

Vocational Rehabilitation Clients Satisfaction Survey Results – November 2024

Vocational Rehabilitation clients were asked to complete a satisfaction survey between July and August 2024. The survey had 24 items of which two were open ended questions. There were 86 clients out of 172 contracted clients who completed the survey and the summary of the responses is presented below.

Survey question: How did you hear about us?

Responses: 11% (n=9) indicated DBS; 55% (n=44) indicated specialist or eye doctor; and 34% (n=27) indicated primary care physician.

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

Responses: Job Readiness. Average rating: 5.0 (n=3)

Responses: Computer Training. Average rating: 5.0 (n=64)

Responses: Personal Management. Average rating: 5.0 (n=29)

Responses: Home Management. Average rating: 5.0 (n=29)

Responses: Braille Training. Average rating: 5.0 N=23)

Responses: IPAD or iPhone Training. Average rating: 5.0 (n=30)

Responses: Communications Training. Average rating: 5.0 (n=19)

Responses: English. Average rating: 5.0 (n=5)

Responses: Mobility and Orientation. Average rating: 4.8 (n=25)

Responses: Case Management. Average rating: 5.0 (n=67)

Responses: Low Vision Services. Average rating: 5.0 (n=16)

Responses: Support Groups. Average rating: 5.0 (n=6)

Responses: Transportation Services. Average rating: 5.0 (n=20)

Survey question: Do you agree or disagree with the statement “Case managers treat me with respect”. (Scale of 1 to 5 with 5 being the highest)

Responses: Average rating: 5.0 (n=85)

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

Responses: Average rating: 5.0 (n=85)

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

Responses: Average rating: 5.0 (n=86)

Survey question: Do you feel you are in greater control and more confident in your ability to maintain, retain, or regain gainful employment? (Yes=1, No=0)

Responses: 100% of the respondents selected “Yes”. (n=86)

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=85)

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

Responses: 100% of the respondents selected "Yes". (n=86)

Survey question: Do you feel that the services provided were in direct relation to the targeted skills identified in your DBS plan? (Yes=1, No=0)

Responses: 100% of the respondents selected "Yes". (n=84)

Survey question: Do you feel that you have made progress towards your preparation for employment? (Yes=1, No=0)

Responses: 100% of the respondents selected "Yes". (n=40)

Survey question: Suggestions. **Responses:**

- Attended to class in the summer.

Survey question: Comments. **Responses:**

- Her case is closed!