

Satisfaction Survey Report FY22



Fiscal Year 2022 Satisfaction Survey Summary

Surveys distributed by Program:

Children's Services	90
In-Home	38
Wellness Coordination	29
Structured Family Caregiving	22
Habilitation	44
Employment Services	104
Family Services	1,859
Industries/Janitorial	104
Supervised Group Living	86
Transportation	500
Youth Services	8
WIC	250
Total Distributed	3,134
Total number of surveys returned:	906
Average return rate:	28%

Overall Agency Satisfaction

Never/Unsatisfied .86%

Satisfied Some of the Time: .31%

Neutral/Satisfactory: 3.42%

Most of the Time/Good: 8.37%

Always/Very Good: 84.44%

Most of the Time/Good & Always/Very Good: 92.81%

No Response 2.54%

Children's Services

Rainbow's End Child Care Center

Jumpstart Pre-School:

Morgan and North Harrison Elementary

Blue River Services, Inc.

Tallied Report

Parent Satisfaction Survey

Rainbow's End Corydon

2022

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the time / Good	Always/ Very Good	No Response
1.	Helped child feel comfortable	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%
2.	Communication	13.0%	0.0%	11.0%	22.0%	56.0%	0.0%
3.	Felt welcomed	0.0%	0.0%	11.0%	0.0%	89.0%	0.0%
4.	Parents informed	0.0%	0.0%	11.0%	0.0%	89.0%	0.0%
5.	Child treated with respect	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6.	Child involved	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
7.	Activities appropriate	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8.	Child gets to choose activities	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
9.	Adapt for special needs	0.0%	0.0%	0.0%	12.5%	75.0%	12.5%
10.	Indoor environment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
11.	Outdoor environment	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
12.	Developmentally appropriate	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
13.	Received handbook	0.0%	0.0%	11.0%	22.0%	67.0%	0.0%
14.	Satisfied with meals/snacks	0.0%	0.0%	0.0%	22.0%	78.0%	0.0%
15.	Instructor's attitude	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
16.	Staff greet parent and child	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
17.	Satisfied with care and education	0.0%	0.0%	0.0%	13.0%	75.0%	13.0%
18.	Would recommend	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
19.	Overall satisfaction	0.2%	0.5%	6.5%	23.4%	69.3%	0.0%

Blue River Services, Inc.

Tallied Report

PARENT SATISFACTION SURVEY

Morgan Elementary

2022

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the time / Good	Always/ Very Good	No Response
1	Helped child feel comfortable	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2	Communication	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3	Feel welcome	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4	Parents informed	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5	Children involved in play and other activities	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6	Developmentally appropriate independence	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7	Activities appropriate	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
8	Children choose activities	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
9	Adapt for special needs	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10	Indoor environment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
11	Outdoor environment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
12	Sufficient materials and equipment	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
13	Received handbook	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
14	Satisfied with meals/snacks	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
15	Instructor's attitude	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
16	Staff greet parent and child	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
17	Overall satisfaction	0.0%	0.0%	0.0%	2.1%	97.9%	0.0%

Blue River Services, Inc.

PARENT SATISFACTION SURVEY

North Harrison Elementary

2022

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the time / Good	Always/ Very Good	No Response
1	Helped child feel comfortable	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2	Communication	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3	Feel welcome	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4	Parents informed	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5	Children involved in play and other activities	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
6	Developmentally appropriate independence	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7	Activities appropriate	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8	Children choose activities	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
9	Adapt for special needs	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
10	Indoor environment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
11	Outdoor environment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
12	Sufficient materials and equipment	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
13	Received handbook	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
14	Satisfied with meals/snacks	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
15	Instructor's attitude	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
16	Staff greet parent and child	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

2022

Corydon Habilitation 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 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%	20.0%	0.0%	80.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	0.0%	100.0%	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%	0.0%	100.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	10.0%	0.0%	90.0%	7.0%
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

2022

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

2022

Salem Habilitation 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 enjoy the Habilitation services?	0.0%	0.0%	13.0%	0.0%	88.0%	0.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	13.0%	88.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	13.0%	0.0%	88.0%	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%	88.0%	13.0%
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

Palmyra Habilitation Consumer

2022

	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%	92.0%	8.0%
2. Does Blue River staff listen to you?	0.0%	0.0%	0.0%	0.0%	83.0%	17.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	0.0%	0.0%	83.0%	17.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	0.0%	0.0%	33.0%	76.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**In-Home
Consumer**

2022

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

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wellness Coordination

2022

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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Structured Family Care Householder

2022

	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%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Structured Family Care Consumer

2022

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/Good	Always/ Very Good	No Response
1. The help I receive meets my needs.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
2. I get to choose my activities.	0.0%	0.0%	0.0%	33.0%	67.0%	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%	0.0%	100.0%	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%

Employment Services

Participants & Stakeholders

Driver's Education

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Employment Services Participants

Tallied Report

2022

	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

2022

Stakeholders

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

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Employment Services

Driver's Education

Consumer

2022

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time/ Good	Always/ Very Good	No Response
1 It was easy to get signed up for Driver's Training with Blue River Services.	0.0%	0.0%	0.0%	15.0%	85.0%	0.0%
2 I like the services I have participated in with the Driver's Training Program.	0.0%	0.0%	0.0%	10.0%	88.0%	0.0%
3 The Driver's Training Instructor listened to my ideas/feelings	0.0%	0.0%	0.0%	2.0%	96.0%	0.0%
4 Do you think your skills have improved since participating in Driver's Training services?	0.0%	0.0%	0.0%	2.0%	96.0%	0.0%
5 The Driver's Training Instructor treated me with respect.	0.0%	0.0%	0.0%	1.0%	97.0%	0.0%
6 Overall Satisfaction -- Please rate your overall satisfaction	0.0%	0.0%	0.0%	2.0%	95.2%	0.0%

Family Services

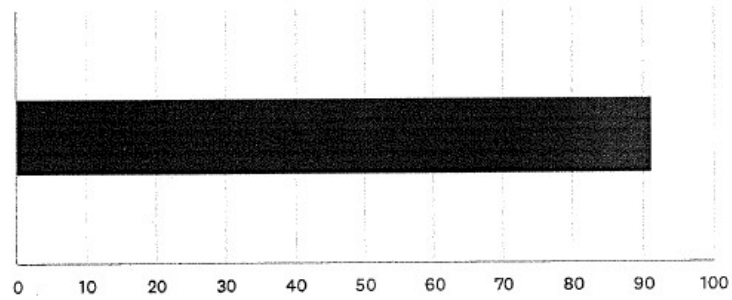
First Steps

Healthy Families

FS Family Satisfaction Survey

Q8 Overall, how satisfied are you with your Service Coordination experience?

Answered: 251 Skipped: 0



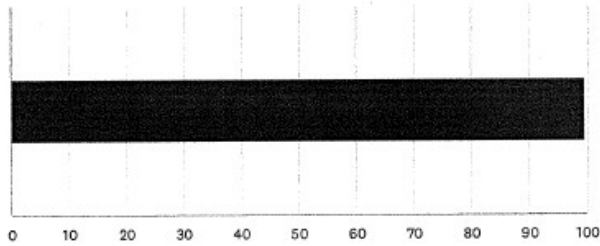
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	91	22,879	251

Total Respondents: 251

HF Family Satisfaction Survey

Q13 Overall, how satisfied are you with your home visiting experience?

Answered: 12 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
		100	1,195
Total Respondents: 12			

Blue River Industries

Corydon & Salem

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Corydon - Consumer**

2022

	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?	4.3%	0.0%	8.7%	17.4%	69.6%	0.0%
2. Does Blue River staff at the workshop listen to you?	0.0%	13.0%	4.3%	17.4%	65.2%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	4.3%	8.7%	13.0%	74.0%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	4.3%	4.3%	13.0%	78.3%	0.0%
5. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	4.3%	30.4%	65.2%	0.0%
6. In general, are you satisfied working at the workshop?	0.0%	0.0%	4.3%	30.4%	65.2%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries Corydon Parent/Advocate

2022

	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%	14.3%	14.3%	71.4%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	28.6%	71.4%	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%	14.3%	85.7%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	14.3%	0.0%	85.7%	0.0%
8. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
9. Overall Satisfaction	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Blue River Industries

2022

Salem - 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 enjoy working at the workshop?	0.0%	4.2%	42.0%	20.8%	58.3%	12.5%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	0.0%	8.3%	79.2%	12.5%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	0.0%	8.3%	79.2%	12.5%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	4.0%	16.7%	66.7%	12.5%
5. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%
6. In general, are you satisfied working at the workshop?	0.0%	0.0%	4.0%	8.3%	75.0%	12.5%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Salem
Parent/Advocate**

2022

	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%	28.6%	71.4%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	28.6%	71.4%	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%	28.6%	71.4%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
8. How do you feel Blue river handled services during the COVID Pandemic?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
8. Overall Satisfaction	0.0%	0.0%	0.0%	28.6%	57.1%	14.3%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Tallied Report

Blue River Industries

2022

Customer

	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%	0.0%	0.0%	50.0%	5000.0%	0.0%
2. Does Blue River Industries provide delivery/shipping in a manner that suits your needs?	0.0%	0.0%	10.0%	20.0%	70.0%	0.0%
3. Do you feel Blue River Industries provides products to you at an acceptable price?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
4. Are your concerns resolved on a timely basis?	0.0%	0.0%	0.0%	10.0%	90.0%	0.0%
5. Is Blue River Industries staff helpful and pleasant?	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
6. Overall, are you satisfied with the services Blue River Industries has provided?	0.0%	0.0%	0.0%	10.0%	90.0%	0.0%

Residential Services

Supervised Group Living

Group Homes

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2022

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%	13.2%	15.8%	71.1%	0.0%
2. I feel that I am encouraged to participate in choosing those activities in which I am involved.	0.0%	0.0%	13.2%	23.7%	63.2%	0.0%
3. The health care I am provided meets my needs.	0.0%	0.0%	15.8%	18.4%	65.8%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	13.2%	21.1%	65.8%	0.0%
5. I have the opportunity to participate in my own program planning.	2.6%	0.0%	15.8%	21.1%	60.5%	0.0%
6. I feel that my participation in the Residential program is beneficial for me.	0.0%	0.0%	10.5%	21.1%	68.4%	0.0%
7. In general, I am satisfied with my current Residential Services.	0.0%	0.0%	10.5%	21.1%	68.4%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2022

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 happy living in the group home and in my community.	0.0%	0.0%	29.0%	0.0%	71.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.00%	0.00%	0.00%	0.00%	86%	14.30%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.00%	0.00%	0.00%	0.00%	71.00%	29.00%
4. It has been beneficial for me to live in and participate in the group home.	0.00%	0.00%	14.30%	0.00%	71.40%	14.30%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.00%	0.00%	14.30%	0.00%	71.40%	14.30%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2022

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.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%
4. It has been beneficial for me to live in and participate in the	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
5. Overall, I am satisfied with my residential services provided	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2022

Supervised Group Living Pineview

	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%	67.0%	33.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	0.0%	100.0%	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.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2022

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.	50.0%	0.0%	17.0%	0.0%	33.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	16.7%	0.0%	16.7%	0.0%	66.7%	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.	17.0%	0.0%	33.0%	0.0%	50.0%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	16.7%	0.0%	16.7%	0.0%	66.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2022

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%	20.0%	0.0%	60.0%	20.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	0.0%	80.0%	20.0%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	20.0%	0.0%	60.0%	20.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	20.0%	0.0%	60.0%	20.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	20.0%	0.0%	60.0%	20.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report 2022

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%	25.0%	0.0%	75.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	0.0%	100.0%	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%	12.5%	0.0%	87.5%	0.0%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	12.5%	0.0%	87.5%	0.0%
5. Overall, I am satisfied with my residential services provided by Blue River.	12.5%	0.0%	12.5%	0.0%	75.0%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

2022

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%	33.0%	0.0%	50.0%	17.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	16.7%	0.0%	66.7%	16.7%
3. Blue River staff is knowledgeable concerning my needs and available services, and provides these in a timely manner.	0.0%	0.0%	16.7%	0.0%	66.7%	16.7%
4. It has been beneficial for me to live in and participate in the group home.	0.0%	0.0%	16.7%	0.0%	66.7%	16.7%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.0%	0.0%	16.7%	0.0%	66.7%	16.7%

Transportation

Public

Day Services

Children's Services

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Public Transportation

2022

	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.	1.85%	0.00%	1.00%	9.26%	87.00%	1.00%
2. My driver is respectful and courteous.	1.85%	0.00%	1.85%	3.70%	92.00%	1.00%
3. My driver is on time for pick-ups and drop-offs.	1.85%	2.78%	6.48%	14.81%	73.15%	1.00%
4. Southern Indiana Transit System buses and vans are well maintained and clean.	1.85%	0.00%	1.85%	8.33%	87.00%	1.00%
5. In general, I am satisfied with the Transportation Services that SITS provides for me.	2.78%	0%	1.85%	12.04%	83.33%	0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Transportation - Day Services

Tallied Report

2022

	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%	33.3%	66.7%	0.0%
2. My driver is respectful and courteous.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. My driver is on time for pick ups and drop offs.	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Transportation - Children

Tallied Report

2022

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

Youth Services

Wyandotte House

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Youth

2022

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

Women, Infants and Children

WIC

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Harrison County WIC

Tallied Report

2022

	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%	0.0%	100.0%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	1.2%	98.8%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	2.3%	0.0%	0.0%	0%	97.7%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	1.2%	98.8%	0.0%
6. WIC staff talks about things that are important to you?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
7. Staff talk about healthy habits	0.0%	0.0%	0.0%	1.2%	98.8%	0.0%
8. Staff adequately explain benefits?	0.0%	0.0%	0.0%	3.5%	96.5%	0.0%
9. Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	0.0%	2.3%	97.7%	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%	1.2%	83.7%	15.1%
11. Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	0.0%	99.0%	1.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Washington County WIC

Tallied Report

2022

	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%	4.1%	95.9%	0.0%
2. Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	4.1%	95.9%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	4.1%	95.9%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	0.0%	0.0%	4.1%	6.1%	83.7%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	2.0%	2.0%	95.9%	0.0%
6. WIC staff talks about things that are important to you?	0.0%	0.0%	2.0%	4.1%	91.8%	2.0%
7. Staff talk about healthy habits	0.0%	0.0%	0.0%	4.1%	93.9%	2.0%
8. Staff adequately explain benefits?	0.0%	0.0%	0.0%	4.1%	95.9%	0.0%
9. Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	0.0%	8.0%	92.0%	0.0%
10. If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	0.0%	4.0%	8.0%	63.0%	25.0%
11. Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	4.1%	92.0%	2.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Crawford County WIC

Tallied Report

2022

	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%	3.0%	97.0%	0.0%
2. Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	3.0%	97.0%	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?	5.8%	0.0%	3.0%	4.0%	87.0%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	1.0%	3.0%	96.0%	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 heathy habits	0.0%	0.0%	1.4%	3.0%	94.0%	1.4%
8. Staff adequately explain benefits?	0.0%	0.0%	0.0%	3.0%	97.0%	0.0%
9. Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	1.4%	0.0%	7.2%	84.1%	7.2%
10. If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	0.0%	3.0%	6.0%	81.0%	10.0%
11. Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	3.0%	96.0%	1.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Women Infant and Children

Orange County WIC

Tallied Report

2022

	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%	7.0%	94.0%	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?	9.0%	0.0%	6.5%	6.5%	78.0%	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%	100.0%	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%	0.0%	100.0%	0.0%
8. Staff adequately explain benefits?	0.0%	0.0%	0.0%	2.0%	98.0%	0.0%
9. Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	0.0%	2.0%	98.0%	0.0%
10. If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	2.0%	0.0%	2.0%	0.0%	74.0%	22.0%
11. Please rate your overall level of satisfaction with the WIC program provided by Blue River	2.0%	0.0%	0.0%	0.0%	98.0%	0.0%

