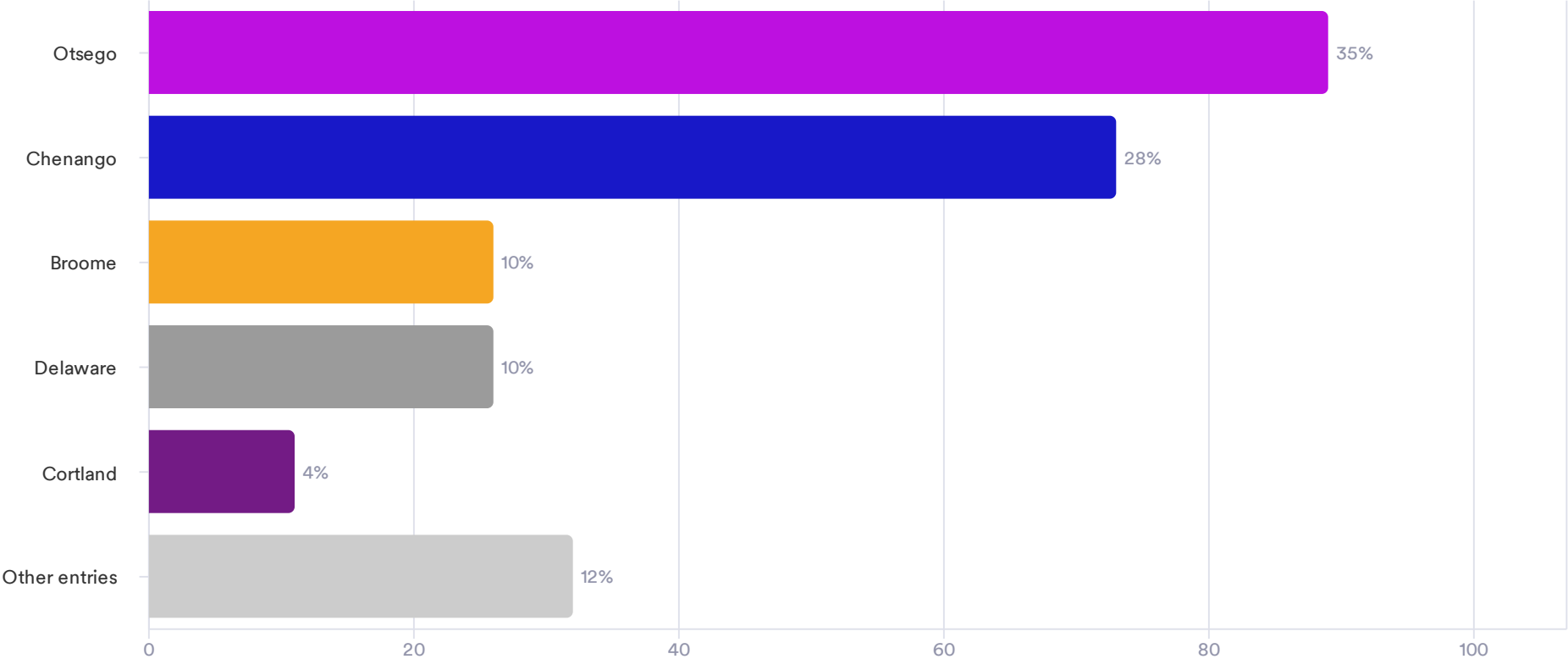


# **Southern Tier Connect Winter 2024 Satisfaction Survey**

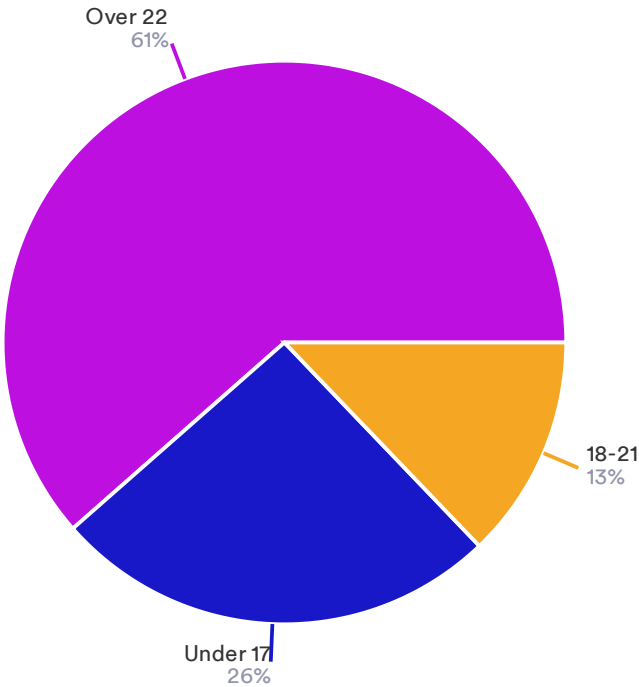
# Southern Tier Connect Winter 2024 Satisfaction Survey

In what county does the person receiving services reside?



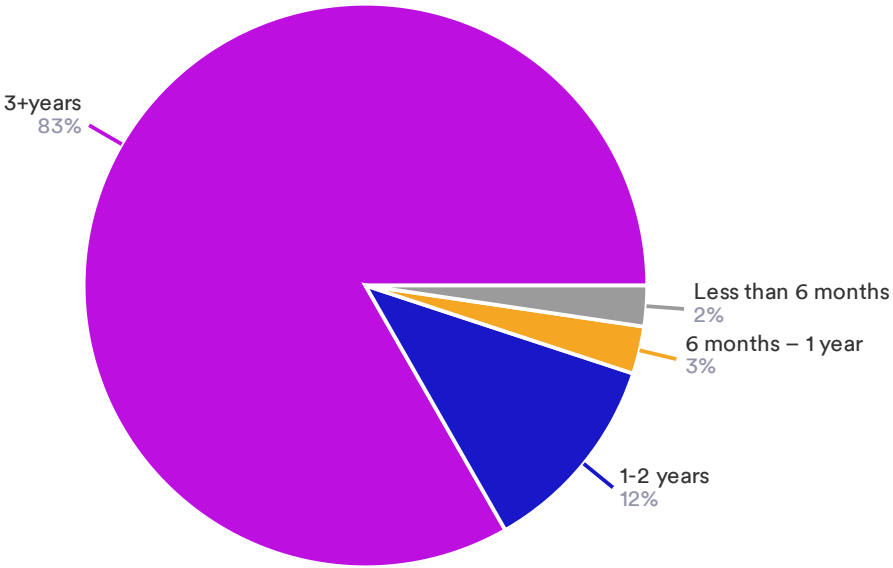
# Southern Tier Connect Winter 2024 Satisfaction Survey

What is the age of the member that receives services?



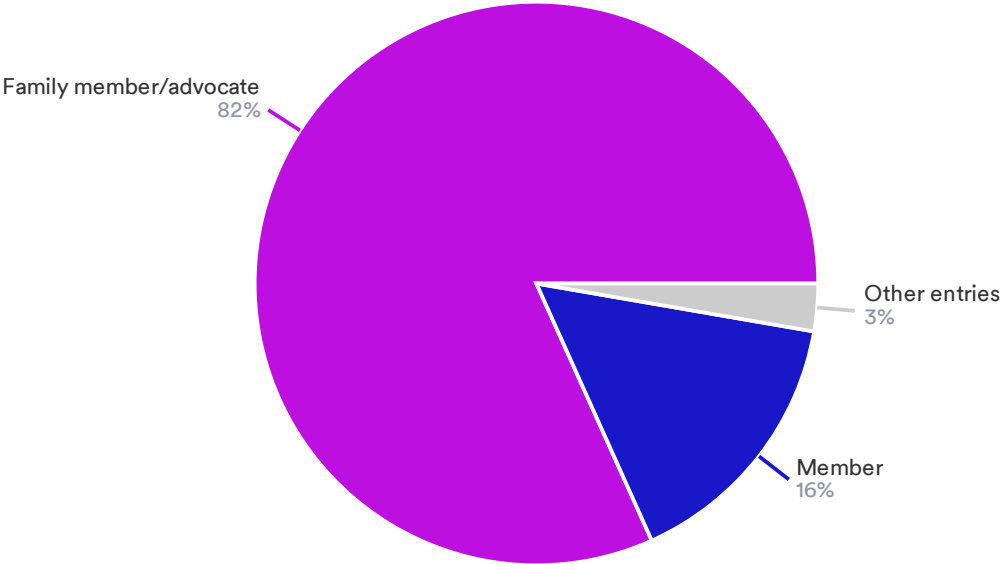
# Southern Tier Connect Winter 2024 Satisfaction Survey

How long have you, or has your loved one, received care coordination with Southern Tier Connect?



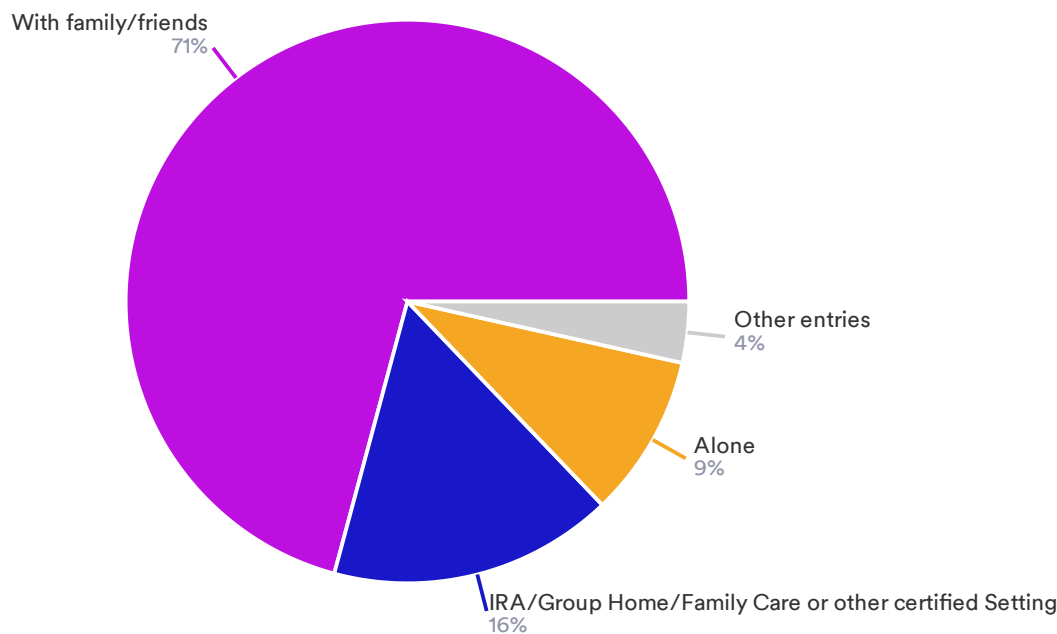
# Southern Tier Connect Winter 2024 Satisfaction Survey

Who is completing this survey?



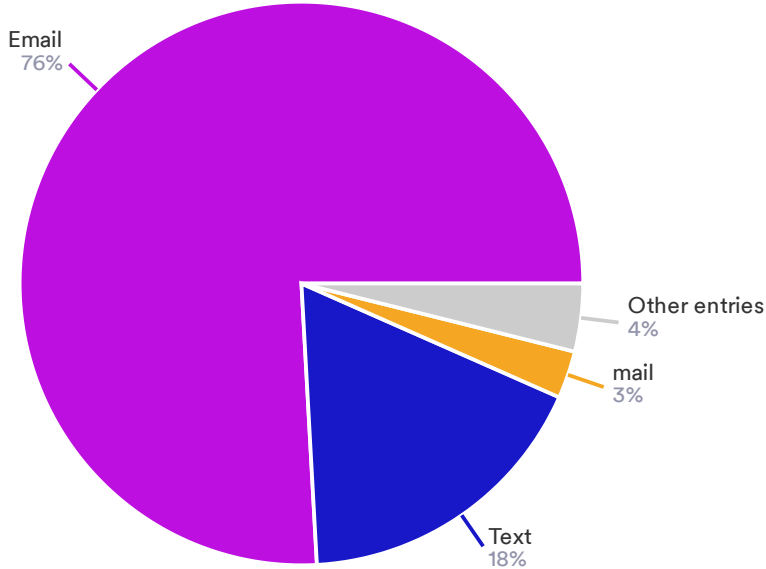
# Southern Tier Connect Winter 2024 Satisfaction Survey

Where does the person receiving services currently reside?



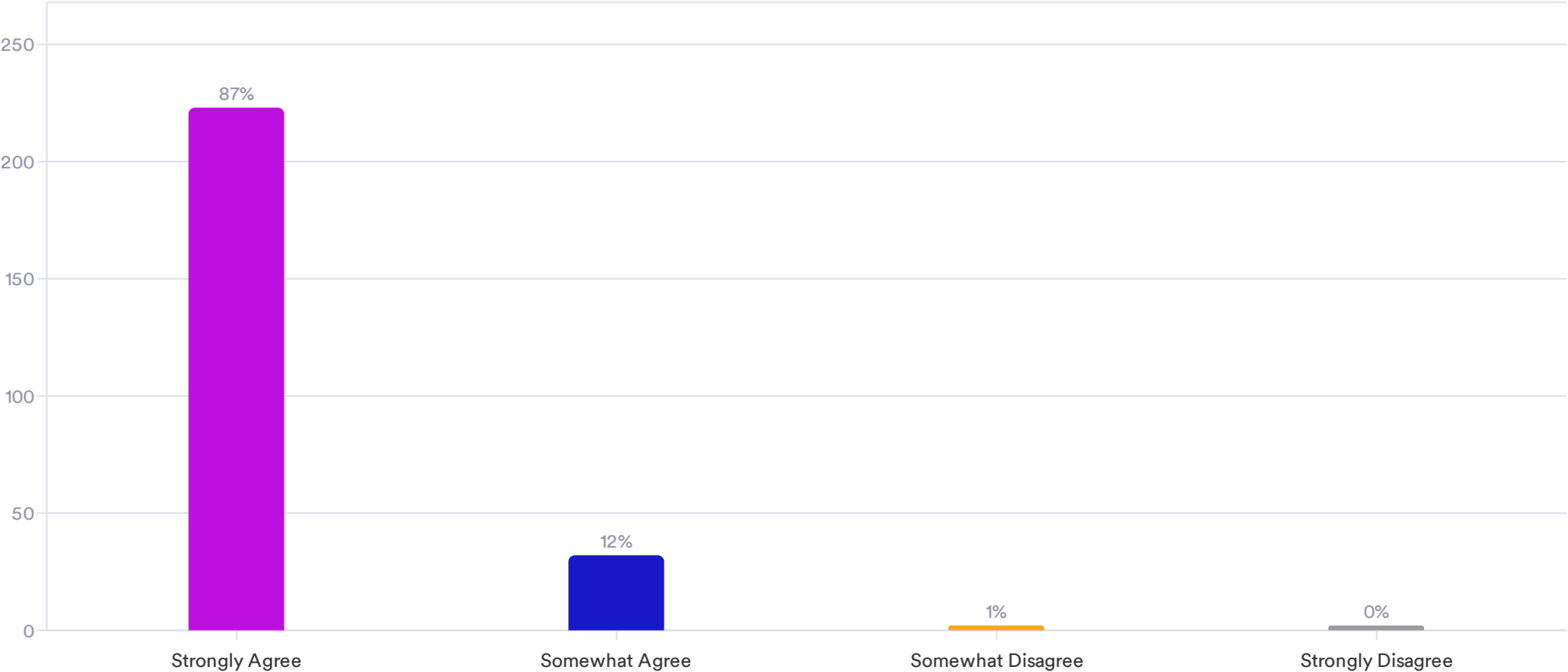
# Southern Tier Connect Winter 2024 Satisfaction Survey

How do you prefer to receive updates and information from and about STC?



# Southern Tier Connect Winter 2024 Satisfaction Survey

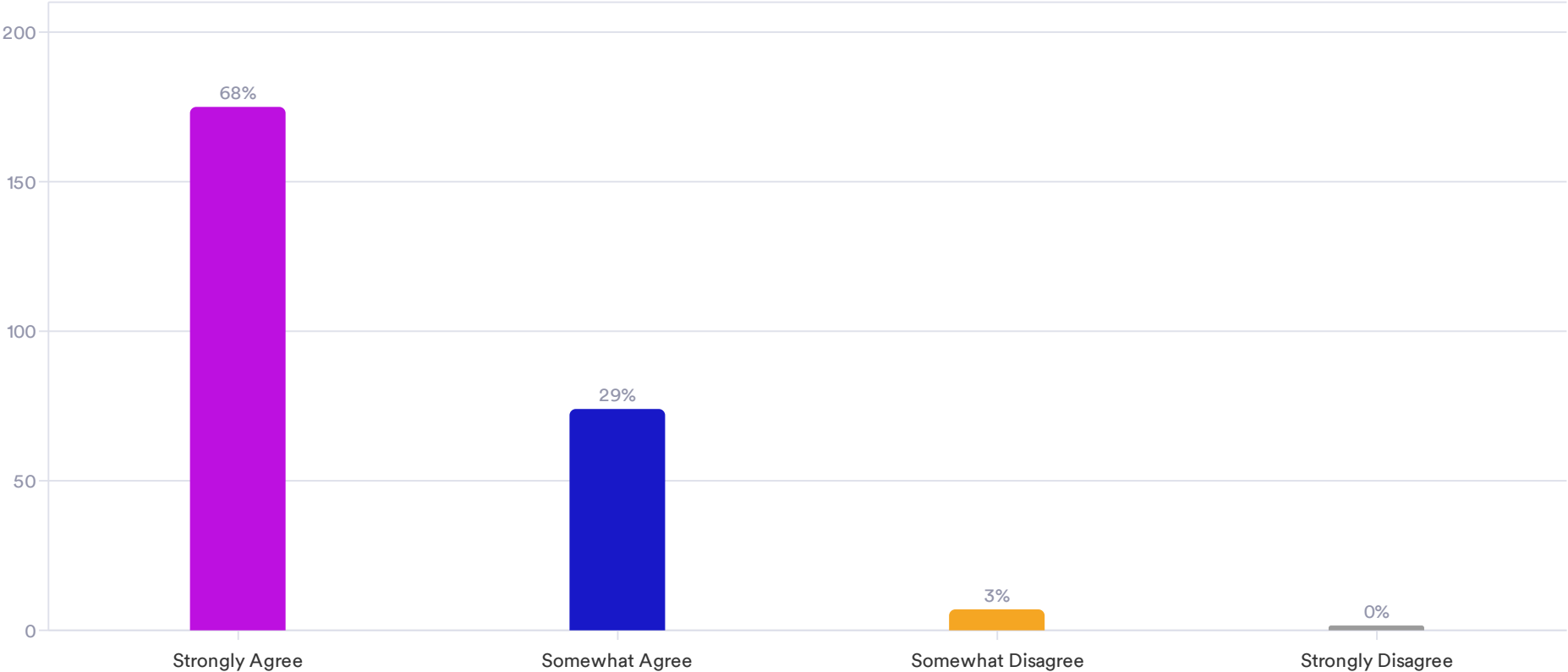
Overall, I would recommend Southern Tier Connect to family and friends.





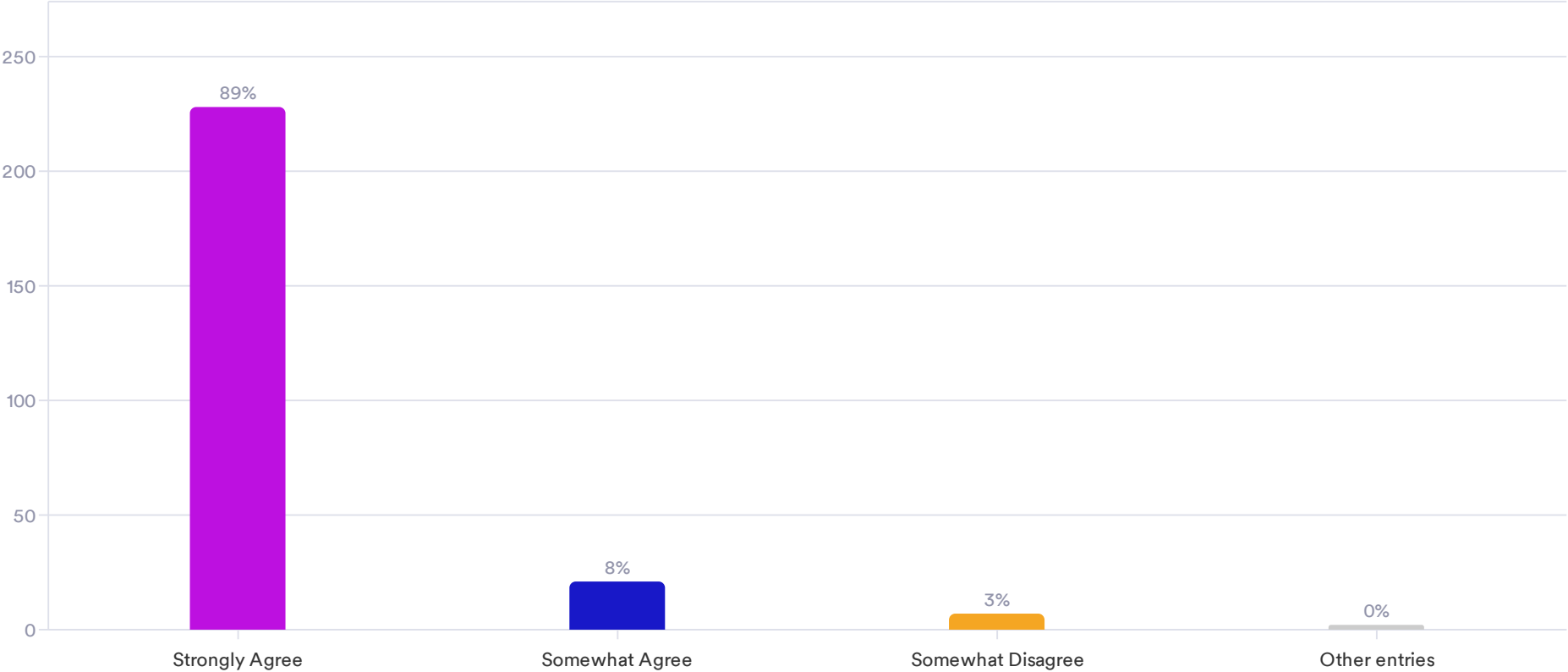
# Southern Tier Connect Winter 2024 Satisfaction Survey

Life has improved because of the care management services provided by Southern Tier Connect.



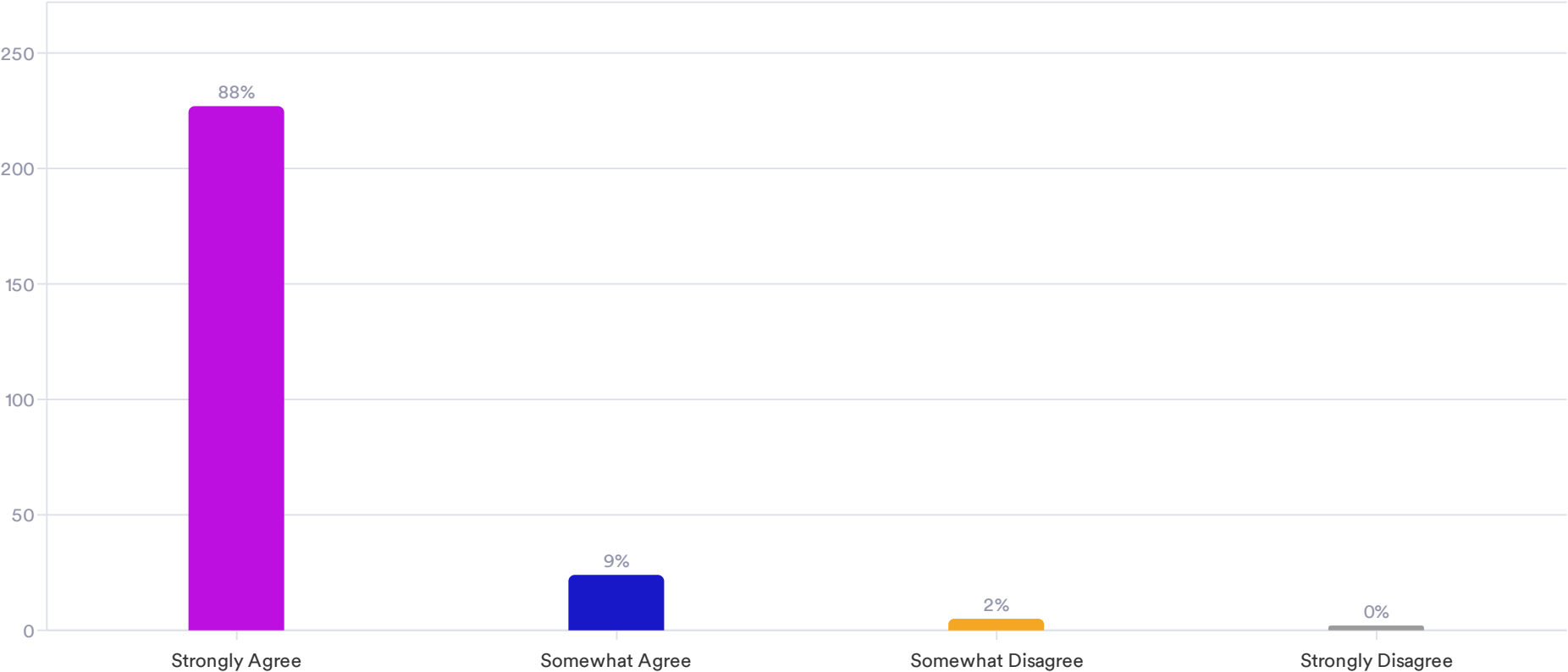
# Southern Tier Connect Winter 2024 Satisfaction Survey

My care manager supports the independence, goals, and long-term vision for the future for me or my loved one receiving services.



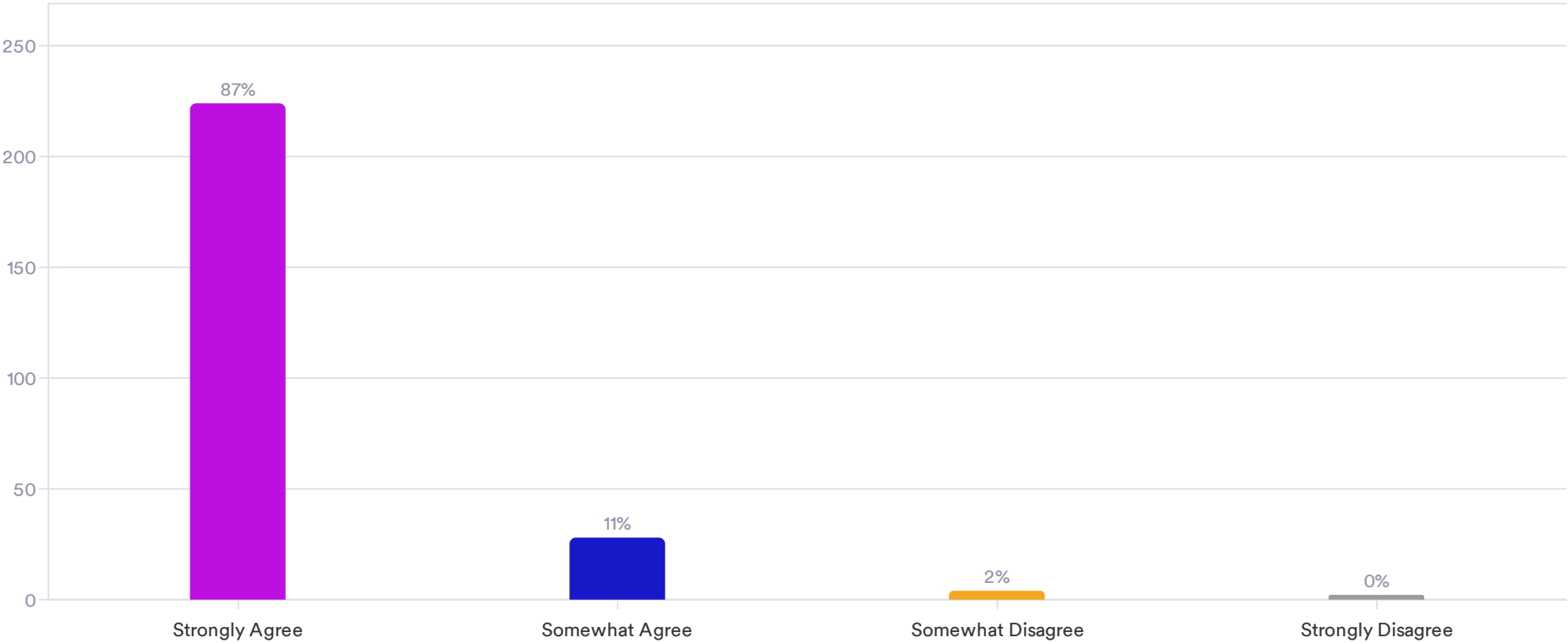
# Southern Tier Connect Winter 2024 Satisfaction Survey

My care manager makes time to evaluate and understand my needs and/or the needs of the person receiving services.



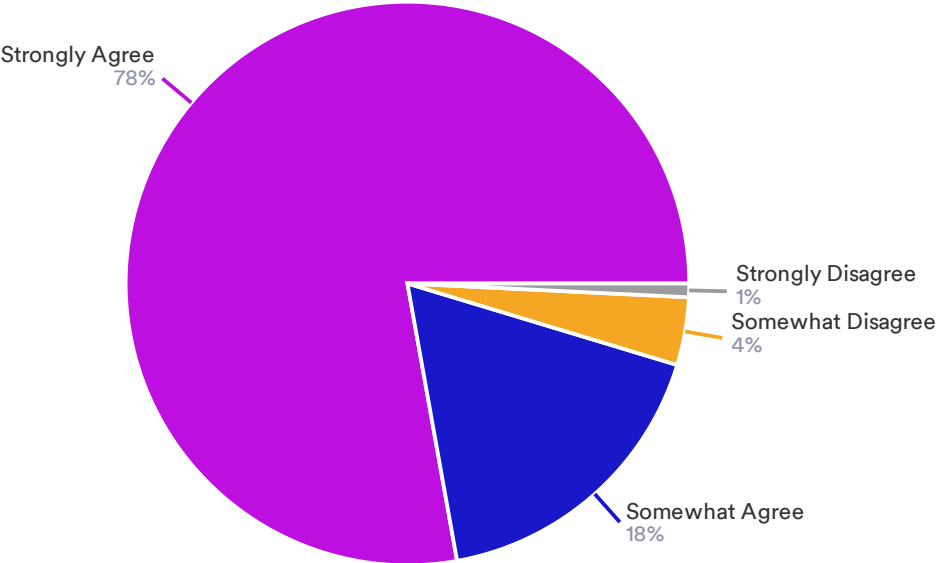
# Southern Tier Connect Winter 2024 Satisfaction Survey

My care manager has an understanding of all aspects of my (or my loved ones) care and wellbeing including physical, mental health, and cultural beliefs.



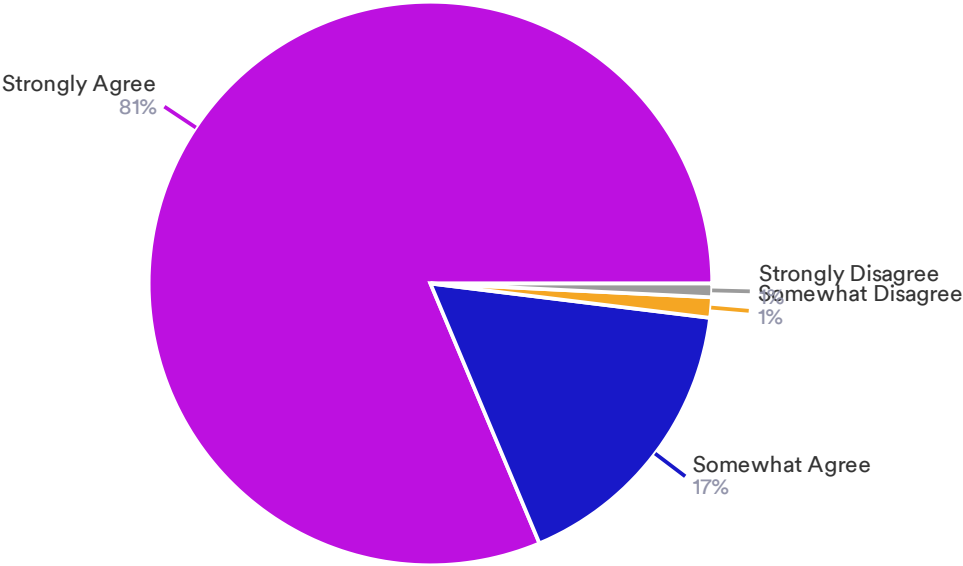
# Southern Tier Connect Winter 2024 Satisfaction Survey

My care manager assists in finding services that can help me or my loved one to be a part of and explore the local community.



# Southern Tier Connect Winter 2024 Satisfaction Survey

My care manager provides multiple options for services, and I (or my loved one) have an active say in what services are agreed upon.



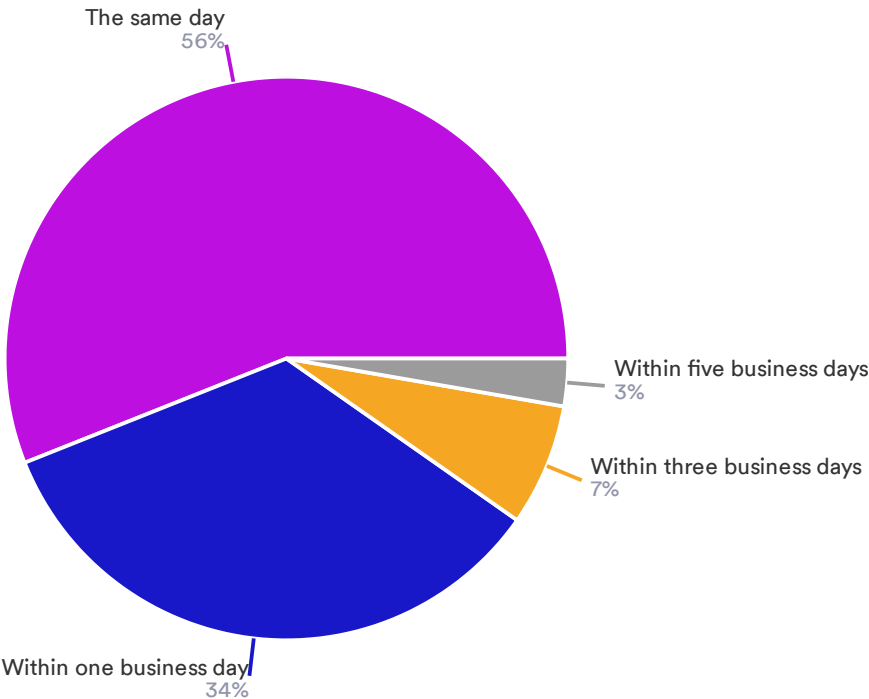
# Southern Tier Connect Winter 2024 Satisfaction Survey

How would you rate your overall satisfaction with the care coordination provided by Southern Tier Connect? (1 being Not at all Satisfied and 10 being Greatly Satisfied)



# Southern Tier Connect Winter 2024 Satisfaction Survey

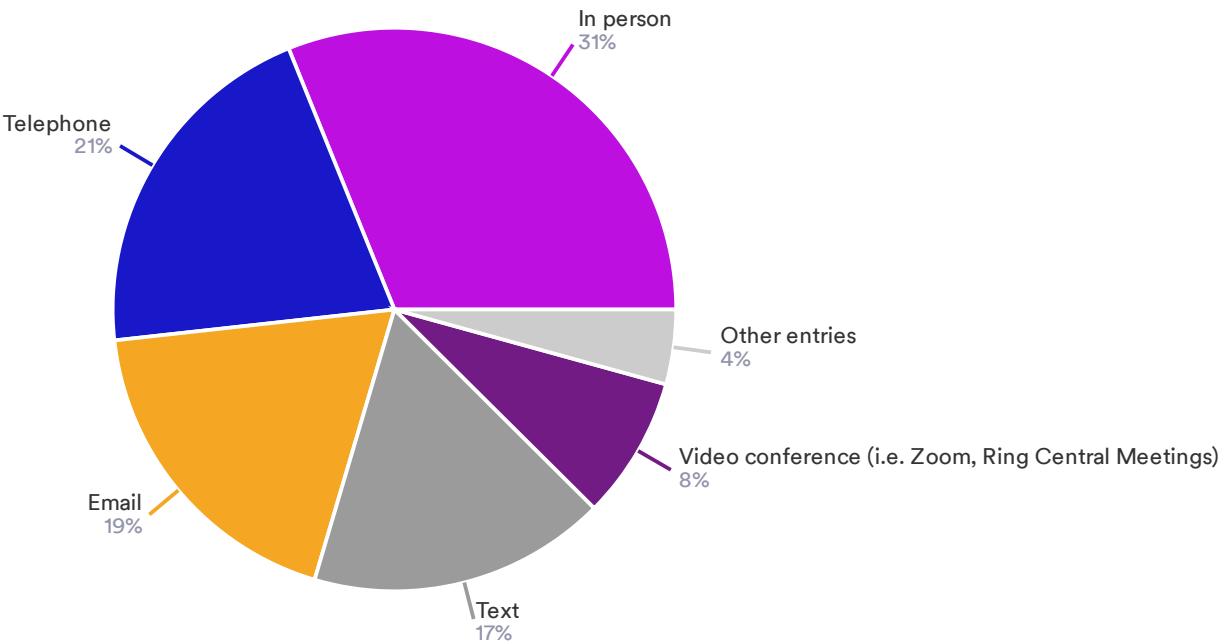
When I reach out to my care manager they respond:





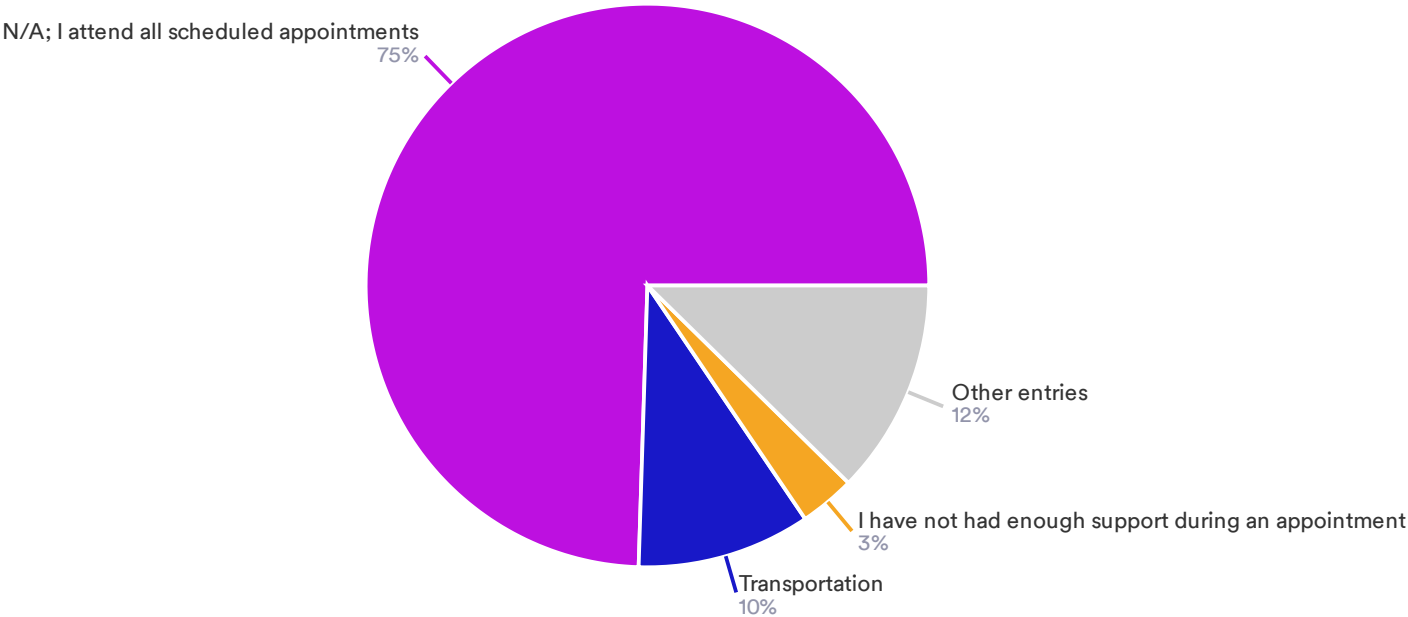
# Southern Tier Connect Winter 2024 Satisfaction Survey

Overall, how do you prefer to interact with your Care Manager?



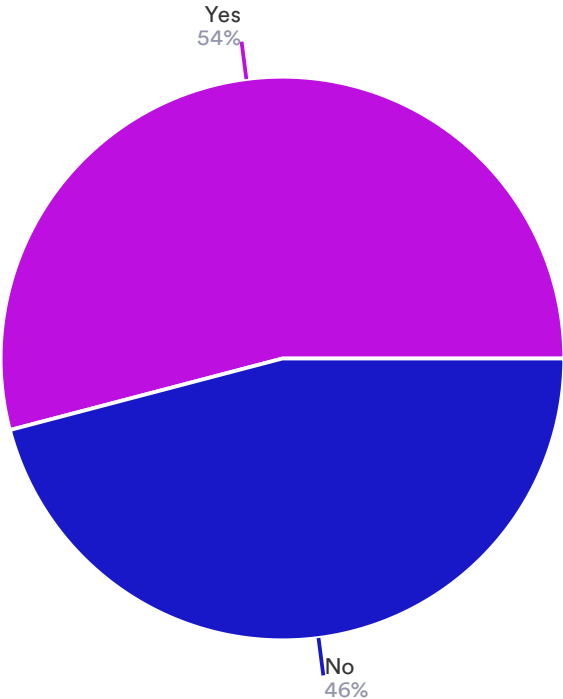
# Southern Tier Connect Winter 2024 Satisfaction Survey

Over the past year, what has been your (or your loved one's) biggest barrier in being able to attend doctors appointments?



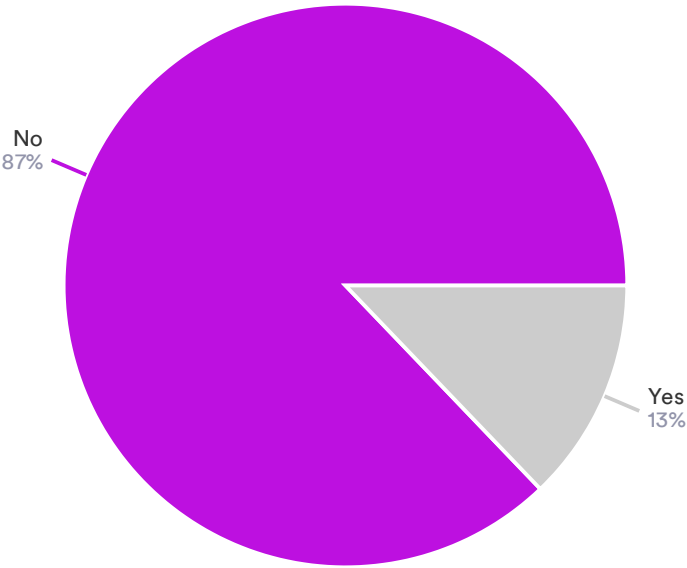
# Southern Tier Connect Winter 2024 Satisfaction Survey

Have you ever visited the Southern Tier Connect website?



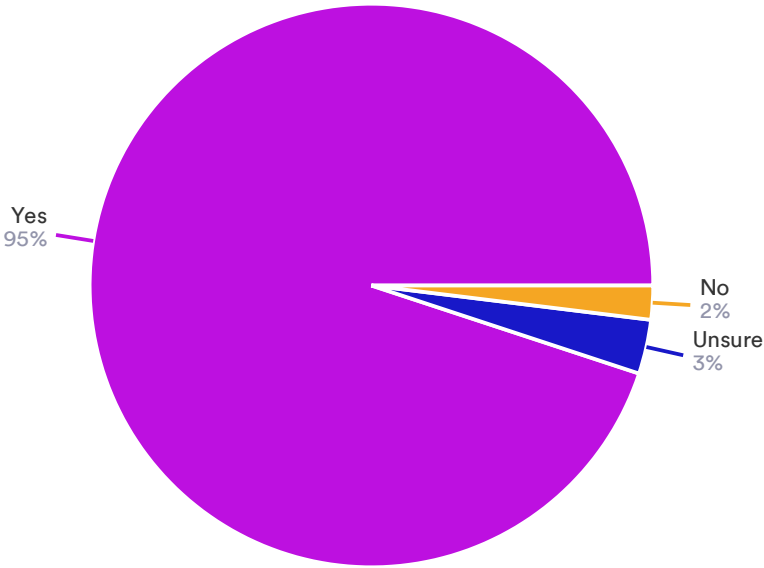
# Southern Tier Connect Winter 2024 Satisfaction Survey

Are there any unmet needs you have?



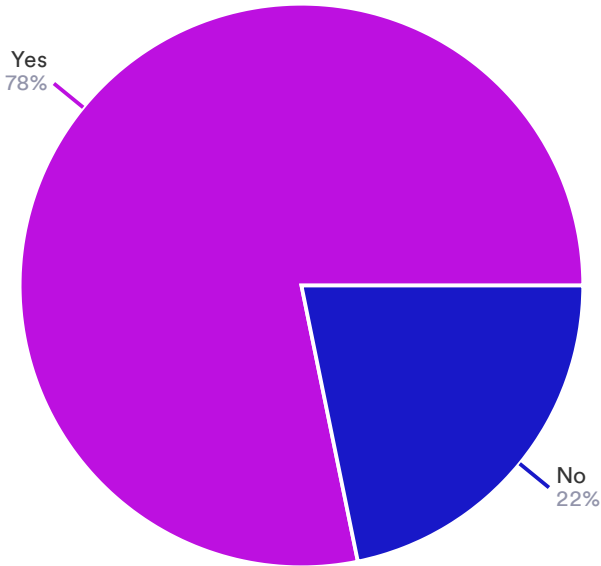
# Southern Tier Connect Winter 2024 Satisfaction Survey

Do you feel that your Care Manager talks to you about your rights?



# Southern Tier Connect Winter 2024 Satisfaction Survey

Are you aware of how to file a grievance/complaint against anyone on your team who is providing you services?



# Thank You!

Southern Tier Connect Winter 2024 Satisfaction Survey