



SATISFACTION SURVEYS

FY 2017



Fiscal Year 2017 Satisfaction Survey Summary

Surveys distributed by Program:

Children's Services	345
Community Resources	281
Employment Services	173
Family Services	1,065
Industries/Janitorial	159
Supervised Group Living	89
Stepping Stone	8
Transportation	540
WIC	313
Youth Services	58
TOTAL	3,030
Total number of surveys returned:	1,206
Average return rate:	40%

General Satisfaction

Never/Unsatisfied	1.37%
Satisfied Some of the Time:	2.26%
Neutral/Satisfactory:	4%
Most of the Time/Good:	18%
Always/Very Good:	67%
Most of the Time/Good & Always/Very Good:	82%
No Response	4%

2017 Satisfaction Survey Program Summary

Program	Return Rate			Level of Satisfaction						
	Distributed	Returned	% Returned	% Never/Unsatisfactory	% Less than Satisfactory	% Neutral/Satisfactory	% Most of the Time/Good	% Always/Very Good	% Total of Both Most of the Time/Good Most Always/Very Good	% No Response
CHILDREN'S SERVICES										
Rainbow's End - Corydon	93	32	34.4%	0.0%	0.40%	4.5%	18.2%	77.0%	95.2%	0.2%
Rainbow's End - Georgetown	60	17	28.3%	0.3%	2.1%	1.3%	5.2%	90.5%	95.7%	0.3%
Jump Start Preschool - Morgan Elementary	12	9	75.0%	1.4%	4.4%	5.6%	20.0%	69.0%	89.0%	0.0%
Jump Start Preschool - North Harrison Elementary	19	15	78.9%	0.0%	0.0%	0.4%	1.3%	98.2%	99.5%	0.0%
After School -East Washington Elementary	29	18	62.1%	0.0%	0.0%	0.0%	22.0%	78.0%	100.0%	0.0%
After School -East Washington Middle	16	6	37.5%	0.0%	0.0%	33.0%	17.0%	50.0%	67.0%	0.0%
After School -Medora Elementary	31	20	64.5%	0.0%	0.0%	10.0%	30.0%	60.0%	90.0%	0.0%
After School -Morgan Elementary	47	29	61.7%	3.0%	0.0%	0.0%	10.0%	87.0%	97.0%	0.0%
After School -North Harrison	38	42	110.5%	0.0%	0.0%	0.0%	23.0%	77.0%	100.0%	0.0%

COMMUNITY RESOURCES										
Structured Family Care - Consumer	13	5	38.5%	2.1%	8.3%	0.0%	31.3%	56.3%	87.5%	2.1%
Structured Family Care - Householder	11	4	36.4%	3.0%	23.0%	20.0%	39.0%	10.0%	49.0%	5.0%
Structured Family Care - Guardian	5	2	40.0%	0.0%	0.0%	0.0%	25.0%	75.0%	100.0%	0.0%
Habilitation Corydon - Consumer	37	11	29.7%	0.0%	1.0%	9.0%	10.0%	79.0%	89.0%	0.0%
Habilitation Corydon- Parent/Advocate	37	7	18.9%	0.0%	0.0%	14.0%	19.0%	67.0%	86.0%	0.0%
Habilitation Palmyra - Consumer	16	1	6.3%	0.0%	0.0%	0.0%	14.0%	71.0%	85.0%	14.0%
Habilitation Palmyra - Parent/Advocate	15	1	6.7%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
Habilitation Salem - Consumer	36	4	11.1%	0.0%	0.0%	0.0%	54.0%	46.0%	100.0%	0.0%
Habilitation Salem - Parent/Advocate	36	3	8.3%	0.0%	0.0%	0.0%	33.0%	67.0%	100.0%	0.0%
Wellness Coordination -- Consumer	29	7	24.1%	11.0%	0.0%	7.0%	14.0%	68.0%	82.0%	0.0%
In-Home Services - Consumer	46	22	47.8%	5.0%	0.0%	2.0%	19.0%	74.0%	93.0%	0.0%
EMPLOYMENT SERVICES										
Employment Services VR - Discovery	34	23	67.6%	0.0%	0.0%	0.7%	13.8%	85.5%	99.3%	0.0%
Employment Services Placement	28	23	82.1%	0.0%	0.0%	1.0%	5.1%	93.5%	98.6%	0.0%
Employment Services VR - Supported Emp (SEFA)	23	23	100.0%	0.0%	0.0%	0.0%	9.0%	91.0%	100.0%	0.0%

Employment Services VR - Referring Agency	10	5	50.0%	0.0%	7.0%	7.0%	40.0%	47.0%	87.0%	0.0%
Supported Emp - Employer	33	29	87.9%	0.0%	0.6%	2.9%	17.2%	79.3%	96.5%	0.0%
Driver's Training-Consumer	40	19	47.5%	0.0%	0.0%	2.0%	6.0%	92.0%	98.0%	0.0%
Driver's Training-Referring Agency	4	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Resume Services	1	1	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
FAMILY SERVICES										
First Steps - Section 1 SPOE	344	168	49.0%	1.0%	1.0%	1.0%	6.0%	91.0%	97.0%	0.0%
First Steps - Section 2 Assessment Team	344	168	49.0%	0.0%	1.0%	0.0%	8.0%	87.0%	95.0%	4.0%
First Steps - Referral Source	294	18	6.0%	0.0%	0.0%	23.0%	5.0%	50.0%	55.0%	22.0%
Healthy Families Parent/Advocate	83	58	70.0%	0.0%	2.0%	0.0%	3.0%	92.0%	95.0%	3.0%
INDUSTRIAL SERVICES										
Corydon Blue River Industries - Consumer	46	21	45.7%	6.7%	7.6%	5.7%	13.3%	64.8%	78.1%	1.9%
Corydon Blue River Industries - Parent/Advocate	30	12	40.0%	0.0%	3.3%	0.0%	16.7%	80.0%	96.7%	0.0%
Salem Blue River Industries - Consumer	38	9	23.7%	0.0%	0.0%	0.0%	75.6%	24.4%	100.0%	0.0%
Salem Blue River Industries - Parent/Advocate	36	6	16.7%	0.0%	0.0%	0.0%	20.0%	80.0%	100.0%	0.0%
Industries Customer	9	6	66.7%	0.0%	4.2%	4.2%	18.8%	72.9%	91.7%	0.0%

JANITORIAL SERVICES										
Janitorial - Consumer	1	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Janitorial - Employers	6	3	50.0%	0.0%	6.7%	13.3%	40.0%	33.3%	73.3%	6.7%
RESIDENTIAL SERVICES										
SGL Residential - Resident - Klerner	6	6	100.0%	0.0%	0.0%	0.0%	4.8%	35.7%	40.5%	59.5%
SGL Residential - Resident - Marvy	8	8	100.0%	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	50.0%
SGL Residential - Resident - McGrain	7	7	100.0%	0.0%	6.1%	8.2%	32.7%	53.1%	85.8%	0.0%
SGL Residential - Resident - Milltown	6	6	100.0%	0.0%	7.1%	2.4%	28.6%	61.9%	90.5%	0.0%
SGL Residential - Resident - Nichols	8	8	100.0%	0.0%	3.6%	0.0%	7.1%	64.3%	71.4%	25.0%
SGL Residential - Resident - Oak	10	10	100.0%	0.0%	0.0%	0.0%	24.3%	51.4%	75.7%	24.3%
SGL Residential - Resident - Summit View	8	8	100.0%	0.0%	0.0%	0.0%	14.3%	73.2%	87.5%	12.5%
SGL Residential - Family Member	24	24	100.0%	0.0%	0.0%	5.4%	11.9%	81.5%	93.4%	1.2%
SGL Residential - Beginning of Service - Resident	3	3	100.0%	0.0%	0.0%	7.0%	13.0%	60.0%	73.0%	20.0%
SGL Residential - Beginning of Service - Family	3	3	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
SGL Residential - End of Service - Resident	3	3	100.0%	0.0%	0.0%	7.0%	20.0%	73.0%	93.0%	0.0%
SGL Residential - End of Service - Family	3	2	66.7%	30.0%	20.0%	0.0%	10.0%	40.0%	50.0%	0.0%

TRANSPORTATION SERVICES										
Public Transportation	324	22	6.8%	6.3%	7.3%	2.7%	17.3%	62.0%	79.3%	4.5%
Children's Transportation	8	2	25.0%	0.0%	10.0%	0.0%	60.0%	20.0%	80.0%	10.0%
Day Services Transportation	52	10	19.2%	0.0%	0.0%	8.0%	30.0%	62.0%	92.0%	0.0%
Medical Transportation	156	16	10.3%	2.1%	3.1%	5.2%	16.7%	72.9%	89.6%	0.0%
WOMEN, INFANTS AND CHILDREN										
Crawford County	64	23	35.9%	1.0%	0.0%	2.0%	2.0%	95.0%	97.0%	0.0%
Harrison County (number distributed is unknown)	43	43	*unknown	0.0%	0.0%	1.0%	6.0%	93.0%	99.0%	0.0%
Orange County	96	59	61.5%	0.0%	0.0%	1.0%	6.0%	93.0%	99.0%	0.0%
Washington County	110	67	60.9%	0.0%	1.0%	1.0%	8.0%	90.0%	98.0%	0.0%
YOUTH SERVICES										
Wyandotte-Parent/Advocate	12	6	50.0%	13.3%	0.0%	0.0%	13.3%	73.3%	86.6%	0.0%
Wyandotte - Referring Agency	25	7	28.0%	0.0%	2.0%	14.0%	29.0%	55.0%	84.0%	0.0%
Wyandotte - Youth Resident	20	15	75.0%	0.0%	9.3%	4.0%	13.3%	73.3%	86.6%	0.0%
Corydon Ramsey - Referring Agency	1	1	100.0%	0.0%	0.0%	33.0%	0.0%	67.0%	67.0%	0.0%
Corydon Ramsey - Parent/Advocate	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Corydon Ramsey - Consumer	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Totals:	3,030	1,206	39.80%	1.37%	2.26%	4%	18%	67%	82%	4%

Children's Services

Rainbow's End Child Care Centers:

Corydon and Georgetown

Jumpstart Pre-School:

Morgan and North Harrison Elementary

21st Century After School Program:

East Washington, Medora, Morgan and North Harrison Elementary

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Rainbow's End Child Care Center Corydon

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Rainbow's End Child Care helped my child to feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	0.0%	0.0%	3.1%	18.8%	78.1%	0.0%
2. Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	0.0%	3.0%	34.0%	63.0%	0.0%
3. I feel I am a welcome visitor at Rainbow's End Child Care at all times.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
4. Rainbow's End Child Care informs parents about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
5. Instructors treat children with courtesy and respect.	0.0%	3.0%	0.0%	19.0%	78.0%	0.0%
6. Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	6.0%	25.0%	69.0%	0.0%
7. Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	0.0%	0.0%	31.0%	69.0%	0.0%
8. Children have time to choose their own activities during the day.	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%

9. Adaptations are made for children with special needs.	0.0%	0.0%	0.0%	9.4%	87.5%	3.1%
10. Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	3.0%	22.0%	75.0%	0.0%
11. Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	21.9%	12.5%	65.6%	0.0%
12. Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	3.1%	18.8%	78.1%	0.0%
13. As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	6.3%	6.3%	87.5%	0.0%
14. I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	3.1%	18.8%	18.8%	59.4%	0.0%
15. I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	3.0%	13.0%	84.0%	0.0%
16. The staff greet me and my child each day when we arrive at the child care center.	0.0%	0.0%	0.0%	16.0%	84.0%	0.0%
17. I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	9.4%	18.8%	71.9%	0.0%
18. I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	0.0%	0.0%	3.0%	13.0%	84.0%	0.0%

Would you recommend our program/services to others?

YES	NO	NO RESPONSE
94%	0%	6%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Rainbow's End Child Care Center Georgetown

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Rainbow's End Child Care helped my child to feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
2. Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	6.0%	0.0%	6.0%	88.0%	0.0%
3. I feel I am a welcome visitor at Rainbow's End Child Care at all times.	0.0%	6.0%	0.0%	0.0%	94.0%	0.0%
4. Rainbow's End Child Care informs parents about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	0.0%	12.0%	88.0%	0.0%
5. Instructors treat children with courtesy and respect.	0.0%	0.0%	0.0%	12.0%	88.0%	0.0%
6. Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
7. Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	6.0%	0.0%	0.0%	94.0%	0.0%
8. Children have time to choose their own activities during the day.	0.0%	0.0%	6.0%	6.0%	88.0%	0.0%
9. Adaptations are made for children with special needs.	0.0%	0.0%	12.0%	0.0%	88.0%	0.0%
10. Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	12.0%	82.0%	6.0%
11. Outdoor environments are safe, clean, attractive and spacious.	0.0%	6.0%	0.0%	18.0%	76.0%	0.0%
12.	0.0%	0.0%	0.0%	12.0%	88.0%	0.0%

	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.						
13.	As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
14.	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	6.0%	0.0%	94.0%	0.0%
15.	I feel that the instructors have a good attitude toward me and my child.	0.0%	6.0%	0.0%	0.0%	94.0%	0.0%
16.	The staff greet me and my child each day when we arrive at the child care center.	0.0%	6.0%	0.0%	0.0%	94.0%	0.0%
17.	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	6.0%	0.0%	0.0%	94.0%	0.0%
18.	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	6.0%	0.0%	0.0%	0.0%	94.0%	0.0%

Would you recommend our program/service to others?

**YES
94.0%**

**NO
6.0%**

**NO RESPONSE
0.0%**

Blue River Services, Inc.

Tallied Report 2017

PARENT SATISFACTION SURVEY

Jump Start Preschool

Morgan Elementary

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1	Rainbow's End Child Care helped my child to feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	22.0%	0.0%	0.0%	0.0%	77.8%	0.0%
2	Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	11.0%	0.0%	22.2%	66.7%	0.0%
3	Rainbow's End Child Care informs parents about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	11.0%	0.0%	11.0%	78.0%	0.0%
4	Instructors treat children with courtesy and respect.	0.0%	0.0%	11.0%	22.0%	67.0%	0.0%
5	Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	11.0%	22.0%	67.0%	0.0%
6	Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
7	Children have time to choose their own activities during the day.	0.0%	11.0%	22.0%	11.0%	56.0%	0.0%
8	Adaptations are made for children with special needs.	0.0%	0.0%	33.0%	11.0%	56.0%	0.0%
9	Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

10	Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
11	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	44.0%	56.0%	0.0%
12	As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	22.0%	0.0%	0.0%	77.8%	0.0%
13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
14	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	0.0%	11.1%	88.9%	0.0%
15	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	11.1%	22.2%	66.7%	0.0%
16	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	0.0%	11.0%	0.0%	11.0%	78.0%	0.0%
				YES	NO	NO RESPONSE	
	Would you recommend our program/service to others?		100.0%	0.0%	0.0%		

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Jump Start Preschool North Harrison Elementary

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Rainbow's End Child Care helped my child to feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Rainbow's End Child Care informs parents about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Instructors treat children with courtesy and respect.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
6. Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
7. Children have time to choose their own activities during the day.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8. Adaptations are made for children with special needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
9. Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10. Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
11. Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
12. As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	7.0%	0.0%	93.0%	0.0%
14	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
15	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
16	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
AVG		0.0%	0.0%	1.8%	0.0%	98.3%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others?	93.0%	0.0%	7.0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

After School Program East Washington Elementary

Tallied Report

2017

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0.0%	6.0%	0.0%	22.0%	72.0%	0%
2. Rules are clear and fair	0.0%	6.0%	0.0%	33.0%	61.0%	0%
3. Staff treat students with respect	0.0%	0.0%	0.0%	33.0%	67.0%	0%
4. Staff listen to what students say	0.0%	0.0%	0.0%	39.0%	61.0%	0%
5. It is easy for students to make friends in the program	0.0%	0.0%	0.0%	50.0%	50.0%	0%
6. Students have input on activities	0.0%	17.0%	33.0%	22.0%	28.0%	0%
7. Activities are fun and engaging for students	0.0%	0.0%	6.0%	50.0%	44.0%	0%
8. Most students have good attendance in the program	0.0%	0.0%	6.0%	33.0%	61.0%	0%
9. The program provides enough opportunity for students to complete homework.	0.0%	0.0%	11.0%	50.0%	39.0%	0%
10. The activities are designed to help students do better in school.	0.0%	0.0%	6.0%	56.0%	39.0%	0%
11. The program helps students apply what they learn in school.	0.0%	0.0%	6.0%	61.0%	33.0%	0%
12. Afterschool staff involve parents in decision making and planning	0.0%	6.0%	22.0%	39.0%	33.0%	0%
13. Afterschool staff communicate well with parents.	0.0%	0.0%	0.0%	44.0%	56.0%	0%
14. Parents feel welcome in the program.	0.0%	0.0%	0.0%	39.0%	61.0%	0%
15. Overall, I am satisfied with the program.	0.0%	0.0%	0.0%	22.0%	78.0%	0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

After School Program Medora Elementary

Tallied Report 2017

		Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	0.0%	0.0%	5.0%	30.0%	65.0%	0%
2.	Rules are clear and fair	0.0%	0.0%	0.0%	15.0%	25.0%	60%
3.	Staff treat students with respect	0.0%	0.0%	0.0%	40.0%	60.0%	0%
4.	Staff listen to what students say	0.0%	0.0%	10.0%	40.0%	50.0%	0%
5.	It is easy for students to make friends in the program	0.0%	0.0%	10.0%	45.0%	45.0%	0%
6.	Students have input on activities	0.0%	5.0%	15.0%	40.0%	40.0%	0%
7.	Activities are fun and engaging for students	0.0%	0.0%	5.0%	45.0%	50.0%	0%
8.	Most students have good attendance in the program	5.0%	0.0%	10.0%	25.0%	60.0%	0%
9.	The program provides enough opportunity for students to complete homework.	0.0%	0.0%	5.0%	35.0%	60.0%	0%
10.	The activities are designed to help students do better in school.	0.0%	0.0%	15.0%	35.0%	50.0%	0%
11.	The program helps students apply what they learn in school.	0.0%	0.0%	15.0%	25.0%	60.0%	0%
12.	Afterschool staff involve parents in decision making and planning	10.0%	0.0%	25.0%	30.0%	35.0%	0%
13.	Afterschool staff communicate well with parents.	5.0%	0.0%	10.0%	30.0%	50.0%	5%

14.	Parents feel welcome in the program.	0.0%	0.0%	10.0%	45.0%	45.0%	0%
15.	Overall, I am satisfied with the program.	0.0%	0.0%	10.0%	30.0%	60.0%	0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

After School Program Morgan Elementary

Tallied Report 2017

		Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	3.0%	0.0%	0.0%	17.0%	77.0%	3%
2.	Rules are clear and fair	3.0%	0.0%	0.0%	10.0%	87.0%	0%
3.	Staff treat students with respect	3.0%	0.0%	0.0%	7.0%	90.0%	0%
4.	Staff listen to what students say	3.0%	0.0%	0.0%	7.0%	90.0%	0%
5.	It is easy for students to make friends in the program	0.0%	0.0%	7.0%	20.0%	73.0%	0%
6.	Students have input on activities	0.0%	3.0%	3.0%	17.0%	77.0%	0%
7.	Activities are fun and engaging for students	3.0%	0.0%	0.0%	13.0%	83.0%	0%
8.	Most students have good attendance in the program	0.0%	3.0%	0.0%	17.0%	80.0%	0%
9.	The program provides enough opportunity for students to complete homework.	7.0%	0.0%	3.0%	13.0%	77.0%	0%
10.	The activities are designed to help students do better in school.	7.0%	0.0%	0.0%	17.0%	77.0%	0%
11.	The program helps students apply what they learn in school.	3.0%	0.0%	3.0%	20.0%	73.0%	0%
12.	Afterschool staff involve parents in decision making and planning	3.0%	0.0%	3.0%	20.0%	73.0%	0%
13.	Afterschool staff communicate well with parents.	3.0%	0.0%	0.0%	10.0%	97.0%	0%
14.	Parents feel welcome in the program.	3.0%	0.0%	0.0%	10.0%	87.0%	0%
15.	Overall, I am satisfied with the program.	3.0%	0.0%	0.0%	10.0%	87.0%	0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

After School Program North Harrison Elementary

Tallied Report

2017

					Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome				0%	0%	0%	37%	60%	2%
2.	Rules are clear and fair				0%	0%	0%	33%	67%	0%
3.	Staff treat students with respect				0%	0%	0%	26%	74%	0%
4.	Staff listen to what students say				0%	0%	0%	30%	67%	2%
5.	It is easy for students to make friends in the program				0%	0%	7%	28%	63%	2%
6.	Students have input on activities				0%	0%	14%	28%	58%	0%
7.	Activities are fun and engaging for students				0%	0%	2%	33%	65%	0%
8.	Most students have good attendance in the program				0%	2%	9%	30%	58%	0%
9.	The program provides enough opportunity for students to complete homework.				0%	0%	2%	26%	72%	0%
10.	The activities are designed to help students do better in school.				0%	0%	0%	30%	70%	0%
11.	The program helps students apply what they learn in school.				0%	0%	5%	35%	60%	0%
12.	Afterschool staff involve parents in decision making and planning				0%	2%	9%	30%	58%	0%
13.	Afterschool staff communicate well with parents.				0%	0%	7%	21%	70%	2%
14.	Parents feel welcome in the program.				0%	0%	0%	26%	74%	0%
15.	Overall, I am satisfied with the program.				0%	0%	0%	23%	77%	0%

Community Resources

Structured Family Care

Habilitation

In-Home Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Structured Family Care Consumer

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. The help I receive meets my needs.	0.0%	14.0%	0.0%	43.0%	43.0%	0.0%
2. I get to choose my activities.	0.0%	0.0%	0.0%	57.0%	43.0%	0.0%
3. The health care I receive meets my needs.	0.0%	0.0%	0.0%	29.0%	71.0%	0.0%
4. The staff respects me.	14.0%	0.0%	0.0%	0.0%	86.0%	0.0%
5. I get to help plan my goals in my planning meeting.	0.0%	29.0%	0.0%	29.0%	43.0%	0.0%
6. I am satisfied with the help I get.	0.0%	0.0%	0.0%	14.0%	71.0%	14.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Structured Family Care Householder

Tallied Report 2017

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1.	Before certification, Blue River staff explained householder duties and responsibilities thoroughly.	0.0%	0.0%	40.0%	20.0%	40.0%	0.0%
2.	I am given the opportunity to ask questions and express my opinion about the program.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
3.	Staff have a positive attitude and make an effort to resolve my problems.	0.0%	0.0%	20.0%	60.0%	20.0%	0.0%
4.	My input is valued and I am made to feel that I am an important part of the team.	0.0%	0.0%	40.0%	20.0%	40.0%	0.0%
5.	Blue River staff respond to emergency situations in a timely manner.	0.0%	0.0%	20.0%	0.0%	80.0%	0.0%
6.	Blue River staff are knowledgeable about program rules and regulations.	0.0%	0.0%	20.0%	0.0%	80.0%	0.0%
7.	Blue River staff are prompt for appointments and meetings.	0.0%	20.0%	20.0%	20.0%	40.0%	0.0%
8.	Blue River staff inform me promptly of problems residents are having.	0.0%	0.0%	40.0%	20.0%	40.0%	0.0%
9.	Blue River staff treat me in a friendly and courteous manner.	0.0%	0.0%	20.0%	0.0%	80.0%	0.0%
10.	In general, I am satisfied with the services Blue River provides to me.	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to other families?	60%	0%	40%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Structured Family Care Guardian

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/ Good	Always/ Very Good	No Response
1. I am kept appropriately informed of service developments that might affect my family members progress.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. My questions and concerns are addressed adequately and satisfactorily.	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
3. I am pleased with the home, the provision of services and the community in which my family member lives.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. I feel that participation in the AFC program is beneficial to my family member.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. The staff display a positive, respectful attitude toward me and my family member.	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
6. In general, are you satisfied with the services Blue River Services, Inc. provides for my family member?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Corydon Habilitation Consumer

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy the Habilitation services?	0.0%	9.0%	0.0%	9.0%	82.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	9.0%	9.0%	82.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	18.0%	9.0%	73.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	9.0%	18.0%	73.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	9.0%	9.0%	82.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	9.0%	18.0%	73.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	9.0%	0.0%	91.0%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others?	82%	0	18%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2017

Corydon Habilitation Parent/Advocate

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	14.0%	29.0%	57.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	14.0%	29.0%	57.0%	0.0%
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%

Would you recommend our program/service to others:

YES	NO	NO RESPONSE
86%	0%	14%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Palmyra Habilitation Consumer

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy the Habilitation services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others?	100%	0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Palmyra Habilitation Parent/Advocate

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Would you recommend our program/service to others:		100%	0%	0%		

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Salem Habilitation Consumer

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy the Habilitation services?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	75.0%	25.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%

	YES	NO	NO RESPONSE	
Would you recommend our program/service to others?		100%	0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2017

Salem Habilitation Parent/Advocate

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others:	100%	0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2017

In-Home Consumer

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you like the services you have participated in?	4.5%	0.0%	4.5%	27.0%	64.0%	0.0%
2. Does In-Home Services staff listen to you?	4.5%	0.0%	0.0%	22.7%	73.0%	0.0%
3. Does In-Home Services meet your needs?	4.5%	0.0%	0.0%	22.7%	73.0%	0.0%
4. Has the staff helped you to meet your goals?	4.5%	0.0%	4.5%	18.2%	73.0%	0.0%
5. Does In-Home Services staff treat you with respect?	4.5%	0.0%	4.5%	4.6%	86.4%	0.0%
6. In general, are you satisfied with the services you have received?	4.5%	0.0%	0.0%	18.2%	77.3%	0.0%

Would you recommend our program/service to others:

YES	NO	NO RESPONSE
91%	0%	9%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Wellness Coordination Consumer

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Services you receive are benefitting you.	14.3%	0.0%	14.3%	14.3%	57.1%	0.0%
2. Wellness service has decreased the number of times you would typically seek medical attention.	28.6%	0.0%	0.0%	42.9%	28.6%	0.0%
3. The nurse treats you with respect.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. In general, are you satisfied with the services you have received?	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%

Would you recommend our program/service to others:
YES
71%
NO
14%
NO RESPONSE
14%

Employment Services

Placement

Discovery

Supported Employment

Driver's Training

Resume Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services / VR Supported Employment Follow Along (SEFA) Consumer

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Are you happy with the services you have received or are receiving from BRS, Inc.	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
2. Did you feel that your ideas and feelings were or are listened to?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
3. Do you feel that the services you received or are receiving from BRS, Inc. meet or met your needs?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
4. Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
5. While at BRS, Inc. did you feel that you are/were treated with respect?	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%
6. In general, are you satisfied with the services BRS, Inc. provides for you and your family?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Would you recommend our program/service to others:
YES
NO
NO RESPONSE
74%
22%
4%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Employment Services Discovery

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Are you happy with the services you have received or are receiving from BRS, Inc.	0.0%	0.0%	4.3%	13.0%	82.6%	0.0%
2. Did you feel that your ideas and feelings were or are listened to?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
3. Do you feel that the services you received or are receiving from BRS, Inc. meet or met your needs?	0.0%	0.0%	0.0%	21.7%	78.3%	0.0%
4. Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
5. While at BRS, Inc. did you feel that you are/were treated with respect?	0.0%	0.0%	0.0%	13.0%	87.0%	0.0%
6. In general, are you satisfied with the services BRS, Inc. provides for you and your family?	0.0%	0.0%	0.0%	8.7%	91.3%	0.0%

Would you recommend our program/service to others:

YES	NO	NO RESPONSE
100%	0.0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services / VR Placement Consumer

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Are you happy with the services you have received or are receiving from BRS, Inc.	0.0%	0.0%	4.3%	13.0%	82.6%	0.0%
2. Did you feel that your ideas and feelings were or are listened to?	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%
3. Do you feel that the services you received or are receiving from BRS, Inc. meet or met your needs?	0.0%	0.0%	0.0%	8.7%	91.3%	0.0%
4. Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%
5. While at BRS, Inc. did you feel that you are/were treated with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. In general, are you satisfied with the services BRS, Inc. provides for you and your family?	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others:	100%	0%	0%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Tallied Report

Employment Services

2017

Employers

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Was the placement carried out in the manner which was originally explained to you?	0.0%	3.4%	3.4%	20.7%	72.4%	0.0%
2. Was this a positive experience for your company?	0.0%	0.0%	0.0%	17.2%	82.8%	0.0%
3. Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	0.0%	0.0%	17.2%	82.8%	0.0%
4. Did the placement interfere with your company's work procedures?	0.0%	0.0%	3.4%	27.6%	69.0%	0.0%
5. Are you interested in participating in future placements?	0.0%	0.0%	10.3%	6.9%	82.8%	0.0%
6. In general, are you satisfied with the Employment Services Blue River provides for you?	0.0%	0.0%	0.0%	13.8%	86.2%	0.0%

Would you recommend our program/service to others:

**YES
100%**

**NO
0%**

**NO RESPONSE
0%**

Blue River Services, Inc.

REFERRING AGENCY SATISFACTION SURVEY

Employment Services / VR

Referring Agency

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Did response to your referral occur within a reasonable timeframe?	0.0%	7.0%	7.0%	40.0%	47.0%	0.0%
2. Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%
3. Were you kept appropriately informed of service developments that might affect consumer progress?	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
4. Were billings received in a timely fashion, complete and accurate	0.0%	20.0%	20.0%	60.0%	0.0%	0.0%
5. Did you receive all necessary documentation required to monitor the case?	0.0%	20.0%	0.0%	20.0%	60.0%	0.0%
6. In general, are you satisfied with the services BRS, Inc. provides for you and the consumer?	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%

Blue River Services, Inc.
CONSUMER SATISFACTION SURVEY

**Employment Services
 Driver's Training
 Consumer**

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/ Good	Always/ Very Good	No Response
1 Do you like the services you have participated in with the Driver's Training program?	0.0%	0.0%	0.0%	11.0%	89.0%	0.0%
2 Does Driver's Training staff listen to your ideas/feelings?	0.0%	0.0%	5.0%	11.0%	84.0%	0.0%
3 Does the Driver's Training program meet your needs?	0.0%	0.0%	0.0%	5.0%	95.0%	0.0%
4 Do you think your skills have improved since participating in Driver's Training services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5 Does Driver's Training staff treat you with respect?	0.0%	0.0%	5.0%	0.0%	95.0%	0.0%
6 In general, are you satisfied with the services Driver's Training provides for you?	0.0%	0.0%	0.0%	11.0%	89.0%	0.0%

Would you recommend our program/service to others:

YES	NO	NO RESPONSE
100%	0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Employment Services Resume Service

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Are you satisfied with the services you have received from BRS Resume Service?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Did the Resume Specialist listen to your ideas?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Did the service help you progress toward your career goals?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Did the Resume Specialist treat you with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Are you satisfied with the quality of your resume (and additional documents, if applicable)?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Would you recommend our program/service to others:

**YES
100%**

**NO
0%**

**NO RESPONSE
0%**

Blue River Industries

Corydon and Salem

Janitorial

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Corydon - Consumer**

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy working at the workshop?	4.8%	9.5%	4.8%	4.8%	76.2%	0.0%
2. Does Blue River staff at the workshop listen to you?	9.5%	4.8%	4.8%	14.3%	61.9%	4.8%
3. Do you think your skills have improved since starting to work at Blue River Industries?	4.8%	9.5%	14.3%	14.3%	57.1%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	4.8%	9.5%	4.8%	19.0%	61.9%	0.0%
5. In general, are you satisfied working at the workshop?	9.5%	4.8%	0.0%	14.3%	66.7%	4.8%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others?	71%	14%	14%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries Corydon Parent/Advocate

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	8.3%	0.0%	16.7%	75.0%	0.0%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	8.3%	0.0%	8.3%	83.3%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	8.3%	0.0%	0.0%	91.7%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

Would you recommend our program/service to others:

YES	NO	NO RESPONSE
83.3%	0.0%	16.7%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Salem - Consumer**

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy working at the workshop?	0.0%	0.0%	0.0%	77.8%	22.2%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	0.0%	77.8%	22.2%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	0.0%	77.8%	22.2%	0.0%
5. In general, are you satisfied working at the workshop?	0.0%	0.0%	0.0%	77.8%	22.2%	0.0%

	YES	NO	NO RESPONSE
Would you recommend our program/service to others?	100%	0%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries
Salem
Parent/Advocate

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%

Would you recommend our program/service to others: **YES** **NO** **NO RESPONSE**
 100% **0%** **0%**

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Tallied Report

Blue River Industries

2017

Customer

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Are you satisfied with the quality of products provided to you by Blue River Industries?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does Blue River Industries provide delivery/shipping in a manner that suits your needs?	0.0%	0.0%	12.5%	50.0%	37.5%	0.0%
3. Do you feel Blue River Industries provides products to you at an acceptable price?	0.0%	0.0%	0.0%	62.5%	37.5%	0.0%
4. Are your concerns resolved on a timely basis?	0.0%	12.5%	0.0%	0.0%	87.5%	0.0%
5. Is Blue River Industries staff helpful and pleasant?	0.0%	0.0%	12.5%	0.0%	87.5%	0.0%
6. Overall, are you satisfied with the services Blue River Industries has provided?	0.0%	12.5%	0.0%	0.0%	87.5%	0.0%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Tallied Report

Janitorial Services Business Contract

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Is the janitorial contract carried out in the manner which was originally explained to you?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
2. Is this contract a positive experience for your company?	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%
3. Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
4. Do you feel your place of business is being kept clean to meet your standards?	0.0%	33.3%	0.0%	66.7%	0.0%	0.0%
5. Do you feel your concerns or special cleaning request are being met?	0.0%	0.0%	33.3%	33.3%	0.0%	33.3%
6. In general, are you satisfied with the Janitorial Services?	0.0%	33.3%	0.0%	66.7%	0.0%	0.0%

Would you recommend our program/service to others:
YES
NO
NO RESPONSE
33%
0%
67%

Residential Services

Supervised Group Living

Group Homes: Klerner, Marvy, McGrain, Milltown, Nichols,
Oak Drive and Summit View

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Klerner

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	0.0%	0.0%	16.7%	33.3%	50.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	0.0%	16.4%	83.3%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
4. The staff displays a positive, respectful attitude toward me.	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	16.7%	0.0%	83.3%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Marvy Lane

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living McGrain

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	258.6%	0.0%	42.9%	28.6%	0.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	14.3%	0.0%	28.6%	57.1%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	14.3%	42.9%	42.9%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	28.6%	28.6%	42.9%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Milltown

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	33.3%	16.7%	16.7%	33.3%	0.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	16.7%	0.0%	33.3%	50.0%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Nichols

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	12.5%	0.0%	12.5%	50.0%	25.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	12.5%	62.5%	25.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	12.5%	62.5%	25.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	12.5%	0.0%	0.0%	62.5%	25.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	12.5%	62.5%	25.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Oak Drive

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	0.0%	0.0%	20.0%	70.0%	10.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	20.0%	30.0%	50.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	20.0%	70.0%	10.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	20.0%	70.0%	10.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	20.0%	20.0%	60.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	40.0%	40.0%	20.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	30.0%	60.0%	10.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Summit View

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	25.0%	62.5%	12.5%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Family Member

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. I am pleased with the home, the provisions, and the community in which I live.	0.0%	0.0%	8.3%	20.8%	70.8%	0.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	4.2%	25.0%	70.8%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	4.2%	4.2%	91.7%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	8.3%	8.3%	83.3%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	4.2%	4.2%	87.5%	4.2%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	4.2%	12.5%	79.2%	4.2%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	4.2%	8.3%	87.5%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Beginning of Service - Resident

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. When you first requested information about the Residential program, did Blue River Services respond quickly?	0.0%	0.0%	0.0%	0.0%	67.0%	33.0%
2. Did you feel that you talked to the right person (or that the right person for your needs called you back)?	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%
3. Do you feel that the services you are receiving from the Residential program were provided reasonably quickly?	0.0%	0.0%	0.0%	0.0%	67.0%	33.0%
4. Were the services explained well enough to meet your needs?	0.0%	0.0%	0.0%	67.0%	33.0%	0.0%
5. Do you feel that these services will help you make progress toward your goals?	0.0%	0.0%	33.0%	0.0%	67.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living Beginning of Service - Family Member

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. In your role as parent/advocate, are you satisfied with your experience in obtaining Residential Services	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Did you feel that you talked to the right person (or that the right person for your needs called you back)?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Do you feel that the services received from Blue River Services were provided reasonably quickly?	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
4. Were the services explained well enough to meet your particular requirements?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Do you feel that these services helped your family member (or other person for whom you are advocating) make progress toward his/her goals?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living End of Service - Resident

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. When you first requested information about the Residential program, did Blue River Services respond quickly?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
2. Did you feel that you talked to the right person (or that the right person for your needs called you back)?	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%
3. Do you feel that the services you are receiving from the Residential program were provided reasonably quickly?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Were the services explained well enough to meet your needs?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
5. Do you feel that these services will help you make progress toward your goals?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2017

Supervised Group Living End of Service - Family Member

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1.	In your role as parent/advocate, are you satisfied with your experience in obtaining Residential Services	0.0%	50.0%	0.0%	0.0%	50.0%	0.0%
2.	Did you feel that you talked to the right person (or that the right person for your needs called you back)?	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%
3.	Do you feel that the services received from Blue River Services were provided reasonably quickly?		0.0%	50.0%	0.0%	50.0%	0.0%
4.	Were the services explained well enough to meet your particular requirements?	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%
5.	Do you feel that these services helped your family member (or other person for whom you are advocating) make progress toward his/her goals?	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%

Transportation

Public

Day Services

Medical

Children's Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Public Transportation

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. SITS transportation drivers are competent and safe drivers while meeting my transportation needs.	9.1%	9.1%	0.0%	13.6%	63.6%	4.6%
2. My driver is respectful and courteous.	4.6%	9.1%	0.0%	18.2%	63.6%	4.5%
3. My driver is on time for pick-ups and drop-offs.	4.6%	9.1%	9.1%	27.3%	45.5%	4.5%
4. Southern Indiana Transit System buses and vans are well maintained and clean.	9.1%	0.0%	4.6%	9.1%	72.7%	4.5%
5. In general, I am satisfied with the Transportation Services that SITS provides for me.	4.6%	9.1%	0.0%	18.2%	63.6%	4.5%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Medical Transportation

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. SITS transportation employees are competent and safe drivers while meeting my transportation needs.	0.0%	12.5%	0.0%	12.5%	75.0%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	6.3%	6.3%	87.5%	0.0%
3. My driver is on time for pick-ups and drop-offs.	6.3%	0.0%	0.0%	31.3%	62.5%	0.0%
4. The dispatcher for Medical Transportation is helpful and organized with scheduling my appointments.	6.3%	0.0%	12.5%	25.0%	56.3%	0.0%
5. Southern Indiana Transit System buses and vans are maintained and clean.	0.0%	0.0%	12.5%	12.5%	75.0%	0.0%
6. In general, I am satisfied with the Transportation Services that SITS provides for me.	0.0%	6.3%	0.0%	12.5%	81.3%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Transportation - Day Services

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. SITS transportation drivers are competent and safe drivers while meeting my transportation needs.	0.0%	0.0%	0.0%	30.0%	70.0%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	0.0%	30.0%	70.0%	0.0%
3. My driver is on time for pick-ups and drop-offs.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	10.0%	20.0%	70.0%	0.0%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2017

Transportation - Children

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. SITS transportation drivers are competent and safe drivers while meeting my transportation needs.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
3. My driver is on time for pick-ups and drop-offs.	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%

Women, Infants and Children (WIC)

Harrison, Crawford, Orange and Washington County

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Harrison County WIC

Tallied Report

2017

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	Does the WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	2.0%	98.0%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	2.0%	5.0%	93.0%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4.	Do you spend little time in the waiting room when you come to WIC?	0.0%	0.0%	5.0%	16.0%	79.0%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
6.	Does the WIC staff adequately explain how to use the WIC checks at the store?	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%
7.	Does the WIC booklet adequately explain how to use the WIC checks at the store?	0.0%	0.0%	5.0%	9.0%	86.0%	0.0%
8.	Overall, do you feel WIC is a good program?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Would you recommend our program/service to others?

**YES
79%**

**NO
0%**

**NO RESPONSE
21%**

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Washington County WIC

Tallied Report

2017

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	Does the WIC staff seem respectful and welcoming?	0.0%	1.5%	0.0%	4.5%	94.0%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	1.5%	0.0%	0.0%	4.5%	94.0%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	3.0%	97.0%	0.0%
4.	Do you spend little time in the waiting room when you come to WIC?	1.5%	4.5%	3.0%	25.4%	65.7%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	11.9%	88.1%	0.0%
6.	Does the WIC staff adequately explain how to use the WIC checks at the store?	0.0%	0.0%	3.0%	3.0%	94.0%	0.0%
7.	Does the WIC booklet adequately explain how to use the WIC checks at the store?	0.0%	1.5%	1.5%	11.9%	85.1%	0.0%
8.	Overall, do you feel WIC is a good program?	0.0%	0.0%	0.0%	0.0%	98.5%	1.5%

Would you recommend our program/service to others?

**YES
88%**

**NO
0%**

**NO RESPONSE
12%**

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Crawford County WIC

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. Does the WIC staff seem respectful and welcoming?	4.3%	0.0%	0.0%	0.0%	95.7%	0.0%
2. Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	4.3%	0.0%	95.7%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	0.0%	0.0%	4.3%	0.0%	95.7%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	4.3%	0.0%	0.0%	0.0%	95.7%	0.0%
6. Does the WIC staff adequately explain how to use the WIC checks at the store?	0.0%	0.0%	0.0%	4.3%	95.7%	0.0%
7. Does the WIC booklet adequately explain how to use the WIC checks at the store?	0.0%	0.0%	4.3%	13.0%	82.6%	0.0%
8. Overall, do you fell WIC is a good program?	0.0%	0.0%	4.3%	0.0%	95.7%	0.0%

Would you recommend our program/service to others?

YES
96%

NO
0%

NO RESPONSE
4%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Orange County WIC

Tallied Report

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. Does the WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	3.4%	96.6%	0.0%
2. Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	5.1%	94.9%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	8.5%	94.5%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	1.7%	1.7%	0.0%	10.2%	86.4%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	1.7%	0.0%	0.0%	5.1%	93.2%	0.0%
6. Does the WIC staff adequately explain how to use the WIC checks at the store?	0.0%	0.0%	1.7%	1.7%	96.6%	0.0%
7. Does the WIC booklet adequately explain how to use the WIC checks at the store?	0.0%	0.0%	3.4%	10.2%	86.4%	0.0%
8. Overall, do you fell WIC is a good program?	0.0%	0.0%	0.0%	1.7%	98.3%	0.0%
Would you recommend our program/service to others?	YES 93%	NO 2%	NO RESPONSE 5%			

Youth Services

Corydon Ramsey

Wyandotte House

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2017

**Corydon Ramsey
Youth**

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	I am satisfied with the physical and emotional environment at the Wyandotte House.						
2.	The Wyandotte House had sufficient supplies.						
3.	The staff treated me with fairness and respect.						
4.	I was informed about decisions regarding my care and was given the opportunity to share my opinions.						
5.	I was informed of the process to make requests and was given the opportunity to use this process.						

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Youth

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. I am satisfied with the physical and emotional environment at _____ the Wyandotte House.	0.0%	13.3%	0.0%	26.7%	60.0%	0.0%
2. The Wyandotte House had sufficient supplies.	0.0%	0.0%	13.3%	6.7%	80.0%	0.0%
3. The staff treated me with fairness and respect.	0.0%	13.3%	0.0%	6.7%	80.0%	0.0%
4. I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	6.7%	6.7%	20.0%	66.7%	0.0%
5. I was informed of the process to make requests and was given the opportunity to use this process.	0.0%	13.3%	0.0%	6.7%	80.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Corydon Ramsey
Parent/Advocate

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Did the Wyandotte House staff clearly communicate with you about your child's progress and behavior?						
2. Did the Wyandotte House staff clearly communicate with you regarding decisions about your child's care?						
3. Were you informed of a process to resolve problems you may have had with Wyandotte House policies and/or procedures?						
4. Does the staff of the Wyandotte House display fairness and respect toward your child?						
5. Did you have the opportunity to participate in your child's treatment while they were at the Wyandotte House?						

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Wyandotte House
Parent/Advocate**

2017

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Did the Wyandotte House staff clearly communicate with you about your child's progress and behavior?	17.0%	0.0%	0.0%	0.0%	83.0%	0.0%
2. Did the Wyandotte House staff clearly communicate with you regarding decisions about your child's care?	16.7%	0.0%	0.0%	0.0%	83.3%	0.0%
3. Were you informed of a process to resolve problems you may have had with Wyandotte House policies and/or procedures?	17.0%	0.0%	0.0%	33.0%	50.0%	0.0%
4. Does the staff of the Wyandotte House display fairness and respect toward your child?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Did you have the opportunity to participate in your child's treatment while they were at the Wyandotte House?	17.0%	0.0%	0.0%	33.0%	50.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

**Corydon Ramsey
Referring Agency**

Tallied Report 2017

	Never/ Unsatisfactory	Some of the Time/ Less Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. I am satisfied with the physical and emotional environment at the Wyandotte House.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. The Wyandotte House had sufficient supplies, furnishings and space to care for the child (ren).	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Did the Wyandotte House staff clearly communicate with you regarding the child(ren)'s progress and behavior?	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
4. Did the Wyandotte House staff clearly communicate with you regarding decisions about the child(ren)'s care?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Were you informed about a process to resolve problems you may have had?	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
6. Did the Wyandotte House staff display fairness and respect with the child(ren)?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Referring Agency

2017

	Never/ Unsatisfactory	Some of the Time/ Less Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. I am satisfied with the physical and emotional environment at the Wyandotte House.	0.0%	0.0%	29.0%	14.0%	57.0%	0.0%
2. The Wyandotte House had sufficient supplies, furnishings and space to care for the child (ren).	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
3. Did the Wyandotte House staff clearly communicate with you regarding the child(ren)'s progress and behavior?	0.0%	0.0%	14.0%	57.0%	29.0%	0.0%
4. Did the Wyandotte House staff clearly communicate with you regarding decisions about the child(ren)'s care?	0.0%	14.3%	0.0%	42.9%	42.9%	0.0%
5. Were you informed about a process to resolve problems you may have had?	0.0%	0.0%	43.0%	14.0%	43.0%	0.0%
6. Did the Wyandotte House staff display fairness and respect with the child(ren)?	0.0%	0.0%	0.0%	29.0%	71.0%	0.0%