



Hello,

In response to our **2025-2026 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 October 13<sup>th</sup> – November 21<sup>st</sup>, 2025 was 18.64%. 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 59 that were offered to magisterial district justices, assistant district attorneys and public defenders of the criminal justice system.**

**96.00% of those surveys reported favorable satisfaction with their Criminal Justice Liaison services.**

**Favorable feedback included:**

- They are a great asset and a necessity to [the] criminal justice process. Thank you.
- They are perhaps our greatest asset working with individuals with mental health and drug and alcohol issues. I couldn't do my job without them. Grateful for their expertise.

**4.00% of those surveyed reported unfavorable satisfaction with their case management services.**

**Constructive Feedback included:**

- Sometimes it would be helpful for Liaisons to offer resources/suggest services that the ADA, Police, or Victim Advocates can share with witnesses and victims too.

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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[www.wcsi.org](http://www.wcsi.org)

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