



Targeted Case Management Admissions Client Satisfaction Results – 25-26 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 25-26 FY. The Admissions Survey was revamped to reflect the upgrades to the department and administered from July 1, 2025-June 30, 2026. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 170 surveys were completed and overall, they were 97.23% favorable.

Fiscal Year	24-25	25-26
Number of Admissions Surveys Completed	98	170
Questions		
Were you contacted by someone from Admissions within 24 hours from when you initially called?	91.84%	93.53%
When scheduling for your diagnostic interview, were you given a choice for date and time?	96.70%	98.24%
Was the office where your diagnostic interview was conducted clean and comfortable?	91.80%	96.47%
Did you feel that you were treated with respect during your interactions with the Admissions Specialist?	100.00%	98.82%
Do you feel the Admissions Specialist communicated with you in a way that you could understand?	98.98%	100.00%
Do you feel that your interactions with the Admissions Specialist was conducted in privacy?	100.00%	97.06%
Were Targeted Case Management (TCM) services explained to you?	100.00%	96.47%
OVERALL RESULTS	97.35%	97.23%

Favorable feedback included:

- I do not have any suggestions for the improvement of the WCSI Admissions process as it was thorough, and constructive to the point, yet brief.

Response from Program: Thank you for completing our survey and providing your thoughtful feedback. We sincerely value your input, as it supports our continued efforts to strengthen the quality of the services we provide. We are glad to know you had a positive experience and appreciate the opportunity to assist with your needs.

Unfavorable Feedback included:

- Need for less complicated diagnosis paperwork.

Response from Program: Thank you for sharing your constructive feedback. Your input is important to our ongoing commitment to enhancing service quality. We review all feedback carefully to recognize areas where improvements can be made, and we appreciate the time you took to offer your suggestions.

Respectfully,
The WCSI Client Satisfaction Team

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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