

Independent Living Adult Program - Client Survey July 2025

Clients in the Independent Living Program at Miami Lighthouse for the Blind and Visually Impaired were asked to complete a satisfaction survey in June 2025 and were assisted by a staff member from another department. The survey had 22 items of which two were open-ended questions. The clients' ages ranged from 21 to 54 years of age with an average age of 44. There were 15 clients, or 71% of the 21 total clients, who completed the survey and the summary of the responses is presented below. One client had recently passed away and the responses to the survey were provided by a relative and are not included in this summary.

Survey question: *How did you hear about us?*

Responses: eight clients responded to this question of which five (63%) indicated hearing about Miami Lighthouse from a specialist or eye doctor, two (25%) indicated word of mouth, and one (13%) indicated self-recommended.

Survey question: *How has the program help your improve in the following areas? (Scale of 1 to 5 with 5 being the highest)*

Responses: Personal Management. Average rating: 5.0 (n=14)

Responses: Home Management Training. Average rating: 5.0 (n=12)

Responses: Braille Management. Average rating: 5.0 (n=2)

Responses: Communication Training. Average rating: 5.0 (n=15)

Responses: Computer Literacy. Average rating: 5.0 (n=10)

Responses: English (ESOL). Average rating: 5.0 (n=3)

Responses: Mobility and Orientation. Average rating: 5.0 (n=14)

Responses: Case Management. Average rating: 5.0 (n=13)

Responses: Low Vision Services. Average rating: 5.0 (n=3)

Responses: Support Groups. Average rating: 5.0 (n=9)

Responses: SGA. Once client rated a 5 (n=21)

Responses: Transportation Services. There were no respondents indicating using this service.

Survey question: *Do you agree or disagree with the statement "Social Workers treated me with respect". (Scale of 1 to 5 with 5 being the highest)*

Responses: Average rating: 5.0 (n=15)

Survey question: *Do you agree or disagree with the statement "Instructors were prepared and knowledgeable". (Scale of 1 to 5 with 5 being the highest)*

Responses: Average rating: 5.0 (n=15)

Survey question: *Do you agree or disagree with the statement "Program helped me feel more independent". (Scale of 1 to 5 with 5 being the highest)*

Responses: Average rating: 5.0 (n=14)

Survey question: *Do you agree or disagree with the statement "I would recommend the Lighthouse".*

Responses: Average rating: 5.0 (n=15)

Survey question: *Do you feel you are in greater control and more? (Yes=1, No=0)*

Responses: 100% of the respondents selected "Yes". (n=15)

Survey question: *Were you involved in the development and implementation of your Instructional Strategy?* (Yes=1, No=0)

Responses: 100% of the respondents selected "Yes". (n=15)

Survey question: *Where services provided at a pace that met your needs?* (Yes=1, No=0)

Responses: 100% of the respondents selected "Yes". (n=15)