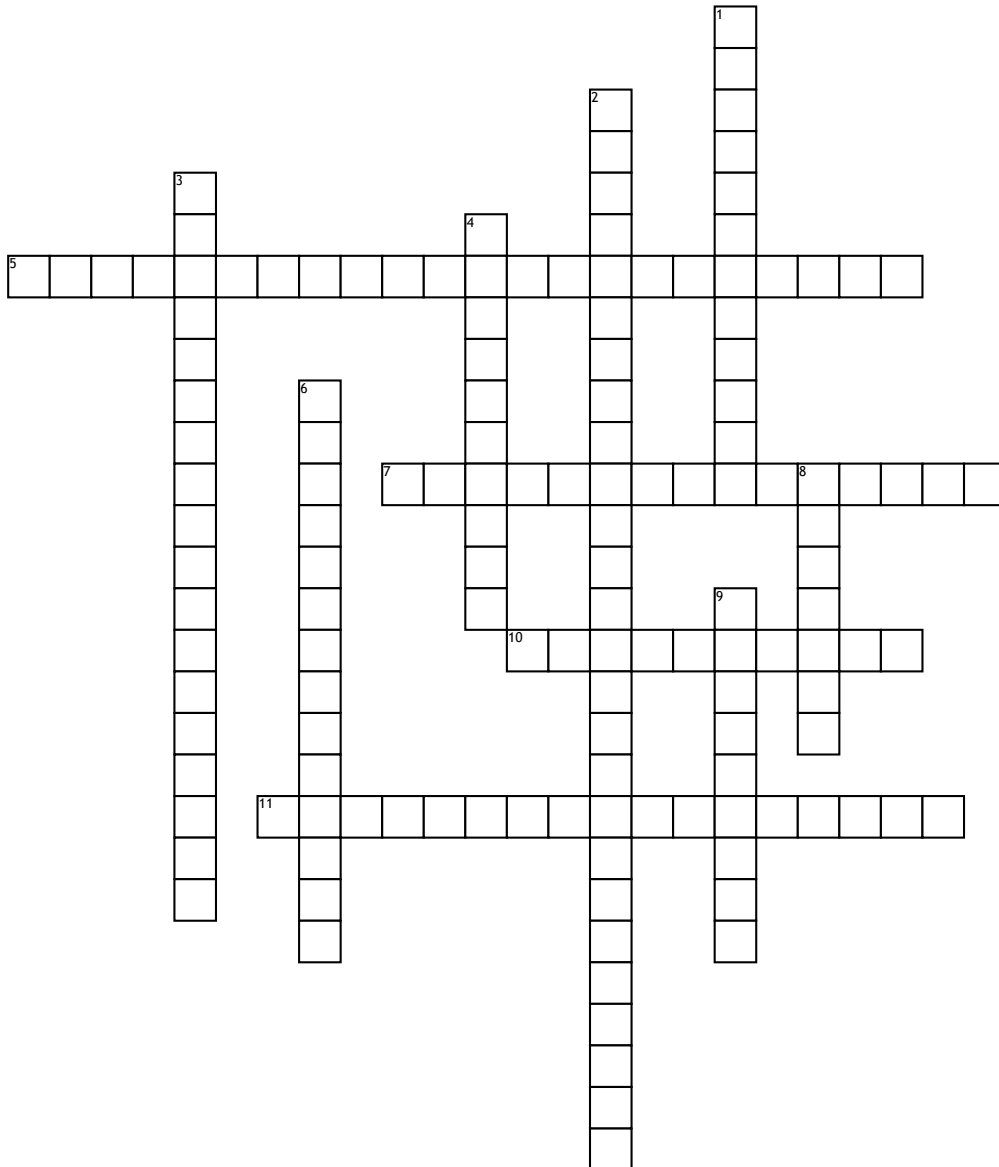


Name: \_\_\_\_\_

# SDOH



## Across

5. What are the key principles of person-centeredness are: Valuing people (Treating people with dignity and respect by being aware of and supporting personal perspectives, values, beliefs and preferences. Listening to each other and working in partnership to design and deliver services), Autonomy, Life experience, Understanding relationships and Environment

7. What is a communication technique that is used in counseling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said.

10. What is an easy-to-use, web-based software designed to make human service program information more accessible to those in need in order to help more people reach self-sufficiency. Aunt Bertha picks up where Uncle Sam leaves off by making it easy to find food, health, housing and education programs based on need. By organizing the world's human service program information, people can easily find out which programs they qualify for in a matter of seconds.

11. What are the differences in health status among distinct segments of the population including differences that occur by gender, ethnicity, education, income, or living conditions

## Down

1. What are certain words that the customer use to alert the associate that they may need additional help or resources for SDOH.

2. What are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems.

3. An approach to customer support in which businesses make the first move to help customers. These businesses go out of their way to first find potential problems and then resolve them before customers need to ask for help.

4. What is the process or a period of changing from one state or condition to another.

6. When you reach out to the underserved community, our members, and connecting them with resources to assist them with leading healthier lives.

8. What is the experience of understanding another person's thoughts, feelings, and condition from their point of view, rather than from your own. You can imagine yourself in their place in order to understand what they are feeling or experiencing.

9. The process or a period of changing from one state or condition to another.