



PEOPLE SERVING PEOPLE
SINCE 1959



MISSION

To assist people with disabilities in realizing maximum personal growth and development in home, work and community by providing a continuum of individualized services and supports in settings least restrictive for the needs of the individual.

As an adjunct to these services, whenever possible, Blue River Services, Inc. will serve the similar needs of the general community by providing services in non-segregated, community-based settings that emphasize the integrated inclusion of people with disabilities into all areas of life which are enjoyed by members of the community.



MESSAGE FROM THE PRESIDENT & **BOARD CHAIR**







David Seacat, Board Chair

n this Annual Report for 2017 you will see that Blue River Services served more than 23,000 persons last year in 33 counties in Southern Indiana. Truly, it is always amazing to see how many lives this organization, started in 1959 as the Crusade School in Palmyra Indiana, touches each year, and in how many ways those 23,000 individuals are served, each with the goal of increasing independence and self sufficiency and leading healthier, happier lives in positive environments. The organization that was begun by the six founding families almost 60 years ago has grown in size and diversified in services offered but continues the original purpose of assisting individuals and families become more independent and self-sufficient.

Blue River Services is in the business of changing lives, one person, one family at a time. Just as important, but perhaps more subtle, are the changes that are made within the community as a whole and society in general. The changes made one person, one family at a time add up to improving the overall quality of life in Southern Indiana. Attitudes change, stigmas are removed and prejudices that once existed become distant memories.

Whether you are an employee, a Board member, a service recipient, a volunteer, or a supporter, you play a big role in Blue River's ability to weave itself into the fabric of the communities served. It is your passion for improving people's lives by providing the opportunity to succeed and the tools to make it happen that allows Blue River to have a positive impact and to play a significant role in improving the quality of life in Southern Indiana.

It is evident that the need for Blue River Services and similar organizations has never been greater than it is today. The progress that has been made since 1959 can be undone in a short period of time. Blue River employees, Board members, service recipients, volunteers and supporters cannot become complacent and allow backsliding to occur. Funding for essential services and supports appears to be more in jeopardy than it once was. Mega organizations are coming into service areas once dominated by grass roots non-profits that were inspired by local need. The need for local support, which Blue River has always been blessed with, continues to be of utmost importance. Please continue to share our story. Let friends and family members know they can contact us for help finding a job, child care, transportation, driver's education and dozens of other services. We look forward to another great vear of support and success.

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As Blue River Services, Inc. held its All-Staff In-Service on September 28, most of the agency's 383 employees who gathered at Lincoln Hills Christian Church realized an apogee of history, hope and hospitality that has changed the societal landscape for people of all backgrounds. Since its humble beginning in 1959, Blue River Services has been changing the outlook and outcomes for children with disabilities, developing and maintaining healthy lifestyles for adults with disabilities and improving the lives of all people in 33 Indiana counties through programs as diverse as the population they serve.

With the fitting theme, "Agents of Change," the mass training articulated the agency's magnitude and impact through video, testimony and staff accolades.

"It's not until we get everyone together in one room that the magnitude of what Blue River Services does becomes evident," said Daniel J. Lowe, President and CEO. "You do incredible work in changing the lives of individuals and families we serve, but the changes you make go far beyond the obvious." "Societal changes are not as obvious and immediate as individual changes," he continued, "but they are just as real." "Add together all those changes you are helping to make and your work is improving the collective quality of life in Southern Indiana."

One man whose story was an inspiring portrayal of the power of change was keynote speaker Don Bartlette, Ph.D., author of the autobiography *Macaroni at Midnight*, a title possibly inspired by a memory of his mother serving him a bowl of macaroni late one night and him proving he could eat it before the condemning eyes of his father.

Now in his 70s, the Native American Chippewa, who as a child was told he would never learn to talk, travels the world as a motivational speaker. "Thanks to one agent of change," he said.

You could feel the cold North Dakota air lingering in the one-room shack where Bartlette describes being born with a severe cleft palate and Fetal Alcohol Syndrome. Through his words, the bitterness bridged an abusive, alcoholic father who shunned him, to doctors, teachers and community members who labeled him worthless and cast him aside, and kids who brutally bullied him.



The cruelty of his childhood continued until one woman defied social taboos and helped him become the successful man he is today. From her, he learned to speak, chew food, and of modern utilities, such as running water and electricity. She fed him, made sure he received a proper education and helped him learn daily. When he graduated college, he became a teacher and school superintendent. But for more than 20 years, he has told his life story, inspiring people to treat others with compassion, equality and respect.

His story is a concrete example of why Blue River Services, and in particular, its employees, are icons of hope to the 23,000 plus people they serve in Indiana each year.

Closer to home in Harrison County, Crystal Hess, a former felon, drug addict and single mother, shared how, with a collaborative effort across three Blue River programs, she became a nurturing mother, wife, homeowner and entrepreneur.

As she candidly shed light on the dark side of motherhood — a world of debilitating depression, uncertainty and isolation — she credited WIC, Healthy Families and First Steps for her newfound success. Through WIC, Hess received healthy foods, counseling, health screenings and referrals, which led her to Healthy Families. The ongoing services she received included screening for post-partum depression, a grave condition affecting Hess, along with 600,000 other women in the United States annually, according to the Centers for Disease Control. With referrals to community resources and doctors, and developmental in-home assessments, Hess and her son also began receiving services through First Steps after Healthy Families staff identified a developmental delay. Her son received in-home speech and language therapy through First Steps, and at 3-years-old, he also will be eligible to participate in an Exceptional Learners program in preschool at North Harrison Elementary.

Another story of success was that of longtime consumer Donald Kost. Surrounded by his adoptive family member, his boss at Big O Tires and Community Resources Department Director Tammy Seitz, Kost also was celebrated for his accomplishments. He moved into the McGrain Group Home in 1996, and with vocational and employment services, began working the same year at Corydon Blue River Industries sheltered workshop and Big O Tires in Corydon. Now living on his own, Kost still works both jobs four

days a week, but also maintains a healthy, safe living environment with minimal assistance, and has become more social and self-sufficient.

Another highlight of the day was the premiere of "Who We Are," a video showcasing Blue River Services' vibrant community roots and its various departments and services. As an agency with 13 departments and at least 22 programs and services spread out across 33 counties, there are many who, even after years of





















employment, are not familiar with everything BRS offers. The video helped define those services and will be a tremendous resource for new employees.

In addition to educating, another purpose of the event is to recognize staff contributions. Presented by Lowe, the Service Awards recognized Blue River personnel who have been with the agency five years or more.

"As of today, said Lowe, "there are 67 staff who have been here five to nine years, there are 40 who have been here 10 to 14 years, there are 26 who have been here 15 to 19 years, and there are 28 who have been here for over 20 years ... I think that's pretty amazing."

After completing several creative "missions" that encouraged colleagues to seek and share one another's agency knowledge, it was finally time for the coveted Donna J. Gettelfinger Spirit of Blue River Awards.

An homage to the President's late administrative assistant, who was "a very special person," the spirit of Blue River, Lowe said, is something she definitely had. "It's one of those things I'm not exactly sure

Blue River Services President and CEO Daniel J. Lowe applauds a job well done at annual staff in-service.

how to define it... but I know it when I see it. It's a feeling, a commitment, and it shows itself in a variety of ways."

Selected from a record number of 33 nominees, this year's Spirit of Blue River Award winners were Johnny Collins for the Day Services Program, Tonia Hedge in Children and Family Services category, and Cynthia Porter in Residential Services.

Wrapping up the day, Lowe said he thought this year's event was "the best yet" — music to the ears of the seven-member staff committee who planned and coordinated the entire day down to the very last decoration and door prize.

"Just think of all the time, imagination and effort that went in to putting this together," he said as he applauded those responsible for "pulling this off today."

It might have seemed like just another day of inevitable change, challenges and triumphs at the Louisville Metro Area's 14th largest non-profit, but it was one that left an indelible mark on all who participated.

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NICHOLS AVENUE GROUP HOME

Achieves Rare Cite-Free Survey

he staff at Blue River Services, Inc. Nichols Avenue Group Home in Salem have a lot to celebrate this year. The team accomplished a nearly impossible feat -- receiving a citation-free state survey.

According to the Indiana State Department of Health, there are hundreds of regulations a supervised group home must comply with, from documentation, medication administration, custodial care, and health and safety, to individual rights and responsibilities, confidentiality, environmental requirements, and resource availability.

"We have a long history of great surveys at this facility, but it is extremely rare to receive a citation free survey," said Tim Beitzel, Director of Supervised Group Living. "This shows the exceptional quality of care that Blue River Services provides to their consumers."

The Indiana State Department of Health, which is responsible for licensing Indiana health care facilities, also serves as the state survey agency for Medicare/Medicaid certification programs, such as group homes. A state surveyor conducts



Nichols Group Home staff members are, from left, Tyra Gant, Stephanie Scifres, Holly Troncin, Carolyn "Susie" Robinson, Elizabeth Navarro-Johnson, and William "B.J." Spencer, and seated, Deana Williams. left, and Robin Swartz.

an onsite assessment annually to observe staff and consumers. Interviews with consumers also are held to discuss their level of participation in and choice of services, as well as outcomes.

"The annual recertification process is important," said Beitzel, "because it holds us to the highest quality standards to provide supports to the individuals we serve."

Nichols Group Home, operated by Blue River Services, Inc. under the Supervised Group Living program, has been serving adults with developmental disabilities since 1987.



BRINGING HOME THE GOLD

ummit View Group Home resident Lowell Norskov brought home gold in three events at the May 13 Special Olympics event held in Seymour, Indiana. Norskov competes in the long jump, 50-meter run and softball throw.

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Oren Chumley can easily access the Blue River Services administration building from his motorized scooter since funding allowed the agency to install automatic door openers.

COME ON IN!

Improving Facility Access

lue River Services, Inc. has come a long way since scooping up 20 buildings of local real estate, especially in community access.

Many of the existing buildings the agency acquired were constructed long before the Americans with Disabilities Act of 1990, which established accessibility requirements for public accommodations. The entrance doors opened manually and were sometimes difficult to push or pull open, particularly for many people with disabilities the agency serves.

When consumers came to work or arrived for services, a staff member would have to open and hold the door open for them to enter the building. As an agency established to help people with disabilities become more self-sufficient, it was clear that a fierce funding campaign for improved access at seven main facilities was integral to removing this barrier to independence.

"Blue River Services has been committed to improving the lives of community members since 1959," said Daniel J. Lowe, President and CEO. "Facility improvements that would allow for easier access to our services has been a priority for a while, but funding for renovations is limited."

In 2016, several entities came together to make the improved facilities access project a success - The Paul Ogle Foundation, United States Department of Agriculture Department of Rural Development, Dale and Donna Gettelfinger (Schwab Foundation) and the Harrison and Washington County Community Foundations.

With more than \$45,000 in funding, the agency was able to install automatic door openers at transportation; administration; Corydon and Salem Blue River Industries, where adults with disabilities are afforded job opportunities in sheltered workshops; Palmyra Habilitation; the Washington Center, where consumers also receive habilitation services, as well as Family Services, WIC, and Employment Services; and Harrison Center in Downtown Corydon, which houses consumers in residential apartments and offices for the Properties Manager, Employment and Youth Services, Human Resources, Healthy Families, Community Resources and Supervised Group Living.

Alone, the programs and resources at these facilities served 61 percent of the 23,090 people served annually in fiscal year 2017.

The grant also allowed for some long overdue improvements at the administration building and Corydon Blue River Industries (CBRI).

In the administration building, some walls were still covered in old wallpaper that was beginning to look rundown. After removing the wallpaper and painting most of the entire first floor, new carpeting also was installed, and historic photos with the agency's "People Serving People" motto now grace the fresh lobby wall.

At CBRI, consumers and staff have been enjoying a much needed kitchen remodel, which included removing old carpeting, installing tile flooring, replacing water-damaged cabinets and countertops, and putting in a new island.

The kitchen has become a regular gathering spot for cooking classes that help consumers learn how to safely prepare food - an essential daily living skill taught through the Community Resources Department's Habilitation Program.

"Creating a clean, safe and functional kitchen at CBRI is a prime example of how important facility improvements are to our mission," said Lowe. "It is ongoing, especially when many buildings are more than 20 years old, but we continue to look for partnerships within communities where our services have the biggest impact. The agency is deeply rooted in Southern Indiana, so I expect the agency to remain a valuable resource for community members for a very long time."



SGL TEAM HELPS RAISE FUNDS

for Neighboring Non-Profit

lue River Services, Inc. adapted its motto of "People Serving People" to "Neighbors Helping Neighbors" for a day in support of Rauch, Inc.'s inaugural Rauch & Roll event July 8 to help raise funds for services that support people with disabilities and the WHAS Crusade for Children.



BRS group home residents Tom Davito, Stephen Ledford (white sunglasses), Randy Beckett, left, and Donald Fancher participate in Rauch and Roll.

The Blue River Services team, led by Nona Besendorf, BSW, social service liaison in the Residential Supervised Group Living Department, raised \$350 for the cause and walked a mile around the Industrial Park in New Albany where Rauch is located.



From left, Pat Borho, Stephen Ledford, and Nona Besendorf, BSW, share a laugh during lunch following their 1K walk.

"The residents all enjoyed the walk," said Besendorf, who was recently

recognized for her 30 years of service at Blue River. "We enjoyed music, food and everyone was given a t-shirt for participating. It was a great day."

Rauch & Roll is a non-competitive walk/roll (by wheelchair, stroller, etc.) around the one-mile course at Rauch, Inc., followed by music and a cookout.

BETTER BUSINESS BUREAU

Honors Blue River Services, Inc.



Blue River Services, Inc. was honored as a 10-year accredited business at the Better Business Bureau's 2017 Torch Awards, held November 1 at The Olmstead in Louisville. The award was presented by Reanna Smith-Hamblin, BBB President and CEO, while local reporter Kirby Adams, who emceed the event, told the sold-out crowd about the agency and its mission.

Blue River Services meets all 20 BBB Standards for Charity Accountability and is a seal holder.

SOUTHERN INDIANA TRANSIT SYSTEM

Awarded Four New Vehicles

outhern Indiana Transit System, a division of Blue River Services, Inc. has been awarded four new vehicles by the Indiana Department of Transportation. Through two annual grant programs - 5310 and 5311/5339 - the agency received more than \$500,000 for small and medium transit vehicles with wheelchair accessible lifts, 20 security cameras and operating funds.

The Federal Section 5310 grant program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act complementary paratransit services. Alternately, the combined Federal Section 5311 and 5339 grant program was created to provide public transportation in non-urbanized for people living in rural areas.

Southern Indiana Transit System maintains a fleet of 20 vehicles ranging from a seating capacity of four to 21 and operates in Harrison, Washington, Crawford and Scott counties. For more information or to schedule transportation, please call 812-734-1000.

STRUCTURED FAMILY CAREGIVING

Honors Residents and Caregivers in Summer Style

he annual Structured Family Caregiving Appreciation Luncheon, held June 15 at Southern Hills Church in Salem, was "a day at the beach." With lots of sea shells, sun and activities, the afternoon honored the program's 16 residents and their caregivers.

Part of the Community Resources Department at Blue River Services, Inc., the program offers a unique approach to assisted living for adults with disabilities. With funding from the Centers for Medicare and Medicaid Services and Indiana's Aged and Disabled Waiver, consumers are matched with caring, responsible families who welcome them into their home and provide daily structure in support of improving self-sufficiency.

This year's resident of the year was Kenny Taylor, who won over staff with his "million-dollar smile" and "mischievous giggle." Taylor also overcame many physical obstacles and continued to succeed in reaching his goals.

The householders, as the support families are called, also were recognized for their service to Blue River Services, Inc. and the people the agency serves. Debbie Byrd was awarded householder of the year for her 12 years of service and going above and beyond for her consumer, who is considered part of the family.

"Debbie involves the consumer that resides with her in every aspect of her family's life," said Tammy Seitz, Director of Community Resources. "This includes family vacations, church events, family reunions and birthday parties. Debbie is an amazing asset to Blue River Services, Inc. and her consumer."



Cynthia Porter, Service Coordinator, presents Kenny Taylor with Resident of the Year.

THE PARTY OF THE P

Debbie Byrd, the 2017 Householder of the Year, attended the event with Raymond Moon, who has been a part of her family for 12 years.

As everyone finished a beach picnic-inspired lunch provided by Shady Patch Farm, Murie Medlock, program manager, presented a video chronicling residents and their adventures throughout the past year.



BLUE RIVER SERVICES HABILITATION PROGRAM

Creates 'Magical Night' at Prom

arking one decade of a distinctly memorable tradition, the annual Habilitation Prom was at its peak October 7 at Southern Hills Church in Salem. More than 65 Blue River Services consumers and their dates gleamed and grinned as they entered an imaginative enchanted forest - this year's theme.

Trees with fairies, woodland creatures, toadstools and gnomes were just a few of the things prom goers encountered. From an actual forest complete with park bench, to intricate centerpieces and thoughtful take-home gifts on each table, staff volunteers, who even wore butterfly wings and frilly tutus to add to the ambiance, left no enchanted stone unturned when planning the night.

"Thirty volunteers came together to make this night special," said Tammy Seitz, Director of Community Resources, who has been planning the event since its inception. "They donated their time, talents and kindness – we had a wonderful group."

The evening started with fettuccini "magnifico," breadsticks and fruit salad for dinner, followed by cupcakes for dessert. After the Italian feast, DJ Phil Stahl got the dance floor rocking and rolling.

Then it was time for the royal moment everyone had been waiting for --crowning of this year's court. Led by Seitz and Habilitation Manager Donna Davis, Eddy Howell was crowned King, and Karen Ellenbrand was crowned queen. The 2017 Prince was Ralph Baker and Princess was Annie Gilstrap.

Kevin Smith was honored as Duke and Caroline Johnson, Duchess. This year's sweethearts were longtime couple Dennis Martin and Cindy Lawson.

After the excitement and photo ops with the royal court wound down, Bob Hampton, an Elvis impersonator, elated the crowd, and the true Elvis fans broke out their best King-inspired dance moves as they sang along.

As the evening ended, everyone collected a fairy or enchanted dragon necklace and a painted ladybug rock as a memento of their magical night in the enchanted forest.

"This year's event was a huge success because of our wonderful staff, volunteers and several donations, including nearly \$1,000, food and craft supplies for decorations," said Seitz. "We had a wonderful turnout and the consumers had a great time – the true measurement of our success. I look forward to continuing this tradition for many years."

A VERY SPECIAL THANKS TO OUR DONORS:

Steve Trusty (Trusty Tires), Lucas Oil, Thriftway, Patty Coglazer, Tony Burns, Bill Lookatch, Linda Smith, Barb Miller, Roxanne Snider, Mary Stockton, Dennis Wessel, Sandy Beams and Lynn Eliot.

AND OUR AMAZING VOLUNTEERS:

Charity; Jeffrey Ash, Linda Hardin, Ashley Walton, Vicki Saunders, Kay Hamilton, Charna Linsk, Marlea Williams, Tonia Elkins, Lynn Eliott, Sandy & Brian Beams, Brenda Callahan, Ronda Elrod, Barb Miller, Liz & Jess Pendygraft, Sonja Oakes, Cynthia Porter, Murie, Wayne, Tim Medlock, Donna Davis, Mandy Davis, Dennis Wessel, Jessica & Mike McKinley, Michelle DeWitt, and Stephanie Sabins.



Consumer Eric Spicer, right, shares a dance with Cynthia Porter.



Dusty Sullivan, left, and Joy Cannello dancing the night away.



Lynn Pelfrey arrives in style at the 2017 prom.



And this year's Prom Queen is ... Karen Ellenbrand!

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BLUE RIVER SERVICES HELPS RAISE COMMUNITY AWARENESS AT HARRISON COUNTY PREVENT CHILD ABUSE EVENT

At the April 27 Harrison County Prevent Child Abuse community awareness event are, from left, Heidi Waynescott, foster parent; Brad Fortner, Harrison County DCS Director; Heather Richard, PCA President and BRS Program Manager; Mike Kurz, foster parent; Julia Baylor, BRS Children's Services Director; Otto Schalk, Harrison County Prosecutor; and Stephanie Rex, PCA Vice President and BRS District Coordinator. The event, held in collaboration with Harrison County DCS, highlighted the importance of child abuse prevention efforts.

CHILDREN'S SERVICES IN-SERVICE HELPS BUILD WINNING TEAMS!

The Children's Services Department at Blue River Services, Inc. held its semi-annual in-service to provide continuing education and training for staff December 19 at Lincoln Hills Church in Corydon. To improve outcomes for children and families and prepare staff to exceed agency goals and expectations, the meeting is mandatory — but it's also fun.

Ritch Hochstetler and Ben Rheinbeimer from uLEAD directed the group in several interactive challenges and learning opportunities designed to maximize team effectiveness. Topics included "Discovering Your True Colors," "Overcoming Challenges," and "Enhancing Leadership and Teambuilding Skills."

The meetings also serve as a venue to recognize veteran staff for their commitment and achievements. At the December in-service, Christie Lemmon, Child Development Associate at Rainbow's End in Georgetown, and Shannon Hunsucker, Afterschool Program Coordinator at Medora Elementary and Jr. High Schools, received Commitment to Excellent Awards.



In a group challenge aimed at demonstrating how difficult it is to multi-task are, from left, Linda Flock, toddler teacher; Debbie Glotzbach, Cook; Margaret Davis, Infant Teacher; and Sara Tomes, 2-year-old teacher, who attempt to grab the person's thumb on their left, while not allowing the person to their right to grab theirs.



Kayla Stone, 21st Century Program Coordinator at Morgan Elementary, Ashley Williams, School-Age Child Care Coordinator at Morgan Elementary, and Angie Brownie, 21st Century Extended Day Instructor at East Washington Elementary, share a playful moment at the December 19 in-service.



As part of a team building exercise, Lenia Gomez, Child Care Aide (seated left), and Paula Weathers, Child Development Associate (seated right), discuss positive and negative traits that each personality group brings to the work environment.



BRS' HEATHER RICHARD SELECTED FOR PRESTIGIOUS FELLOWSHIP

Heather Richard, after-school program manager in the Children's Services Department at Blue River Services, Inc. in Corydon, Indiana has been selected for the prestigious Executive Journey Fellowship. Richard will join 27 other youth professionals for a series of residential retreats designed to promote innovative thinking and approaches within existing youth programs. In addition to the retreats, fellows receive personal renewal scholarships.

Funded by the Lily Foundation, Inc., the fellowship is facilitated by The Journey, a leadership and career development agency for youth professionals.

A complete list of the 2017 Executive Journey Fellows was published online at www.thejourneyonline.org.



ince delving into rental housing nearly 15 years ago, Blue River Services, Inc. has continued a vast and steady progression of affordable housing for families, seniors and people with disabilities in rural Southern Indiana.

Fiscal year 2017 was no exception, as Blue River Housing broke ground in Salem to convert a closed child care center into seven affordable apartments for seniors 55 or older and people with disabilities. Scheduled to open in January 2018, the new housing development, named Jackson Court for its location off of Jackson Street in downtown, also includes two duplexes, adding four additional units. Funding for the development was secured through grants from the Indiana Housing Community Development Authority (IHCDA), the Federal Home Loan Bank of Indianapolis, and a development fund mortgage loan from IHCDA. A grant from the Washington County Community Foundation will provide handican accessible exercise equipment



A 2017 renovation project at Grandview Manor South has made the affordable senior development even more desirable.

provide handicap accessible exercise equipment for an outdoor wellness area.

"There continues to be a shortage of quality, affordable housing in the rural areas we serve," said Daniel J. Lowe, President and CEO of Blue River Services, Inc. "By identify-



Renovations at Grandview Manor South included new flooring and larger kitchens with updated appliances.

ing communities with inadequate or substandard housing stock and creating this needed resource for community members, we are fulfilling our mission to improve lives by providing opportunities for self-sufficiency, while leaving a lasting legacy that will continue to benefit our communities."

Another development in Washington County, Grandview Manor South, got a complete makeover, including new flooring, central heat and air, larger kitchens with updated appliances, a new roof, doors and landscaping. The rehabilitation, completed in May 2017, was funded by IHCDA, the Federal Home

Loan Bank of Indianapolis, Old National Bank Foundation and the Washington County Community Foundation. Blue River Housing secured additional funds through a mortgage loan from Old National Bank to complete the renovations. At the end of the fiscal year, all 24 affordable apartments were rented to seniors 62 and older and people with disabilities.

In Harrison County, senior residents at Country Trace Apartments are benefitting from a private grant from the Retirement Research Foundation. The grant supports a property ser-

vice coordinator, who helps with additional services, such as transportation, food vouchers, Meals on Wheels, onsite medical care, computer classes, driver's education and budget assistance.

"Many seniors are not aware of services they could receive and some do not have transporta-

tion or family members who can help them," said Paula Craig, Director of Blue River Housing, who has spearheaded most of the department's mass development over the last 16 years. "With the assistance of an onsite service coordinator, tenants know what services are available to them, how to access them and the resources to make it happen. These services are so important, because they allow seniors to remain independently in their home."

Another area of development has been transitional housing for victims of domestic abuse. While the service is largely dependent on outside funding, Blue River Services, in partnership with Hoosier Hills PACT, has provided a safe haven for victims and their children since 2006. That's why securing a three-year grant from the Department of Justice Office of Violence Against Women was a crucial accomplishment for the department. The grant will support Jill's Hope Transitional Housing – a combination of the formerly named Jill's House in Washington County and Hope Manor in Harrison County.

"Continuing services for victims of domestic violence is a priority and something we do well, because we offer or have access to other resources needed to develop, implement and successfully complete a plan toward self-sufficiency," said Craig. Blue River Housing also received a grant from the Enterprise Foundation to further develop affordable housing at the agency's 13 properties across two counties. "We provided affordable housing to 304 individuals in fiscal year 2017," added Craig. "That's a pretty high number for the rural areas we serve, but the need is still there, so we are still building to meet that need... that is our duty as a human services agency and our commitment to the community."



A newly constructed duplex at Jackson Court in Salem will provide affordable housing for people 55 or older and those with disabilities.

PARENTS AND STUDENTS ENJOY "PAINT WITH ME" FAMILY NIGHT AT LOCAL ELEMENTARY SCHOOLS THANKS TO ART GRANT

Children at Morgan and North Harrison Elementary Schools and their parents participated in a family "Paint With Me" event led by local artist Vanessa Lawson thanks to a generous grant from the Indiana Arts Commission, in partnership with the Region 12 Community Arts Program at Hanover College, and matching funds from the Harrison County Community Foundation. Blue River Services, Inc. received the funds to provide an art enrichment program during the 2016-2017 school year.

The funded program also included art classes and a gala where participating children and local artists displayed their artwork and talked about what they had learned.

The grant was made possible by appropriated funds from the Indiana State Legislature in conjunction with the National Endowment for the Arts.







WHERE THE PINWHEELS GROW

If you have driven along Old Highway 135 in Corydon in April, chances are something shiny and whimsical has caught your eye. That's because every year, Blue River Services, Inc. plants a pinwheel garden in recognition of Child Abuse Prevention Month and the agency's commitment to making sure all children have the great childhood they deserve.

Whether through early education and intervention, tutoring, mentorship, social development or specialized care for children with disabilities, Blue River Services has played an important role in children's lives since its inception more than 58 years ago. In fact, caring for children with special needs is the very heart and founding premise of the agency, which emerged from the determination of six families who believed everyone is capable of learning when given the opportunity and appropriate supports.

Surprisingly, Harrison County has more cases of substantiated

abuse and neglect than in surrounding counties, even those with much higher populations. That's why we encourage and challenge other agencies, organizations, groups, community partners and individuals to join us as we support the Pinwheels for Prevention movement, a grassroots campaign of Prevent Child Abuse America.

If you would like to get involved or learn more, please contact Children's Services at 812-364-1142 or join us on Facebook @brsinc.org.



Stephanie Rex, After School District Coordinator & Vice President of Harrison County Prevent Child Abuse, plants pinwheels along the sidewalk beside the Blue River Services Administration Building.

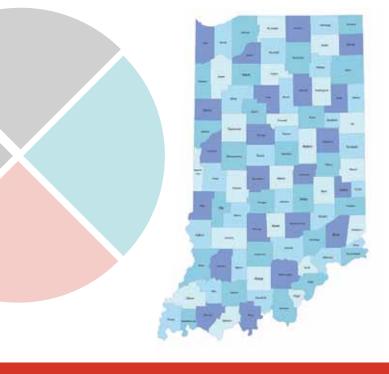


SATISFACTION SURVEY SELECTION SURVEY

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





FISCAL YEAR 2017

COUNTIES & CLIENTS SERVED

Clark 961 Clay 127 Crawford 1,196 Daviess 184 Dubois 334 Floyd 675 Gibson 221 Greene 176 Harrison 12,384 Jackson 73 Jefferson 4 Knox 233 Lake 2 Lawrence 4 Madison 1 Marion 3	Monroe 2 Orange 622 Owen 71 Parke 36 Perry 66 Pike 48 Posey 162 Putnam 220 Scott 456 Spencer 107 Sullivan 56 Vanderburgh 1,192 Vermillon 50 Vigo 539 Warrick 374
Marion3	•
Martin62	Washington2,449



Fiscal Year 2017 Satisfaction Survey Summary			
Program	Return	Rate	Overall Satisfaction
	Distributed	Returned	% Total of Both Most of the Time/Good Most Always/Very Good
CHILDREN'S SERVICES			
Rainbow's End - Corydon	93	32	95.2%
Rainbow's End - Georgetown	60	17	95.7%
Jump Start Preschool - Morgan Elementary	12	9	89.0%
Jump Start Preschool - North Harrison Elementary	19	15	99.5%
Afterschool East Washington Elementary	29	18	100.0%
Afterschool East Washington Middle	16	6	67.0%
Afterschool Medora Elementary	31	20	90.0%
Afterschool Morgan Elementary	47	29	97.0%
Afterschool North Harrison	38	42	100.0%
COMMUNITY RESOURCES			
Structured Family Care - Consumer	13	5	87.5%
Structured Family Care - Householder	11	4	49.0%
Structured Family Care - Guardian	5	2	100.0%
Habilitation Corydon - Consumer	37	11	89.0%
Habilitation Corydon- Parent/Advocate	37	7	86.0%
Habilitation Palmyra - Consumer	16	1	85.0%
Habilitation Palmyra - Parent/Advocate	15	1	100.0%
Habilitation Salem - Consumer	36	4	100.0%
Habilitation Salem - Parent/Advocate	36	3	100.0%
Wellness Coordination Consumer	29	7	82.0%
In-Home Services - Consumer	46	22	93.0%



EMPLOYMENT SERVICES			
Employment Services VR - Discovery	34	23	99.3%
Employment Services Placement	28	23	98.6%
Employment Services VR - Supported Emp (SEFA)	23	23	100.0%
Employment Services VR - Referring Agency	10	5	87.0%
Supported Emp - Employer	33	29	96.5%
Driver's Training - Consumer	40	19	98.0%
Driver's Training - Referring Agency	4	0	0.0%
Resume Services	1	1	100.0%
FAMILY SERVICES			
First Steps - Section 1 SPOE	344	168	97.0%
First Steps - Section 2 Assessment Team	344	168	95.0%
First Steps - Referral Source	294	18	55.0%
Healthy Families Parent/Advocate	83	58	95.0%
INDUSTRIAL SERVICES			
Corydon Blue River Industries - Consumer	46	21	78.1%
Corydon Blue River Industries - Parent/Advocate	30	12	96.7%
Salem Blue River Industries - Consumer	38	9	100.0%
Salem Blue River Industries - Parent/Advocate	36	6	100.0%
Industries Customer	9	6	91.7%
JANITORIAL SERVICES			
Janitorial - Consumer	1	0	0.0%
Janitorial - Employers	6	3	73.3%
RESIDENTIAL SERVICES			
SGL Residential - Resident - Klerner	6	6	40.5%
SGL Residential - Resident - Marvy	8	8	50.0%
SGL Residential - Resident - McGrain	7	7	85.8%
SGL Residential - Resident - Milltown	6	6	90.5%
SGL Residential - Resident - Nichols	8	8	71.4%



SGL Residential - Resident - Oak	10	10	75.7%
SGL Residential - Resident - Summit View	8	8	87.5%
SGL Residential - Family Member	24	24	93.4%
SGL Residential - Beginning of Service - Resident	3	3	73.0%
SGL Residential - Beginning of Service - Family	3	3	100.0%
SGL Residential - End of Service - Resident	3	3	93.0%
SGL Residential - End of Service - Family	3	2	50.0%
TRANSPORTATION SERVICES			
Public Transportation	324	22	79.3%
Children's Transportation	8	2	80.0%
Day Services Transportation	52	10	92.0%
Medical Transportation	156	16	89.6%
WOMEN, INFANTS AND CHILDREN			
Crawford County	64	23	97.0%
Harrison County (number distributed is unknown)	43	43	99.0%
Orange County	96	59	99.0%
Washington County	110	67	98.0%
YOUTH SERVICES			
Wyandotte - Parent/Advocate	12	6	86.6%
Wyandotte - Referring Agency	25	7	84.0%
Wyandotte - Youth Resident	20	15	86.6%
Corydon Ramsey - Referring Agency	1	1	67.0%
Corydon Ramsey - Parent/Advocate	0	0	0.0%
Corydon Ramsey - Consumer	0	0	0.0%
Totals:	3,030	1,206	82%

NEVER/UNSATISFIED: 1.37% SATISFIED SOME OF THE TIME: 2.26%

NEUTRAL/SATISFACTORY: 4%

MOST OF THE TIME/GOOD: 18%

67% ALWAYS/VERY GOOD:

MOST OF THE TIME/GOOD & ALWAYS/VERY GOOD:

82%

NO RESPONSE: 4%

GENERAL

SATISFACTION

FINANCIAL SUMMARY

REVENUE		Expenses CONT.							
Revenue, Gains and Other Support	REVENUE	%	Hope Manor			57	,322.00	L	
Government Financial Assistance and Service Fees	14,705,368.00	83.34%	Country Trace LP Mana	gement		26	,315.00	L	
Sales/Contract Revenue	1,614,377.00		BR Autumn Ridge II Ma			42	,461.00	l	
Rental Revenue	544,066.00	3.08%	BR Country Trace II Ma	nagement		8	,406.00	L	
Contributions	409,331.00	2.32%	Jill's House			58	,551.00		
Gain (Loss) on Sale of Assets	203,547.00	1.15%	BR Country Trace 3 Ma	nagement		8	,045.00		
Donated Building, Facilities, and Equipment	64,674.00	0.37%	Grandview Manor Sout	h Management		47	,591.00		
Investment Income	59,154.00	0.34%	Jackson Court Apartme	nts Mgmt		16	,358.00		
Other Revenue	44,855.00	0.25%	Housing Service Coordi	nator		15	,899.00		
Total unrestricted revenues, gains and other support	17,645,372.00	100%	WIC			439	,670.00		
			Day Service Transporta	tion		126	,092.00	Γ	
Expenses			Non Fixed Route Transp	oortation		30	,313.00	Γ	
Program Services	EXPENSE	%	Children's Transportation	on		34	,430.00	Γ	
Child Care	770,571.00	4.93%	Charter Transportation			5	,860.00	Γ	
21st Century	576,003.00	3.69%	Medical Transportation	1		102	,429.00	Γ	
EEMG Preschool	86,290.00	0.55%	Public Transportation			553	,609.00	Γ	
Latchkey	3,194.00	0.02%	Maintenance Facility			54	,551.00	T	
Jumpstart Preschool	127,674.00		Fund Development			19	,349.00	t	
Prevent Child Abuse	260.00	0.00%	Non BRS Rental			97	,589.00	T	
Healthy Family	225,238.00	1.44%	Blue River Autumn Ridg	ge II LLC		196	,914.00	t	
Healthy Family Harrison Co. HCCF	24,211.00		Blue River Country Trac			88	,974.00	t	
First Steps System Development	103,938.00		Blue River Country Trac				,337.00	t	
First Steps SPOE	1,633,243.00		Grandview Manor Sout				,584.00	t	
First Steps Ed Team	633,899.00		Jackson Court Apartme				297.00	t	
Production	159,653.00		Administration			1.360	,247.00	t	
Pre-Vocational Services	283,971.00		IT Support				,872.00	t	
Work Services	409,912.00		Disallowable Costs				,412.00	t	
Marketing	59,839.00		TOTAL EXPENSES				3,812.00	t	
Screen Print	204,922.00	1.31%	1017122111211020				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	_	
Driver's Education	30,080.00		Net Assets Transferred	to temporarily restri	icted	FXDI	ENSE	i	
Employment Services	374,009.00		Net Assets Transferred			2,254,912.0		1	
Establishment Project	6,017.00	0.04%	TVCL ASSELS TRANSPERFEU	to temporarily restric		2,234	,512.00	1	
Stepping Stone Apts/Transitional Housing	115,554.00		Total Net Assets transf	erred to temporarily	restricted	2 25/	,912.00		
Wyandotte House	358,321.00		TOTAL EXPENSE	erred to temporarily	restricted		3,724.00	ł	
Safe Place	11,716.00		GAIN (LOSS)				,352.00)	-	
IDDD Home	360,582.00	2.31%	GAII4 (E033)		L	(230	,332.007	_	
Department of Indiana Highways Janitorial	687,515.00	4.40%							
Indiana Bureau Motor Vehicles Janitorial	4,109.00	0.03%							
	<u> </u>								
Community Janitorial	19,925.00	0.13%							
Hab Training	385,088.00	2.46%		COMOMI	C IMPACT	-			
Structured Family Caregiving	457,075.00	2.92%		ECONOMI	U IMPAUI				
Community Resources	783,434.00	5.01%	COUNTY	NUMBER OF	\$ PAYRO	ш	\$ S	_ D	
Oak Street Home	326,406.00	2.09%	COUNT		WINING				
Nichols Home	387,060.00	2.48%		EMPLOYEES			LOC	ŀ	
Summit View SGL	415,659.00	2.66%	Harrison	205	¢4 227 7	10	φ Ε ኃ	7	
Milltown Home	314,712.00	2.01%	Harrison	285	\$4,227,7	10	\$53	4	
Klerner Lane Home	391,098.00	2.50%	Washington	146	\$1,576,5	24 T	\$15	Δ	
Marvy Lane Home	333,231.00	2.13%		1-10	 	_	-	_	
McGrain Home	352,666.00	2.26%	Crawford	44	\$655,50)2 l	\$52	<u>)</u> .	
Residential Core	368,366.00	2.36%			. , , , , , ,			_	

	ECONOMIC IMPACT				
COUNTY	NUMBER OF EMPLOYEES	\$ PAYROLL	\$ SPENT Locally		
Harrison	285	\$4,227,718	\$534,123		
Washington	146	\$1,576,524	\$154,948		
Crawford	44	\$655,502	\$52,614		

0.37% 0.17%

0.27% 0.05%

0.37%

0.05%

0.30% 0.10%

0.10%

2.81%

0.81%

0.19%

0.22% 0.04%

0.66%

3.54%

0.35% 0.12%

0.62%

1.26%

0.57%

0.34% 0.75%

0.00%

8.70%

0.48%

0.08%

100%

0.57%

0.48%

0.19%

89,136.00

74,524.00

30,234.00

Housing

Oakview Apartments

Autumn Ridge L.P. Management

BLUE RIVER HOUSING

Affordable Multi-Family Housing

- Autumn Ridge
- Autumn Ridge II
- Oakview

Affordable Senior Housing

- Country Trace
- Country Trace II
- Country Trace III
- Grandview Manor South
- Jackson Court (coming soon)

Transitional Housing

(Domestic Violence Victims)

- Jill's Hope Harrison County
- Jill's Hope Washington County

Permanent Supportive Housing

(Homeless Young Adults with Disabilities)

• Stepping Stone

BLUE RIVER INDUSTRIES

- Corydon Blue River Industries Sheltered Workshop
- Salem Blue River Industries Sheltered Workshop
- State Use Contracts
- Janitorial and Lawn Care Services

BR GRAFIX

Commercial screen print shop and training venue for adults with disabilities

CHILDREN'S SERVICES

- Rainbow's End Child Care Center and Preschool, Corydon and Georgetown
- Reach for a Star After-School Programs
- Blue River Services Jumpstart Preschool, Morgan and North Harrison Elementary Schools
- Prevent Child Abuse Harrison County

COMMUNITY RESOURCES

- In-Home Services
- Habilitation
- Structured Family Caregiving
- Wellness Coordination

EMPLOYMENT SERVICES

- Vocational Assessment and Rehabilitation
- Resume Services
- Discovery and Placement Services
- Supported Employment

PROGRAMS & SERVICES



DRIVER'S TRAINING

Specialized training tailored to meet individual needs

FAMILY SERVICES

- First Steps
- Healthy Families

RESIDENTIAL SUPERVISED GROUP LIVING

- Summit View Group Home
- Klerner Lane Group Home
- Marvy Lane Group Home
- Milltown Group Home
- McGrain Street Group Home
- Nichols Avenue Group Home
- Oak Drive Group Home

TRANSPORTATION

- Day Services
- · Children's Services
- Public

WOMEN, INFANTS AND CHILDREN (WIC)

Crawford, Harrison, Orange and Washington Counties

YOUTH SERVICES

- Wyandotte Youth Shelter
- Corydon Ramsey Youth Services Home (for children with disabilities)
- Safe Place/Indiana Trafficking Victims Assistance Program Partner

PROGRAM & SERVICE HIGHLIGHTS

Several programs and services performed especially well, according to fiscal year 2017 surveys.

- Of the 60 surveys received for afterschool programs at East Washington Middle School and North Harrison, respondents were 100% satisfied most of the time or always. The Jumpstart Preschool program at North Harrison Elementary also received high praise with an overall satisfaction of 99.5%.
- Consumers participating in Employment Services also were extremely satisfied with 100% overall satisfaction.
- Salem Blue River Industries also achieved 100% satisfaction most of the time or always.
- Although the response rate was considerably lower than in other programs, those who did respond (about 10%) ranked the Habilitation program in Salem good most of the time or always.
- The WIC program scored high in all four service counties with an average overall satisfaction of 98%.

PROGRAM EVALUATION

Blue River Services, Inc. has established a program evaluation system to measure the outcomes of its services. Through program evaluation, goals are identified and leadership assess program effectiveness and efficiency in meeting the goals for persons served. Evaluation is completed semi-annually in January and July.

A program evaluation management report further summarizes information on effectiveness by providing an interpretation of the results and suggestions for improvement.

Performance reports are posted online at www.brsinc. org. To view or download a copy of the complete Program Evaluation Report, go to the Resources tab and select "Performance Reports."

ESERVICES LOCATIONS

ADMINISTRATIVE OFFICES

1365 Old Hwy 135 NW P.O. Box 547 Corydon, IN 47112 P: 812-738-2408 F: 812-738-6281

HARRISON CENTER

405 N. Capitol Avenue Corydon, IN 47112

Employment and Youth Services: 812-738-3198

Family Services: 812-738-1987

Healthy Families: 812-738-0392 F: 812-738-0732

Residential Supervised Group Living:

812-738-4996 F: 812-738-1985

Human Resources:

812-738-0776 F: 812-738-1617

Properties Manager: 812-734-0496

Community Resources: 812-738-2018 F: 812-738-4517

HOUSING

156 Autumn Ridge Drive Corydon, IN 47112 Housing Director: 812-738-8016 F: 812-738-3460

AUTUMN RIDGE APARTMENTS:

812-738-9010

COUNTRY TRACE APARTMENTS

13590 Greene Street Palmyra, IN. 47164 812-364-1100

GRAND VIEW MANOR SOUTH

509 Grandview Dr. Salem, IN 47167 812-883-7171 F: 812-883-7171

BR GRAFIX

101 North Mulberry Street Corydon, IN 47112 812-738-2437 F: 812-738-6089

RAINBOW'S END CHILD CARE CENTER, FIRST STEPS

310 S. Capitol Avenue Corydon, IN 47112

Rainbow's End: 812-738-1979 F: 812-738-8875

First Steps:

812-738-1975 or 1-800-941-2450 F: 812-738-1867 or 1-877-674-2285

RAINBOW'S END CHILD CARE CENTER, FIRST STEPS

1099 Marci Lane Georgetown, IN 47122

Rainbow's End: 812-951-3215

First Steps: 812-951-0321 F: 812-951-0358

HARRISON COUNTY INDUSTRIAL PARK

3141 Progress Blvd. Corydon, IN 47112

Corydon Blue River Industries, Habilitation, In-Home Services (South): 812-738-4541

F: 812-738-7748

TRANSPORTATION SERVICES

3143 Progress Blvd. Corydon, IN. 47112

Transportation Director: 812-734-1000

Southern Indiana Transit System:

812-734-0285 1-866- 738-1681 F: 812-734-1036

SALEM BLUE RIVER INDUSTRIES

Industrial Park 100 E. Progress Blvd. Salem, IN 47167 812-883-1122 F: 812-883-8857

HABILITATION AND CHILDREN'S SERVICES

14495 Huff Street NE Palmyra, IN 47164 812-364-4142 812-364-1142 F: 812-364-6906

Children's Services: 812-364-1142 F: 812-364-1233

CRAWFORD COUNTY EMPLOYMENT SERVICES

6913 E. State Rd. 64 Marengo, IN. 47140 812-365-2325 F: 812-365-2374

DUBOIS COUNTY EMPLOYMENT SERVICES

332 Third Ave. Jasper, IN 47546 812-482-3989, F: 812-482-4669

FIRST STEPS (FERDINAND)

202 East 23rd St. Ferdinand, IN 47532 812-367-1581 F: 812-367-2356



FIRST STEPS, EMPLOYMENT SERVICES (EVANSVILLE)

981 B S. Kenmore Evansville, IN 47714

Employment Services: 812-402-9205 F: 812-402-9207

First Steps: 812-402-4482 F: 812-477-1282

FIRST STEPS (TERRE HAUTE)

4130 S 7th St Terre Haute IN 47802 812-917-2950 or 1-877-860- 0413 Fax: 812-917-2862 or 1-866-395-6034

FIRST STEPS (WASHINGTON)

2212 E. National Highway P.O. Box 700 Washington, IN. 47501 812-257-1042 or 1-877-860- 0413 F: 812-257-1047 or 1-866-395-6034

WASHINGTON CENTER

504 Reid Avenue Salem, IN 47167

First Steps: 812-883-9401 F: 812-883-8476

Healthy Families: 812-883-9701

Employment Services: 812-883-0566

Community Resources--Habilitation, In-Home Services, Structured Family Care: 812-883-0567,

F: 812-883-0570

WIC: 812-88

812-883-1394 F: 812-883-1396

SUMMIT VIEW GROUP HOME

812-738-4557 F: 812-738-3196

KLERNER LANE GROUP HOME

812-945-6781 F: 812-981-3821

MARVY LANE GROUP HOME

812-364-4105 F: 812-364-6568

MILLTOWN GROUP HOME

812-365-2751 F: 812-365-2065

MCGRAIN STREET GROUP HOME

812-738-7904 F: 812-738-1393

NICHOLS AVENUE GROUP HOME

812-883-1528 F: 812-883-2827

OAK DRIVE GROUP HOME

812-883-4852 F: 812-883-1085

CRAWFORD COUNTY WIC

6913 East State Road 64 Marengo, IN 47140 812-365-2943 or 1-866- 527-5130 F: 812-365-9156

ORANGE COUNTY WIC

204 E. Main St. Paoli, IN 47454 812-723-4131 or 1-800-449-4131 F: 812-723-4605

HARRISON COUNTY WIC

241 Atwood Street, Suite 205 Corydon, IN 47112 812-738-1601 F: 812-738-1602

I-64 WELCOME CENTER

8500 I-64 West Lanesville, IN 47136-0302 812-951-2019 F: 812-951-2019

HENRYVILLE REST PARK

21505 N. Interstate 65 Henryville, IN 47126 812-294-3813 North Bound 812-294-4623 South Bound F: 812-294-4187

TAYLORSVILLE I- 65 REST PARK

5001 N. Interstate 65 Columbus, IN 47201 812-376-3288 Northbound 812-372-5433 Southbound F: 812-376-3308

WYANDOTTE HOUSE

100 Hilltop Drive Corydon, IN 47112 812-738-3273 F: 812-738-2912

STEPPING STONE APARTMENTS

260 Summit View Drive Corydon, IN 47112 812-738-4902 F: 812-734-0916

CORYDON-RAMSEY YOUTH SERVICES HOME

1820 Corydon-Ramsey Rd. Corydon, IN 47112 812-738-0142 F: 812-738-0143

NOTES:	

OTES:	

annual report designed by



BLUE RIVER SERVICES, INC.

1365 OLD HWY. 135 CORYDON, INDIANA 47112 PHONE: 812-738-2408 WEB: WWW.BRSINC.ORG