



2007 Family Satisfaction Survey

Career Development and Social Enrichment Results

At Lifeworks, we are always looking for ways to improve services for our clients.

Each year Lifeworks conducts a survey of one of our customer groups with the generous support of Kenexa. During 2007 we surveyed family members of the individuals we support in our career development and social enrichment programs to find out what's working, what's not, and what we can do better.

We are excited and proud of the overwhelming positive results with 94% of the families we surveyed reporting that they are satisfied or very satisfied with the quality of services and programs Lifeworks provides; and 96% said they would recommend Lifeworks to another family.

We're especially proud that 99% of surveyed families feel Lifeworks staff treat them and their family members with respect.

Lifeworks
A nonprofit serving
people with disabilities

www.lifeworks.org



Lifeworks

Lifeworks Services, Inc.
www.lifeworks.org

Program Locations

Bloomington
Brooklyn Park
Burnsville
Eagan
Hastings
Minneapolis
North Mankato
St. Paul

Administrative Office

2965 Lone Oak Drive, Suite 160
Eagan, MN 55121
651-454-2732

This information can be made available
in an alternate format upon request.
Our TTY phone number is 651-365-3736.
Equal Opportunity Employer

What we heard — quotes from families:*

"In my opinion **Lifeworks is doing everything right**. You are the best thing that has happened for my daughter."

"I have repeatedly recommended Lifeworks to others. My son is a success because of the support he receives from Lifeworks."

"Lifeworks is heads above the rest of the programs we looked at."

"I believe that **staff at Lifeworks are outstanding**. I am impressed with the quality of each staff person I encounter."

"Continue the super job you are all doing with the **clients being your first priority**."

*Anonymous survey of families.

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

Staff support

99% feel that they and their family member is treated with respect.

92% think that staff have the skills and knowledge to meet the family member's needs.

89% agree that staff follow through on commitments.

Information and problem solving

92% say they know who to call when they have a problem, question, or need to relay information.

89% report that Lifeworks gives them the information they need.

90% agree that staff respond promptly to questions and requests.

Communication

90% feel that Lifeworks staff members share positive information as well as questions or concerns.

Where we can improve — our plans for 2008 and beyond:

Employment

Re-focus our efforts on finding good jobs for those we serve.

Planning

We will better support the transition process for graduating students and we will assist our clients to explore their interests and determine how to meet their needs within available resources.

Communication

We will continue to work on providing great customer service by communicating the information you need and providing you with positive information as well as questions and concerns.



Lifeworks Services, Inc. is CARF accredited.

CARF stands for Committee on Accreditation of Rehabilitation Facilities. Accreditation allows Lifeworks to provide a broader range of employment services to Rehabilitation Services clients.