



## Annual SCO Survey Client Satisfaction Results - 2022

In an ongoing attempt to improve Supports Coordination Services to our clients, Westmoreland Casemanagement and Supports, Inc. developed a SCO Client Satisfaction Survey, and it was offered to the clients we serve in the SCO program. The SCO Survey was available for completion during the months of January-May, 2022. In this letter, we share with you some comments, feedback, and results from the survey.

**A total of 585 surveys were completed and overall, they were 99.58% favorable.**

Question/Statement	2022
My Supports Coordinator supports my preferences, my desires, and my choices.	99.65%
My Supports Coordinator schedules my meetings at a time that is convenient to me and my family.	99.31%
During meetings, my Supports Coordinator listens to my concerns, my desires and my suggestions.	99.48%
My Supports Coordinator communicates with me about the services I am receiving to make sure everything is OK.	99.66%
My Supports Coordinator is available when I have an emergency and responds within 24 hours.	99.65%
My Supports Coordinator is available when I have a question and responds to me within 72 hours.	99.83%
My Supports Coordinator respects me, my culture, traditions, and the way I like to do things and treats me with dignity.	99.83%
The Supports Coordinator Organizations is available to me to answer questions for me when my Supports Coordinator cannot.	99.31%
The Supports Coordinator Organization is available after regular business hours for emergencies via the Crisis Hotline.	99.48%
<b>OVERALL RESULTS</b>	<b>99.58%</b>

**Please see the comments below. Clients were asked to respond to some of the questions openly and a few of the comments are listed for your review.**

- Our SC answers any questions we have promptly and shows a level of support which at times extends beyond the scope of what we might expect. A long time advocate with real attentiveness.
- The SC is always available for support. She makes sure she keeps in contact and helps us keep on track with all services and appointments. She has also been able to make suggestions for new providers that we are seeking out. We have discussed possible support options for the future.
- She is always available and willing to help whenever we need something. If she doesn't know an answer she finds out and gets back to us promptly. She is very respectful to our son's need for short meetings and understands his communication style.

Program Response: Consumer feedback is a vital part of assessing and improving the Supports Coordination Organization. Thank you for assisting us in this process!

**Please see the suggestions below. Clients were asked to give comments/ideas/suggestions on how to make improvements to the SCO program and some are listed for your review.**

- Our family finds it beneficial when we are able to have a long term SC. Consistency is important for accuracy.
- I will be looking forward to in person meetings once the pandemic is in our past.
- Shorten ISP meetings.

Program Response: We want to thank everyone who took the time to complete a survey this year and we are constantly striving to exceed your expectations!

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