

# ADULT FAMILY CARE

## 2019 Satisfaction Survey Results

### 100% of MEMBERS

who responded to our survey agree or strongly agree with the following:

- ✓ I am treated with **dignity and respect** by all people living in my home
- ✓ My religious and cultural **wishes are respected**
- ✓ My AFC Team **listens** to their questions and concerns and follows up in a timely manner
- ✓ I feel **safe** in my home
- ✓ The care I receive helps me **feel my best**
- ✓ I am **satisfied** with the support from the Northeast Arc AFC Team
- ✓ I would **recommend** Northeast Arc AFC to others

### 100% of CAREGIVERS

who responded to our survey agree or strongly agree with the following:

- ✓ I have **clear understanding** of my responsibilities
- ✓ I am **satisfied** with the range of training and materials offered
- ✓ I have the **support** I need to care for the AFC Member in my home
- ✓ AFC Team members **keep appointments** and are **on time**
- ✓ AFC Team **follows up** with questions and concerns in a **timely manner**
- ✓ AFC Team **listens** to ideas and works to implement them
- ✓ I am **satisfied** with the support from the Northeast Arc AFC Team
- ✓ I would **recommend** Northeast Arc AFC to others

## **What our members and caregivers say about us:**

***“Don’t know how I lived without Ne-Arc AFC for as long as I did! Thank you for being here for me and all you do! (Shout-out to Naomi and Stacey!)”***

***“My team is very supportive. Any questions or concerns, they are ready and willing to help. Thank you!”***

***“Que me ayuda a tener mas cercania con condiciones especiales ninos” (It’s helps me to be closer to my children with special conditions)***

***“Before AFC I felt isolated. My case managers really understand the dynamics of our household.”***