



Dear Targeted Case Management (TCM) Client,

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

Each year we gather feedback from our clients through the satisfaction survey, and this year we were very successful in hearing from our clients. Between September 15, 2025, and November 7, 2025, the survey was offered to both adult and child TCM clients in both WCSI office locations via Survey Monkey link, mail-in survey, or telephone contact. In this letter, we share with you the results of the 2025 survey. Please take a few moments and review them. We hope you are as pleased with the outcome as we are.

A total of 282 surveys were completed and analyzed. This is a decrease of 54 from the 336 surveys completed in 2024.

99.24% of TCM clients reported favorable satisfaction with their case management services.

Favorable feedback included:

- My TCM helps with paperwork, food & clothing, helped with SSI, helped with my goals, someone to talk to about my needs, etc., plus much more.
- I could go on & on. She is always prepared for what we need to do at the next appointment. And what I need to work on first. She is knowledgeable about area apartments, Medicaid & Medicare and social services, benefits, and how to/& what we should apply for.
- I feel less alone, and meeting with my TCM helps motivate me to stay on track with my goals.

Program Response:

We deeply appreciate positive feedback. These comments highlight the meaningful impact our TCM's have on clients' lives and reinforce the value of the services we provide.

0.76% of TCM clients reported unfavorable satisfaction with their case management services.

Unfavorable Feedback included:

- It would be helpful to have more cars available for my case manager to use to take me to appointments.
- Have fewer clients so he can spend more time with them.
- Don't switch up TCM's too often.

Program Response:

We welcome all feedback. Constructive input helps us identify opportunities to improve and enhance the quality of services for our clients.

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