



**BLUE WATER  
DEVELOPMENTAL  
HOUSING INC.**

*Inspiring. Individual. Independence.*

# Parent/Guardian Satisfaction Survey 2025

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This report is the annual Blue Water Developmental Housing, Inc. (BWDH) summary regarding parent/guardian satisfaction as of September 2024.

**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.

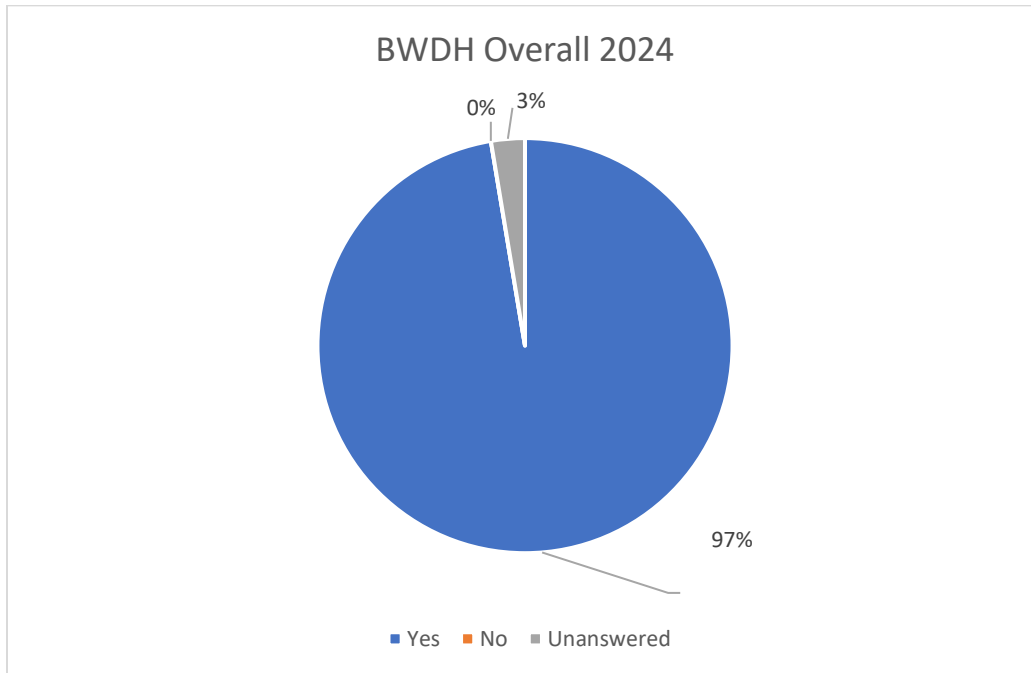
One hundred twenty (133) surveys were sent. Forty (40) parent/guardians responded to the survey that was conducted in September 2024. Seventeen (17) surveys were received from parent/guardians of individuals supported in the residential program and twenty-three (23) surveys were received from parent/guardians in the community-based program.

	Sent	Received	Participation Rate
<b>Total Surveys</b>	<b>116</b>	<b>40</b>	<b>33%</b>
<b>Residential Surveys</b>	53	17	32%
<b>Community Based Surveys</b>	63	21	33%

The parent/guardian satisfaction survey identifies issues of concern and to help prioritize future goals for the organization. It is important to note that 89% of parents/guardians reported they are happy with BWDH services. 91% feel the individuals supported by BWDH are treated with dignity and respect as well as feeling safe and comfortable with BWDH employees.

This report also includes survey results from surveys completed in 2014 through current.

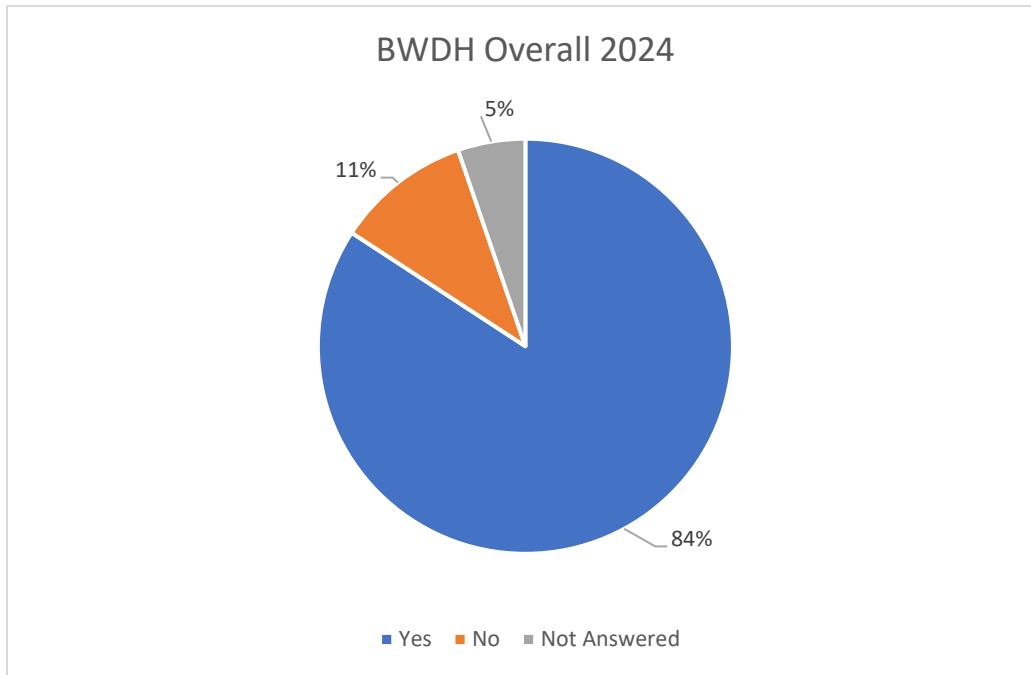
1. Does your loved one feel safe & comfortable with BWDH employees?



Comments:

- Residential
  - Very much so
- Community Based
  - We've had the same worker for 12 years and couldn't be happier
  - Delaney Rogan is like family

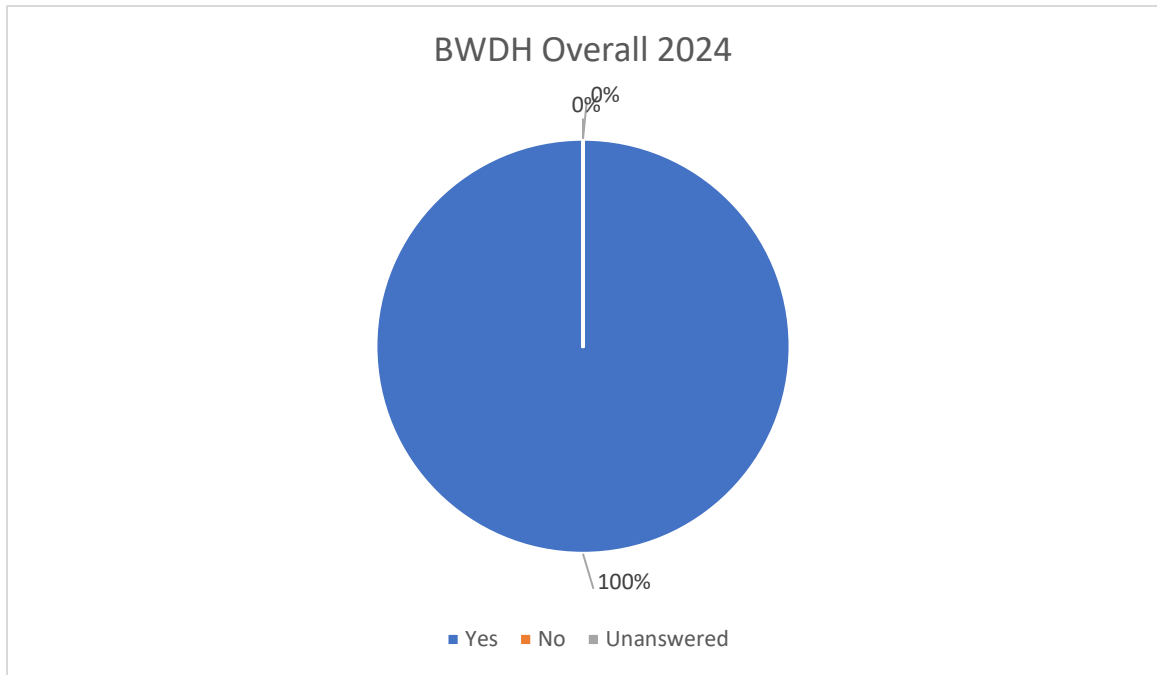
2. Is your loved one involved in choosing the services he/she receives from BWDH?



Comments:

- Residential
  - As guardian I am involved in the services he receives
  - Can't Speak
  - Cannot choose services because he is non-verbal
  - With my assistance
  - What she wants to eat.
- Community Based
  - He goes to lunch with Tabby every week. He chooses where they go.
  - Not sure how much – they do ask her – she is happy

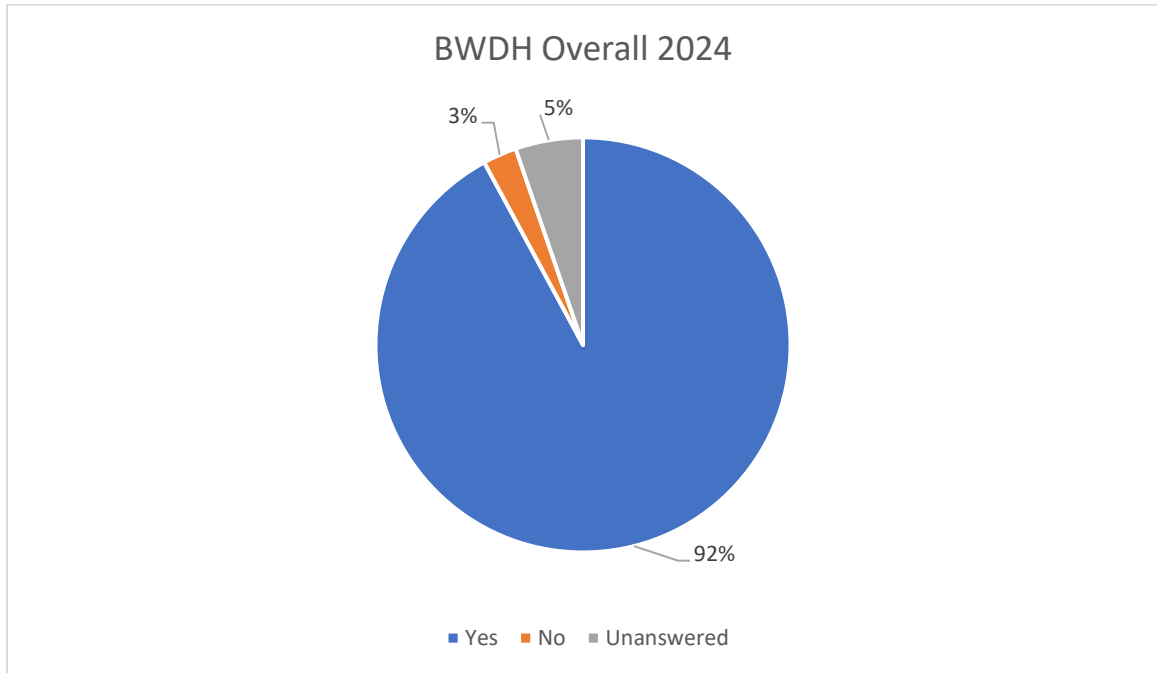
3. Does the staff treat you and your loved one with dignity and respect?



Comments:

- Residential
  - The staff is great
  - Somewhat
- Community Based
  - Leah is wonderful – gave above and beyond expectations
  - The entire BWDH staff is outstanding. Delaney is 10 steps above that; her care for Molly is beyond exceptional! She is a Godsend
  - Most of the time

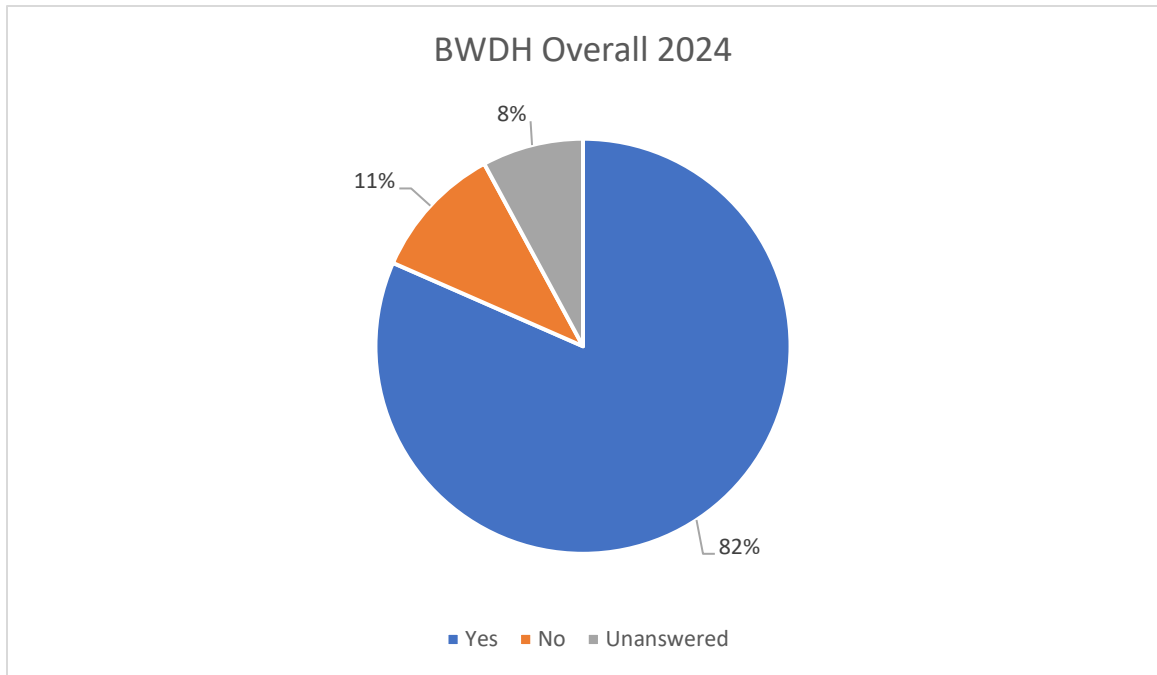
4. Do you feel the Person Centered Planning process by which annual goals are developed has improved your loved one's life?



Comments:

- Residential
  - Somewhat
- Community Based
  - The same which is good
  - He needs the consistency
  - It's a guide for home staff – recipient isn't interested in following the goals
  - Delaney is at the center of loved one's life. She knows how to motivate our loved one while providing structure and discipline.

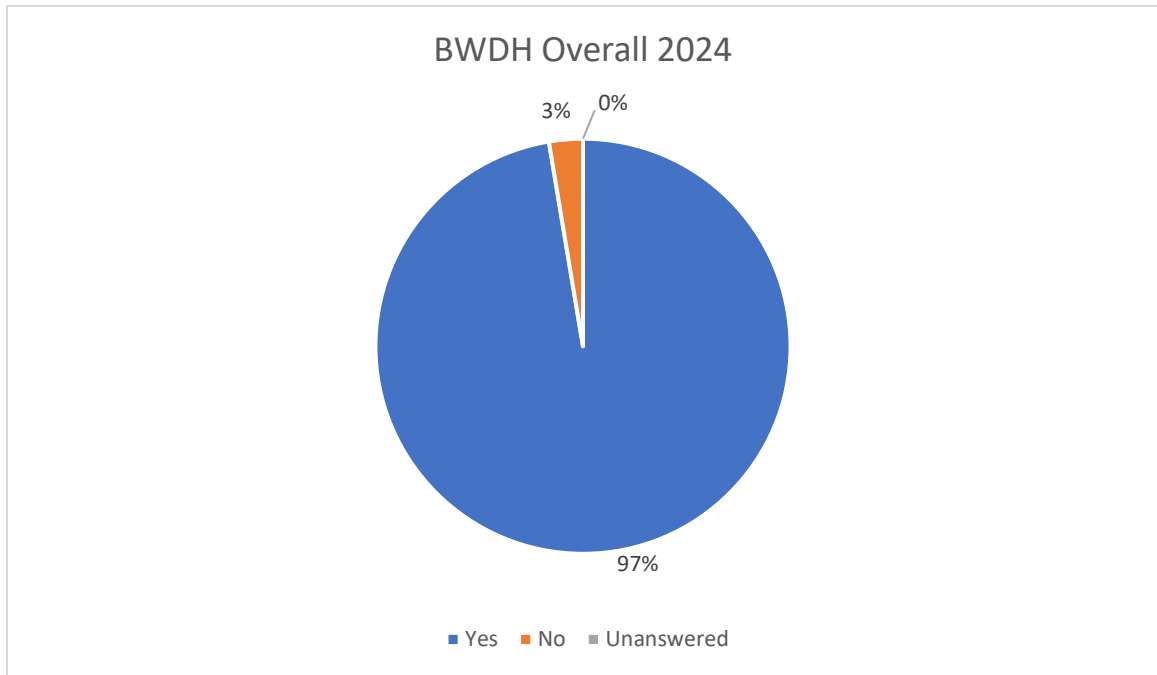
5. Do you feel your loved on has privacy to make a phone call, have guests, etc?



Comments:

- Residential
  - My daughter is unable to do that.
  - N/A
  - Can't make a call but someone does it for him.
  - He doesn't know how to make a phone call
- Community Based
  - N/A
  - He lives in senior HUD housing on his own.

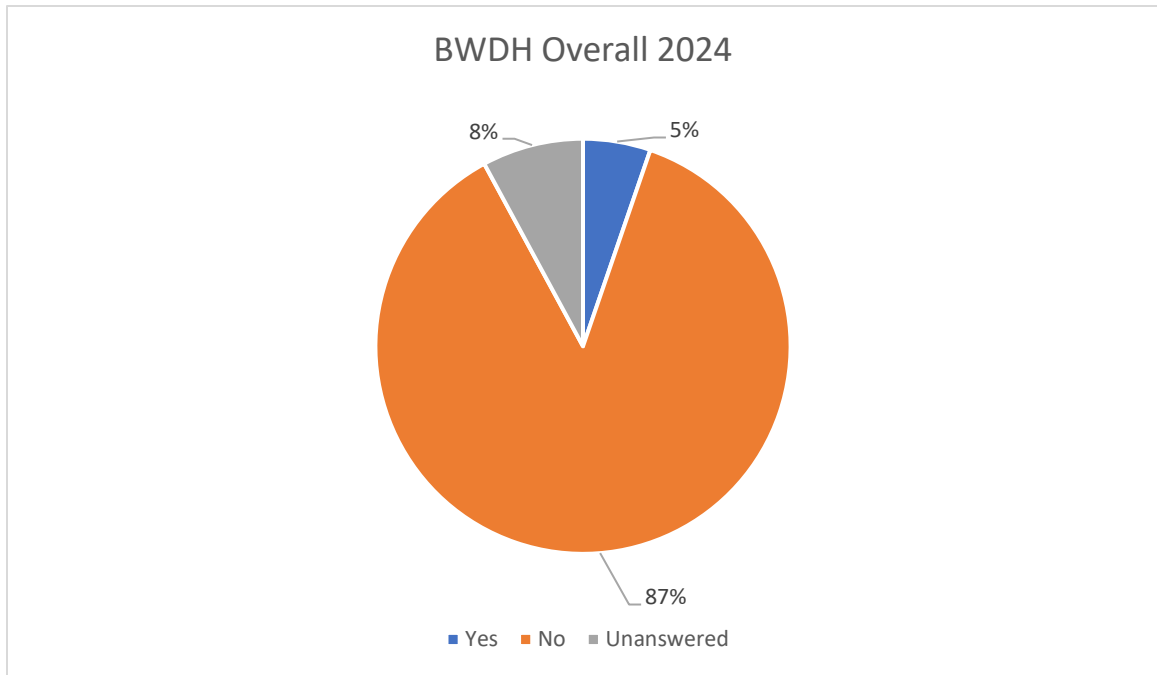
6. Overall, are you satisfied with BWDH services?



Comments:

- Residential
  - I am thankful for your service
  -
- Community Based
  - The team leader at the Smith House is amazing – the meals she plans, the food she purchases on such a small budget
  - Tabbi will have streaks where she is unavailable
  - Our loved one and I (and our entire family) love and appreciate the level of care and support that Delaney, Marie, Caitlin, Bev, and Angel provide. Our lives wouldn't be the same without BWDH. Thank you! Thank you! Thank you!

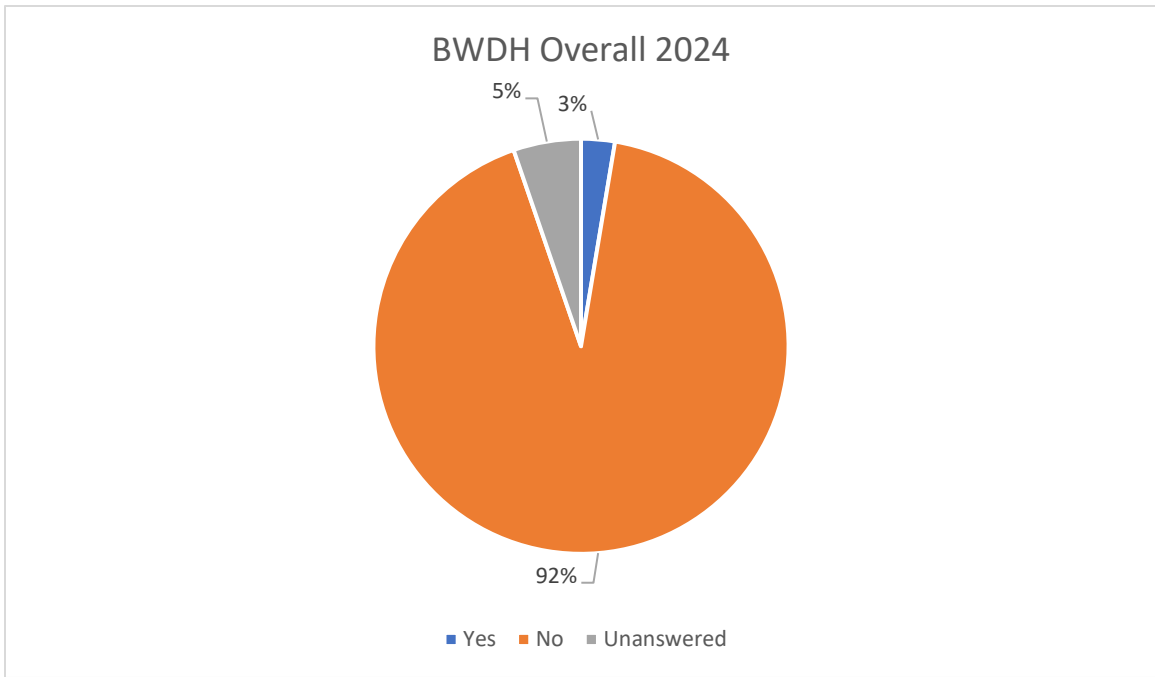
7. Do you have suggestions to improve our services?



Comments:

- Residential
  - Please continue to do background checks on new hires
- Community Based
  - For those that live in residential but attend community programs, I think they should be able to develop relationships where they can visit each other.
  - Our loved one has lived in his home for approximately 23 years. There's a lot of wear and tear in the main upstairs bathroom that could some remodeling/fixes. Also, some improvements in the kitchen, as the home hasn't had any upgrades in years
  - I have concerns regarding hiring of staff

8. Would you like someone to contact you regarding your services?



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

	FY15	FY16	FY17	FY18	FY19	FY21	FY22	FY23	FY24	FY25
<b>1. Feel safe and comfortable with BWDH employees?</b>	98%	100%	100%	100%	100%	100%	98%	95%	100%	97%
<b>2. Choose the services he/she receives from BWDH?</b>	55%	62%	76%	53%	67%	75%	82%	70%	72%	84%
<b>3. Treated with dignity and respect?</b>	100%	100%	100%	93%	100%	100%	94%	91%	98%	100%
<b>4. Person Centered Planning process goals improve life?</b>	97%	93%	100%	87%	96%	97%	92%	80%	95%	92%
<b>5. Loved one has privacy to make phone call, have guests, etc.</b>	Not Asked	Not Asked	Not Asked	Not Asked	Not Asked	Not Asked	81%	77%	78%	82%
<b>6. Overall, are you satisfied with BWDH services?</b>	100%	97%	100%	27%	100%	98%	92%	89%	98%	97%
<b>Participation rate</b>	39%	35%	37%	37%	26%	39%	39%	32%	30%	33%