

2016 LIFEWORKS FAMILY SATISFACTION SURVEY

At Lifeworks, it's our daily ambition to aim higher. We believe people with disabilities and their families should have access to the highest quality, most innovative programs and services available. To gauge the effectiveness of our continuous improvement efforts, we sent out a family satisfaction survey in December 2016.

OVERALL RESULTS

- **91 percent** of survey participants said that Lifeworks staff members treat their family with respect.
- **86 percent** of respondents reported being satisfied with the quality of service Lifeworks provides.
- **85 percent** of those who chose to participate in the survey said they would recommend Lifeworks to other families.
- **83 percent** of survey participants agreed that Lifeworks staff members pay attention to important details.
- **83 percent** of respondents said that Lifeworks staff members have the knowledge and skills to meet the needs of their family member.



WORDS OF APPRECIATION

“Lifeworks provides my son with self-respect and a sense of accomplishment through the employment opportunity and coaching they provide him.”

“We feel confident that our daughter is in a safe, caring environment that meets her special needs. She loves Lifeworks and literally runs to her van every morning.”

“Lifeworks has been immensely helpful to the self-worth and productive employment of my daughter for over 13 years.”

“The opportunity Lifeworks gave to my son to prove himself and gain full-time employment with a great company with excellent pay and benefits has changed his life for the better.”

“I’m very happy my sister has been a part of Lifeworks for over 25 years. I think it is a wonderful, life-affirming organization.”

AREAS OF IMPROVEMENT

- Though we strive for perfection every day at Lifeworks, we recognize that we must constantly improve in order to meet the needs of our community and the people with disabilities that we serve.
- Through your survey responses, we heard from you that having consistent, knowledgeable staff members is a paramount concern. While we work hard to retain employees, we experience a relatively high turnover rate in many of our direct care positions where wage competitiveness is difficult due to the low unemployment rate in our geographic area.
- Despite these challenges, we remain committed to rigorous hiring standards to ensure well-qualified staff members are taking care of your loved ones.
- We also heard that less than 80 percent of respondents agreed that Lifeworks communicates changes to their satisfaction. As an organization that values transparency, we are making efforts to improve our communication and inform you of changes promptly and thoroughly.

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This information can be made available in an alternate format upon request. Our TTY phone number is 651-365-3736.
Lifeworks is an Equal Opportunity Employer.