

Voices from our Community

2023 Lifeworks Survey

Lifeworks

A nonprofit serving
people with disabilities

Overview

We value the input of our community as it allows us to improve experiences for everyone we partner with. By enabling our community to lead the way for change at Lifeworks, we are able to pursue opportunities with their perspectives at the heart of our decisions.

Who We Heard From

We invited the Lifeworks community to tell us how we can be better partners for them. These individuals are clients, parents, guardians, support managers, social workers, and case managers.

Over 900 people responded; providing crucial insight into our strengths, areas for us to improve, and knowledge of our services.

What We Heard

When given the opportunity to envision the future, our clients asked that Lifeworks consider investing in the following:

- Recreational social opportunities
- Learning about topics relevant to people with disabilities
- New or different career opportunities
- Having culturally responsive staff
- Remote services

While we strive to provide a best-in-class experience for our community, we recognize that there is always space to improve as an organization.

Respondents identified the following areas of improvement:

- Support and troubleshooting for electronic timekeeping systems
- More frequent communication
- Streamlined processes and more convenient resources
- Increase staff support
- More choice and variety in day support opportunities

Action Items

Based on feedback from our customers, we plan to focus on three action items in 2024.

- 1. Elevate customer service standards.** In 2023, Lifeworks began to refine our customer service approach. We will continue to improve our processes to provide exceptional, person-centered customer service to all who engage with Lifeworks.
- 2. Implement modern business applications.** Lifeworks will continue to improve efficiencies through modern business applications that streamline processes for Lifeworks staff and clients.
- 3. Expand the reach of our Listen. Educate. Navigate.™ model.** At Lifeworks, advancing disability inclusion is our True North. Through our Listen. Educate. Navigate.™ model, we are living into our mission of partnering with people with disabilities and ensuring all people with disabilities are heard and they can navigate complexities of the disability service system while educating the community on creating a more inclusive world.

