



Behavioral Health Intake Client Satisfaction Results – 2021 Calendar Year

In an ongoing attempt to improve Intake services, Westmoreland Casemanagement and Supports, Inc. developed an Intake Client Satisfaction Survey, and it was offered to all clients who had intake to the Behavioral Health department over the course of the 2021 Calendar year. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 317 surveys were completed and overall, they were 87.74% favorable.

Calendar Year	2021
Number of BH Intake Surveys Completed	317
Questions	
When scheduling, were you given a choice in date/time of your Intake appointment?	94.95%
Was the office where your Intake was conducted, clean and comfortable?	*34.07%
Did you feel that you were treated with respect during your Intake?	99.68%
Do you feel that your Intake Specialist communicated with you in a way that you could understand?	99.68%
Do you feel that your Intake was conducted in privacy?	99.37%
Were levels of Case Management described to you today?	**89.59%
Would you recommend Westmoreland Case Management and Supports (WCSI) to others?	96.85%
OVERALL RESULTS	87.74%

* The percentage of favorability for Question 3 is presented with the understanding that this number depicts an undeterminable range of error, as the question was ambiguous due to intakes being conducted by phone and the survey not having a representative option for response to this question. Moving forward an option has been added to this question to accurately reflect the data.

** The percentage of favorability for Question 7 is presented with the understanding that this number depicts an undeterminable range of error, as the question included a N/A option lacking purpose. It is difficult to accurately interpret the data for this question due to the N/A option; this question has been updated to only "Yes/No" responses moving forward.

Favorable feedback included:

- The process went really smooth and I felt really comfortable and heard and advocated for.
- I was very impressed with the way I was treated. The intake worker was very nice and non-judgmental. It was a very good experience.
- I've been having a rough go of things recently and the Intake Specialist was incredibly helpful and actually made me smile and laugh a bit. 10/10

Response from Program:

Thank you for sharing your feedback with us regarding your experience with the Intake process. We appreciate you taking the time to complete the survey.

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Unfavorable Feedback included:

- Better explaining services offered.
- It was a very lengthy process.
- When scheduling the intake evaluations, please explain how triggering the personal history questions can be.

Response from Program:

We are constantly monitoring and re-evaluating our intake process for ways that we can improve. Client feedback is an important piece of that process. Thank you again for sharing your suggestions.

Westmoreland Casemanagement and Supports, Inc. would like to THANK YOU for your participation and the time you made available to complete our Intake survey.

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