



### Blind Babies Program

May 2014

45 Surveys

- 98% of parents would recommend the program to others.
- 98% of parents agree/strongly agree that program has helped them.
- 100% of parents agree/strongly agree that staff treated them with respect.

### STAR summer 2014

*33 Students*

- 100% of children agreed they were treated fairly.
- 100% of children were excited about the program.
- 100% of children felt safe in the program.
- 91% of children feel the program helps them do better in school.
- 88% of children feel they stay physically fit and healthy because of the program.
- 100% of children feel they get along with other children during camp.
- 91% of children like coming to the program.
- 91% of children would recommend the program to others.

28 Parents

- 100% of parents feel the children are treated fairly.
- 100% of parents feel the children get excited about the program.
- 100% of parents feel their children are safe in the program.
- 100% of parents feel the program helps their children do better in school.
- 100% of parents feel the program keeps their children physically active and healthy.
- 100% of parents feel their children get along with other children at the camp.
- 100% of parents feel their children like coming to the camp.
- 100% of parents would recommend this program to others.
- 100% of parents feel they are kept informed of the activities going on.
- 100% of parents feel they are kept informed of the child's progress in the program.

- 100% of parents feel welcomed by staff.
- 100% of parents feel they have a chance to share ideas.
- 100% of parents feel that the camp responds appropriately to individual needs.
- 50% of parents feel the program has made it possible for them to hold a job.
- 36% of parents feel the program has helped them miss work less often.
- 79% of parents feel the program is affordable for their child to attend.
- 57% of parents feel the program has reduced their stress level.
- 29% of parents feel the program has allowed multiple siblings to attend the program.
- 75% of parents feel the program has given children opportunities.



Better Chance Music Production Program™

Summer 2014,

26 students surveyed

### **Results**

- 100% of students surveyed agreed/strongly agreed that the program helped them become better musicians.
- 96% of students surveyed agreed/strongly agreed that the program was well structured.
- 85% of students surveyed agreed/strongly agreed that the program helped improve their academic skills.
- 100% of students surveyed agreed/strongly agreed that the instructor responded to their individual needs.
- 96% of students agreed/strongly agreed that the equipment provided was valuable and helped develop new skills.
- 96% of students agreed/strongly agreed that they would recommend the program to others.
- 87% of students agreed/strongly agreed that the program met their expectations.
- 92% of students agreed/strongly agreed that the program helped them set goals as musicians.
- 100% of students agreed/strongly agreed that they were more confident in their music skills because of the program.



Transition Students

Summer 2014

25 Students Surveyed

### Overall

- 72% of students felt the program made them feel more independent
- 84% of students felt their instructors were knowledgeable and prepared.
- 73 % of students felt their work experience prepared them a job.
- 88% of students would recommend the lighthouse to others.
- 84% of students felt the Transition program prepared them for college.

### Curriculums

- 85% of students felt their job readiness curriculum was good or better.
- 89% of students felt low vision services were good or better.
- 79% of students felt support group services were good or better.
- 75% of students felt their computer training was good or better.
- 85% of students felt their personal management training was good or better.
- 99% of students felt their home management training was good or better.
- 80% of students felt their communications skills were good or better.
- 90% of students felt their orientation and mobility training was good or better.
- 87% of students felt their case management was good or better

### Building Areas

- 80% of students felt the dining area was good or better.
- 50% of students felt the restroom area was good or better
- 99% of students felt the reception area was good or better.
- 64% of students felt the computer labs were good or better.
- 90% of students felt the instructional kitchen area was good or better.
- 95% of students felt the transportation services were good or better.

### Skill Set

- 82% of students felt their daily living skills had improved because of the program.
- 72% of students felt their computer skills because of the program.
- 75% of students felt their orientation and mobility skills have improved because of the program.
- 88% of students felt their job readiness skills had improved because of the program.
- 86% of students felt their communications skills had improved because of the program.

### Transition Related Activities

- 86% of students felt the field trips were good or better.
- 95% of students felt the work experience was good or better.
- 76% of students felt the fitness band challenge was good or better (8 did not participate).



## Vocational Rehabilitation

July 2014

76 surveys completed

The surveys consisted of six questions, with each question having a subset of areas for clients to rate including course curriculums and personal interactions.

- 93% of clients (surveyed) reported they would recommend lighthouse services to their friends and family.
- 90% of clients (surveyed) reported that they felt more independent due to the services they received.
- 60% of clients reported they felt services had prepared them for a job.
- 100% of clients felt that their instructors were knowledgeable and prepared.

### Course Curriculums

- 81% of clients reported that their computer training was good or better.
- 75% of clients reported their IPAD training as good or better (12 students participated in this class).
- 83% of clients reported their personal management training was good or better.
- 82% of clients reported their home management training was good or better.
- 84% of clients reported their Orientation and Mobility training to be good or better.
- 91% of clients reported support group services to be good or better.
- 88% of clients reported low vision services to be good or better.
- 89% of clients reported their communications training was good or better.
- 85% of clients reported their job readiness training was good or better (of 76 clients, 29 students participated in JR).
- 95% of clients reported their case manager were good or better.

### Building structure

- 77 % of clients reported transportation services were good or better.
- 73% of clients reported that dining area was good or better.
- 43% of clients reported that the bathrooms were good or better.
- 100% of clients reported that the reception area was good or better.
- 84% of clients reported that the computer lab area was good or better.
- 78% reported that the instructional kitchen area was good or better.

### Skill Set

- 97% of clients felt their orientation and mobility skills had improved.
- 70% of clients felt their job readiness skills improved. (32 clients did not provide an answer).
- 83% of clients felt their communications skills improved.
- 81% of clients felt their computer skills improved.
- 89% of clients felt their daily living skills had improved.



## Independent Living

July 2014,

43 Surveys

The surveys consisted of six questions, with each question having a subset of areas for clients to rate including course curriculums and personal interactions.

- 97% of clients (surveyed) reported they felt their instructors were knowledgeable and prepared for their classes.
- 97% of clients (surveyed) reported they would recommend lighthouse services to their friends and family.
- 95% of clients (surveyed) reported that they felt more independent due to the services they received.

### Course Curriculums

- 77% of clients reported that their computer training was good or better.
- 98% of clients reported their personal management training was good or better.
- 98% of clients reported their home management training was good or better.
- 100% of clients reported their Orientation and Mobility training to be good or better.
- 100% of clients reported their support group training to be good or better (*Of the 43 clients, 27 did not take class and of the ones that did 100% thought it was good or better*).
- 82% of clients felt their communications training was good or better.
- 92% of clients felt their case managers were good or better.
- 95% of clients reported low vision services to be good or better

### Building structure

- 78% of clients felt our transportation services were good or better.
- 85% of clients felt our dining area was good or better.
- 94% of clients felt our bathrooms were good or better.
- 97% of clients felt the reception area was good or better.
- 99% of clients felt the computers areas were good or better.
- 91% of clients felt the instructional kitchen was good or better.



## Skill Set

- 96% of clients felt their daily living skills improved.
- 75% of clients felt their computer skills improved.
- 100% of clients felt their O&M skills improved.
- 91% of clients felt their social skills improved.
- 79% of clients felt their communications skills improve.



Low Vision Surveys

June-August 2014

83 Clients Surveyed

### Overall

- 96% of clients felt their low vision exam of good or better.
- 96% of clients felt their scheduling process was good or better.
- 97% of clients felt their intake process was good or better
- 96% of clients felt their OT services were good or better.
- 99% of clients felt their training on adaptive aids was good or better.
- 91% of clients felt the adaptive aids they received helped their independence.
- 84% of clients felt the transportation services were good or better (44 clients did use our transportation).
- 99% of clients would recommend low visions services to others.

### Building Structure

- 96% of clients felt the exam room conditions were good or better.
- 98% of clients felt the waiting area was good or better.
- 97% of clients felt the bathroom area was good or better.
- 100% of clients felt the solutions store was good or better.

### Staff

- 99% of clients felt the doctor treated them with respect.
- 89% of clients felt that the OT services were helpful.



Senior Group Health and Activities Program

2014 Overall - All Quarters

135 Surveys (surveys are done every quarter)

### **Results**

- 99% of clients feel they have been making progress in the program.
- 97% of clients find staff to be helpful.
- 98% of clients find that building, supplies and equipment help them achieve their goals.
- 96% of clients feel more confident in their abilities.
- 99% of clients feel comfortable and involved in the program.
- 99% of clients enjoy and feel they have benefitted from the program.
- 98% of clients feel that participating in SGA has helped them remain independent.