

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
Aug/Sept 2021

Age

18-59	23	(66%)
60-64	2	(6%)
65 and over	10	(29%)

Gender

Female	27	(77%)
Male	8	(23%)

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

Very Satisfied	30	(86%)
Satisfied	4	(11%)
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	34	(97%)
4	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	34	(97%)
4	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 31 (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 1
Wasn't Qualified/Eligible for Services 1
Other 4

- Person had money, but could not find rental. She recognized that the real problem is that there is not enough housing locally, but felt it would be good to offer a more comprehensive list including trailer parks and all apartment complexes. Recently found apartment
- Did not qualify for rental assistance as she does not owe back rent. Has not yet heard back about food stamps. Called again yesterday, will call us again next week if still does not get response.
- Could not find needed pw at time. Would still like assistance.
- Waiting for landlord to upload docs for ERAP

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

Yes 34 (97%)

Other Comments

- Very thankful and appreciative of FISH
- Service was helpful
- Everything went well
- Thank you!
- Person had money, but could not find rental. She recognized that the real problem is that there is not enough housing locally, but felt it would be good to offer a more comprehensive list including trailer parks and all apartment complexes. Recently found apartment
- Caller had not actually gotten either vax or followed through on health insurance, but said he knew how from info given. Encouraged him to get vax ASAP, and reminded him about drugstores, clinics, etc. said was appreciative of services, especially because he had family who might need additional help
- Very happy with our assistance. Still working with UW as they are holding back some money due to needed repairs
- Very polite and professional. Happy with service, but wished she knew she could apply for more. Tells all of her friends to call us.
- thinks we provide good service, will continue to use us regularly
- very happy with both initial response and follow up service from Brett
- Was generally satisfied with initial response, but would have liked to have known how complicated process was earlier. Still working with Brett, knows to contact him if needing more assistance with application.
- Definitely satisfied with service 2-1-1 provided.

- Still waiting to hear back, but very satisfied with our process
- Extremely grateful for the service
- Wish there were options for his mother in law in Cortland, we can't take her to the store because we are under quarantine
- waiting for his landlord to get his documents for ERAP
- I am very satisfied, I tell all my friends about 211 and FISH. The drivers are great and helpful, empathic, comforting, supportive and encouraging which has really lifted my spirits. Thank you to the people who provide this service!
- 211 is very helpful, I call you guys all the time! I don't know what I'd do without 211
- Thank you so much for your work, I'm very grateful for FISH. It was a pleasant experience.
- Received assistance from both United Way and Robin Fund.
- Very impressed with our services. Form signing went smoothly and ride provided.
- Now has ongoing contact with some places re Affordable housing. Says this is the first place he contact if he has problems in the future.
- Would absolutely use us again in the future.
- Not satisfied with the service the auto mechanic did with money received from United Way but thinks we are totally amazing and is now recommending us to everybody.
- Very happy with our services. Had just received a call from driver for her first ride.
- Very helpful service, thank you!
- She was great and very patient, I called a few times and the staff were all helpful. 211 is fabulous!
- Answered all the questions I had. I forget often that there are services that can help, 211 is great and the staff often go the extra mile to help me.
- Doesn't really remember the call, but she got her vaccine
- I have an appointment on Friday. Brett has been a great help