

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 2023 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 during visits to complete the survey electronically. **Thirty-eight clients participated** in the survey, resulting in a 62% response rate for those clients able to be surveyed. Caregivers received the survey by email and by mail. **Forty caregivers** participated, with 58% of caregivers responding overall. Legal guardians received the survey by email and by mail. **Twenty-four legal guardians** provided feedback, representing 55% 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 = 35)

■ Satisfied ■ Very Satisfied



CAREGIVERS (n = 37)

■ Satisfied ■ Very Satisfied



LEGAL GUARDIANS (n = 23)

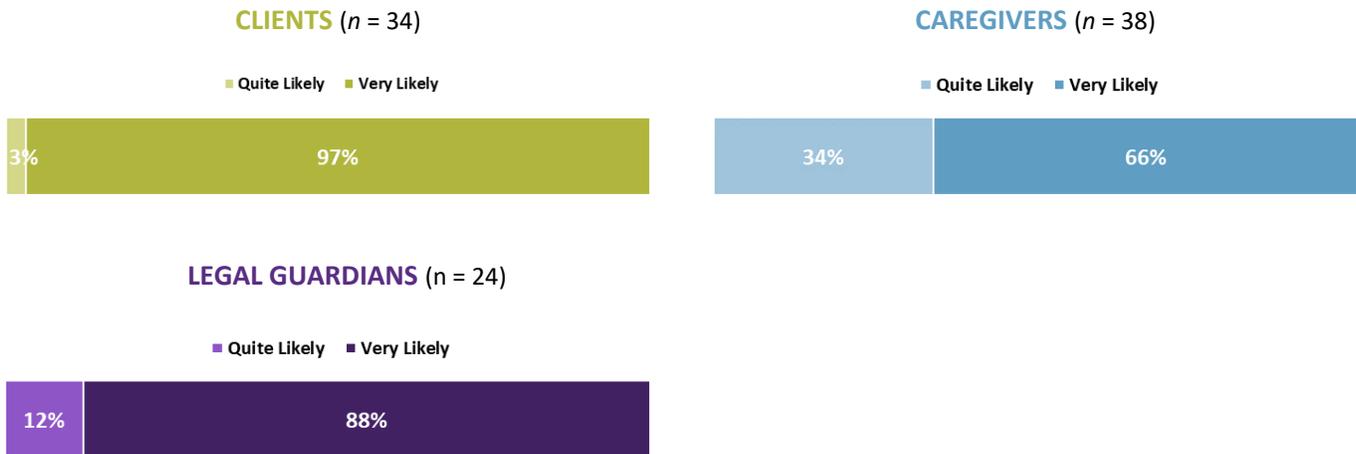
■ Satisfied ■ Very Satisfied



"We are grateful for the opportunity to participate in the program and for the excellent assistance JF&CS has provided to us." – Legal Guardian

"I like the caring staff and they have been so supportive in every way to meet the needs of our son. They are very professional and do a fabulous job creating realistic goals and communicating and following through with them." – 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. All responding are “quite likely” or “very likely” to recommend our program.



Legal guardians were also asked overall, how well the AFC program meeting their family member’s needs. Twenty-two of 24 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 “quite a bit” or “very much.” (n = 35)

“Because it’s not as noisy. I enjoy quiet” – Client



97% of clients responding stated that their caregiver “usually” or “always” treats them in a respectful manner. (n = 36)

100% of legal guardians responding thought that their family member’s caregiver “always” treats them in a respectful manner. (n = 12)

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 = 35)

100% of caregivers responded that AFC staff *"usually"* or *"always"* engage with them in a **respectful** and **professional manner**. (n = 38)

100% of legal guardians responded that AFC staff *"always"* engage with their family member in a **respectful** and **professional manner**. (n = 24)

"They ask me how I feel. It's helpful." - Client

"[staff] are kind and compassionate" - Caregiver

97% of clients responded that AFC staff *"usually"* or *"always"* **communicate efficiently** with them. (n = 35)

100% of caregivers responded that AFC staff *"usually"* or *"always"* **communicate efficiently** with them. (n = 38)

100% of legal guardians responded that AFC staff *"usually"* or *"always"* **communicate efficiently** with their family member. (n = 35)

"I like the consistency and communication, accessibility." - Client

"Efficient program management make everything easier and time-saving" - Caregiver

100% of clients for whom it was applicable *"usually"* or *"always"* can **schedule visits** with AFC staff easily. (n = 27)

97% of caregivers *"usually"* or *"always"* can **schedule visits** with AFC staff easily. (n = 38)

97% of legal guardians for whom it was applicable reported that their family member *"always"* can **schedule visits** with AFC staff easily. (n = 10)

"Always there in time needed." - Caregiver



RESOURCES

95% of clients responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 35)

81% of caregivers responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 38)

83% of legal guardians report responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 24)

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.



77% of caregivers report that the content of trainings offered by JF&CS met their needs “quite a bit” or “very much.” (n = 38)

Future training areas recommended by caregivers includes:

- Resource Access
- Inclusion Advocacy
- New Assistive Technology
- Online/Internet Safety
- Conflict Resolution
- Weight Loss
- Nutrition
- PT/OT Techniques
- Basic First Aid Review

FOLLOW UP/ACTION STEPS

In 2023, three-quarters of caregivers reported that the trainings offered this year met their needs. Similar to other years, several caregivers noted that some training seemed more appropriate for group residential 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, as listed above. Some of the training topics listed are currently available as additional optional trainings for caregivers; AFC staff will work with caregivers on how to find and access the optional trainings within the online training platform.

This year the client survey was conducted electronically, with staff having the link to send to clients or to have them complete during a visit. Staff reported that this was a more effective method than delivering paper surveys. Caregivers and legal guardians were sent their respective surveys electronically and on paper. We have found that sending paper surveys has increased our response rates for these groups.

Of particular note is the positive responses regarding interactions with staff. These results reflect the supportive care provided by AFC staff.

As in other years, some respondents note the difficulty in finding 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. 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. Callers receive professional assistance in identifying resources related to education, vocational training, housing, finances, religious life, recreation, and other aspects of community living.