

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results  
Nov/Dec 2020

Age

18-59	28	(74%)
60-64	2	(5%)
65 and over	8	(21%)

Gender

Female	24	(63%)
Male	14	(37%)

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

Very Satisfied	34	(89%)
Satisfied	3	(8%)
Very Dissatisfied	1	(3%)

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 38 (100%)

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 34 (89%)  
4 4 (11%)

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

Yes 30 (79%)  
No 8 (21%)

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

On Wait List	1
Referrals Weren't Right	2
Services I Needed Weren't Available	2
Other	3

- Never heard back
- Hasn't heard back yet
- Haven't received follow-up from second dose list

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

Yes 38 (100%)

#### Other Comments

- All questions answered, able to get second dose scheduled at different location
- Carol is phenomenal, apparently spoke to someone else who wasn't the most polite but just waited until they could speak to Carol. Wait time never too long, happy that everyone is knowledgeable about resources and willing to admit if they don't know
- Said that the call specialist was very nice and provided a lot of information.
- Had called a few times previously and got people who didn't fully understand what she needed, but this time was good Said that she was referred to the internet to sign up for a vaccine appointment in a call before this one, but that she doesn't understand how to navigate the internet
- Thinks we are doing a very good job.
- Checked Kinney's and got appointment there. Concerned that he never received follow-up from the vaccine registry, said maybe getting information out about abundance of vaccine appointments locally would be helpful.
- Says that we are fantastic.
- Preferred that things would be settled electronically rather than over phone call, concerned that did not receive paper copy of appointment scheduled. Disappointed that we didn't know when the Pfizer vaccine was going to come in. Said that there was "a reasonable misunderstanding" while filling in the form which is why he gave a score of 4 rather than 5 on understanding needs.
- Would recommend to family and friends, Liz went above and beyond, was amazing
- None, he appreciated the service!
- After talked to Sabrina, called Walgreens and got second vax scheduled. Very helpful.
- None, said it was quick, fast, and very helpful
- Gave number to a friend today, very happy with her service
- Call specialist was great, caller had an odd question and was grateful for the helpful advice
- Didn't get any service, called woman, set up appointment, told to give her what was on her insurance card and never got back to you
- No problems
- had difficulty getting through, on 15 minute hold