

BACKGROUND

Jewish Family & Children's Service's (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 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 2017, JF&CS surveyed clients and caregivers to ensure that the agency was providing high-quality services; to check that clients were satisfied with the services that they received and that caregivers felt supported and equipped in their roles; and to seek feedback on further support needs.

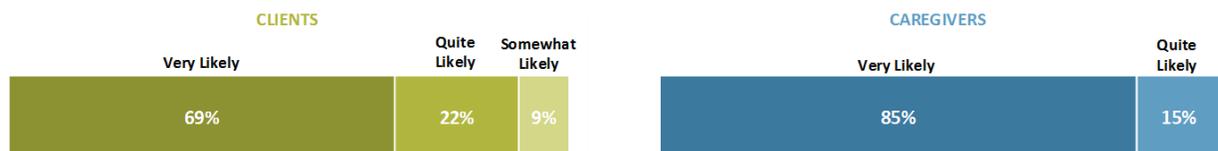
To make the survey accessible to all clients, a staff member of the JF&CS Services for People with Disabilities (SPD) division completed with survey with clients in person. **32 clients** participated in the survey. Caregivers received the survey by email. 36 caregivers received the survey and **28 caregivers** participated, for a **caregiver response rate of 78%**.

OVERALL SATISFACTION WITH JF&CS' AFC PROGRAM

JF&CS strives to provide services and support that clients and caregivers are satisfied with. Clients and caregivers ALL report satisfaction with the program. In fact, not one reported dissatisfaction with our services.



As another means of seeing satisfaction with our services, we also asked 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.”



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.”**



100% of clients reported that they are **“usually”** or **“always”** treated respectfully by their caregiver.

INTERACTIONS WITH STAFF

JF&CS nurses and case workers strive to work closely with clients and caregivers to provide care and supportive 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 them in a **respectful** manner and are **“always”** **friendly** and **approachable**. (n=32)

100% of caregivers responded that AFC staff **“always”** engage them in a **respectful** manner and are **“always”** **friendly** and **approachable**. (n=28)

100% of clients responded that AFC staff **“usually”** or **“always”** **communicate well** with them. (n=32)

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

100% of clients **“usually”** or **“always”** can **schedule visits** with AFC staff easily. (n=20)

96% of caregivers **“usually”** or **“always”** can **schedule visits** with AFC staff easily. (n=28)



RESOURCES

97% of clients responded that AFC staff are **“usually”** or **“always”** **knowledgeable about other resources** in the community. (n=30)

80% of caregivers responded that AFC staff are **“usually”** or **“always”** **knowledgeable about other resources** in the community. (n=25)



EMERGENCY RESPONSE

100% of clients responded that AFC staff **“always”** **handle emergencies capably and in a timely fashion**. (n=29)

100% of caregivers responded that AFC staff **“usually”** or **“always”** **handle emergencies capably and in a timely fashion**. (n=11)

CAREGIVER TRAINING

Caregivers are required by MassHealth to complete 8 hours of training each year. In order to meet the needs of caregivers, JF&CS connects them to in-person and online trainings. As online trainings better meet the needs of caregivers, JF&CS will work to expand online training options.



82% of caregivers report that online trainings “**quite a bit**” or “**very much**” meet their needs.



62% of caregivers report that in-person trainings “**quite a bit**” or “**very much**” meet their needs.

Do Trainings Meet Caregivers Needs?



FOLLOW UP/ACTION STEPS

JF&CS will continue to expand its training offerings to meet the needs of caregivers. As a follow-up, AFC caregivers were surveyed to indicate their interests in potential additional training topics. JF&CS has taken these results and is creating new trainings that launched in 2018.

Because financial, educational, and treatment systems can be overwhelming to navigate, AFC is offering a free consultation for clients with our Disabilities Lifespan Solutions (DLS) program. DLS is a full-service practice dedicated to helping families promote the lifelong well-being of people with developmental, intellectual, psychiatric, and/or physical disabilities.

AFC will be providing magnets for fridges with the 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.