

Residential Children Client Satisfaction Report 2006

Friendliness of Staff

Children Residential	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Charlee House	6	83%	17%	0%	0%	0%	100%
Henderson House	6	83%	17%	0%	0%	0%	100%
<b>Total</b>	<b>12</b>	<b>83%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

Helpfulness of Service(s)

Children Residential	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Charlee House	6	83%	17%	0%	0%	0%	100%
Henderson House	6	83%	17%	0%	0%	0%	100%
<b>Total</b>	<b>12</b>	<b>83%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

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Staff is Easy to talk to

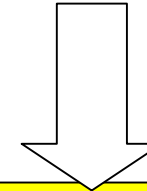
Children Residential	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Charlee House	6	66%	17%	17%	0%	0%	100%
Henderson House	6	83%	0%	17%	0%	0%	100%
<b>Total</b>	<b>12</b>	<b>75%</b>	<b>8%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

Staff is Trustworthy

Children Residential	Total	Excellent	Good	Satisfactory	Poor	Very Poor	Sum of Acceptable Ratings
Charlee House	6	83%	0%	17%	0%	0%	100%
Henderson House	6	67%	33%	0%	0%	0%	100%
<b>Total</b>	<b>12</b>	<b>75%</b>	<b>17%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

Requested Services

Children Residential	Indp Liv Skills	Family Therapy	Social Rec	Other
Charlee House	17%(1 request)	0%	0%	0%
Henderson House	17%(1 request)	33%(2 requests)	17%(1 request)	33%



*“Great staff”, “Helping when needed”, “I can trust HMC staff” –Henderson House residents*

*“More money for clothing” (2 requests)*