

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results  
April/May 2017

Age

18-59	17	(68%)
60-64	2	(8%)
65 and over	6	(24%)

Gender

Female	20	(80%)
Male	5	(20%)

How satisfied are you with the service you received from us?

Very Satisfied	24	(96%)
Satisfied	1	(4%)

How would you rate how polite the I&R specialist was during your interaction? Please use a scale of 1-5 where 1 was very impolite and 5 was very polite.

5 - very polite	25	(100%)
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How would you rate how well the I&R specialist understood your needs on a scale of 1-5 where 1 is did not understand at all and 5 is completely understood my needs.

5 - completely understood	23	(92%)
4	1	(4%)
No rating	1	(4%)

Thinking back on the referral(s) you received, were you able to get the help you needed through any of those referral(s)?

Yes	21	(84%)
No	4	(16%)

*[for those who answered no] Why weren't you able to get help? (check all that apply)*

Services I needed weren't available	2	(50%)
Didn't follow-up with referrals yet	1	(25%)
Other	2	(50%)

*[for those who answered "other"]:*

- Thought that there was some service other than 811 that could provide more comprehensive information.
- Doesn't have computer to get application, needs to have home health care person get the application for her.

Based on your experience will you call 2-1-1 in the future?

Yes 25 (100%)

#### Other Comments

- I've got health insurance now so everything is good.
- Could use more eviction help.
- Thank you for your service!
- Didn't know when I called if you'd be able to help, but was very happy with your advice. Keep getting funded and keep doing what you're doing!!
- 211 is totally vital, especially in this cellphone society, where information is available only at a cost and where long distance operators don't have the sense of community 211 has with the resultant ability to recast terms in ways that lead to successful requests for referrals.
- I am so appreciative of everyone and your agency.
- FISH needs more drivers because sometimes it just doesn't work out.
- Very happy with 211 and with Roberta, has remaining question for Roberta, call was transferred to Roberta's voicemail.
- Doesn't fault 211 for ineffectiveness of referral, very happy with specialist she spoke with, said the specialist was very funny and had a great time speaking with her.
- Keep up all your good work.
- Incredible experience. She was very reassured and validated. "Knowledge is power". Wants more information about us so she can refer others to us. Specialist was polite and genuinely understanding and empathic.
- You guys are doing a great job.
- "overwhelmed" by how wonderfully supportive service providers were. "would rate a 10 if I could!"
- Good job!
- sometimes not much advance time for call from drivers--knows it's not under our control
- Above and beyond service at Alternatives. I can't say enough about how helpful these services are, I feel well taken care of and empowered in my life. I would tell everybody about 2-1-1 in the future!