

Connections Children Client Satisfaction Report 2009

Friendliness of Henderson Staff

	Total	Excellent	Good	Satisfactory	Poor	Sum of Acceptable Ratings
CONNECTIONS	104	90%	8%	2%	0%	98%
FRT	10	90%	10%	0%	0%	100%
PPP	8	100%	0%	0%	0%	100%
<b>Total &amp; Average</b>	<b>122</b>	<b>93%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>99%</b>

Helpfulness of Services

	Total	Excellent	Good	Satisfactory	Poor	Sum of Acceptable Ratings
CONNECTIONS	101	83%	17%	0%	0%	100%
FRT	10	80%	20%	0%	0%	100%
PPP	8	63%	38%	0%	0%	100%
<b>Total &amp; Average</b>	<b>119</b>	<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

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Staff is Easy to Talk to?

	Total	Excellent	Good	Satisfactory	Poor	Sum of Acceptable Ratings
CONNECTIONS	104	86%	10%	5%	0%	95%
FRT	10	80%	20%	0%	0%	100%
PPP	8	100%	0%	0%	0%	100%
<b>Total &amp; Average</b>	<b>122</b>	<b>89%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>98%</b>

Staff is Trustworthy

	Total	Excellent	Good	Satisfactory	Poor	Sum of Acceptable Ratings
CONNECTIONS	104	78%	16%	3%	3%	94%
FRT	10	80%	20%	0%	0%	100%
PPP	8	100%	0%	0%	0%	100%
<b>Total &amp; Average</b>	<b>122</b>	<b>86%</b>	<b>12%</b>	<b>1%</b>	<b>1%</b>	<b>98%</b>

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Services that would be Helpful

MOST IMPORTANT SERVICE TO CLIENT	# RESPONSES	CONNECTIONS
SOCIAL/RECREATIONAL	24	24
INDEPENDENT LIVING SKILLS TRAINING	16	16
CASE MGT	6	6
INDIVIDUAL THERAPY	5	5
GROUP THERAPY	5	5
DAY PROGRAM	4	4
SUBSTANCE ABUSE	3	3
FAMILY THERPAY	2	2
RUNAWAY PREVENTION	1	1
PSYCHIATRIC SERVICES	1	1
SCHOOL SPORTS	1	1
KIDS GROUP ACTIVITIES	1	1
SUMMER JOBS	1	1
FIELD TRIPS	1	1
TOTAL	71	71