

## BACKGROUND

Jewish Family & Children's Service (JF&CS) Adult Family Care (AFC) program is a MassHealth program that helps individuals age 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 2022, 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 hand delivered paper surveys to all clients. Clients were provided a return envelope for mailing the survey back to the Department of Evaluation and Learning (DEL) or for having AFC staff return the survey for them. **Forty-four clients participated** in the survey. Caregivers received the survey by email. **Thirty-two caregivers** participated, with 44% of caregivers responding overall. Legal guardians received the survey by email and by mail. **Nineteen legal guardians** provided feedback, representing 50% of legal guardians.

## 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 "very satisfied" with the JF&CS AFC program.

**CLIENTS** (n = 30)

■ Satisfied ■ Very Satisfied



**CAREGIVERS** (n = 44)

■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied



**LEGAL GUARDIANS** (n = 19)

■ Dissatisfied ■ Satisfied ■ Very Satisfied



*"The program is run efficiently and with great care directed to the wellbeing of the individual receiving care. The staff is professional, caring, respectful, and knowledgeable." – Legal Guardian*

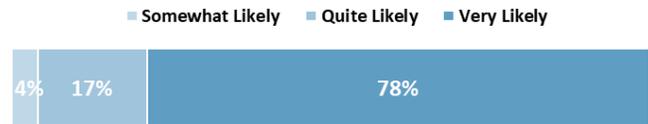
*"I like that the AFC program's case managers and nurses are easy to contact and schedule dates with. They always seem to have a true interest and desire to help." – Caregiver*

As another means of gauging satisfaction with our services, we also wanted to know if survey responders would recommend the JF&CS AFC program to others interested in AFC services. Almost all are “quite likely” or “very likely” to recommend our program.

**CLIENTS** (n = 30)



**CAREGIVERS** (n = 46)



Legal guard **LEGAL GUARDIANS** (n = 19) how well the AFC



“It is a very good program for someone caring for a loved one at home.” – Caregiver

program meeting their family member’s needs. Eighteen of nineteen 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.



**97%** of clients reported that they like the community where they live with their caregiver “very much.” (n = 29)



**100%** of clients responding stated that their caregiver “usually” or “always” treats them in a respectful manner. (n = 30)

**100%** of legal guardians responding thought that their family member’s caregiver “usually” or “always” treats them in a respectful manner. (n = 19)

## 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 = 30)

**95%** of legal guardians responded that AFC staff “always” engage with their family member in a **respectful** and **professional manner**. (n = 12)

**100%** of clients responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 28)

**100%** of legal guardians responded that AFC staff “usually” or “always” **communicate efficiently** with their family member. (n = 12)

**100%** of client for whom this applied “usually” or “always” can **schedule visits** with AFC staff easily. (n = 23)

**90%** of legal guardians reported that their family member “always” can **schedule visits** with AFC staff easily. (n = 19)

**100%** of caregivers responded that AFC staff “usually” or “always” engage with them in a **respectful** and **professional manner**. (n = 46)

*“The staff assigned to my case are very helpful & supportive. They also listen to my concerns and actively help me to find solutions.” – Client*

*“JF&CS staff are kind, empathetic, knowledgeable and professional.” – Caregiver*

**100%** of caregivers responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 46)

*“The program is run efficiently and with great care directed to the wellbeing of the individual receiving care. The staff is professional, caring, respectful, and knowledgeable.” – Legal Guardian*

**96%** of caregivers “usually” or “always” can **schedule visits** with AFC staff easily. (n = 46)

*“I like that the AFC program’s case managers and nurses are easy to contact and schedule dates with.” – Caregiver*



## RESOURCES

**97%** of clients responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 29)

**91%** of caregivers responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 43)

**88%** of legal guardians report responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 18)

## 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.



**85%** of caregivers report that the content of trainings offered by JF&CS met their needs “quite a bit” or “very much.” (n = 46)

**89%** of caregivers report that the training methods offered meet their needs “quite a bit” or “very much.” (n = 46)

### Future training areas recommended by caregivers includes:

- Financial/money management
- Futures planning
- How caregivers can take care of themselves
- Non-emergency advice
- Nutrition and meal planning
- Community options and services
- Positive behaviors or supports
- First aid certification
- Alternative approaches to teach behaviors.

## FOLLOW UP/ACTION STEPS

Most caregivers reported that the trainings met their needs and the online training methods worked well for them. Some noted that they like having the trainings online. Several caregivers noted that some training seemed more appropriate for institutional caregiving. 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. Some of the training topics listed are currently available as additional optional trainings for caregivers on the agency's training platform, so AFC staff will work with caregivers on how to find and access the optional trainings of interest to them.

We continue to survey legal guardians; for those clients who are not able to participate in the feedback process or who do so with difficulty, the goal is that their legal guardian can report on their family member's experience. While the response rate for this group had been low since we started surveying legal guardian, we have found that sending a paper survey in addition to the online survey has increased the response rate.

As in other years, several survey respondents felt that staff are not able to provide them with resources in their community. Part of the issue is the lack of resources and supports that exist in the larger community – so at times the resources a family is looking for do not exist. However, 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.