

Therapeutic Rehabilitation: A UI Rehab Co. 2024

Client Satisfaction Survey Results

- 100 Percent of clients reported feeling safe at work!
- Almost all clients reported being either very satisfied or satisfied 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 2024, over 90 percent of clients in the vocational work program reported they looked forward to going to work each day.
- Over 90 percent of respondents felt their work in the vocational program helped them make progress in their goals.
- Approximately 70 percent of clients 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.

Community Outreach Expansion

- Community Outreach have given many clients opportunities and various locations around the community.
- Community outreach partnerships have been expanding and there many new excited opportunities for clients to volunteer in the community.
- Two therapists have been promoted to Community Outreach Coordinators and are dedicated to embracing our clients diverse backgrounds and creative talents to foster new and impactful partnerships and opportunities.

What's Been Happening at Therapeutic Rehab?

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.

- At Berkley, TRU Beans, our barista training program expanded operation hours to two days per week, and upgraded to professional equipment, and is now a fully operational coffee cart (Built by clients at the Troy Location!)
- CabinetWorks, a national company has partnered with us to give our clients the opportunity to serve in a receptionist role while accompanied by staff.
- 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.