

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
October/November 2017

Age

18-59	11	(55%)
60-64	2	(10%)
65 and over	7	(35%)

Gender

Female	16	(80%)
Male	4	(20%)

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

Very Satisfied	16	(80%)
Satisfied	4	(20%)

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	20	(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	18	(95%)
4	1	(5%)

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

Yes	17	(85%)
No	3	(15%)

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

Services I needed weren't available	3	(100%)
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Based on your experience will you call 2-1-1 in the future?

Yes	20	(100%)
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Other Comments

- God bless you!
- Really appreciated our help
- Of course I'm a repeat caller.
- Excellent! She worked at 211 I and R when she was a Cornell student.
- Driver for FISH was very helpful she offered to help me in and out of her car
- Says she is going to keep calling us until she is 100.
- You guys are great.
- I think 2-1-1 is perfect.
- has had success with FISH but this particular time it was short of drivers
- I appreciate it very much.
- You are real friendly people and I enjoy talking to everyone who is there. I've called several times.
- I was very satisfied with the service. I was able to find the help I needed just yesterday my new aide gave me a ride to the Dr.
- Everybody was very helpful very attentive to mine and my family's needs