

Satisfaction Survey Report FY21



Fiscal Year 2021 Satisfaction Survey Summary

Surveys distributed by Program:

Children's Services	94
In-Home	38
Wellness Coordination	30
Structured Family Caregiving	12
Habilitation	63
Employment Services	93
Family Services	4,823
Industries/Janitorial	103
Supervised Group Living	91
Transportation	500
Youth Services	14
Total Distributed	5,861
Total number of surveys returned:	407
Average return rate:	7%

Overall Agency Satisfaction

Never/Unsatisfied	1%
Satisfied Some of the Time:	1%
Neutral/Satisfactory:	4%
Most of the Time/Good:	8%
Always/Very Good:	82%
Most of the Time/Good & Always/Very Good:	90%
No Response	4%

Children's Services

Rainbow's End Child Care Center

Jumpstart Pre-School:

Morgan and North Harrison Elementary

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Rainbow's End Corydon

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1 Preschool staff 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%	14.3%	85.7%	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%	7.1%	21.4%	14.3%	57.2%	0.0%
3 I feel I am a welcome visitor at Rainbow's End at all times.	0.0%	0.0%	7.0%	14.0%	79.0%	0.0%
4 Teachers inform parents about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	7.0%	14.0%	79.0%	0.0%
5 Teachers treat children with courtesy and respect.	0.0%	0.0%	7.1%	14.3%	71.4%	7.1%

6	Teachers help children get involved in play and other activities, and encourage developmentally appropriate independence.	0.0%	0.0%	0.0%	14.0%	79.0%	7.0%
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%	0.0%	93.0%	7.0%
8.	Children have time to choose their own activities during the day.	0.0%	0.0%	7.1%	14.3%	71.4%	7.1%
9	Adaptations are made for children with special needs.	0.0%	7.1%	7.1%	21.4%	57.1%	7.1%
10	Indoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	7.0%	0.0%	86.0%	7.0%
11.	Outdoor environments are safe, clean, attractive and spacious.	0.0%	0.0%	7.1%	14.3%	78.6%	0.0%
12	Sufficient quantity, variety and durability of developmentally appropriate materials and equipment are available for the children to use.	0.0%	0.0%	0.0%	14.3%	78.6%	7.1%
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%	14.3%	85.7%	0.0%
14	I am satisfied with the meals and snacks provided at Rainbow's End Child Care.	0.0%	0.0%	7.1%	7.1%	78.6%	7.1%
15	I feel that the instructors have a good attitude toward me and my child.	0.0%	0.0%	0.0%	14.0%	79.0%	7.0%
16	Staff greet parent and child	0.0%	0.0%	7.0%	7.0%	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%	0.0%	21.4%	78.6%	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%	7.0%	14.0%	79.0%	0.0%
19	Overall Satisfaction	0.0%	0.0%	0.0%	21.0%	79.0%	0.0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

**Jumpstart Preschool
Morgan Elementary**

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Preschool staff helped my child feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Teachers informs parent about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Teachers treat children with courtesy and respect.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Teachers 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 teachers 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%
17	Overall satisfaction	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

Tallied Report

Jump Start Preschool North Harrison Elementary

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Preschool staff helped my child feel comfortable by either including a visit or tour before enrolling, introducing the child and family to teachers and children, or gradually bringing in new children.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Parents and teachers communicate about different aspects of child development such as discipline, eating, toileting, and other important issues, through notes, phone calls, informal talks, or conferences.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Teachers inform parent about happenings that affect children, through notes or letters, teachers talking with parents when children arrive or are picked up, health and accident reports, or telephone calls.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Teachers treat children with courtesy and respect.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Teachers 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 teachers 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%	0.0%	100.0%	0.0%

Community Resources

Habilitation

In-Home Services

Wellness Coordination

Structured Family Care

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Corydon Habilitation Consumer

2021

	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%	14.0%	86.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	21.0%	79.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	7.0%	14.0%	79.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	21.0%	79.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	7.0%	7.0%	86.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	14.0%	79.0%	7.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	7.0%	93.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2021

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%	17.0%	83.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	17.0%	83.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	17.0%	83.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	8.0%	92.0%	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%	17.0%	83.0%	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%	17.0%	83.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Salem Habilitation Consumer

2021

	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%	6.0%	25.0%	69.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	6.0%	13.0%	75.0%	6.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	19.0%	25.0%	50.0%	6.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	13.0%	13.0%	69.0%	6.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	6.0%	13.0%	75.0%	6.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	6.0%	25.0%	63.0%	6.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	13.0%	13.0%	69.0%	6.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2021

Salem Habilitation Parent/Advocate

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	18.0%	9.0%	73.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	18.0%	18.0%	64.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	18.0%	27.0%	55.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	18.0%	18.0%	64.0%	0.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	9.0%	9.0%	27.0%	55.0%	0.0%
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	18.0%	27.0%	55.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Palmyra Habilitation Consumer

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you enjoy the Habilitation services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2021

Palmyra 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%	50.0%	0.0%	50.0%	0.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
6. In general, are you satisfied with the services Blue River provides for your son or daughter?	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

In-Home Consumer

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you like the services you have participated in?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does In-Home Services staff listen to you?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Does In-Home Services meet your needs?	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
4. Has the staff helped you to meet your goals?	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
5. Does In-Home Services staff treat you with respect?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. In general, are you satisfied with the services you have received?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wellness Coordination Consumer

2021

	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%	25.0%	75.0%	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Structured Family Care Householder

2021

	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%	100.0%	0.0%	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%

Employment Services

Participants

Stakeholders

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services Participants

Tallied Report

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Did you feel you were listened to by the staff person working with you?	0.0%	0.0%	2.6%	2.6%	94.9%	0.0%
2. Was the staff person who worked with you supportive and professional?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
3. Do you feel that the services you received from Blue River Services meet or met your needs?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
4. Do you feel that these services helped you make progress toward your goals?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
5. While receiving services from Blue River, did you feel that you are/were treated with respect, fairness and equality?	0.0%	0.0%	2.6%	5.1%	92.3%	0.0%
6. Overall satisfaction - Please rate your overall satisfaction.	0.0%	0.0%	0.0%	10.3%	87.2%	2.6%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Employment Services Stakeholders

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Respon se
1. Was the employment consultant supportive to your needs as well as the client's needs?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. I would recommend Blue River to other employers/families looking for employees or jobs.	0.0%	0.0%	0.0%	4.5%	95.5%	0.0%
3. Do you see Blue River as a viable source of qualified employees?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Would you hire clients from Blue River again?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Were services provided in a professional manner?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6. Overall satisfaction - Please rate your overall satisfaction.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Family Services

First Steps

Healthy Families

Consumer Satisfaction Survey	FY2021									
Family Services	Jennifer Owens, Director									
									Total of Both Most of the time/Good Most Always/Very Good	
First Steps	Mailed/ Distributed	Returned	% Returned	% Never / Unsatisfactory	% Some Time / <Satisfactory	% Neutral / Satisfactory	% Most of the Time/Good	%Always / Very Good	% No Response	
SPOE	2,298	45	2%	0.00%	0.00%	0.00%	8.00%	92.00%	100.00%	0.00%
Assessment Team	2,298	45	2%	0.00%	4.00%	4.00%	10.00%	75.00%	85.00%	7.00%
Referral Source	165	0	0%							
Healthy Families	62	20	32%	0%	0.00%	0.00%	0.00%	95.00%	95%	5%

Blue River Industries

Corydon and Salem

Blue River Industries
Corydon - Consumer

2021

	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%	12.5%	25.0%	62.5%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	12.5%	12.5%	75.0%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	12.5%	12.5%	75.0%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	25.0%	12.5%	62.5%	0.0%
5. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	25.0%	12.5%	62.5%	0.0%
6. In general, are you satisfied working at the workshop?	0.0%	0.0%	25.0%	12.5%	62.5%	0.0%

Blue River Services, Inc.

Tallied Report

CONSUMER SATISFACTION SURVEY

2021

**Blue River Industries
Corydon
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%	16.7%	83.3%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	16.7%	16.7%	66.7%	0.0%

6.	In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
7	To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
8	How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	16.7%	0.0%	83.3%	0.0%
9	Overall Satisfaction	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries Salem - Consumer

2021

	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%	5.6%	27.8%	66.7%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	0.0%	11.1%	88.9%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	5.6%	27.8%	66.7%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	0.0%	5.6%	94.4%	0.0%
5. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	0.0%	11.1%	88.9%	0.0%
6. In general, are you satisfied working at the workshop?	0.0%	0.0%	0.0%	16.7%	77.8%	5.6%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Salem
Parent/Advocate**

2021

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Do you feel like Blue River staff treat you as an equal team member?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
8. How do you feel Blue river handled services during the COVID Pandemic?	0.0%	0.0%	0.0%	0.0%	33.3%	66.7%
8. Overall Satisfaction	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Residential Services

Supervised Group Living

Group Homes

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2021

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 happy living in the group home and in my community.	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	0.0%	60.0%	40.0%	20.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	0.0%	60.0%	40.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2021

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 happy living in the group home and in my community.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	17.0%	0.0%	33.0%	0.0%	50.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	33.0%	0.0%	67.0%	0.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2021

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 happy living in the group home and in my community.	14.0%	0.0%	14.0%	0.0%	71.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	29.0%	0.0%	71.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. It has been beneficial for me to live in and participate in the group home.	29.0%	0.0%	0.0%	0.0%	71.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	29.0%	0.0%	14.0%	0.0%	57.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2021

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 happy living in the group home and in my community.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	33.0%	0.0%	67.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	17.0%	0.0%	83.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2021

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 happy living in the group home and in my community.	0.0%	0.0%	37.5%	0.0%	62.5%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	37.5%	0.0%	62.5%	0.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	62.5%	0.0%	37.5%	0.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2021

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 happy living in the group home and in my community.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	20.0%	0.0%	40.0%	40.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	20.0%	0.0%	40.0%	40.0%

Transportation

Public

Day Services

Children's Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Public Transportation

2021

	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.	3.70%	0.00%	1.85%	9.26%	79.63%	5.56%
2. My driver is respectful and courteous.	1.85%	1.85%	1.85%	9.26%	81.48%	3.70%
3. My driver is on time for pick-ups and drop-offs.	1.85%	0.00%	0.00%	20.37%	74.07%	3.70%
4. Southern Indiana Transit System buses and vans are well maintained and clean.	3.70%	0.00%	1.85%	11.11%	79.63%	3.70%
5. In general, I am satisfied with the Transportation Services that SITS provides for me.	1.85%	1.85%	1.85%	7.41%	83.33%	3.70%

*Blue River
Services, Inc.*

CONSUMER SATISFACTION SURVEY

Tallied Report

Transportation - Day Services

2021

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

*Blue River
Services, Inc.*

CONSUMER SATISFACTION SURVEY

Tallied Report

Transportation - Children

2021

	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%	50.0%	0.0%	50.0%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
3. My driver is on time for pick-ups and drop offs.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%

Youth Services

Wyandotte House

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Youth

2021

	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%	25.0%	12.5%	25.0%	37.5%	0.0%
2. The Wyandotte House had sufficient supplies.	0.0%	0.0%	12.5%	25.0%	62.5%	0.0%
3. The staff treated me with fairness and respect.	0.0%	0.0%	0.0%	12.5%	87.5%	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%	12.5%	87.5%	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%	0.0%	100.0%	0.0%
6 Overall satisfaction	0.0%	0.0%	12.5%	37.5%	50.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House

2021

Parent/Advocate

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Did the Wyandotte House staff clearly communicate with you about your child's progress and behavior?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
2. Did the Wyandotte House staff clearly communicate with you regarding decisions about your child's care?	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
3. Were you informed of a process to resolve problems you may have had with Wyandotte House policies and/or procedures?	0.0%	0.0%	33.3%	0.0%	33.3%	33.3%
4. Does the staff of the Wyandotte House display fairness and respect toward your child?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Did you have the opportunity to participate in your child's treatment while they were at the Wyandotte House?	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
6. Overall Satisfaction	0%	0%	0%	50%	50%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Wyandotte House
Referring Agency**

2021

	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 ?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6 Did the Wyandotte House staff display fairness and respect with the child(ren)?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7 Overall satisfaction	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%