

## Client Satisfaction Survey Results

- 98 percent of clients reported feeling safe at Universal Institute.
- Over 80 percent of clients reported being either very satisfied or satisfied their services.
- Over 95 percent of 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, 100 percent of clients in the vocational work program reported they looked forward to going to work each day.
- Almost 90 percent of respondents felt their work in the vocational program helped them make progress in their goals.
- Over 80 percent of clients participating in vocational services are interested in seeking employment outside Universal Institute.
- The vast majority of clients responded that they feel valued at work, are engaged in meaningful work, know what is expected of them at work and are satisfied with staffs' help in developing their skills and preparing them for outside employment.

## New Vocational Program Work Opportunities

- Laundry Crew - in collaboration with the PT department, the vocational department gives clients the opportunity to do hands on work with the laundry crew gathering, washing, folding, and delivering laundry.
- Data entry and filing, where clients can work hands on learning important administrative tasks and general skills for the modern workplace.
- Marketing - creating event flyers and marketing different events across the day program areas.

## *What's Been Happening at Universal Institute?*

In addition to access to occupational therapy, physical therapy, speech therapy and cognitive therapy, clients had the opportunity to learn valuable professional and vocational skills through their work in the following departments.

- Interior Design program offers clients the opportunity to design spaces by applying wallpaper, sanding and painting cabinets and creating large art pieces.
- Art Therapy Integration. During art therapy, clients create artwork using fabrics, clay, yarn, and paints. Creations include cards, ornaments, bath scrubs, body sprays, and blankets.
- The Graphic Design program develops weekly event flyers, custom cards, and the always outstanding quarterly newsletter.
- Cognitive therapy integration allows clients to receive support for cognitive deficits alongside their employment training and functional work tasks.