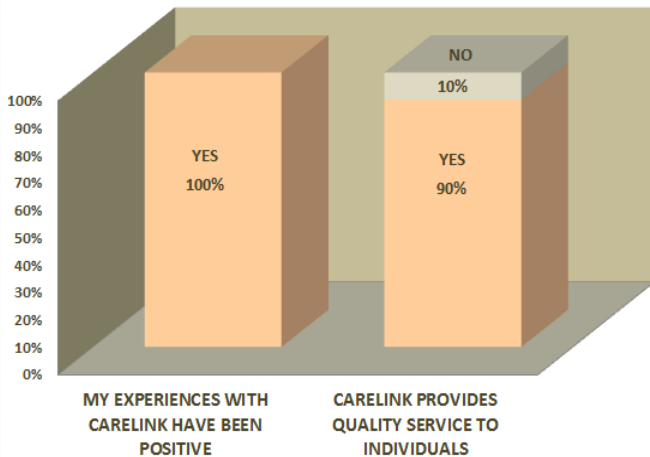
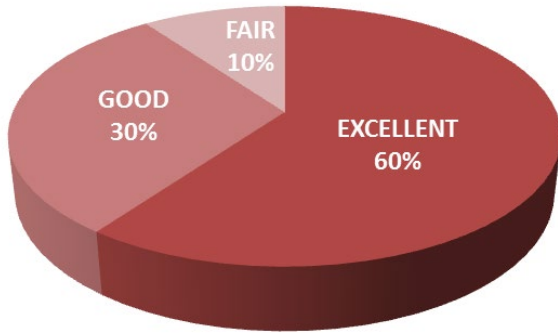


CARELINK COMMUNITY SATISFACTION FY 2019-2020

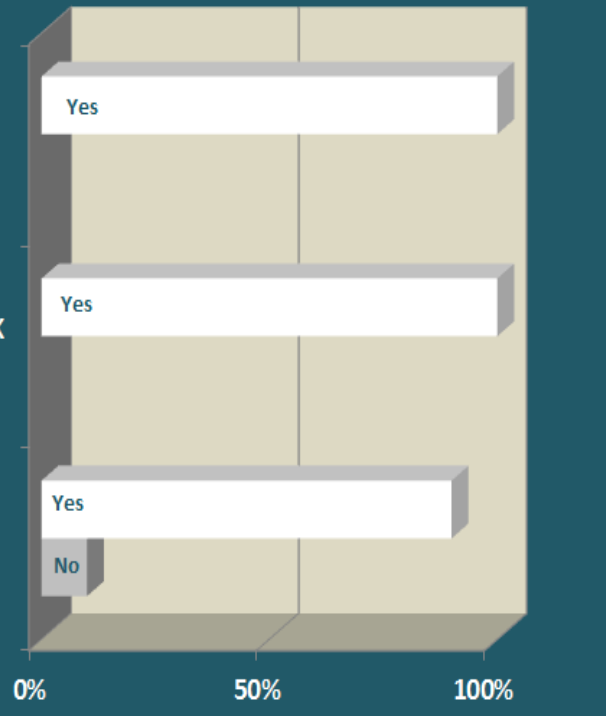
QUALITY OF SERVICE



CARELINK EMPLOYEES ARE COMPETENT AND PROFESSIONAL

I AM TREATED COURTEOUSLY BY CARELINK EMPLOYEES

I WOULD REFER PEOPLE TO CARELINK



Who at CareLink has been helpful to you?

- I've been in direct contact with Melissa Lambert and Joanne Proctor who have been extremely helpful when explaining the varying components of the services CareLink provides residentially and within their program.
- Program Specialist, Director, Therapist.
- Maurice's support team.
- All staff have been helpful in providing information I need/request in a timely manner. Information is thorough.
- Audrey.
- Audrey.
- Julie L. with my budgeting.
- Julie Locke.
- Julie Locke.

What do you think CareLink does well?

- CareLink does a good job at offering and providing supports to individuals who are dually diagnosed by offering therapy and residential services appropriate for their needs. Individuals are treated with respect and are guided to complete tasks independently when possible.
- Supervise the individuals.
- Provides their clients with the best support.
- The people I work with are always very attentive to the consumer's needs.
- Keep up with any problems that I cant figure out by myself.
- Helps me stay focused.
- Helping people.

How do you think CareLink can improve?

- I don't spend too much time at STAR. The home appears to be a stable environment.
- Try to avoid medication errors.
- The Art Recovery program. Cooking.
- They're good the way they are.

Comments and suggestions:

- My experience with CareLink has been positive.
- I always enjoy working with the staff at CareLink!
- Someday I would like to hold a job keep up my budget.
- MPR has been very overwhelmingly helpful to me.