



2007 Family Satisfaction Survey

Customized Support 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 Customized Support program 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 92% of the families we surveyed reporting that they are satisfied or very satisfied with the quality of services and programs Lifeworks provides and 91% said they would recommend Lifeworks to another family.

We're especially proud that 92% of surveyed families feel Lifeworks staff treat them and their family members with respect.

Lifeworks
A nonprofit serving
people with disabilities

www.lifeworks.org



What we heard — quotes from families:*

"I'm so happy with Lifeworks, I came to Lifeworks from another provider and I'm very, very satisfied."

"Lifeworks paperwork is easy to understand. I am very satisfied with communications."

"I am very satisfied with Lifeworks and their ability to do what is right in the interest of our child."

"We have been **100% satisfied** with the services we received from Lifeworks...keep up the great work!"

"Lifeworks staff are patient, thoughtful, and extremely professional. **They always go the extra mile.**"

*Anonymous survey of families

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

Staff support

92% feel they and their family member is treated with respect.

89% state that Lifeworks staff have the skills and knowledge to meet the family member's needs.

Information and problem solving

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

86% report that Lifeworks gives them the information they need.

89% agree that Lifeworks staff respond promptly to questions and requests.

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

Improved systems

Lifeworks is implementing a new system that will provide you with the information you need and will allow for more timely web-based information and time entry. Watch for updates in the Customized Support newsletter.

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

Lifeworks Services, Inc.

www.lifeworks.org

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



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.