



**Lifeworks**

A nonprofit serving  
people with disabilities

# 2010 Family Satisfaction Survey

*Career Development and  
Social Enrichment 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 our **Career Development** and **Social Enrichment** services 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 and programs 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**.

Lifeworks associate Eugen Kavan, proud employee of Buffalo Wild Wings, Mankato

## What we heard — quotes from families:\*

"I don't think I could make it without Lifeworks."

"**Lifeworks staff give 150%** and make sure individuals develop their skills to a maximum degree."

"Lifeworks staff show a consistent level of care and concern. **They feel like family.**"

"When we sat down with **Lifeworks staff**, they were so **helpful**, so **understanding**, and such a welcome relief!"

"Without Lifeworks our son would be unemployed. His job provides him with a **sense of accomplishment and pride.**"

\*Anonymous survey of families served by Lifeworks.

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

### Staff support

- Lifeworks staff members pay **attention to details** that are important to families.
- Lifeworks staff members have the **knowledge and skills** to meet needs of individuals they support.
- Lifeworks provides the support my family member needs to **do the things that are important to him/her.**

### Communication

- I am able to give feedback to Lifeworks staff members.
- The communication I receive from Lifeworks is **timely, easy to understand, and useful.**

### Facilities

- Lifeworks facilities provide a **beneficial and comfortable environment** for my family member.

## The next step — our plans for 2010 and beyond:

### Learning

- We have enhanced our learning opportunities with engaging classes, work skills development curriculum, and a focused effort on community involvement.
- In 2011, we are launching a new version of our program location pages on our website, including more information about what is happening at Lifeworks.

### Employment

- We have increased the size of our job development team and associated resources to support job development.
- We have partnered with staffing and document industry leaders - and this is leading to more job opportunities.



# Lifeworks

**Lifeworks Services, Inc.**

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

### Program Locations

Bloomington  
Brooklyn Park  
Burnsville  
Eagan  
Hastings  
Mankato  
Minneapolis  
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

### Connect with us online:



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.