



2006 Employer Satisfaction Survey Report

At Lifeworks, we are always looking for ways to improve services for our employers and to make our clients' experiences on the job more rewarding.

This year, with the help of Gantz Wiley Research (now Kenexa), we surveyed businesses that employ people with disabilities through Lifeworks to find out what's working, what's not, and what we can do better.

We are excited about the overwhelmingly positive results, and we're especially proud that 93 percent of co-workers, supervisors, managers, and human resource staff reported they are satisfied or very satisfied with Lifeworks. Now we are looking forward to building on our successes in the months and years to come.

Lifeworks
A nonprofit serving
people with disabilities

www.lifeworks.org



What we heard — quotes from employers:*

“The team we have here is awesome. We think of each of them as part of our team. They do a great job and are very pleasant to work with. I would recommend companies to hire people with disabilities.”

“Our department has seen a remarkable improvement in overall cleanliness and organization with the addition of our Lifeworks employee — the coach has been absolutely excellent with communicating and both she and our employee have added to our morale and productivity.”

“The department couldn’t run without them [Lifeworks clients]. They are proud of themselves and their jobs.”

“Lifeworks is a professional, well run organization.”

*Anonymous survey of employers

What we are doing right — and will continue to deliver:

Quality

97% are satisfied or very satisfied with the hours worked by the people employed through Lifeworks.

89% are satisfied or very satisfied with the quality of work performed and the ability to meet deadlines.

99% said we met or exceeded their expectations regarding the value they received for the wages paid.

Company satisfaction

97% would recommend Lifeworks to other businesses.

96% value the contributions made by people with disabilities employed through Lifeworks.

96% said the level of performance by the Lifeworks job coach met or exceeded their expectations.

94% said the level of performance from the people with disabilities employed through Lifeworks met or exceeded their expectations.

Working relationship

92% said the Lifeworks job coach understands how the work performed by the people with disabilities fits into the business needs of the organization.

Doing business with Lifeworks

87% said it is easy doing business with Lifeworks.

Where we can improve — our plans for 2007:

Communication

We will develop a resource packet for each employer that will give them information on Lifeworks, contact information, billing process information, and other information that will make it easier to do business with Lifeworks.

Training

We will continue to provide Lifeworks orientation training for new employers before the employees with disabilities start working. For existing businesses, we will offer ongoing Lifeworks orientation training with the goal of increasing the comfort level of people giving feedback to people with disabilities. We will emphasize the importance of customer service in our expectations of Lifeworks staff.

Selling services

We will provide training and target marketing materials for our sales force and our job coaches to effectively use the job leads you have.