

Information and Referral/2-1-1 Tompkins Quality Assurance Report

June - 2010

Following the initiation of 2-1-1 dialing service for Information and Referral (I&R) in Tompkins County on October 1, 2007, I&R developed its first organized quality assurance assessment process. The 7th survey was conducted in April-June 2010. We asked every I&R caller in late April/early May for permission to call them back with survey questions regarding their experience with seeking help from I&R/2-1-1.

Of 539 total callers in late April/early May, 63 gave permission for follow-up. I&R reached 47 out of 63 callers, for a 75% response rate.

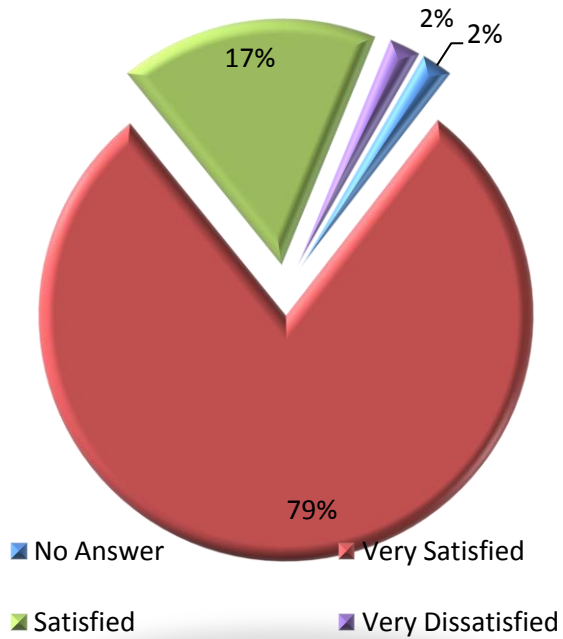
We have addressed and resolved the issues raised by responses to the QA survey indicating “very dissatisfied and unhelpful.”

Fran Spadafora Manzella, 2-1-1 Call Center Manager
Edward Swayze, Director of Information & Referral Services

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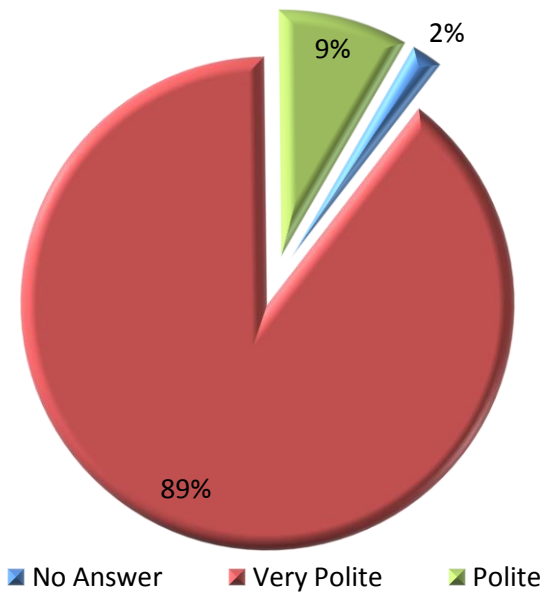
How Satisfied were you with the service you received from us?



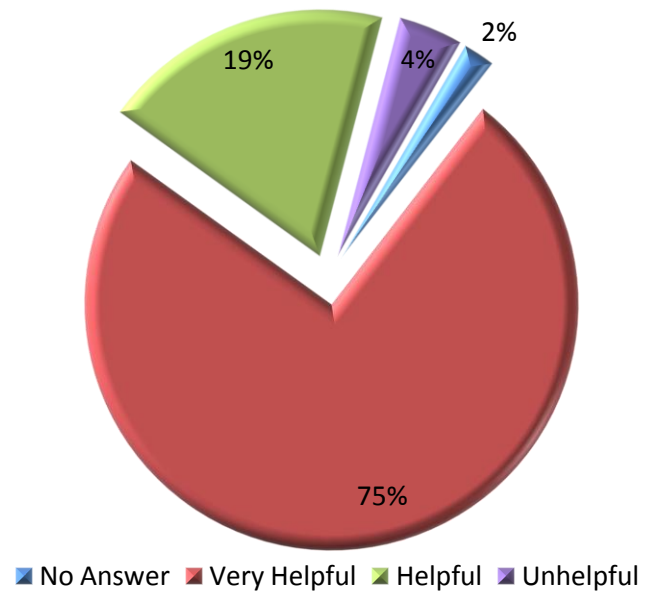
Did the Information & Referral Specialist Understand your needs?



How Polite was the Information & Referral Specialist?



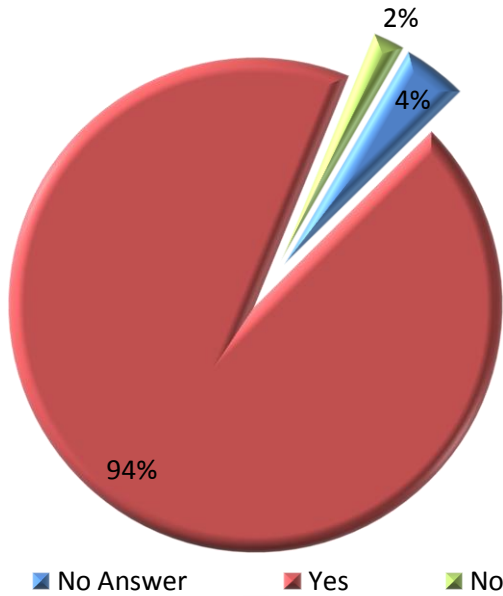
How Helpful was the Information & Referral Specialist?



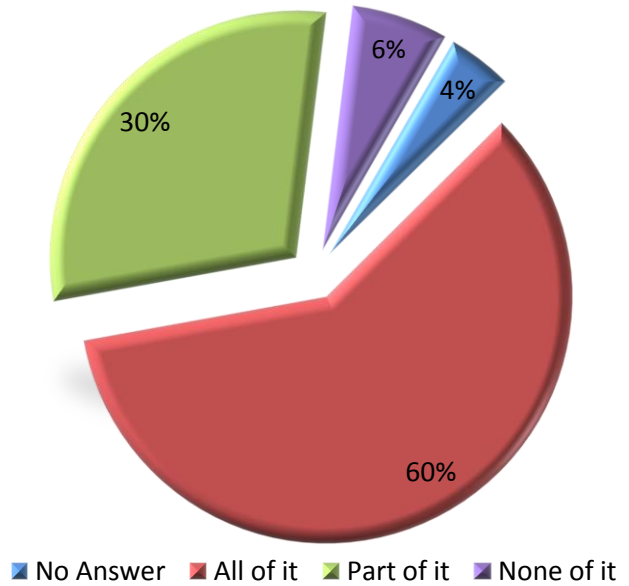
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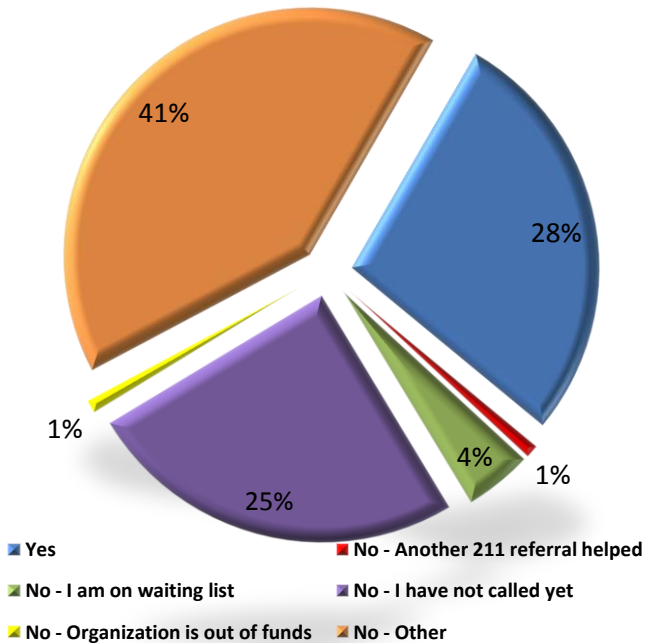
Did the Information & Referral Specialist provide Correct information?



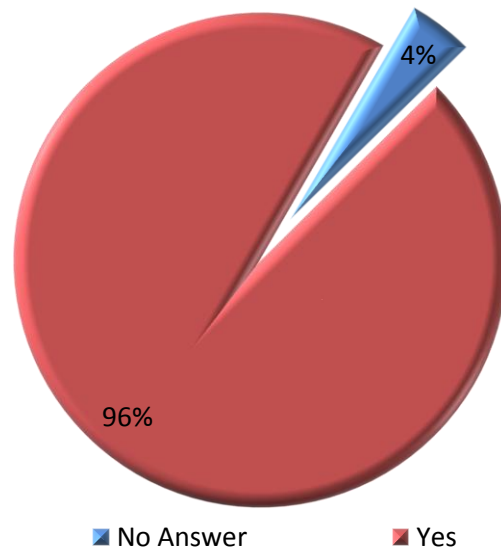
Did you use the information that was provided?



Did you receive Services from the organizations that you were referred to?



Would you use our Information & Referral services again?



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211 Quality Assurance (QA) Summary Report for: June 2010

Total Calls targetted for QA:		63		
Completed QA Calls*:		47		
Satisfaction:			Correct Information:	
No Answer	1	No Answer		2
Very Satisfied	37	Yes		44
Satisfied	8	No		1
Dissatisfied	0			
Very Dissatisfied	1			
Understanding:			Useful:	
No Answer	1	No Answer		2
Completely	41	All of it		28
Adequately	4	Part of it		14
Somewhat	1	None of it		3
Not at all	0			
Courtesy:			Service Receipt**:	
No Answer	1	No Answer		0
Very Polite	42	Yes		31
Polite	4	No - Another 211 referral helped		1
Impolite	0	No - I am on waiting list		5
Very Impolite	0	No - I am not eligible		0
		No - I have not called yet		28
		No - Organization is out of funds		1
		No - Other		46
Helpfulness:			Return Business:	
No Answer	1	No Answer		2
Very Helpful	35	Yes		45
Helpful	9	No		0
Unhelpful	2			
Very Unhelpful	0			

Report prepared 18-Jun-2010
by Mike Brutvan, 211 Tompkins IT Manager

* 2-1-1 Information and Referral Specialists were able to complete 47 out of the 63 targeted quality assurance calls. We were unable to contact the other -16 callers after several attempts.

**We now track receipt of services for each referral given to a QA caller. There were 112 total referrals made to the 47 callers whose responses were collected for this report. Comments in the 'No-Other' category for the receipt of referrals question include 'only wanted information, haven't called yet,' etc.