

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results  
April/May 2018

Age

18-59	29	(74%)
60-64	3	(8%)
65 and over	7	(18%)

Gender

Female	32	(82%)
Male	7	(18%)

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

Very Satisfied	31	(79%)
Satisfied	4	(10%)
Dissatisfied	1	(3%)
Very Dissatisfied	1	(3%)
No Answer	2	(5%)

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	36	(92%)
4	2	(5%)
No Answer	1	(3%)

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	32	(82%)
4	4	(10%)
3	1	(3%)
2	1	(3%)
No Answer	1	(3%)

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

Yes 33 (89%)  
No 4 (11%)

*[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%)  
Referrals weren't right 1 (25%)  
Wasn't qualified/eligible for services 1 (25%)

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

Yes 37 (100%)

### Other Comments

- Everything was fabulous
- It's so nice to have one place where you can ask anything 2-1-1 is like Google for Ithaca
- There was a mix-up but probably not from our end.
- You are terrific! Always so helpful. I recommend you to all my friends. I got wonderful help from the referrals.
- Will pursue her other needs: help for herself. Rhoda
- Very happy with 211 except for the time that someone called her at 9:57 p.m. to say there was no ride for her. Overall very satisfied.
- Only one of us 211 call specialists did not please her.
- Need the fish rides so much! Feels very lucky!! Can't ride gadabout because of the bumpy rides and living with a spine injury.
- Loves us
- Very nice person happy with personnel here but unhappy that there was no help in Cortland Co that worked for her. The Office for the Aging there had a list but no one was willing to provide the ride she needed.
- Ended up not needing the help but would have had the patient's spouse not come to the visit. Will use the advice in the future
- I love 211! I always get what I need. I tell everyone about it. I am your unofficial spokesperson!
- Loves Nicole!
- Caller hung up with me. She seemed not in a great place. She seemed happy with 211 not sure what her feelings were about her NYSOH appt.
- Thoroughly understood needs. Heard possibilities possibilities possibilities. 12 out of 10!
- 5/1 FISH ride was canceled but still asked her about FISH in general
- Roberta's almost impossible to get a hold of She did not fill out all necessary paperwork
- I think FISH is a wonderful program!
- Loves Doug Collins -- very happy to have him as her out of county driver :)
- It sounds like she may have confused the referral with the call specialist. She seemed to give good ratings for 211 but not with the referrals. I will f/u with other resources if they can be found.

- Nezha is very appreciative of the FISH service. It was hard for to convey her feelings for a specific call because she says she has a lot of ride requests. FISH is a life saver for her :)
- Very happy! Suggested that we display 211 prominently in the phone book.
- Caller still having difficulty with her roof. She said her landlords won't let code see her leaky ceiling and exposed pipes. Will c/b to get more resources for landlord disputes.
- I didn't understand the limited open enrollment period I will have to pay the penalty again.
- I have called 211 many times its always helpful. 211 is a great service.
- She was helpful