



Dear Supports Coordination Organization (SCO) Consumer,

In response to our **2025 SCO Consumer Satisfaction Survey**, Westmoreland Casemanagement and Supports, Inc. would like to thank you for taking the time to complete our annual survey. The SCO Survey was available for completion during the months of April-May 2025. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 320 surveys were completed and overall, they were 93.94% favorable.

Please see the comment below. Clients were given the opportunity to expand on their responses, and a sample of the comments is listed for your review.

- Our SC is always looking out for us. Looking for things that could help and improve our situation. She does a wonderful job of keeping us informed.

Program Response: The SCO is committed to ensuring all individuals have what they need to live their best lives.

Please see the comment below. The survey allows an opportunity for clients to provide constructive feedback regarding their SCO services. Below is a sample for your review.

- My son has had multiple coordinators since last year. Our previous SC was his for years prior to last year. She was awesome. I think there have been 3 different ones in the past year. That is disappointing. Just saying.

Program Response: The SCO recognizes that a change in Supports Coordinator is disrupting to the individuals and families we serve. This is especially challenging when an individual needs to make this adjustment often in a short period of time. The SCO is committed to hiring quality staff that have a passion for working with individuals with intellectual disabilities and autism. Ensuring that individuals have a stable supports coordinator presence is a priority.

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.

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