

Annual SCO Survey Client Satisfaction Results - 2023

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 March - June 2023. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 489 surveys were completed and overall, they were 99.68% favorable.

Question/Statement	2023
My Supports Coordinator supports my preferences, my desires, and my choices.	99.38%
My Supports Coordinator schedules my meetings at a time that is convenient to me and my family.	99.79%
During meetings, my Supports Coordinator listens to my concerns, my desires and my suggestions.	100.00%
My Supports Coordinator communicates with me about the services I am receiving to make sure everything is OK.	99.79%
My Supports Coordinator is available when I have an emergency and responds within 24 hours.	99.80%
My Supports Coordinator is available when I have a question and responds to me within 72 hours.	99.38%
My Supports Coordinator respects me, my culture, traditions, and the way I like to do things and treats me with dignity.	99.58%
The Supports Coordinator Organizations is available to me to answer questions for me when my Supports Coordinator cannot.	99.38%
The Supports Coordinator Organization is available after regular business hours for emergencies via the Crisis Hotline.	100.00%
OVERALL RESULTS	99.68%

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

- The SC is very responsive to questions. She returns my calls or emails quickly. If she doesn't have an answer immediately, she researches and gets back to me quickly. She is punctual for appointments and always friendly and professional.
- The SC answers our calls when we call or gets back to us quickly. When we've had questions about support available, she has the answer or gets the answer. She meets with us at times that are convenient for us. She is respectful to us and especially our son.
- Our support coordinator is very easy to communicate with and does her very best to find the answers to our questions and our personal concerns. Our Support Coordinator saw that there was a need in the family and went out of her way to fulfill that goal.

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 a sample of comments are listed for your review.

- To be able to text their clients responses because sometimes it's faster and easier to send a text message.
- List of activities, groups or support group ice breakers in the area for autistic children to join.
- Need more information and communication, explaining or have in writing in layman's terms.

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.