

## **Client Satisfaction Survey Results**

- **98 percent of clients reported feeling safe and supported at work!**
- **94 percent reported being either very satisfied or satisfied with their services.**
- **Almost all clients reported they felt they were making progress in their goals and Therapeutic Rehabilitation met their expectations for the year.**

## **Vocational Satisfaction Surveys**

- **In 2023, over 90 percent of clients in the vocational work program reported they looked forward to going to work each day.**
- **Over 95 percent of respondents felt they have opportunities to learn new skills at work.**
- **Over 90 percent of clients report feeling valued and affirmed at work.**
- **The majority of clients responded that they are engaged in meaningful work, know what is expected of them at work and are satisfied with staff's help in developing their skills and preparing them for outside employment.**

## **Therapy Outcomes Progress**

- **At the heart of what we do when providing vocational services at Therapeutic Rehab, is promoting executive functioning skills that are useful in the workplace.**
- **Almost 15 percent of clients stepped into competitive employment this year, and many more moved into volunteer/community outreach roles. The reported quality of life satisfaction average increased in 2023 for the client population as a whole.**
- **We know all clients progress at different paces, but in 2023 ALL clients in our program made documented progress in at least one area in the vocational skills we measure.**

## ***What's Been Happening at Therapeutic Rehab?***

One of the most exciting developments in 2023 was the implementation of the Community Outreach program. Through this program and other onsite programs at our three clinics, clients had many opportunities to learn valuable professional and vocational skills through their work.

- **Tru Beans:** in Berkley clients manage an in-house coffee shop two days a week. Berkley also provides General Professional Development assisting clients in job training, resume writing, and professionalism.
- **In Troy, the Woodshop, Textiles, Finishing and Art departments** help our clients make progress in their vocational goals, while they take on challenging tasks from working with heavy equipment to patiently and carefully painting artwork to be sold at our online store.
- **E-commerce:** our clients not only created excellent pieces and projects in 2023, but in Livonia, clients completed 176 custom orders!!