

What do families hope for when they entrust the care of a family member who requires total care to a provider agency?

Peace of Mind

Ultimately, families hope they can sleep at night—trusting that their loved one is safe, valued, and well cared for.

Dignity and Respect

Families want their loved one treated with humanity—like a person, not a case.

Safety and Protection

Physical and emotional safety are non-negotiable. Families hope for vigilance and accountability.

Partnership with Families

Families want to be informed, included, and respected as partners—not bystanders.



FOTM

Families On The Move of New York City, Inc. (FOTM)
Yesterday, Today, Tomorrow...Families On The Move.

Compassionate, Competent Care

They want staff who not only know what to do—but truly care while doing it.

Engagement and Inclusion

It's not just about meeting needs. It's about helping their loved one live a full life.

Individualized Support

One size does not fit all. Families want care that's tailored to the person—not the diagnosis.

