



Dear Targeted Case Management (TCM) Client,

In response to our **2023 TCM Client Satisfaction Survey**, Westmoreland Casemanagement and Supports, Inc. would like to thank you for taking the time to complete our annual survey. Each year we gather feedback from our clients through the satisfaction survey, and this year we were very successful in hearing from our clients. Between September 16, 2023, and December 18, 2023, the survey was offered to both adult and child TCM clients in both WCSI office locations via Survey Monkey link, mail-in survey, or telephone contact. In this letter, we share with you the results of the 2023 survey. Please take a few moments and review them. We hope you are as pleased with the outcome as we are.

A total of 405 surveys were completed and analyzed. This is a decrease of 55 from the 460 surveys completed in 2022.

98.64% of TCM clients reported favorable satisfaction with their case management services.

Favorable feedback included:

- I get overwhelmed easily. My TCM helps me to see my achievements, refocus when I can't see a path forward. She encourages me to see & celebrate what I am able to do with my disabilities.
- Is able to communicate with the children and keep them focused. Knowledgeable of other services available to the children.
- Being a support, breaking things down step by step until she knows we understand. She meets with me as much as possible.

Program Response: Positive feedback is always appreciated by the program. Comments such as these help us to know the positive impact of our work and the meaningful difference our TCMs make.

1.36% of TCM clients reported unfavorable satisfaction with their case management services.

Constructive Feedback included:

- She's been late a little bit; she calls me at the last minute. Or I call her to see if she is still coming.
- Spend time with me longer. She's here with me for like an hour, but it seems like it goes so fast. She walks me down from anxiety and panic attacks.
- The availability of cars has changed - some people really benefit from the outings and now they are limited. When a TCM asks me, "What do you need to do today?" and they can actually take you to actually accomplish those things it is impactful.

Program Response: All feedback is welcomed. Constructive feedback is important to us as it helps us to identify opportunities to improve services to our clients. We appreciate the time taken to give us these thoughtful and detailed responses.

Respectfully,
The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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