

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
May/June 2020

Age

18-59	16	(64%)
60-64	0	(0%)
65 and over	9	(36%)

Gender

Female	19	(76%)
Male	6	(24%)

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

Very Satisfied	20	(80%)
Satisfied	5	(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	24	(96%)
4	1	(4%)

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	2	(8%)

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

Yes	20	(80%)
No	3	(12%)
No Response	2	(8%)

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

Other 3

- They are still working on finding either an appropriate vehicle or way to get her tested.
- Did not receive a call back regarding ride.
- Ref. Required her to work with Social Services. Said she would never work with this agency as it makes people too dependent.

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

Yes 25 (100%)

Other Comments

- used to work for Office of Aging. Regularly ref. People then to 2-1-1 and still does. It is a great service.
- Even though she has not yet gotten her ride arranged, feels like 211 has worked extremely hard from the beginning to try to make it happen. Recognizes that it is a difficult situation for everyone.
- Said initial call with us seemed to go well, but never received call back after making call for ride request. Thinks this was number given to her by 2-1-1, but not sure. received ride from another source.
- Would use us over and over again. CALL specialist didn't not initially have answer, so took time to check with supervisor and call her back. Very impressive service.
- Very impressed with service I in general and quick response time. Happy to learn of 2-1-1 as she didn't know of our existence.
- Generally process went smoothly, felt comfortable with everybody, including cab driver who helped explain process while driving her.
- I really, really, really appreciate the services you are providing, especially during this tumultuous times!
- You provide a wonderful service.
- Was happy to find out about Blue Donation Boxes. Would be very happy to use us in the future now that she is aware of. Us.
- Totally impressed that Brett took made the effort to look up the answer and call him back
- happy with us, but not totally satisfied with variety of food delivered.
- Thought we very helpful, but did not go through with testing as she had no direct exposure.
- Person at 2-1-1 was phenomenal! I received so much help I started crying!
- Called me at home. In general feels we are doing a good job, but does feel we should make it clear when we are suggesting Social Services to people. Said she did not need any more follow-up.
- 5/19 Relative took her for food, so did not contact anybody for assistance. Ellie
- Happy with referrals, working with agencies.
- What a wonderful service. I would recommend you to anybody! Extra thanks to the sweet young man on the phone!
- Discovered store she wanted to go to was closed, but said she had been able to get some food and was ok.
- Completely satisfied, able to get all his questions answered.
- Did not completely follow-up, but contacts she used were helpful.