

Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
May 2022

Age

18-59	12	(43%)
60-64	1	(4%)
65 and over	15	(54%)

Gender

Female	22	(79%)
Male	6	(21%)

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

Very Satisfied	24	(86%)
Satisfied	3	(11%)
No Response	1	(4%)

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	27	(96%)
No Response	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	26	(93%)
4	1	(4%)
No Response	1	(4%)

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

Yes	25	(89%)
No	3	(11%)

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

Services I Needed Weren't Available	2
Other	1

- Received some help, but did not cover all her expenses and did not qualify for CC or DSS
- ride request was for too late in day, but totally understands
- No driver for first FISH ride, understands issue, working on rescheduling

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

Yes 28 (100%)

Other Comments

- FISH is very helpful. Thank you very much!
- She really enjoyed the ride with Jane. Jane was nice and polite.
- Had a lot of difficulty with cell phone reception on CHA call. Said she can not judge any other aspect of the call because the connection made it very hard to hear. Does not remember initial 2-1-1 interaction. Got her appt and would try again if she can hear the person clearly
- The service was very good and quick, I was able to get my Covid booster appointment right away! Thank you
- 2-1-1 is awesome! Been using FISH forever
- wonderful service, extremely grateful for help during scary time!
- everything went well, really nice people
- Wonderful service, when person called back, understood needs exactly
- test kit was delivered very quickly. She was very impressed with service over-all
- Person I spoke with was very, very nice.
- wonderful service
- Very satisfied with our service in general.
- You are a really great service. It helps me out a lot.
- everybody was great, test was delivered on same day she called.