



Hello Certified Peer Specialist (CPS) Client,

In response to our 2025 CPS Client Satisfaction Survey, Westmoreland Casemanagement and Supports, Inc. would like to thank you for taking the time to complete our annual survey.

The CPS Survey was available for completion between January 6, 2025 and February 21, 2025. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 19 surveys were completed and overall, they were 99.25% favorable.

Question/Statement	2025
My CPS arrives on time and/or notifies me of changes in my appointment time.	100.00%
My CPS and I work together to establish my service plan goals.	100.00%
I understand my CPS is an advocate for me.	100.00%
My confidentiality is respected by my CPS.	100.00%
My CPS respects me as a person (i.e. race, religion, and ethical background, sexual identity, etc.).	100.00%
My CPS encourages me to make my own decisions and to be more independent.	100.00%
By partnering with my CPS, I am working towards achieving my recovery focused goals and working toward program graduation.	94.74%
OVERALL RESULTS	99.25%

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

- My CPS has helped through a lot in my life, dealing with depression, self-advocacy, establishing goals, helping me realize my potential and helping make new goals. She is an integral part of my support system.
- She makes me feel like I'm not alone.

Response from Program:

We extend our heartfelt gratitude to the clients who shared their invaluable feedback. It is truly inspiring to learn how the support and guidance from our Certified Peer Specialists have significantly contributed to your growth and progress in your recovery journey. Your experiences affirm the impact of our efforts and motivate us to continue providing exceptional quality services.

Please see the suggestions below. Clients were asked to give comments/ideas/suggestions on how to make improvements to the CPS program and some are listed for your review.

- There should be a group setting for those who want to work on more growth.
- I wish that she shared more of her recovery story with me.

Response from Program:

We are dedicated to fully addressing the needs of our clients, as your satisfaction is of utmost importance to us. Your feedback contributes to our continuous enhancement of the quality of our services. We strongly encourage your ongoing participation in this survey, as it plays a crucial role in helping us achieve our goal of excellence.

Respectfully,

The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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