

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
October/November 2018

Age

18-59	13	(62%)
60-64	1	(5%)
65 and over	7	(33%)

Gender

Female	14	(67%)
Male	7	(33%)

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

Very Satisfied	19	(90%)
Satisfied	2	(10%)

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	21	(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	19	(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	1	(33%)
Other	2	(67%)

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

Yes	20	(100%)
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Other Comments

- Absolutely!
- last minute and complicated. Now was interested in exactly what 211 is
- Full answer to Question 5: Big time!
- Very happy with our services!
- I'd given higher ratings than 5s if I could! Thanks for all you do for me.
- I don't know what I'd do without FISH