

## Client Satisfaction Survey Results

- Over 90 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 therapy programs, the majority of clients (over 72 percent) reported being satisfied with their services.
- The majority of clients reported being satisfied with Day program services.

## Location Summary

In 2024, there were significant developments in Universal's residential services. We acquired a beautiful two-story home in the Nazareth area, expanding our facilities, allowing us to provide services to more clients. Additionally, we welcomed seven new client admissions, filling many of our available rooms. To support our growing needs, we hired three new Residential Managers and a Residential Coordinator, increasing our presence and oversight within the community. Furthermore, we introduced a new Residential Coordinator Assistant position and promoted one of our managers to fill the role.

Our Structured Day Program hosted several social events and acquired more group space, allowing more variety in available group activities. The Spring Fling and Flannel Fling in May and November went extremely well and was enjoyed by all clients and staff. The Structured Day is also incorporating more wellness programming, including nutrition, yoga, mindfulness, sensory groups, and movement. Clients continue to enjoy community outings such as shopping, coffee shops, and a music festival, and wrapped up football season with the Annual UI Football Game.

## ***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
- Spring Fling
- Movies
- Music Festival

**In addition to the New Vocational Program opportunities, 2024 also saw some exciting new Structured Day Activities**

- Wellness Programming
- Nutrition Groups
- Yoga
- Mindfulness
- Sensory Groups
- Movement
- Enrichment Groups

**2024 Also featured a wellness week, where we focused on Nurturing Mind, Body, and Soul. Clients enjoyed a Spa Day where they relaxed and learned about sleep hygiene.**