Caring for Generations
JF&CS
Jewish Family & Children's Service

ADULT FAMILY CARE 2025 SURVEY RESULTS

BACKGROUND

Jewish Family & Children's Service (JF&CS) Adult Family Care (AFC) program is a MassHealth program that helps individuals aged 16 and older to live in the community with related or non-related families by offering financial assistance and support services. Through the services of the JF&CS AFC program, people needing assistance with care maintain as much independence as possible, while living in their community. JF&CS registered nurses and case managers offer ongoing education, advocacy, and healthcare oversight though home visits, phone consultations, and 24/7 on-call emergency support.

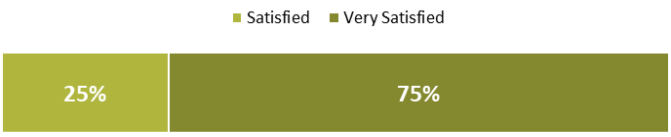
In 2025 JF&CS surveyed clients, caregivers, and legal guardians to ensure that the agency was providing high-quality services; to check that clients, caregivers, and legal guardians were satisfied with the services that they received; that caregivers felt supported and equipped to care for their client; and to seek feedback on further support needs.

AFC staff provided clients with a link to complete the survey electronically or a paper survey. **Forty-four clients** participated in the survey, resulting in a 91% response rate for those clients able to be surveyed. Caregivers received the survey by email and by mail. **Thirty-three caregivers** participated, with 41% of caregivers responding overall. Legal guardians received the survey by email and by mail. **Seventeen legal guardians** provided feedback, representing 33% of legal guardians surveyed.

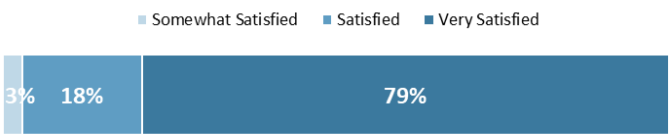
OVERALL SATISFACTION WITH JF&CS AFC PROGRAM

JF&CS strives to provide services and support that clients, caregivers, and legal guardians are satisfied with. The majority of clients, caregivers, and legal guardians responding to the surveys are *"satisfied"* or "*very satisfied*" with the JF&CS AFC program.

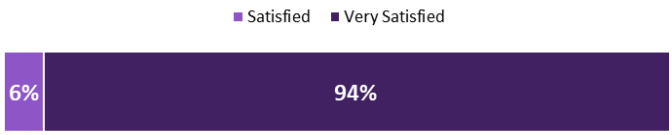
CLIENTS (*n* =40)



CAREGIVERS (*n* = 33)



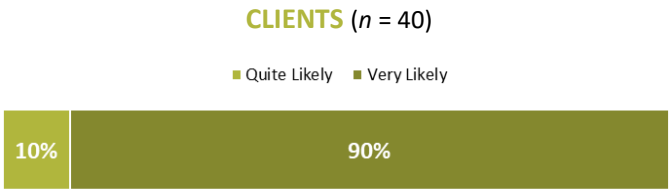
LEGAL GUARDIANS (*n* = 17)

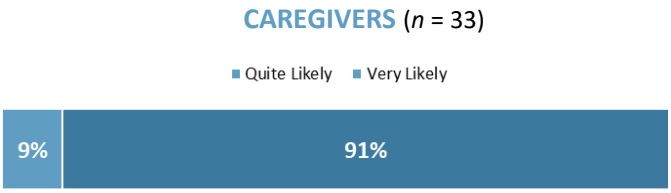


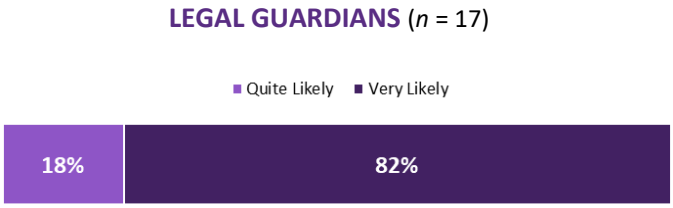
"They are very helpful and compassionate the best help we have for my son" – Caregiver

"The staff has been efficient and personable, flexible and just great to deal with." - Legal Guardian

As another means of gauging satisfaction with our services, we asked if survey responders would recommend the JF&CS AFC program to others interested in AFC services. All responding are "*quite likely*" or "very *likely*" to recommend our program.







> *"I regularly recommend JF&CS AFC to other families."*- Legal Guardian

Legal guardians were also asked overall, how well the AFC program meets their family member's needs. All 17 legal guardians responded, "very well."

LIVING IN THE COMMUNITY

A primary goal of the AFC program is for clients to be able stay in the community of their choice with the assistance of a respectful caregiver.

100% of clients reported that they like the community where they live with their caregiver *"quite a bit"* or "very much." *(n* = 40)

> What Client likes the JF&CS AFC program: *"Get to stay in your community and be with your friends."* – Client

100% of clients responding stated that their caregiver *"usually"* or *"always"* treats them in a respectful manner. (*n* = 41)

100% of legal guardians responding thought that their family member's caregiver *"always"* treats them in a respectful manner. (*n* = 17)

INTERACTIONS WITH STAFF

JF&CS nurses and case managers strive to work closely with clients and caregivers to provide care and resources to support the clients' abilities to remain in the community. Because each client's and caregiver's needs are different, not all questions applied to each person responding.

ENGAGING WITH STAFF

100% of clients responded that AFC staff *"always"* engage with them in a **respectful** and **professional manner**. (*n* = 40)

100% of caregivers responded that AFC staff *"always"* engage with them in a **respectful** and **professional manner**. (*n* = 33)

100% of legal guardians responded that AFC staff *"always"* engage with their family member in a **respectful** and **professional manner**. (*n* = 17)

> *"I like my staff and our visits. I never feel rushed when my nurse and case manager visit."* - Client
>
> *"It's good to talk about what I'm doing with my staff."* - Client

100% of clients responded that AFC staff "usually" or *"always"* **communicate efficiently** with them. (*n* = 40)

100% of caregivers responded that AFC staff *"usually" or "always"* **communicate efficiently** with them. (*n* = 33)

100% of legal guardians responded that AFC staff *"always"* **communicate efficiently** with their family member. (*n* = 17)

> *"The team that we have are extremely professional, courteous, efficient, friendly, and most of all - caring. We couldn't ask for a better team."* – Caregiver

100% of clients for whom it was applicable *"usually"* or "*always*" can **schedule visits** with AFC staff easily. (*n* = 30)

100% of caregivers *"usually"* or *"always"* can **schedule visits** with AFC staff easily. (*n* = 33)

100% of legal guardians for whom it was applicable reported that their family member *"usually"* or "*always*" can **schedule visits** with AFC staff easily. (*n* = 17)

> *"[Staff] are always available and very easy to coordinate with, are always kind and happy"* – Caregiver

RESOURCES

98% of clients responded that the AFC staff are "*usually*" or "*always*" **knowledgeable about other resources** in the community. (*n* = 40)

97% of caregivers responded that the AFC staff are "*usually*" or "*always*" **knowledgeable about other resources** in the community. (*n* = 32)

100% of legal guardians report responded that the AFC staff are "*usually*" or "*always*" **knowledgeable about other resources** in the community. (*n* = 17)

"Your staff are knowledgeable and are willing to assist finding doctors, neurologists, and dentist. They interact with my daughter and ask her how she is doing." – Caregiver

CAREGIVER TRAINING

Caregivers are required by MassHealth to complete 8 hours of training each year. JF&CS uses a fully online training system that tracks caregiver trainings and completion. JF&CS supplements the large range of topics offered by this training system with additional specialized trainings. For caregivers who prefer to do in-person trainings, AFC staff are available to conduct trainings with them during their monthly visits or at different, scheduled times.

78% of caregivers report that the content of trainings offered by JF&CS met their needs *"quite a bit"* or *"very much."* (*n* = 32)

Future training areas recommended by caregivers includes:

- ADL's
- Guidance on taking about adult relationships: client rights and safety
- Sexual relationship training
- Teaching stranger dangers
- Simple work and vocational skills training
- CPR First Aid
- Nutrition

FOLLOW UP/ACTION STEPS

In 2025, AFC again provided survey links to clients so that they can complete an electronic survey, which results in a higher participation rate than using paper surveys for those able to participate. We continued to send online links and paper surveys to caregivers and legal guardians. These processes have had the most impact on stakeholders

being able to access their respective surveys. The program will continue to use both electronic and paper surveys in 2026 so that clients, caregivers, and legal guardians can participate using the format that works best for them.

Three-quarters of caregivers reported that the trainings offered this year met their needs “quite a bit” or “very much.” Similar to other years, several caregivers noted that some training seemed more appropriate for group settings. The program will continue to seek new training courses that not only meet program requirements (determined by funding and accrediting bodies), but also the interests of the caregivers, with suggested topics listed above. Some of the training topics listed are currently available as additional optional trainings for caregivers, so AFC staff will work with caregivers on how to find and access the optional trainings within the online training platform.

Comments frequently cite the connection with the staff as a main positive component of the program. Respondents find them “caring” and “helpful” and note that these qualities have an impact.

In previous years, caregivers noted a need for additional resources. As seen in this year’s results, caregivers, clients, and staff feel that staff are knowledgeable of resources in the community. In comments regarding what would make AFC better, two famlies requested resources for social groups and one would like resources clients seeking employment. AFC staff will continue to work with families in seeking resources, including providing contact information for the JF&CS Disabilities Resource Network (DRN). The DRN provides guidance in navigating the various systems of support available to an individual with disabilities and offers a compassionate place to consider steps for transition, support, and futures planning.