



Dear Targeted Case Management (TCM) Client,

In response to our **2024 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 4, 2024, and November 4, 2024, 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 2024 survey. Please take a few moments and review them. We hope you are as pleased with the outcome as we are.

A total of 336 surveys were completed and analyzed. This is a decrease of 69 from the 405 surveys completed in 2023.

97.52% of TCM clients reported favorable satisfaction with their case management services.

Favorable feedback included:

- First off, I'd like to say my TCM goes above and beyond to help me and really seems to care about me and my recovery. She helped me setup goals that are real life and obtainable. She brings fresh ideas to the table every time we meet. She makes me feel heard and honestly helps me want to help myself.
- Respectful, non-judgmental, open minded, takes time to explain in ways I get.
- He facilitates connections between our family and supports needed. He helps to provide stability and consistency for our son. Without his direction, we would be lost!

Program Response: Positive feedback is always appreciated by the program. These comments allow us to see how our TCMs have made a difference and how they have impacted lives in a positive way.

2.48% of TCM clients reported unfavorable satisfaction with their case management services.

Constructive Feedback included:

- Bring back the WCSI Link Van. Even though it was only once a month, it was very helpful.
- Expand your resources. It seems like you're using the same ones that are available to the public thru 211 for years that haven't had funds for years.
- Let him use car more.

Program Response: All feedback is welcomed. As an agency, we value constructive feedback as it allows us to identify opportunities to improve the services that we provide to our clients.

Respectfully,
The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

www.wcsi.org

134 Industrial Park Road, Suite 1700 | Greensburg, PA 15601 | P. 1-800-353-6467 or 724-837-1808 |

F. 724-858-9012