

Vision: A world where disability inclusion is the standard

Mission: To be the partner of choice in advancing disability inclusion

Strategic Areas of Focus

Continuous Improvement Culture

Foster an inclusive and high-performing culture

Scalable Infrastructure

Modernize physical assets, service delivery, and IT systems

Advancing Universal Disability Inclusion

Champion disability inclusion across communities, workplaces, and policies

Access & Expansion

Expand to underserved geographies and populations

3-Year Organizational Outcomes

- 10% revenue growth year-over-year
- 100% of leaders model values-driven leadership
- 100% of information technology services and vendors are audited annually
- 75% of Minnesotans live within 30 minutes of a Lifeworks Center for Disability Inclusion
- Launch global disability inclusion training platform by December 31, 2028

Organizational Strategies

Lifeworks uses the Balanced Scorecard framework to measure our success.

Continuous Improvement Culture

1. Establish consistent service benchmarks across internal and external customer touchpoints.
2. Build a results-oriented culture by aligning team and individual goals to business outcomes.
3. Embed accountability into annual goals, targeting 85% of individual goals met.
4. Build and sustain a workforce where diverse talent is actively recruited and equitably retained – achieving measurable gains in representation and belonging.

Scalable Infrastructure

1. Develop an information technology (IT) framework to implement formal IT service management practices.
2. Develop and maintain an enterprise technology roadmap based on the results of annual information and service audits.
3. Standardize processes to align upstream (intake, eligibility) and downstream (billing, reporting) functions.
4. Implement automation for routine tasks to reduce staff workload and expand timely access to services for clients.

Advancing Universal Disability Inclusion

1. Establish strategic volunteer partnerships with 5 new corporate partners annually.
2. Deploy complimentary disability inclusion trainings as a value-add for 100% of new employment partners.
3. Launch legislative campaign to promote statewide disability inclusion support by January 31, 2026.
4. Increase client job placements by 5% annually.

Access & Expansion

1. Forge partnership with the Minnesota Department of Corrections to serve incarcerated individuals with disabilities by December 31, 2027.
2. Finalize a 3-year Lifeworks Centers for Disability Inclusion plan by March 31, 2026.
3. Co-create satellite Lifeworks locations with faith communities and civic organizations nationwide.
4. Merge and/or partner with existing disability services providers and convert to Lifeworks Centers for Disability Inclusion.