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Satisfaction Survey Report FY 2023



Fiscal Year 2023 Satisfaction Survey Summary

Surveys distributed by Program:

Child and Youth Services	206
In-Home	42
Wellness Coordination	29
Structured Family Caregiving	22
Habilitation	86
Employment Services	132
Family Services	2486
Industries/Janitorial	123
Supervised Group Living	52
Transportation	596
WIC	174

Total Distributed	3948
Total number of surveys returned:	846
Average return rate:	21%

Overall Agency Satisfaction

Never/Unsatisfied	0.88%
Satisfied Some of the Time:	0.81%
Neutral/Satisfactory:	2.74%
Most of the Time/Good:	16.01%
Always/Very Good:	77.73%
Most of the Time/Good & Always/Very Good:	93.74%
No Response	1.84%

Child and Youth Services

Rainbow's End Child Care Center

**Jumpstart Pre-School:
Morgan and North Harrison Elementary**

Afterschool Program

Wyandotte House

Blue River Services, Inc.

Tallied Report

Parent Satisfaction Survey

Rainbow's End Corydon

2023

		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%	17.0%	0.0%	16.7%	66.7%	0.0%
2.	Communication	0.0%	17.0%	33.3%	16.7%	33.3%	0.0%
3.	Felt welcomed	17.0%	0.0%	0.0%	50.0%	33.0%	0.0%
4.	Parents informed	0.0%	17.0%	0.0%	33.0%	50.0%	0.0%
5.	Child treated with respect	0.0%	0.0%	17.0%	17.0%	67.0%	0.0%
6.	Child involved	0.0%	0.0%	0.0%	33.0%	67.0%	0.0%
7.	Activities appropriate	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
8.	Child gets to choose activities	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
9.	Adapt for special needs	0.0%	0.0%	0.0%	50.0%	33.3%	16.7%
10.	Indoor environment	0.0%	0.0%	17.0%	33.0%	50.0%	0.0%
11.	Outdoor environment	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
12.	Developmentally appropriate	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
13.	Received handbook	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
14.	Satisfied with meals/snacks	0.0%	0.0%	0.0%	33.3%	66.7%	0.0%
15.	Instructor's attitude	0.0%	0.0%	17.0%	33.0%	50.0%	0.0%
16.	Staff greet parent and child	0.0%	0.0%	17.0%	33.0%	50.0%	0.0%
17.	Satisfied with care and education	0.0%	0.0%	16.7%	16.7%	66.7%	0.0%
18.	Would recommend	0.0%	0.0%	17.0%	33.0%	50.0%	0.0%
19.	Overall satisfaction	0.0%	0.0%	17.0%	50.0%	33.0%	0.0%
AVERAGE		0.9%	2.7%	8.0%	35.0%	52.6%	0.9%

Total Surveys: 6

Blue River Services, Inc.

Tallied Report

PARENT SATISFACTION SURVEY

North Harrison Elementary

2023

		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%	6.7%	6.7%	86.7%	0.0%
2	Communication	0.0%	20.0%	6.7%	13.3%	60.0%	0.0%
3	Parents informed	0.0%	13.0%	7.0%	0.0%	80.0%	0.0%
4	Children Respected	0.0%	0.0%	7.0%	0.0%	93.0%	0.0%
5	Involve Child	0.0%	0.0%	7.0%	0.0%	93.0%	0.0%
6	Appropriate Activies	0.0%	0.0%	7.0%	0.0%	93.0%	0.0%
7	Child has choice	0.0%	0.0%	6.7%	6.7%	86.7%	0.0%
8	Adapt for Special Needs	0.0%	6.7%	6.7%	0.0%	80.0%	6.7%
9	Environment Indoor	0.0%	0.0%	0.0%	6.7%	93.3%	0.0%
10	Environment Outdoor	0.0%	0.0%	0.0%	6.7%	93.3%	0.0%
11	Sufficient/Appropriate Materials	0.0%	0.0%	0.0%	6.7%	86.7%	6.7%
12	Rec'd handbook, etc?	0.0%	7.0%	7.0%	6.7%	73.3%	6.7%
13	Satisfied with meals	0.0%	0.0%	7.0%	13.0%	73.0%	7.0%
14	Teacher attitude	0.0%	0.0%	7.0%	6.7%	80.0%	6.7%
15	Satisfied with care/education	0.0%	0.0%	6.7%	0.0%	86.7%	6.7%
16	Recommend to friend/family	0.0%	0.0%	7.0%	13.0%	73.0%	7.0%
17	Overall Satisfaction	0.0%	0.0%	0.0%	0.0%	13.0%	87.0%

AVG	0.0%	2.7%	5.3%	5.1%	79.1%	7.9%
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Total Surveys: 15

Blue River Services, Inc.

Tallied Report

PARENT SATISFACTION SURVEY

Morgan Elementary

2023

		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	6.3%	0.0%	0.0%	18.8%	75.0%	0.0%
2	Communication	0.0%	6.3%	6.3%	18.8%	68.8%	0.0%
3	Teachers inform parents	0.0%	0.0%	0.0%	19.0%	81.0%	0.0%
4	Children Respected	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
5	Children involved in play and other activities	0.0%	0.0%		12.5%	87.5%	0.0%
6	Appropriate Activities	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
7	Child Has Choice	0.0%	0.0%	6.0%	13.0%	75.0%	6.0%
8	Adapt for special needs	0.0%	0.0%	0.0%	6.0%	81.0%	13.0%
9	Environment Indor	0.0%	0.0%	6.3%	0.0%	93.8%	0.0%
10	Outdoor environment	0.0%	0.0%	0.0%	12.5%	87.5%	0.0%
11	Sufficient materials and equip	0.0%	0.0%	6.0%	0.0%	94.0%	0.0%
12	Received handbook	6.3%	0.0%	0.0%	6.3%	87.5%	0.0%
13	Satisfied with meals/snacks	0.0%	0.0%	0.0%	19.0%	81.0%	0.0%
14	Instructor's attitude	0.0%	0.0%	0.0%	6.3%	93.8%	0.0%
15	Satisfied with care/education	0.0%	0.0%	0.0%	6.3%	93.8%	0.0%
16	Recommend to Friend Family	0.0%	0.0%	0.0%	6.0%	94.0%	0.0%
17	Overall satisfaction	0.0%	0.0%	0.0%	6.0%	56.0%	38.0%

AVG	0.7%	0.4%	1.5%	9.9%	84.2%	3.4%
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Total Surveys: 16

Tallied Report

Parent Satisfaction Survey
AfterSchool Program

2023

		Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the time / Good	Always/ Very Good	No Response
1.	My Child feels welcome in afterschool program	1.0%	0.0%	1.0%	19.0%	78.0%	1.0%
2.	My child is safe	1.0%	0.0%	2.0%	18.0%	80.0%	0.0%
3.	The rules/policies are clear	1.0%	0.0%	4.0%	23.0%	72.0%	0.0%
4.	Rules/policies are applied fairly	1.0%	0.0%	7.0%	25.0%	67.0%	1.0%
5.	Staff treat child with respect	1.0%	0.0%	0.0%	23.0%	77.0%	0.0%
6.	Staff care about my child	1.0%	0.0%	0.0%	23.0%	76.0%	0.0%
7.	It is easy for students to make friends	1.0%	1.0%	7.0%	27.0%	65.0%	0.0%
8.	Program helps child get along better with peers	1.0%	1.0%	7.0%	32.0%	60.0%	0.0%
9.	Staff listen to student suggestions	1.0%	0.0%	9.0%	34.0%	57.0%	0.0%
10.	Activities are fun and engaging	1.0%	0.0%	2.0%	24.0%	73.0%	0.0%
11.	Program provides enough time for schoolwork	1.0%	2.0%	4.0%	28.0%	64.0%	0.0%
12.	Program helps child do better in school	2.0%	1.0%	11.0%	28.0%	58.0%	0.0%
13.	Overall satisfaction	1.0%	0.0%	1.0%	21.0%	77.0%	0.0%
14.	Would recommend to other families	1.0%	0.0%	1.0%	18.0%	80.0%	0.0%
15.	Afterschool staff involve parent/guardians in plan	2.0%	2.0%	11.0%	31.0%	53.0%	0.0%
16.	Staff have good communication	1.0%	1.0%	7.0%	25.0%	67.0%	1.0%
17.	Can reach staff if I have an issue	1.0%	0.0%	1.0%	22.0%	77.0%	0.0%
18.	Receive Info regarding events/activities on time	1.0%	1.0%	4.0%	22.0%	72.0%	1.0%
19.	Staff keep me up to date on activities and behaviour	1.0%	1.0%	5.0%	24.0%	69.0%	0.0%
AVERAGE		1.1%	0.5%	4.4%	24.6%	69.6%	0.2%

Total Surveys: 166

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Tallied Report

Wyandotte House Youth

2023

	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%	50.0%	50.0%	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%	0.0%	100.0%	0.0%
4. I was informed about decisions regarding my care and was given the opportunity to share my opinions.	0.0%	0.0%	50.0%	0.0%	50.0%	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%	0.0%	100.0%	0.0%
6 Overall satisfaction	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%

Total Surveys: 2

AVG

0.0%

0.0%

8.3%

16.7%

75.0%

0.0%

Blue River Services, Inc.

CONSUMER SATISFACTION SURVEY

Surveys not returned

Tallied Report

**Wyandotte House
Referring Agency**

2023

	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%	0.0%	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%	0.0%	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%	0.0%	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%	0.0%	0.0%
5 Were you informed about a process to resolve problems you may have had?	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 Did the Wyandotte House staff display fairness and respect with the child(ren)?	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7 Overall satisfaction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



Community Resources

Habilitation

In-Home Services Wellness

Coordination Structured

Family Care

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Corydon Habilitation Client

2023

	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%	5.0%	0.0%	95.0%	0.0%
2. Does Blue River staff listen to you?	5.0%	0.0%	5.0%	0.0%	89.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	5.0%	0.0%	11.0%	0.0%	84.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	11.0%	0.0%	84.0%	5.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	11.0%	0.0%	89.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	21.0%	0.0%	68.0%	11.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	16.0%	0.0%	74.0%	11.0%



Total Surveys: 19

AVG

1.4%

0.0%

11.4%

0.0%

83.3%

3.9%

Blue River Services, Inc.

Client SATISFACTION SURVEY

Tallied Report

2023

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%	12.5%	87.5%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	13.0%	88.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	13.0%	25.0%	63.0%	0.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	13.0%	88.0%	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%	25.0%	75.0%	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%	25.0%	75.0%	0.0%

Total Surveys:8

AVG

0.0%

0.0%

2.2%

18.917%

79.42%

0.0%

Blue River Services, Inc.

Client SATISFACTION SURVEY

Tallied Report

**Palmyra Habilitation
Client**

2023

	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%	86.0%	14.0%
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%	0.0%	0.0%	86.0%	14.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	0.0%	0.0%	86.0%	14.0%



Total Surveys: 7

AVG

0.0%

0.0%

0.0%

0.0%

94.0%

6.0%

Blue River Services, Inc.

Client SATISFACTION SURVEY

Tallied Report

2023

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%	0.0%	0.0%	0.0%	100.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	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%	0.0%	100.0%	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%

Total Surveys: 5

AVG

0.0%

0.0%

0.0%

0.0%

100.0%

0.0%

Blue River Services, Inc.

Client SATISFACTION SURVEY

Tallied Report

2023

**Salem Habilitation
Client**

	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%	9.0%	0.0%	91.0%	0.0%
3. Does Blue River Habilitation help you find other needed services?	0.0%	0.0%	18.0%	0.0%	82.0%	0.0%
4. Do you think being in Habilitation has helped you improve your skills?	0.0%	0.0%	9.0%	0.0%	91.0%	0.0%
5. Does Blue River staff treat you fairly?	0.0%	0.0%	9.0%	0.0%	91.0%	0.0%
6. Does Blue River Habilitation services meet your needs?	0.0%	0.0%	9.0%	0.0%	91.0%	0.0%
7. In general, are you happy with the Blue River Habilitation services?	0.0%	0.0%	18.0%	0.0%	82.0%	0.0%



Total Surveys:11

AVG

0.0%

0.0%

10.3%

0.0%

89.7%

0.0%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

2023

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%	0.0%	18.0%	82.0%	0.0%
2. Does Blue River staff appear to listen to your opinion?	0.0%	0.0%	0.0%	9.0%	91.0%	0.0%
3. Does Blue River Habilitation meet the needs of your son or daughter?	0.0%	0.0%	9.0%	0.0%	82.0%	9.0%
4. Does the staff of Blue River display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	9.0%	82.0%	9.0%
5. Would you say the physical facilities (example: buildings) meet the needs of your son or daughter?	0.0%	0.0%	0.0%	0.0%	100.0%	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%	91.0%	9.0%

Total Surveys: 11

AVG

0.0%

0.0%

2.3%

2.3%

88.8%

6.8%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

2023

**In-Home
Client**

	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?	7.7%	0.0%	0.0%	0.0%	92.3%	0.0%
3. Does In-Home Services meet your needs?	7.7%	0.0%	0.0%	7.7%	84.6%	0.0%
4. Has the staff helped you to meet your goals?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
5. Does In-Home Services staff treat you with respect?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
6. In general, are you satisfied with the services you have received?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%

AVG

2.6%

0.0%

0.0%

5.13%

92.30%

0.0%

Total Survey: 13

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Wellness Coordination

2023

Client

	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%	19.0%	81.0%	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%	25.0%	75.0%	0.0%

Total Surveys: 4

AVG

0.0%

0.0%

0.0%

17.3%

82.8%

0.0%

CLIENT SATISFACTION SURVEY

Tallied Report

Structured Family Care

2023

Client

	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%	0.0%	100.0%	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%
6. I am satisfied with the help I get.	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Surveys returned: 3

AVG

0.0%

0.0%

0.0%

0.0%

100.0%

0.0%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Structured Family Care Householder

2023

	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%

Surveys returned: 2

AVG

0.0%

0.0%

0.0%

0.0%

100.0%

0.0%

Blue River Services, Inc.

No surveys returned

CLIENT SATISFACTION SURVEY

Tallied Report

Structured Family Care Guardian

2023

	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.						
2. My questions and concerns are addressed adequately and satisfactorily.						
3. I am pleased with the home, the provision of services and the community in which my family member lives.						
4. I feel that participation in the AFC program is beneficial to my family member.						
5. The staff display a positive, respectful attitude towards me and towards my family member.						
6. In general, are you satisfied with the services Blue River Services, Inc. provides for my family member?						

Employment Services

Participants Stakeholders

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Employment Services Participants

Tallied Report

2023

	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%	9.1%	0.0%	13.6%	77.3%	0.0%
2. Was the staff person who worked with you supportive and professional?	0.0%	0.0%	0.0%	18.2%	81.8%	0.0%
3. Do you feel that the services you received from Blue River Services meet or met your needs?	0.0%	9.1%	4.5%	9.1%	77.3%	0.0%
4. Do you feel that these services helped you make progress toward your goals?	0.0%	4.5%	4.5%	13.6%	77.3%	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%	0.0%	13.6%	86.4%	0.0%
6. Overall satisfaction - Please rate your overall satisfaction.	0.0%	0.0%	9.1%	13.6%	77.3%	0.0%

Total Surveys: 22

AVG

0.0%

3.8%

3.0%

13.6%

79.6%

0.0%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Employment Services Stakeholders

2023

	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%	50.0%	50.0%	0.0%
2. I would recommend Blue River to other employers/families looking for employees or jobs.	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
3. Do you see Blue River as a viable source of qualified employees?	0.0%	0.0%	0.0%	62.5%	37.5%	0.0%
4. Would you hire clients from Blue River again?	0.0%	0.0%	0.0%	37.5%	50.0%	12.5%
5. Were services provided in a professional manner?	0.0%	0.0%	12.5%	12.5%	75.0%	0.0%
6. Overall satisfaction - Please rate your overall satisfaction.	0.0%	0.0%	0.0%	37.5%	50.0%	12.5%

Total Surveys: 8

AVG

0.0%

0.0%

2.5%

40.0%

52.5%

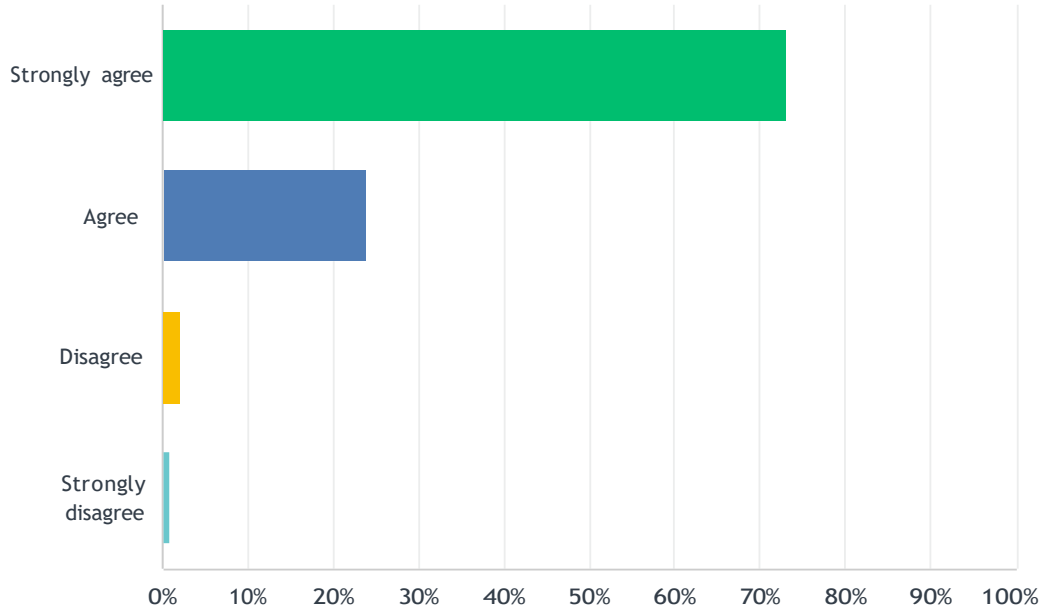
5.0%

Family Services

First Steps Healthy
Families

Q1 Phone calls or emails to my Service Coordinator are returned in a timely manner.

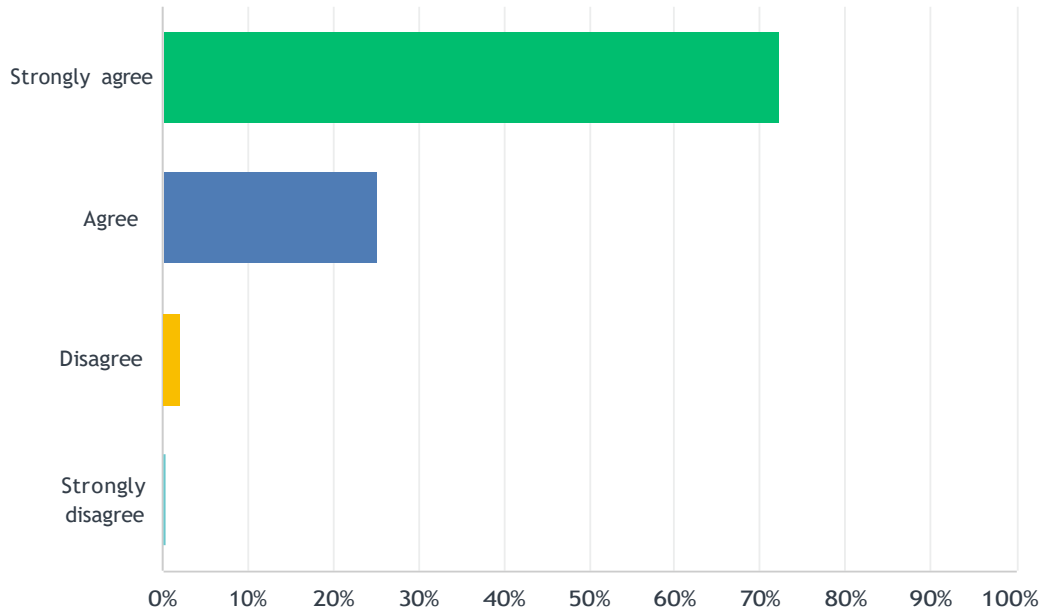
Answered: 234 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	73.08%	171
Agree	23.93%	56
Disagree	2.14%	5
Strongly disagree	0.85%	2
TOTAL		234

Q2 I am comfortable talking with my Service Coordinator. My concerns and requests are discussed during visits.

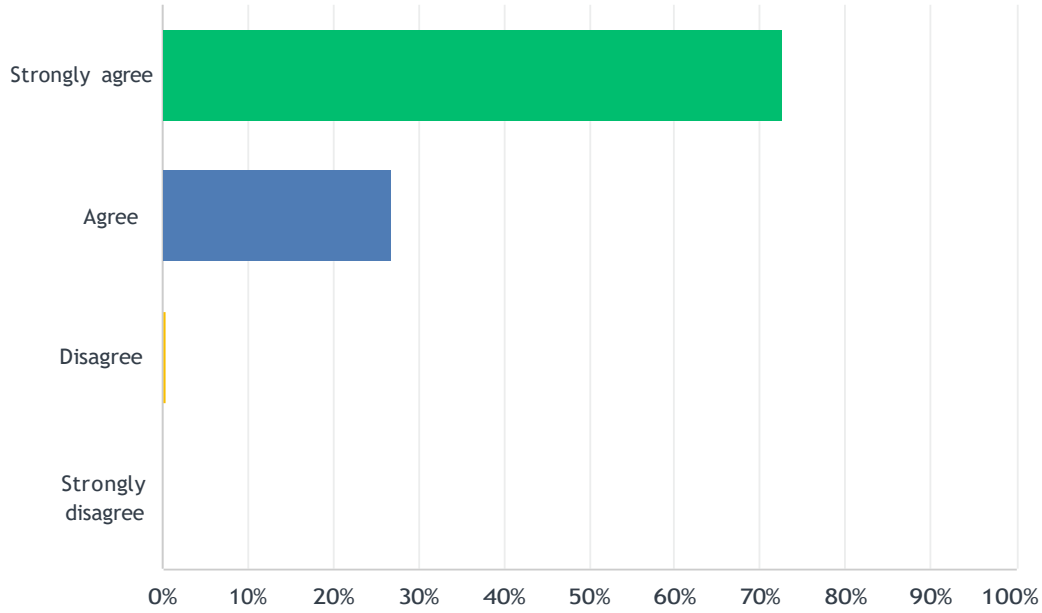
Answered: 235 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	72.34%	170
Agree	25.11%	59
Disagree	2.13%	5
Strongly disagree	0.43%	1
TOTAL		235

Q3 Were your rights as a parent and the safeguards that protect your rights clearly explained?

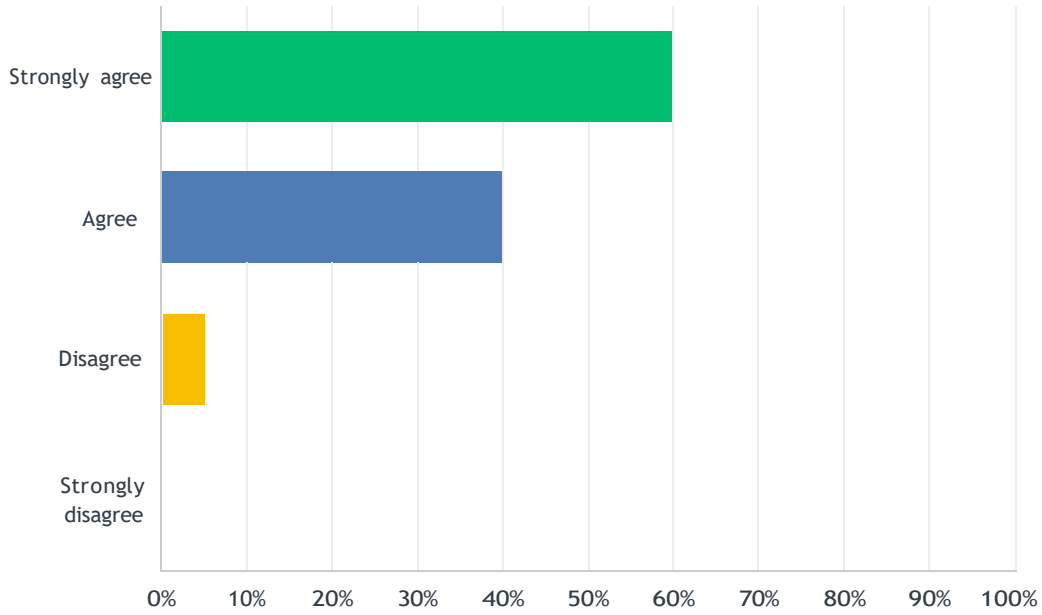
Answered: 234 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	72.65%	170
Agree	26.92%	63
Disagree	0.43%	1
Strongly disagree	0.00%	0
TOTAL		234

Q4 My Service Coordinator has discussed the Transition process with me, including timelines.

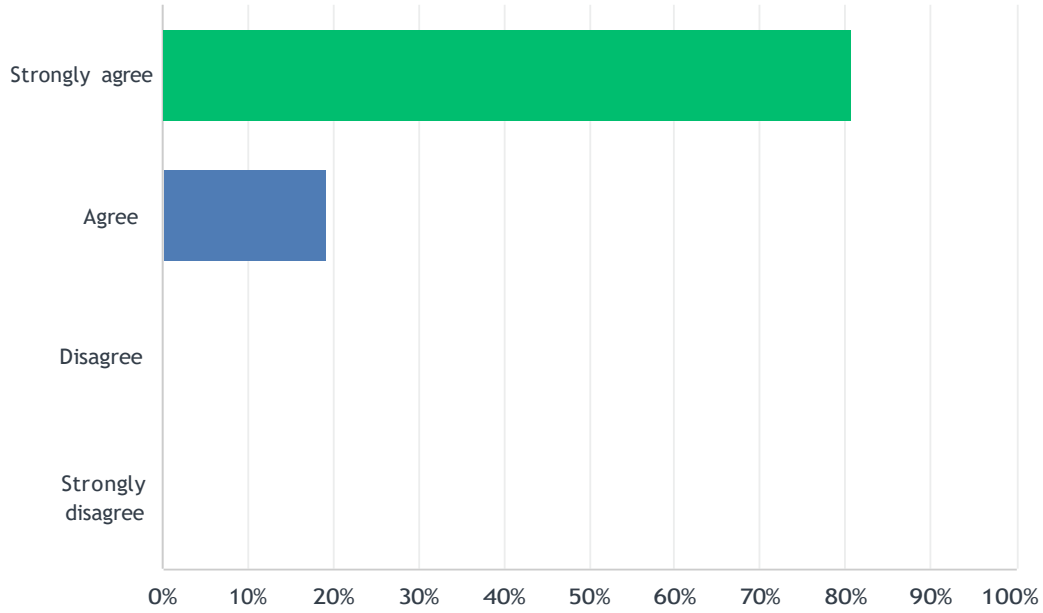
Answered: 235 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	60.85%	143
Agree	32.34%	76
Disagree	5.11%	12
Strongly disagree	1.70%	4
TOTAL		235

Q5 I have been treated with respect and consideration regarding my family's cultural, racial and ethnic background.

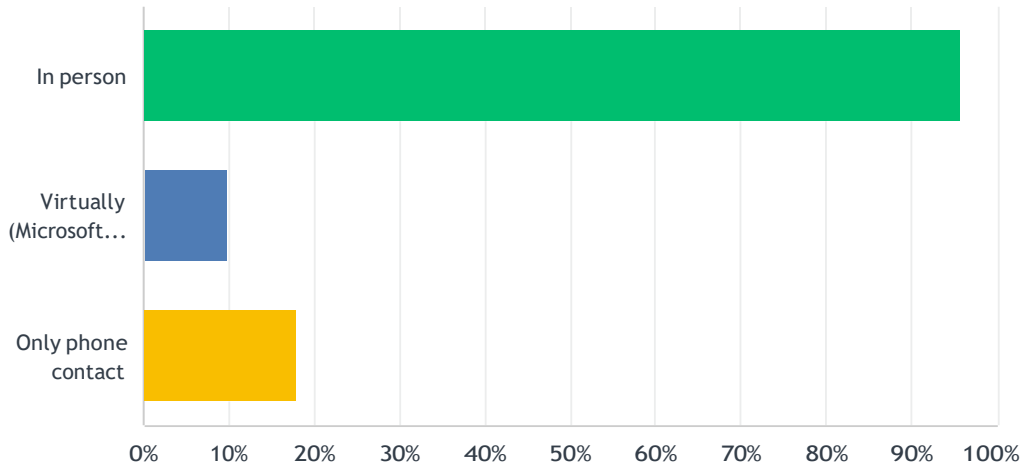
Answered: 235 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	80.85%	190
Agree	19.15%	45
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		235

Q6 By what method did you meet with your Service Coordinator over the last year? (mark all that apply)

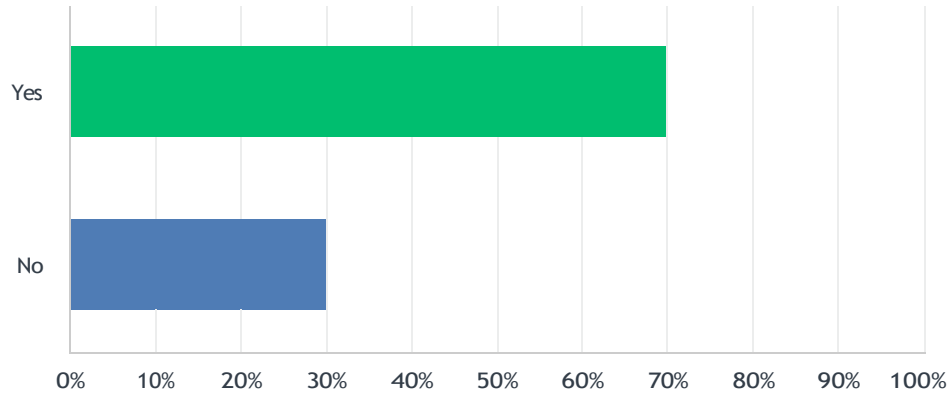
Answered: 235 Skipped: 0



ANSWER CHOICES	RESPONSES	
In person	95.74%	225
Virtually (Microsoft Teams)	9.79%	23
Only phone contact	17.87%	42
Total Respondents: 235		

Q7 The virtual meeting process using Microsoft Teams was clearly explained to me.

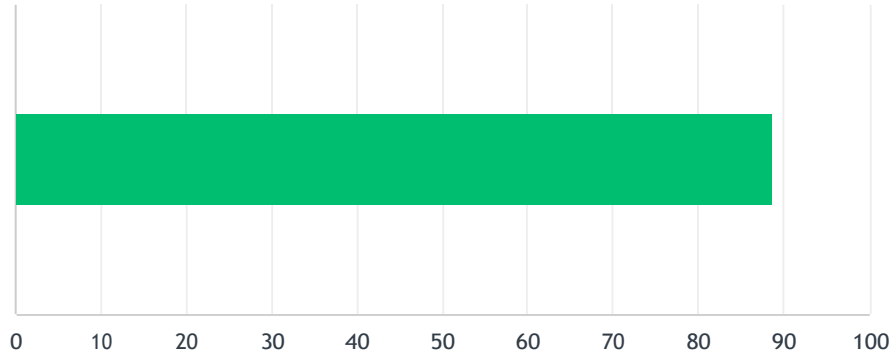
Answered: 205 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	69.76%	143
No	30.24%	62
TOTAL		205

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

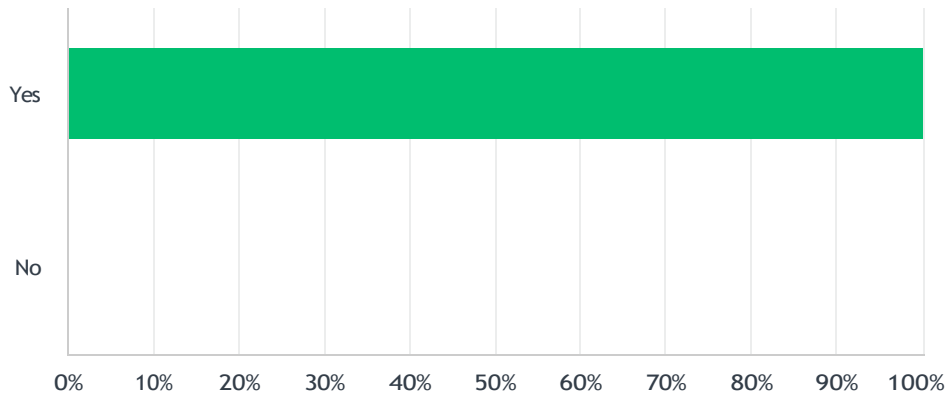
Answered: 234 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	89	20,742	234
Total Respondents: 234			

Q11 The purpose / process of the Assessment Team was explained to me.

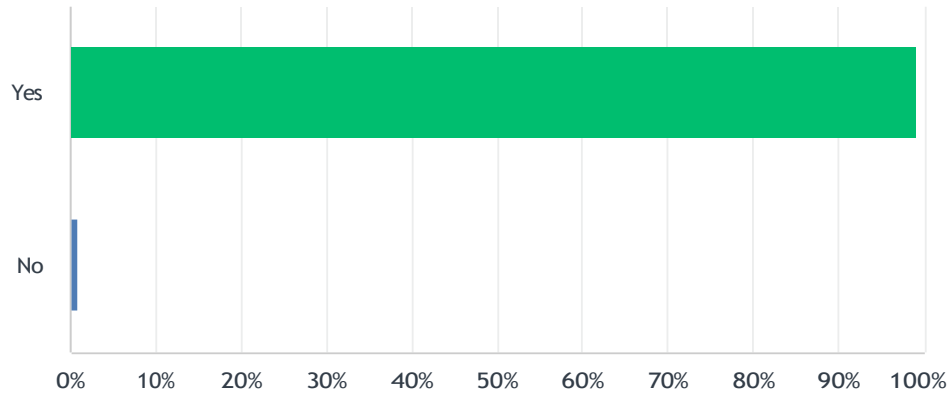
Answered: 234 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	99.57%	233
No	0.43%	1
TOTAL		234

Q12 The Team arrived on time or notified you they would be delayed.

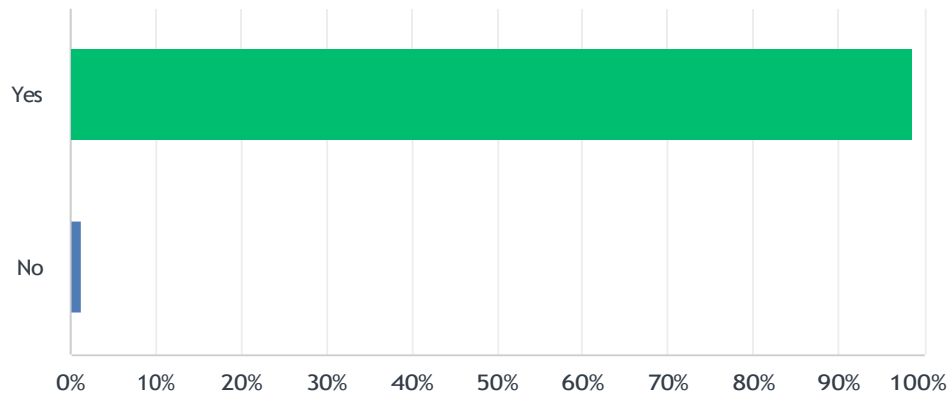
Answered: 233 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	99.14%	231
No	0.86%	2
TOTAL		233

Q13 My questions and concerns were addressed during the evaluation.

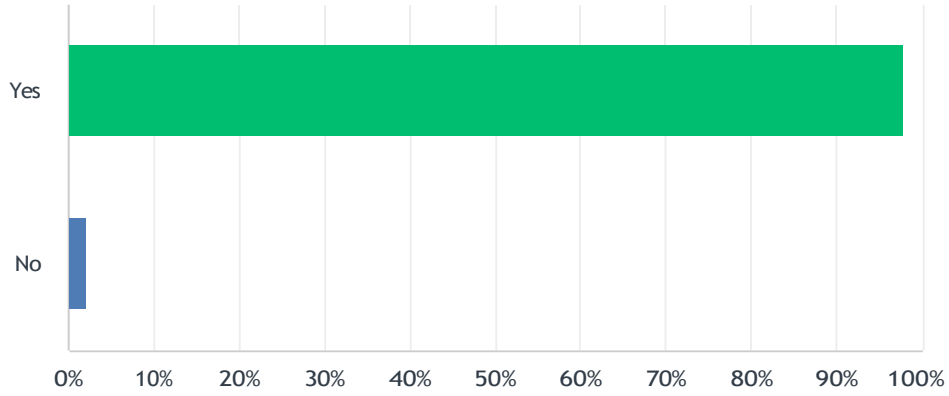
Answered: 233 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	98.71%	230
No	1.29%	3
TOTAL		233

Q14 The evaluation findings were explained to me in a way that was easily understood.

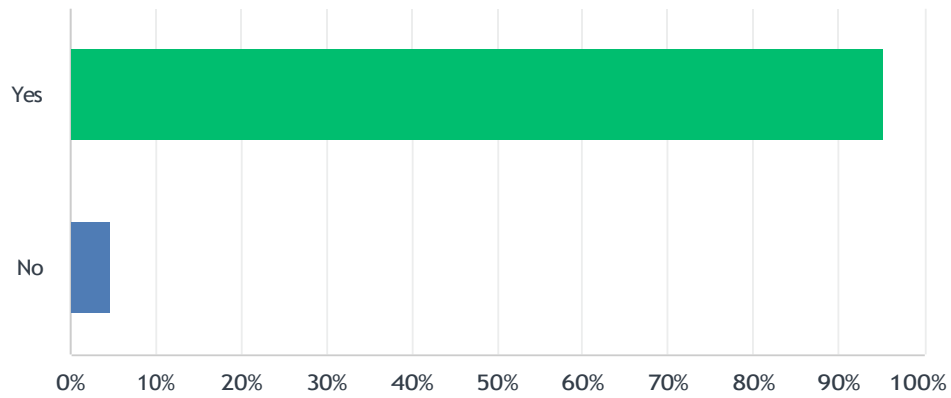
Answered: 233 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	97.85%	228
No	2.15%	5
TOTAL		233

Q15 The report was easily understood.

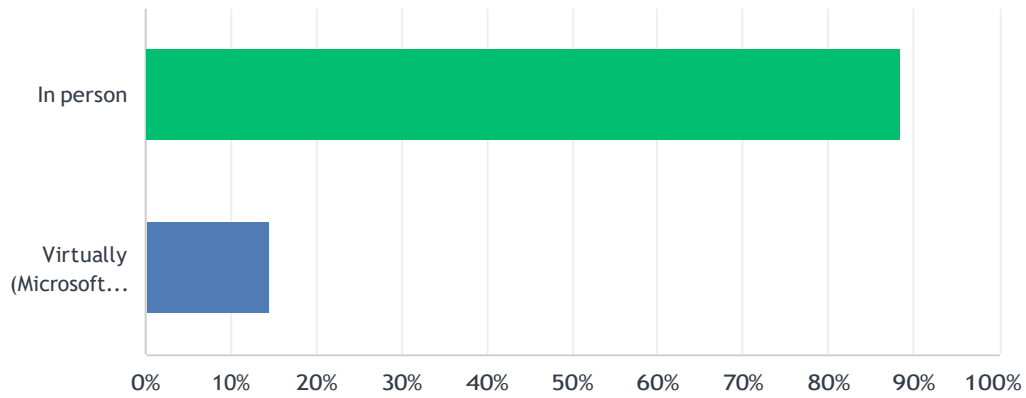
Answered: 232 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	95.26%	221
No	4.74%	11
TOTAL		232

Q16 By what method did you meet with the Assessment Team?

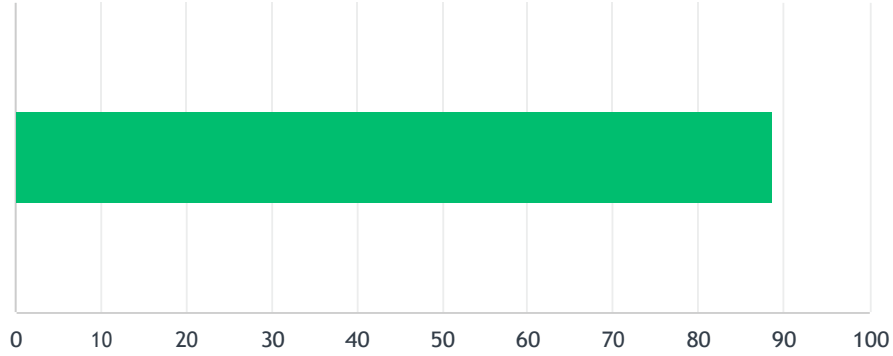
Answered: 233 Skipped: 2



ANSWER CHOICES	RESPONSES	
In person	88.41%	206
Virtually (Microsoft Teams)	14.59%	34
Total Respondents: 233		

Q17 Overall, how satisfied are you with your Assessment Team experience?

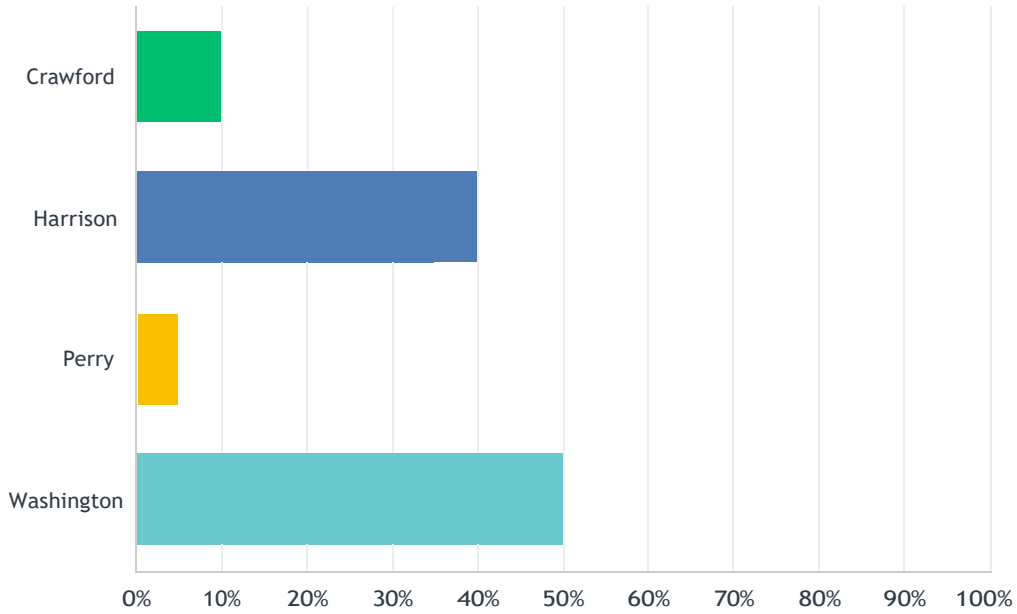
Answered: 233 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	89	20,656	233
Total Respondents: 233			

Q1 In what county do you live?

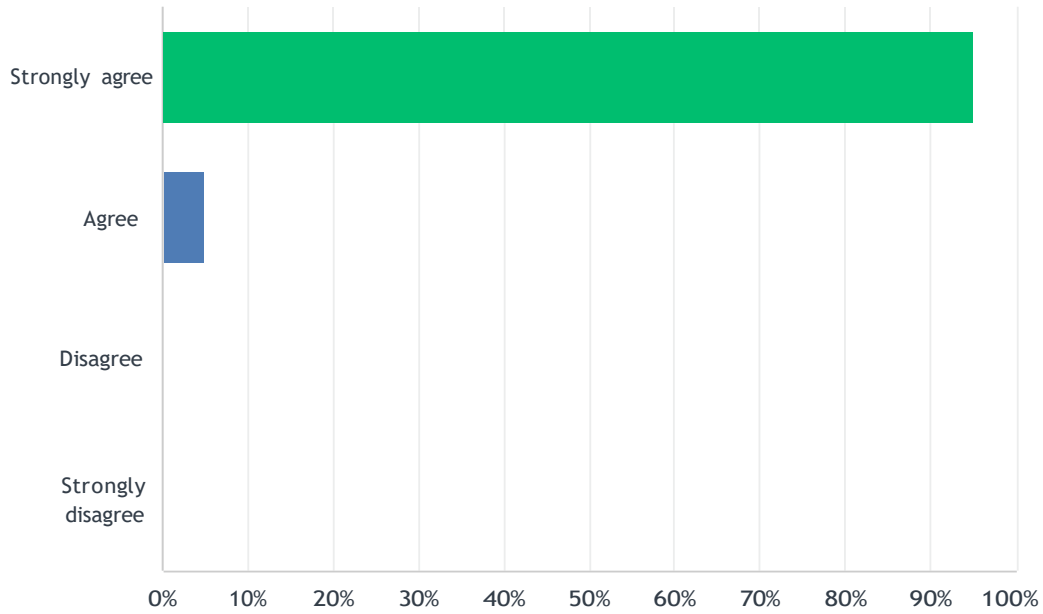
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
Crawford	10.00% 2
Harrison	35.00% 7
Perry	5.00% 1
Washington	50.00% 10
Total Respondents: 20	

Q2 My Home Visitor is supportive, understanding and accepting of me.

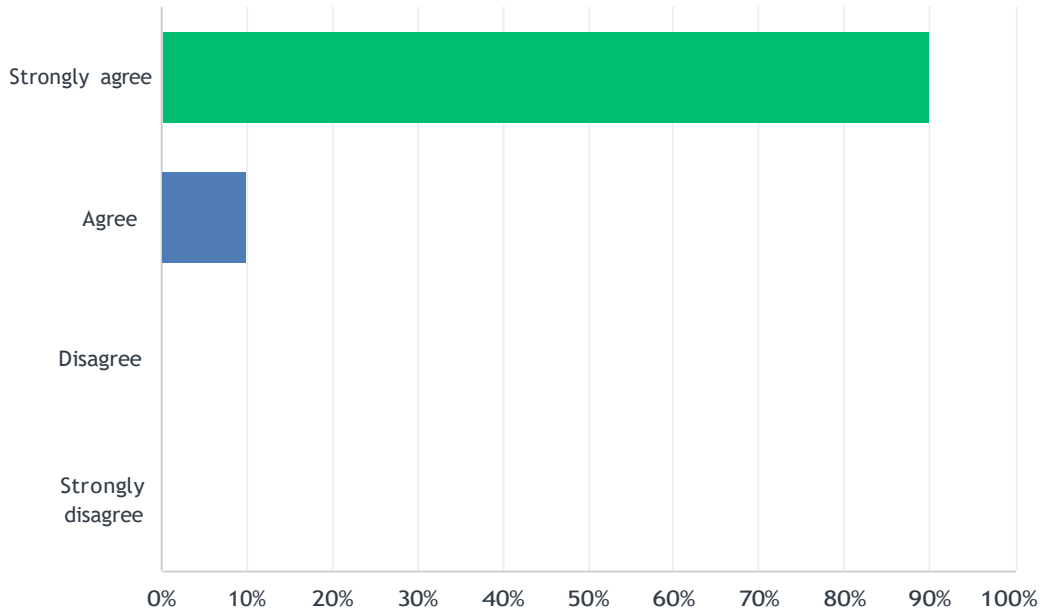
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	95.00%	19
Agree	5.00%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q3 My Home Visitor is on time.

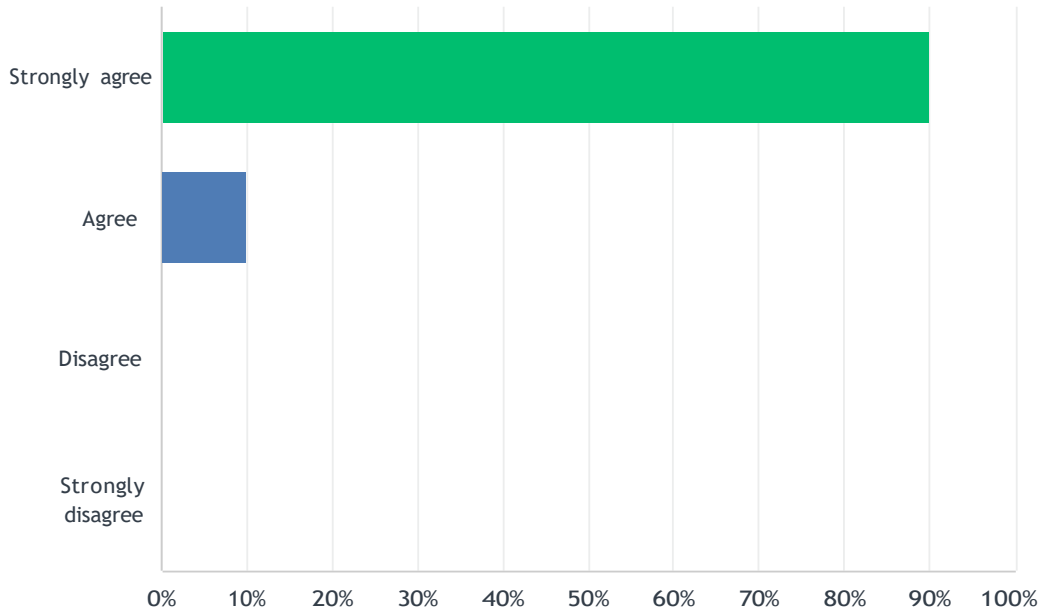
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	90.00%	18
Agree	10.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q4 My Home Visitor helps me set goals for myself and my family.

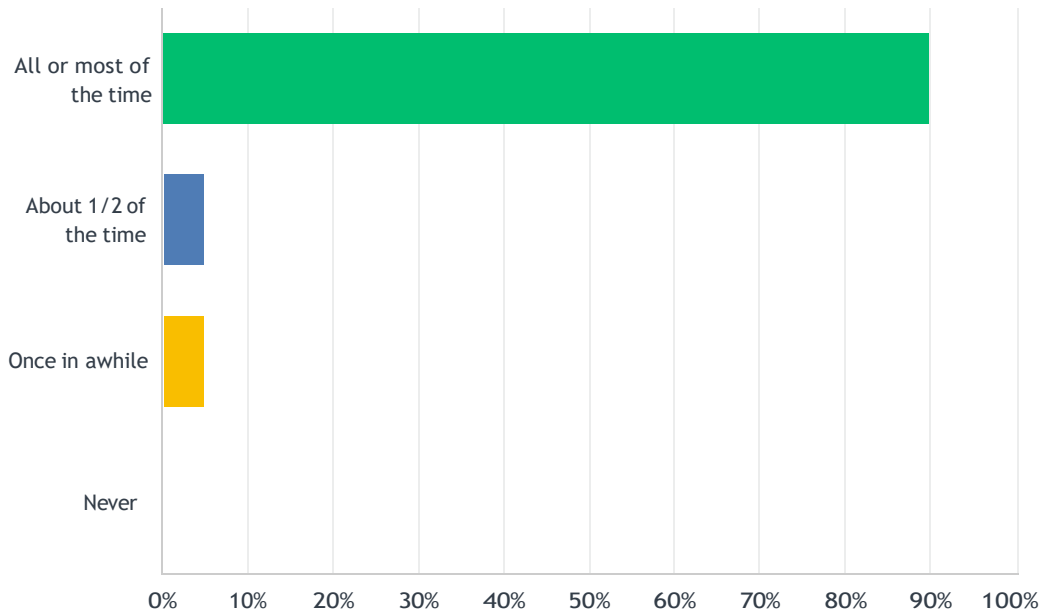
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	90.00%	18
Agree	10.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q5 My Home Visitor does activities with me and my children during visits.

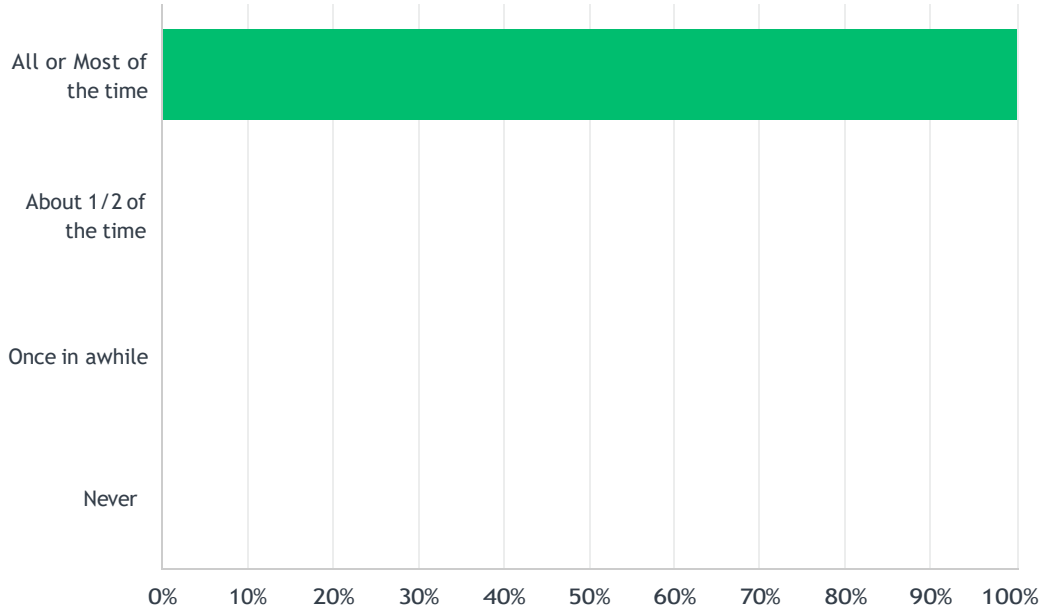
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
All or most of the time	90.00%	18
About 1/2 of the time	5.00%	1
Once in awhile	5.00%	1
Never	0.00%	0
TOTAL		20

Q6 My Home Visitor talks to me about parenting and my baby's health and development.

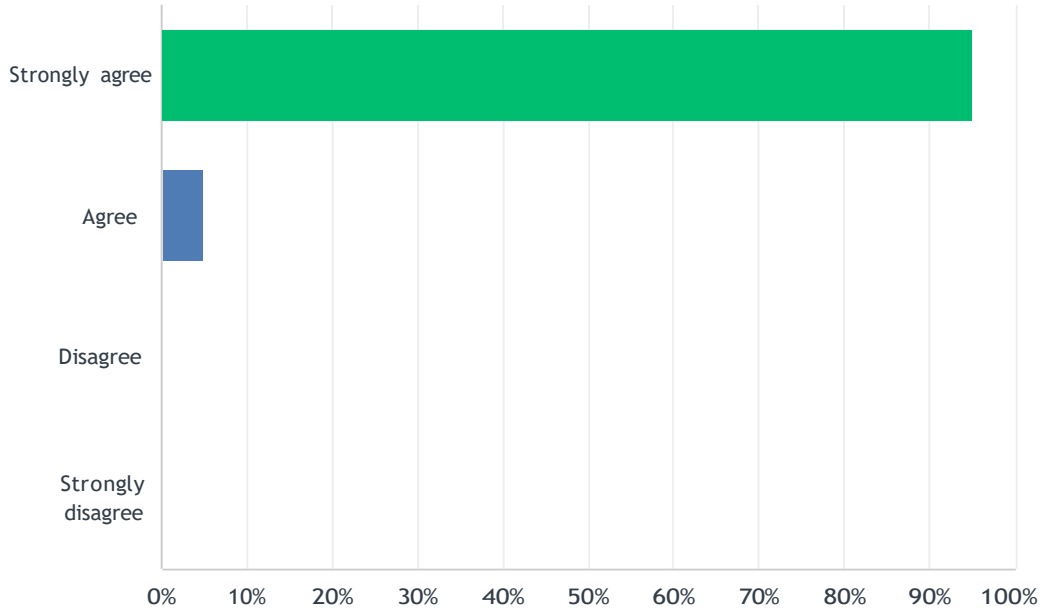
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
All or Most of the time	100.00%	20
About 1/2 of the time	0.00%	0
Once in awhile	0.00%	0
Never	0.00%	0
TOTAL		20

Q7 My Home Visitor is accepting of my culture, family values, traditions, beliefs and customs.

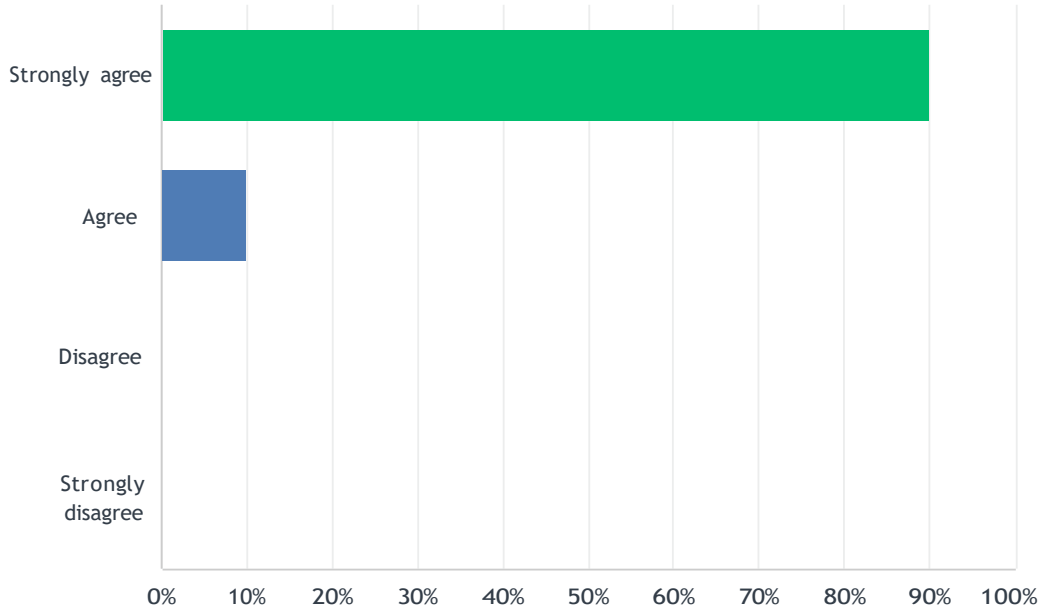
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
Strongly agree	95.00% 19
Agree	5.00% 1
Disagree	0.00% 0
Strongly disagree	0.00% 0
TOTAL	20

Q8 The reading materials (letters, brochures, notices, etc.) were written in a way that was easy to understand.

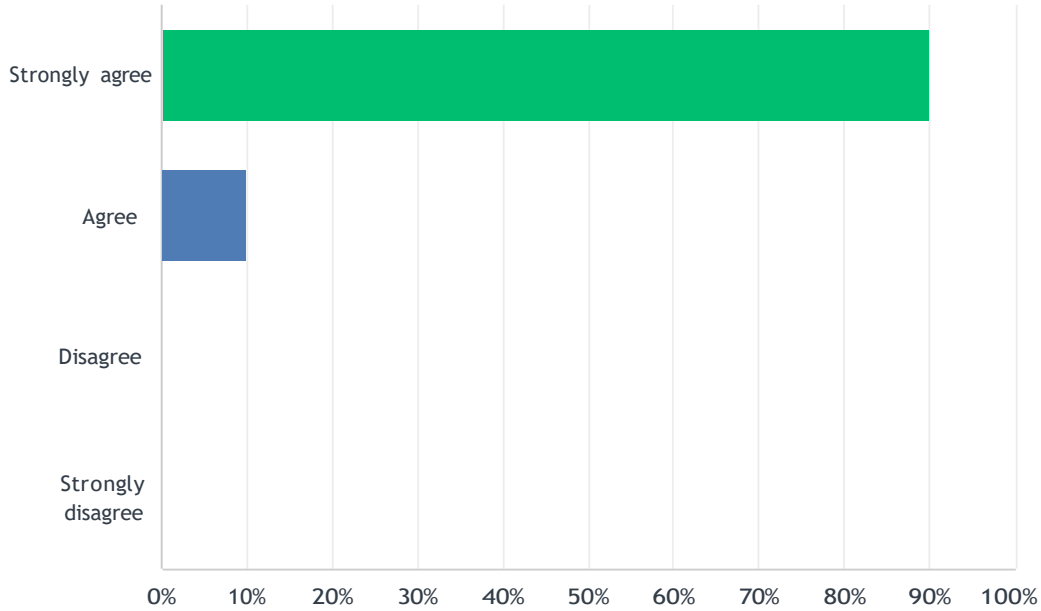
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	90.00%	18
Agree	10.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q9 My Home Visitor provides materials (videos, handouts, fliers, brochures, etc.) that represent my family's race, language and ethnicity.

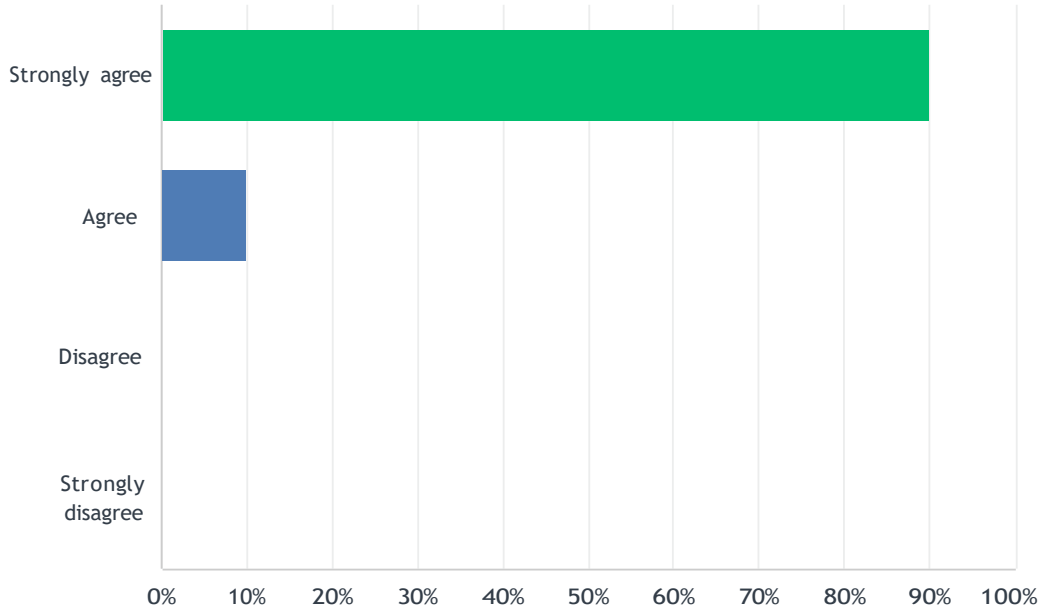
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	90.00%	18
Agree	10.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q10 I am confident that I can do a good job raising my child because I was part of Healthy Families.

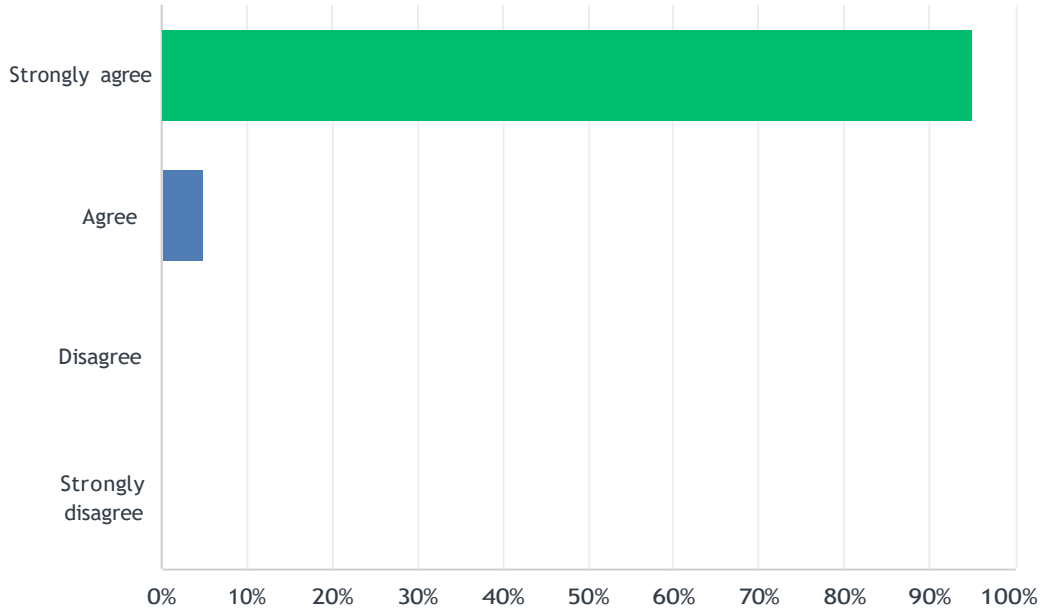
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	90.00%	18
Agree	10.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q11 My Home Visitor respects and understands my parenting style and choices I make for my children.

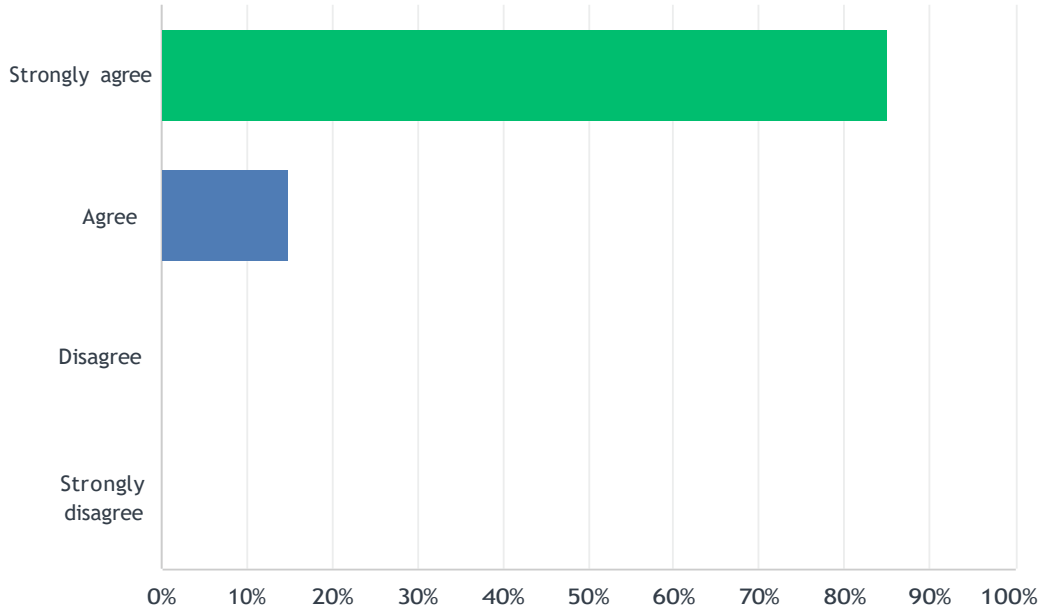
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	95.00%	19
Agree	5.00%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

Q12 My Home Visitor has connected me to other community agencies and programs that are helpful to my family.

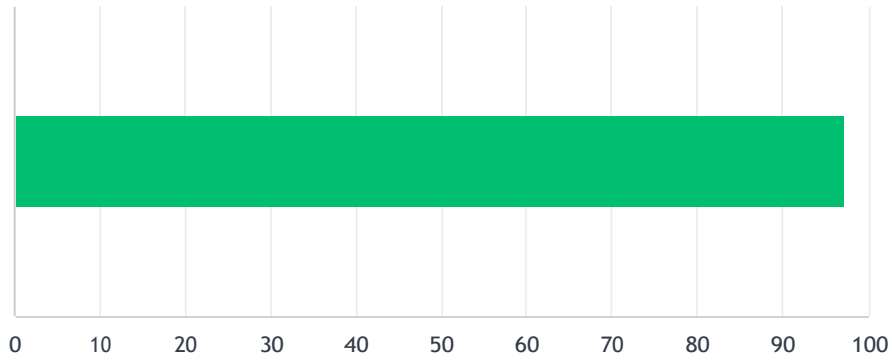
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	85.00%	17
Agree	15.00%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		20

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

Answered: 19 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	97	1,847	19
Total Respondents: 19			

Blue River Industries

Corydon and Salem

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Blue River Industries

2023

Corydon - CLIENT

	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?	10.7%	0.0%	10.7%	25.0%	53.6%	0.0%
2. Does Blue River staff at the workshop listen to you?	7.1%	3.6%	3.6%	21.4%	64.3%	0.0%
3. Do you think your skills have improved since starting to work at Blue River Industries?	3.6%	3.6%	10.7%	25.0%	57.1%	0.0%
4. Does Blue River staff at the workshop treat you fairly?	10.7%	0.0%	3.6%	17.9%	67.9%	0.0%
5. How do you feel Blue River handled services during the COVID pandemic?	10.7%	0.0%	7.1%	17.9%	60.7%	3.6%
6. In general, are you satisfied working at the workshop?	10.7%	0.0%	7.1%	17.9%	64.3%	0.0%

Total Surveys: 28

AVG

8.9%

1.2%

7.1%

20.9%

61.3%

0.6%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Corydon
Parent/Advocate**

2023

	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%	15.4%	84.6%	0.0%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	23.1%	76.9%	0.0%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	15.4%	84.6%	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%	7.7%	92.3%	0.0%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	7.7%	15.4%	76.9%	0.0%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	7.7%	92.3%	0.0%
7. To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	15.4%	84.6%	0.0%
8. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	0.0%	15.4%	76.9%	7.7%
9 Overall Satisfaction	0.0%	0.0%	0.0%	7.7%	84.6%	7.7%

Total Surveys: 13

AVG

0.0%

0.0%

1.1%

12.1%

84.6%

2.2%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Blue River Industries

2023

Salem - CLIENT

	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%	30.8%	65.4%	3.8%
2. Does Blue River staff at the workshop listen to you?	0.0%	0.0%	3.8%	11.5%	80.8%	3.8%
3. Do you think your skills have improved since starting to work at Blue River Industries?	0.0%	0.0%	0.0%	19.2%	76.9%	3.8%
4. Does Blue River staff at the workshop treat you fairly?	0.0%	0.0%	0.0%	7.7%	84.6%	7.7%
5. How do you feel Blue River handled services during the COVID pandemic?	0.0%	0.0%	4.0%	7.7%	69.2%	19.2%
6. In general, are you satisfied working at the workshop?	0.0%	0.0%	4.0%	11.5%	76.9%	7.7%

Total Surveys: 26

AVG

0.0%

0.0%

2.0%

14.7%

75.6%

7.7%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

**Blue River Industries
Salem
Parent/Advocate**

2023

	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%	18.2%	72.7%	9.1%
2. Does the staff at Blue River Industries listen to your opinion?	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%
3. Does Blue River Industries meet the needs of your son or daughter?	0.0%	0.0%	0.0%	45.5%	45.5%	9.1%
4. Does the staff of Blue River Industries display a positive attitude toward your son or daughter?	0.0%	0.0%	0.0%	0.0%	81.8%	18.2%
5. Does the physical facilities (building) meets the needs of your son or daughter?	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%
6. In general, are you satisfied with the services provided by Blue River Industries?	0.0%	0.0%	0.0%	18.2%	72.7%	9.1%
7 To what extent have services been provided in a timely manner?	0.0%	0.0%	0.0%	9.1%	81.8%	9.1%
8 How do you feel Blue river handled services during the COVID Pandemic?	0.0%	9.1%	0.0%	9.1%	36.4%	45.5%
8 Overall Satisfaction	0.0%	0.0%	0.0%	18.2%	54.5%	27.3%

Total Surveys: 11

AVG

0.0%

1.3%

0.0%

15.6%

64.9%

18.2%

Blue River Services, Inc.

EMPLOYER SATISFACTION SURVEY

Tallied Report

Blue River Industries

2023

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%	25.0%	50.0%	25.0%
2. Does Blue River Industries provide delivery/shipping in a manner that suits your needs?	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
3. Do you feel Blue River Industries provides products to you at an acceptable price?	0.0%	0.0%	0.0%	16.7%	58.3%	25.0%
4. Are your concerns resolved on a timely basis?	0.0%	0.0%	0.0%	8.3%	66.7%	25.0%
5. Is Blue River Industries staff helpful and pleasant?	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
6. Overall, are you satisfied with the services Blue River Industries has provided?	0.0%	0.0%	0.0%	16.7%	58.3%	25.0%

Total Surveys: 12

AVG

0.0%

0.0%

0.0%

8.3%

66.7%

25.0%

Blue River Services, Inc.

NO SURVEYS RETURNED

CLIENT SATISFACTION SURVEY

Tallied Report

**Janitorial Services
CLIENT**

2023

	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 working in Janitorial Services?						
2. Does the Janitorial staff listen to you?						
3. Does working with Janitorial Services help you meet your goals?						
4. Haven you gotten better at your job since you first began working with Janitorial Services?						
5. Does the Janitorial Services staff treat you fairly?						
6. In general, are you happy with Janitorial Services?						



Blue River Services, Inc.

NO SURVEYS RETURNED

EMPLOYER SATISFACTION SURVEY

Tallied Report

Janitorial Services Business Contract

2023

	Never/ Unsatisfactory	Some of the Time/ Less than Satisfactory	Neutral/ Satisfactory	Most of the Time / Good	Always/ Very Good	No Response
1. Is the janitorial contract carried out in the manner which was originally explained to you?						
2. Is this contract a positive experience for your company?						
3. Were your questions and concerns addressed adequately and to your satisfaction?						
4. Do you feel your place of business is being kept clean to meet your standards?						
5. Do you feel your concerns or special cleaning request are being met?						
6. In general, are you satisfied with the Janitorial Services?						

Residential Services

**Supervised Group Living
Group Homes**

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report 2023

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.	7.1%	7.1%	0.0%	7.1%	78.6%	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%	14.3%	78.6%	7.1%
3. The health care I am provided meets my needs.	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
4. The staff displays a positive, respectful attitude towards me.	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%
5. I have the opportunity to participate in my own program planning.	0.0%	0.0%	7.1%	14.3%	71.4%	7.1%
6. I feel that my participation in the Residential program is beneficial for me.	7.1%	0.0%	0.0%	7.1%	85.7%	0.0%
7. In general, I am satisfied with my current Residential Services.	7.1%	0.0%	0.0%	14.3%	78.6%	0.0%

Total Surveys: 14

AVG 3.1% 1.0% 1.0% 14.3% 78.6% 2.0%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report 2023

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%	0.0%	0.0%	100.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.00%	0.00%	0.00%	0.00%	100%	0.00%
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%	100.00%	0.00%
4. It has been beneficial for me to live in and participate in the group home.	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
5. Overall, I am satisfied with my residential services provided by Blue River.	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%

AVG

0.0%

0.0%

0.0%

0.0%

100.0%

0.0%

Total Surveys: 6

Blue River Services, Inc. No Surveys Returned

CLIENT SATISFACTION SURVEY

**Tallied Report
2023**

**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%	0.0%	0.0%
2. Blue River staff is supportive and friendly, and treats me professionally and respectfully.	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3. Blue River staff is knowledgeable concerning my needs	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%
5. Overall, I am satisfied with my residential services provided	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

No Surveys **AVG** 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

Blue River Services, Inc. No Surveys Returned

CLIENT SATISFACTION SURVEY

**Tallied Report
2023**

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

No Surveys **AVG** 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

Blue River Services, Inc. No Surveys Returned

CLIENT SATISFACTION SURVEY

**Tallied Report
2023**

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

AVG 0.0% 0.0% 0.0% 0.0% 0.0%

Blue River Services, Inc. No Surveys Returned

CLIENT SATISFACTION SURVEY

**Tallied Report
2023**

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

AVG **0.0%** **0.0%** **0.0%** **0.0%** **0.0%**

CLIENT SATISFACTION SURVEY

**Tallied Report
2023**

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

AVG 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

Transportation

Public Day Services

Day Services

Children's Services

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Tallied Report

Public Transportation

2023

	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.	3.16%	1.05%	0.00%	10.53%	80.00%	5.26%
2. My driver is respectful and courteous.	3.16%	1.05%	2.11%	6.32%	82.11%	5.26%
3. My driver is on time for pick-ups and drop-offs.	3.16%	5.26%	2.11%	21.05%	63.16%	5.26%
4. Southern Indiana Transit System buses and vans are well maintained and clean.	3.16%	0.00%	2.11%	6.32%	81.05%	7.37%
5. In general, I am satisfied with the Transportation Services that SITS provides for me.	3.16%	1.05%	4.21%	3.16%	83.16%	5.26%

Total Surveys: 95

AVG

3.2%

1.7%

2.1%

9.5%

77.9%

5.7%

Blue River Services, Inc.

CLIENT SATISFACTION SURVEY

Transportation - Day Services

Tallied Report

2023

	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%	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%	40.0%	60.0%	0.0%
4. Blue River Transportation vans are kept clean	0.0%	0.0%	0.0%	30.0%	70.0%	0.0%
5. In general, I am satisfied with the Transportation Service that Blue River provides for me.	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%

Total Surveys: 50

AVG

0.0%

0.0%

0.0%

22.0%

78.0%

0.0%

WIC

**Crawford County
Harrison County Orange
County Washington
County**

Blue River Services, Inc.

CLIENT SERVED SATISFACTION SURVEY

Tallied Report

Women Infant and Children

Crawford County WIC

2023

	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%	0.0%	100.0%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	0.0%	14.3%	0.0%	14.3%	71.4%	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%	14.3%	85.7%	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%	0.0%	100.0%	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?	0.0%	0.0%	0.0%	0.0%	85.7%	14.3%
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%

Surveys received: 7

AVG

0.0%

0.0%

0.0%

2.4%

95.2%

2.4%

Blue River Services, Inc.

CLIENTSERVEDSATISFACTIONSURVEY

Women Infant and Children

Harrison County WIC

Tallied Report

2023

	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%	3.9%	96.1%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	1.3%	3.9%	1.3%	2.6%	89.6%	1.3%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	0.0%	3.9%	96.1%	0.0%
6. WIC staff talks about things that are important to you?	0.0%	0.0%	1.3%	1.3%	97.4%	0.0%
7 Staff talk about heathy habits	0.0%	0.0%	2.6%	1.3%	96.1%	0.0%
8 Staff adequately explain benefits?	0.0%	0.0%	1.3%	3.9%	94.8%	0.0%
9 Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	2.6%	2.6%	94.8%	0.0%
10 If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	1.3%	0.0%	6.5%	2.6%	79.2%	10.4%
11 Please rate your overall level of satisfaction with the WIC program provided by Blue River	0.0%	0.0%	0.0%	5.2%	93.5%	1.3%

Surveys received: 77

AVG

0.3%

0.5%

2.0%

2.9%

92.7%

1.6%

Blue River Services, Inc.

CLIENT SERVED SATISFACTION SURVEY

Tallied Report

Women Infant and Children

Orange County WIC

2023

	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%	3.3%	96.7%	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%	0.0%	100.0%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	6.7%	3.3%	0.0%	0.0%	90.0%	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%	0.0%	100.0%	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%	0.0%	100.0%	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?	3.3%	0.0%	3.3%	0.0%	76.7%	16.7%
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%

AVG

1.1%

0.6%

0.0%

0.0%

98.3%

0.0%

Surveys received: 30

Blue River Services, Inc.

CLIENT SERVED SATISFACTION SURVEY

Women Infant and Children

Washington County WIC

Tallied Report

2023

	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%	1.7%	98.3%	0.0%
2. Is the WIC staff helpful when you call or come into the office?	0.0%	0.0%	0.0%	3.3%	96.7%	0.0%
3. Is the WIC clinic clean and organized?	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
4. Do you spend little time in the waiting room when you come to WIC?	5.0%	3.3%	0.0%	10.0%	81.7%	0.0%
5. If you have questions, do you feel comfortable asking the WIC staff for help?	0.0%	0.0%	1.7%	1.7%	96.7%	0.0%
6. WIC staff talks about things that are important to you?	0.0%	0.0%	0.0%	1.7%	98.3%	0.0%
7. Staff talk about healthy habits	0.0%	0.0%	0.0%	3.3%	96.7%	0.0%
8. Staff adequately explain benefits?	0.0%	0.0%	1.7%	1.7%	96.7%	0.0%
9. Does the WIC booklet adequately explain which foods you can purchase with benefits?	0.0%	0.0%	1.7%	3.3%	95.0%	0.0%
10. If you breastfed, do you feel you received adequate help from staff to meet your breastfeeding goal?	0.0%	0.0%	6.7%	1.7%	63.3%	28.3%
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%

Surveys received: 60

AVG

0.6%

0.4%

1.5%

2.9%

91.0%

3.5%