Tompkins/Cortland 2-1-1 Quality Assurance Feedback Survey Results
November 2015

Age
18-54  18  (69%)
55-59   2   (8%)
60 and over  5  (19%)
Unknown  1  (4%)

Gender
Female    18  (69%)
Male      7   (27%)
Unknown   1   (4%)

How satisfied are you with the service you received from us?
Satisfied  7   (27%)
Very satisfied  19  (73%)

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.
4         2   (8%)
5 - very polite    24  (92%)

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.
4         3   (12%)
5 - completely understood  22  (85%)
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 19 (73%)
No 7 (27%)

[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 (10%)
- On wait list 1 (10%)
- Services I needed weren't available 4 (40%)
- Wasn’t qualified/eligible for services 1 (10%)
- Other 3 (30%)

[for those who answered “Other”] Describe Other:
- Used a different service
- Caller was never called back from Medicaid

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

Yes 26 (100%)
Other Comments

- You should publicize yourselves more
- Good service I call 2-1-1 in Texas all the time! Would be better if there was more advertising
- Only if I need to!
- It’s good to speak with local people who are familiar with the community
- I am so thankful for 211 I dont know what I would do without it. People like me really need it. I was telling my neighbors about how great both 211 and FISH are in our community
- I had to cancel my appointment that day FISH drivers are very kind and caring
- I always call 211 whenever I need information
- Just - Thank you! Thank you for everything you do.
- They’re very helpful
- I absolutely will call again!
- It’s been very helpful and people looking for nutrition assistance that people be referred to Cooperative Extension
- I think when people call in that it’s good for FISH to realize that these appointments are pretty important to the caller.
- 211 is very very helpful my daughter can’t drive me to my appointments any more so FISH has been so helpful
- 211 representative very helpful referrals were not. She ended up purchasing with a credit card
- 211 is great and I have no problems- it is hard that FISH doesn’t have a lot of drivers
- Went above and beyond the call of duty
- Very helpful very good experience.
- Excellent service and I’ll use you again
- Thank you for your service!
- I use it for a lot of things and will keep using it.
- Nothing to add to improve your quality. You do a wonderful service!