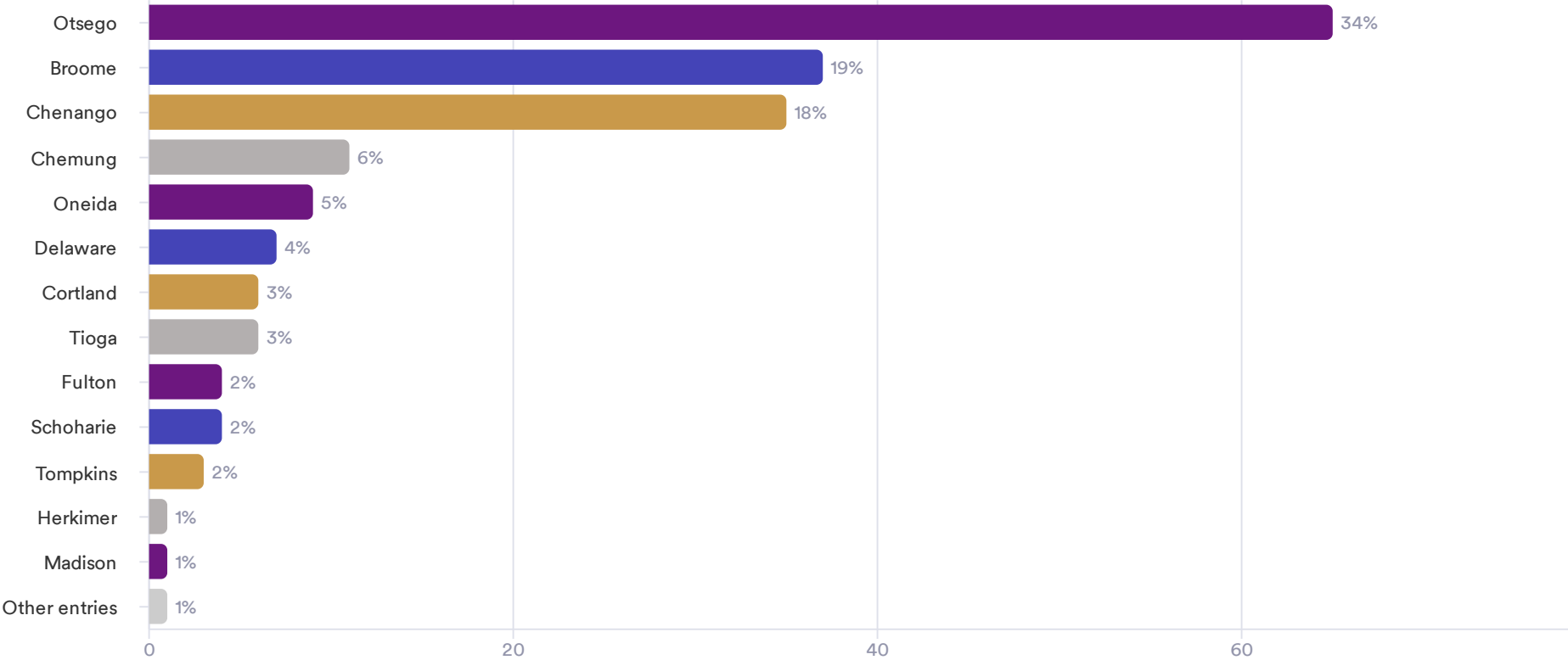


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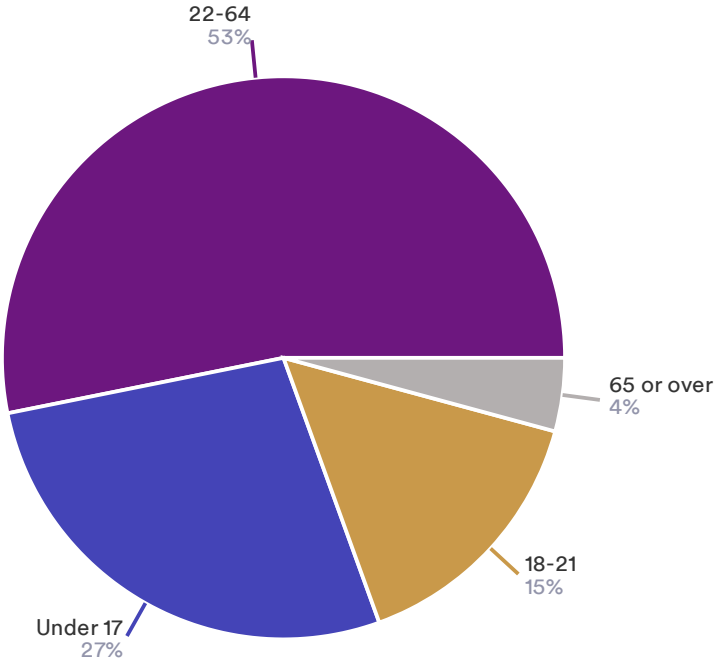
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In what county does the STC member receiving services reside?

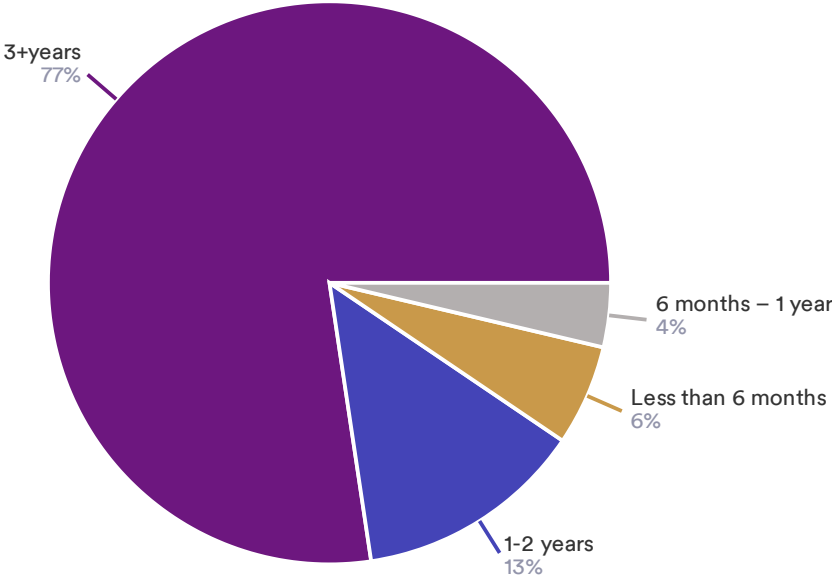


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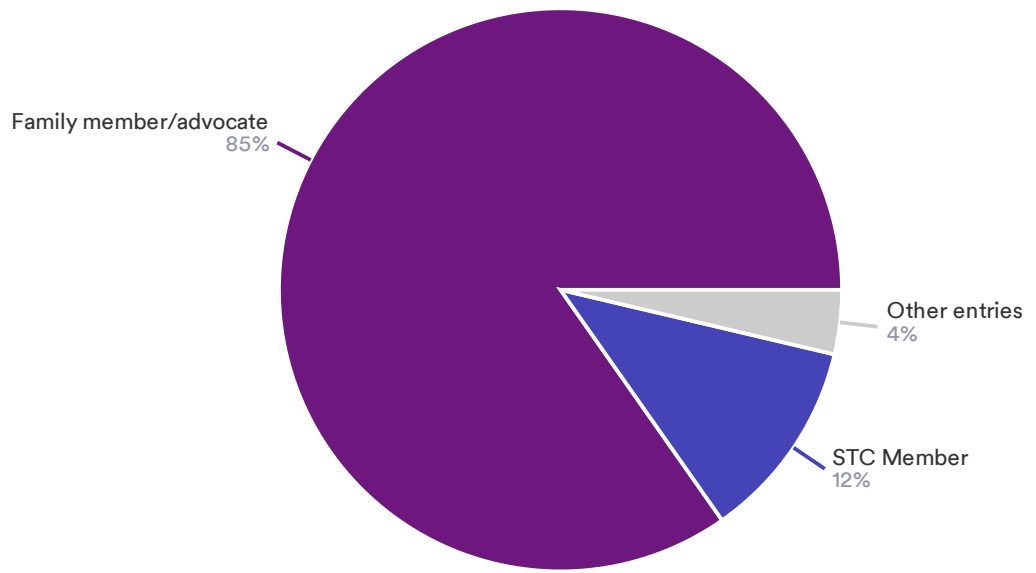
What best represents the age range of the STC member?



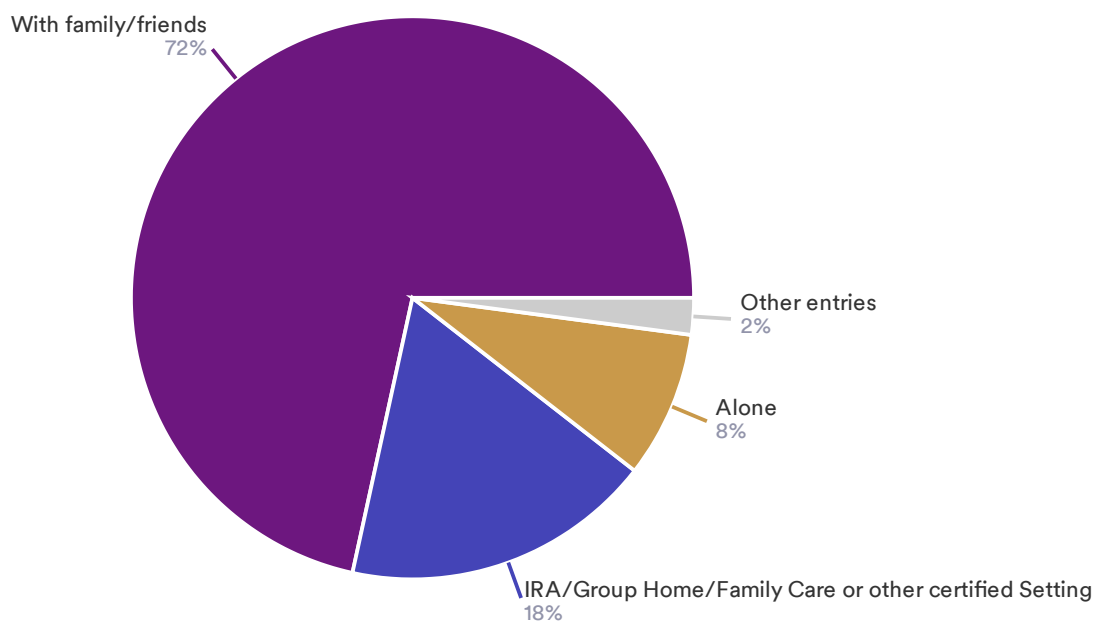
How long has the STC member received care coordination with Southern Tier Connect?



Who is completing this survey?

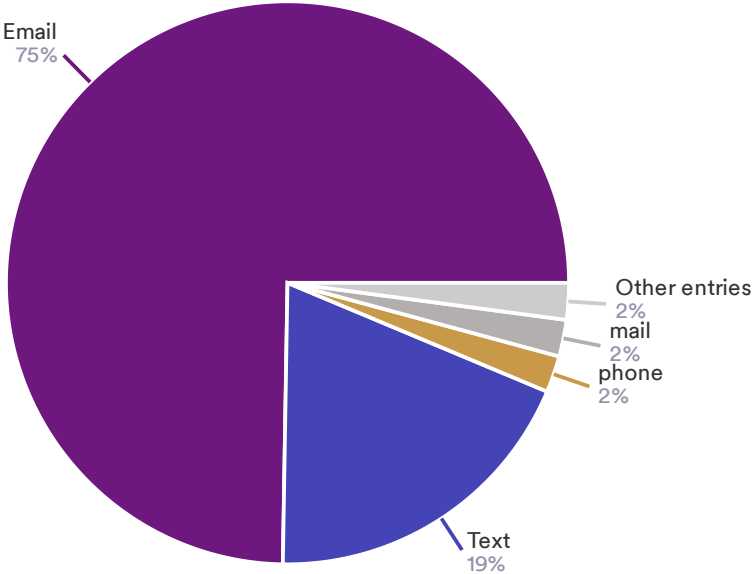


Where does the STC member currently reside?



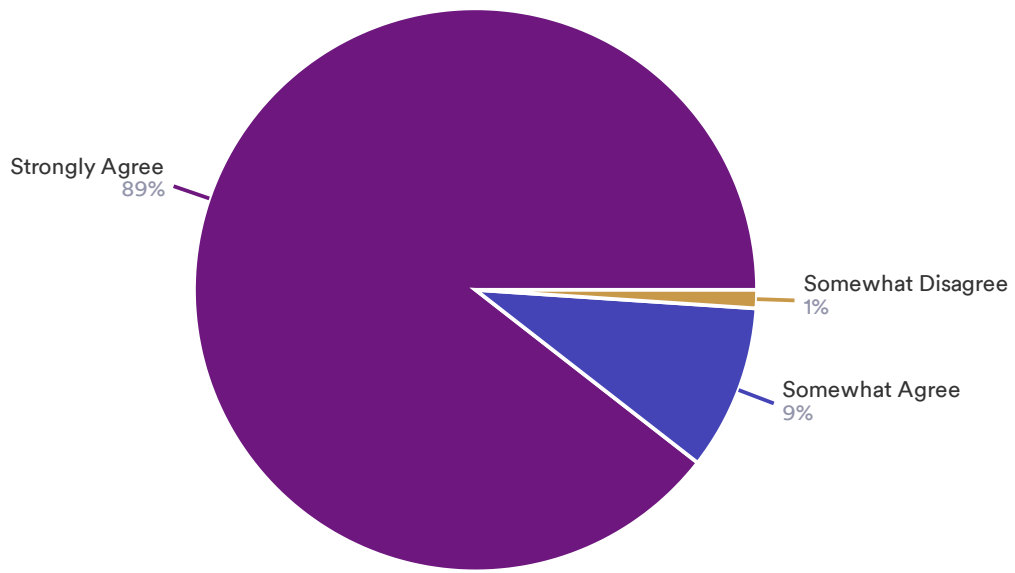
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How do you prefer to receive updates and information from and about Southern Tier Connect?



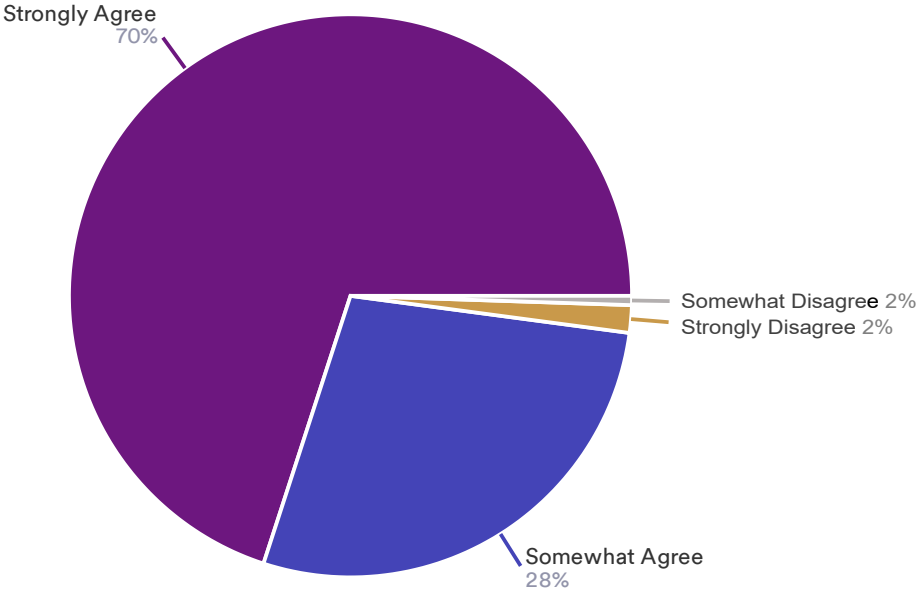
Southern Tier Connect Winter 2026 Satisfaction Survey

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



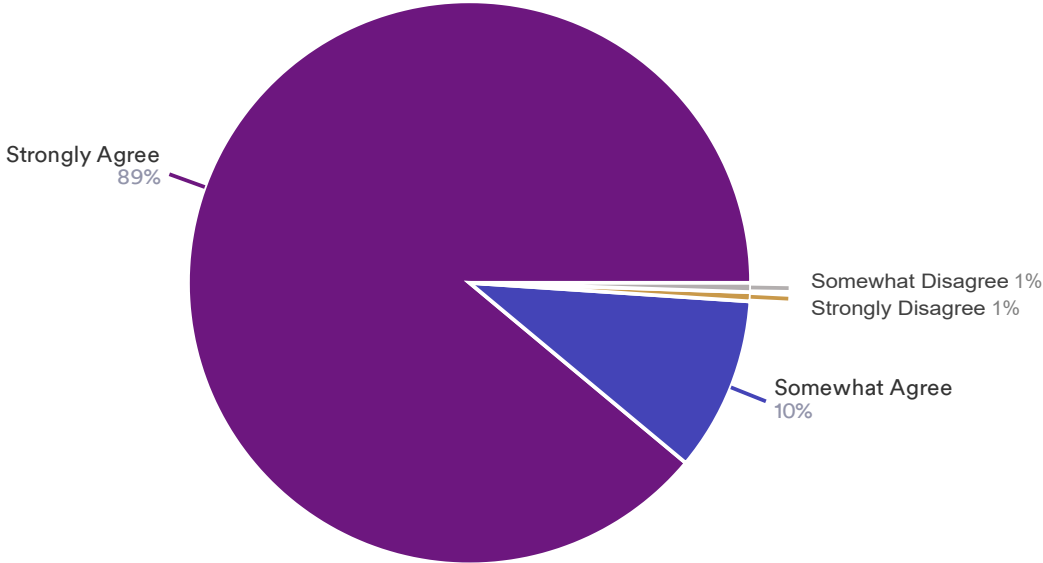
Southern Tier Connect Winter 2026 Satisfaction Survey

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

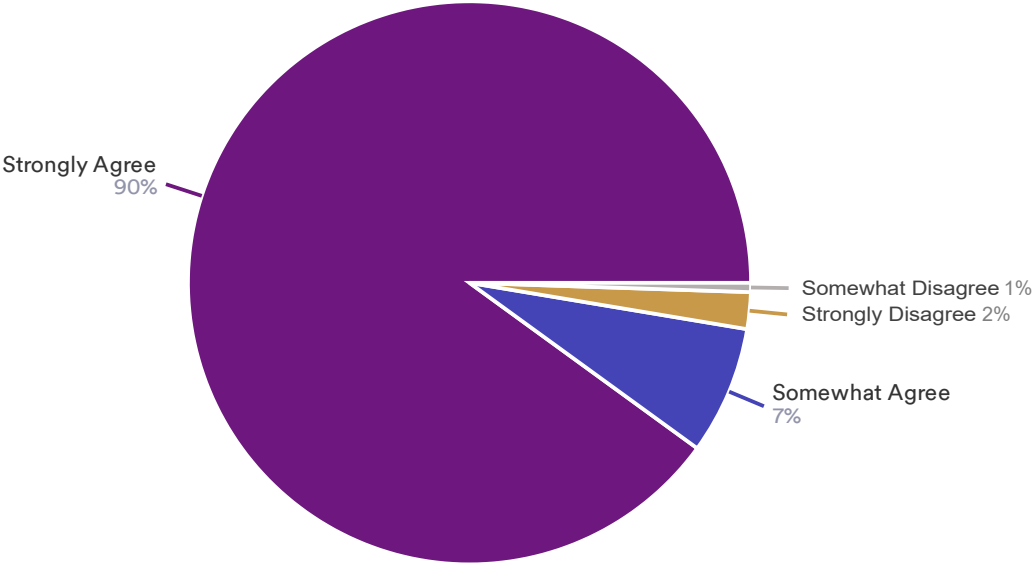


Southern Tier Connect Winter 2026 Satisfaction Survey

The current Life Plan accurately reflects the STC members' goals and desires.

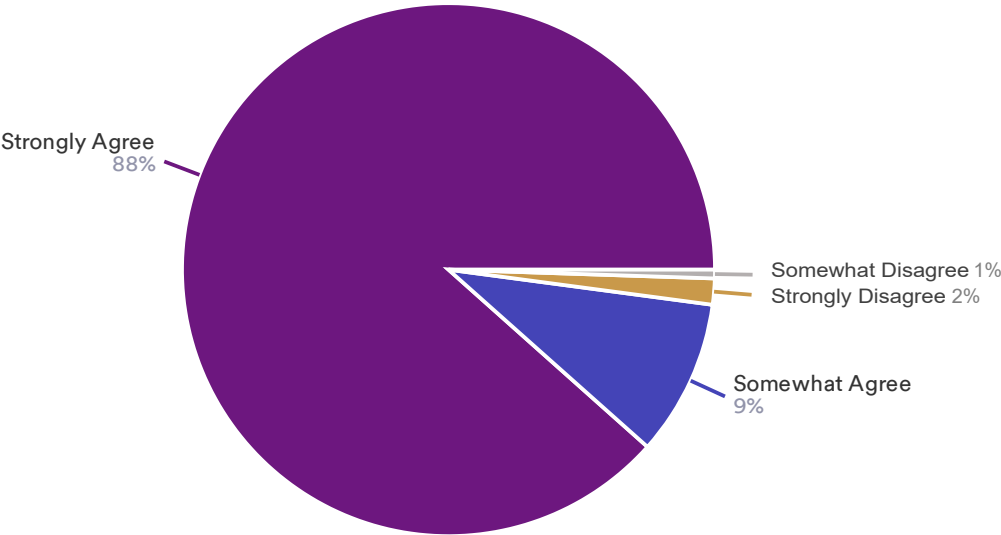


The care manager makes time to evaluate and understand the needs of the STC member.



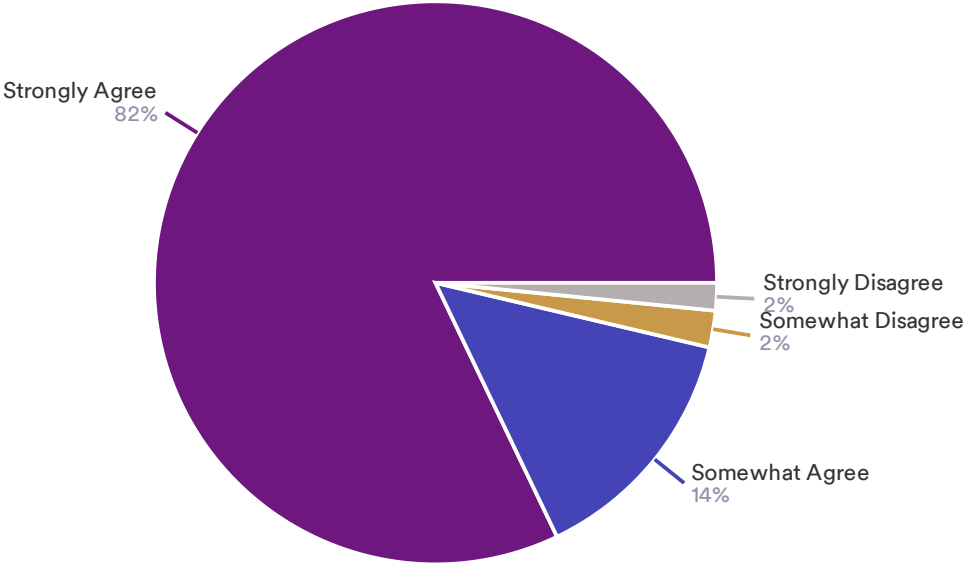
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The care manager has an understanding of all aspects of the STC member's care and wellbeing including physical, mental health, and cultural beliefs.



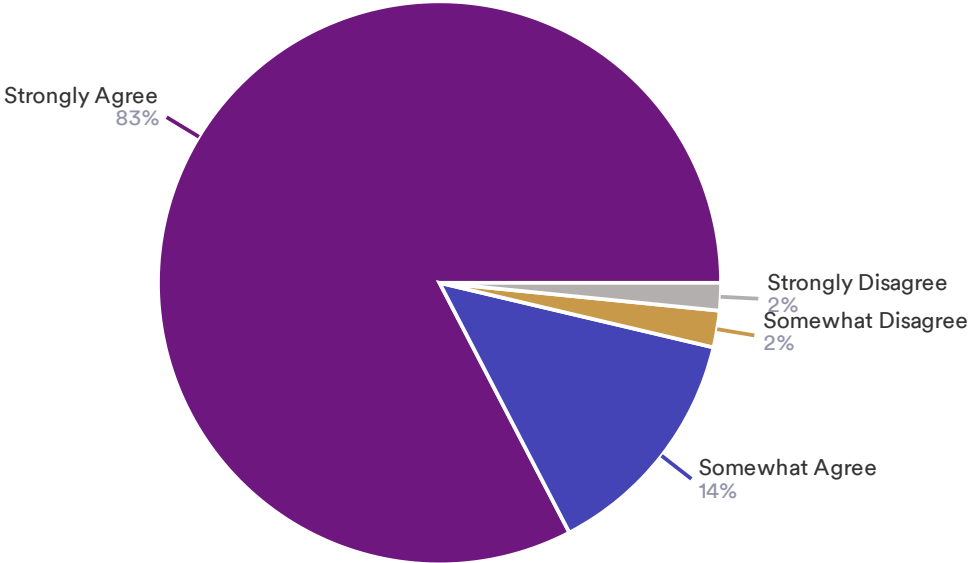
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The care manager assists in finding services that help the STC member to be a part of and explore their local community.



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The STC member has an active say in what services they would like to pursue.



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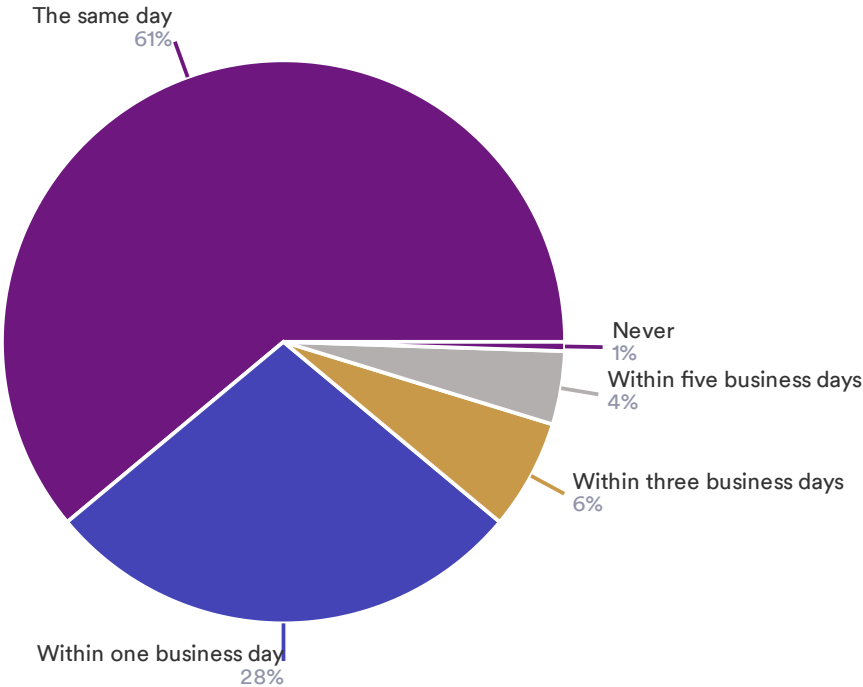
How would you rate your overall satisfaction with the care coordination provided by Southern Tier Connect? (1 being Not at all Satisfied and 10 being Greatly Satisfied)



9.29

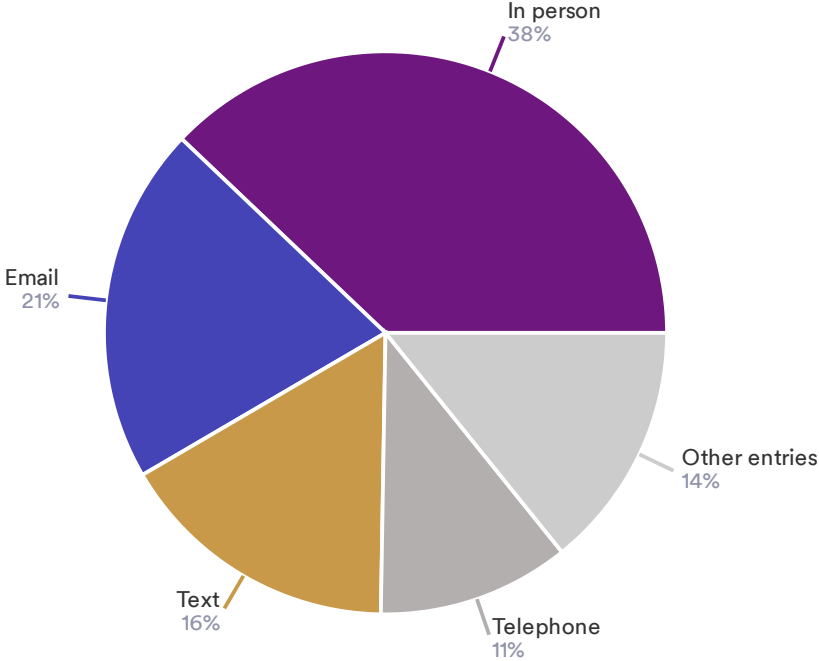
Avg. Response

When I reach out to the care manager they respond:



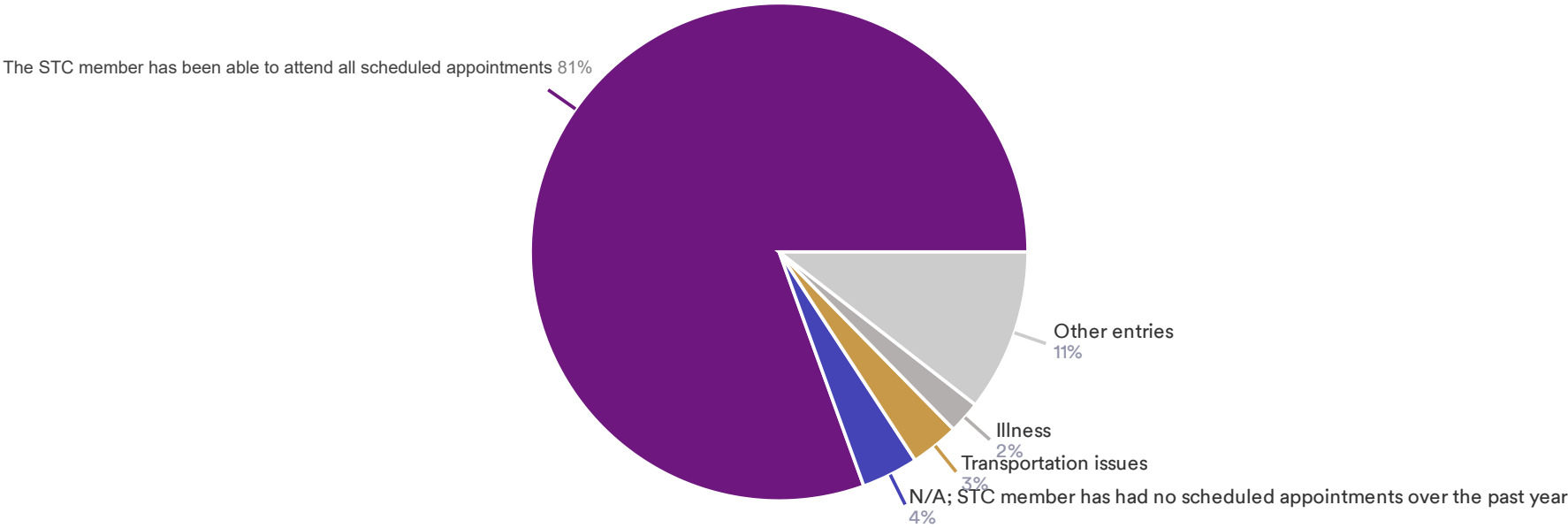
Southern Tier Connect Winter 2026 Satisfaction Survey

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

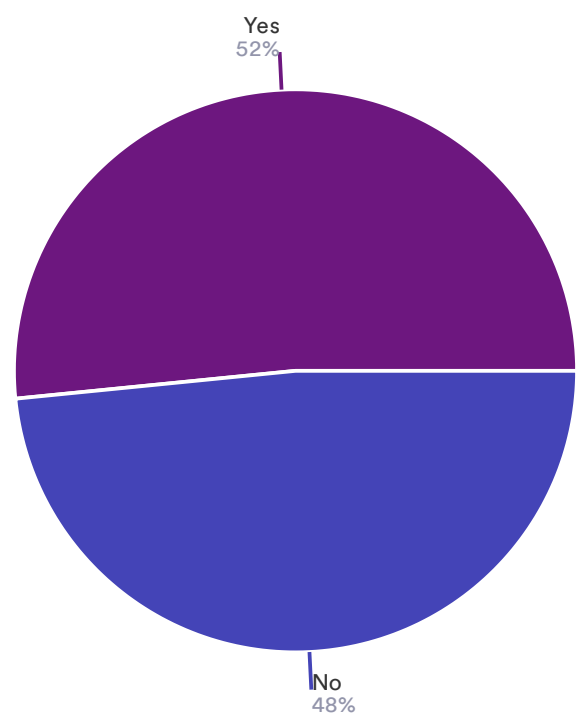


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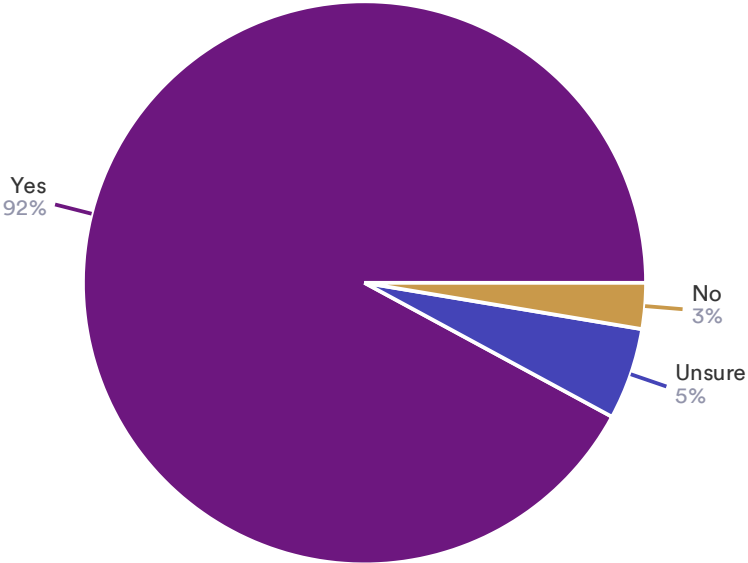
Over the past year, what has been the STC member's biggest barrier in being able to attend doctors appointments?



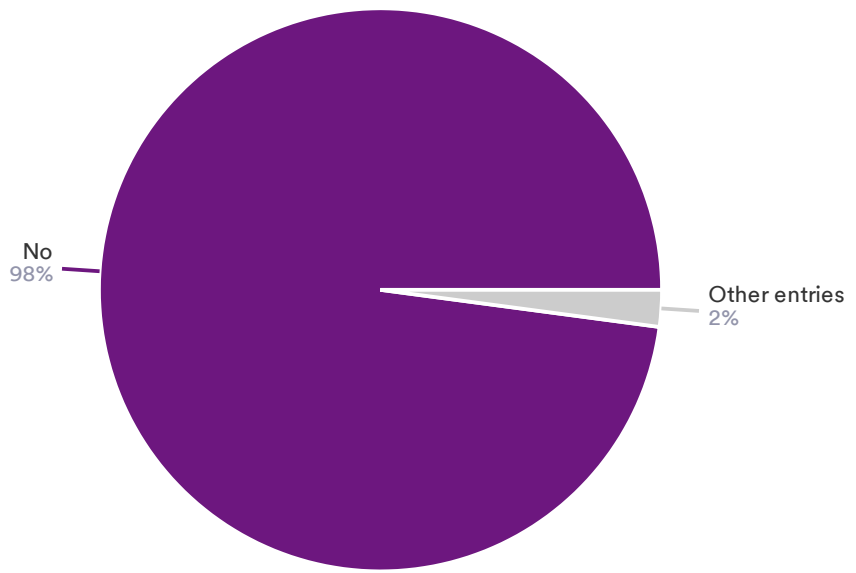
Have you ever visited the Southern Tier Connect website?



Does the Care Manager talk to the STC member about their rights?

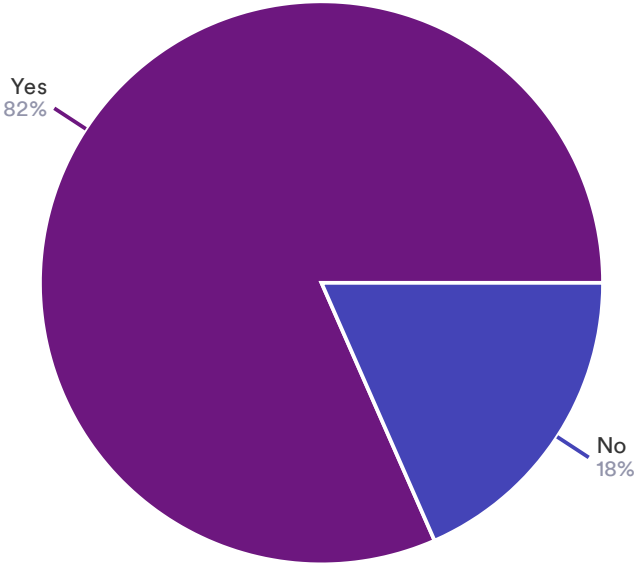


Are there any rights you would like to learn more about?



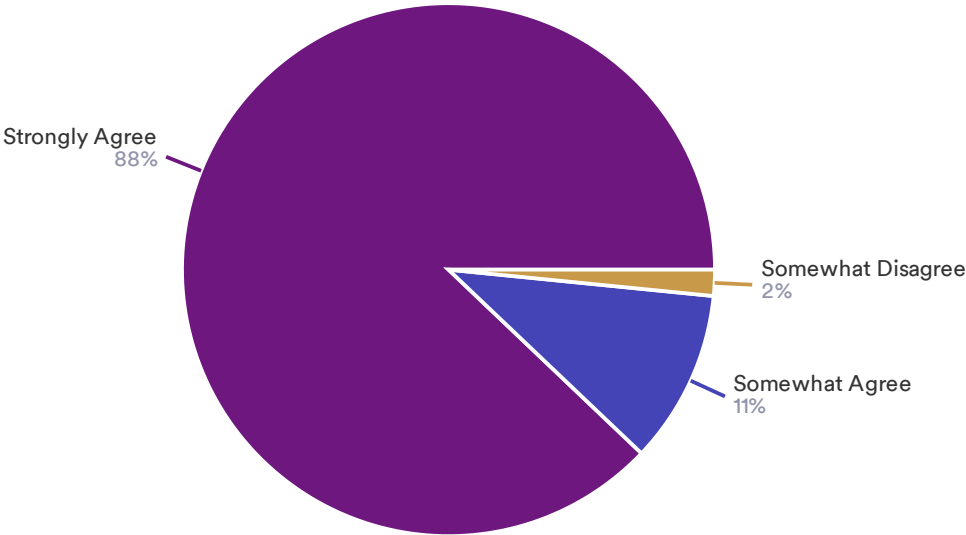
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Are you aware of how to file a grievance/complaint against anyone on the STC member's team who is providing services?



Southern Tier Connect Winter 2026 Satisfaction Survey

I feel that Southern Tier Connect does a good job at recognizing cultural and linguistic preferences and honoring diversity, equity and inclusion of all members.



Thank You!

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