



Dear Supports Coordination Organization (SCO) Consumer,

In response to our **2026 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 2026. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 284 surveys were completed and overall, they were 97.12% 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.

- My Supports Coordinator is very supportive. She takes the time to explain and make clear of any issues or concerns. If she doesn't have an immediate answer, she will research and get back to me in a timely fashion. She is thorough, patient, and kind.
- She is very efficient, nice, and there for our family. Gets back to us in a timely manner and reminds us she is always there for us. Supplies us with helpful resources, etc. Also visits home in person.

Program Response: The SCO is committed to ensuring all individuals have what they need to live their best lives. Thank you for taking the time to respond to the survey. Your positive comments are shared with your supports coordinator.

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.

- I am able to reach out to my supports coordinator, but it often takes days for a response.
- We are not always given clear information on who the supervisor is. Perhaps it changes as frequently as the SC position does.

Program Response: The SCO is dedicated to ensuring that in an emergency situation after normal business hours you have the ability to reach a SCO staff. The SCO will continue to review this process and ensure that communication to individuals and families is clear. The SCO will ensure communication to individuals and families occurs timely, following the expectation that phone calls and/or email communication for urgent needs are returned within 24 hours. SCO will ensure that all individuals and families have the SC contact information and the means to contact a supervisor if needed.

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.

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