

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
August 2019

Age

18-59	11	(58%)
60-64	2	(11%)
65 and over	6	(32%)

Gender

Female	15	(79%)
Male	4	(21%)

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

Very Satisfied	14	(74%)
Satisfied	5	(26%)

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	19	(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	16	(84%)
4	1	(5%)
3	1	(5%)
No Response	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	15	(79%)
No	4	(21%)

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

Services I needed weren't available	3	(75%)
Other	1	(25%)

[for those who answered "other"]:

- "had no transportation, sadly"
- "Could not get the information anywhere, including the Visitors Center."
- Still waiting for call back from navigator.

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

Yes 18 (95%)

No Response 1 (5%)

Other Comments

- "Liz was very patient and knowledgeable and was very helpful."
- "It was a pleasant experience."
- "Love that magnet! Keep publicizing! The public needs you!"
- "Free clinic was a good lead and they took some of the medical supplies, but it was a shame that the dialysis equipment that was new wasn't accepted anywhere and she had to throw it out."
- "Thank you for your service."
- "One of the most valuable services our community has to offer."
- "Through 211 I got access to the services I needed, I appreciate you all so much."
- "Everything went well, FISH driver was very nice. 211 is great, I don't know what I would do without you guys."
- Sometimes the Trumansburg gal can't get to her because she has so many rides. She wishes there were more drivers for Trumansburg. Although she is finding other rides to her Tburg appointments, friend and such.
- Forgot to ask the 5th question, but I am confident that she would call us. I suggested that she please let us know if she does find the map and let us know where. She goodnaturedly agreed.
- "Yes, I always call you!"
- Actually, more "in the middle" bc she hasn't heard from the navigator.