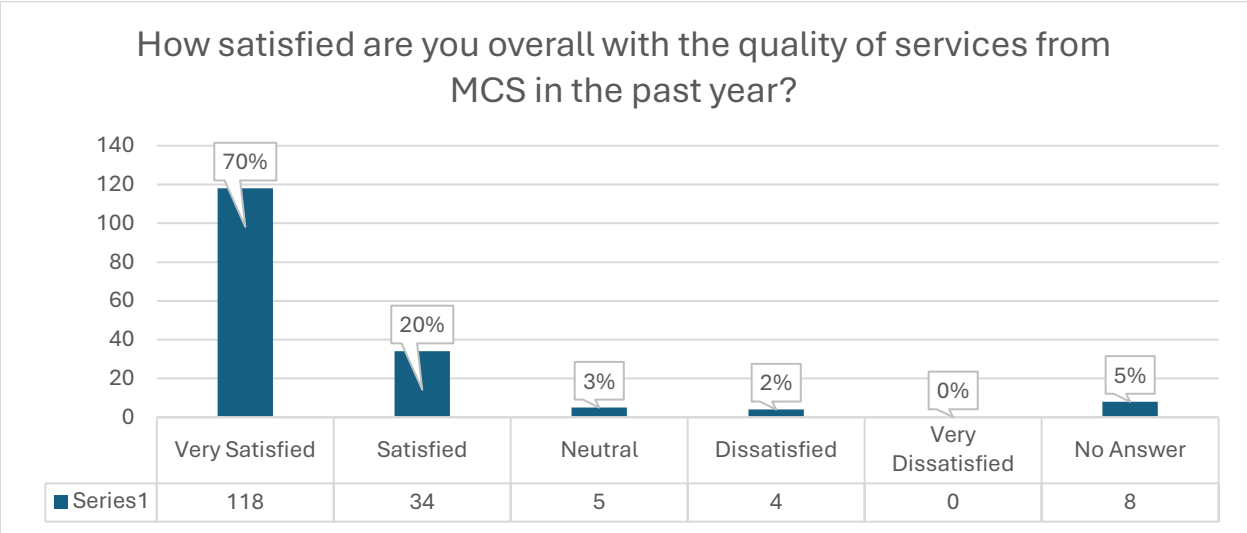
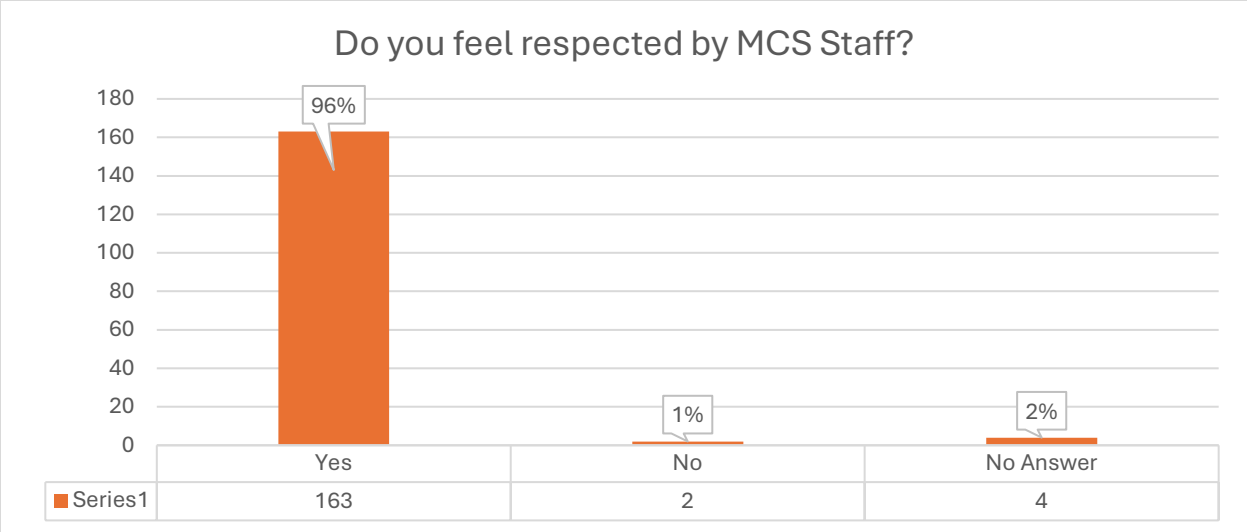
Family Support Survey Results 2025

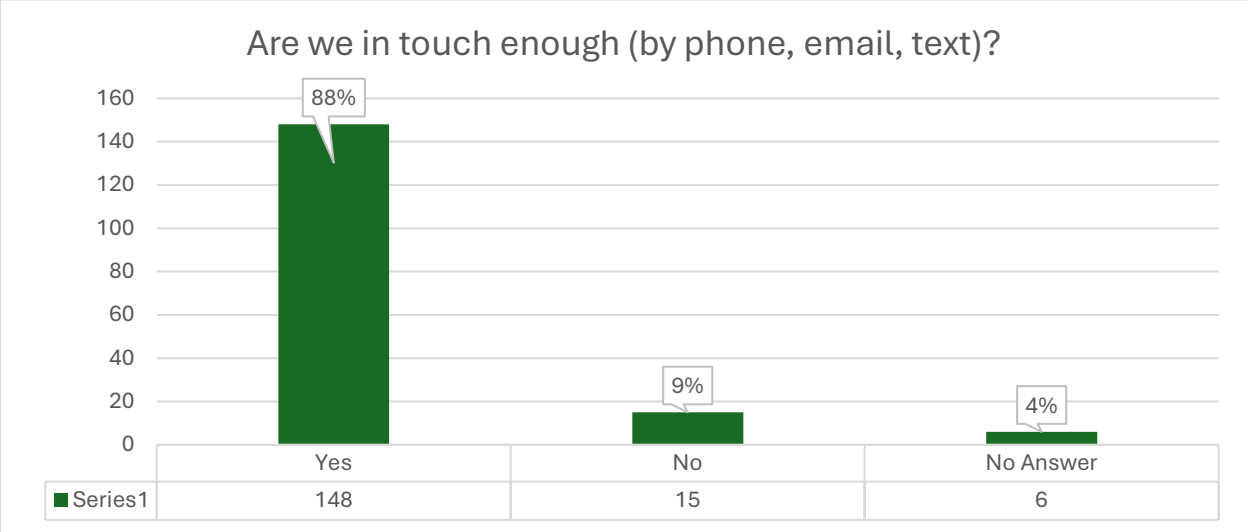
Total Responses: 169

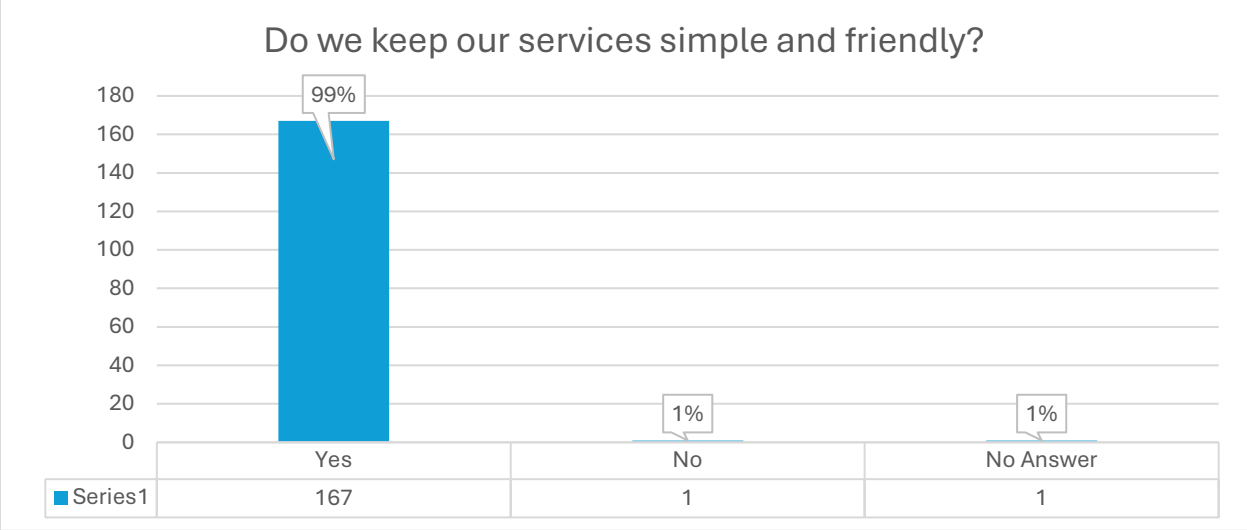
Key Highlights:

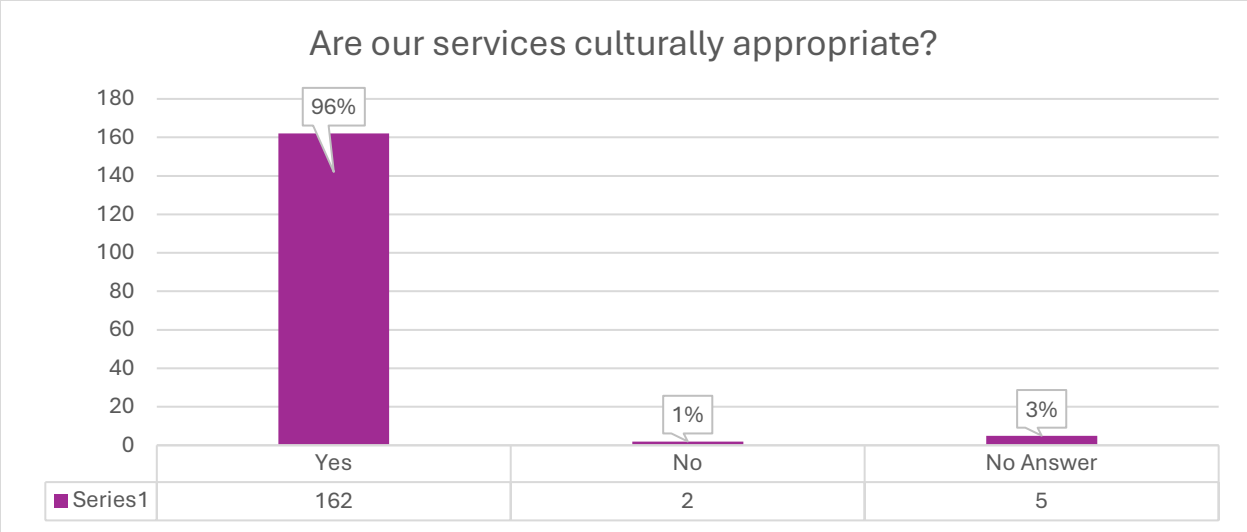
- Satisfaction: 88.8% of respondents reported being Satisfied or Very Satisfied.
- Respect: 96.4% of respondents felt respected by MCS staff.
- Communication: 87.6% felt MCS was in touch enough (phone/email/text).
- Navigators were generally viewed as respectful and knowledgeable.

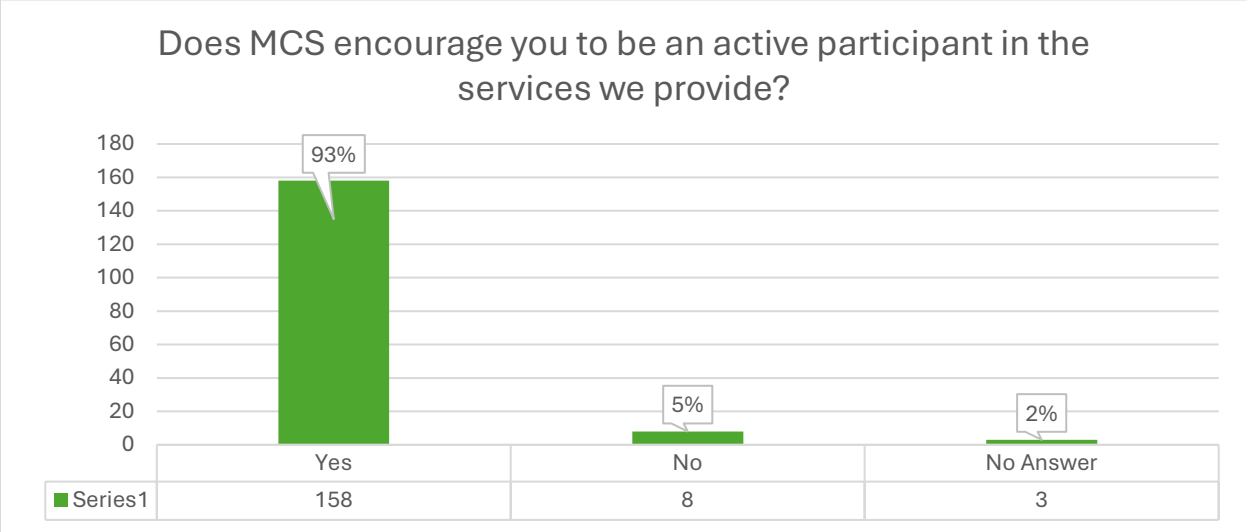


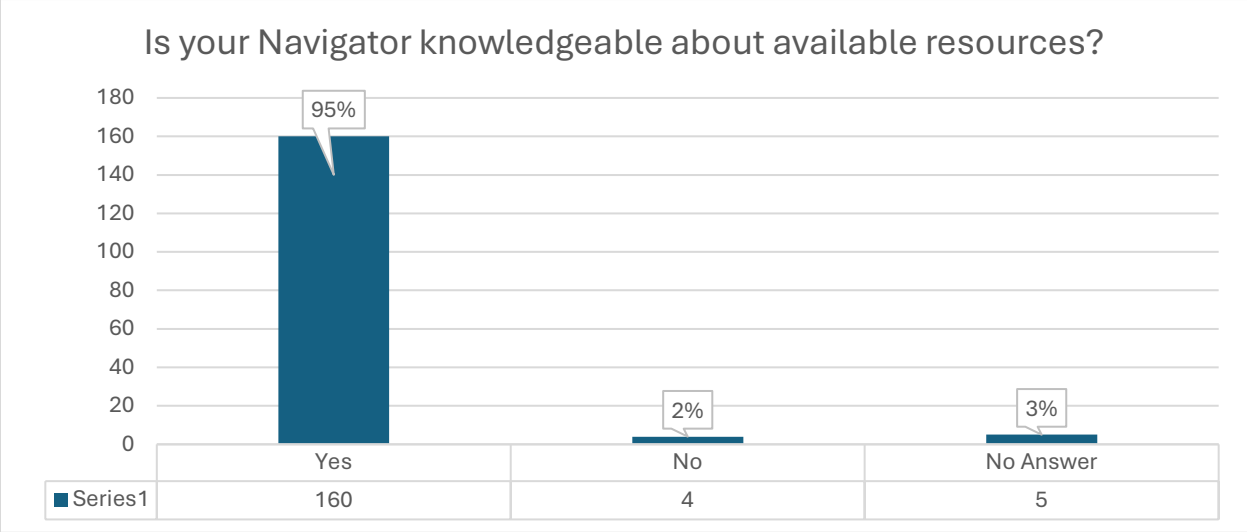

Do you feel respected by MCS Staff?
180
160
140
120
100
80
60
40
20
0
96%
1%
2%
Yes
No
No Answer
Series1
163
2
4

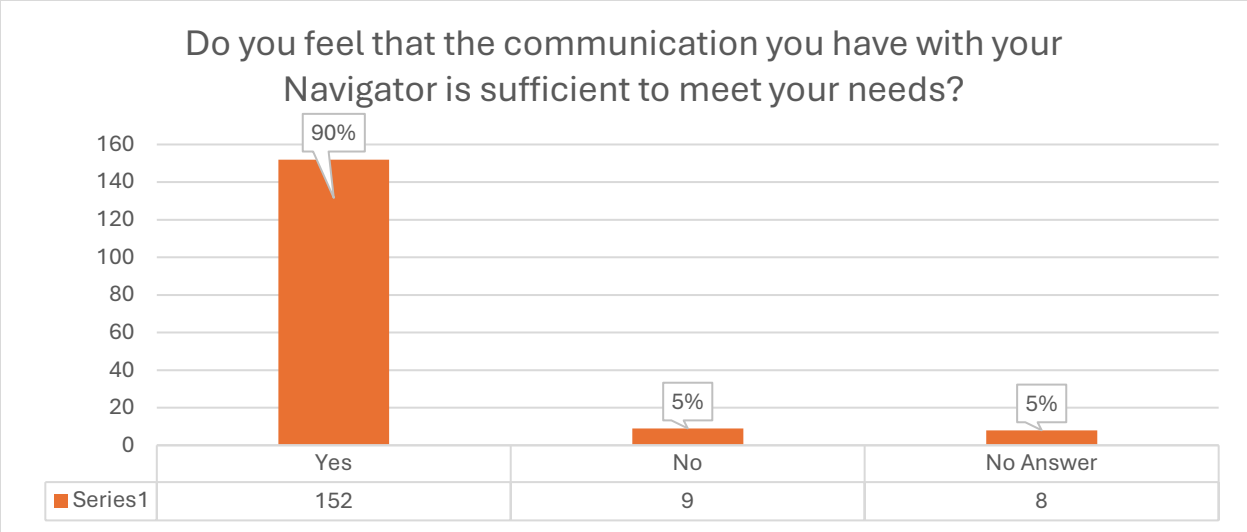

Are we in touch enough (by phone, email, text)?
160
140
120
100
80
60
40
20
0
88%
9%
4%
Yes
No
No Answer
Series1
148
15
6

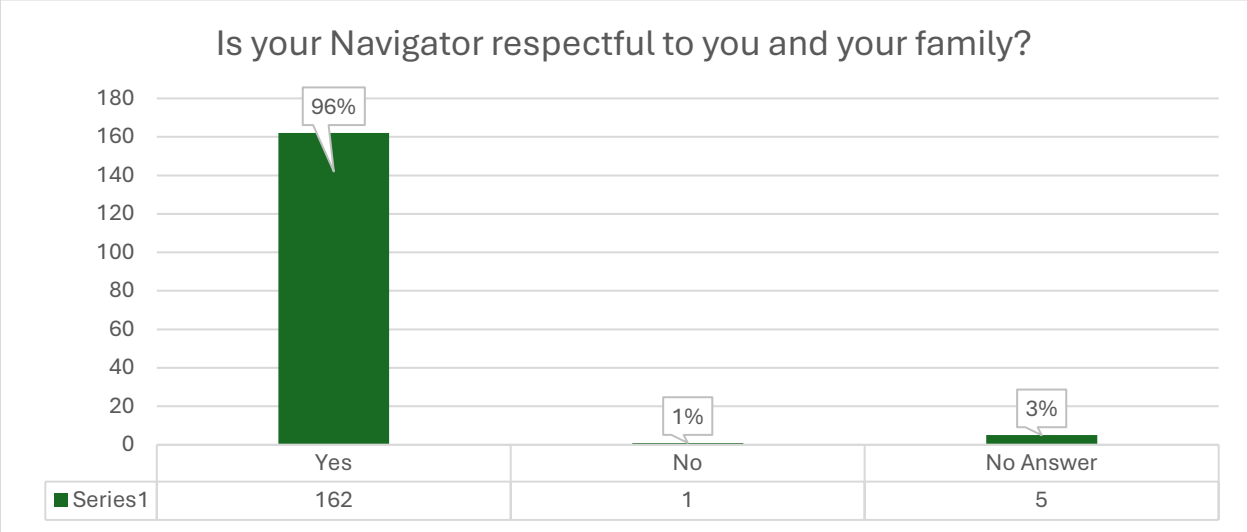

Do we keep our services simple and friendly?
180
160
140
120
100
80
60
40
20
0
99%
1%
1%
Yes
No
No Answer
Series1
167
1
1

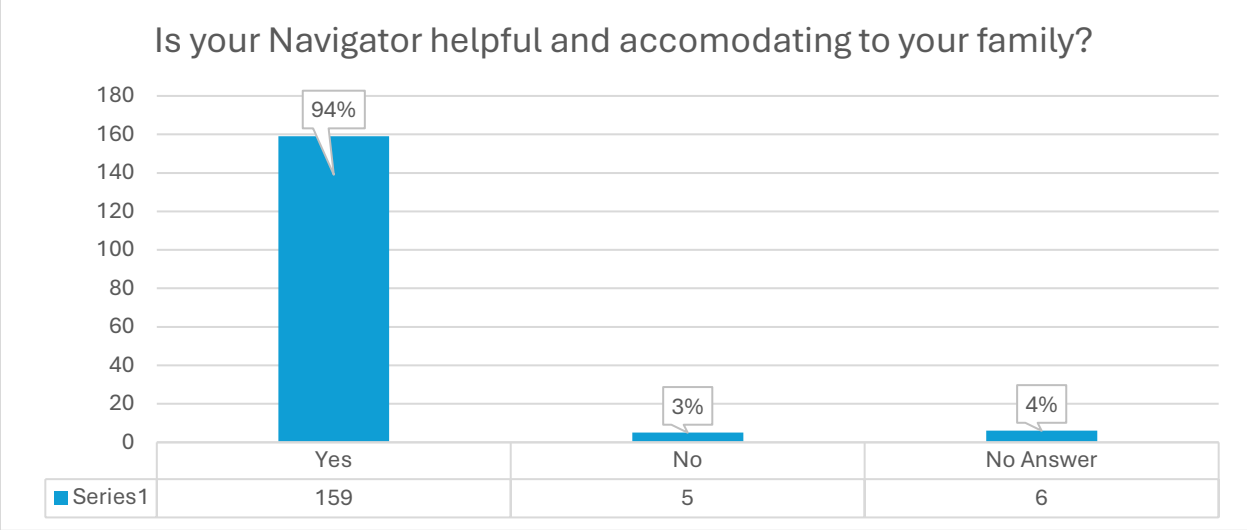

Are our services culturally appropriate?
180
160
140
120
100
80
60
40
20
0
96%
1%
3%
Yes
No
No Answer
Series1
162
2
5

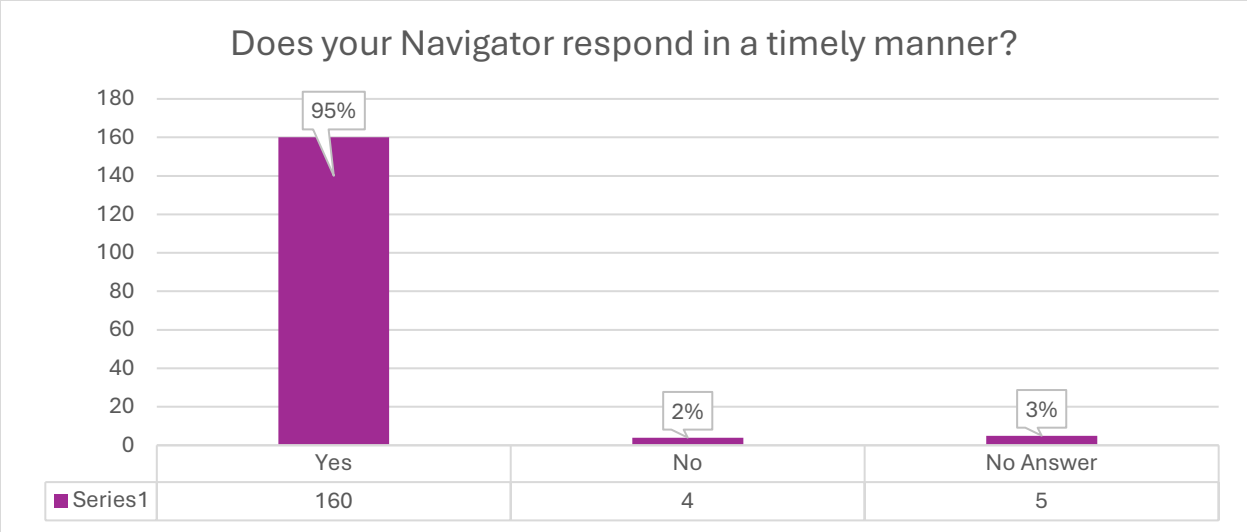

Does MCS encourage you to be an active participant in the services we provide?
180
160
140
120
100
80
60
40
20
0
93%
5%
2%
Yes
No
No Answer
Series1
158
8
3

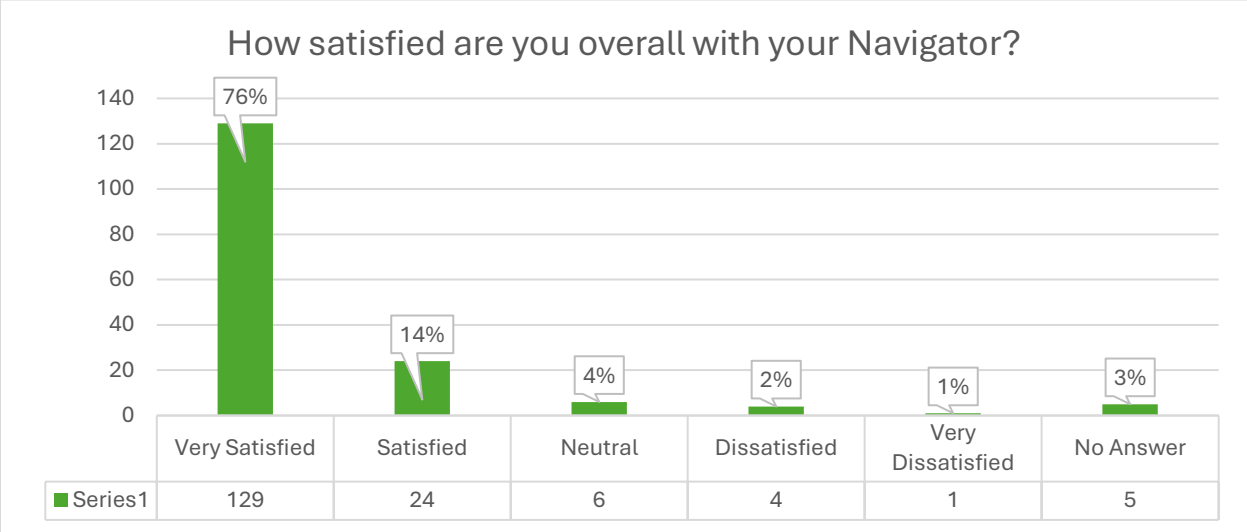

Is your Navigator knowledgeable about available resources?
180
160
140
120
100
80
60
40
20
0
95%
2%
3%
Yes
No
No Answer
Series1
160
4
5

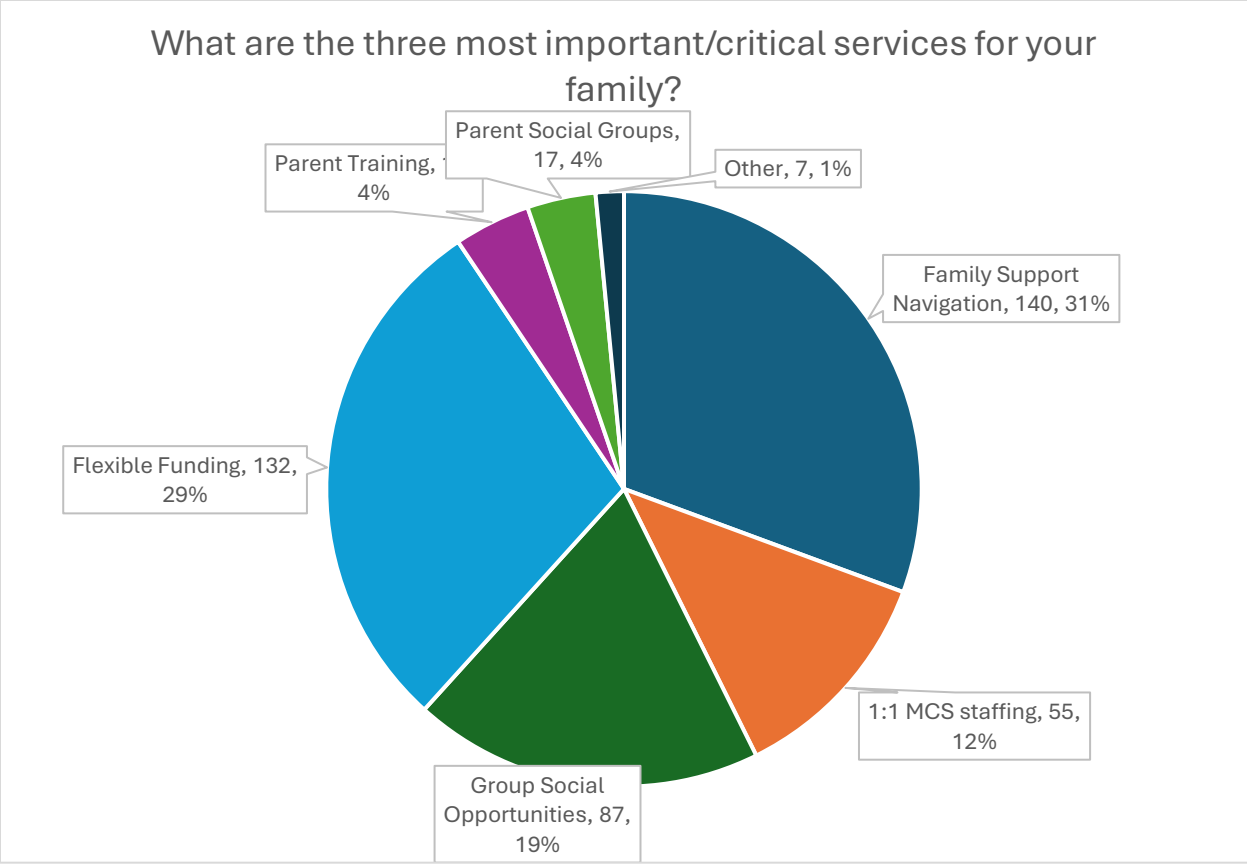

Do you feel that the communication you have with your Navigator is sufficient to meet your needs?
160
140
120
100
80
60
40
20
0
90%
5%
5%
Yes
No
No Answer
Series1
152
9
8


Is your Navigator respectful to you and your family?
180
160
140
120
100
80
60
40
20
0
96%
1%
3%
Yes
No
No Answer
Series1
162
1
5


Is your Navigator helpful and accomodating to your family?
180
160
140
120
100
80
60
40
20
0
94%
3%
4%
Yes
No
No Answer
Series1
159
5
6


Does your Navigator respond in a timely manner?
180
160
140
120
100
80
60
40
20
0
95%
2%
3%
Yes
No
No Answer
Series1
160
4
5


How satisfied are you overall with your Navigator?
140
120
100
80
60
40
20
0
76%
14%
4%
2%
1%
3%
Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied
No Answer
Series1
129
24
6
4
1
5


What are the three most important/critical services for your family?
Parent Social Groups, 17, 4%
Other, 7, 1%
Parent Training, 4%
Family Support Navigation, 140, 31%
Flexible Funding, 132, 29%
1:1 MCS staffing, 55, 12%
Group Social Opportunities, 87, 19%