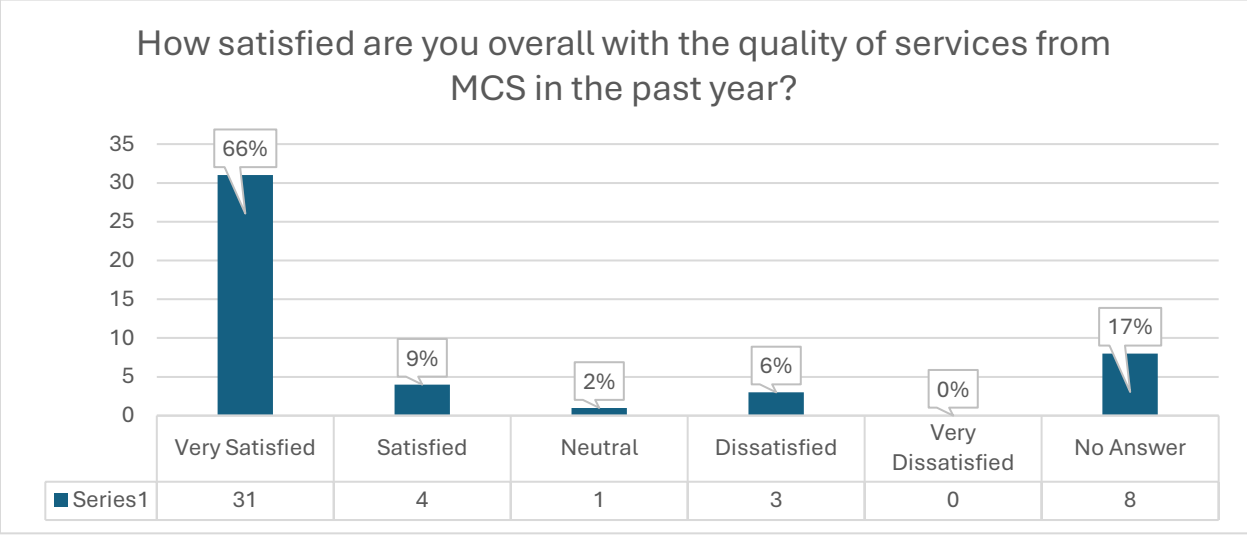
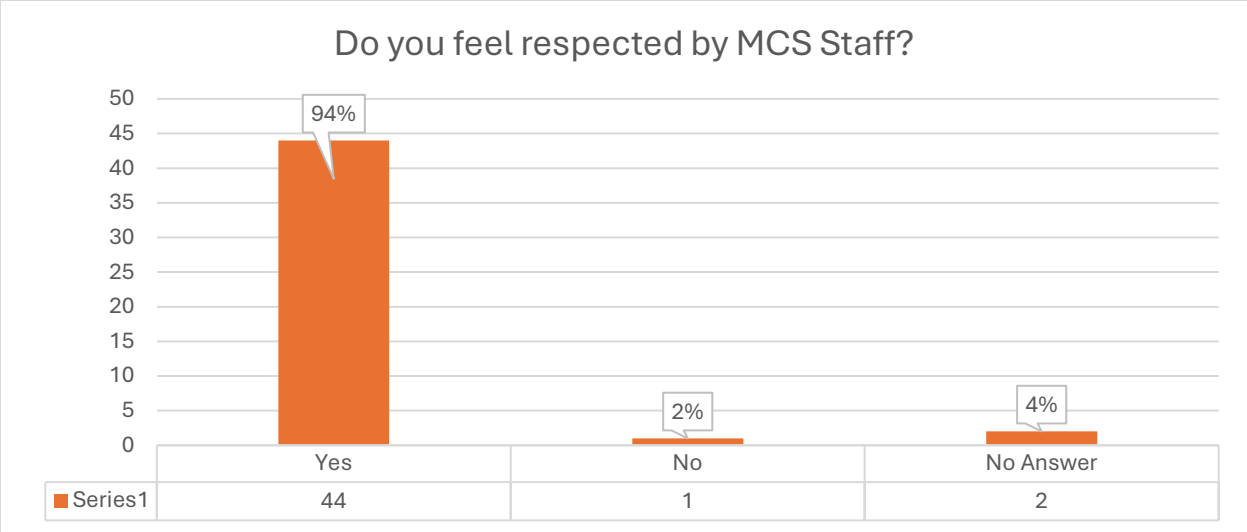
Family Support Survey Results
Regional (DESE/SOS) 2025

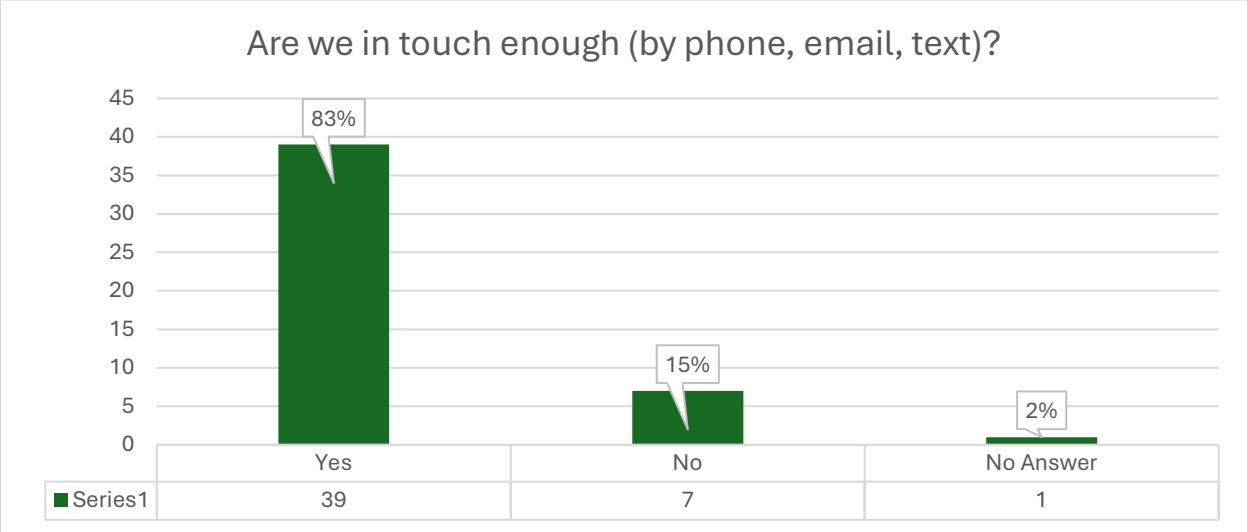
Total Respondents: 47

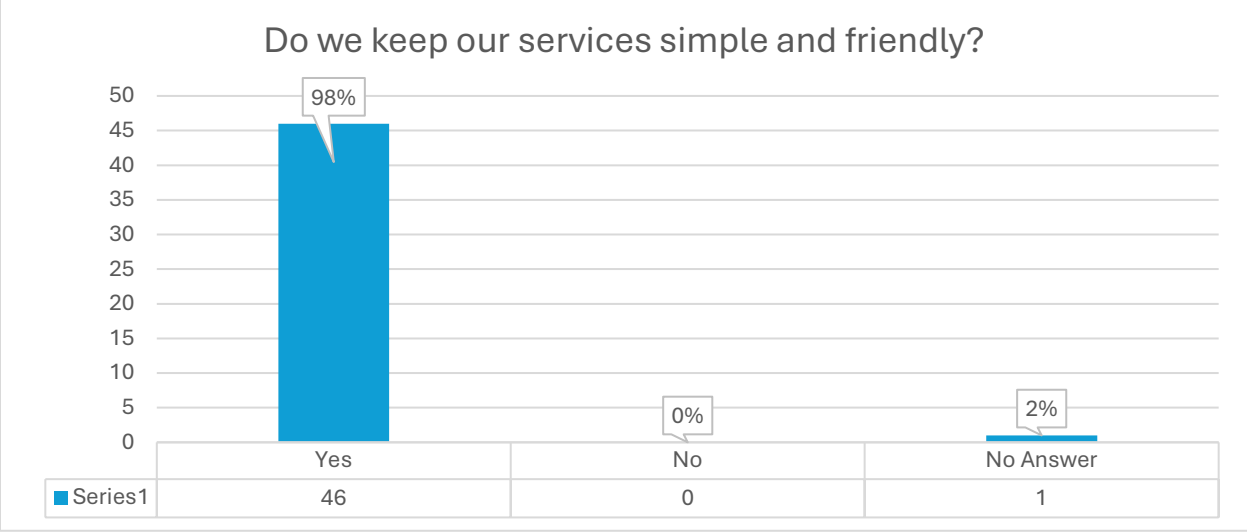
Key Findings:

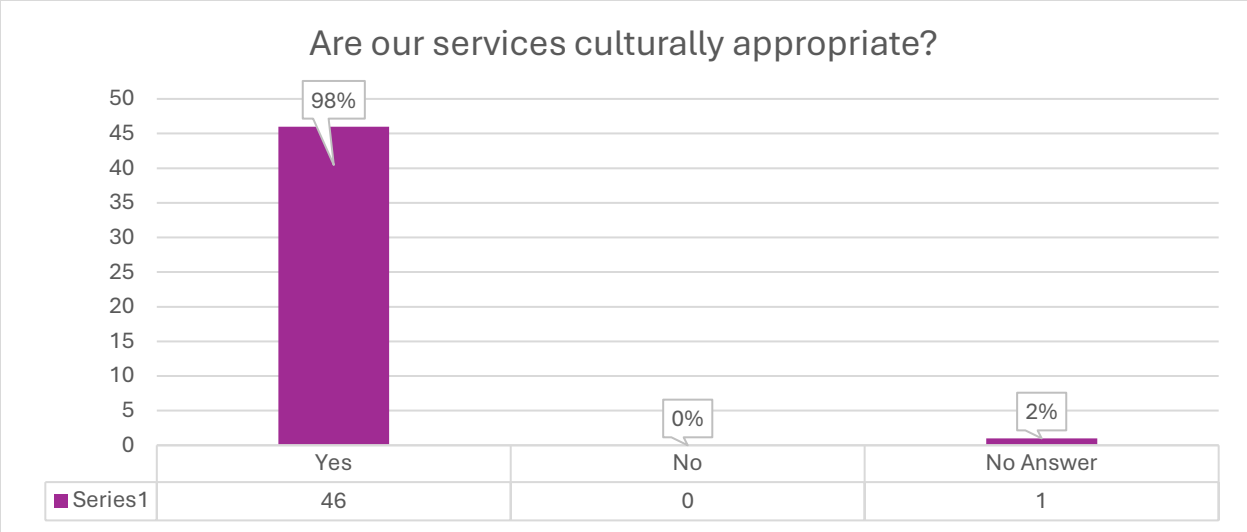
- The majority of respondents reported being **Satisfied** or **Very Satisfied** with services.
- Nearly all felt **respected** by MCS staff.
- Most respondents agreed that MCS keeps services simple and culturally appropriate.
- Navigator ratings were strongly positive in terms of respect, communication, and knowledge.
- Important services showed a strong need for Family Support Navigation and Group Social Opportunities.

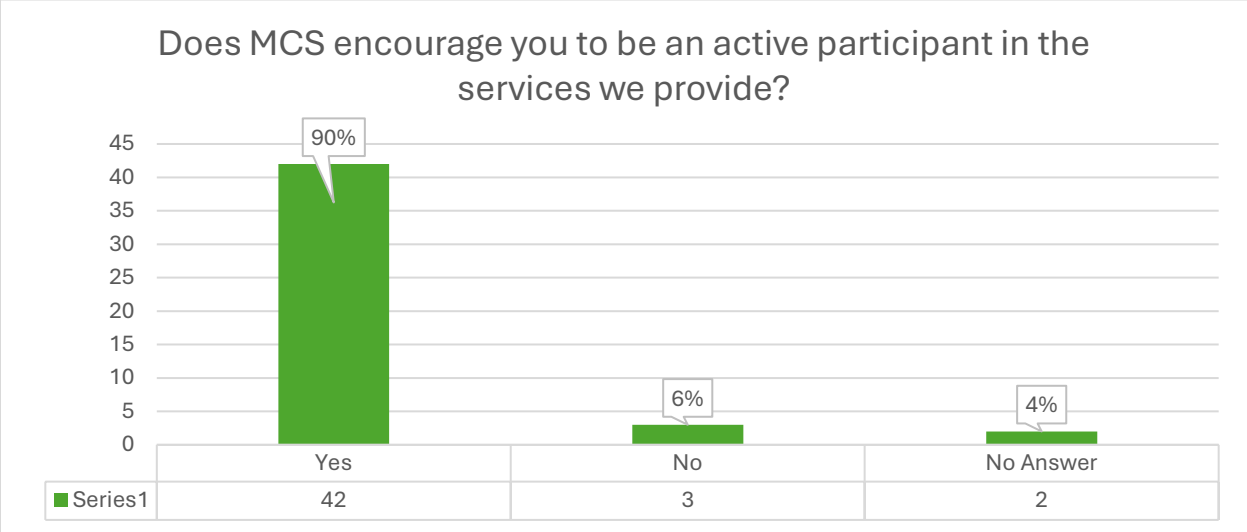


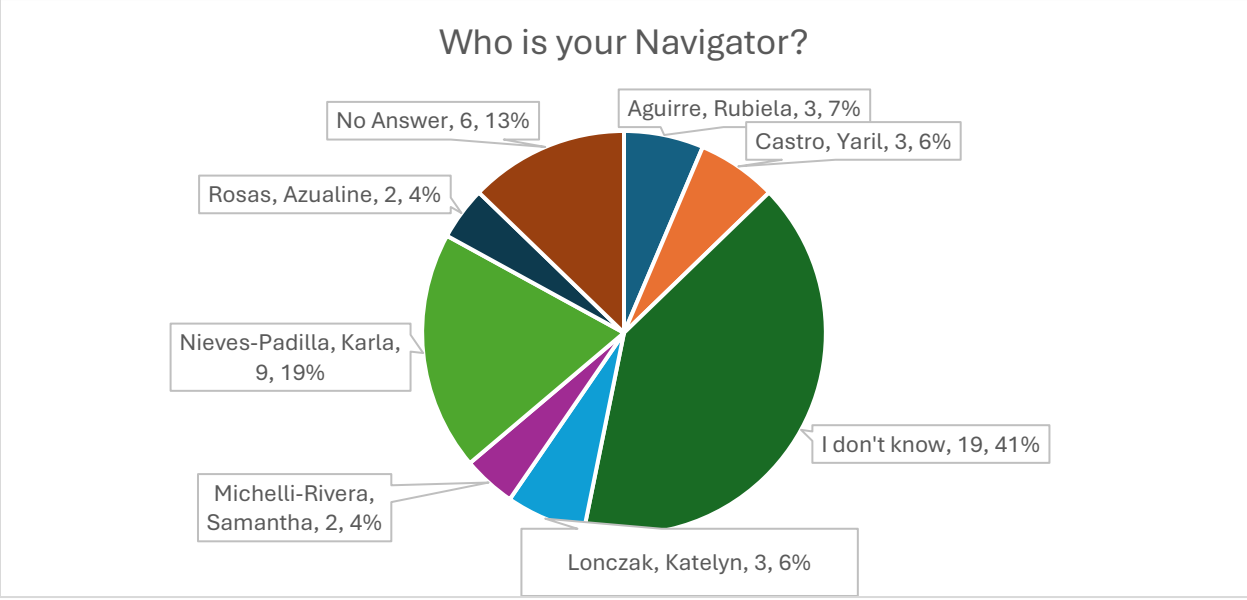

Do you feel respected by MCS Staff?
50
45
40
35
30
25
20
15
10
5
0
94%
2%
4%
Yes
No
No Answer
Series1
44
1
2

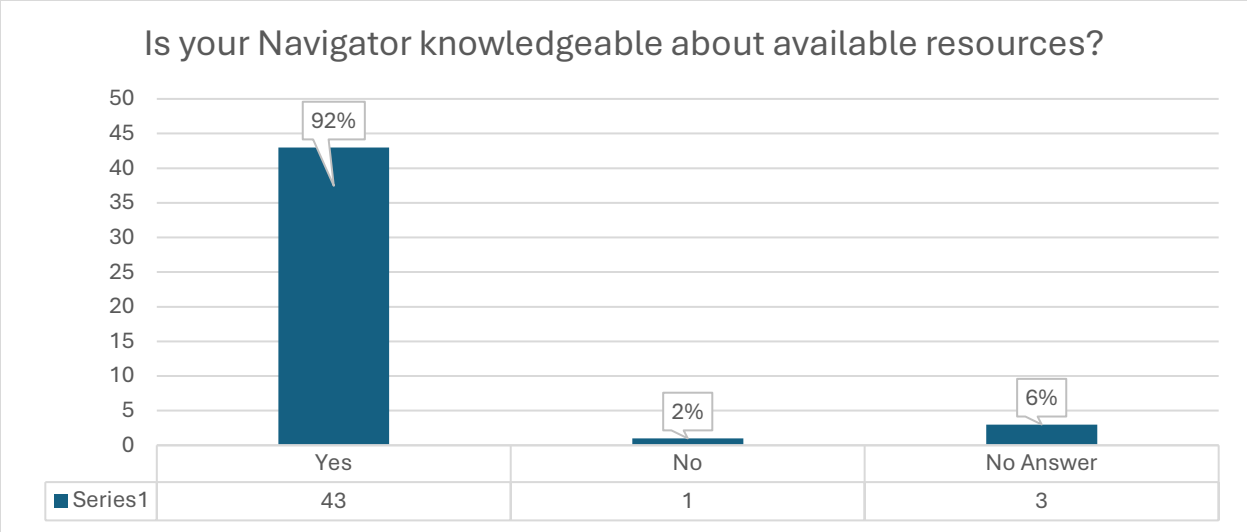

Are we in touch enough (by phone, email, text)?
45
40
35
30
25
20
15
10
5
0
83%
15%
2%
Yes
No
No Answer
Series1
39
7
1

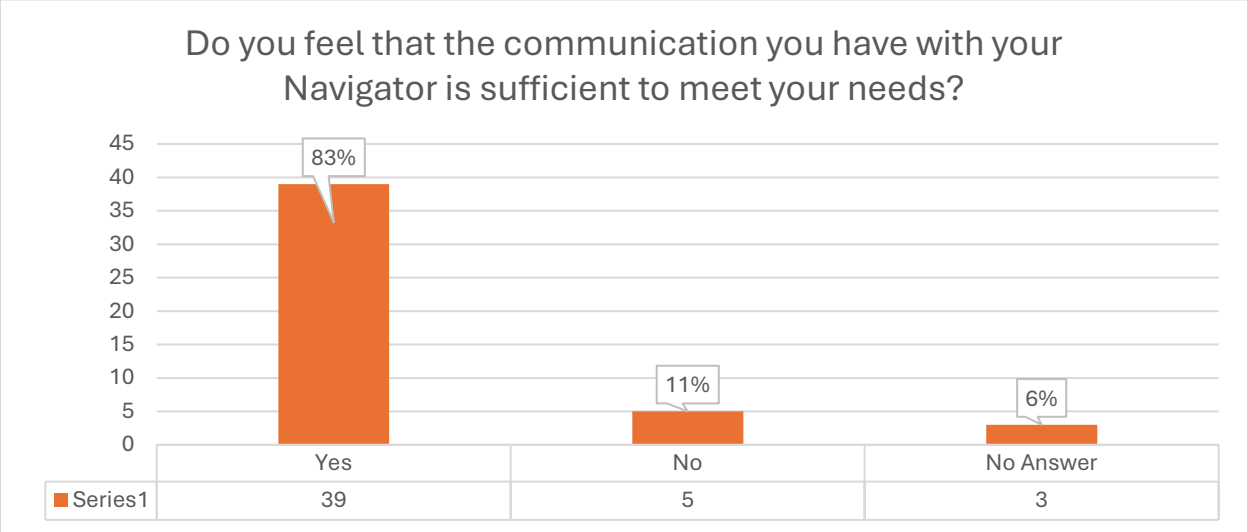

Do we keep our services simple and friendly?
50
45
40
35
30
25
20
15
10
5
0
98%
0%
2%
Yes
No
No Answer
Series1
46
0
1

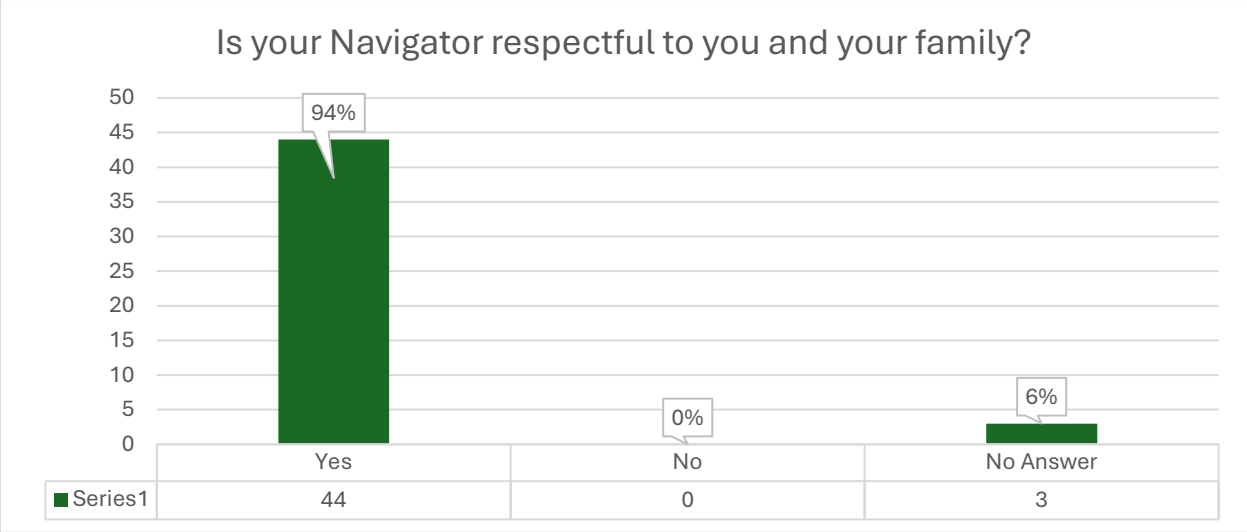

Are our services culturally appropriate?
50
45
40
35
30
25
20
15
10
5
0
98%
0%
2%
Yes
No
No Answer
Series1
46
0
1

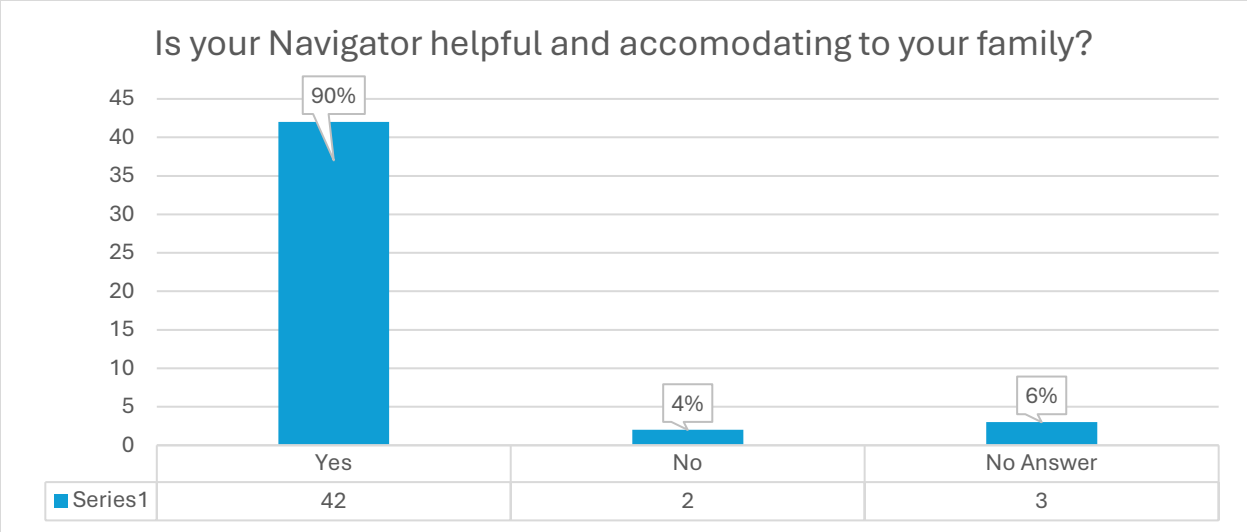

Does MCS encourage you to be an active participant in the services we provide?
45
40
35
30
25
20
15
10
5
0
90%
6%
4%
Yes
No
No Answer
Series1
42
3
2

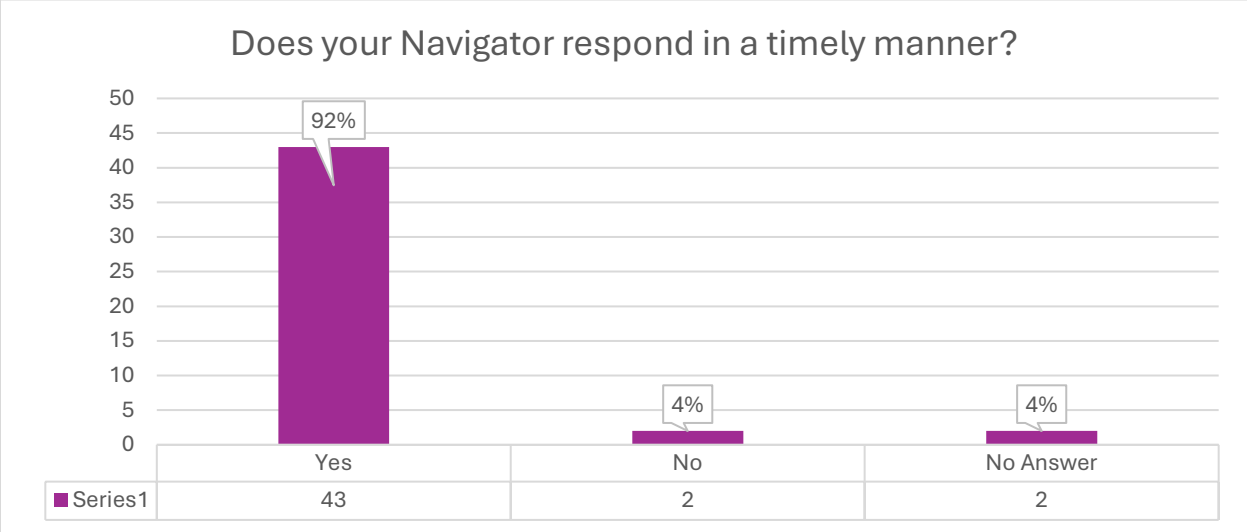

Who is your Navigator?
No Answer, 6, 13%
Aguirre, Rubiela, 3, 7%
Castro, Yaril, 3, 6%
Rosas, Azualine, 2, 4%
Nieves-Padilla, Karla, 9, 19%
I don't know, 19, 41%
Michelli-Rivera, Samantha, 2, 4%
Lonczak, Katelyn, 3, 6%

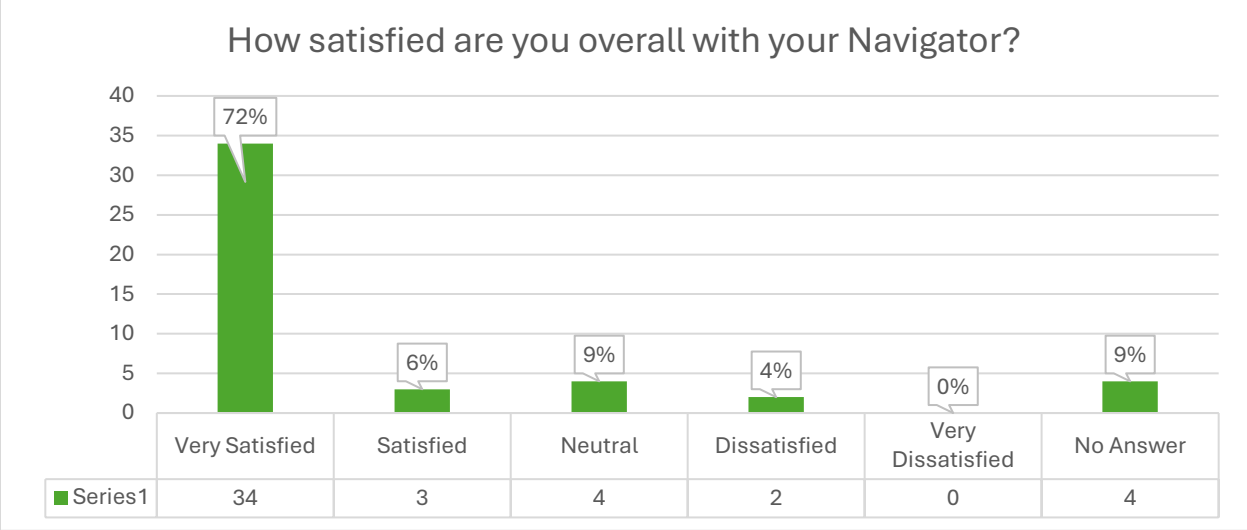

Is your Navigator knowledgeable about available resources?
50
45
40
35
30
25
20
15
10
5
0
92%
2%
6%
Yes
No
No Answer
Series1
43
1
3

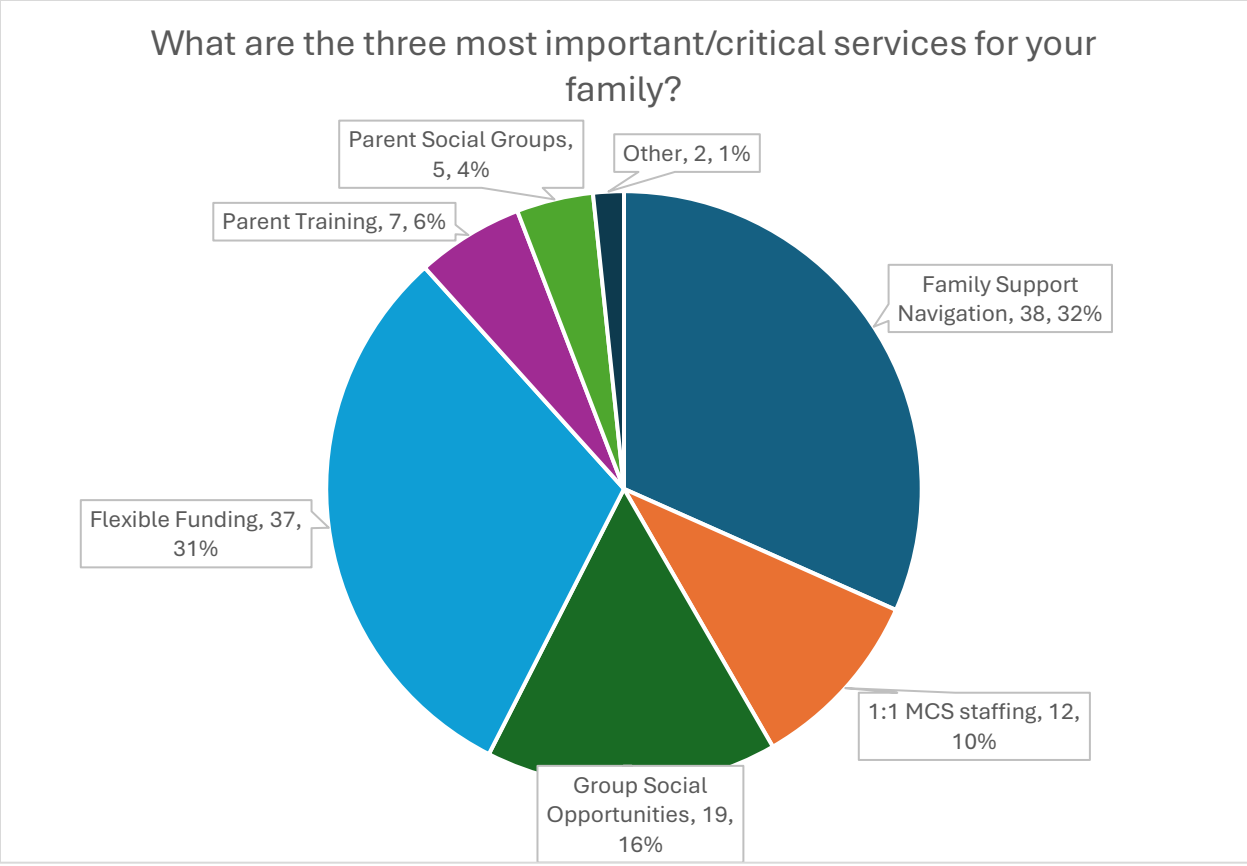

Do you feel that the communication you have with your Navigator is sufficient to meet your needs?
45
40
35
30
25
20
15
10
5
0
83%
11%
6%
Yes
No
No Answer
Series1
39
5
3


Is your Navigator respectful to you and your family?
50
45
40
35
30
25
20
15
10
5
0
94%
0%
6%
Yes
No
No Answer
Series1
44
0
3


Is your Navigator helpful and accomodating to your family?
45
40
35
30
25
20
15
10
5
0
90%
4%
6%
Yes
No
No Answer
Series1
42
2
3


Does your Navigator respond in a timely manner?
50
45
40
35
30
25
20
15
10
5
0
92%
4%
4%
Yes
No
No Answer
Series1
43
2
2


How satisfied are you overall with your Navigator?
40
35
30
25
20
15
10
5
0
72%
6%
9%
4%
0%
9%
Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied
No Answer
Series1
34
3
4
2
0
4


What are the three most important/critical services for your family?
Parent Social Groups, 5, 4%
Other, 2, 1%
Parent Training, 7, 6%
Family Support Navigation, 38, 32%
Flexible Funding, 37, 31%
1:1 MCS staffing, 12, 10%
Group Social Opportunities, 19, 16%