

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 2018, 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 and that caregivers felt supported and equipped to care for their client; and to seek feedback on further support needs.

Paper copies of the survey were distributed to clients. Clients who attend programming at JF&CS were interviewed in-person by a staff member with whom they were not familiar. **18 clients participated** in the survey, resulting in a 30% response rate. Caregivers received the survey by email and by mail. **49 caregivers** participated, with 68% of caregivers responding overall. Legal guardians were sent paper surveys. **13 legal guardians** provided feedback, representing 33% of legal guardians.

OVERALL SATISFACTION WITH JF&CS AFC PROGRAM

JF&CS strives to provide services and support that clients and caregivers are satisfied with. The majority of clients and caregivers are "very satisfied" with AFC. Review of the full response data suggests that the client and the caregiver who marked "very dissatisfied" mismarked the response choices, due to their other responses being very positive.

CLIENTS

Very Dissatisfied Quite Likely Very Satisfied



LEGAL GUARDIANS

Somewhat Satisfied Satisfied Very Satisfied



CAREGIVERS

Very Dissatisfied Satisfied Very Satisfied



"Access to support and guidance is so important for those who are not familiar." – Caregiver

"100%" [satisfaction]- Client

We also wanted to know if clients and caregivers would recommend the JF&CS AFC program to others interested in AFC services. Almost all are “very likely” or “quite likely” to recommend our program.

CLIENTS

■ Quite Likely ■ Very Likely



LEGAL GUARDIANS

■ Quite Likely ■ Very Likely



CAREGIVERS

■ Quite Likely ■ Very Likely



“If someone came up to me and asked if AFC was a good program, I would tell them yes they should do it.” – Client

“We have recommended it others already” – Legal Guardian

MEETING CLIENT NEEDS

Each client participating in the JF&CS AFC program has a unique set of needs. Nurses, Care Managers, and the Community Health Worker strive to provide services that clients feel meets their needs.



100% of clients responding stated that JF&CS AFC meets their needs “very well.”

85% of legal guardians responding reported that JF&CS is meeting their family member’s needs “very well.”

LONG-TERM LIVING ARRANGEMENT GOALS

The JF&CS AFC program supports clients’ work on their long-term living arrangement goals. Long-term living arrangements can be a point of stress for AFC clients who are currently living with their aging parents.



81% of clients responding reported that JF&CS AFC does “very well” at supporting them on working on this goal.

82% of legal guardians responding thought that JF&CS AFC does “very well” at supporting their family member on working on this goal.

INTERACTIONS WITH CAREGIVERS

The JF&CS AFC program values the support that caregivers provide. Clients and legal guardians provide critical feedback on their interactions.



100% of clients responding felt that their caregiver “always” treats them in a respectful manner.

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

CAREGIVER TRAINING

Caregivers are required by MassHealth to complete 8 hours of training each year. In order to meet these, JF&CS connects caregivers with online trainings that meet requirements and interests.



84% of caregivers report that the content of the online trainings “**quite a bit**” or “**very much**” meet their needs.

“I liked the training modules. Even when I thought I knew everything already (human rights) I actually learned more.” – Caregiver

“I felt they covered a lot of topics. I also liked that they were sent to me which made it easy to do the training.” – Caregiver

FOLLOW UP/ACTION STEPS

JF&CS has moved to a fully online training system that tracks caregiver trainings, “due dates,” and completion status. As this is a new training tool for the agency, it will be important to receive feedback from caregivers on ease of access, availability of training topics, and convenience. Any problems or challenges that arise will need to be addressed. The new training tool also offers a large library of trainings, which we will review to try and continue to offer new trainings that meet caregiver needs and requests. Topic areas that caregivers noted interest in included community resources, social skills, behavioral issues, grief support/coping with loss, and dealing with MassHealth and Medicare.

Legal guardians and caregivers noted that there was staff turnover this past year. Part of this turnover was due to program growth, having to hire additional staff to accommodate the growth, and then shifting some caseloads due to geographic proximity. We are aware that staff consistency is important, and use feedback from staff surveys to ensure staff feel supported, trained, and valued in the AFC program.

Client interviews are the most effective way to obtain feedback that includes all clients who would like to take part in the feedback process. In-person interviews, conducted by non-program staff, are difficult to conduct every year. Program staff will remind all clients that their feedback is welcome throughout the year and will advise them of the process. In 2019, and every other year, all clients will be interviewed in their homes to provide feedback. During the off years, we will provide clients with paper and online survey options.

Some feedback made clear to us we could better communicate program goals and what the AFC program can and cannot do. In the upcoming year, the program can review the materials and clarify these topics.