

## Client Satisfaction Survey Results

- 100 Percent of clients reported feeling safe at Universal Institute.
- Almost all clients reported feeling supported in the environment at Universal Institute
- Over 90 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 2024, 96 percent of clients in the vocational work program reported they looked forward to going to work each day.
- Over 95 percent of respondents felt their work in the vocational program helped them make progress in their goals.
- 70 percent of clients in the vocational program 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

- Computer Work, Clients help create weekly flyers, custom labels for retail items, newsletters, and conduct data entry tasks for receipts and billing sheets.
- Clerical work, where clients are learning how to file, label, and take inventory.
- Retail work, clients work at Winston's café, the pop-up coffee shop, as well create items such as jewelry vases and cards, with goals of retailing in future sales.

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

In June 2024 A new building was opened where 40 clients relocated to. At this new building (11 Microlab ).

- This new space houses the TRU vocation program.
- It was designed to support community work reintegration and vocational development.
- Vo-Tech is a new pre-vocational department that focuses on building skills for potential work in the future for clients.
- Vo-Tech is intended to operate as a pre-vocational "school" to prepare clients by providing them with hands on tasks and projects to build work based skills.
- The TRU vocational program focuses on integrating vocational options that support program development and community integration.