

Client Satisfaction Survey Results

- Over 95 percent of clients reported feeling safe at their residence at Universal Institute.
- Over 80 percent of clients receiving occupational therapy were satisfied with their services.
- For all other therapy programs combined, the majority of clients (over 80 percent) reported being satisfied with their services.
- 67 percent of clients were satisfied with their residential services.
- Over 95 percent of clients receiving counseling services were very satisfied (65 percent) or satisfied (30 percent) with their services.
- The majority of clients (77 percent up from 71 last year) reported satisfied with Day program services.

Service Access and Utilization

- Overall there were 56 referrals in 2023, of which 8 were admitted, 34 were denied and 14 did not follow up or were no longer interested. The average time to admission for clients admitted to our program was 4.4 months, form referral to admission.
- On average, clients receive 209 units of physical therapy per week, 339 units of occupational therapy, 199 units of speech therapy, 128 units of cognitive therapy, and 2,725 units of structured day each week.
- Occupational therapy, speech therapy, and structured day, all had utilization rates above the goal of 80%.
- Overall in 2023 79 percent of scheduled services were delivered, up from 78 percent last year.

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 attend many fun community outings including,

- Bowling
- Shopping
- Coffee shops
- Nature Walks
- Auto Shows
- Movies
- Ice Cream Shop
- Aquarium Visits

In addition to the New Vocational Program opportunities, 2023 also saw some exciting Pre-vocational Enrichment Opportunities including,

- General Store Staff
- UI Cleaning Crew
- UI Clerical Crew
- UI Laundry Crew
- Client Artisans