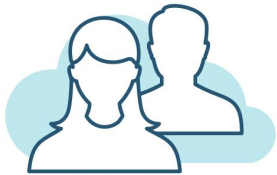


Clickability is a disability services directory with customer ratings and reviews. LSA ran a pilot with Clickability in 2017 and 2018 to test its relevance for LSA participants. [Click here](#) to see all the reviews.



16

Attendant care providers who participated



71

Reviews collected over the pilot



Staff, customer service, communication & reliability
Most important to LSA participants



96%

Reviews that were endorsements



75%

Percentage of relevant LSA participants who wrote reviews

"To be called and asked what we think is amazing. It's so great to be able to provide this feedback - thank you so much." - LSA Participant

"We are blown away with these reviews! It makes it all worthwhile. Thank you!" - LSA Provider



100%

Providers who gave a 5-star rating of the pilot



Having different ways to connect
makes it more likely for LSA participants to give feedback



315%

Increase in use of Clickability in SA through the pilot