



**Lifeworks**

A nonprofit serving  
people with disabilities

## 2010 Family Satisfaction Survey *Customized Support Results*

**As a learning organization and one of the most trusted service providers in Minnesota, we are always looking for ways to improve.**

Each year, Lifeworks conducts a survey of one of our customer groups with the generous support of Kenexa. During 2010, we surveyed **family members** of the individuals we support through **Customized Support** to find out what's on their minds and how we can continue to provide the best, highest-quality services possible.

We are excited and proud of the overwhelming positive results with **93%** of the families we surveyed reporting that they are **satisfied or very satisfied** with the quality of services Lifeworks provides; and **92%** 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**.

## Words from our families\*

"Lifeworks is **efficient, reliable, and really know what they are doing!**"

"They provide me with all the necessary services needed to have a flawless, professional relationship with our PCAs."

"It doesn't matter who you end up talking to, they all seem to **know just how to help you.**"

"Lifeworks provides prompt pay to staff in my home, never any problems, and **I love the online time cards!**"

"Lifeworks meets our needs without any hassles."

\*Anonymous survey of families served by Lifeworks.

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

### Communication

- 9 out of 10 Lifeworks families told us that our staff are **knowledgeable, detail oriented, and good listeners**. They also said that consistent communication built upon a strong relationship of trust simply makes the fiscal support system easier to navigate.
- 9 out of 10 families expressed that Lifeworks provides them with the **information they need**.
- We will continue to be committed to improving our communication whether it be written, verbal, or electronic, in order to provide families great customer service.

## What we have heard — and will continue to improve:

### Online Web Portal

- During the 2007 Lifeworks survey, families asked for an online method of accessing paperwork and submitting time cards. Lifeworks delivered by revamping its website and creating an **online web portal** allowing fast, easy-to-use time card submission.
- Lifeworks developed a **24-hour monitoring system** for the online portal to ensure it stays functional and operational around the clock.
- Lifeworks is developing an **online training** resource to guide families through the online time card process. Watch **[www.lifeworks.org](http://www.lifeworks.org)** for updates.



# Lifeworks

Lifeworks Services, Inc.

[www.lifeworks.org](http://www.lifeworks.org)

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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.