

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 through home visits, phone consultations, and 24/7 on-call emergency support.

In 2026 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 with a paper survey. **Twenty-three clients** participated in the survey, resulting in a 47% response rate for those clients able to be surveyed. Caregivers received the survey by email and by mail. **Thirty-four caregivers** participated, with 44% of caregivers responding overall. Legal guardians received the survey by email and by mail. **Twenty legal guardians** provided feedback, representing 43% 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 = 21)

■ Satisfied ■ Very Satisfied



CAREGIVERS (n = 34)

■ Satisfied ■ Very Satisfied



LEGAL GUARDIANS (n = 19)

■ Satisfied ■ Very Satisfied



"The support I receive is invaluable. I have someone to turn to when life with my special needs son becomes difficult and hard to bear." – Caregiver

"It provides the services we did not find elsewhere" - Legal Guardian

"Very attentive and aware of what caregivers do that often gets overlooked" - Caregiver

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.

CLIENTS (n = 22)

■ Very Likely



CAREGIVERS (n = 34)

■ Quite Likely ■ Very Likely



LEGAL GUARDIANS (n = 19)

■ Quite Likely ■ Very Likely



“I regularly recommend JF&CS AFC to other families.”- Legal Guardian

*“I have told people with children about this program”
- Caregiver*

Legal guardians were also asked overall, how well the AFC program meets their family member’s needs. Three responded “somewhat well” and 17 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.



91% of clients reported that they like the community where they live with their caregiver “quite a bit” or “very much.” (n = 23)

“It’s interesting because I get to enjoy activities in my community” – Client



100% of clients responding stated that their caregiver “usually” or “always” treats them in a respectful manner. (n = 23)

100% of legal guardians responding thought that their family member’s caregiver “usually” or “always” treats them in a respectful manner. (n = 20)

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 = 23)

100% of legal guardians responded that AFC staff “always” engage with their family member in a **respectful** and **professional manner**. (n = 20)

100% of caregivers responded that AFC staff “always” engage with them in a **respectful** and **professional manner**. (n = 34)

“I really like how good of a listener [staff] is, I can trust her, she's reliable and friendly. She doesn't interrupt me and I find that very respectful.” - Client

“Always pleasant in conversation, friendly and respectful” - Caregiver

100% of clients responded that AFC staff “always” **communicate efficiently** with them. (n = 22)

100% of legal guardians responded that AFC staff “usually” or “always” **communicate efficiently** with their family member. (n = 20)

100% of caregivers responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 34)

“Profession, kind and caring staff. Quickly respond to any questions I may have.” – Caregiver

100% of clients for whom it was applicable “always” can **schedule visits** with AFC staff easily. (n = 18)

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 = 18)

100% of caregivers “usually” or “always” can **schedule visits** with AFC staff easily. (n = 34)

“Our nurse and case manager are friendly and flexible in scheduling” – Caregiver

“Flexibility in the staff are very nice” - Client



RESOURCES

95% of clients responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 22)

95% of legal guardians report responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 20)

“I like my staff, they help me find different activities” - Client

“They seek out needed resources when they don't immediately know.” – Legal Guardian

100% of caregivers responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 34)

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.



88% of caregivers report that the content of trainings offered by JF&CS met their needs “quite a bit” or “very much.” (n = 34)

“Very educational, they keep your mind very active” – Caregiver

“Easy, convenient access and content structure” – Caregiver

Future training areas recommended by caregivers includes:

- How to organize all my records ([client name] related) , how to store old records, how to organize all the different medical tracking
- Dealing with SSDI issues
- Pointers on integrating into the community
- Issues of sexuality for young adults with disabilities (actually range of ages 30 to 40)
- In person first aid with certificate
- Caregiver Support Group monthly
- How to talk about coming doctors' appointments
- Help using i phone, maybe talk to text

FOLLOW UP/ACTION STEPS

In 2026, AFC again provided survey links to clients so that they can complete an electronic survey. AFC clients who attend the agency's CHAI Works program were provided paper copies so that they could complete the survey when onsite. 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. This year we saw a decrease in the response rate for clients, while we saw an increase in the response rate for legal guardians. The reduced participation may have been from some clients being sent the electronic link instead of accessing the link during a visit. In 2027 the program will work to increase client participation. The program will continue to use both electronic and paper surveys in 2027 so that clients, caregivers, and legal guardians can participate using the format that works best for them. We will also work with the program to identify any impediments to client participation.

Comments frequently cite the connection with the staff as a main positive component of the program. Clients find staff to be "nice," like that staff come to their house, and they feel supported and listened to. Caregivers and legal guardians find the AFC staff to be flexible, supportive when an issue arises, and caring. These qualities have an impact on clients, caregivers, and legal guardians.

Eighty-eight percent 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.

When asked about changes that could make the program better, two caregivers noted that electronic caregiver forms/logs would be easier than paper forms that require scanning and attaching to submit. Along the lines of relying more on digital organization, one caregiver noted that training on how to organize the "volume of paperwork, medical records etc." digitally would be useful.