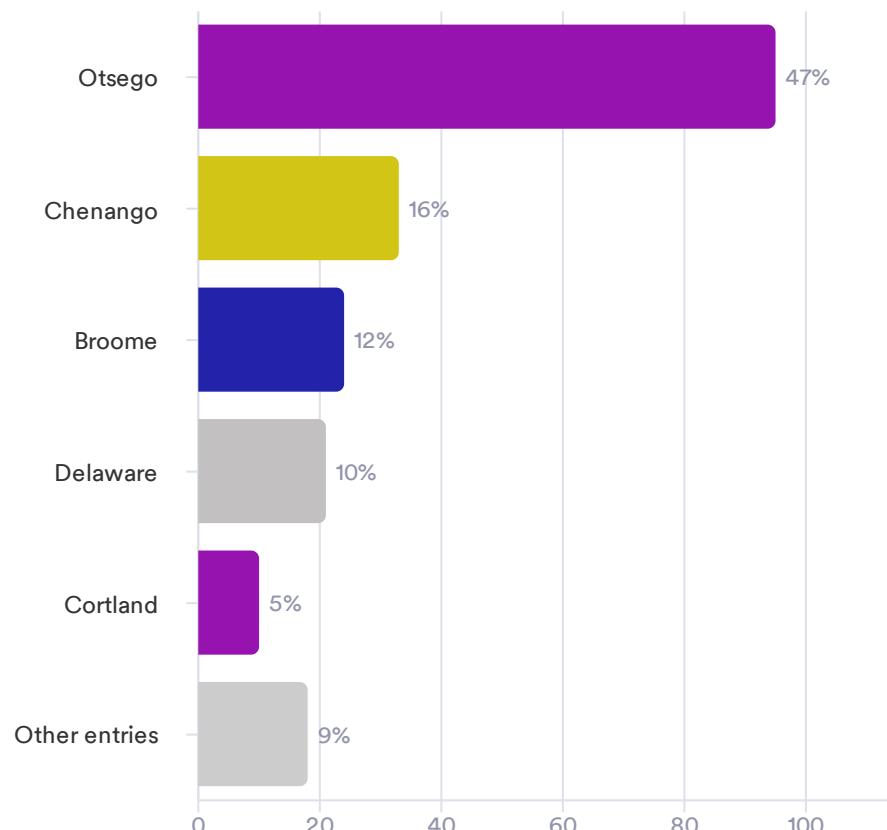


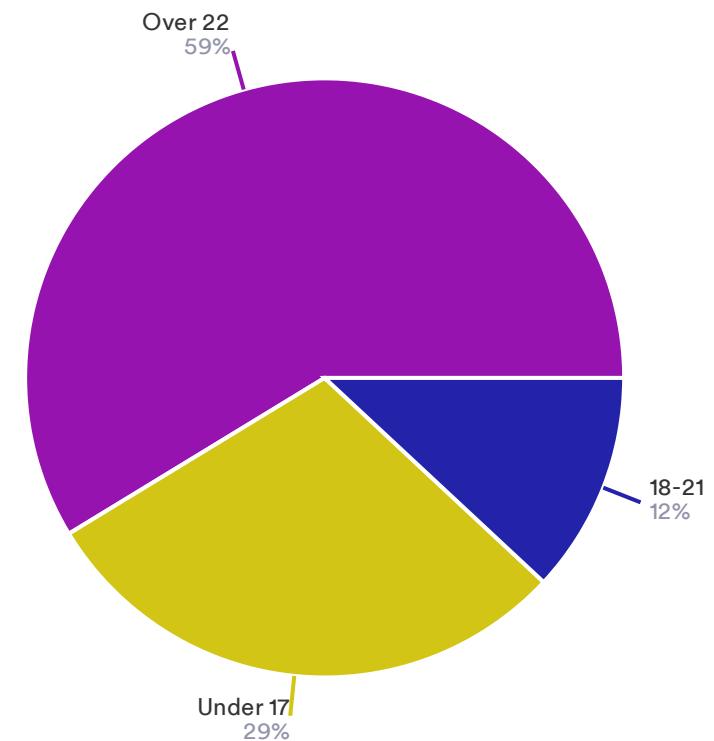
Southern Tier Connect Winter 2023 Satisfaction Survey

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In what county does the person receiving services reside?

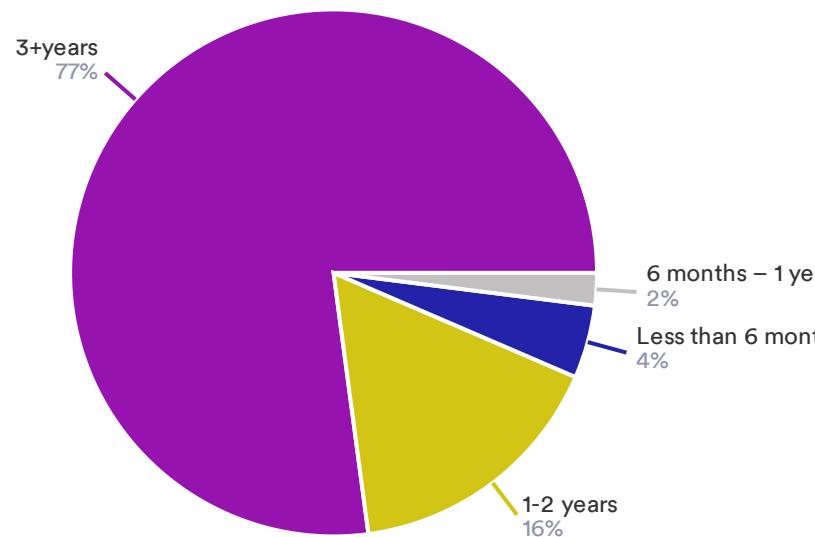


What is the age of the member that receives services?

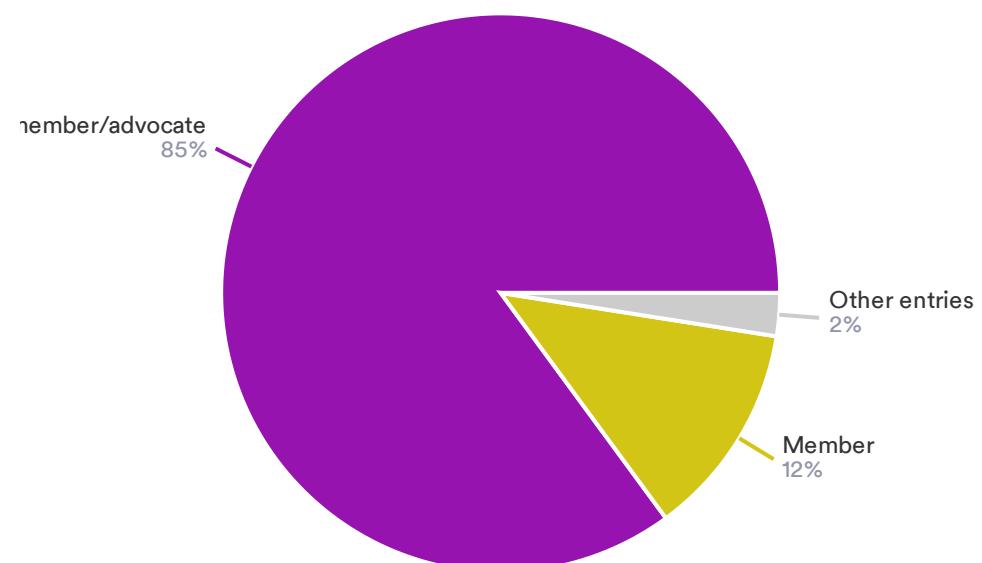


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How long have you, or has your loved one, received care coordination with Southern Tier Connect?



Who is completing this survey?

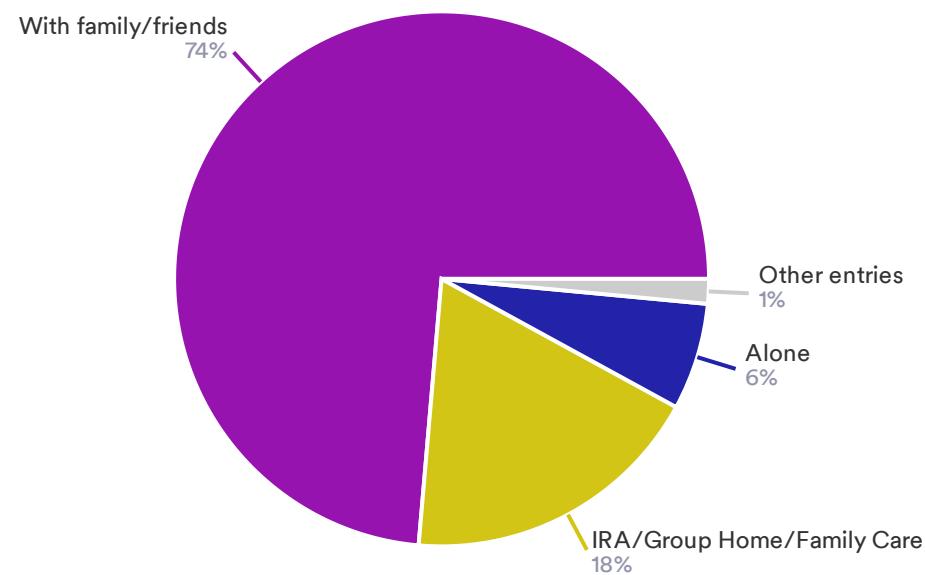


● 3+years ● 1-2 years ● Less than 6 months ● 6 months – 1 year

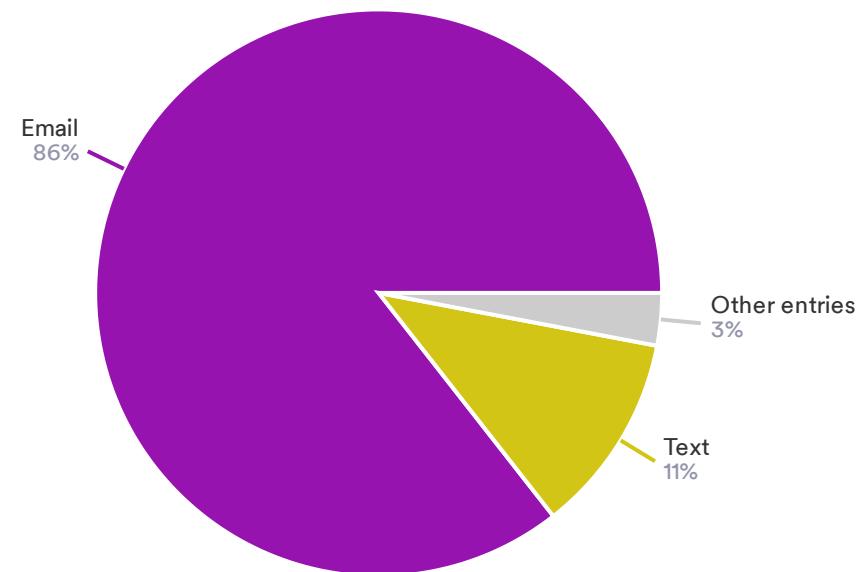
● Family member/advocate ● Member ● Other entries

Southern Tier Connect Winter 2023 Satisfaction Survey

Where does the person receiving services currently reside?



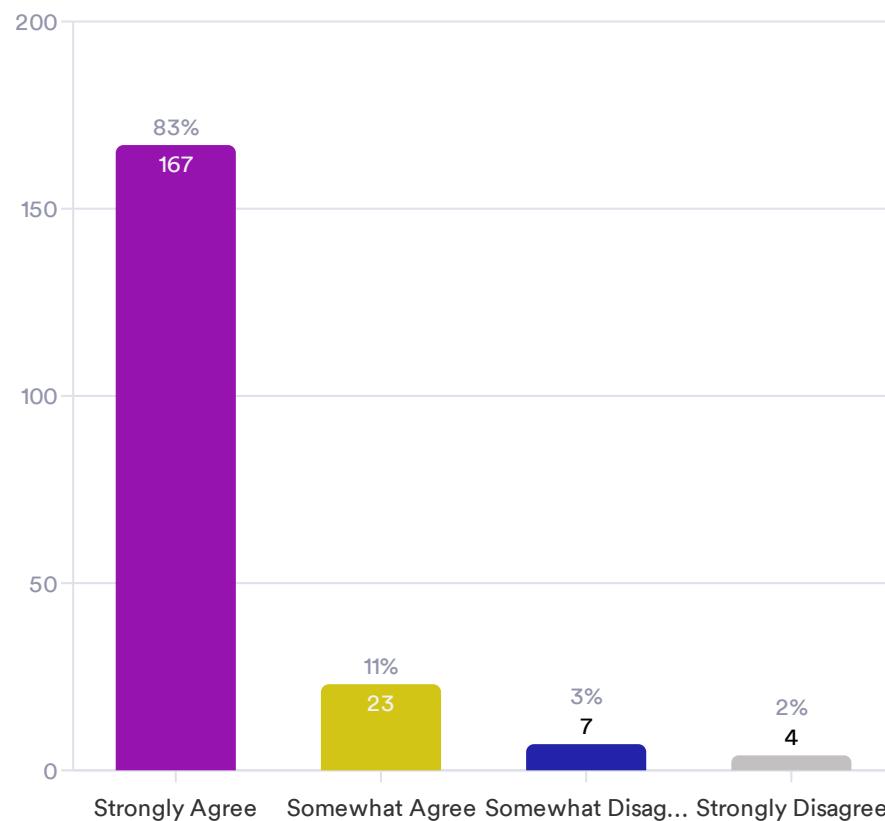
How do you prefer to receive updates and information from and about STC?



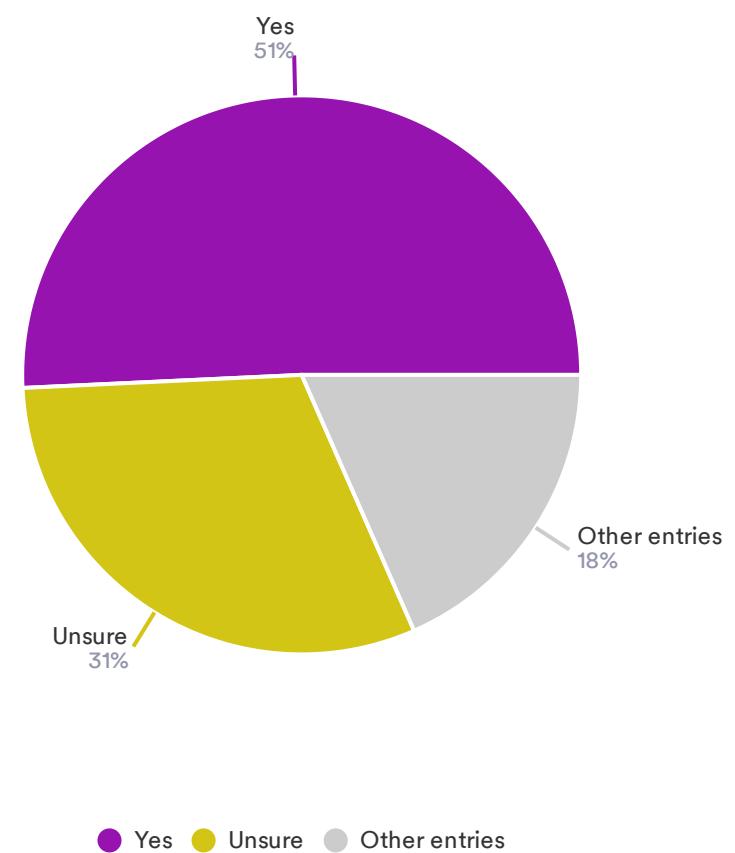
- With family/friends
- IRA/Group Home/Family Care or other certified Setting
- Alone
- Other entries

Southern Tier Connect Winter 2023 Satisfaction Survey

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

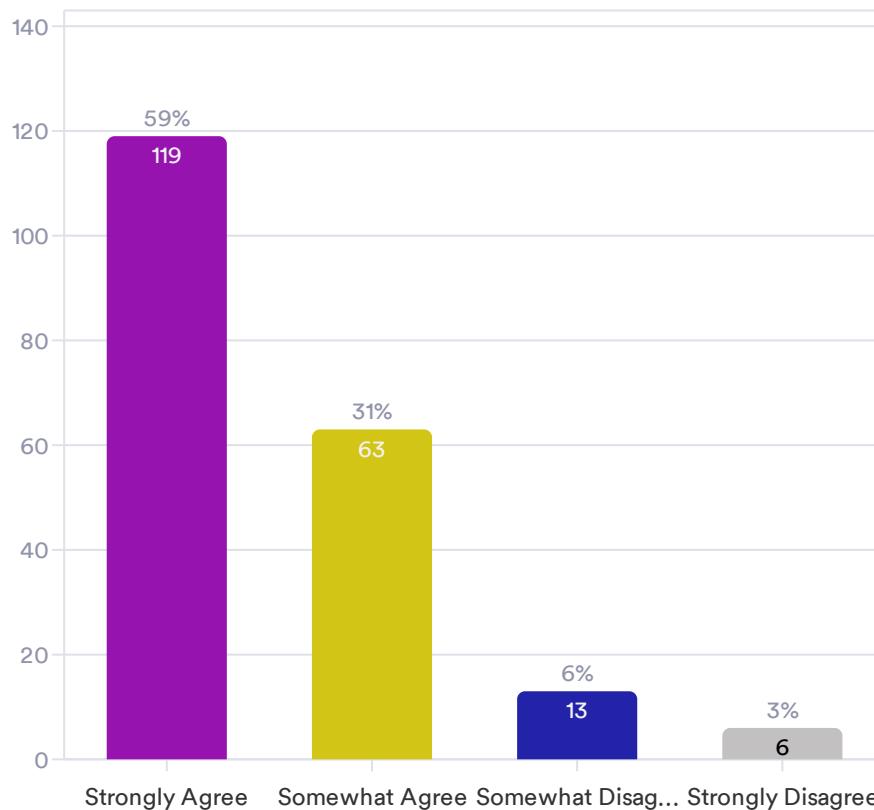


Are the right services available in your area?

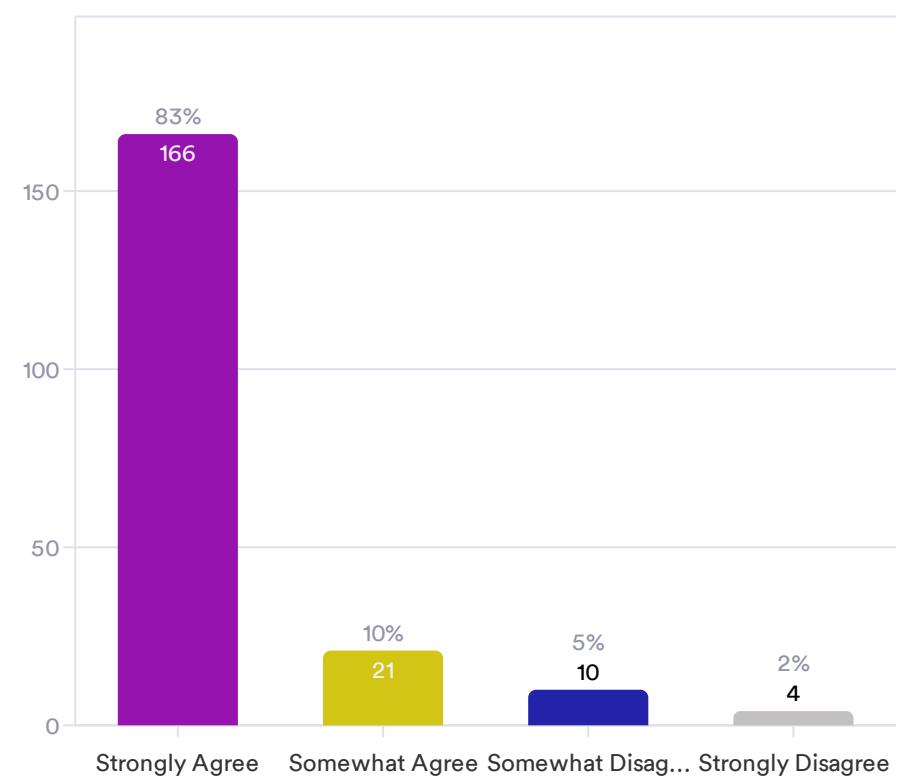


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Life has improved because of the care management services provided by Southern Tier Connect.

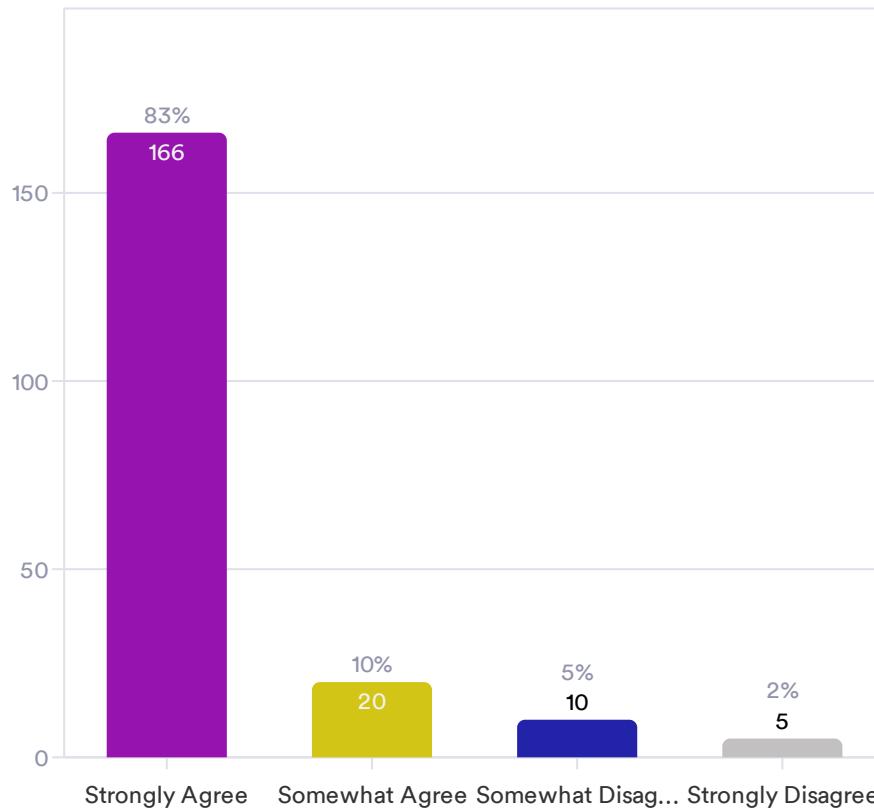


My care manager supports the independence, goals, and long-term vision for the future for me or my loved one receiving services.

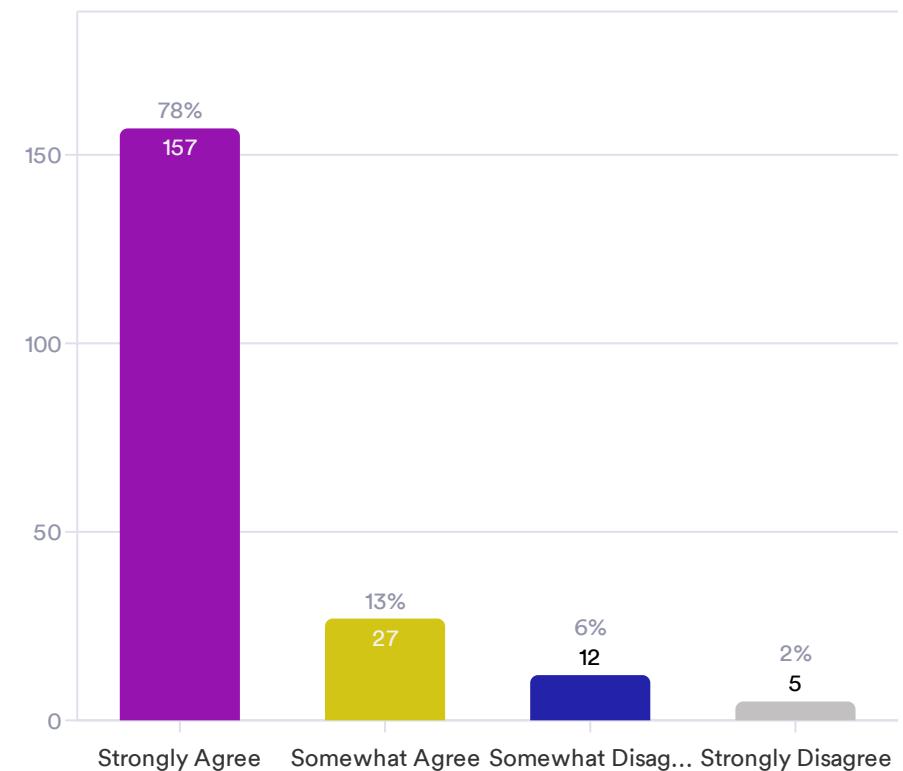


Southern Tier Connect Winter 2023 Satisfaction Survey

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

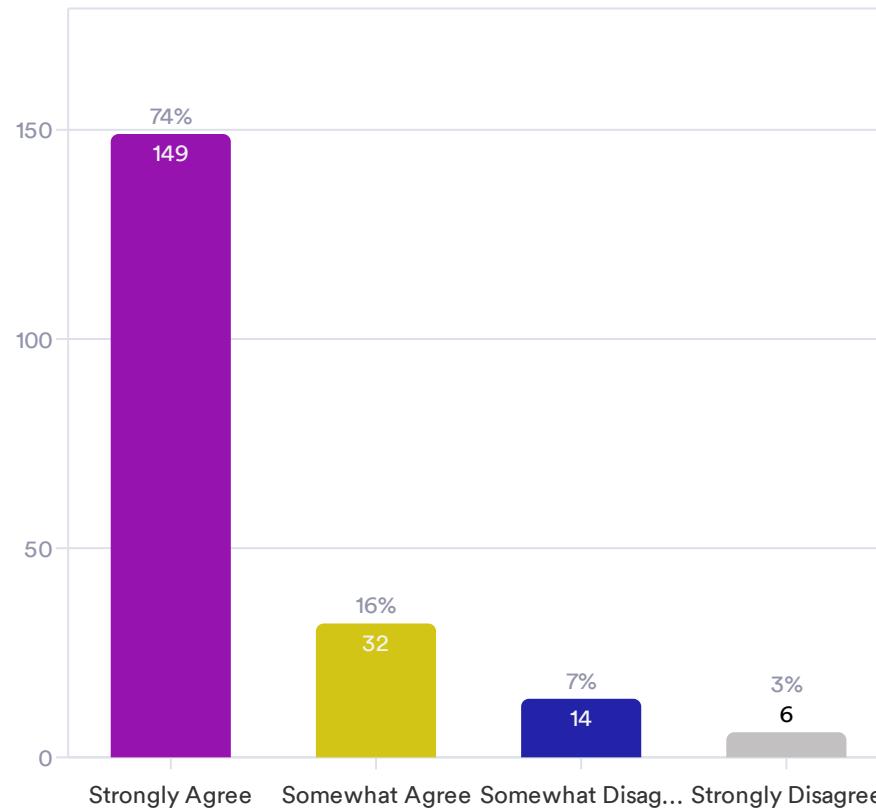


My care manager has an understanding of all aspects of my (or my loved ones) care and wellbeing including physical, mental health, and cultural beliefs.

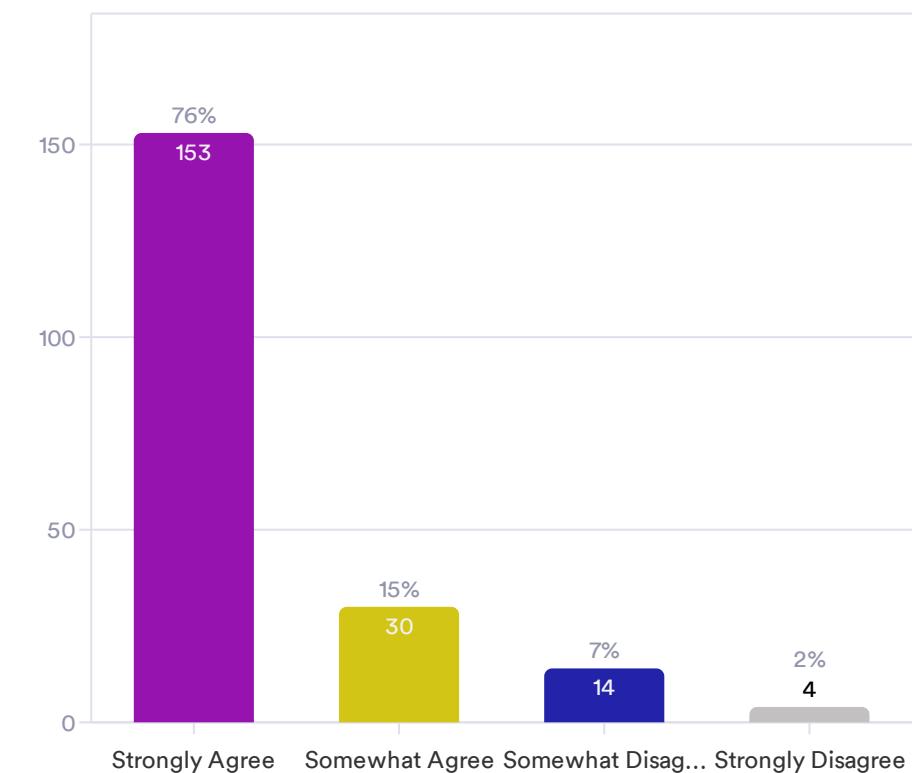


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My care manager assists in finding services that can help me or my loved one to be a part of and explore the local community.



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

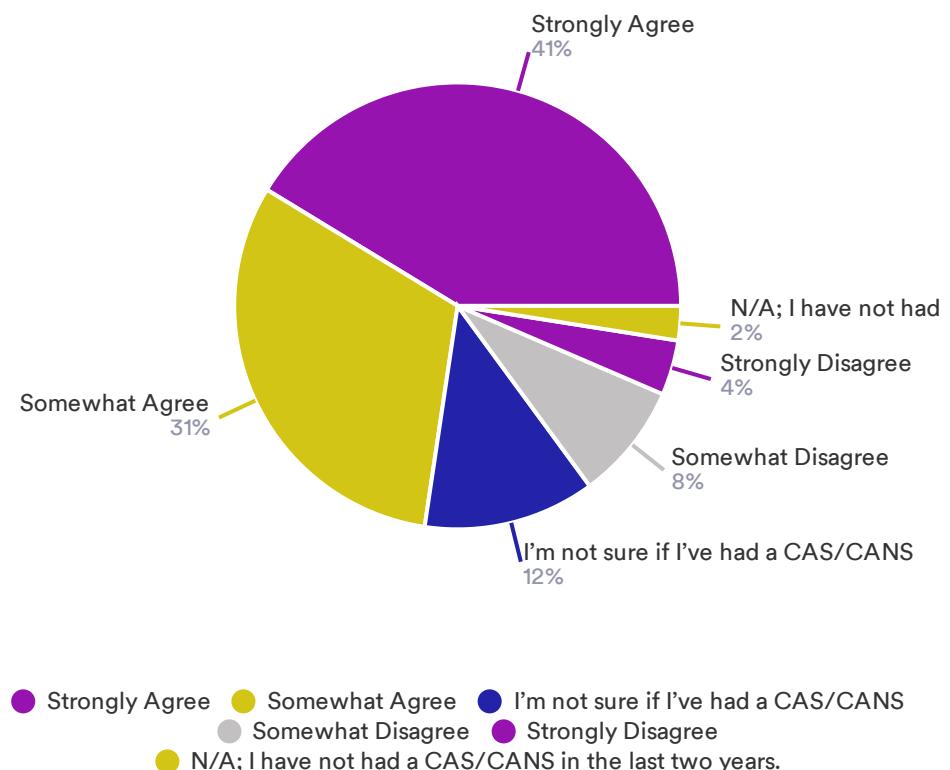


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How would you rate your overall satisfaction with the care coordination provided by Southern Tier Connect? (1 being Not at all Satisfied and 10 being Greatly Satisfied)

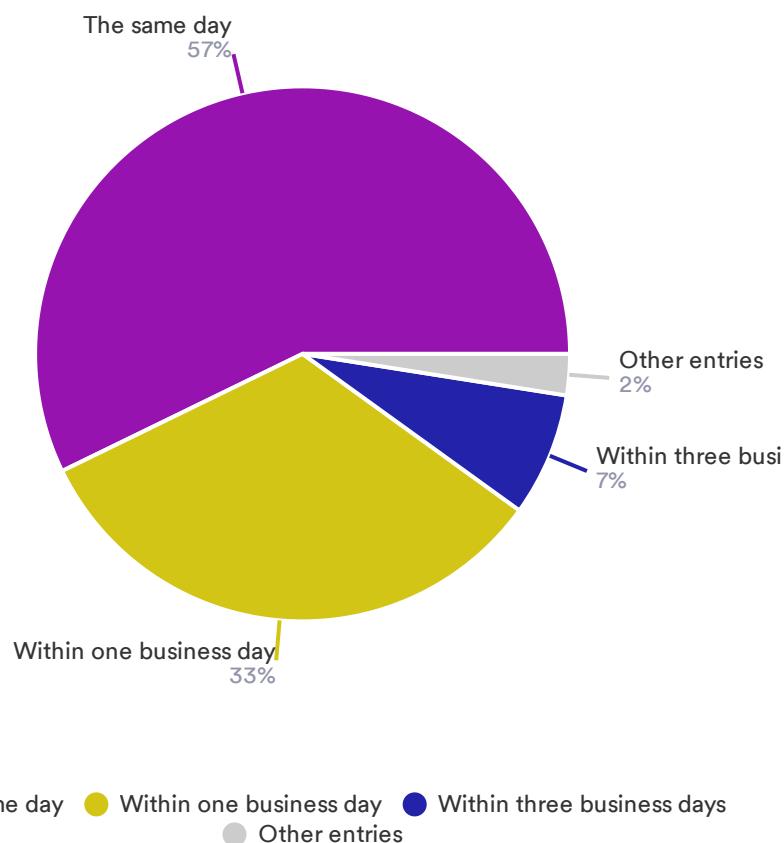


I feel that the CAS/CANS Assessment was useful in helping me and my team understand my needs and strengths for ongoing service planning.

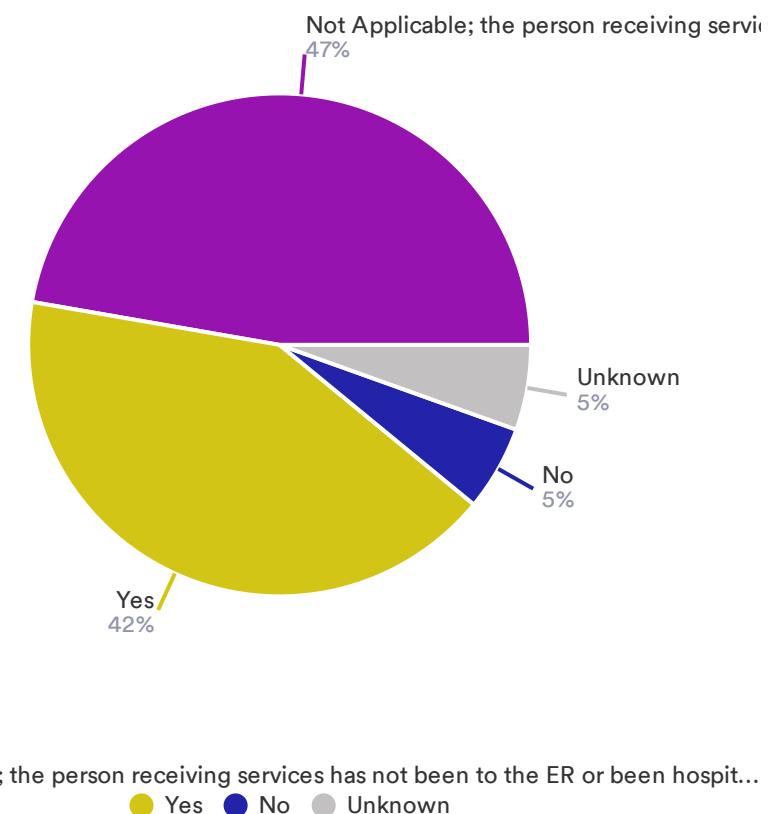


Southern Tier Connect Winter 2023 Satisfaction Survey

When I reach out to my care manager they respond:

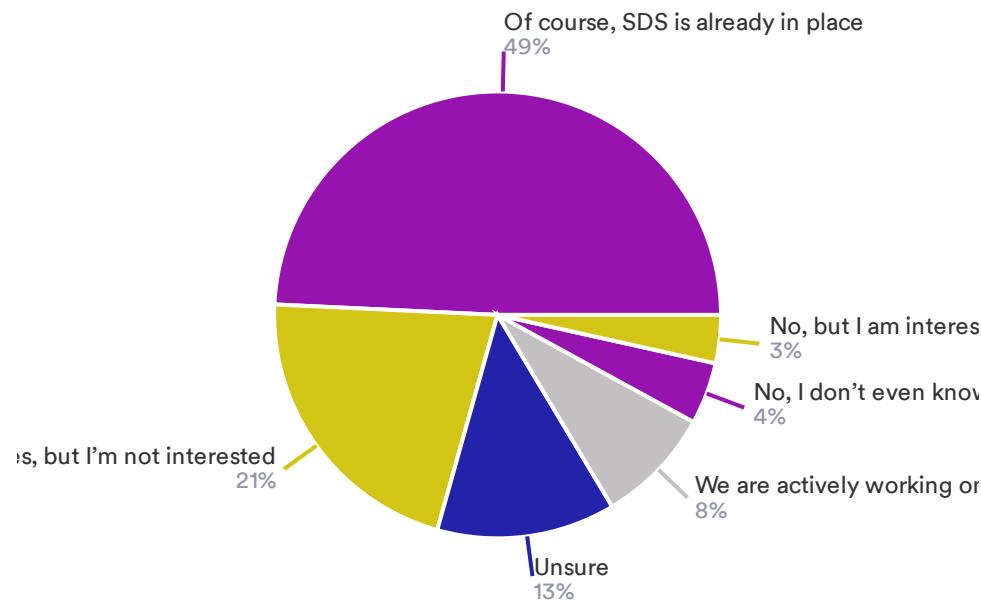


Does your care manager reach out to offer support after the member is seen at the ER or hospitalized?

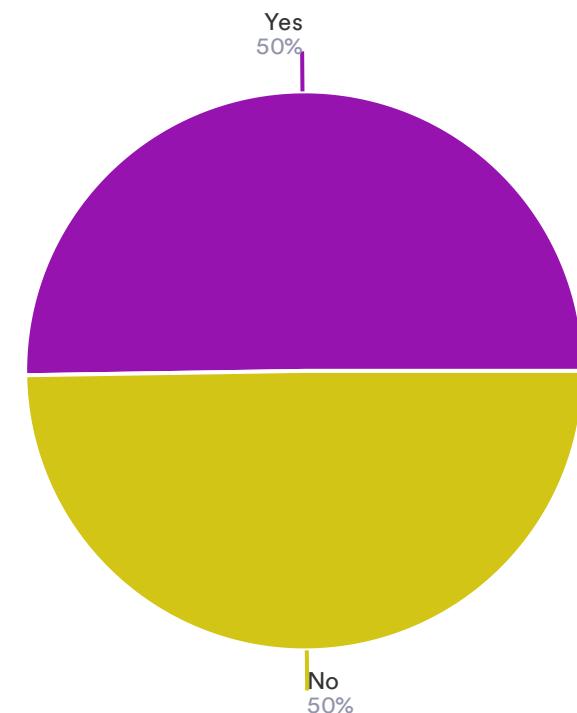


Southern Tier Connect Winter 2023 Satisfaction Survey

Has Self-Directed Services (SDS) been discussed as an option with you, or your loved one, and those who support their decision-making?



Have you ever visited the Southern Tier Connect website?

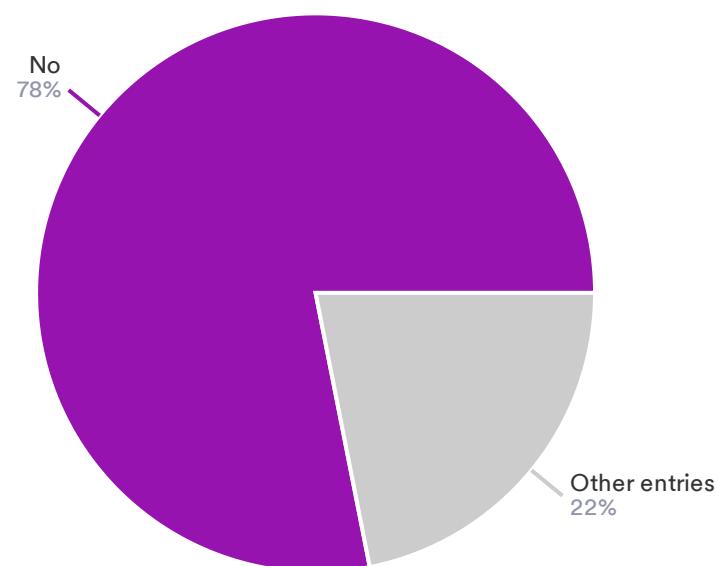


- Of course, SDS is already in place
- Yes, but I'm not interested
- Unsure
- We are actively working on getting an SDS plan in place
- No, I don't even know what SDS is
- No, but I am interested in learning more

- Yes
- No

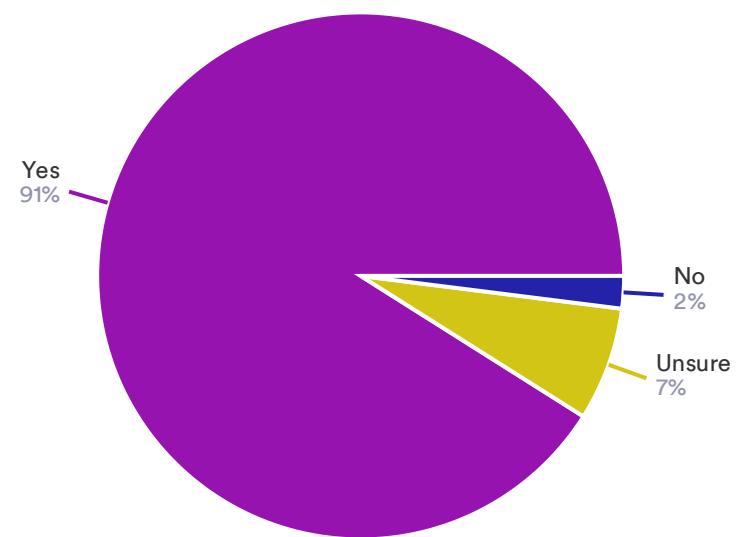
Southern Tier Connect Winter 2023 Satisfaction Survey

Are there any unmet needs you have?



● No ● Other entries

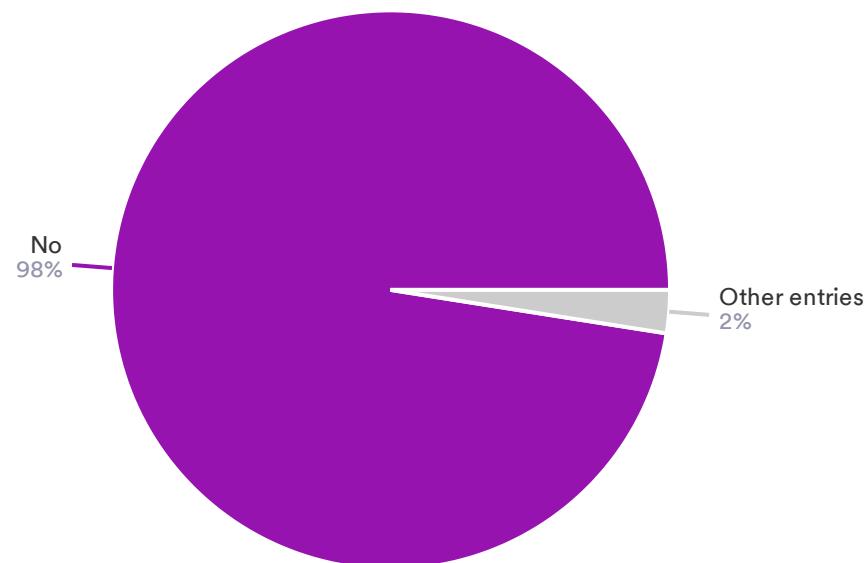
Do you feel that your Care Manager talks to you about your rights?



● Yes ● Unsure ● No

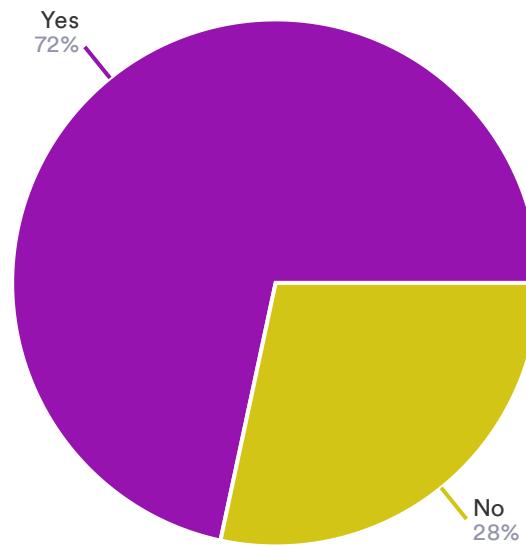
Southern Tier Connect Winter 2023 Satisfaction Survey

Are there any rights you would like to learn more about?



● No ● Other entries

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



● Yes ● No

Thank You!

Southern Tier Connect Winter 2023 Satisfaction Survey