



Hello,

In response to our **2024-2025 CJL Satisfaction Survey**, Westmoreland Casemanagement and Supports, Inc. would like to thank you for taking the time to complete our survey.

This year, we were successful in hearing from members of the local criminal justice system. The participation rate between December 9th, 2024 and January 20th, 2025 was 28.95%. In this letter, we share with you the results of the survey. Please take a few moments and review them. We hope you are as pleased with the outcome as we are.

A total of 11 surveys were completed and analyzed. This is out of the 38 that were offered to magisterial district justices, assistant district attorneys and public defenders of the criminal justice system.

100.00% of those surveys reported favorable satisfaction with their Criminal Justice Liaison services.

Favorable feedback included:

- The liaison is always professional and prepared for whatever comes our way.
- I feel the criminal justice liaison is a great asset to my courtroom and the individual involved in the criminal justice system. Without the program, these individuals would not get the services they desperately need!

0% of those surveyed reported unfavorable satisfaction with their case management services.

Constructive Feedback included:

- Generally, I think the CJL's have more involvement with the defense, only because their roles are more aligned. This doesn't mean I think they are working against us (ADA), only that there's a limit to what one can do to collaborate.
- It would be helpful for the criminal justice liaison to conduct a training once a year at the courthouse to outline their role and services.

Thank you for offering your feedback, comments, and suggestions to better improve our services. This feedback provides important information to help us make our services better. Our mission is to partner with you to provide the best possible services that you and our community deserve and expect.

Respectfully,

The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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