



Dear CFRC Client,

In response to our **2023 Child/Family Resource Center (CFRC) 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. The CFRC Survey was available for completion between September 1st and October 31st, 2023. By way of this letter, we want to share with you the results of that survey. We were pleased overall with the results and found all the comments to be helpful. We hope you will take few minutes to review the results below.

A total of **21** surveys were completed and analyzed.

97.96% of CFRC clients reported favorable satisfaction with the CFRC services.

A sample of favorable feedback includes the following comments:

- “The Service Navigator has been so helpful & plans on being helpful after family based services are done.”
- “The service navigator was always very polite and friendly. She also answered any questions or concerns that I hand.”
- “The Child and Family Case Coordinator was fantastic! Incredibly kind, empathetic, driven to help us, knowledgeable, courteous...the list could go on and on. She was just that great! Thank you again, everyone!”

Response from the Program:

We appreciate the positive feedback and the time families took to complete the survey. We will be sharing this positive feedback with our staff at CFRC staff. We continuously strive for excellence and hope always to exceed expectations.

2.04% of CFRC clients reported unfavorable satisfaction with the CFRC services.

There were no negative comments left on this year’s survey.

Response from the Program:

We strive to meet the needs of our clients to the fullest extent possible. Your satisfaction is important to us. Your responses to our annual survey help us to continually improve on the services we offer. We encourage continued participation in our annual survey to help us meet this goal.

Respectfully,

The WCSI CFRC Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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