

2021 LIFEWORKS SURVEY RESULTS

Overview

Lifeworks reinvented our feedback process for 2021. Rather than simply asking how we are doing, we wanted to learn from the entire Lifeworks community and let you lead the way for innovation at Lifeworks.

What We Heard

We asked respondents to rank what was most important when receiving services from any provider and the top three answers were:

- » Having staff that they are comfortable with
- » Having the information to make the best decisions
- » Having their choices and decisions honored

When given the opportunity to envision the future, the community asked that Lifeworks consider adding the following:

- » More community-based services
- » Opportunities for people served and families to connect
- » Activities outside of normal business hours
- » Expanded service area for Day and Employment
- » Support with finding staff
- » More information about available community resources and activities
- » Housing services or support

And because there is always room for growth, respondents identified the following ways Lifeworks could improve for all participants and families:

- » Additional training for new employees
- » Regular communication and higher touch with customers
- » More user-friendly technology and virtual tools
- » Information about all of our services
- » Remove duplication of forms when possible
- » Increase wages
- » Enhanced education about updates
- » Tools, resources, and communication methods geared towards older adults

Action Items - Next Steps

Based on feedback from our customers, we plan to focus on three action items in 2022.

1. **Increase tools for customers.** After reviewing our digital and print resources, we will seek to enhance current resources and identify additional tools that we can create to improve customer engagement.
2. **Reinvent the new employee experience.** Lifeworks' staff are our most valuable asset. We will revamp and streamline the hiring and onboarding processes for staff – including support professionals working in people's homes through our Fiscal Services.
3. **Greater assistance with navigating service options.** We will increase efforts to share our knowledge of what types of support work together and communicate updates about our services, regulatory changes, and available resources.



**97% of our
customers
feel we are
responsive to
their needs.**