

FRIEDMAN PLACE

2020 RESIDENT SATISFACTION SURVEY

In the summer of 2020, sixty-eight percent of the residents participated in a satisfaction survey. Volunteers spoke individually with each resident to best assure openness and anonymity. Historical results are also provided going back to 2013, just prior to the Agency undertaking a major reorganization.

The survey was conducted at a very unusual time, coming more than four months since the Covid-19 restrictions began and when residents had long been largely alone in their apartments. Staff came twice daily to conduct symptom checks, three times daily to deliver meals, once a week to conduct housekeeping, and periodically to deliver mail and packages.

In 2020, the residents of Friedman place reported that they were overall extremely satisfied with their home and the services that they receive and in most areas their satisfaction increased from the prior year.

Of all the questions together, residents chose the highest and most positive answers 92% of the time.

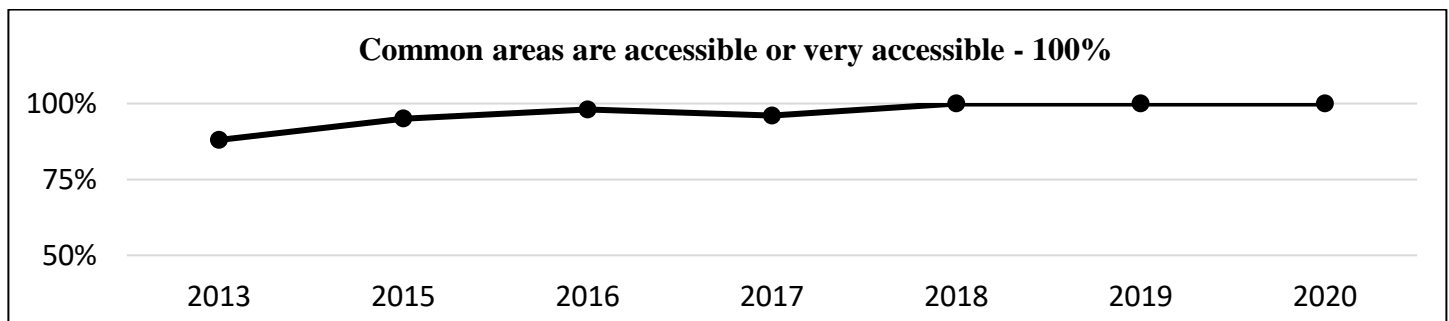
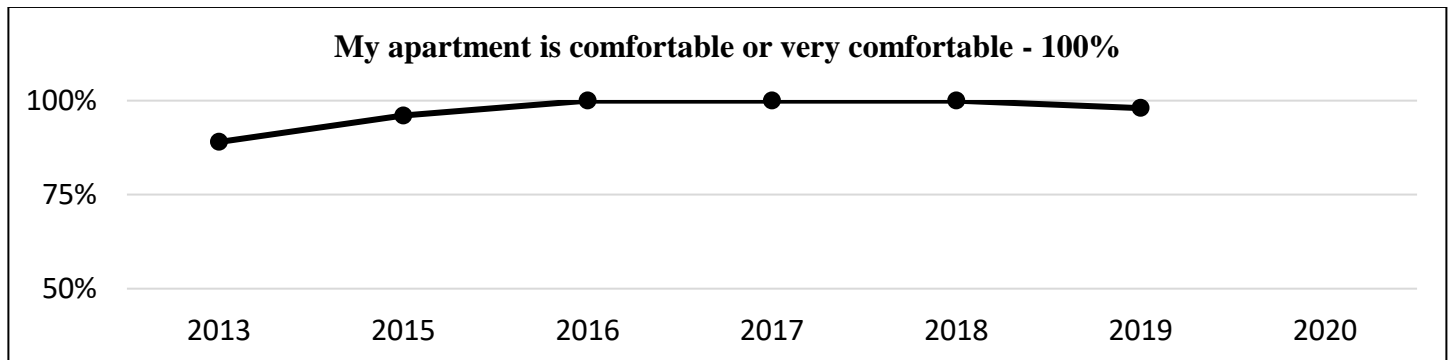
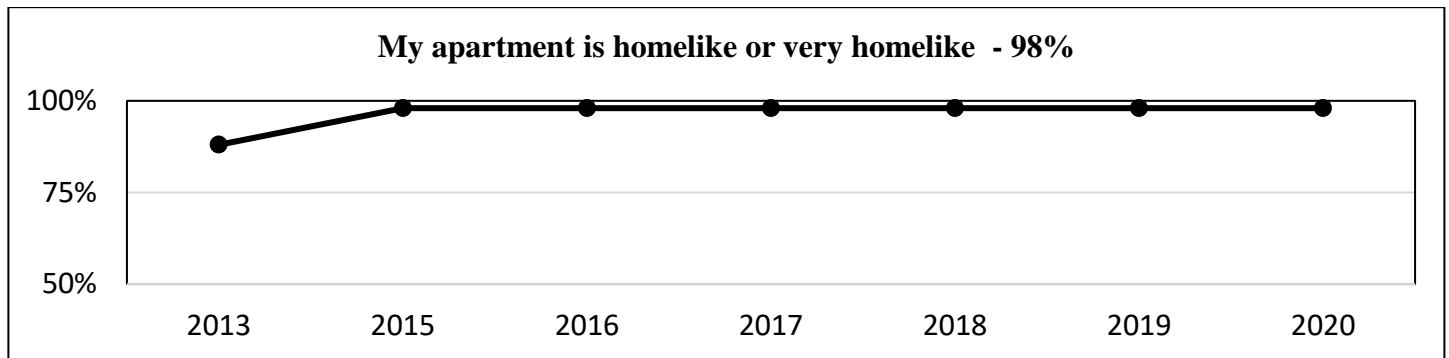


2020 Results

- 100% My apartment is comfortable or very comfortable
- 100% Common areas are accessible or very accessible
- 98% My apartment is homelike or very homelike
- 98% I am comfortable or very comfortable asking staff about a policy or procedure when I have a question
- 98% I agree or strongly agree that the staff are courteous and helpful
- 98% I agree or strongly agree that I make my own lifestyle decisions
- 98% I agree or strongly agree that I feel safe here
- 97% I agree or strongly agree that the agency has improved my quality of life
- 92% I agree or strongly agree that I have a degree of control over personal preferences such as choice of meals, refusing services, etc. -
- 92% The quality of meals here is good or very good
- 90% I agree or strongly agree that Friedman Place has helped me meet my personal goals
- 89% I agree or strongly agree that I feel a sense of trust in staff
- 89% I agree or strongly agree that I would recommend Friedman Place to other adults with visual impairments
- 79% The agency policies and procedures are clear or very clear to me
- 62% I agree or strongly agree that I have opportunities to give input into agency policies and procedures

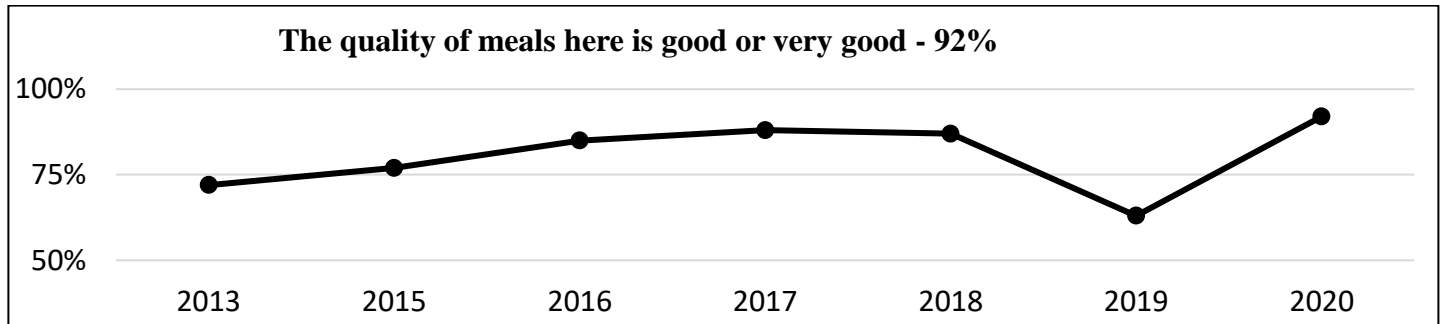
PHYSICAL ENVIRONMENT

Each resident lives in an individual studio or one-bedroom apartment (one-bedrooms are usually for couples), which includes a kitchenette and a full bathroom. There are a variety of Activity Rooms and Exercise Rooms throughout the building, along with a main Dining Room, Computer Lab, Weaving Studio, and outside patios.

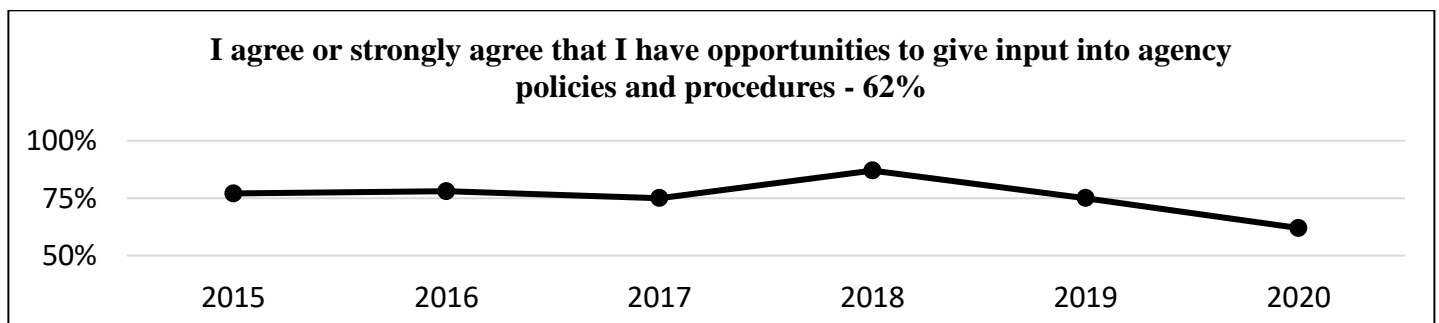
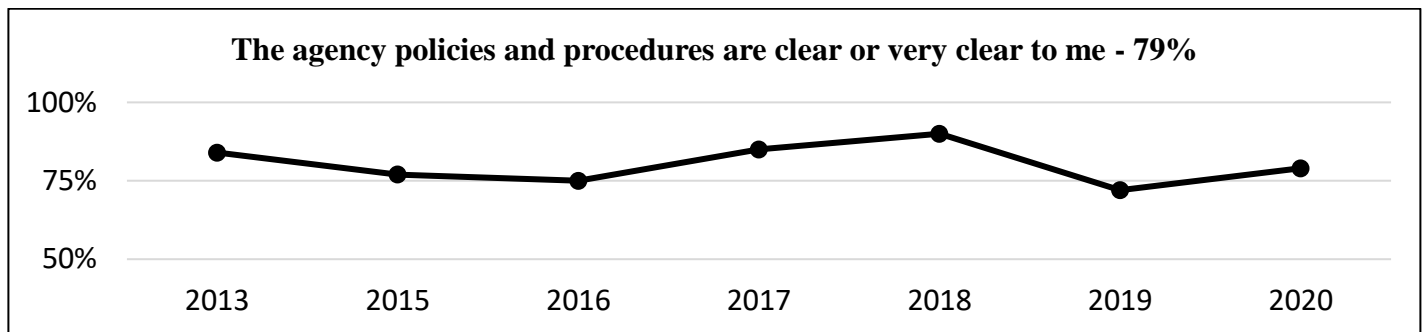


FOOD SERVICES

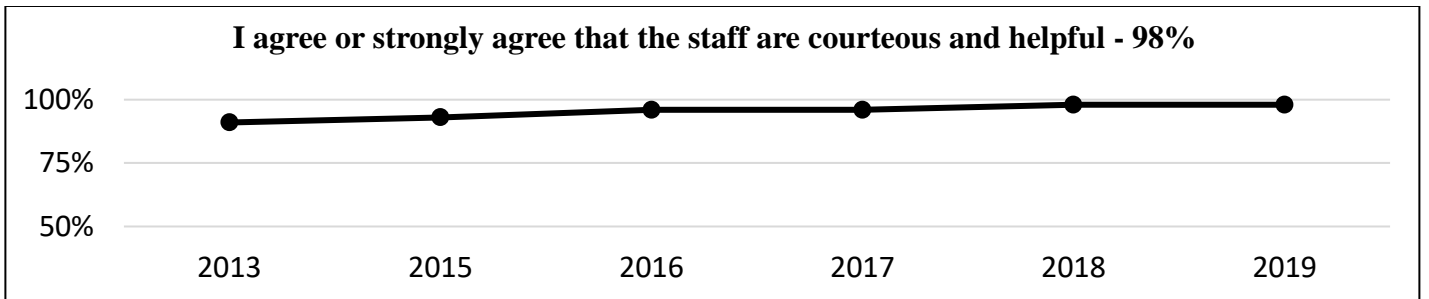
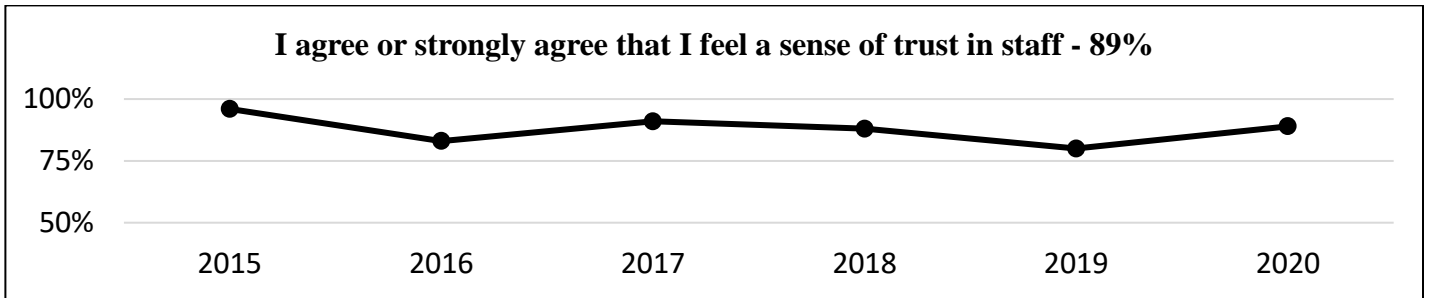
Three meals plus an evening snack are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal. A “healthy choice” option is always available.



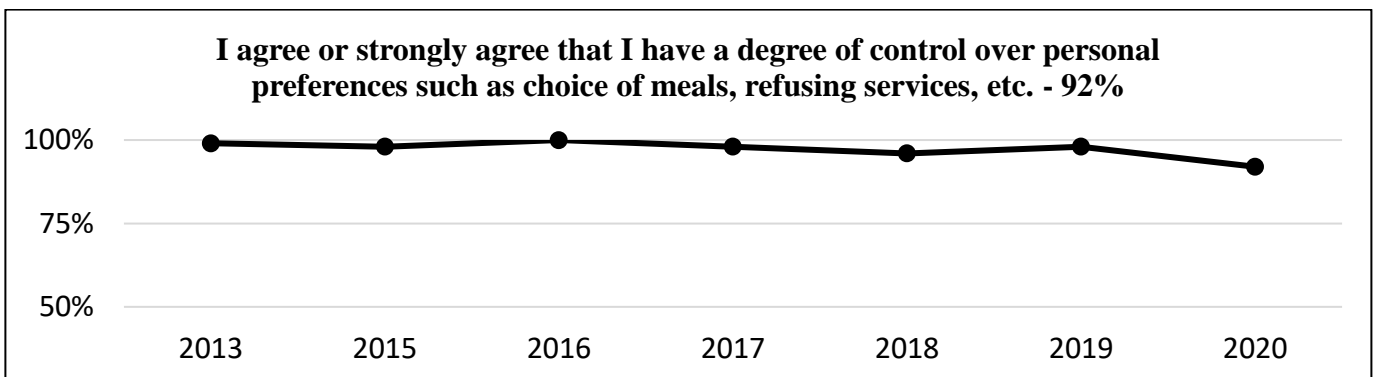
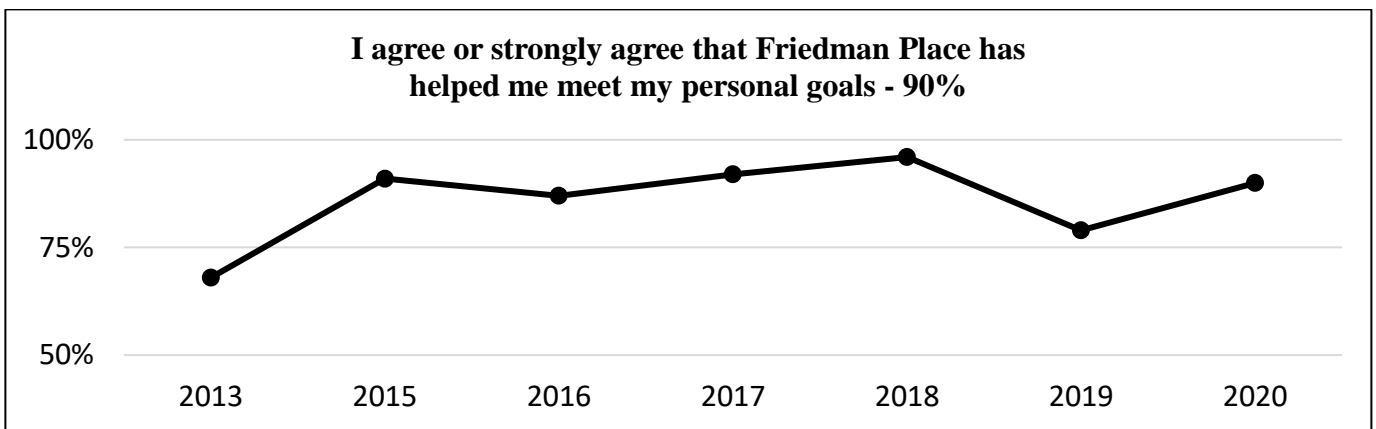
GENERAL INPUT AND AWARENESS

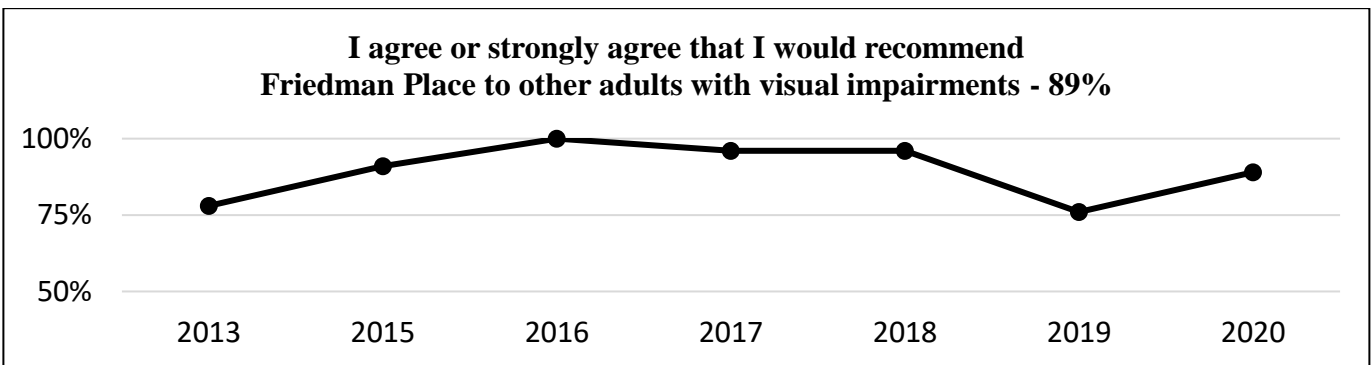
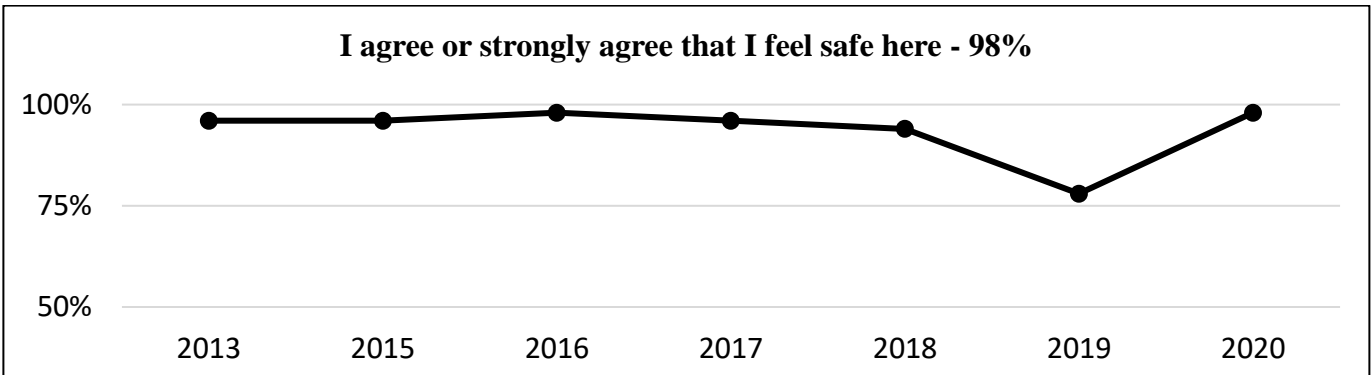
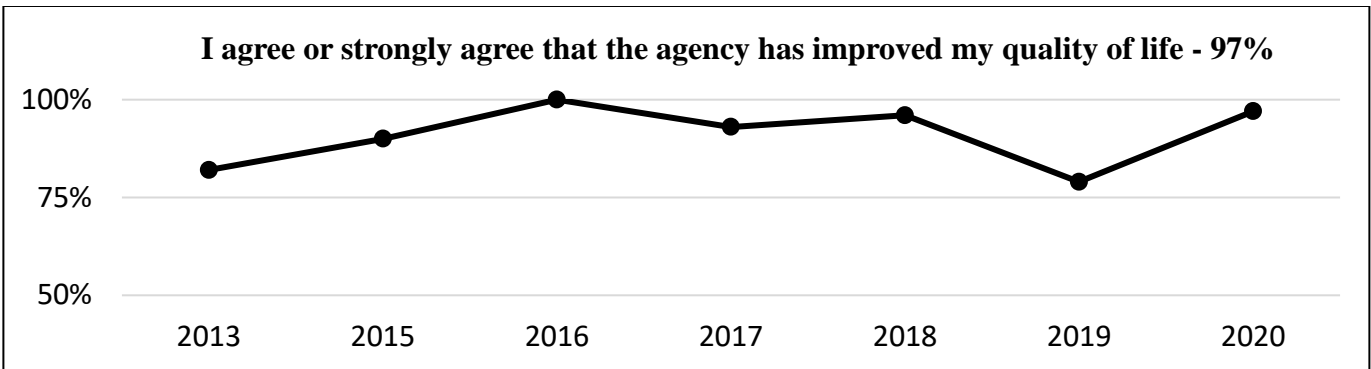
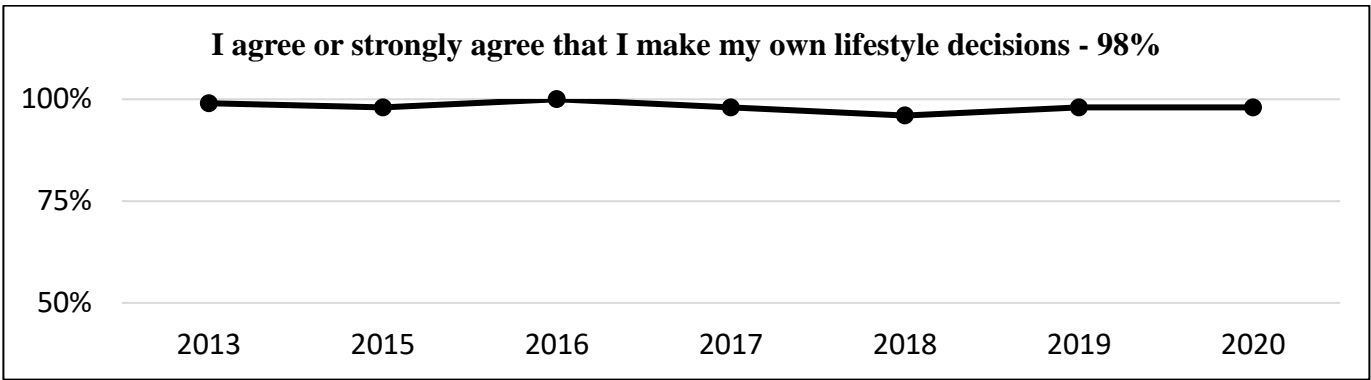


STAFF RELATIONS



QUALITY AND GOALS





Located on the northwest side of Chicago, Friedman Place is a nonprofit residential supportive living community – essentially an assisted living organization - that serves adults who are blind or visually impaired. The agency’s beginnings go back to 1935. The agency’s residential services are provided in a larger building that was purchased and renovated in 2004 and a smaller one next door that was purchased in 2015. Each resident lives in their own apartment - there are 81 in the building – each with a full bathroom and kitchenette. Seventy-four of the apartments are (one-person) studios and seven (one- or two-person) one-bedrooms, so at full capacity the building could hold eighty-eight residents. In addition to affordable housing, residents receive a wide array of physical and behavioral health services and social / recreational activities. Each resident lives in their own apartment and receives services from nurses, certified nursing assistants, housekeepers, social workers, activity staff, and others as well as three meals each day. Each year approximately 100 residents receive permanent supportive housing from the main location on the northwest side of Chicago.

Additionally, the agency serves adults who are blind with a wide range of case management services and rental assistance throughout Illinois. Approximately 50 clients throughout Illinois receive case management and financial housing assistance.



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