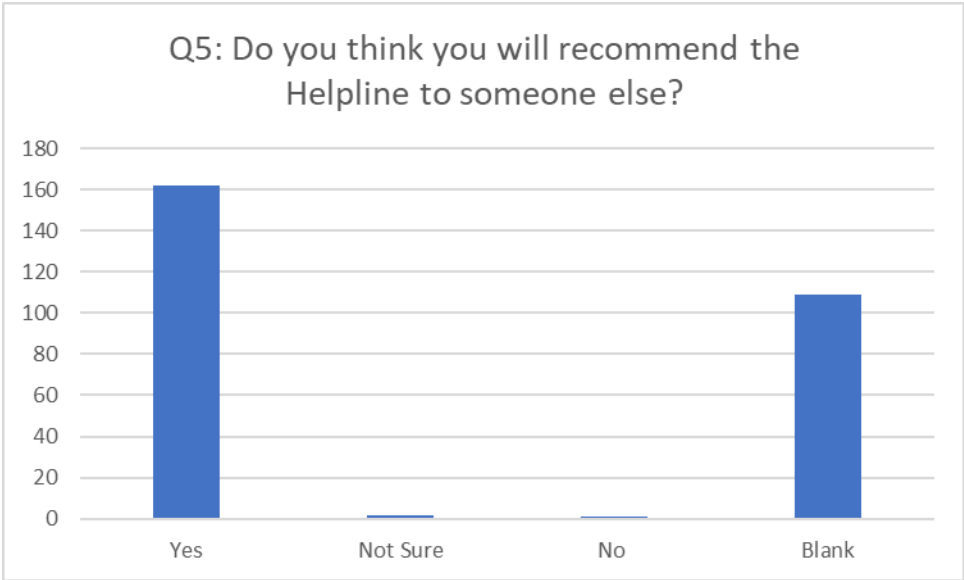


Choice	# of Respondents
Yes	166
Not Sure	2
No	0
Blank	106

Q4: Would you call the Helpline again if you had a need?



Choice	# of Respondents
Yes	164
Not Sure	3
No	0
Blank	107



Choice	# of Respondents
Yes	162
Not Sure	2
No	1
Blank	109