

# 2018 FISCAL SUPPORT SURVEY RESULTS

Lifeworks

A nonprofit serving people with disabilities

Each year, Lifeworks strives to provide the best experience possible to the individuals and families that we serve. We believe that everyone should have access to services that offer more control and choice over their care.

As a Financial Management Service (FMS), Lifeworks helps take care of employer-related responsibilities by ensuring compliance with labor laws, processing payroll, obtaining necessary insurances, and more. We are here so that the people we serve can focus on what matters most in their lives.

In an effort to continuously improve, Lifeworks sends out participant satisfaction surveys; the results are reviewed, reported on, and used to make changes that positively impact our services.

## Overall Results

90%

of the people we serve say that when they have a question, they feel Lifeworks staff carefully listen and understand the reason for their inquiry.

89%

say they are satisfied with the service they receive from Lifeworks.

88%

feel that when they have a question or request, Lifeworks staff respond promptly.

## Continuous Improvements

Lifeworks is working hard to help individuals successfully transition to state-required changes by offering in-person trainings, translating materials into a variety of languages, hiring native speakers, and providing assistance with completing necessary forms. We are also reviewing the website and other fiscal support marketing efforts to spread awareness of our offerings so that those who qualify for state programs know what resources are available to help them with financial management.

Alternate formats of this information are available upon request by contacting Lifeworks: 651-454-2732 | 1-866-454-2732.



## Words of Appreciation

“The team at Lifeworks is always responsive, kind, and helpful. I cannot imagine going through all the paperwork without them.”

“Everyone at Lifeworks is great. When I call and need help with something pertaining to our son’s waiver, I get answers right away. If there are any changes or new information we know and we appreciate that. We’re lucky to have Lifeworks and we’re grateful for the great staff.”