

Independent Living Older Blind Program - Client Survey July 2025

ILOB Clients Satisfaction Survey Results – August 2025

During the month of August 2025 Miami Lighthouse ILOB clients were asked to complete a satisfaction survey. The survey contained 22 items of which two were open-ended questions. There were 36 clients, out of 160 total clients, who completed the survey, and the summary of the responses is presented below. The clients responding to the survey ranged in ages from 57 to 90 years old. *Note: one survey contained responses from the daughter of a deceased client and this entry was not included in the analyses.*

Survey question: How did you hear about us? (n=23)

Responses: 4% (n=1) indicated her son, 4% (n=1) indicated HRS Program-Delphi, 9% (n=2) indicated the internet, 4% (n=1) indicated primary care physician, 4% (n=1) indicated social worker, 63% (n=15) indicated specialist or eye doctor, 4% (n=1) indicated they volunteered at Miami Lighthouse, and 4% (n=1) heard about the program from word of mouth (client).

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

Responses: Personal Management. 92% rated this item a 4 or a 5 with an average rating of 4.6 (n=24)

Responses: Home Management Training. 93% rated this item a 4 or a 5 with an average rating of 4.7 (n=27)

Responses: Braille Training. 75% rated this item a 4 or a 5 with an average rating of 4.3 (n=12)

Responses: Communication Training. 78% rated this item a 4 or a 5 with an average rating of 4.2 (n=23)

Responses: Computer Literacy. 80% rated this item a 4 or a 5 with an average rating of 4.3 (n=25)

Responses: English (ESOL). The one respondent rated this item a 1. (n=1)

Responses: Mobility and Orientation. 96% rated this item a 4 or a 5 with an average rating of 4.8 (n=29)

Responses: Case Management. 86% rated this item a 4 or a 5 with an average rating of 4.5 (n=21)

Responses: Low Vision Services. 82% rated this item a 4 or a 5 with an average rating of 4.4 (n=33)

Responses: Support Groups. 90% rated this item a 4 or a 5 with an average rating of 4.6 (n=10)

Responses: SGA. 100% rated this item a 4 or a 5 with an average rating of 4.8 (n=6)

Responses: Transportation Services. 81% rated this item a 4 or a 5 with an average rating of 4.3 (n=21)

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: 91% rated this item a 4 or a 5 with an average rating of 4.7 (n=35)

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: 100% rated this item a 4 or a 5 with an average rating of 5.0 (n=33)

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: 94% rated this item a 4 or a 5 with an average rating of 4.8 (n=32)

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

Responses: 97% rated this item a 4 or a 5 with an average rating of 4.9 (n=34)

Survey question: Do you feel you are in greater control and more confident in your ability to maintain, retain, or regain gainful employment? (n=35)

Responses: 86% of the respondents selected “Yes” (n=30) and 14% selected “No” (n=5).

Survey question: Were you involved in the development and implementation of your Instructional Strategy? (n=36)

Responses: 81% of the respondents selected “Yes” (n=29) and 19% selected “No” (n=7).

Survey question: Where services provided at a pace that met your needs? (n=36)

Responses: 83% of the respondents selected “Yes” (n=30) and 17% selected “No” (n=6).