

Voices from our Community

Overview

Each year, we ask our community of clients and caregivers to share what's working and where we can do better. Their insights lead the way for change at Lifeworks, improving the experiences for everyone we impact and helping us build communities where disability inclusion is the standard.

Who We Heard From

This year, 1,036 clients, parents, guardians, and support managers shared their experiences. 59% of responses came directly from clients, reflecting our commitment to centering the voices of people with disabilities as we shape the future of our services.

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What We Heard

- **Staff make the difference.** Many shared that Lifeworks staff are caring, professional, and reliable, often making a meaningful difference in employment, independence, and quality of life.
- **Support that matters.** Clients and families appreciate the consistency of services and the ways Lifeworks helps them reach personal goals.
- **High overall satisfaction.** 91% of respondents said Lifeworks meets their needs and value our partnership.

Action Items

Feedback affirms the work already underway at Lifeworks and helps us focus on the areas that matter most. In 2026, we will continue strengthening and refining the following priorities:

1. **Enhancing communication practices.** We will build on the steps we have taken to provide clearer, more consistent communication by reinforcing response expectations, increasing proactive outreach, and ensuring clients and families stay informed throughout their Lifeworks experience.
2. **Improving technology and streamlining processes.** We have been actively addressing challenges within tools like EVV platforms and simplifying key steps such as onboarding and payroll. We will continue improving usability, reducing friction, and making our systems more intuitive and accessible.
3. **Supporting and retaining knowledgeable staff.** Strong relationships with trusted staff drive strong outcomes. We will work to expand training supports, improve access to resources like internal knowledge bases, and strengthen retention efforts to promote consistency in services.