



Targeted Case Management Admissions Client Satisfaction Results – 24-25 FY

In an ongoing attempt to improve Intake services, Westmoreland Casemanagement and Supports, Inc. developed an Admissions Client Satisfaction Survey, that was offered to all clients who had admission to the Targeted Case Management department over the course of the 24-25 FY. The Admissions Survey was revamped to reflect the upgrades to the department and administered from February 1-June 30, 2025. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 98 surveys were completed and overall, they were 97.35% favorable.

Fiscal Year	24-25
Number of Admissions Surveys Completed	98
Questions	
Did you speak to someone from Admissions within 24 hours from when you initially called?	91.84%
When scheduling for your diagnostic interview, were you given a choice for date and time?	96.70%
Was the office where your diagnostic interview was conducted clean and comfortable?	91.80%
Did you feel that you were treated with respect during your interactions with the Admissions Specialist?	100.00%
Do you feel the Admissions Specialist communicated with you in a way that you could understand?	98.98%
Do you feel that your interactions with the Admissions Specialist was conducted in privacy?	100.00%
Were Targeted Case Management (TCM) services explained to you?	100.00%
OVERALL RESULTS	97.35%

Favorable feedback included:

- My admissions specialist was super informative, kind, and thorough, also very nice!

Response from Program: Thank you for taking the time to complete our survey and share your valuable feedback. We truly appreciate your input, which helps us continue to improve the quality of services we provide. We are pleased to hear about your positive experience and grateful for the opportunity to support your needs.

Constructive Feedback included:

- Took a while to speak to someone in person. Maybe another person to answer the phones.

Response from Program: Thank you for your constructive feedback. It is essential to our ongoing efforts to improve service quality. We carefully review all input to identify opportunities for enhancement and truly appreciate the time you took to share your suggestions.

Respectfully,
The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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