

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 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 2020, 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.

To make the survey accessible to all clients, a staff member of the JF&CS CHAI Services division completed the survey with clients by telephone or by video conferencing. Staff reached out at least twice offering to complete the survey with the client. **Forty-four clients participated** in the survey, resulting in 70% response rate. Caregivers received the survey by email and by mail. **Forty-two caregivers** participated, with 74% of caregivers responding overall. Legal guardians received the survey by email and mail. **Nine legal guardians** provided feedback, representing 30% of legal guardians.

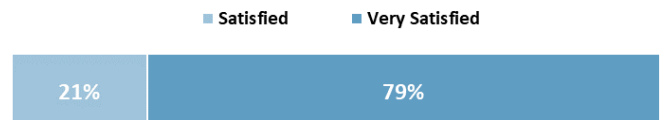
OVERALL SATISFACTION WITH JF&CS AFC PROGRAM

JF&CS strives to provide services and support that clients, caregivers, and the 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.

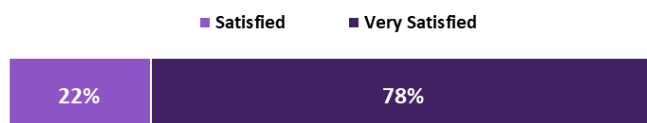
CLIENTS (n = 38)



CAREGIVERS (n = 42)



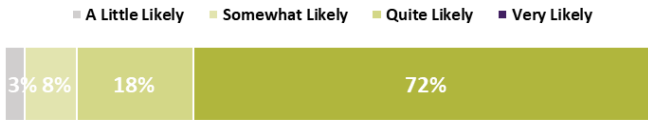
LEGAL GUARDIANS (n = 9)



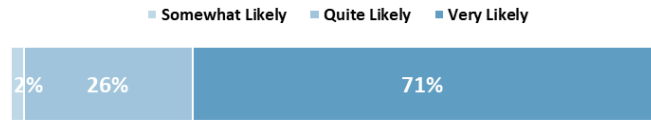
"I like the staff – they are so supportive and have been helpful to us as a family and with our son . . . They are extremely thorough." – Caregiver

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 = 39)



CAREGIVERS (n = 42)



LEGAL GUARDIANS (n = 9)



“Totally” – Client
“I think that there are a lot of people who do not know about this service” – Caregiver

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.



90% of clients reported that they like the community where they live with their caregiver “quite a bit” or “very much.” (n = 41)

“I wouldn’t want to live somewhere else.” – Client
“It is my home. I love my home.” – Client



98% of clients responding stated that their caregiver “usually” or “always” treats them in a respectful manner. (n = 41)

100% of legal guardians responding thought that their family member’s caregiver “usually” or “always” treats them in a respectful manner. (n = 9)

INTERACTIONS WITH STAFF

JF&CS nurses and case workers 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

95% of clients responded that AFC staff “usually” or “always” engage with them in a **respectful and professional manner**. (n = 40)

100% of legal guardians responded that AFC staff “always” engage with their family member in a **respectful and professional manner**. (n = 9)

93% of clients responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 40)

100% of legal guardians responded that AFC staff “usually” or “always” **communicate efficiently** with their family member. (n = 8)

88% of clients “usually” or “always” can **schedule visits** with AFC staff easily. (n = 33)

100% of legal guardians reported that their family member “usually” or “always” can **schedule visits** with AFC staff easily. (n = 9)

100% of caregivers responded that AFC staff “always” engage with them in a **respectful and professional manner**. (n = 42).

“They are respectful. Personalized communication always helps me. They will do straight talk with me” – Client

“Very organized people and they seem to care about the patient and the caregiver.” – Caregiver

100% of caregivers responded that AFC staff “usually” or “always” **communicate efficiently** with them. (n = 41)

“They are really really good at communicating. If there was an issue they are good at communicating back” - Caregiver

100% of caregivers “usually” or “always” can **schedule visits** with AFC staff easily. (n = 42)

“I like that the meetings are spaced every couple of months” – Client

“They come by for anything, easily.” – Client



RESOURCES

91% of clients responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 32)

88% of caregivers responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 42)

78% of legal guardians report responded that the AFC staff are “usually” or “always” **knowledgeable about other resources** in the community. (n = 32)

“Always help me find resources. Such as finding hand sanitizer.” – Client

“Unfortunately there are not a lot of resources where we live. The staff always will research to find available resources” – Caregiver

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.



82% of caregivers report that the content of trainings offered by JF&CS met their needs “quite a bit” or “very much”. (n = 41)

77% of caregivers report that the training methods offered meet their needs “quite a bit” or “very much.” (n = 42)

Future training areas recommended by caregivers includes:

- JF&CS Specialized Housing programs
- Social Skills
- What to do during current Covid-19 times
- Ways to connect with/be involved in community
- How to find Russian-speaking help
- Nutrition
- Self-care for caregivers
- Hygiene

FOLLOW UP/ACTION STEPS

Most caregivers reported that the trainings met their needs. Some noted however that they did not like the tests that accompanied trainings. Other feedback indicated that some trainings and tests were more for employees. Additional background information explaining the need for certain topics may need to be added. Based on caregiver feedback about topics for future training, AFC staff will also work with caregivers to help them access all the trainings offered through the online training system, because many of those training topics are currently offered as elective courses.

Client interviews, conducted by non-program staff, are the most effective way to obtain feedback that includes all clients who would like to take part in the feedback process. This year we could not conduct in-person interviews due to the COVID-19 pandemic and relied on phone and video interviews. Having staff schedule, conduct, and transcribe feedback is labor intensive. Clients may have had a difficult time distinguishing AFC distinctly from other JF&CS program involvements, as was reflected in some comments. Additionally, while this method makes it accessible to many clients, there are still some who are not able to fully participate. The program will review this process in 2021 to determine the method needed for the year and will remind clients that their feedback is always welcome.

In 2018, the program began 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. The response rate for this group has been low. This year we utilized email, with a reminder, and paper surveys. The program will continue to explore additional ways to engage this group in the feedback process.

In 2018, some caregivers and legal guardians noted in their survey responses that there had been staff turnover. The 2020 survey responses did not mention any turnovers. The program has been able to offer consistency in staffing during the survey time period.