



# **SATISFACTION SURVEYS**

**FY 2018**



# Fiscal Year 2018 Satisfaction Survey Summary

Surveys distributed by Program:

Children's Services	364
Community Resources	215
Employment Services	86
Family Services	2,463
Industries/Janitorial	163
Supervised Group Living	112
Stepping Stone	6
Transportation	398
WIC	0
Youth Services	65
<b>Total</b>	<b>3,866</b>

## **TOTAL**

Total number of surveys returned: 657

Average return rate: 17%

## **General Satisfaction**

Never/Unsatisfied	1%
Satisfied Some of the Time:	1%
Neutral/Satisfactory:	5%
Most of the Time/Good:	21%
Always/Very Good:	70%
<b>Most of the Time/Good &amp; Always/Very Good:</b>	<b>91%</b>
No Response	2%

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
<b>CHILDREN'S SERVICES</b>										
Rainbow's End – Corydon	69	31	45%	1.6%	3.60%	11.8%	25.5%	57.5%	83.0%	0.0%
Rainbow's End – Georgetown	30	13	43%	2.2%	4.8%	11.5%	25.1%	52.7%	77.8%	3.9%
Jump Start Preschool – Morgan Elementary	17	17	100%	2.0%	0.0%	2.0%	5.0%	91.0%	96.0%	0.0%
Jump Start Preschool – North Harrison Elementary	37	14	38%	0.0%	0.0%	3.5%	3.5%	93.0%	96.5%	0.0%
After School – East Washington Elementary	29	19	66%	0.0%	0.0%	5.2%	20.3%	72.0%	92.3%	2.0%



Wellness Coordination -- Consumer	22	3	14%		0.0%	8.3%	0.0%	8.3%	83.3%	91.6%	0.0%
In-Home Services - Consumer	46	11	24%		0.0%	0.0%	0.0%	2%	98%	100%	0.0%
<b>EMPLOYMENT SERVICES</b>											
Employment Services VR - Discovery	0	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Employment Services Placement	0	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Employment Services VR – Supported/follow-along	17	10	59%		0.0%	0.0%	0.0%	9.0%	91.0%	100.0%	0.0%
Employment Services VR - Referring Agency	10	7	70%		0.0%	7.0%	7.0%	40.0%	47.0%	87.0%	0.0%
Supported Emp. - Employer	31	18	58%		0.0%	0.6%	2.9%	17.2%	79.3%	96.5%	0.0%
Driver's Training-Consumer	24	10	42%		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%
Resume Services	0	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>FAMILY SERVICES</b>											
First Steps - Section 1 SPOE	1,043	28	3%		0.0%	7.0%	7.0%	15.0%	71.0%	86.0%	0.0%
First Steps - Section 2 Assessment Team	1,043	28	3%		0.0%	0.0%	0.0%	32.0%	61.0%	93.0%	7.0%
First Steps - Referral Source	287	30	10%		0.0%	3.0%	7.0%	13.0%	70.0%	83.0%	7.0%

Healthy Families Parent/Advocate	90	36	40%		0.0%	2.0%	0.0%	3.0%	92.0%	95.0%	3.0%
<b>INDUSTRIES</b>											
Corydon Blue River Industries - Consumer	39	20	51%		6.7%	7.6%	5.7%	13.3%	64.8%	78.1%	1.9%
Corydon Blue River Industries - Parent/Advocate	32	12	38%		0.0%	3.3%	0.0%	16.7%	80.0%	96.7%	0.0%
Salem Blue River Industries - Consumer	38	17	45%		0.0%	0.0%	0.0%	75.6%	24.4%	100.0%	0.0%
Salem Blue River Industries - Parent/Advocate	36	5	14%		0.0%	0.0%	0.0%	20.0%	80.0%	100.0%	0.0%
Industries Customer	14	12	86%		0.0%	4.2%	4.2%	18.8%	72.9%	91.7%	0.0%
<b>JANITORIAL SERVICES</b>											
Janitorial - Consumer	1	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Janitorial - Employers	3	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>RESIDENTIAL SERVICES</b>											
SGL Residential - Resident - Klerner	8	8	100%		0.0%	0.0%	0.0%	4.8%	35.7%	40.5%	59.5%
SGL Residential - Resident - Marvy	7	3	43%		0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	50.0%
SGL Residential - Resident - McGrain	8	5	63%		0.0%	6.1%	8.2%	32.7%	53.1%	85.8%	0.0%
SGL Residential - Resident - Milltown	7	3	43%		0.0%	7.1%	2.4%	28.6%	61.9%	90.5%	0.0%
SGL Residential - Resident - Nichols	7	4	57%		0.0%	3.6%	0.0%	7.1%	64.3%	71.4%	25.0%





Orange County	0	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Washington County	0	0	0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>YOUTH SERVICES</b>											
Wyandotte- Parent/Advocate	7	1	14%		0.0%	60.0%	20.0%	0.0%	20.0%	20.0%	0.0%
Wyandotte - Referring Agency	18	4	22%		0.0%	0.0%	4.2%	25.0%	70.8%	95.8%	0.0%
Wyandotte - Consumer	18	12	67%		0.0%	0.0%	13.4%	18.3%	68.3%	86.6%	0.0%
Corydon Ramsey - Referring Agency	9	2	22%		0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Corydon Ramsey - Parent/Advocate	4	1	25%		0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
Corydon Ramsey - Consumer	9	5	56%		0.0%	4.0%	4.0%	20.0%	72.0%	92.0%	0.0%
<b>Totals:</b>	3,866	657	17%		1%	1%	5%	21%	70%	<b>91%</b>	2%

# **Children's Services**

**Rainbow's End Child Care Centers:**  
Corydon and Georgetown

**Jumpstart Pre-School:**  
Morgan and North Harrison Elementary

**21<sup>st</sup> Century After School Program:**  
East Washington, Medora Elementary, Medora High, 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.		<b>0.0%</b>	<b>0.0%</b>	<b>3.1%</b>	<b>18.8%</b>	<b>78.1%</b>
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.	<b>0.0%</b>	<b>0.0%</b>	<b>3.0%</b>	<b>34.0%</b>	<b>63.0%</b>	<b>0.0%</b>
3. I feel I am a welcome visitor at Rainbow's End Child Care at all times.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>6.0%</b>	<b>94.0%</b>	<b>0.0%</b>
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.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>22.0%</b>	<b>78.0%</b>	<b>0.0%</b>
5. Instructors treat children with courtesy and respect.	<b>0.0%</b>	<b>3.0%</b>	<b>0.0%</b>	<b>19.0%</b>	<b>78.0%</b>	<b>0.0%</b>
6. Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	<b>0.0%</b>	<b>0.0%</b>	<b>6.0%</b>	<b>25.0%</b>	<b>69.0%</b>	<b>0.0%</b>
7. Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>31.0%</b>	<b>69.0%</b>	<b>0.0%</b>
8. Children have time to choose their own activities during the day.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>25.0%</b>	<b>75.0%</b>	<b>0.0%</b>

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%

**AVG**

1.6%

3.6%

11.8%

25.5%

57.5%

0.0%

**YES**  
94%

**NO**  
0%

**NO**  
**RESPONSE**  
6%

**Would you recommend our program/services to others?**

# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

## Tallied Report

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### Rainbow's End Child Care Center Georgetown

### 2018

	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.	8.0%	8.0%	15.0%	15.0%	46.0%	8.0%
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%	15.0%	0.0%	31.0%	46.0%	8.0%
3. I feel I am a welcome visitor at Rainbow's End Child Care at all times.	0.0%	0.0%	0.0%	38.0%	62.0%	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%	8.0%	15.0%	15.0%	62.0%	0.0%
5. Instructors treat children with courtesy and respect.	0.0%	0.0%	8.0%	38.0%	54.0%	0.0%
6. Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	15.0%	23.0%	54.0%	8.0%
7. Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	0.0%	15.0%	23.0%	62.0%	0.0%
8. Children have time to choose their own activities during the day.	8.0%	0.0%	15.0%	15.0%	54.0%	8.0%
9. Adaptations are made for children with special needs.	0.0%	0.0%	15.0%	8.0%	54.0%	23.0%
10. Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	15.0%	31.0%	54.0%	0.0%

11.	Outdoor environments are safe, clean, attractive and spacious.	8.0%	8.0%	8.0%	31.0%	46.0%	0.0%
12.	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	8.0%	8.0%	15.0%	54.0%	15.0%
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%	23.0%	15.0%	62.0%	0.0%
14.	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	8.0%	38.0%	54.0%	0.0%
15.	I feel that the instructors have a good attitude toward me and my child.	0.0%	8.0%	8.0%	31.0%	54.0%	0.0%
16.	The staff greet me and my child each day when we arrive at the child care center.	0.0%	8.0%	8.0%	31.0%	54.0%	0.0%
17.	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	23.0%	8.0%	31.0%	38.0%	0.0%
18.	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	15.0%	0.0%	23.0%	23.0%	38.0%	0.0%

	YES	NO	NO RESPONSE
<b>Would you recommend our program/services to others?</b>	<b>61%</b>	<b>16%</b>	<b>23%</b>

# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

## Tallied Report

### Rainbow's End Child Care Center Georgetown

### 2017

	Never/ Unsatisfactor y	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactor y	Most of the Time / Good	Always/ Very Good	No Respons e
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.	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	12.0%	88.0%	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%	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%

**AVG**

**0.0%**

**2.4%**

**7.4%**

**18.8%**

**70.1%**

**1.2%**

**Would you recommend our program/service to others?**

**YES  
94.0%**

**NO  
6.0%**

**NO RESPONSE  
0.0%**



# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

## Tallied Report

### Jump Start Preschool Morgan Elementary

## 2018

	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%	5.9%	94.1%	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%	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%	6.0%	94.0%	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%	0.0%	100.0%	0.0%
7 Children have time to choose their own activities during the day.	0.0%	0.0%	0.0%	12.0%	88.0%	0.0%
8 Adaptations are made for children with special needs.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
9 Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%

10	Outdoor environments are safe, clean, attractive and spacious.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>6.0%</b>	<b>94.0%</b>	<b>0.0%</b>
11	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>6.0%</b>	<b>82.0%</b>	<b>12.0%</b>
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.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>88.0%</b>	<b>12.0%</b>
13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>6.0%</b>	<b>82.0%</b>	<b>12.0%</b>
14	I feel that the instructors have a good attitude toward me and my child.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>88.0%</b>	<b>12.0%</b>
15	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>88.0%</b>	<b>12.0%</b>
16	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>88.0%</b>	<b>12.0%</b>

**Jump Start Preschool  
North Harrison Elementary**

**2018**

	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%	7.1%	0.0%	92.9%	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%	7.0%	0.0%	93.0%	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%	7.0%	0.0%	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%	7.0%	0.0%	93.0%	0.0%
7. Children have time to choose their own activities during the day.	0.0%	0.0%	7.0%	7.0%	86.0%	0.0%
8. Adaptations are made for children with special needs.	0.0%	0.0%	7.0%	0.0%	93.0%	0.0%
9. Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	7.1%	0.0%	92.9%	0.0%
10. Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	7.1%	0.0%	92.9%	0.0%

11	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	<b>0.0%</b>	<b>0.0%</b>	<b>7.0%</b>	<b>0.0%</b>	<b>93.0%</b>	<b>0.0%</b>
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.	<b>0.0%</b>	<b>0.0%</b>	<b>14.0%</b>	<b>0.0%</b>	<b>86.0%</b>	<b>0.0%</b>
13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	<b>0.0%</b>	<b>0.0%</b>	<b>14.0%</b>	<b>0.0%</b>	<b>86.0%</b>	<b>0.0%</b>
14	I feel that the instructors have a good attitude toward me and my child.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>
15	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>7.0%</b>	<b>93.0%</b>	<b>0.0%</b>
16	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>7.0%</b>	<b>93.0%</b>	<b>0.0%</b>

# 21<sup>st</sup> Century After School Programs

*Blue River Services, Inc.*

PARENT SATISFACTION SURVEY

**Tallied Report**

**After School Program**

**2018**

**North Harrison Elementary**

23  
surveys

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0%	0%	4%	22%	74%	0%
2. Rules are clear and fair	0%	0%	0%	26%	74%	0%
3. Staff treat students with respect	0%	0%	0%	22%	78%	0%
4. Staff listen to what students say	0%	0%	9%	13%	78%	0%
5. It is easy for students to make friends in the program	0%	0%	13%	17%	70%	0%
6. Students have input on activities	0%	0%	9%	26%	65%	0%
7. Activities are fun and engaging for students	0%	0%	4%	26%	70%	0%
8. Most students have good attendance in the program	0%	0%	0%	30%	70%	0%
9. The program provides enough opportunity for students to complete homework.	0%	0%	0%	22%	78%	0%
10. The activities are designed to help students do better in school.	0%	0%	4%	26%	70%	0%

11 The program helps students apply what they learn in school.	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>22%</b>	<b>70%</b>	<b>0%</b>
12 Afterschool staff involve parents in decision making and planning	<b>0%</b>	<b>0%</b>	<b>13%</b>	<b>22%</b>	<b>65%</b>	<b>0%</b>
13 Afterschool staff communicate well with parents.	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>26%</b>	<b>65%</b>	<b>0%</b>
14 Parents feel welcome in the program.	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>22%</b>	<b>74%</b>	<b>0%</b>
15 Overall, I am satisfied with the program.	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>30%</b>	<b>61%</b>	<b>9%</b>

# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

### After School Program North Harrison Middle

## Tallied Report 2018

14 surveys

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0%	0%	0%	36%	64%	0%
2. Rules are clear and fair	0%	0%	7%	36%	57%	0%
3. Staff treat students with respect	0%	0%	14%	21%	57%	7%
4. Staff listen to what students say	0%	0%	7%	36%	57%	0%
5. It is easy for students to make friends in the program	0%	0%	14%	21%	57%	7%
6. Students have input on activities	0%	0%	14%	57%	29%	0%
7. Activities are fun and engaging for students	0%	0%	14%	57%	21%	7%
8. Most students have good attendance in the program	0%	0%	29%	43%	14%	14%
9. The program provides enough opportunity for students to complete homework.	0%	0%	14%	53%	36%	7%
10. The activities are designed to help students do better in school.	0%	0%	7%	50%	43%	0%
11. The program helps students apply what they learn in school.	0%	0%	14%	36%	50%	0%
12. Afterschool staff involve parents in decision making and planning	0%	0%	14%	43%	36%	7%
13. Afterschool staff communicate well with parents.	0%	0%	7%	50%	43%	0%
14. Parents feel welcome in the program.	0%	0%	7%	57%	36%	0%
15. Overall, I am satisfied with the program.	0%	7%	21%	43%	29%	0%

# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

### After School Program

### Morgan Elementary

## Tallied Report

### 2018

21  
surveys

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0.0%	0.0%	5.0%	24.0%	71.0%	0%
2. Rules are clear and fair	0.0%	0.0%	0.0%	33.0%	62.0%	5%
3. Staff treat students with respect	0.0%	0.0%	0.0%	24.0%	76.0%	0%
4. Staff listen to what students say	0.0%	0.0%	0.0%	43.0%	57.0%	0%
5. It is easy for students to make friends in the program	0.0%	0.0%	14.0%	24.0%	57.0%	5%
6. Students have input on activities	0.0%	0.0%	10.0%	33.0%	57.0%	0%
7. Activities are fun and engaging for students	0.0%	5.0%	0.0%	38.0%	57.0%	0%
8. Most students have good attendance in the program	0.0%	0.0%	14.0%	29.0%	57.0%	0%
9. The program provides enough opportunity for students to complete homework.	0.0%	0.0%	0.0%	38.0%	62.0%	0%
10. The activities are designed to help students do better in school.	0.0%	0.0%	0.0%	38.0%	62.0%	0%
11. The program helps students apply what they learn in school.	0.0%	0.0%	10.0%	33.0%	57.0%	0%
12. Afterschool staff involve parents in decision making and planning	0.0%	0.0%	0.0%	38.0%	62.0%	0%
13. Afterschool staff communicate well with parents.	0.0%	0.0%	0.0%	14.0%	86.0%	0%



14. Parents feel welcome in the program.	0.0%	0.0%	5.0%	19.0%	76.0%	0%
15. Overall, I am satisfied with the program.	0.0%	0.0%	0.0%	24.0%	76.0%	0%

## After School Program

# 2018

### East Washington Middle

14  
surveys

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0.0%	0.0%	0.0%	8.0%	92.0%	0%
2. Rules are clear and fair	0.0%	0.0%	0.0%	15.0%	85.0%	0%
3. Staff treat students with respect	0.0%	0.0%	0.0%	15.0%	85.0%	0%
4. Staff listen to what students say	0.0%	0.0%	0.0%	15.0%	85.0%	0%
5. It is easy for students to make friends in the program	0.0%	0.0%	15.0%	0.0%	85.0%	0%
6. Students have input on activities	0.0%	0.0%	8.0%	38.0%	54.0%	0%
7. Activities are fun and engaging for students	0.0%	0.0%	8.0%	23.0%	69.0%	0%
8. Most students have good attendance in the program	0.0%	0.0%	0.0%	46.0%	54.0%	0%
9. The program provides enough opportunity for students to complete homework.	0.0%	0.0%	8.0%	15.0%	77.0%	0%
10. The activities are designed to help students do better in school.	0.0%	0.0%	15.0%	23.0%	62.0%	0%
11. The program helps students apply what they learn in school.	0.0%	0.0%	15.0%	8.0%	69.0%	8%
12. Afterschool staff involve parents in decision making and planning	0.0%	0.0%	15.0%	23.0%	62.0%	0%
13. Afterschool staff communicate well with parents.	0.0%	0.0%	0.0%	23.0%	69.0%	8%
14. Parents feel welcome in the program.	0.0%	0.0%	0.0%	8.0%	92.0%	0%

15.	Overall, I am satisfied with the program.	<b>0.0%</b>	<b>0%</b>	<b>0.0%</b>	<b>15.0%</b>	<b>85.0%</b>	<b>0%</b>
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PARENT SATISFACTION SURVEY

Tallied Report

After School Program  
East Washington Elementary

19  
surveys

2018

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0.0%	0.0%	5.0%	11.0%	79.0%	5%
2. Rules are clear and fair	0.0%	0.0%	0.0%	21.0%	74.0%	5%
3. Staff treat students with respect	0.0%	0.0%	0.0%	21.0%	79.0%	0%
4. Staff listen to what students say	0.0%	0.0%	5.0%	16.0%	79.0%	0%
5. It is easy for students to make friends in the program	0.0%	0.0%	5.0%	16.0%	74.0%	5%
6. Students have input on activities	0.0%	0.0%	16.0%	37.0%	47.0%	0%
7. Activities are fun and engaging for students	0.0%	0.0%	5.0%	26.0%	63.0%	5%
8. Most students have good attendance in the program	0.0%	0.0%	11.0%	21.0%	68.0%	0%
9. The program provides enough opportunity for students to complete homework.	0.0%	0.0%	11.0%	21.0%	68.0%	0%
10. The activities are designed to help students do better in school.	0.0%	0.0%	11.0%	26.0%	58.0%	5%
11. The program helps students apply what they learn in school.	0.0%	0.0%	26.0%	16.0%	58.0%	0%
12. Afterschool staff involve parents in decision making and planning	0.0%	0.0%	26.0%	21.0%	53.0%	0%

13.	Afterschool staff communicate well with parents.	<b>0.0%</b>	<b>0.0%</b>	<b>11.0%</b>	<b>26.0%</b>	<b>63.0%</b>	<b>0%</b>
14.	Parents feel welcome in the program.	<b>0.0%</b>	<b>0.0%</b>	<b>5.0%</b>	<b>16.0%</b>	<b>79.0%</b>	<b>0%</b>
15.	Overall, I am satisfied with the program.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>26.0%</b>	<b>68.0%</b>	<b>5%</b>

# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

## Tallied Report

### After School Program Medora Elementary

34 surveys

## 2018

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	6.0%	0.0%	0.0%	24.0%	71.0%	0%
2. Rules are clear and fair	6.0%	0.0%	3.0%	24.0%	68.0%	0%
3. Staff treat students with respect	6.0%	0.0%	6.0%	21.0%	68.0%	0%
4. Staff listen to what students say	6.0%	0.0%	3.0%	29.0%	62.0%	0%
5. It is easy for students to make friends in the program	6.0%	0.0%	6.0%	29.0%	59.0%	0%
6. Students have input on activities	6.0%	6.0%	9.0%	24.0%	56.0%	0%
7. Activities are fun and engaging for students	6.0%	0.0%	12.0%	24.0%	59.0%	0%
8. Most students have good attendance in the program	6.0%	0.0%	6.0%	35.0%	53.0%	0%
9. The program provides enough opportunity for students to complete homework	6.0%	0.0%	0.0%	26.0%	68.0%	0%
10. The activities are designed to help students do better in school.	6.0%	3.0%	3.0%	29.0%	59.0%	0%
11. The program helps students apply what they learn in school.	6.0%	3.0%	6.0%	26.0%	59.0%	0%
12. Afterschool staff involve parents in decision making and planning	9.0%	3.0%	9.0%	21.0%	59.0%	0%
13. Afterschool staff communicate well with parents.	6.0%	0.0%	6.0%	24.0%	65.0%	0%
14. Parents feel welcome in the program.	6.0%	0.0%	0.0%	29.0%	65.0%	0%

15. Overall, I am satisfied with the program.	<b>6.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>29.0%</b>	<b>65.0%</b>	<b>0%</b>
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# Blue River Services, Inc.

## PARENT SATISFACTION SURVEY

### After School Program

### Medora High School

13  
surveys

# Tallied Report 2018

	Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1. Students feel welcome	0.0%	0.0%	0.0%	85.0%	15.0%	0%
2. Rules are clear and fair	0.0%	0.0%	0.0%	92.0%	8.0%	0%
3. Staff treat students with respect	0.0%	0.0%	8.0%	69.0%	23.0%	0%
4. Staff listen to what students say	0.0%	0.0%	23.0%	69.0%	8.0%	0%
5. It is easy for students to make friends in the program	0.0%	0.0%	31.0%	69.0%	0.0%	0%
6. Students have input on activities	0.0%	8.0%	23.0%	69.0%	0.0%	0%
7. Activities are fun and engaging for students	0.0%	0.0%	23.0%	62.0%	15.0%	0%
8. Most students have good attendance in the program	0.0%	8.0%	31.0%	62.0%	0.0%	0%
9. The program provides enough opportunity for students to complete homework.	0.0%	0.0%	8.0%	92.0%	0.0%	0%
10. The activities are designed to help students do better in school.	0.0%	0.0%	0.0%	85.0%	15.0%	0%
11. The program helps students apply what they learn in school.	0.0%	0.0%	0.0%	100.0%	0.0%	0%
12. Afterschool staff involve parents in decision making and planning	0.0%	0.0%	38.0%	62.0%	0.0%	0%
13. Afterschool staff communicate well with parents.	0.0%	0.0%	31.0%	69.0%	0.0%	0%
14. Parents feel welcome in the program.	0.0%	0.0%	15.0%	77.0%	8.0%	0%
15. Overall, I am satisfied with the program.	0.0%	0%	15.0%	62.0%	23.0%	0%



# **Community Resources**

Structured Family Care

Habilitation

In-Home Services

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Structured Family Care Consumer

**2018**

	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%	0.0%	0.0%	50.0%	50.0%	0.0%
2. I get to choose my activities.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
3. The health care I receive meets my needs.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
4. The staff respects me.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
5. I get to help plan my goals in my planning meeting.	0.0%	50.0%	0.0%	0.0%	50.0%	0.0%
6. I am satisfied with the help I get.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%

**Structured Family Care  
Householder**

**2018**

	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.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>
2. I am given the opportunity to ask questions and express my opinion about the program.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>
3. Staff have a positive attitude and make an effort to resolve my problems.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>
4. My input is valued and I am made to feel that I am an important part of the team.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>	<b>0.0%</b>
5. Blue River staff respond to emergency situations in a timely manner.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>	<b>0.0%</b>
6. Blue River staff are knowledgeable about program rules and regulations.	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>50.0%</b>	<b>0.0%</b>
7. Blue River staff are prompt for appointments and meetings.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>
8. Blue River staff inform me promptly of problems residents are having.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>20.0%</b>	<b>50.0%</b>	<b>0.0%</b>
9. Blue River staff treat me in a friendly and courteous manner.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>
10. In general, I am satisfied with the services Blue River provides to me.	<b>0.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>	<b>50.0%</b>	<b>0.0%</b>

**STRUCTURED FAMILY CARE**  
**RESPONDENT: PARENT/GUARDIAN**

- No data, surveys not returned

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

### Corydon Habilitation Consumer

## Tallied Report

### 2018

	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%	18.0%	82.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	18.0%	73.0%	9.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	18.0%	82.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	27.0%	64.0%	9.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	9.0%	82.0%	9.0%

# *Blue River Services, Inc.*

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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?	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>16.7%</b>	<b>83.3%</b>	<b>0.0%</b>
2. Does Blue River staff appear to listen to your opinion?	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>17.0%</b>	<b>83.0%</b>	<b>0.0%</b>
3. Does Blue River Habilitation meet the needs of your son or daughter?	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>33.0%</b>	<b>67.0%</b>	<b>0.0%</b>
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>17.0%</b>	<b>83.0%</b>	<b>0.0%</b>
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	<b>0.0%</b>	<b>0.0%</b>	<b>14.0%</b>	<b>33.0%</b>	<b>67.0%</b>	<b>0.0%</b>
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>33.0%</b>	<b>67.0%</b>	<b>0.0%</b>

**HABILITATION - PALMYRA**  
**RESPONDENT: CONSUMER**

No data, surveys not returned

**HABILITATION - PALMYRA**  
**RESPONDENT: PARENT/ADVOCATE**

No data, surveys not returned

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

### Salem Habilitation Consumer

## Tallied Report

### 2018

	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%	17.0%	0.0%	17.0%	67.0%	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%	17.0%	17.0%	33.0%	33.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	33.0%	50.0%	17.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	17.0%	83.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	17.0%	83.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### 2018

### 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%	0.0%	0.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%	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%	0.0%	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%	0.0%	0.0%



# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### In-Home Consumer

## 2018

		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?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2.	Does In-Home Services staff listen to you?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Does In-Home Services meet your needs?	0.0%	0.0%	0.0%	9.1%	90.0%	0.0%
4.	Has the staff helped you to meet your goals?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5.	Does In-Home Services staff treat you with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	In general, are you satisfied with the services you have received?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Wellness Coordination Consumer

## 2018

	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.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Wellness service has decreased the number of times you would typically seek medical attention.	0.0%	33.3%	0.0%	33.3%	33.3%	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%	0.0%	0.0%	100.0%	0.0%

# **Employment Services**

Placement

Discovery

Supported Employment

Driver's Training

Resume Services

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

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

**2018**

	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%	1.0%	99.0%	0.0%
2. Did you feel that your ideas and feelings were or are listened to?	0.0%	0.0%	0.0%	0.0%	100.0%	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%	5.9%	94.1%	0.0%
4. Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	0.0%	100.0%	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%	0.0%	100.0%	0.0%

# Blue River Services, Inc.

## EMPLOYER SATISFACTION SURVEY

### Employment Services

## Tallied Report

### 2018

#### 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%	0.0%	0.0%	25.0%	75.0%	0.0%
2. Was this a positive experience for your company?	0.0%	0.0%	0.0%	21.9%	78.1%	0.0%
3. Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
4. Did the placement interfere with your company's work procedures?	0.0%	0.0%	6.3%	21.9%	71.9%	0.0%
5. Are you interested in participating in future placements?	0.0%	0.0%	12.5%	3.1%	84.4%	0.0%
6. In general, are you satisfied with the Employment Services Blue River provides for you?	0.0%	0.0%	0.0%	12.5%	84.4%	3.1%

# Blue River Services, Inc.

## REFERRING AGENCY SATISFACTION SURVEY

### Employment Services / VR

#### Referring Agency

## Tallied Report 2018

	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 time frame?	0.0%	25.0%	0.0%	75.0%	0.0%	0.0%
2. Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	25.0%	0.0%	75.0%	0.0%	0.0%
3. Were you kept appropriately informed of service developments that might affect consumer progress?	0.0%	25.0%	0.0%	75.0%	0.0%	0.0%
4. Were billings received in a timely fashion, complete and accurate?	25.0%	25.0%	50.0%	0.0%	0.0%	0.0%
5. Did you receive all necessary documentation required to monitor the case?	0.0%	25.0%	25.0%	50.0%	0.0%	0.0%
6. In general, are you satisfied with the services BRS, Inc. provides for you and the consumer?	0.0%	25.0%	0.0%	75.0%	0.0%	0.0%

### **EMPLOYMENT SERVICES – DISCOVERY: CONSUMER**

No data, invalid surveys distributed

### **EMPLOYMENT SERVICES – PLACEMENT: CONSUMER**

No data, invalid surveys distributed

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Employment Services

### Driver's Training

## 2018

### 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 with the Driver's Training program?	0.0%	0.0%	10.0%	40.0%	50.0%	0.0%
2	Does Driver's Training staff listen to your ideas/feelings?	0.0%	0.0%	0.0%	30.0%	70.0%	0.0%
3	Does the Driver's Training program meet your needs?	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%
4	Do you think your skills have improved since participating in Driver's Training services?	0.0%	0.0%	10.0%	20.0%	70.0%	0.0%
5	Does Driver's Training staff treat you with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6	In general, are you satisfied with the services Driver's Training provides for you?	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%

## DRIVER'S TRAINING

## RESPONDENT: REFERRING AGENCY

No data, surveys not returned

# **Blue River Industries**

Corydon and Salem

Janitorial



# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

**Blue River Industries  
Corydon - Consumer**

**2018**

	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%	8.3%	16.7%	75.0%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	40.0%	20.0%	40.0%	0.0%
5. In general, are you satisfied working at the workshop?	10.0%	25.0%	0.0%	30.0%	35.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Blue River Industries Corydon Parent/Advocate

## 2018

	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%	8.3%	16.7%	75.0%	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%	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%	8.3%	91.7%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	8.3%	25.0%	66.7%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	8.3%	0.0%	0.0%	16.7%	75.0%	0.0%
7. To what extent have services been provided in a timely manner?	25.0%	0.0%	0.0%	16.7%	58.3%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Blue River Industries Salem - Consumer

## 2018

	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%	5.9%	0.0%	23.5%	70.6%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	0.0%	29.4%	70.6%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	11.8%	23.5%	64.7%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	0.0%	29.4%	70.6%	0.0%
5. In general, are you satisfied working at the workshop?	0.0%	11.8%	0.0%	17.6%	70.6%	0.0%

# Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

## Tallied Report

**Blue River Industries  
Salem  
Parent/Advocate**

**2018**

	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%	40.0%	60.0%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%

<i>Blue River Services, Inc.</i>									
<i>EMPLOYER SATISFACTION SURVEY</i>				<b>Tallied Report</b>					
<b>Blue River Industries</b>				<b>2018</b>					
<b>Customer</b>									
				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?			<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>16.7%</b>	<b>83.3%</b>	<b>0.0%</b>
2.	Does Blue River Industries provide delivery/shipping in a manner that suits your needs?			<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>33.3%</b>	<b>66.7%</b>	<b>0.0%</b>
3.	Do you feel Blue River Industries provides products to you at an acceptable price?			<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>25.0%</b>	<b>75.0%</b>	<b>0.0%</b>
4.	Are your concerns resolved on a timely basis?			<b>0.0%</b>	<b>12.5%</b>	<b>0.0%</b>	<b>8.3%</b>	<b>91.7%</b>	<b>0.0%</b>
5.	Is Blue River Industries staff helpful and pleasant?			<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>8.3%</b>	<b>91.7%</b>	<b>0.0%</b>
6.	Overall, are you satisfied with the services Blue River Industries has provided?			<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>

**JANITORIAL SERVICES**

**RESPONDENT: CONSUMER**

No data, surveys not returned

**JANITORIAL SERVICES**

**RESPONDENT: EMPLOYER/CUSTOMER**

No data, surveys not returned

## **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  
2018**

**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%	14.3%	48.2%	37.5%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	0.0%	25.0%	25.0%	50.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	12.5%	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  
2018**

**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%	0.0%	33.0%	67.0%
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%	33.0%	67.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	0.0%	33.0%	67.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	0.0%	33.0%	67.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	33.0%	67.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	0.0%	33.0%	67.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	0.0%	33.0%	67.0%



# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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%	0.0%	0.0%	40.0%	60.0%	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%	0.0%	100.0%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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%	33.0%	0.0%	0.0%	67.0%	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%	33.0%	67.0%	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%	0.0%	100.0%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	67.0%	33.0%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%

*Blue River Services, Inc.*

*CONSUMER SATISFACTION SURVEY*

**Tallied Report  
2018**

**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%	0.0%	0.0%	25.0%	75.0%	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%	0.0%	100.0%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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%	16.7%	66.7%	16.7%
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%	66.7%	33.3%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	16.7%	66.7%	16.7%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	16.7%	66.7%	16.7%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	33.3%	50.0%	16.7%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	16.7%	66.7%	16.7%

*Blue River Services, Inc.*

*CONSUMER SATISFACTION SURVEY*

**Tallied Report  
2018**

**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%	0.0%	60.0%	40.0%
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%	60.0%	40.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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%	3.9%	19.2%	76.9%	0.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	3.9%	15.4%	80.8%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	3.9%	15.4%	80.8%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	0.0%	23.1%	76.9%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report 2018

### 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%	100.0%	0.0%
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%

# Transportation

Public

Day Services

Medical

Children's Services



# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

### Public Transportation

## Tallied Report

**2018**

	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%	5.4%	94.6%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	0.0%	5.4%	94.6%	0.0%
3. My driver is on time for pick-ups and drop-offs.	0.0%	2.7%	0.0%	21.6%	75.7%	0.0%
4. Southern Indiana Transit System buses and vans are well maintained and clean.	0.0%	0.0%	0.0%	8.1%	91.9%	0.0%
5. In general, I am satisfied with the Transportation Services that SITS provides for me.	0.0%	0.0%	0.0%	5.4%	94.6%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

### Transportation - Day Services

## Tallied Report

### 2018

	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%	28.0%	48.0%	24.0%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	20.0%	60.0%	20.0%	0.0%
3. My driver is on time for pick ups and drop offs.	0.0%	0.0%	60.0%	20.0%	20.0%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	80.0%	20.0%	0.0%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%

<i>Blue River Services, Inc.</i>									
<i>CONSUMER SATISFACTION SURVEY</i>				<b>Tallied Report</b>					
<b>Medical Transportation</b>				<b>2018</b>					
				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%	0.0%	0.0%	0.0%	92.9%	7.1%
2.	My driver is respectful and courteous.			0.0%	0.0%	0.0%	0.0%	92.9%	7.1%
3	My driver is on time for pick-ups and drop-offs.			0.0%	0.0%	7.1%	14.3%	71.5%	7.1%
4.	The dispatcher for Medical Transportation is helpful and organiaed with scheduling my appointments.			0.0%	0.0%	7.1%	7.1%	78.7%	7.1%
5.	Southern Indiana Transit System buses and vans are maintained and clean.			0.0%	0.0%	7.1%	0.0%	78.6%	14.3%
6.	In general, I am satisfied with the Transportation Serivces that SITS provides for me.			0.0%	0.0%	7.1%	7.1%	78.6%	7.1%

## **PRESCHOOL/AFTER SCHOOL**

Respondent: Consumer

No data, surveys not returned

# Women, Infants and Children (WIC)

## Harrison, Crawford, Orange and Washington County

### WIC HARRISON COUNTY RESPONDENT: CONSUMER

No data, surveys not sent

### WIC WASHINGTON COUNTY RESPONDENT: CONSUMER

No data, surveys not sent

### WIC CRAWFORD COUNTY RESPONDENT: CONSUMER

No data, surveys not sent

### WIC ORANGE COUNTY RESPONDENT: CONSUMER

No data, surveys not sent

# Youth Services

Wyandotte House

Corydon Ramsey

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

### Wyandotte House Youth

## Tallied Report

### 2018

	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%	0.0%	16.7%	33.3%	50.0%	0.0%
2. The Wyandotte House had sufficient supplies.	0.0%	0.0%	16.7%	8.3%	75.0%	0.0%
3. The staff treated me with fairness and respect.	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
4. I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	0.0%	16.7%	16.7%	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%	0.0%	16.7%	8.3%	75.0%	0.0%

*Blue River Services, Inc.*

*CONSUMER SATISFACTION SURVEY*

**Wyandotte House  
Parent/Advocate**

**Tallied Report**

**2018**

	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?	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
2. Did the Wyandotte House staff clearly communicate with you regarding decisions about your child's care?	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
3. Were you informed of a process to resolve problems you may have had with Wyandotte House policies and/or procedures?	0.0%	100.0%	0.0%	0.0%	0.0%	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?	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

## Tallied Report

### Wyandotte House Referring Agency

**2018**

	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%	25.0%	75.0%	0.0%
2. The Wyandotte House had sufficient supplies, furnishings and space to care for the child (ren).	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
3 Did the Wyandotte House staff clearly communicate with you regarding the child(ren)'s progress and behavior?	0.0%	0.0%	0.0%	25.0%	75.0%	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%	25.0%	75.0%	0.0%
5 Were you informed about a process to resolve problems you may have had?	0.0%	0.0%	25.0%	25.0%	50.0%	0.0%
6 Did the Wyandotte House staff display fairness and respect with the child(ren)?	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%



# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

**Corydon Ramsey  
Youth**

## Tallied Report

**2018**

	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%	0.0%	0.0%	20.0%	80.0%	0.0%
2. The Wyandotte House had sufficient supplies.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. The staff treated me with fairness and respect.	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
4. I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
5. I was informed of the process to make requests and was given the opportunity to use this process.	0.0%	20.0%	0.0%	20.0%	60.0%	0.0%

*Blue River Services, Inc.*

*CONSUMER SATISFACTION SURVEY*

**Corydon Ramsey  
Parent/Advocate**

**Tallied Report**

**2018**

	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?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Did the Wyandotte House staff clearly communicate with you regarding decisions about your child's care?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Were you informed of a process to resolve problems you may have had with Wyandotte House policies and/or procedures?	0.0%	0.0%	0.0%	0.0%	100.0%	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?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

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# Blue River Services, Inc.

## CONSUMER SATISFACTION SURVEY

**Corydon Ramsey**  
**Referring Agency**

## Tallied Report 2018

	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%	0.0%	0.0%	100.0%	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%	0.0%	0.0%	100.0%	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%