

# FRIEDMAN PLACE

*Supporting the Independence of Adults who are Blind*

## 2023 RESIDENT SATISFACTION SURVEY

In the spring of 2023, sixty-two percent of the residents participated in a satisfaction survey conducted mainly by volunteers to best assure openness and anonymity. Historical results are also provided going back to 2013, just prior to the Agency undertaking a major reorganization. Overall, the residents of Friedman place reported that they were extremely satisfied with their home and the services that they receive.



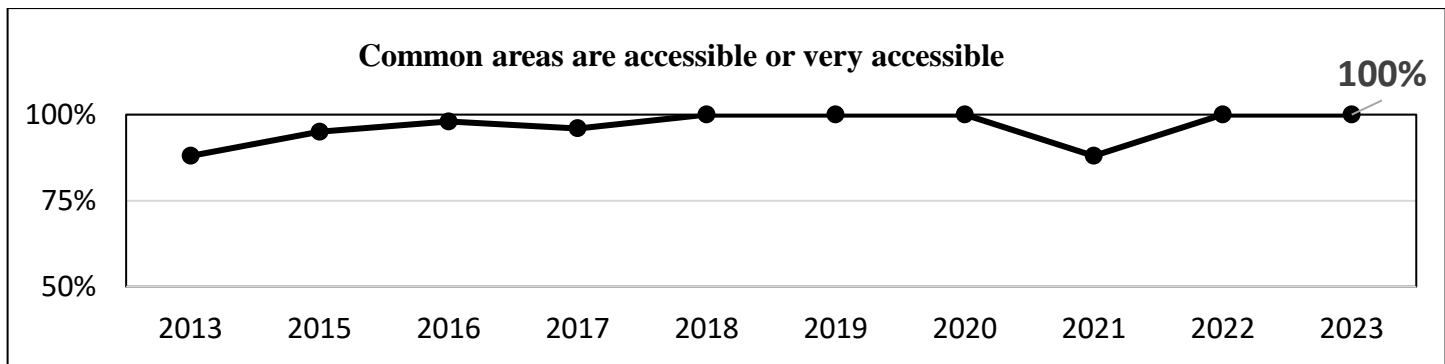
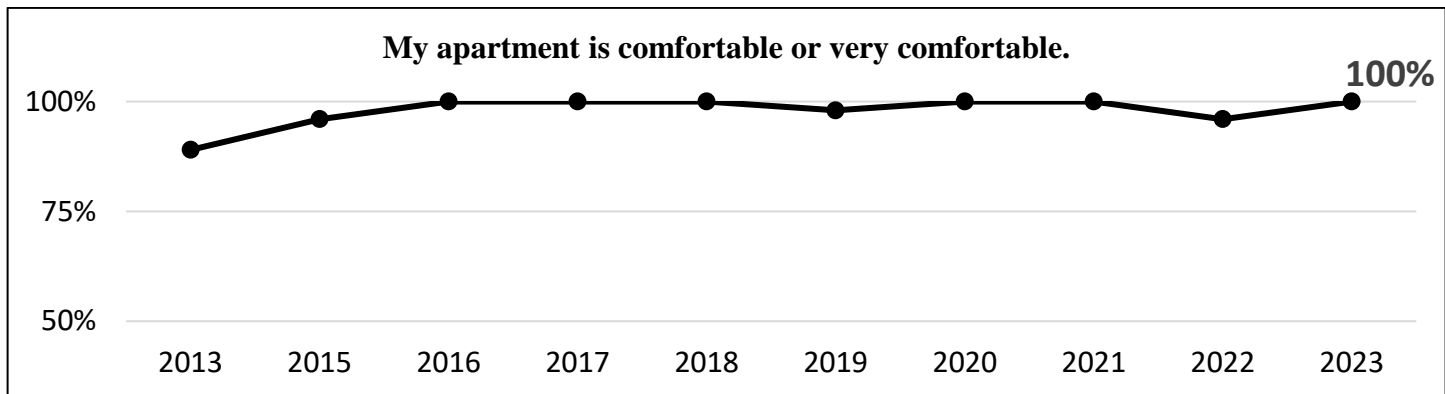
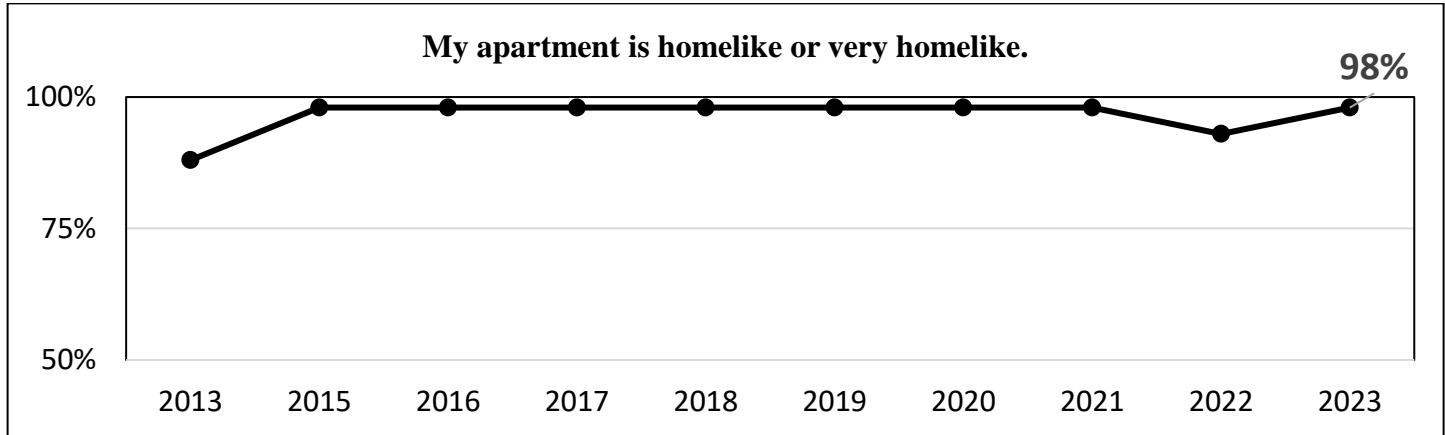
## 2023 Results

### *I agree or strongly agree that:*

- Common areas are accessible or very accessible 100%
- My apartment is comfortable or very comfortable 100%
- I feel safe here 98%
- My apartment is homelike or very homelike 98%
- I make my own lifestyle decisions 96%
- Staff are courteous and helpful 95%
- Friedman Place has helped me meet my personal goals 93%
- Policies and procedures are clear or very clear to me 92%
- I have a degree of control over personal preferences such as choice of meals, refusing services, etc. 91%
- the agency has improved my quality of life 91%
- I feel a sense of trust in staff 91%
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question 89%
- The quality of meals is good or very good 88%
- I would recommend Friedman Place to other adults who are blind 87%
- I have opportunities to give input into agency policies and procedures 77%

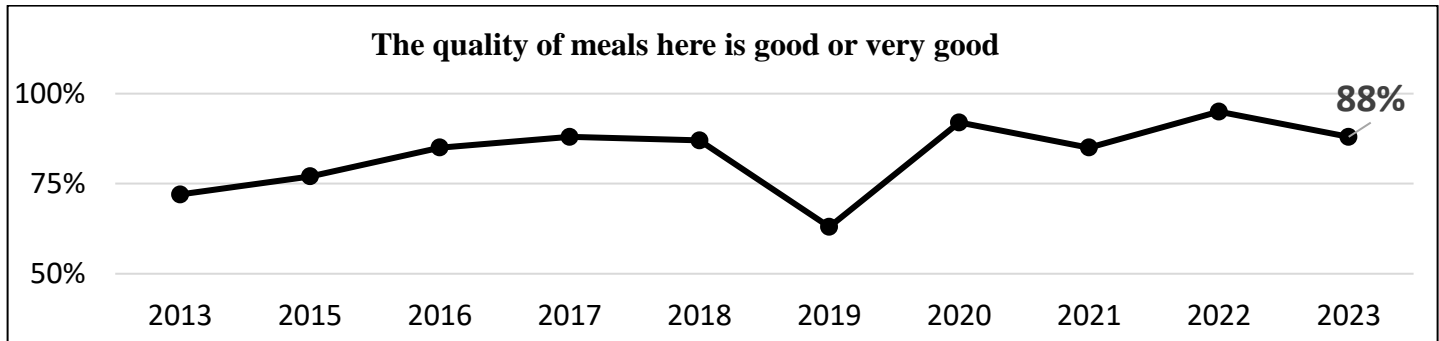
## PHYSICAL ENVIRONMENT

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.



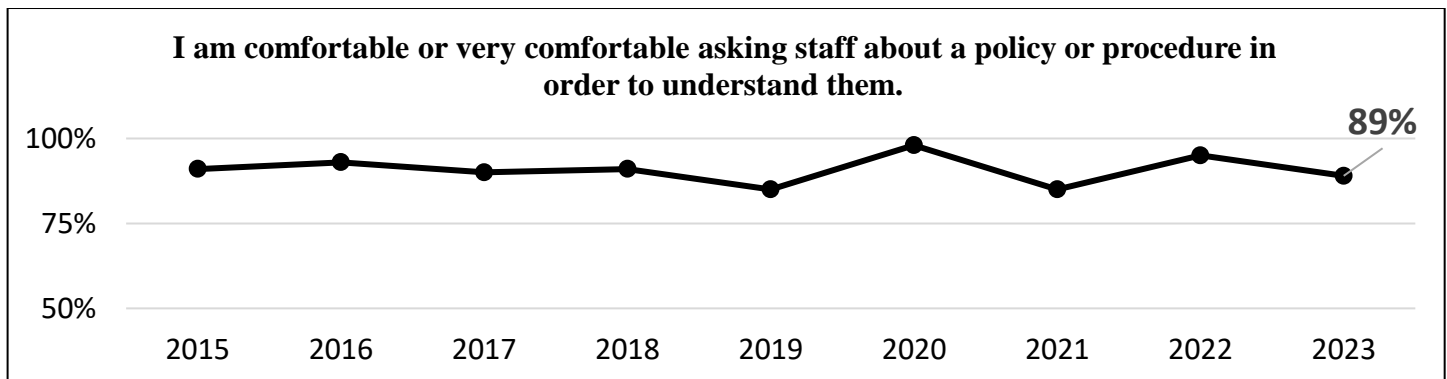
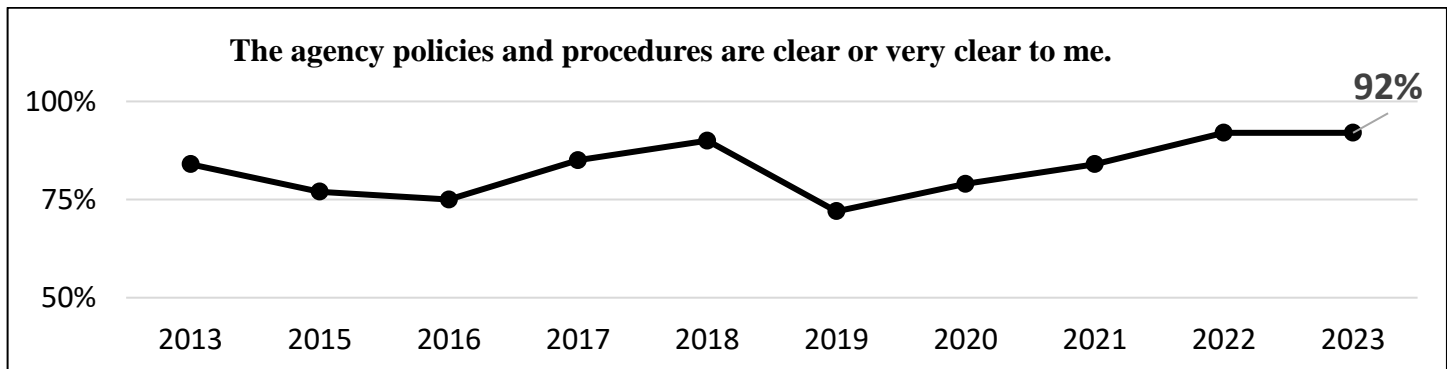
## FOOD SERVICES

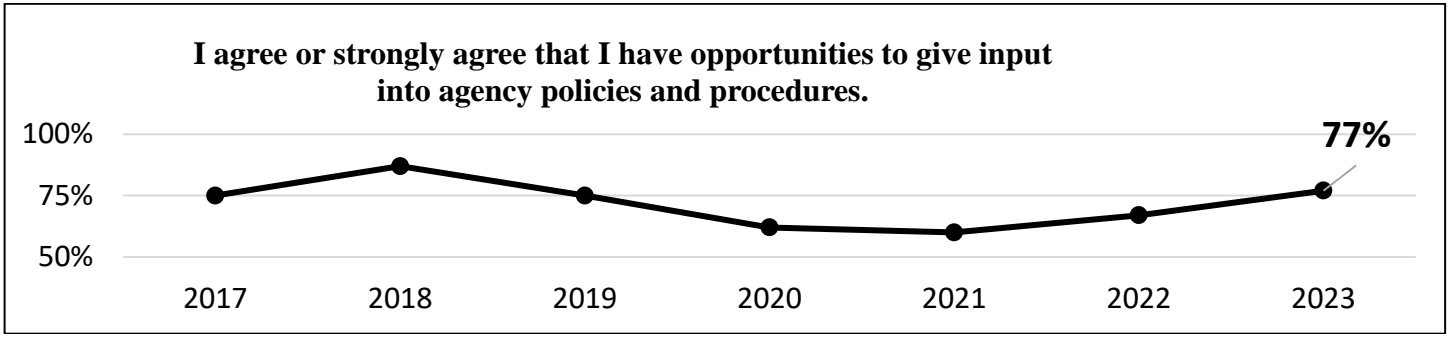
Three meals are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal.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



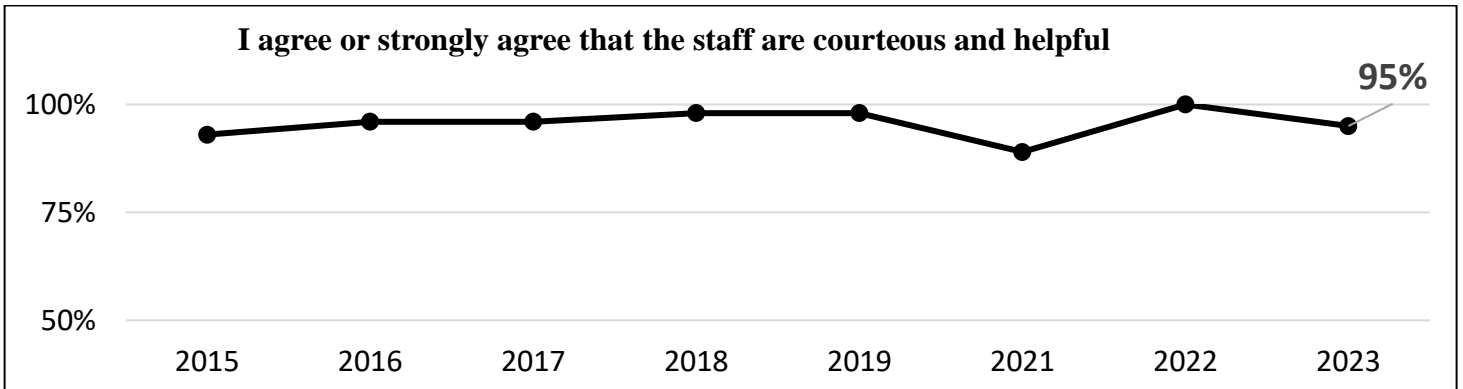
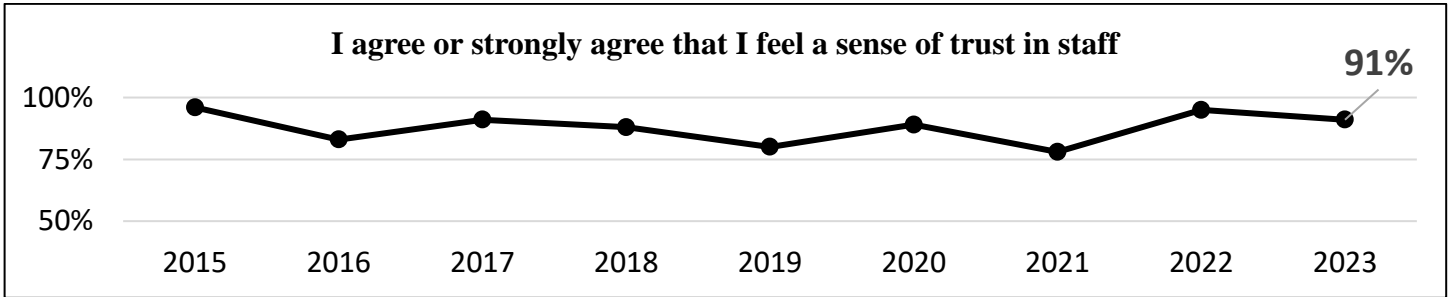
## GENERAL INPUT AND AWARENESS

Friedman Place is licensed by the State of Illinois as a Supportive Living Program, and as such, is largely directed by the required rules, policies, and procedures (see Title 89, Social Services, Section 146, Specialized Health Care Delivery Systems), which significantly limits the input residents (or staff) have in their development.

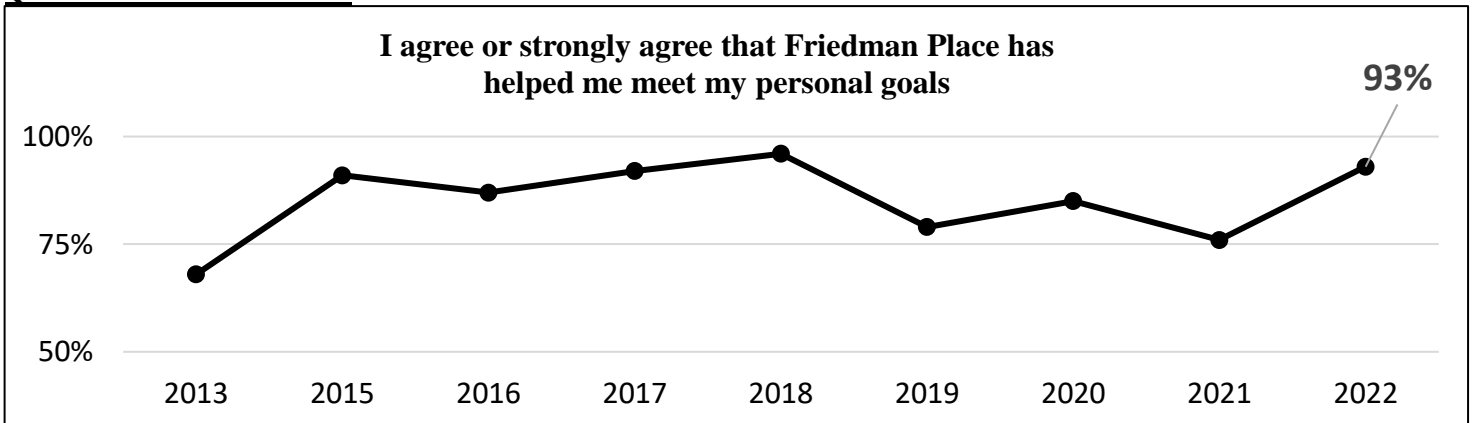


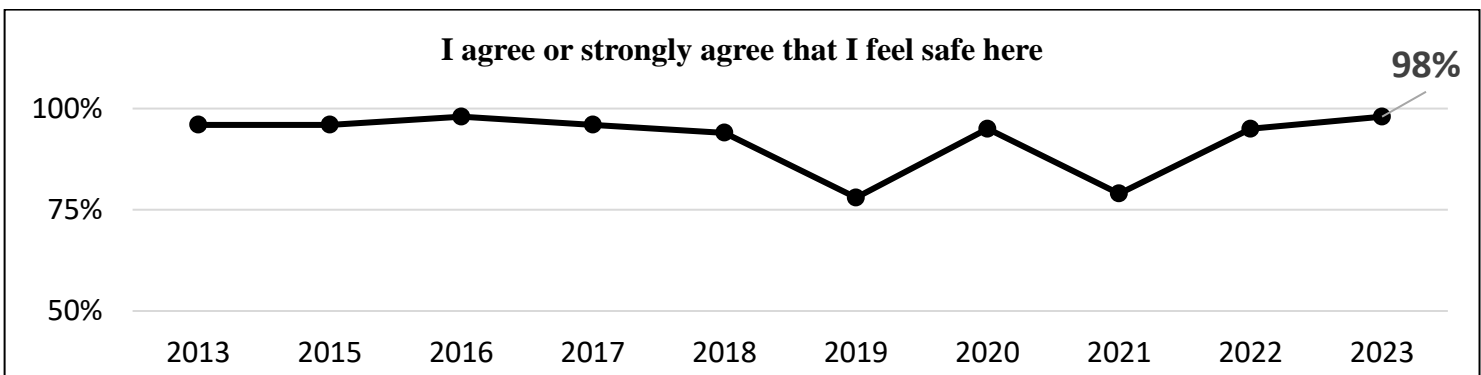
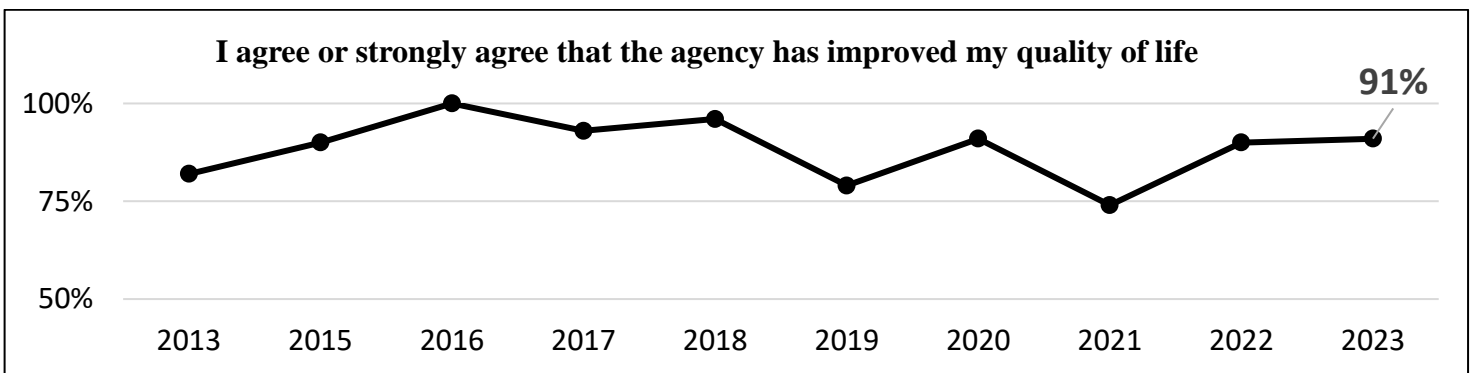
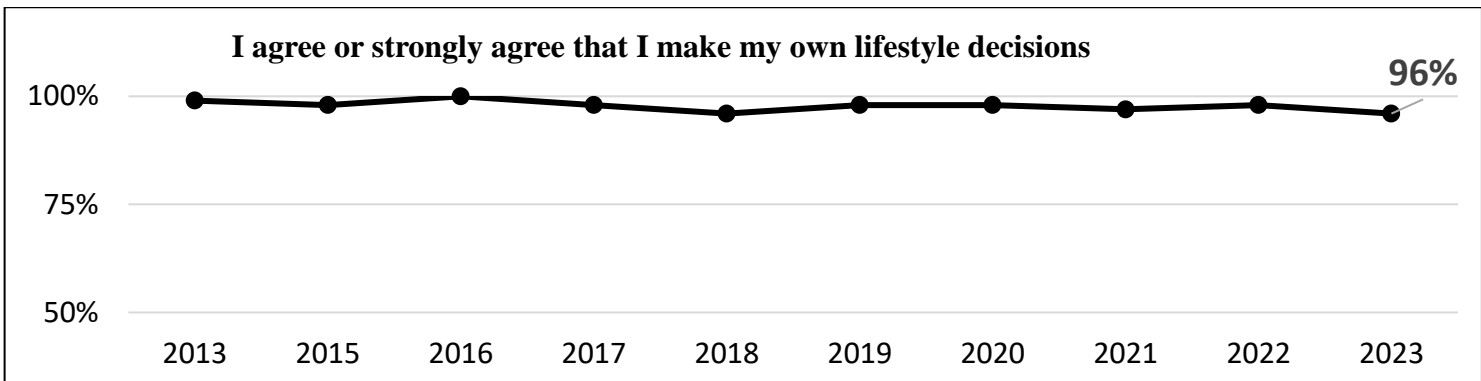
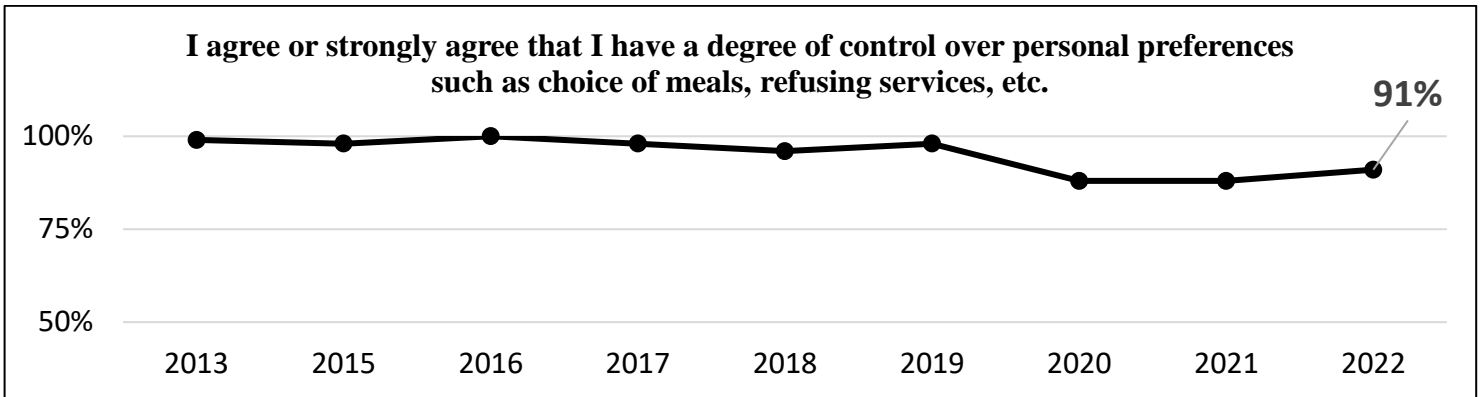


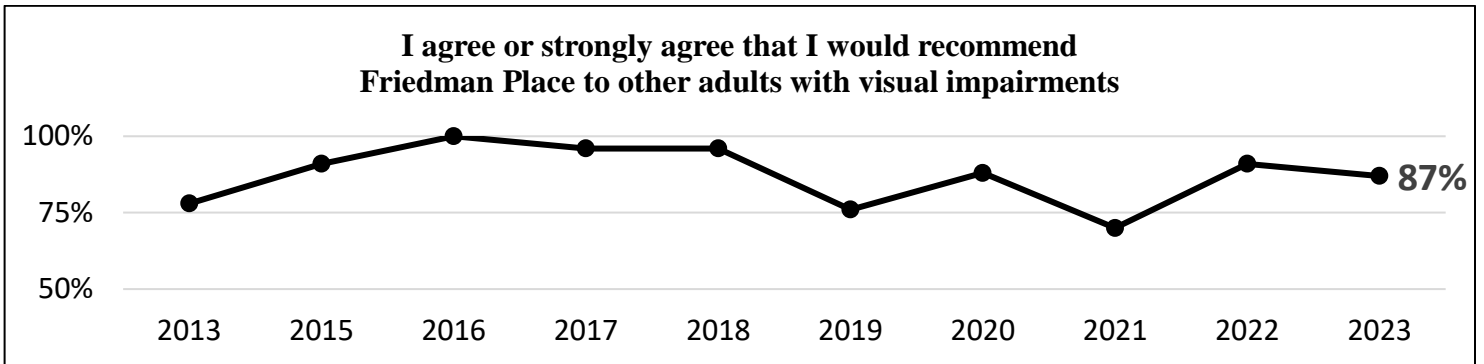
**STAFF RELATIONS**



**QUALITY AND GOALS**







## Comments

Friedman Place residents make up a diverse and varied community, with some coming from extremely difficult and challenging situations and who are very glad to find a safe place to live, and others from very happy situations that circumstances forced them to leave when they would prefer not to (for example, due to worsening illness or the loss of family or other caregivers). Friedman Place is proud of the aggregate scores reported above but also believes that it is important to be transparent and publish all of the comments offered, both complimentary and critical.

- The people are nice
- Friedman Place provides privacy and security; having my own room is good
- Overall, I've had very good experiences. I particularly enjoy the weaving. Looking forward to Bingo and I like trivia and music hour.
- Too noisy in dining room. People don't observe rules and continue to use cell phone during meals. Some neighbors need to be disciplined. I like that it is easy to reach staff by phone. Really like weaving. I find it very therapeutic and comforting. Need cable on 2nd, 4th, 5th, and exercise room. Need a bigger exercise room for more equipment. The bikes are old. Would be nice to use the room whenever I feel like it without the need to schedule.
- I need special foods, but they won't prepare them for me.

- I would like the Saturday music program to return.
- I wish there were more choices in food to help me lose weight. Would like help in making food choices that would help me lose weight. Can't always get what you want to eat and then don't know what to choose as an alternative. Like the exercise room, especially the bounce stepper. Wish there were more CNAs.
- I'm here because I have to be but this place sucks
- Listen better to the residents
- I love living at Friedman Place!
- I wish I could use electric frying pans and other devices other than just the microwave. I'm used to cooking for myself. The food is better and there is more variety than before, but like today, my only option for lunch was pizza and I don't like pizza. Everything is accessible, but still have to be careful in the halls so I don't fall or bump into others. I usually wait until everyone is gone and go out of the elevator or dining room by myself. Maintenance has been helpful. Recently I had to get my shower fixes as the water was leaking out and now it is really good and like new. I don't like the way some of the residents' tease others in front of everyone else.
- Friedman Place is a good place to live the life you want.
- Most of the time it's too noisy in the dining room, people should be more disciplined and respect others in relation to noise. Feels privacy is important.
- I think that it is a wonderful place for people who are blind and have nowhere else to go. You are safe. They will help you as best they can. If you can adapt quickly, you will be fine. Otherwise you might have a hard time.
- We need better quality food. Residents need more money.
- This place is like a family. Everyone is like family. Staff is wonderful. They treat me like family.
- Some residents are threatening and bullying me.
- I would like more info on losing weight. It took 3 weeks to fix a loose shower bar in my bathroom. I'd like an easy exercise program. I do use the exercise bikes.
- Don't recommend because of false advertising. It never said anything about miscellaneous disabilities. Feel that over time that they have gotten more mentally disabled unstable individuals. Those individuals make me feel less safe. Food is much better than years ago. Wish there were more carts for the laundry. Like to prepare and sort the night before and so have to hunt for baskets. Need more carts.
- I like it at Friedman Place! Coming here was the best decision I ever made.



- People should know about what they are talking about and should not ask for input. You are cut off, and this survey is pointless because feedback is not valued. They are not into preventative circumstantial suggestions. I notice some residents are spoken to like a child.
- Things are getting better.
- I really enjoy the weaving and hope that they continue to have more weaving activities. Continue visits to local community businesses, such as the fire station, where beverages are made, the library, the police station. Would like more talent shows.
- Really liked the exercise room to lift weights, would really like the return of a full functioning exercise facility with equipment and weights. Would like more change to the menu. It gets monotonous with the same thing every week.
- Would like to see enough interest to start some classes in Braille.
- I think we should schedule meals in shifts like we did during COVID due to the long wait times. Shifts will ensure that dietary aides are able to accommodate residents more efficiently. The aisles are also blocked frequently in the dining room. I feel like chronic offenders who do this should be evicted and this requirement should be added to the lease.
- I can't ask for much more. It's really outstanding. Everyone will go out of their way. Like the activities. Getting excellent help from the mobility instructor.
- I feel the food could be better and with bigger portions. The \$90 allowance is also ridiculous; it's too low.
- I would like to have more activities like more board games.

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. The agency’s beginnings go back to 1935. The agency’s 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 larger building – each with a full bathroom and kitchenette. Seventy-four of the apartments are (one-person) studios and seven (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 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.



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