

SATISFACTION SURVEYS

FY 2019



Fiscal Year 2019 Satisfaction Survey Summary

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	4,660

TOTAL

Total number of surveys returned: 1,416

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%

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

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Rainbow's End Child Care Center Corydon

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%	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%

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%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Rainbow's End Child Care Center Georgetown

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%	9.0%	0.0%	9.0%	82.0%	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%	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%

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%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Jump Start Preschool Morgan Elementary

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%	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%
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%	0.0%	100.0%	0.0%
12	As a parent, I received a parent handbook, I toured the center prior to enrolling my child, and I participate in the yearly Parent Satisfaction Survey.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
13	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	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

<i>PARENT SATISFACTION SURVEY</i>				Tallied Report					
After School Program				2019					
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

Tallied Report

**After School Program
Medora Elementary**

42 surveys

2019

		Strongly Disagree	Disagree	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%	0.0%	5.0%	31.0%	62.0%	2%
3.	Rules are clear and fair	0.0%	0.0%	5.0%	36.0%	60.0%	0%
4.	Staff treats student with respect	0.0%	0.0%	4.8%	28.6%	66.7%	0%
5.	Staff listen to child	0.0%	0.0%	7.1%	38.1%	54.8%	0%
6.	Easy for child to make friends	0.0%	0.0%	7.1%	33.3%	57.1%	2%
7.	Child has input on activities	0.0%	0.0%	7.0%	38.0%	55.0%	0%
8.	Activities are fun and engaging	0.0%	0.0%	7.0%	36.0%	57.0%	0%
9.	Child has good attendance	0.0%	0.0%	0.0%	14.0%	29.0%	57%
10.	Program provides opportunity to complete homework	0.0%	0.0%	4.8%	40.3%	54.8%	0%
11.	Activities are designed to help child do better in school	0.0%	0.0%	7.1%	41.0%	52.4%	0%
12.	Program helps child apply what they learn	0.0%	0.0%	7.0%	38.0%	55.0%	0%
13.	Afterschool staff and school-day staff communicate	0.0%	0.0%	12.0%	33.0%	55.0%	0%
14.	Overall I am happy with program	0.0%	0.0%	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%	0.0%	2.0%	38.0%	60.0%	0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

2019

After School Program 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%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

2019

After School Program

North Harrison Elementary

24 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 complete 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 learn	8.0%	0.0%	0.0%	21.0%	71.0%	0%
13.	Afterschool staff and school-day staff 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 decision making	8.0%	8.0%	0.0%	21.0%	63.0%	0%
16.	Afterschool staff communicate well with 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 other parents	8.0%	0.0%	0.0%	17.0%	75.0%	0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

2019

After School Program North Harrison Middle

13 surveys

		Strongly Disagree	Disagree	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 homework	0.0%	0.0%	7.7%	30.8%	61.5%	0%
11.	Activities are designed to help child do better in school	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%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

After School Program

2019

Eastern Jr./Sr. High

27 surveys

		Strongly Disagree	Disagree	In the Middle	Agree	Strongly Agree	No Response
1.	Students feel welcome	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 fair	0.0%	4.0%	4.0%	26.0%	63.0%	0%
4.	Staff treats student 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 make friends	0.0%	4.0%	7.0%	30.0%	48.0%	4%
7.	Child has input on activities	4.0%	0.0%	19.0%	30.0%	44.0%	4%
8.	Activities are fun and engaging	4.0%	0.0%	19.0%	26.0%	44.0%	4%
9.	Child has good attendance	4.0%	7.00%	33.00%	11.00%	41.00%	0%
10.	Program provides opportunity to complete homework	0.0%	4.0%	11.0%	22.0%	59.0%	0%
11.	Activities are designed 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 and school-day staff communicate	0.0%	0.0%	22.0%	26.0%	44.0%	0%
14.	Overall I am happy with program	0.0%	0.0%	15.0%	22.0%	59.0%	0%
15.	Afterschool staff involved parents in decision making	0.0%	4.0%	26.0%	30.0%	37.0%	0%
16.	Afterschool staff communicate well with parents	0.0%	0.0%	19.0%	30.0%	44.0%	4%
17.	Parents feel welcome in the program	0.0%	0.0%	11.0%	26.0%	59.0%	0%
18.	I would recommend this program to other parents	4.0%	0.0%	7.0%	19.0%	67.0%	0%

Community Resources

Structured Family Care

Habilitation

In-Home Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Structured Family Care Consumer

Tallied Report

2018

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. The help I receive meets my needs.	0.0%	0.0%	20.0%	0.0%	80.0%	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

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Before certification, Blue River staff explained householder duties and responsibilities thoroughly	0.0%	0.0%	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

Tallied Report

Structured Family Care Guardian

2019

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/ Good	Always/ Very Good	No Response
1. I am kept appropriately informed of service developments that might affect my family members progress.	0.0%	0.0%	0.0%	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Corydon Habilitation Consumer

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. 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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2019

Corydon Habilitation Parent/Advocate

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Salem Habilitation Consumer

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. 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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

In-Home 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 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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wellness Coordination Consumer

2019

	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

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services / VR Placement Consumer

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%	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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

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

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%	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%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Employment Services

Tallied Report

2019

Employers

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Was the placement carried out in the manner which was originally explained to you?	0.0%	0.0%	0.0%	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services Driver's Training Consumer

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	Do you like the services you have participated in with the 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%

Blue River Services, Inc.

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

Blue River Services, Inc.

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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries Corydon 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%	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%

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Blue River Services, Inc.

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%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Blue River Industries Customer

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 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

Blue River Services, Inc.

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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2019

Supervised Group Living Summit View

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

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 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

Public Transportation

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. 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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Transportation - Day Services

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

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Transportation - Children

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.	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%
2.	My driver is respectful and courteous.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
3.	My driver is on time for pick ups and drop offs.	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
4.	Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
5.	In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%

Women, Infants and Children (WIC)

Harrison, Crawford, Orange and Washington County

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Women Infant and Children

Harrison County WIC

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 WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	1.1%	97.8%	1.1%
4.	Do you spend little time in the waiting room when you come to WIC?	3.2%	1.1%	2.2%	7.5%	86.0%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	0.0%	98.9%	1.1%
6.	WIC staff talks about things that are important to you?	0.0%	0.0%	0.0%	2.2%	97.8%	0.0%
7.	Staff talk about healthy habits	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
8.	Staff adequately explain benefits?	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%
9.	Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	1.1%	2.2%	4.3%	92.5%	0.0%
10.	If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	0.0%	2.2%	1.1%	87.1%	9.7%
11.	Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	1.1%	98.9%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Women Infant and Children

Washington County WIC

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 WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	5.3%	94.7%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	4.0%	96.0%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	4.0%	96.0%	0.0%
4.	Do you spend little time in the waiting room when you come to WIC?	0.0%	0.0%	1.3%	22.7%	76.0%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	12.0%	87.0%	0.0%
6.	WIC staff talks about things that are important to you?	0.0%	0.0%	1.3%	9.3%	89.3%	0.0%
7.	Staff talk about heathy habits	0.0%	0.0%	2.7%	2.7%	94.7%	0.0%
8.	Staff adequately explain benefits?	0.0%	0.0%	0.0%	2.7%	96.0%	1.3%
9.	Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	1.3%	1.3%	8.3%	92.0%	0.0%
10.	If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	1.3%	8.0%	2.7%	68.0%	18.7%
11.	Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	1.3%	2.7%	94.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Women Infant and Children

Crawford County WIC

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 WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	7.4%	92.6%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	7.4%	88.9%	3.7%
4.	Do you spend little time in the waiting room when you come to WIC?	11.1%	11.1%	0.0%	7.4%	70.4%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	3.7%	0.0%	0.0%	3.7%	92.6%	0.0%
6.	WIC staff talks about things that are important to you?	0.0%	0.0%	0.0%	7.4%	92.6%	0.0%
7.	Staff talk about healthy habits	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8.	Staff adequately explain benefits?	0.0%	0.0%	3.7%	0.0%	96.3%	0.0%
9.	Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10.	If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	3.7%	0.0%	3.7%	0.0%	55.6%	37.0%
11.	Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Orange County WIC

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.	Does the WIC staff seem respectful and welcoming?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2.	Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
3.	Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	3.8%	96.2%	0.0%
4.	Do you spend little time in the waiting room when you come to WIC?	0.0%	3.8%	7.7%	23.1%	65.4%	0.0%
5.	If you have questions, do you feel comfortable asking the WIC staff for help?	3.8%	0.0%	0.0%	7.7%	88.5%	0.0%
6.	WIC staff talks about things that are important to you?	0.0%	0.0%	0.0%	3.8%	96.2%	0.0%
7.	Staff talk about healthy habits	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
8.	Staff adequately explain benefits?	0.0%	0.0%	0.0%	11.5%	88.5%	0.0%
9.	Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%
10.	If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	0.0%	0.0%	3.8%	77.0%	19.2%
11.	Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Youth Services

Wyandotte House

Corydon Ramsey

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

**Wyandotte House
Youth**

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. I am satisfied with the physical and emotional environment at the Wyandotte House.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
2. The Wyandotte House had sufficient supplies.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
3. The staff treated me with fairness and respect.	0.0%	0.0%	20.0%	40.0%	40.0%	0.0%
4. I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	0.0%	20.0%	20.0%	60.0%	0.0%
5. I was informed of the process to make requests and was given the opportunity to use this process.	0.0%	0.0%	0.0%	40.0%	60.0%	0.0%
6 Overall satisfaction	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

**Corydon Ramsey
Youth**

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.	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.	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Referring Agency

2019

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