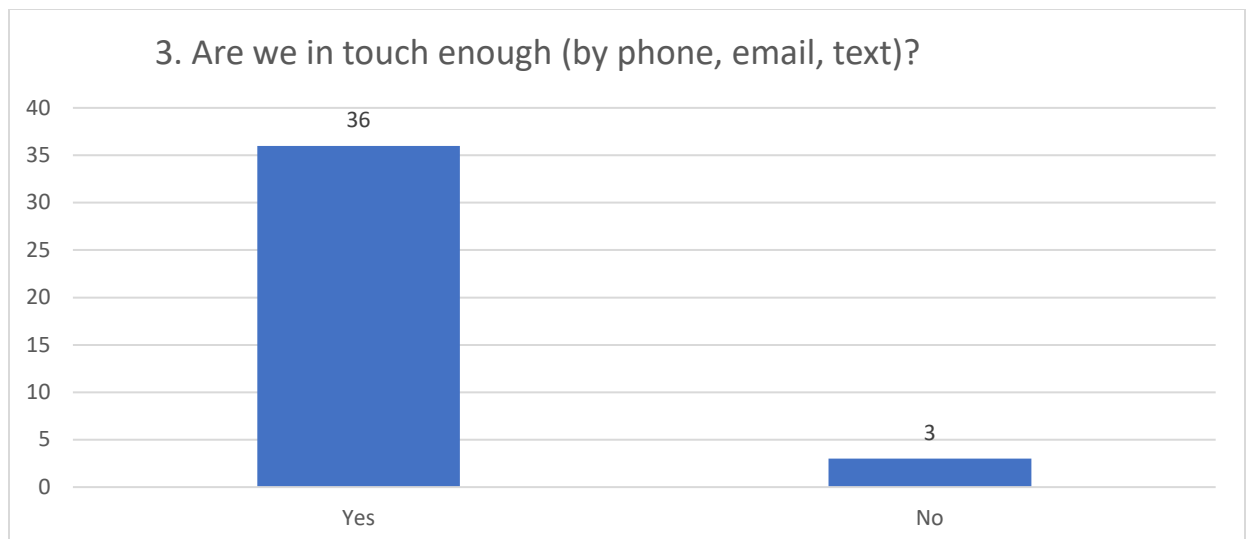
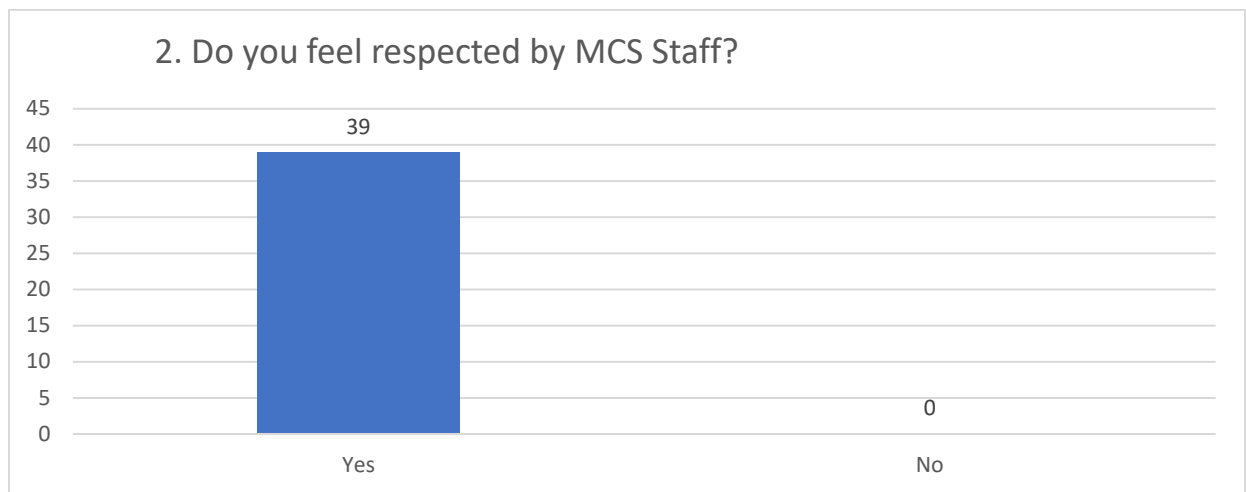
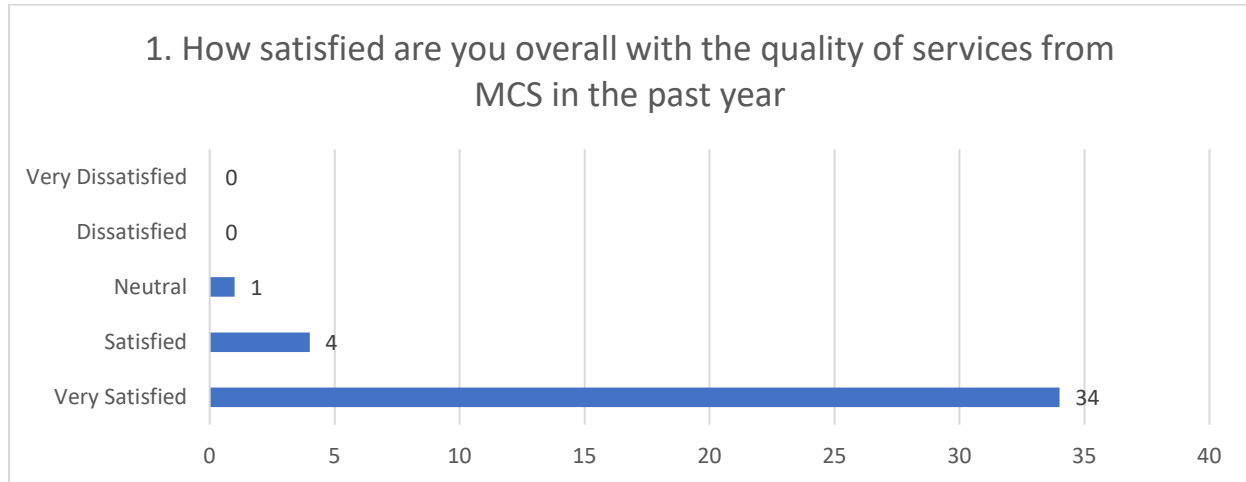


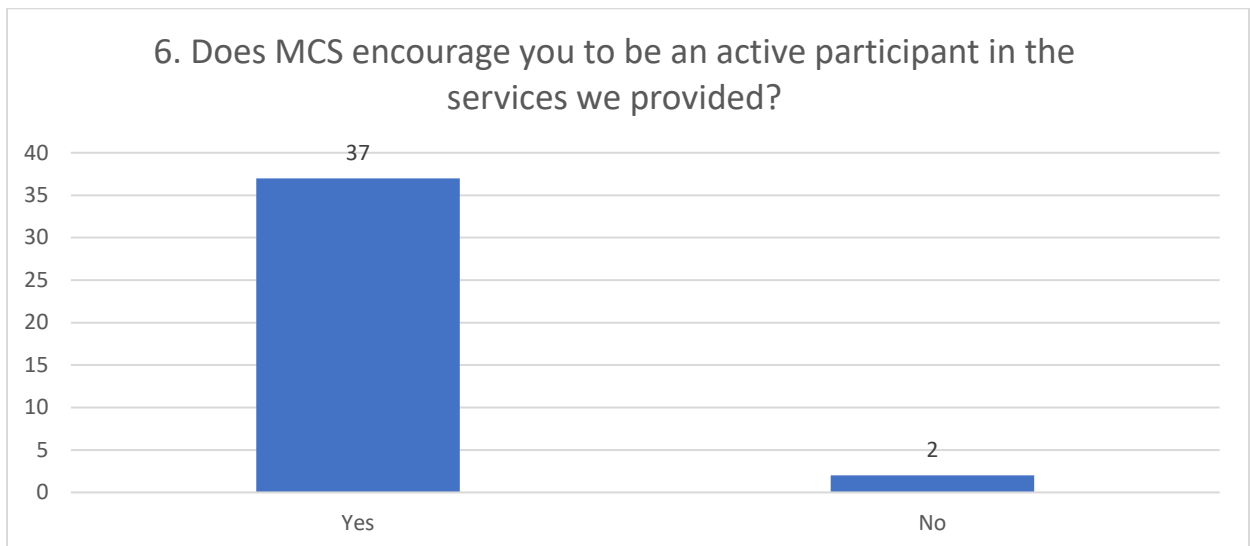
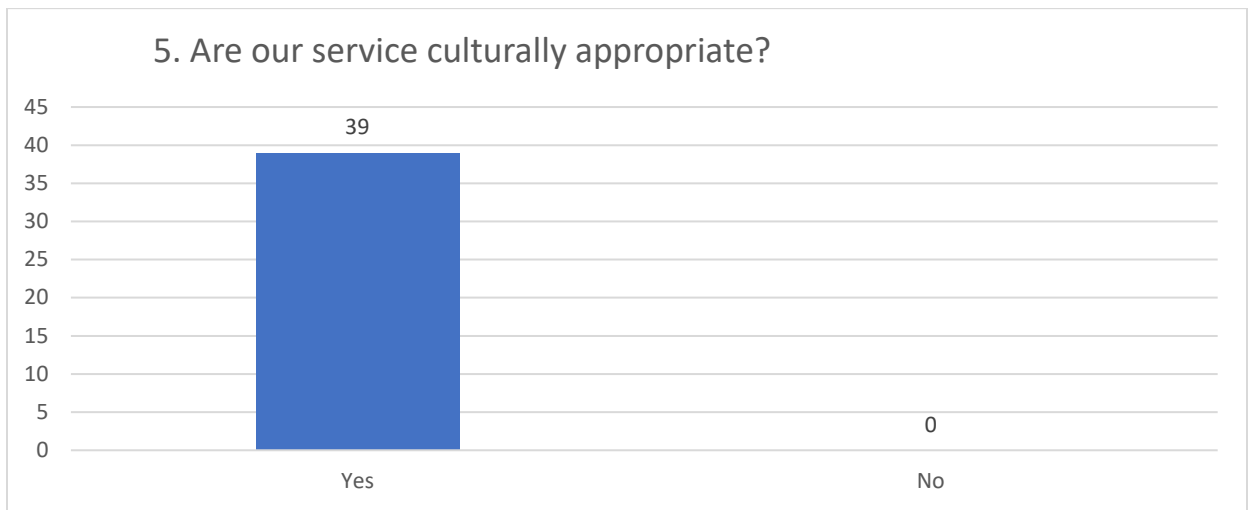
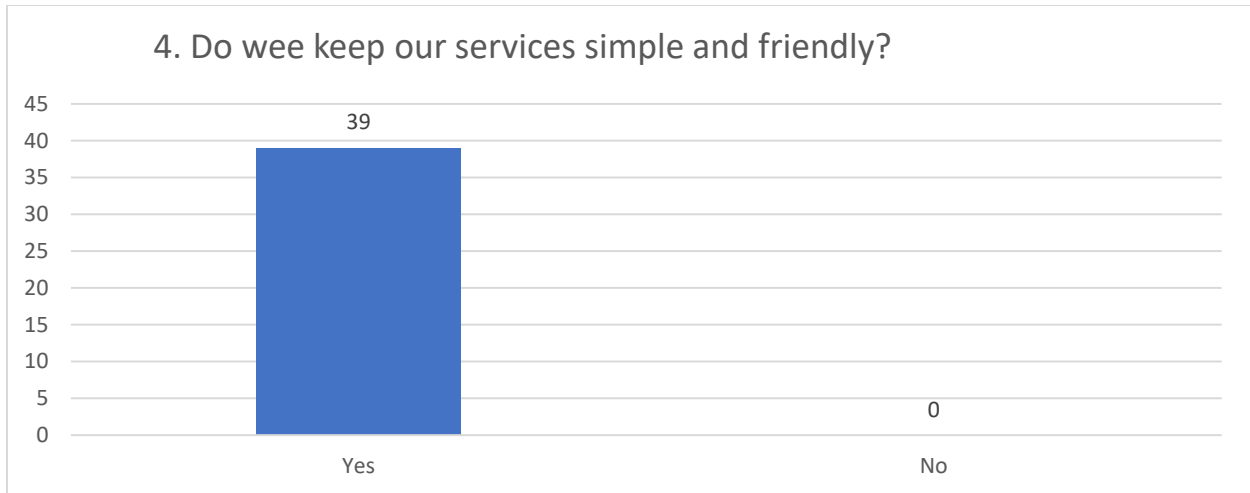
# Holyoke Family Support 2023 Survey Results

Total Submissions = 39

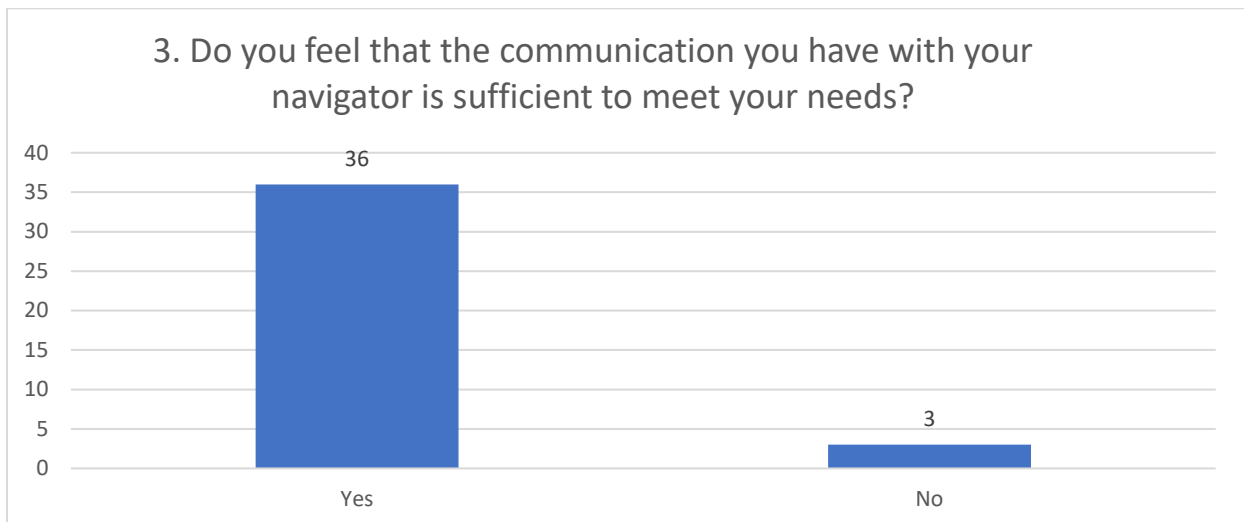
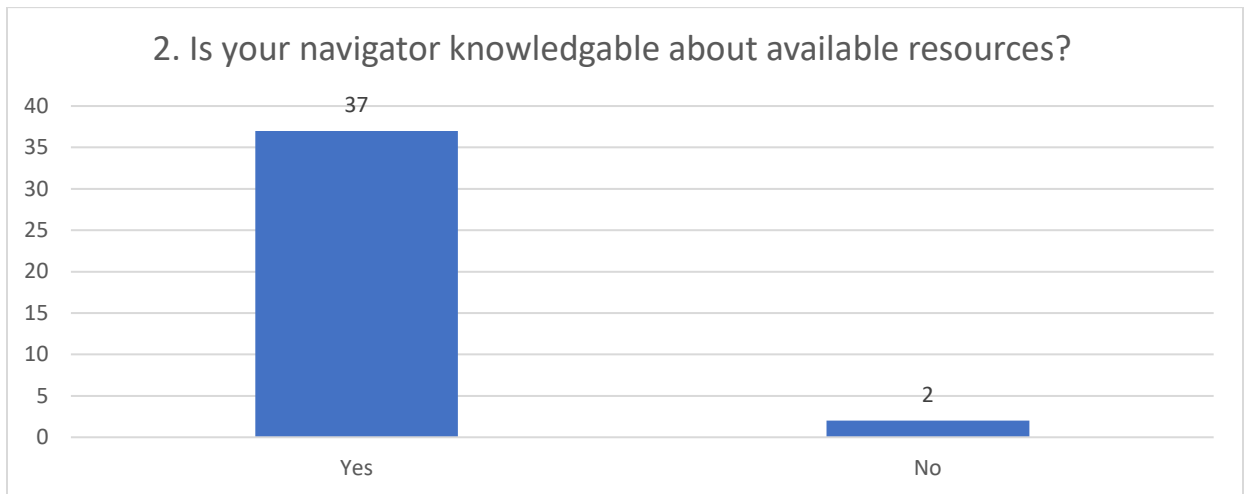
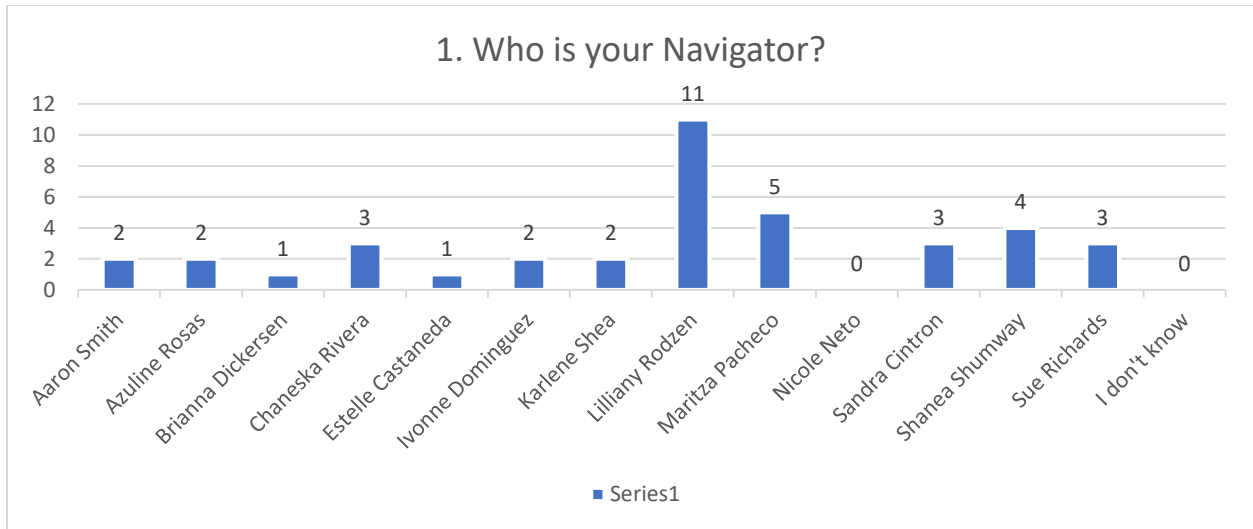
Submissions - 38 English, 1 Spanish



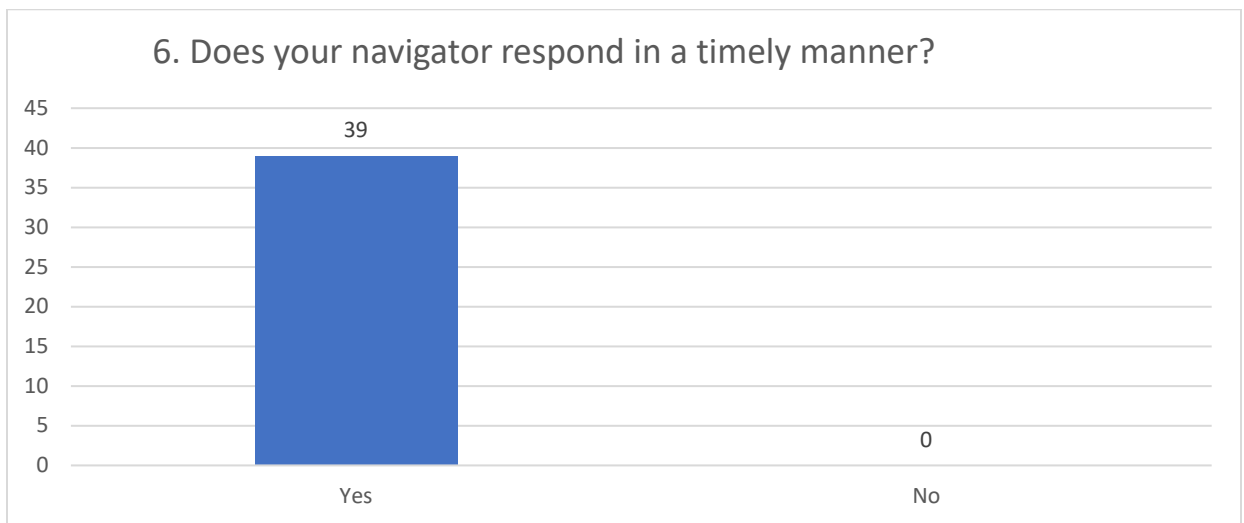
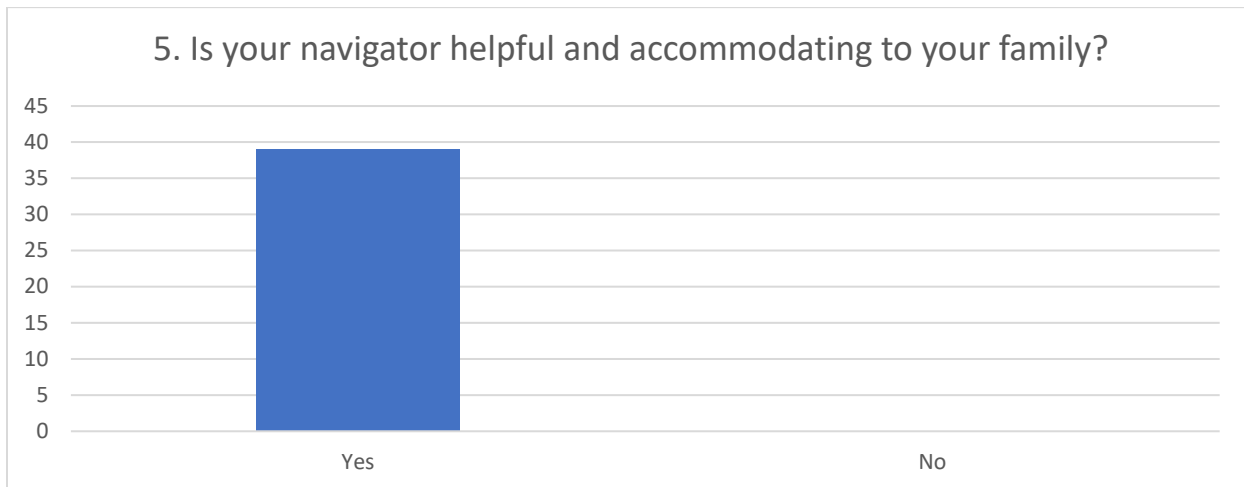
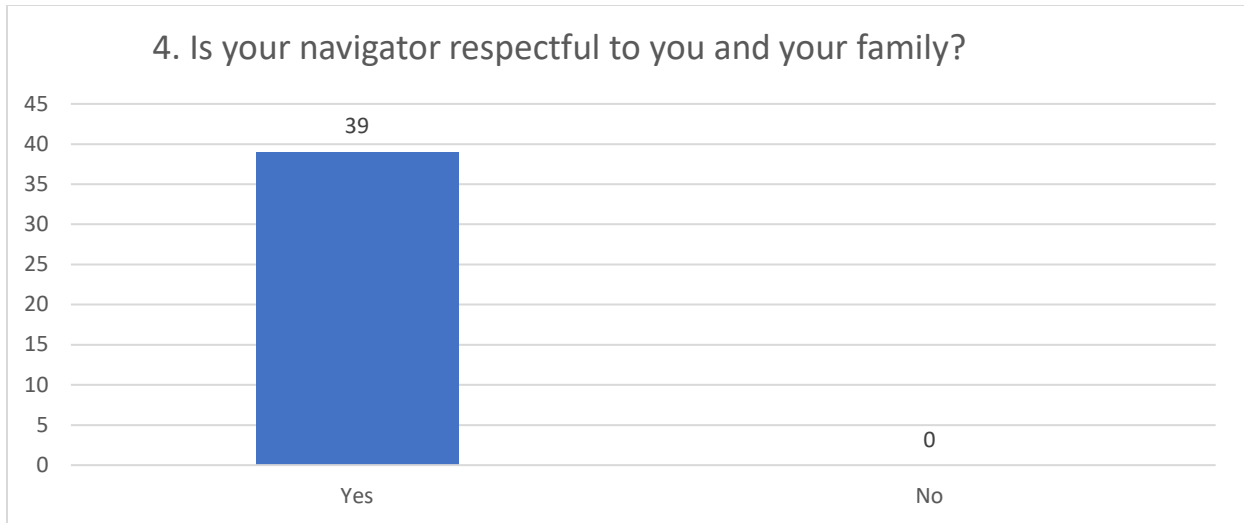
# Holyoke Family Support 2023 Survey Results



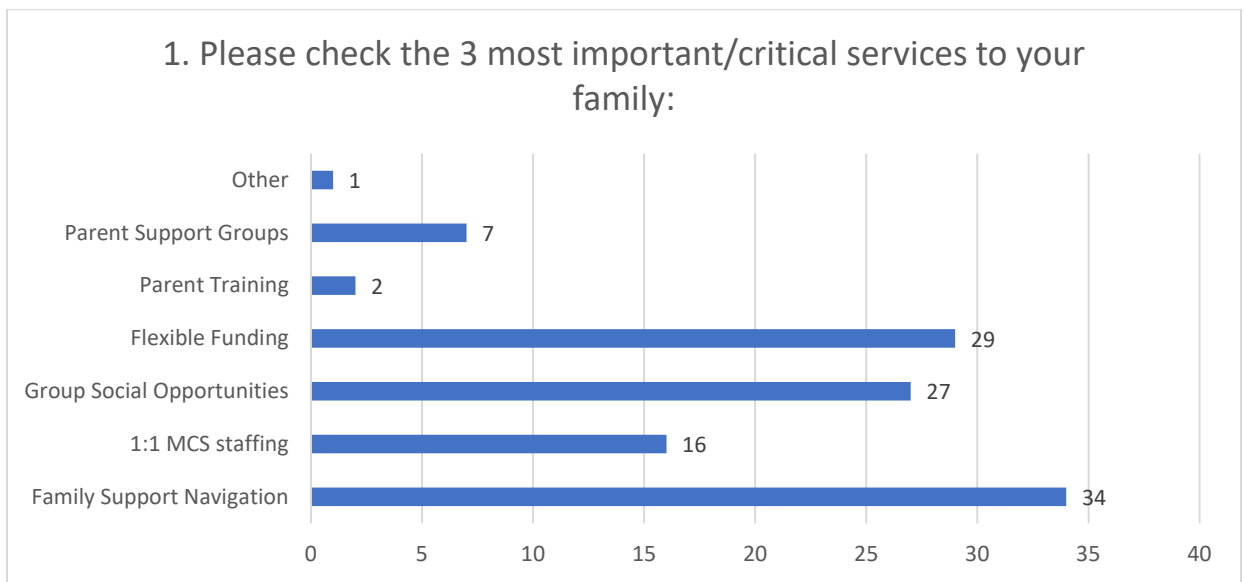
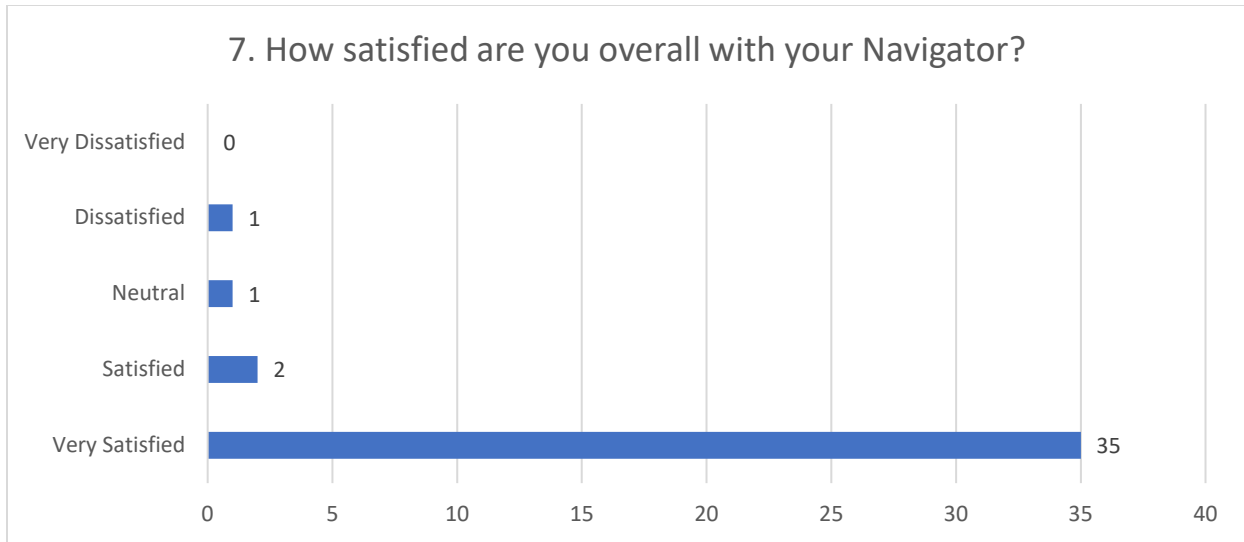
# Holyoke Family Support 2023 Survey Results



# Holyoke Family Support 2023 Survey Results



# Holyoke Family Support 2023 Survey Results



2. Please use the space below to add any additional information you would like to share with us (praise, complaints, unmet needs, program ideas). Also, please use this space to explain any answers.

*It would be great to have a program for teens to work on social and communication outside of the school setting. There are not alot of opportunities that I am aware of that are geared toward older children.*

## Holyoke Family Support 2023 Survey Results

*I was told that MCS would cover the cost of passes to an amusement park when 2 navigators came for an in-home visit while my navigator was on maternity leave. When my navigator was back, I was then told that MCS would not be able to do this and wasn't given a thorough explanation.*

*Lilly has been great with helping me support my family with whatever needs come up. She has answered every question I have asked - and if she didn't know the answer - she followed up pretty quickly getting it. She is genuine and is very sensitive to any needs that are presented. She also gets my kids - Lucy is a hard nut to crack but she was able to get Lucy to engage with her which is a miracle! Jason adores her.*

*All of you have done a tremendous job. Keep up the good work. The group activities are essential and have benefitted my daughter immensely*

*Shanea is rockstar! She always has a answer and resources when I reach out. Very friendly and I love how she interacts with my boys.*

*Lilliany was our navigator until her new role recently. She was incredible. Now we have Eliasha and she's so far also been amazing!*

*I would like to thank Maritza, Karen, Brianna, Lilliany, Nicole, Carl, Lindsay, and Aaron for welcoming Aaron and helping him feel liked and appreciated. Aaron likes bowling. Maybe a bowling team? Or Karate?*

*Your help with getting a grant for us to help remodel a shower for Rebecca is extremely appreciated. It has made life so much easier for her to keep her independence and for this we are truly grateful. Everyone I have had contact with has been stupendous and very helpful. Cannot thank you enough!!*

*I'm very happy and satisfied about the services and support that my child and I are receiving! My child's service navigator is very nice and helpful that my child meets his goals. Thanks MCS staff for helping us in our needs ! The events and programs are awesome !*

## Holyoke Family Support 2023 Survey Results

*I can't say enough about the staff and everyone at MCSnet. The biggest benefit for our family is the respite services and/or group social activities. I don't have much help at home with my special needs daughter. This is the only outlet that I have to get a little time away to just destress. The only thing that would make it better is if it were extended hours. When we do the Saturday respite, it seems I drop her off and it's not enough time to really do anything. I wish it were just 2 hours longer. That's a wish list item and not a complaint as I am super appreciative of any service my daughter receives. I would also love to see more Saturday respite opportunities or a Friday night opportunity. Not many date nights when you have a special needs child at home..... I have to give a shout out to Lindsay who is just amazing with my daughter Chloe. She sends me photo's, little messages when they are out so I know she is ok and I always feel she is so well taken care of when Lindsay is involved. Everyone else is amazing as well but Lindsay is very special to us. She is a keeper!*

*Such a wonderful person to work with. Always willing to help and guide me in the right direction.*

*I would like to praise everyone in the office. They always make us feel so welcome and respected. They are extremely helpful, we always feel like a big family being there*

*I appreciate the support I receive from MCS. It's very helpful to Matthew and me.  
Thank you!*

*Thank you! Karlene Shea is an awesome human being who is very supportive of families and extremely helpful in so, so many ways! I appreciate the support she provides to our family more than I can say.*

*Everything is perfect*

*We are so grateful for Lilly and everyone at MCS.*

*Martiza is a wonderful navigator, very knowledgeable and so responsive.*

# Holyoke Family Support 2023 Survey Results