# SATISFACTION SURVEYS FY 2019



## **Fiscal Year 2019 Satisfaction Survey Summary**

4,660

Surveys distributed by Program:	
Children's Services	493
Community Resources	209
Employment Services	213
Family Services	2,538
Industries/Janitorial	169
Supervised Group Living	88
Transportation	684
WIC	221
Youth Services	55

#### **TOTAL**

Total

Total number of surveys returned:	1,416
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Average return rate: 30%

## **General Satisfaction**

Never/Unsatisfied	1%
Satisfied Some of the Time:	0.7%
Neutral/Satisfactory:	3.5%
Most of the Time/Good:	17.5%
Always/Very Good:	72%
Most of the Time/Good & Always/Very Good:	89%
No Response	5.3%

Program		Return R	ate			C	verall Satisf	action		
	Distributed	Returned	% Returned	% Never/Unsatisfactory	% Less than Satisfactory	% Neutral/Satisfactory	% Most of the Time/ Good	% Always/ Very Good	% Total of Both Most of the Time/Good Most Always/Very Good	% No Response
CHILDREN'S SERVICES										
Rainbow's End - Corydon	65	21	32%	0.0%	0.00%	0.0%	29.0%	71.0%	100.0%	0.0%
Rainbow's End - Georgetown	37	11	30%	0.0%	9.0%	0.0%	18.0%	73.0%	91.0%	0.0%
Jump Start Preschool - Morgan Elementary	13	11	85%	0.0%	0.0%	0.0%	18.0%	82.0%	100.0%	0.0%
Jump Start Preschool - North Harrison Elementary	16	13	81%	0.0%	0.0%	0.0%	8.0%	92.0%	100.0%	0.0%
After School -East Washington Elementary/Middle	53	53	100%	0.0%	0.0%	3.1%	11.1%	85.7%	96.8%	0.0%
After School -Eastern High School	121	18	15%	4.0%	2.0%	7.0%	19.0%	67.0%	86.0%	1.0%
After School - Medora	80	42	53%	0.0%	0.4%	6.0%	35.0%	55.0%	90.0%	3.0%
After School -Morgan	44	36	82%	0.0%	0.30%	3.00%	17.00%	80.00%	97.0%	0.0%
After School - North Harrison Elementary	46	24	52%	8.0%	0.4%	2.0%	19.0%	70.0%	89.0%	0.0%
After School -North Harrison Middle	18	13	72%	1.0%	1.3%	6.5%	26.0%	65.4%	91.4%	0.0%
COMMUNITY RESOURCES										
Structured Family Care - Consumer	10	5	50%	0.0%	0.0%	3.3%	10.0%	86.7%	96.7%	0.0%
Structured Family Care - Householder	8	5	63%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
Structured Family Care - Guardian	4	2	50%	0.0%	0.0%	0.0%	8.3%	91.7%	100.0%	0.0%
Habilitation Corydon - Consumer	42	9	21%	0.0%	1.6%	6.3%	15.70%	76.30%	92.0%	0.0%
Habilitation Corydon- Parent/Advocate	18	5	28%	0.0%	0.0%	0.0%	17.0%	83.0%	100.0%	0.0%
Habilitation Palmyra - Consumer	13	0	0%			No survoye rot	urnad		0.0%	
Habilitation Palmyra - Parent/Advocate	4	0	0%			No surveys ret	urneu		0.0%	
Habilitation Salem - Consumer	35	10	29%	0.0%	0.0%	18.6%	11.4%	70.0%	81.4%	0.0%
Habilitation Salem - Parent/Advocate	14	0	0%			No surveys ret	urned	•	0.0%	
Wellness Coordination Consumer	16	1	6%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
In-Home Services - Consumer	45	12	27%	16.6%	5.5%	0.0%	12.5%	79.2%	91.7%	0.0%
EMPLOYMENT SERVICES										
Employment Services VR - Discovery	26	7	27%	0.0%	0.0%	2.9%	2.9%	94.3%	97.2%	0.0%
Employment Services Placement	28	6	21%	0.0%	0.0%	5.6%	1.0%	93.5%	94.5%	0.0%
Employment Services VR - Supported Emp (SEFA)	19	11	58%	0.0%	0.0%	0.0%	7.6%	92.4%	100.0%	0.0%
Employment Services VR - Referring Agency	7	2	29%	0.0%	0.0%	0.0%	16.7%	83.3%	100.0%	0.0%
Supported Emp - Employer	21	7	33%	0.0%	0.0%	0.0%	7.0%	93.0%	100.0%	0.0%
Driver's Training-Consumer	111	15	14%	0.0%	0.0%	4.2%	4.2%	91.7%	95.9%	0.0%
Driver's Training-Referring Agency	0	0	0%			No surveys ret	•		0.0%	
Resume Services	1	1	100%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
FAMILY SERVICES										
First Steps - Section 1 SPOE	1,244	313	25%	0.8%	0.0%	0.3%	11.5%	86.0%	97.5%	1.5%
First Steps - Section 2 Assessment Team	1,244	313	25%	0.8%	0.0%	0.8%	14.3%	81.0%	95.3%	3.3%
Healthy Families Parent/Advocate	50	30	60%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
BLUE RIVER INDUSTRIES										

BLUE RIVER INDUSTRIES										
	45	8	100/	0.00/	0.0%	2.50/	55.00/	42.5%	97.5%	0.00/
Corydon Blue River Industries - Consumer	45	15	18% 33%	0.0%	1.1%	2.5% 1.1%	55.0% 32.3%	64.6%		0.0%
Corydon Blue River Industries - Parent/Advocate Salem Blue River Industries - Consumer	35	12	34%	0.0%	1.1%	9.9%	45.1%	43.5%	96.9% 88.6%	0.0%
Salem Blue River Industries - Consumer  Salem Blue River Industries - Parent/Advocate	34	8	24%	0.0%	0.0%	11.7%	21.7%	65.0%	86.7%	1.7%
	10	3	30%		13.3%	20.0%		60.0%		0.0%
Industries Customer  JANITORIAL SERVICES	10	3	30%	0.0%	13.3%	20.0%	6.7%	60.0%	66.7%	0.0%
		0	0%						0.00/	
Janitorial - Consumer		0	0%		1	No Surveys Ret	urned		0.0%	
Janitorial - Employers		0	0%						0.0%	
RESIDENTIAL SERVICES			1000/	0.00/	0.00/	0.00/	16.20/	40.70/	66.00/	22.00/
SGL Residential - Resident - Klerner	7	7	100%	0.0%	0.0%	0.0%	16.3%	49.7%	66.0%	33.9%
SGL Residential - Resident - Marvy	5	4	80%	0.0%	0.0%	0.0%	0.0%	33.0%	33.0%	67.0%
SGL Residential - Resident - McGrain	8	5	63%	0.0%	0.0%	0.0%	14.3%	85.7%	100.0%	0.0%
SGL Residential - Resident - Milltown	2	4	200%	0.0%	9.5%	0.0%	23.8%	66.7%	90.5%	0.0%
SGL Residential - Resident - Nichols	7	7	100%	0.0%	0.0%	0.0%	3.6%	96.4%	100.0%	0.0%
SGL Residential - Resident - Oak	8	5	63%	0.0%	0.0%	0.0%	14.3%	64.3%	78.6%	21.4%
SGL Residential - Resident - Summit View	7	7	100%	0.0%	0.0%	0.0%	0.0%	60.0%	60.0%	40.0%
SGL Residential - Family Member	41	18	44%	0.0%	0.0%	1.7%	15.9%	82.4%	98.3%	0.0%
SGL Residential - Beginning of Service - Family	3	3	100%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
SGL Residential - End of Service - Resident	0	0	0%						0.0%	
SGL Residential - End of Service - Family	0	0	0%		N	No Surveys Ret	urned	_	0.0%	
TRANSPORTATION SERVICES										
Public Transportation	653	78	12%	3.3%	3.6%	2.6%	13.6%	74.4%	88.0%	2.6%
Children's Transportation	7	1	14%	0.0%	0.0%	20.0%	80.0%	0.0%	80.0%	0.0%
Day Services Transportation	24	5	21%	0.0%	4.0%	8.0%	24.0%	64.0%	88.0%	0.0%
WOMEN, INFANTS AND CHILDREN										
Crawford County	27	27	100%	1.2%	0.0%	1.2%	1.9%	89.5%	91.4%	6.2%
Harrison County	93	93	100%	0.4%	0.3%	0.8%	2.3%	94.9%	97.2%	1.4%
Orange County	26	26	100%	0.6%	0.6%	1.3%	11.5%	85.9%	97.4%	0.0%
Washington County	75	75	100%	0.0%	0.3%	2.0%	7.9%	87.2%	95.1%	2.5%
YOUTH SERVICES	,,,	, , ,	10070	0.070	0.070	2.070	7.570	07.270	30.170	2.0 / 0
Wyandotte-Parent/Advocate	8	0	0%						0.0%	
Wyandotte - Referring Agency	14	1	7%		N	No Surveys Ret	urned		0.0%	
Wyandotte - Consumer	14	5	36%	0.0%	0.0%	13.3%	40.0%	46.7%	86.7%	0.0%
Corydon Ramsey - Referring Agency	8	0	0%	0.0%	0.0%	0.0%	16.7%	83.3%	100.0%	0.0%
Corydon Ramsey - Parent/Advocate	3	0	0%	0.070		No Surveys Ret		03.370	0.0%	0.070
Corydon Ramsey - Consumer	8	3	38%	0.0%	0.0%	0.0%	22.2%	77.8%	100.0%	0.0%
Corydon Ramsey - Consumer	4 660			0.070	0.070	0.070	22.2/0	77.070	100.070	0.070

Totals: 4,660 1,416 30%

## Children's Services

#### **Rainbow's End Child Care Centers:**

Corydon and Georgetown

**Jumpstart Pre-School:** 

Morgan and North Harrison Elementary

21st Century After School Program:

East Washington, Eastern, Medora, Morgan, North Harrison

PARENT SATISFACTION SURVEY

## **Tallied Report**

2019

#### Rainbow's End Child Care Center Corydon

		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%	9.5%	19.0%	71.4%	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%	48.0%	52.0%	0.0%
3.	I feel I am a welcome visitor at Rainbow's End Child Care at all times.	0.0%	0.0%	0.0%	14.0%	86.0%	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%	24.0%	76.0%	0.0%
5.	Instructors treat children with courtesy and respect.	0.0%	0.0%	10.0%	38.0%	52.0%	0.0%
6.	Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	0.0%	33.0%	62.0%	5.0%
7.	Classroom activities are appropriate for the age of the children involved, are interesting to children, and promote learning.	0.0%	0.0%	0.0%	24.0%	76.0%	0.0%
8.	Children have time to choose their own activities during the day.	0.0%	0.0%	14.3%	38.1%	47.6%	0.0%

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9.	Adaptations are made for children with special needs.	0.0%	0.0%	9.5%	28.6%	57.1%	4.8%
10.	Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	10.0%	33.0%	57.0%	0.0%
11.	Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	5.0%	38.0%	57.0%	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%	9.5%	33.3%	57.1%	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%	0.0%	14.0%	86.0%	0.0%
14.	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	19.0%	24.0%	57.0%	0.0%
15.	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	5.0%	19.0%	76.0%	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%	14.0%	86.0%	0.0%
17	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	4.8%	28.6%	66.7%	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%	5.0%	24.0%	71.0%	0.0%
19.	Overall Satisfaction:	0.0%	0.0%	0.0%	29.0%	71.0%	0.0%

#### PARENT SATISFACTION SURVEY

## **Tallied Report**

#### **Rainbow's End Child Care Center Georgetown**

### 2019

		Never/	Some of the Time/ Less than	Neutral/	Most of the	Always/ Very	No
		Unsatisfactory	Satisfactory	Satisfactory	Time / Good	Good	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	0.0%	9.0%	0.0%	9.0%	82.0%	0.0%
	in new children.						
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%	9.0%	0.0%	27.0%	64.0%	0.0%
3.	I feel I am a welcome visitor at Rainbow's End Child Care at all times.	0.0%	0.0%	9.0%	0.0%	91.0%	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%	27.0%	73.0%	0.0%
5.	Instructors treat children with courtesy and respect.	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
6.	Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	9.0%	0.0%	9.0%	82.0%	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%	0.0%	18.0%	82.0%	0.0%
8.	Children have time to choose their own activities during the day.	0.0%	0.0%	0.0%	18.0%	82.0%	0.0%
9.	Adaptations are made for children with special needs.	0.0%	0.0%	27.0%	0.0%	64.0%	9.0%

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10.	Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	9.0%	18.0%	64.0%	0.0%
11.	Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	9.0%	18.0%	73.0%	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%	9.0%	9.0%	82.0%	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%	0.0%	100.0 %	0.0%
14.	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	0.0%	0.0%	100.0 %	0.0%
15.	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	9.0%	0.0%	91.0%	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%	0.0%	100.0 %	0.0%
17.	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	0.0%	18.0%	82.0%	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%	9.0%	0.0%	91.0%	0.0%
19.	Overall Satisfaction	0.0%	9.0%	0.0%	18.0%	73.0%	0.0%

#### PARENT SATISFACTION SURVEY

## **Tallied Report**

### Jump Start Preschool Morgan Elementary

2019

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Satisfactory	Satisfactory	Good	Good	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%	18.2%	81.8%	0.0%
2	Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	0.0%	9.1%	36.4%	54.5%	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%	9.0%	9.0%	82.0%	0.0%
4	Instructors treat children with courtesy and respect.	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
5	Instructors help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	0.0%	27.0%	73.0%	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%	9.0%	91.0%	0.0%
7	Children have time to choose their own activities during the day.	0.0%	0.0%	18.0%	9.0%	73.0%	0.0%
8	Adaptations are made for children with special needs.	0.0%	0.0%	9.0%	18.0%	73.0%	0.0%
9	Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%

10	Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
11	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	18.0%	82.0%	0.0%
12	As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%
13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
14	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%
15	I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%
16	I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	0.0%	0.0%	0.0%	18.0%	82.0%	0.0%
17	Overall Satisfaction	0.0%	0.0%	0.0%	18.0%	82.0%	0.0%

#### PARENT SATISFACTION SURVEY

#### Jump Start Preschool North Harrison Elementary

## Tallied Report 2019

		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%	7.7%	7.7%	84.6%	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%	8.0%	15.0%	77.0%	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%	0.0%	100.0%	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%	0.0%	100.0%	0.0%
8	Adaptations are made for children with special needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

9 Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10 Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
13 I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
14 I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
15 I am satisfied with the care and education my child receives at Rainbow's End Child Care.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
16 I would recommend Rainbow's End Child Care to friends or relatives looking for quality care for their children.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
17 Overall satisfaction	0.0%	0.0%	0.0%	8.0%	92.0%	0.0%

## 21st Century After School Programs

	PARENT SATISFACTION SURVEY		Talli	ed Re	port		
	After School Program		20	19			
	East Washington Elementary/Middle	53 surveys					
		Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	0.0%	0.0%	3.8%	5.7%	90.6%	0%
2.	Rooms are safe and clean	0.0%	0.0%	0.0%	16.98%	83.02%	0%
3.	Rules are clear and fair	0.0%	0.0%	2.0%	9.0%	89.0%	0%
4.	Staff treats student with respect	0.0%	0.0%	1.9%	7.6%	90.6%	0%
5.	Staff listen to child	0.0%	0.0%	0.0%	11.0%	89.0%	0%
6.	Easy for child to make friends	0.0%	0.0%	6.0%	9.0%	85.0%	0%
7.	Child has input on activities	0.0%	0.0%	6.0%	19.0%	75.0%	0%
8.	Activities are fun and engaging	0.0%	0.0%	2.0%	13.0%	85.0%	0%
9.	Child has good attendance	0.0%	0.0%	4.0%	17.0%	79.0%	0%
10.	Program provides opportunity to complete homework	0.0%	0.0%	0.0%	9.0%	91.0%	0%
11.	Activities are designed to help child do better in school	0.0%	0.0%	4.0%	17.0%	79.0%	0%
12.	Program helps child apply what they learn	0.0%	0.0%	4.0%	19.0%	77.0%	0%
13.	Afterschool staff and school-day staff communicate	0.0%	0.0%	2.0%	15.0%	83.0%	0%
14.	Overall I am happy with program	0.0%	0.0%	2.0%	2.0%	96.0%	0%
15.	Afterschool staff involved parents in decision making	0.0%	0.0%	13.0%	8.0%	79.0%	0%
16.	Afterschool staff communicate well with parents	0.0%	0.0%	0.0%	11.0%	89.0%	0%
17.	Parents feel welcome in the program	0.0%	0.0%	4.0%	11.0%	85.0%	0%
18.	I would recommend this program to other parents	0.0%	0.0%	2.0%	0.0%	98.0%	0%

	PARENT SATISFACTION SURVEY		Talli	ed Re	port		
	After School Program	42 surveys	20	19			
	Medora Elementary						
		Strong Disagr	Lusagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	0.0%	0.0%	2.4%	40.5%	57.1%	0%
2.	Rooms are safe and clean	0.0%	6 0.0%	5.0%	31.0%	62.0%	2%
3.	Rules are clear and fair	0.0%	6 0.0%	5.0%	36.0%	60.0%	0%
4.	Staff treats student with respect	0.0%	6 0.0%	4.8%	28.6%	66.7%	0%
5.	Staff listen to child	0.0%	6 0.0%	7.1%	38.1%	54.8%	0%
6.	Easy for child to make friends	0.0%	6 0.0%	7.1%	33.3%	57.1%	2%
7.	Child has input on activities	0.0%	6 0.0%	7.0%	38.0%	55.0%	0%
8.	Activities are fun and engaging	0.0%	6 0.0%	7.0%	36.0%	57.0%	0%
9.	Child has good attendance	0.0%	6 0.0%	0.0%	14.0%	29.0%	57%
10.	Program provides opportunity to complete homework	0.0%	<b>0.0%</b>	4.8%	40.3%	54.8%	0%
11.	Activities are designed to help child do better in school	0.0%	<b>0.0%</b>	7.1%	41.0%	52.4%	0%
12.	Program helps child apply what they learn	0.0%	6 0.0%	7.0%	38.0%	55.0%	0%
13.	Afterschool staff and school-day staff communicate	0.0%	6 0.0%	12.0%	33.0%	55.0%	0%
14.	Overall I am happy with program	0.0%	<b>0.0%</b>	5.0%	33.0%	62.0%	0%
15.	Afterschool staff involved parents in decision making	0.0%	2.0%	10.0%	36.0%	52.0%	0%
16.	Afterschool staff communicate well with parents	0.0%	2.4%	7.1%	42.9%	47.6%	0%
17.	Parents feel welcome in the program	0.0%	2.0%	5.0%	40.0%	52.0%	0%
18.	I would recommend this program to other parents	0.0%	6 0.0%	2.0%	38.0%	60.0%	0%

	PARENT SATISFACTION SURVEY		Talli	ed Re	port		
	PARLINI SATISTACTION SURVET		ı aııı	<b>J G</b> 110	POIC		
	After School Program		20	19			
	Morgan Elementary	36 Surveys					
		Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	0.0%	0.0%	0.0%	17.0%	83.0%	0%
2.	Rooms are safe and clean	0.0%	0.0%	0.0%	17.0%	83.0%	0%
3.	Rules are clear and fair	0.0%	0.0%	0.0%	17.0%	83.0%	0%
4.	Staff treats student with respect	0.0%	0.0%	3.0%	8.0%	89.0%	0%
5.	Staff listen to child	0.0%	0.0%	6.0%	8.0%	86.0%	0%
6.	Easy for child to make friends	0.0%	0.0%	3.0%	19.0%	78.0%	0%
7.	Child has input on activities	0.0%	2.8%	5.6%	13.9%	77.8%	0%
8.	Activities are fun and engaging	0.0%	0.0%	0.0%	19.0%	81.0%	0%
9.	Child has good attendance	0.0%	0.0%	8.0%	25.0%	69.0%	0%
10.	Program provides opportunity to complete homework	0.0%	0.0%	0.0%	17.0%	83.0%	0%
11.	Activities are designed to help child do better in school	0.0%	0.0%	0.0%	19.0%	81.0%	0%
12.	Program helps child apply what they learn	0.0%	0.0%	3.0%	19.0%	78.0%	0%
13.	Afterschool staff and school-day staff communicate	0.0%	0.0%	0.0%	22.0%	78.0%	0%
14.	Overall I am happy with program	0.0%	0.0%	0.0%	17.0%	83.0%	0%
15.	Afterschool staff involved parents in decision making	0.0%	3.0%	17.0%	11.0%	69.0%	0%
16.	Afterschool staff communicate well with parents	0.0%	0.0%	2.8%	16.7%	80.6%	0%
17.	Parents feel welcome in the program	0.0%	0.0%	0.0%	19.0%	81.0%	0%
18.	I would recommend this program to other parents	0.0%	0.0%	0.0%	17.0%	83.0%	0%

	PARENT SATISFACTION SUR	VEY		Ialli	ed Re	eport		
	After School Program	L		20	19			
	North Harrison Element		surveys					
			Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome		8.0%	0.0%	0.0%	17.0%	75.0%	0%
2.	Rooms are safe and clean		8.0%	0.0%	0.0%	17.0%	71.0%	4%
3.	Rules are clear and fair		8.0%	0.0%	0.0%	13.0%	79.0%	0%
4.	Staff treats student with respect		8.0%	0.0%	0.0%	17.0%	75.0%	0%
5.	Staff listen to child		8.0%	0.0%	0.0%	17.0%	75.0%	0%
6.	Easy for child to make friends		8.3%	0.0%	4.2%	29.2%	58.3%	0%
7.	Child has input on activities		8.0%	0.0%	21.0%	17.0%	50.0%	4%
8.	Activities are fun and engaging		8.3%	0.0%	0.0%	29.2%	58.3%	4%
9.	Child has good attendance		8.0%	0.0%	4.0%	21.0%	67.0%	0%
10.	Program provides opportunity to comp	lete homework	8.0%	0.0%	0.0%	17.0%	71.0%	4%
11.	Activities are designed to help child do	better in school	8.0%	0.0%	0.0%	21.0%	71.0%	0%
12.	Program helps child apply what they lea	arn	8.0%	0.0%	0.0%	21.0%	71.0%	0%
13.	Afterschool staff and school-day staff of	communicate	8.0%	0.0%	0.0%	17.0%	71.0%	4%
14.	Overall I am happy with program		8.0%	0.0%	0.0%	17.0%	75.0%	0%
15.	Afterschool staff involved parents in de	ecision making	8.0%	8.0%	0.0%	21.0%	63.0%	0%
16.	Afterschool staff communicate well wi	th parents	8.0%	0.0%	0.0%	17.0%	75.0%	0%
17.	Parents feel welcome in the program		8.0%	0.0%	0.0%	17.0%	75.0%	0%
18.	I would recommend this program to oth	ner parents	8.0%	0.0%	0.0%	17.0%	75.0%	0%

	PARENT SATISFACTION SURVEY		Talli	ed Re	eport		
	A& CI ID		20	19			
	After School Program  North Harrison Middle	13 surveys	20	13			
	TOTAL HALLSON WAR	15 surveys					
		Strongly Disagree	Llisagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	0.0%	0.0%	0.0%	38.0%	62.0%	0%
2.	Rooms are safe and clean	0.0%	0.0%	0.0%	31.0%	69.0%	0%
3.	Rules are clear and fair	0.0%	0.0%	0.0%	31.0%	69.0%	0%
4.	Staff treats student with respect	0.0%	0.0%	0.0%	31.0%	69.0%	0%
5.	Staff listen to child	0.0%	0.0%	0.0%	38.0%	62.0%	0%
6.	Easy for child to make friends	0.0%	0.0%	23.0%	15.0%	62.0%	0%
7.	Child has input on activities	0.0%	0.0%	15.4%	38.5%	46.2%	0%
8.	Activities are fun and engaging	0.0%	0.0%	7.7%	30.8%	61.5%	0%
9.	Child has good attendance	0.0%	7.69%	15.38%	23.08%	53.85%	0%
10.	Program provides opportunity to complete homewo	0.0%	0.0%	7.7%	30.8%	61.5%	0%
11.	Activities are designed to help child do better in sch	0.0%	0.0%	8.0%	23.0%	69.0%	0%
12.	Program helps child apply what they learn	0.0%	0.0%	8.0%	23.0%	69.0%	0%
13.	Afterschool staff and school-day staff communicate	0.0%	8.0%	0.0%	23.0%	69.0%	0%
14.	Overall I am happy with program	0.0%	0.0%	0.0%	23.1%	76.9%	0%
15.	Afterschool staff involved parents in decision making	0.0%	7.7%	23.1%	7.7%	61.5%	0%
16.	Afterschool staff communicate well with parents	8.0%	0.0%	8.0%	15.0%	69.0%	0%
17.	Parents feel welcome in the program	0.0%	0.0%	0.0%	31.0%	69.0%	0%
18.	I would recommend this program to other parents	8.0%	0.0%	0.0%	15.0%	77.0%	0%

	PARENT SATIS	SFACTION SI	JRVEY			Talli	ed Re	port		
	7717(2777 5)1712	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							
	After Sch	ool Progra	m			20	19			
	Eastern	Jr./Sr. Hig	h	27 surveys	S					_
					Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcom	me			0.0%	0.0%	4.0%	30.0%	67.0%	0%
2.	Rooms are safe and	clean			0.0%	0.0%	7.0%	26.0%	67.0%	0%
3.	Rules are clear and f	air			0.0%	4.0%	4.0%	26.0%	63.0%	0%
4.	Staff treats student v	with respect			0.0%	0.0%	7.0%	19.0%	70.0%	0%
5.	Staff listen to child				0.0%	0.0%	7.0%	19.0%	70.0%	0%
6.	Easy for child to ma	ke friends			0.0%	4.0%	7.0%	30.0%	48.0%	4%
7.	Child has input on ac	ctivities			4.0%	0.0%	19.0%	30.0%	44.0%	4%
8.	Activities are fun an	dengaging			4.0%	0.0%	19.0%	26.0%	44.0%	4%
9.	Child has good atten	dance			4.0%	7.00%	33.00%	11.00%	41.00%	0%
10.	Program provides of	pportunity to con	mplete hom	ework	0.0%	4.0%	11.0%	22.0%	59.0%	0%
11.	Activities are design	ed to help child	do better in	school	4.0%	4.0%	4.0%	26.0%	59.0%	0%
12.	Program helps child	apply what they	learn		0.0%	4.0%	15.0%	41.0%	37.0%	0%
13.	Afterschool staff an	d school-day sta	ff communi	cate	0.0%	0.0%	22.0%	26.0%	44.0%	0%
14.	Overall I am happy v	vith program			0.0%	0.0%	15.0%	22.0%	59.0%	0%
15.	Afterschool staff in	volved parents in	decision m	aking	0.0%	4.0%	26.0%	30.0%	37.0%	0%
16.	Afterschool staff co	mmunicate well	with parent	s	0.0%	0.0%	19.0%	30.0%	44.0%	4%
17.	Parents feel welcom	ne in the progran	1		0.0%	0.0%	11.0%	26.0%	59.0%	0%
18.	I would recommend	this program to	other paren	ts	4.0%	0.0%	7.0%	19.0%	67.0%	0%

## **Community Resources**

Structured Family Care
Habilitation
In-Home Services

#### 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
1.	The help I receive meets my needs.	0.0%	0.0%	20.0%	0.0%	80.0%	Response 0.0%
2.	I get to choose my activities.	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
3.	The health care I receive meets my needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4.	The staff respects me.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
5.	I get to help plan my goals in my planning meeting.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	I am satisfied with the help I get.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

### **Structured Family Care**

### Householder 2019

			1	1	N/		1
		Never/	Some of the Time/	Neutral/	Most of the	Always/	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Time / Good	Very Good	Response
1.	Before certification, Blue River staff explained householder duties and responsibilities thoroughly	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2.	I am given the opportunity to ask questions and express my opinion about the program.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Staff have a positive attitude and make an effort to resolve my problems.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4.	My input is valued and I am made to feel that I am an important part of the team.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5.	Blue River staff respond to emergency situations in a timely manner.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	Blue River staff are knowledgeable about program rules and regulations.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7.	Blue River staff are prompt for appointments and meetings.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8.	Blue River staff inform me promptly of problems residents are having.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
9.	Blue River staff treat me in a friendly and courteous manner.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10.	In general, I am satisfied with the services Blue River provides to me.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

•	Blue River Services, Inc.						
	CONSUMER SATISFACTION SURVEY		Talli	ed Rep	ort		
	Structured Family Care			2019			
	Guardian						
		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/	Always/ Very Good	No Response
1.	I am kept appropriately informed of service developments that might affect my family members progress.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
2.	My questions and concerns are addressed adequately and satisfactorily.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	I am pleased with the home, the provision of services and the community in which my family member lives.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4.	I feel that participation in the AFC program is beneficial to my family member.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5.	The staff display a positive, respectful attitude towards me and towards my family member.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	In general, are you satisfied with the services Blue River Services, Inc. provides for my family member?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

#### CONSUMER SATISFACTION SURVEY

## Tallied Report 2019

#### Corydon Habilitation Consumer

		Never/	Some of the Time/	Neutral/	Most of the	Always/ Very	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Time / Good	Good	Response
1.	Do you enjoy the Habilitation services?	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
2.	Does Blue River staff listen to you?	0.0%	0.0%	11.0%	11.0%	78.0%	0.0%
3.	Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	33.3%	22.2%	44.4%	0.0%
4.	Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5.	Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
6.	Does Blue River Habilitation services meet your needs?	0.0%	11.0%	0.0%	11.0%	78.0%	0.0%
7.	In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### Corydon Habilitation Parent/Advocate

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Satisfactory	Satisfactory	Good	Good	Response
1.	Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
2.	Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
3.	Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
4.	Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5.	Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
6.	In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### Salem Habilitation Consumer

	Consumer						
		Never/	Some of the Time/	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Good	Good	Response
1.	Do you enjoy the Habilitation services?	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%
2.	Does Blue River staff listen to you?	0.0%	0.0%	10.0%	10.0%	80.0%	0.0%
3.	Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	40.0%	10.0%	50.0%	0.0%
4.	Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	30.0%	0.0%	70.0%	0.0%
5.	Does Blue River staff treat you fairly?	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%
6.	Does Blue River Habilitation services meet your needs?	0.0%	0.0%	30.0%	0.0%	70.0%	0.0%
7.	In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### In-Home Consumer

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1.	Do you like the services you have participated in?	0.0%	8.3%	0.0%	16.7%	75.0%	0.0%
2.	Does In-Home Services staff listen to you?	0.0%	8.3%	0.0%	8.3%	83.3%	0.0%
3.	Does In-Home Services meet your needs?	8.3%	0.0%	0.0%	25.0%	66.7%	0.0%
4.	Has the staff helped you to meet your goals?	8.3%	0.0%	0.0%	16.7%	75.0%	0.0%
5.	Does In-Home Services staff treat you with respect?	0.0%	8.3%	0.0%	8.3%	83.3%	0.0%
6.	In general, are you satisfied with the services you have received?	0.0%	8.3%	0.0%	0.0%	91.7%	0.0%

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### Wellness Coordination Consumer

		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%	0.0%	0.0%	0.0%	100.0%	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

#### CONSUMER SATISFACTION SURVEY

## **Tallied Report**

## Employment Services / VR Placement

2019

Consumer

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Satisfactory	Satisfactory	Good	Good	Response
1.	Are you happy with the services you have received or are receiving from BRS, Inc.	0.0%	0.0%	0.0%	5.6%	94.4%	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%	16.7%	0.0%	83.3%	0.0%
4.	Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	16.7%	0.0%	83.3%	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.	Overall satisfaction	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

CONSUMER SATISFACTION SURVEY

## **Employment Services Discovery**

# Tallied Report 2019

		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%	0.0%	100.0%	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%	0.0%	100.0%	0.0%
4.	Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
5.	While at BRS, Inc. did you feel that you are/were treated with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	Overall satisfaction.	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%

CONSUMER SATISFACTION SURVEY

**Tallied Report** 

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

2019

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Satisfactory	Satisfactory	Good	Good	Response
1.	Are you happy with the services you have received or are	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	receiving from BRS, Inc.						
2.	Did you feel that your ideas and feelings were or are listened to?	0.0%	0.0%	0.0%	18.2%	81.8%	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%	0.0%	100.0%	0.0%
4.	Do you feel that these services helped you make progress toward your vocational goals?	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%
5.	While at BRS, Inc. did you feel that you are/were treated with respect?	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%
6.	Overall satisfaction	0.0%	0.0%	0.0%	9.1%	90.9%	0.0%

EMPLOYER SATISFACTION SURVEY

# Tallied Report 2019

### **Employment Services**

#### **Employers**

		Never/	Some of the Time/	Neutral/	Most of the Time /	Always/	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Good	Very Good	Response
1.	Was the placement carried out in the manner which was originally explained to you?	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
2.	Was this a positive experience for your company?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Were your questions and concerns addressed adequately and to your satisfaction?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4.	Did the placement interfere with your company's work procedures?	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
5.	Are you interested in participating in future placements?	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
6.	Overall satisfaction	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

CONSUMER SATISFACTION SURVEY

## Employment Services Driver's Training Consumer

# Tallied Report 2019

		Never/	Some of the Time/	Neutral/	Most of the Time/	Always/	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Good	Very Good	Response
1	Do you like the services you have participated in with the	2.20					
	Driver's Training program?	0.0%	0.0%	5.0%	5.0%	90.0%	0.0%
2	Does Driver's Training staff listen to your ideas/feelings?						
		0.0%	0.0%	5.0%	5.0%	90.0%	0.0%
3	Does the Driver's Training program meet your needs?						
		0.0%	0.0%	5.0%	5.0%	90.0%	0.0%
4	Do you think your skills have improved since participating in						
	Driver's Training services?	0.0%	0.0%	5.0%	5.0%	90.0%	0.0%
5	Does Driver's Training staff treat you with respect?						
		0.0%	0.0%	0.0%	5.0%	95.0%	0.0%
6	Overall satisfaction						
		0.0%	0.0%	5.0%	0.0%	95.0%	0.0%

CONSUMER SATISFACTION SURVEY

### **Tallied Report**

# **Employment Services Resume Service**

2019

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

## **Blue River Industries**

Corydon and Salem Janitorial

#### CONSUMER SATISFACTION SURVEY

## **Tallied Report**

# **Blue River Industries Corydon - Consumer**

2019

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1.	Do you enjoy working at the workshop?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
2.	Does Blue River staff at the workshop listen to you?	0.0%	0.0%	12.5%	50.0%	37.5%	0.0%
3.	Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
4.	Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	0.0%	75.0%	25.0%	0.0%
5.	In general, are you satisfied working at the workshop?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%

#### CONSUMER SATISFACTION SURVEY

## **Tallied Report**

2019

#### Blue River Industries Corydon Parent/Advocate

		Never/	Some of the Time/	Neutral/	Most of the Time /	Always/ Very	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Good	Good	Response
1.	Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	12.5%	25.0%	62.5%	0.0%
2.	Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	37.5%	62.5%	0.0%
3.	Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	31.3%	68.8%	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%	37.5%	62.5%	0.0%
5.	Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	6.3%	0.0%	31.3%	62.5%	0.0%
6.	In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
7	To what extent have services been provided in a timely manner?	0.0%	0.0%	6.3%	43.8%	50.0%	0.0%
8	Overall Satisfaction	0.0%	0.0%	0.0%	25.0%	68.8%	6.3%

#### CONSUMER SATISFACTION SURVEY

## **Tallied Report**

# **Blue River Industries Salem - Consumer**

2019

		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%	41.7%	50.0%	0.0%
2.	Does Blue River staff at the workshop listen to you?	0.0%	0.0%	16.7%	33.3%	50.0%	0.0%
3.	Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	8.3%	58.3%	33.3%	0.0%
4.	Does Blue River staff at the workshop treat you fairly?	0.0%	8.0%	8.0%	42.0%	42.0%	0.0%
5.	In general, are you satisfied working at the workshop?	0.0%	0.0%	8.0%	50.0%	42.0%	0.0%

#### Blue River Industries Salem

#### Parent/Advocate

## 2019

		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%	20.0%	20.0%	60.0%	0.0%
2.	Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%
3.	Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	10.0%	20.0%	70.0%	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%	10.0%	70.0%	0.0%
5.	Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%
6.	In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	10.0%	20.0%	70.0%	0.0%
7	To what extent have services been provided in a timely manner?	0.0%	0.0%	10.0%	20.0%	60.0%	10.0%
8	Overall Satisfaction	0.0%	0.0%	10.0%	30.0%	60.0%	0.0%

#### EMPLOYER SATISFACTION SURVEY

#### **Blue River Industries**

Customer

# Tallied Report 2019

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time /	Always/	No
		Unsatisfactory	Satisfactory	Satisfactory	Good	Very Good	Response
1.	Are you satisfied with the quality of products provided to you by Blue River Industries?	0.0%	16.7%	16.7%	5.6%	61.1%	0.0%
2.	Does Blue River Industries provide delivery/shipping in a manner that suits your needs?	0.0%	33.3%	0.0%	0.0%	66.7%	0.0%
3.	Do you feel Blue River Industries provides products to you at an acceptable price?	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%
4.	Are your concerns resolved on a timely basis?	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%
5.	Is Blue River Industries staff helpful and pleasant?	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%
6.	Overall, are you satisfied with the services Blue River Industries has provided?	0.0%	0.0%	33.3%	0.0%	66.7%	0.0%

## **Residential Services**

Supervised Group Living

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

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# **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%

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# **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%

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# 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%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# **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%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### 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%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# 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%

CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

# **Supervised Group Living Summit View**

		Never/	Some of the Time/ Less than	Neutral/	Most of the Time / Good	Always/ Very	No
1.	I am pleased with the home, the provisions, and the community in which I live.	Unsatisfactory 0.0%	Satisfactory  0.0%	Satisfactory 0.0%	0.0%	Good 60.0%	Response 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%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### 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%

# **Transportation**

Public
Day Services
Medical
Children's Services

•	Blue River Services, Inc.						
	CONSUMER SATISFACTION SURVEY		Tallie	d Repo	rt		
	Public Transportation		2	2019			
		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.	2.6%	3.9%	2.6%	15.4%	73.1%	2.6%
2.	My driver is respectful and courteous.	2.6%	2.6%	2.6%	12.8%	76.9%	2.6%
3.	My driver is on time for pick-ups and drop-offs.	3.9%	6.4%	5.1%	15.4%	66.7%	2.6%
4.	Southern Indiana Transit System buses and vans are well maintained and clean.	5.1%	0.0%	1.3%	11.5%	79.5%	2.6%
5.	In general, I am satisfied with the Transportation Services that SITS provides for me.	2.6%	5.1%	1.3%	12.8%	75.6%	2.6%

$\mathcal{B}$	Blue River Services, Ir	vc.					
	CONSUMER SATISFACTION SURVEY		Talli	ed Repo	rt		
	Transportation - Day Services		_	2019			
		Never/	Some of the Time/	Neutral/	Most of the	Always/	No
	OVER 1	Unsatisfactory	Less than Satisfactory	Satisfactory	Time / Good	Very Good	Response
•	SITS transportation drivers are competent and safe drivers while meeting my transportation needs.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
	My driver is respectful and courteous.	0.0%	0.0%	20.0%	0.0%	80.0%	0.0%
	My driver is on time for pick ups and drop offs.	0.0%	20.0%	0.0%	40.0%	40.0%	0.0%
	Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%
	In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	20.0%	0.0%	80.0%	0.0%

$\mathcal{B}$	Blue River Services, In	vc.					
	CONSUMER SATISFACTION SURVEY		Talli	ed Repo	rt		
	Transportation - Children			2019			
		Never/	Some of the Time/	Neutral/	Most of the	Always/	No
		Unsatisfactory	Less than Satisfactory	Satisfactory	Time / Good	Very Good	Response
•	SITS transportation drivers are competent and safe drivers while meeting my transportation needs.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
	My driver is respectful and courteous.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
	My driver is on time for pick ups and drop offs.	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
	Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
	In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%

# Women, Infants and Children (WIC)

Harrison, Crawford, Orange and Washington County

$\mathcal{B}$	lue River	Serv	íces,	Inc.						
	CONSUMER SAT	TISFACTI	ON SURV	ΈΥ		Tallied	l Repo	ort		
	Women In	fant and	l Childre	en						
	Harriso	n Count	ty WIC			20	019			
					Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	Does the WIC staff see	em respectfu	al and welco	oming?	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
2.	Is the WIC staff helpfu	l when you o	call or come	e into the office	? <b>0.0%</b>	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Is the WIC clinic clean	and organiz	æd?		0.0%	0.0%	0.0%	1.1%	97.8%	1.1%
4.	Do you spend little tim to WIC?	e in the wait	ting room w	hen you come	3.2%	1.1%	2.2%	7.5%	86.0%	0.0%
5.	If you have questions, of WIC staff for help?	do you feel o	comfortable	asking the	0.0%	0.0%	0.0%	0.0%	98.9%	1.1%
6.	WIC staff talks about the	hings that ar	e important	to you?	0.0%	0.0%	0.0%	2.2%	97.8%	0.0%
7	Staff talk about heathy	habits			0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
8	Staff adequately explain	n benefits?			0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
9	Does the WIC booklet can purchase with bene		explain whic	ch foods you	0.0%	1.1%	2.2%	4.3%	92.5%	0.0%
10	If you breastfed, do you staff to meet your brea	•		quate help from	0.0%	0.0%	2.2%	1.1%	87.1%	9.7%
11	Please rate your overal program provided by B		tisfaction w	rith the WIC	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%

$\mathcal{B}$	lue 1	Ríver	Serv	vices,	Inc.						
	CONS	SUMER SA	TISFACT	ION SURV	'EY		Tallied	d Repo	ort		
	W	omen In	ıfant an	d Childre	en			_			
	,	Washing	ton Cou	inty WIC	7		2	019			
						Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	Does the V	WIC staff se	em respecti	ful and welco	oming?	0.0%	0.0%	0.0%	5.3%	94.7%	0.0%
2.	Is the WIC	Staff helpfu	ıl when you	call or come	e into the office	e? <b>0.0%</b>	0.0%	0.0%	4.0%	96.0%	0.0%
3.	Is the WIC	C clinic clear	n and organi	zed?		0.0%	0.0%	0.0%	4.0%	96.0%	0.0%
4.	Do you sp to WIC?	end little tim	ne in the wa	iting room w	hen you come	0.0%	0.0%	1.3%	22.7%	76.0%	0.0%
5.	If you have WIC staff	•	do you feel	comfortable	asking the	0.0%	0.0%	0.0%	12.0%	87.0%	0.0%
6.	WIC staff	talks about t	hings that a	re important	to you?	0.0%	0.0%	1.3%	9.3%	89.3%	0.0%
7.	Staff talk a	about heathy	habits			0.0%	0.0%	2.7%	2.7%	94.7%	0.0%
8	Staff adeq	uately explai	n benefits?			0.0%	0.0%	0.0%	2.7%	96.0%	1.3%
9		WIC booklet ase with bene	•	explain which	ch foods you	0.0%	1.3%	1.3%	8.3%	92.0%	0.0%
10		astfed, do yo eet your brea	•		quate help from	0.0%	1.3%	8.0%	2.7%	68.0%	18.7%
11		e your overal rovided by B		atisfaction w	rith the WIC	0.0%	0.0%	1.3%	2.7%	94.7%	0.0%

$\mathcal{B}$	lue R	liver	Serv	ices,	Inc.						
	CONSU	UMER SA	TISFACTI	ON SURV	ΈΥ		Tallied	d Repo	ort		
	W	omen In	fant and	d Childre	en						
		Crawfo	rd Coun	nty WIC			2	019			
						Never/	Some of the Time/	Neutral/	Most of the	Always/	No
						Unsatisfactory	Less than Satisfactory	Satisfactory	Time/Good	Very Good	Response
1.	Does the W	/IC staff see	em respectf	ul and welco	eming?	0.0%	0.0%	0.0%	7.4%	92.6%	0.0%
2.	Is the WIC	staff helpfu	l when you	call or come	into the office	? <b>0.0%</b>	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Is the WIC	clinic clean	and organiz	zed?		0.0%	0.0%	0.0%	7.4%	88.9%	3.7%
4.	Do you spe to WIC?	nd little tim	e in the wai	ting room w	hen you come	11.1%	11.1%	0.0%	7.4%	70.4%	0.0%
5.	If you have WIC staff f	•	do you feel	comfortable	asking the	3.7%	0.0%	0.0%	3.7%	92.6%	0.0%
6.	WIC staff t	alks about t	hings that ar	e important	to you?	0.0%	0.0%	0.0%	7.4%	92.6%	0.0%
7.	Staff talk al	bout heathy	habits			0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8	Staff adequ	ately explai	n benefits?			0.0%	0.0%	3.7%	0.0%	96.3%	0.0%
9	Does the W			explain whic	ch foods you	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10	staff to mee	et your brea	stfeeding go	oal?	uate help from	3.7%	0.0%	3.7%	0.0%	55.6%	37.0%
11	Please rate program pro	•		atisfaction w	ith the WIC	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

$\mathcal{B}$	lue F	liver	Serv	ices,	Inc.							
	CONSI	UMER SA	TISFACTI	TON SURV	EY			Tallie	d Repo	ort		
	W	omen In	fant an	d Childre	en							
		Orang	e Count	y WIC				2	2019			
							Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1.	Does the W	VIC staff see	em respectf	ul and welco	oming?		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2.	Is the WIC	staff helpfu	ıl when you	call or come	e into the off	fice?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
3.	Is the WIC	clinic clean	and organi	zed?			0.0%	0.0%	0.0%	3.8%	96.2%	0.0%
4.	Do you spe to WIC?	nd little tim	ne in the wai	ting room w	hen you con	ne	0.0%	3.8%	7.7%	23.1%	65.4%	0.0%
5.	If you have WIC staff f	•	do you feel	comfortable	asking the		3.8%	0.0%	0.0%	7.7%	88.5%	0.0%
6.	WIC staff t	alks about t	hings that a	re important	to you?		0.0%	0.0%	0.0%	3.8%	96.2%	0.0%
7.	Staff talk al	bout heathy	habits				0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
8	Staff adequ	ately explai	n benefits?				0.0%	0.0%	0.0%	11.5%	88.5%	0.0%
9		VIC booklet se with bene		explain whic	ch foods you	1	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%
10	If you breas staff to me		•		quate help fr	om	0.0%	0.0%	0.0%	3.8%	77.0%	19.2%
11		your overal ovided by B		atisfaction w	rith the WIC		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

# Youth Services

Wyandotte House

Corydon Ramsey

	Blue	Ríve	er Sen	vice	s, Inc.						
	СО	NSUMER .	SATISFAC	CTION SU	RVEY		Tallied	Repo	ort		
		Wya	andotte l	House			20	019			
			Youth								
						Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	-	No Response
1		ied with the l		emotional e	environment at	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
2	. The Wyand	dotte House	had sufficie	nt supplies.		0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
3	. The staff to	reated me wi	th fairness a	and respect.		0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
4		med about d unity to shar			are and was given	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
5		med of the punity to use		•	s and was given	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
	6 Overall sat					0.0%	0.0%	0.0%	60.0%	40.0%	0.0%

#### CONSUMER SATISFACTION SURVEY

# Tallied Report 2019

#### Corydon Ramsey Youth

		Never/	Some of the Time/ Less than	Neutral/	Most of the	Always/ Very	No
	I am satisfied with the physical and emotional	Unsatisfactory	Satisfactory	Satisfactory	Time/Good	Good	Response
1.	environment at the Wyandotte House.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2	•						
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%	33.3%	66.7%	0.0%
4.	I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	0.0%	0.0%	33.3%	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%	0.0%	33.3%	66.7%	0.0%
6	Overall satisfaction	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

#### CONSUMER SATISFACTION SURVEY

## **Tallied Report**

2019

### Wyandotte House Referring Agency

		Never/ Unsatisfactory	Some of the Time/ Less Satisfactory	Neutral/ Satisfactory	Most of the	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%	100.0%	0.0%	0.0%