



Parent/Guardian Satisfaction Survey 2021

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Parent/Guardian Satisfaction Survey | FY 2021

This report is the annual Blue Water Developmental Housing, Inc. (BWDH) summary regarding parent/guardian satisfaction as of September 2021.

METHOD

Satisfaction surveys were sent to all parents/guardian of individuals served by Blue Water Developmental Housing. Participants were mailed surveys with self-addressed stamped envelopes as well as given the option to complete the survey online either by accessing it through BWDH website or by a direct link to the survey.

One hundred twenty (120) surveys were sent. Forty seven (47) parent/guardians responded to the survey that was conducted in September 2021. Twenty two (22) surveys were received from parent/guardians of individuals supported in the residential program and twenty five (25) surveys were received from parent/guardians in the community based program.

	Sent	Received	Participation Rate
Total Surveys	120	47	39%
Residential Surveys	47	22	47%
Community Based Surveys	73	25	34%

The parent/guardian satisfaction survey identifies issues of concern and to help prioritize future goals for the organization. It is important to note that 100% of parent/guardians reported they are happy with BWDH services. 100% feel the individuals supported by BWDH are treated with dignity and respect as well as they feel safe and comfortable with BWDH employees.

This report also includes survey results from surveys completed in 2013 through current.

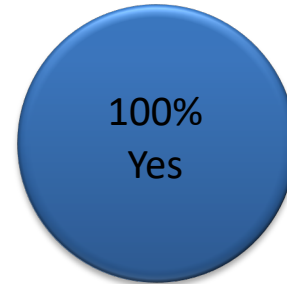
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1. Does your loved one or family member feel safe & comfortable with BWDH employees?

BWDH Overall 2019

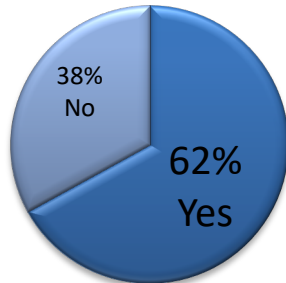


BWDH Overall 2021

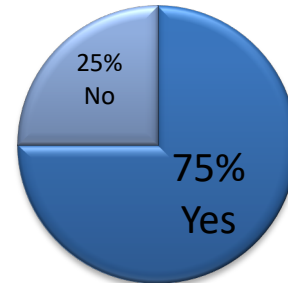


2. Does your loved one or family member choose the services he/she receives from BWDH?

BWDH Overall 2019



BWDH Overall 2021



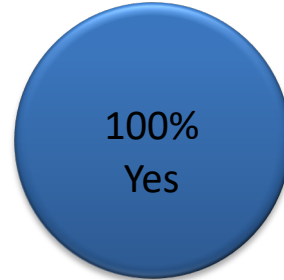
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3. Does the staff treat you and your loved one or family member with dignity and respect?

**BWDH Overall
2019**

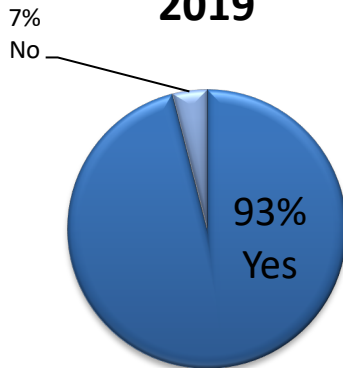


**BWDH Overall
2021**

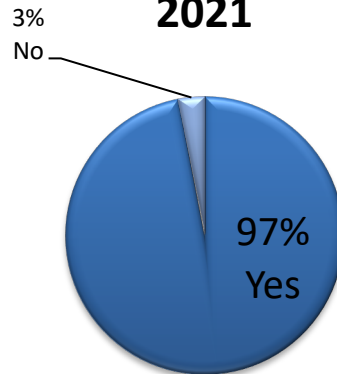


4. Do you feel the Person Centered Planning process by which annual goals are developed has improved your loved one or family member's life?

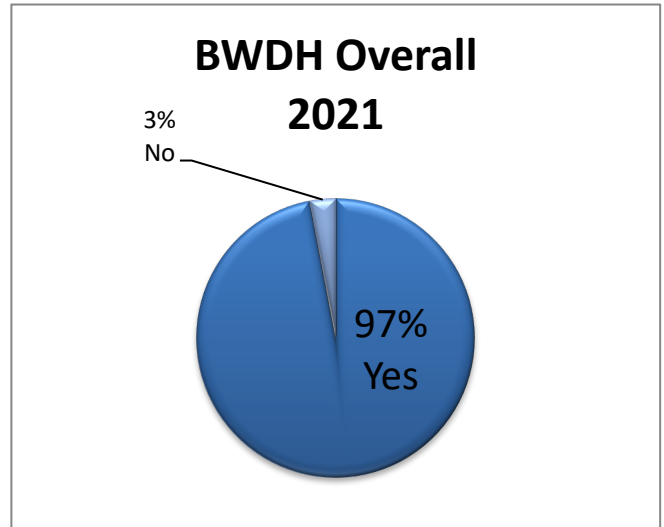
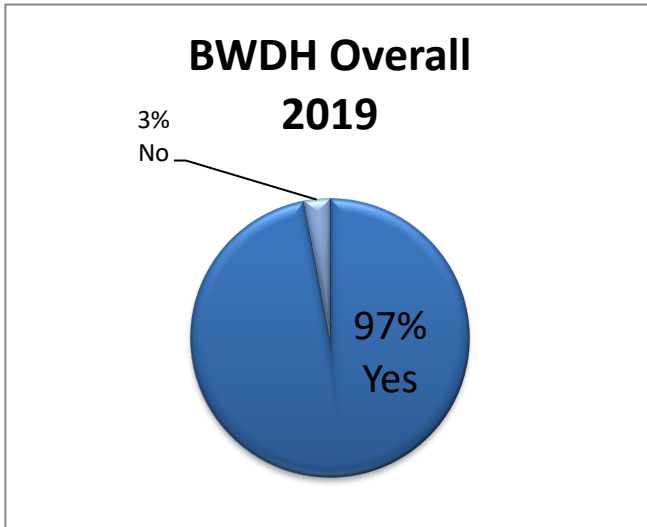
**BWDH Overall
2019**



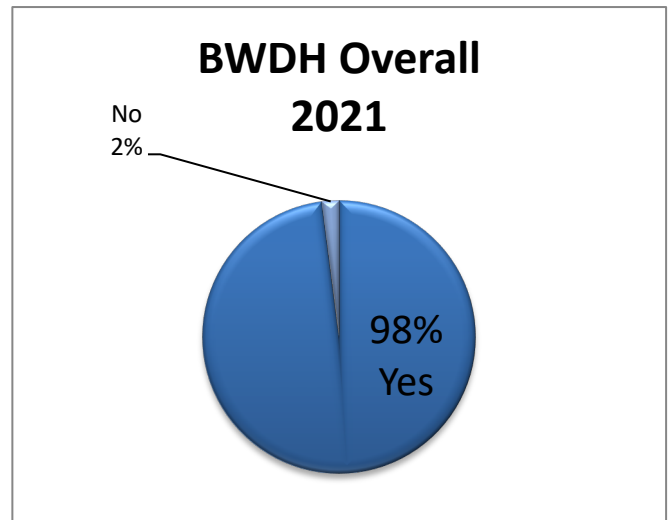
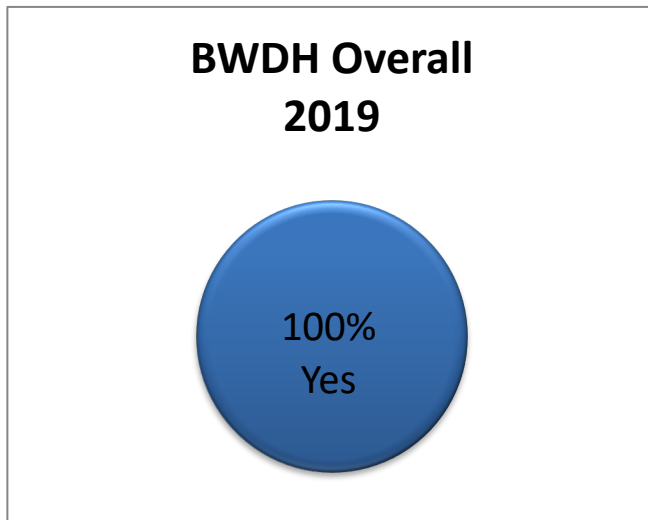
**BWDH Overall
2021**



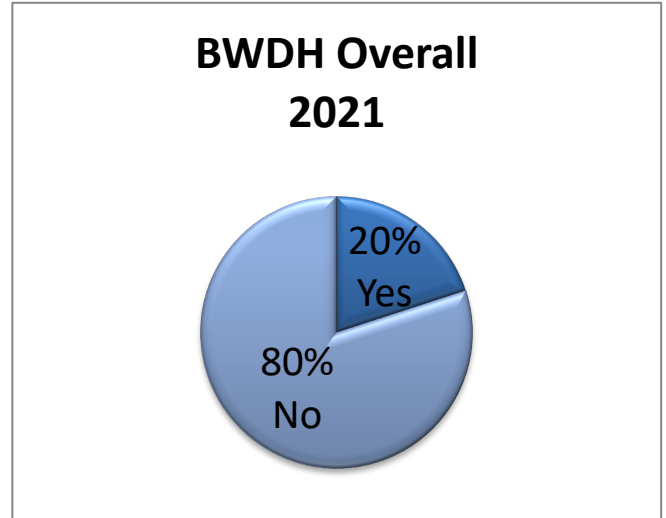
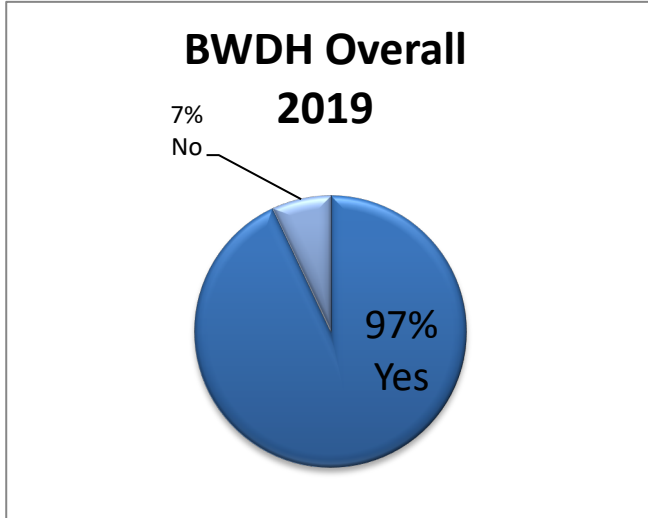
5. Are you happy with BWDH services?



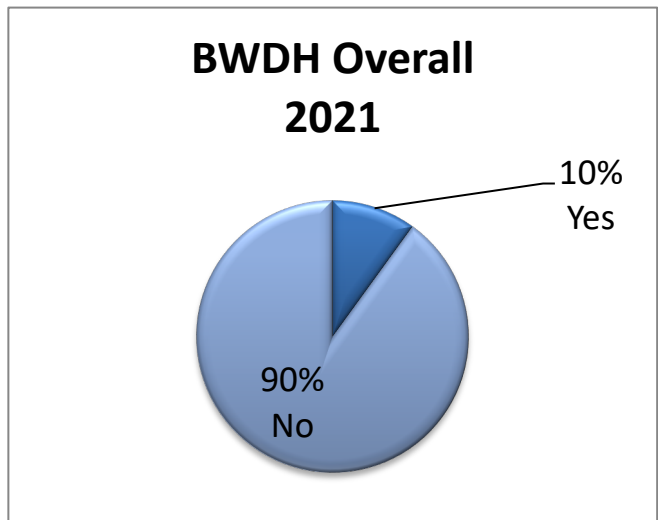
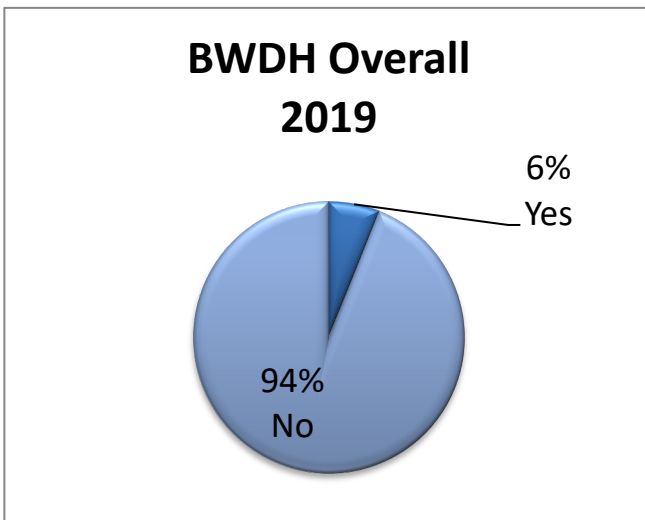
6. Overall, are you satisfied with BWDH services?



7. Do you have suggestions to improve our services?



8. Would you like someone to contact you regarding your supports/services



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The chart below provides an overview of BWDH parent/guardian survey responses per year.

	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY21
1. Feel safe and comfortable with BWDH employees?	100%	100%	98%	100%	100%	100%	100%	100%
2. Choose the services he/she receives from BWDH?	35%	42%	55%	62%	76%	53%	67%	75%
3. Treated with dignity and respect?	100%	100%	100%	100%	100%	93%	100%	100%
4. Person Centered Planning process goals improve life?	100%	94%	97%	93%	100%	87%	96%	97%
5. Are you happy with BWDH services?	98%	97%	98%	97%	100%	100%	100%	97%
6. Overall, are you satisfied with BWDH services?	98%	97%	100%	97%	100%	27%	100%	98%
Participation rate	43%	22%	39%	35%	37%	37%	26%	39%