Tom* recently called 211 seeking assistance with his rent and water bill. The 211 Specialist he spoke with, Jackie, reflected and validated Tom’s feelings of being stressed and overwhelmed. Jackie asked a series of questions to assess the situation and then educated Tom on resources that may be able to assist.

Before hanging up, Tom asked to speak with Jackie’s supervisor. Upon being transferred to the Supervisor, Tom said that Jackie listened and was very helpful. He explained "She was awesome, stupendous, and absolutely excellent. If half of your staff is as good as her, you have an impressive organization." He also stated that speaking to her made his day!

*Names and events were changed in order to protect client privacy*