Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
May 2016

Age
18-54  16  (62%)
60 and over  10  (38%)

Gender
Female  22  (85%)
Male  4  (15%)

How satisfied are you with the service you received from us?
Very Satisfied  26  (100%)

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  26  (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  25  (96%)
Unrated  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  (96%)
No  1  (4%)

[for those who answered no] Why weren't you able to get help? (check all that apply)
Didn’t follow-up with referrals yet  1  (100%)

Based on your experience will you call 2-1-1 in the future?
Yes  25  (96%)
Unanswered  1  (4%)
Other Comments

- Definitely helpful
- What a great service! I’m new to the county and wow!
- Her comments: Was at my wits end and thought I’d call you. Glad I did!
- Very happy with all the information provided.
- Most definitely!!!!
- Thank you for your service
- Definitely will call in the future still needs to make an appointment
- She went above and beyond the things I needed she reminded me of other things that were needed for my passport. She was kind sweet and very helpful!
- Caller states 211 is her ANGLE FISH !!!!!!!!!!!!!
- Thank you for providing this service unique program.
- Laurel loves us calls regularly and offered help if we need a testimonial for funding
- She’s grateful for FISH and thanks us for the work we are doing at 211
- very happy with service
- First time caller. Very pleasant experience.
- Shares her great experience with other people. Says we are very friendly and helpful.
- Can’t improve service it’s already perfect.
- Fabulous and wonderful service!
- You guys help me out a lot!
- Completely satisfied with our service
- First time I ever used the service and was afraid it would be something I couldn’t use but it worked out great.
- was very happy with our service and with 2-1-1 Susquahanna