

# FRIEDMAN PLACE

## 2021 RESIDENT SATISFACTION SURVEY

In the summer of 2021, sixty-five 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 fifteen months since the Covid-19 restrictions began and approximately three months since they began to lessen significantly. The results must be taken in the context of the pandemic and that many things at Friedman Place are still “not normal”.

Despite the extreme restrictions and stress of the period of the pandemic, in 2021 the residents of Friedman place reported that they were overall extremely satisfied with their home and the services that they receive.



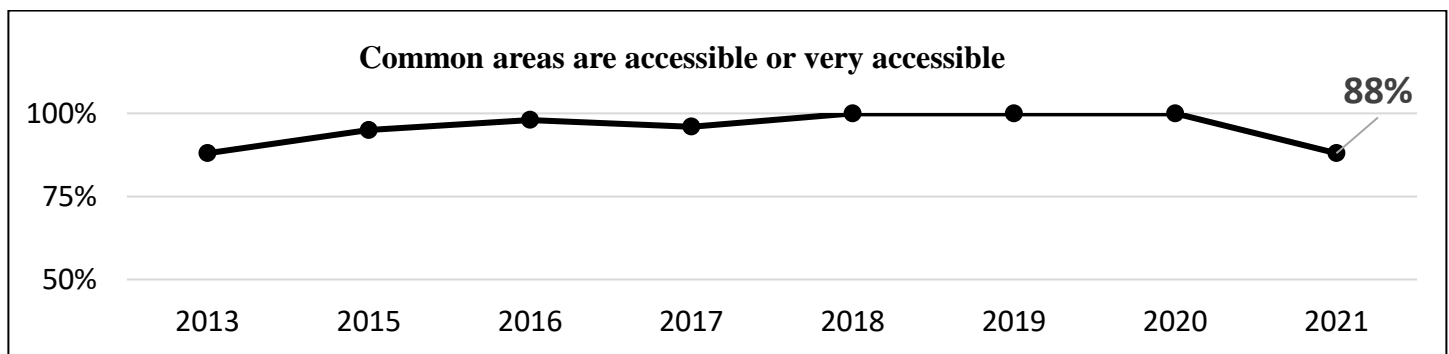
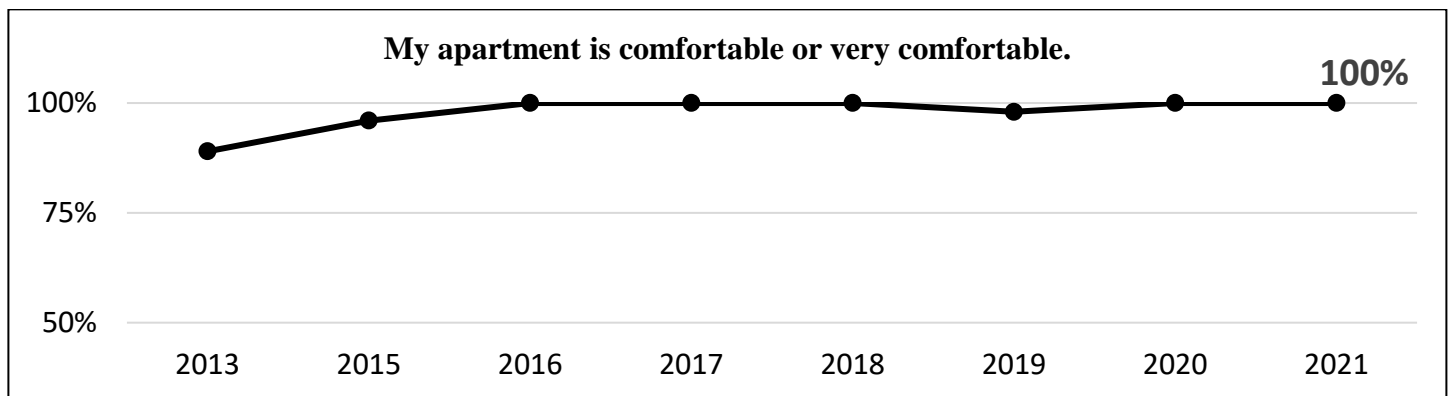
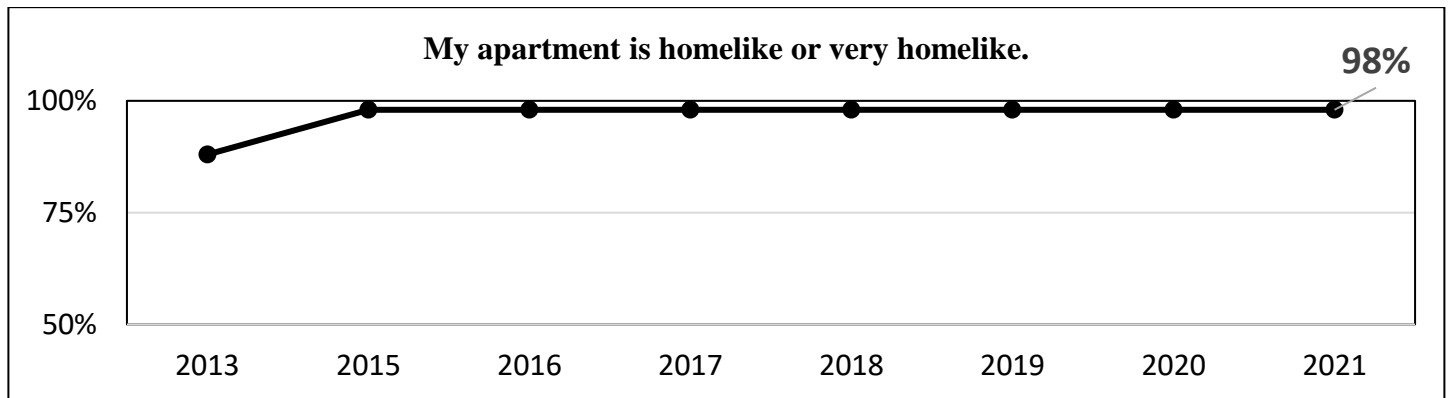
## 2021 Results

I agree or strongly agree that:

- my apartment is comfortable or very comfortable 100%
- my apartment is homelike or very homelike 100%
- I make my own lifestyle decisions 98%
- I feel safe here 95%
- the agency has improved my quality of life 91%
- the staff are courteous and helpful 89%
- I have a degree of control over personal preferences such as choice of meals, refusing services, etc. 88%
- I would recommend Friedman Place to other adults who are blind 88%
- Common areas are accessible or very accessible 88%
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question 85%
- The quality of meals here is good or very good 85%
- Friedman Place has helped me meet my personal goals 85%
- The agency policies and procedures are clear or very clear to me 84%
- I feel a sense of trust in staff 78%
- I have opportunities to give input into agency policies and procedures 60%

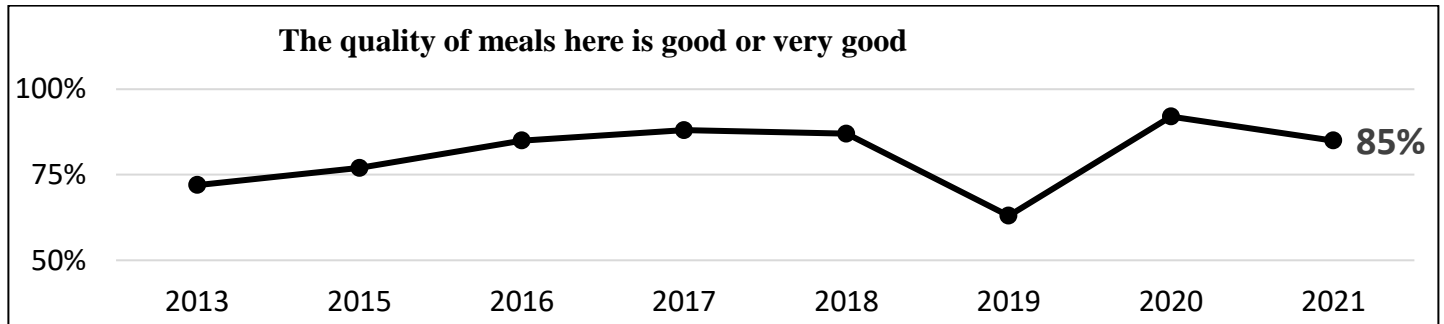
## PHYSICAL ENVIRONMENT

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.

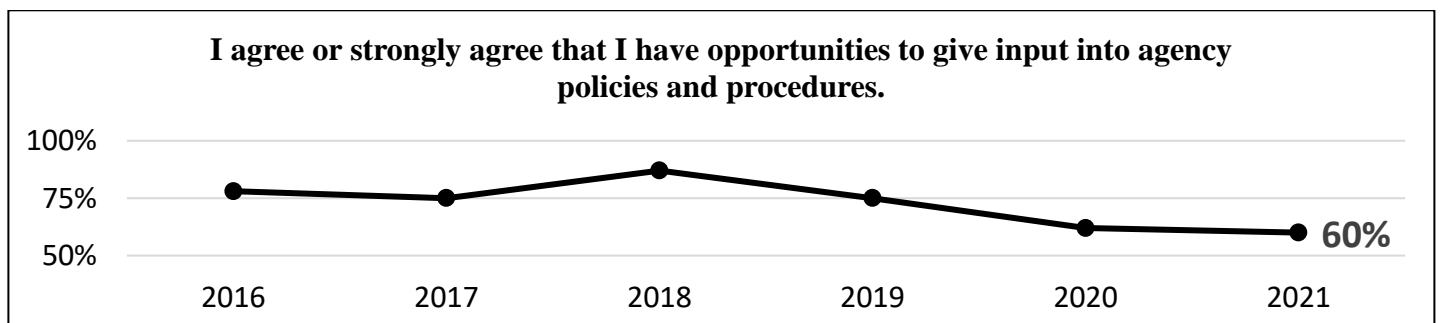
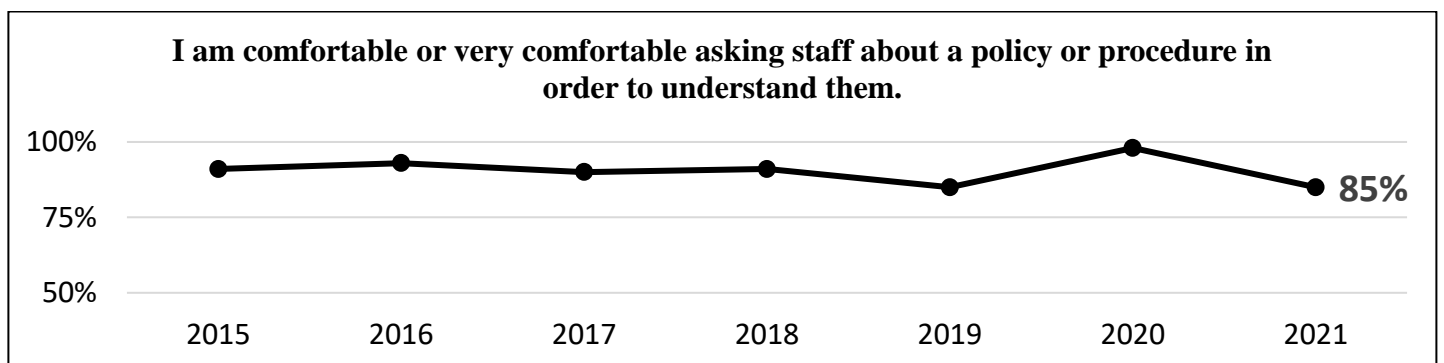
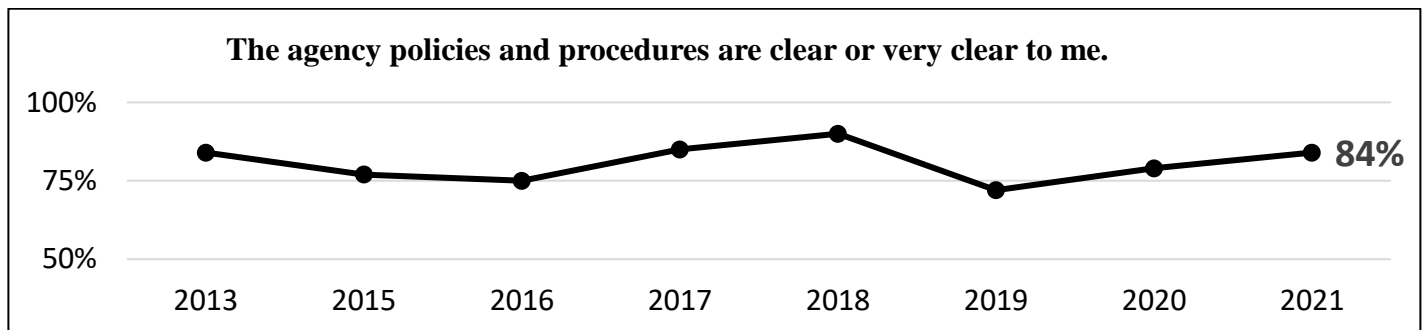


## **FOOD SERVICES**

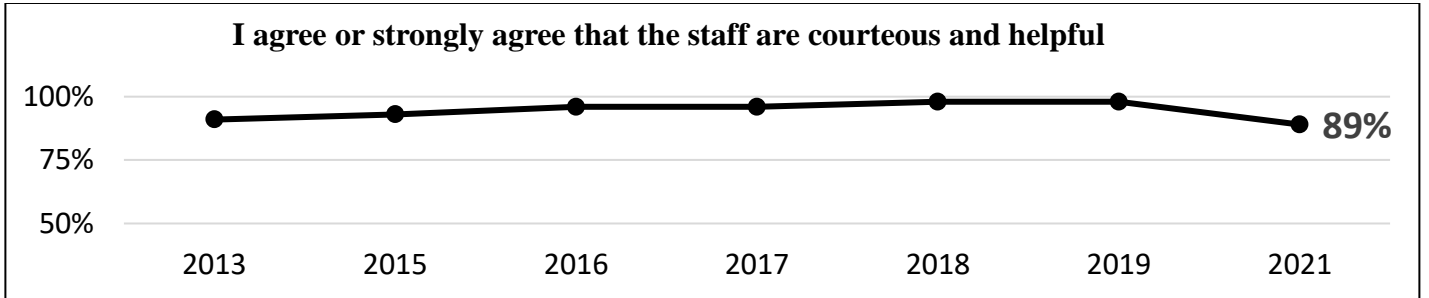
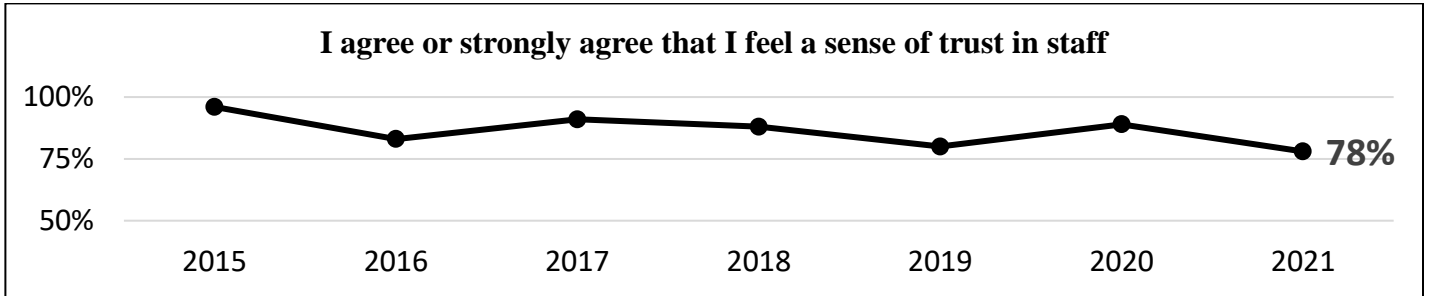
Three meals plus an evening snack are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are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



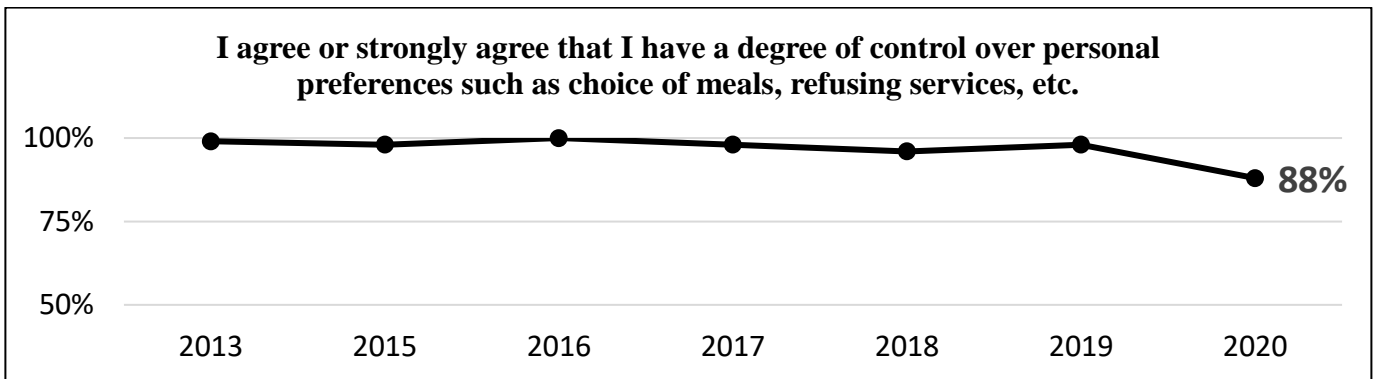
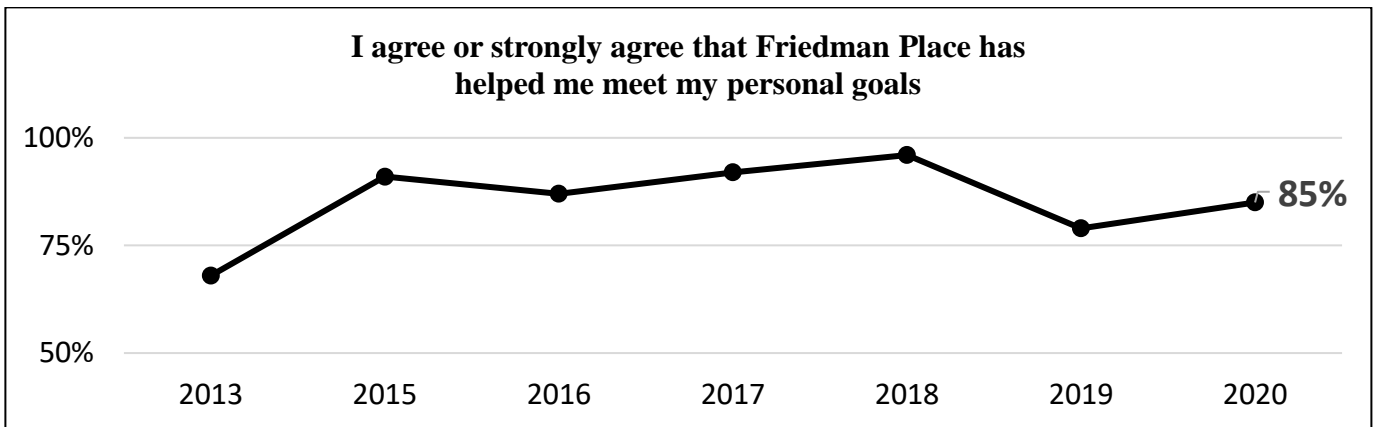
## **GENERAL INPUT AND AWARENESS**

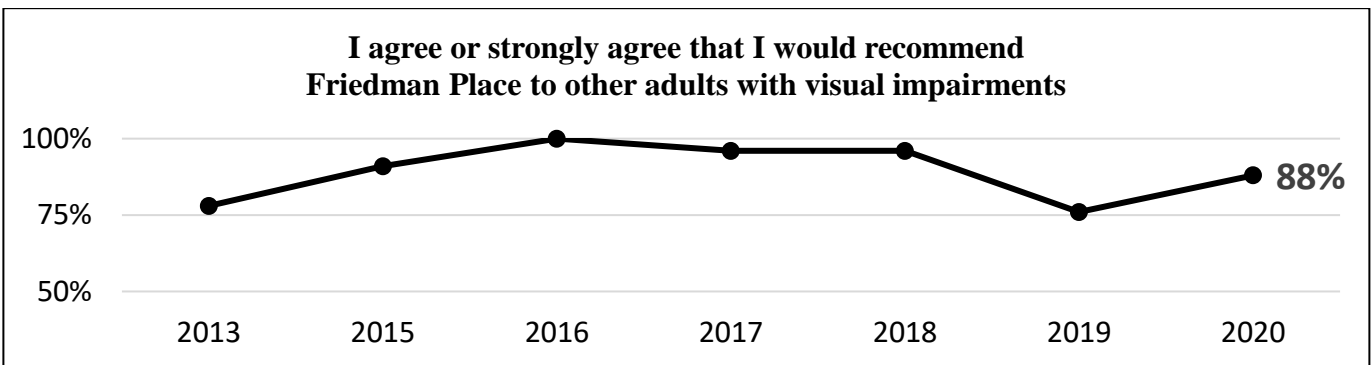
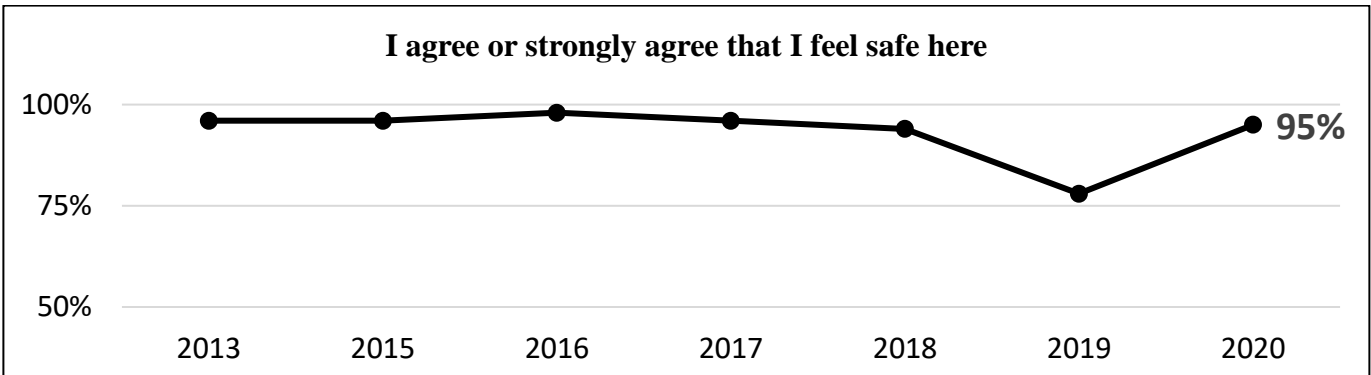
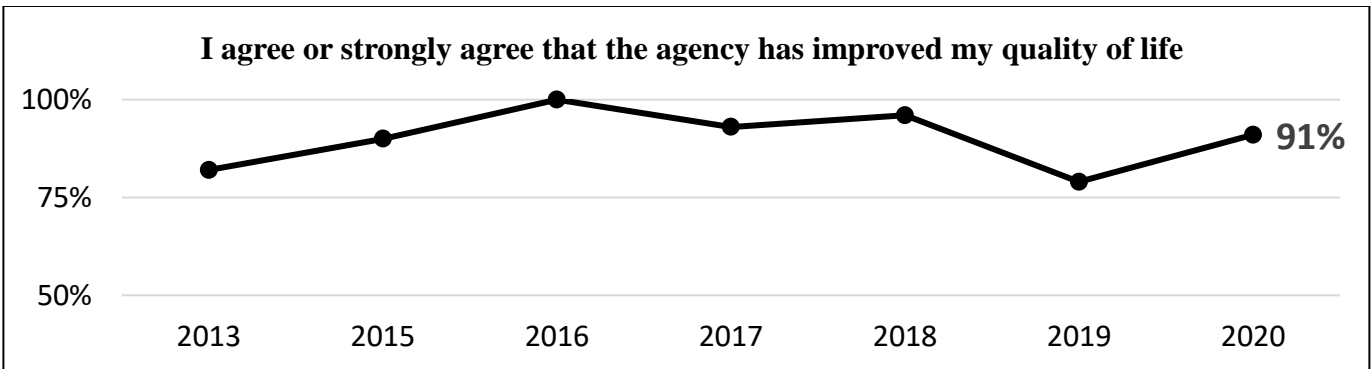
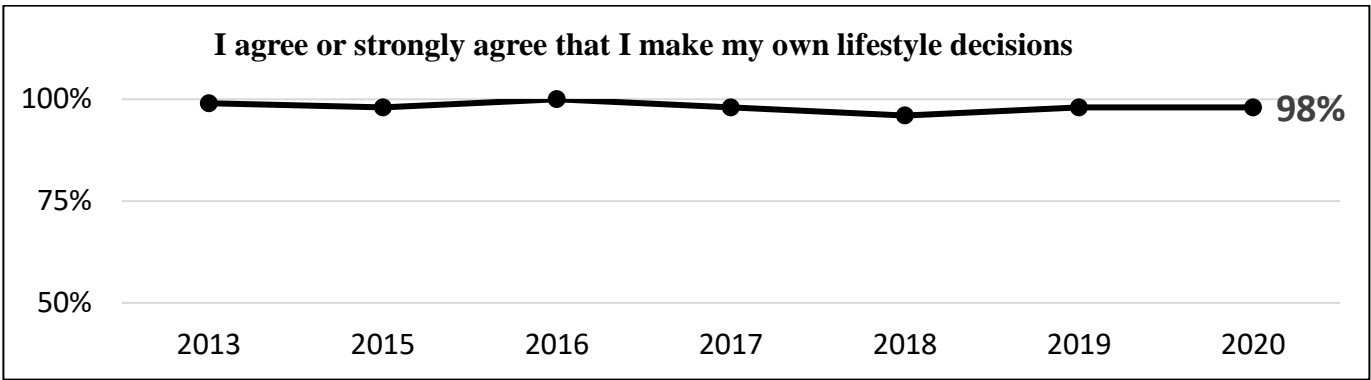


**STAFF RELATIONS**



**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 100 clients throughout Illinois receive case management and financial housing assistance each year.



**5527 North Maplewood Avenue, Chicago, Il 60625**

**Telephone: 773.989.9800**

**[www.friedmanplace.org](http://www.friedmanplace.org)**