

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 2024 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. **Thirty-seven clients** participated in the survey, resulting in a 86% response rate for those clients able to be surveyed. Caregivers received the survey by email and by mail. **Thirty-six caregivers** participated, with 51% of caregivers responding overall. Legal guardians received the survey by email and by mail. **Twenty-two legal guardians** provided feedback, representing 52% 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 = 35)

■ Satisfied ■ Very Satisfied



CAREGIVERS (n = 34)

■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied



LEGAL GUARDIANS (n = 21)

■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied



“The staff are very concerned and empathetic towards our issues and have many useful suggestions towards a better quality of life. They all are very responsive to our needs and always respectful! We can’t say enough good things about the care they give to us!” - 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 = 35)

■ Somewhat Likely ■ Quite Likely ■ Very Likely



CAREGIVERS (n = 35)

■ Somewhat Likely ■ Quite Likely ■ Very Likely



LEGAL GUARDIANS (n = 21)

■ A Little Likely ■ Quite Likely ■ Very Likely



Legal guardians were also asked overall, how well the AFC program meets their family member’s needs. Twenty of 22 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 = 36)



100% 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 = 22)

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 = 36)

100% of caregivers responded that AFC staff “always” engage with them in a **respectful** and **professional manner**. (n = 36)

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

“It’s good talking about things.” - Client

“AFC staff always treat us with respect and are always interested in helping us in any way they can.” – Caregiver

100% of clients responded that AFC staff “always” **communicate efficiently** with them. (n = 35)

100% of caregivers responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 36)

100% of legal guardians responded that AFC staff “usually” or “always” **communicate efficiently** with their family member. (n = 21)

“Great staff, easy and regular communication, very nice to know we have this support for routine matters, and also for emergency needs.” – Caregiver

100% of clients for whom it was applicable “usually” or “always” can **schedule visits** with AFC staff easily. (n = 28)

100% of caregivers “usually” or “always” can **schedule visits** with AFC staff easily. (n = 36)

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 = 21)



RESOURCES

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

89% of caregivers responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 36)

95% of legal guardians report responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 21)

“They have guided me through some great things I was not aware I was eligible for” – Legal Guardian

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.



86% of caregivers report that the content of trainings offered by JF&CS met their needs “quite a bit” or “very much.” (n = 36)

Future training areas recommended by caregivers includes:

- Nutrition
- In-person CPR
- Internet safety
- Behavior modification
- Advocacy on respite services and coordination
- Behavior intervention
- Interacting in the community
- Working with program staff

FOLLOW UP/ACTION STEPS

This year the response rates across the three stakeholder groups increased. In using a combination of online and paper surveys, the program works to ensure that anyone who can and wants to provide feedback is able to do so

using a method that works best for them. The program will continue to use both electronic and paper surveys in 2025 so that clients, caregivers, and legal guardians can participate using the format that works best for them.

Most 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 settings and were repetitive from year to year. 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.

In previous years, some survey respondents felt that staff are not able to provide them with resources in their community. Part of the issue has been 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. In comparison, comments on the 2024 survey were more positive, with comments reflecting that staff have helped families to learn about and access resources for their family member. 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.