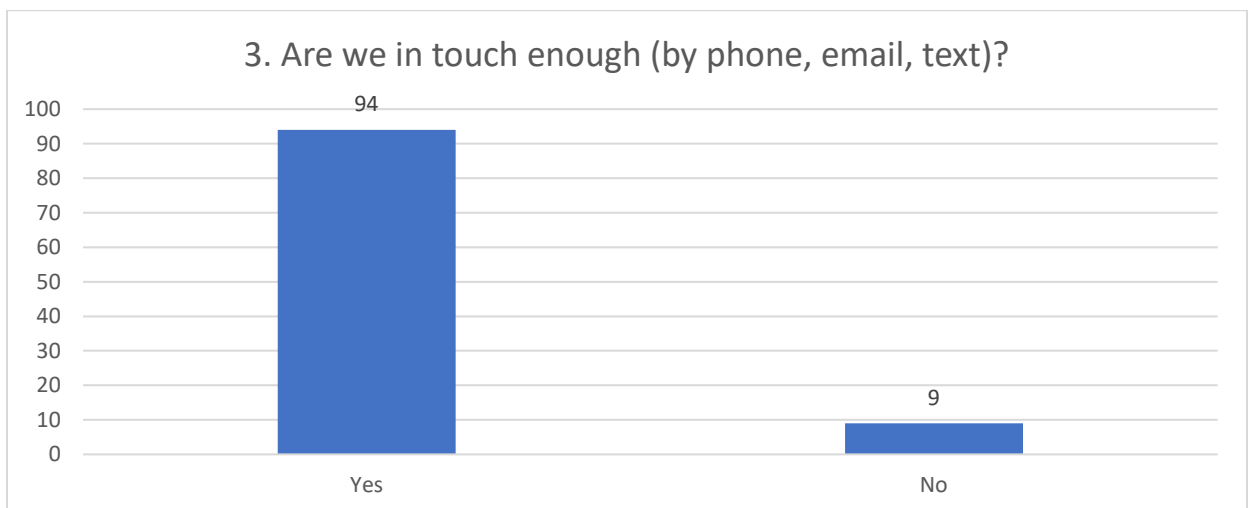
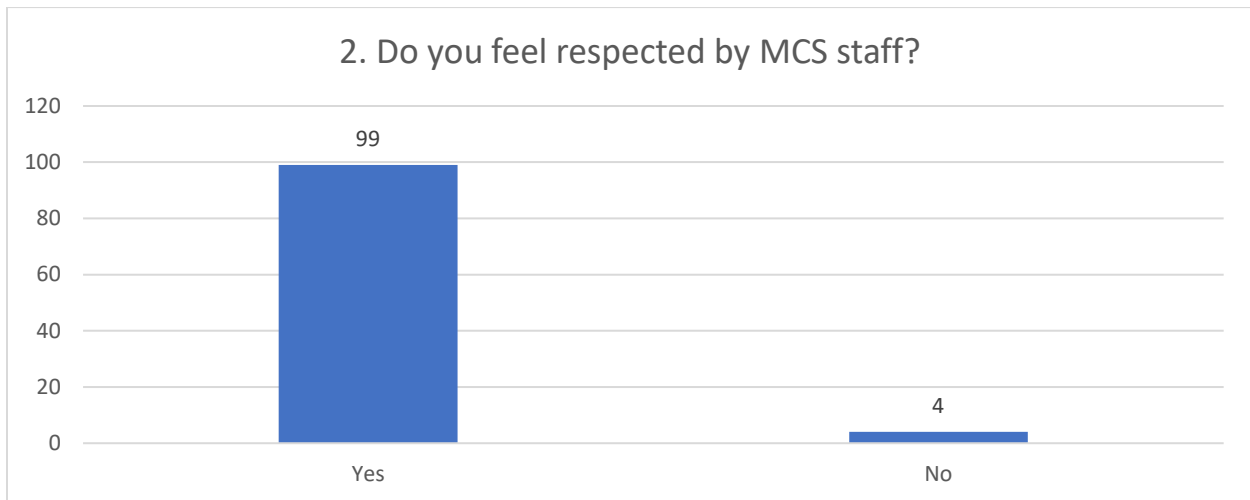
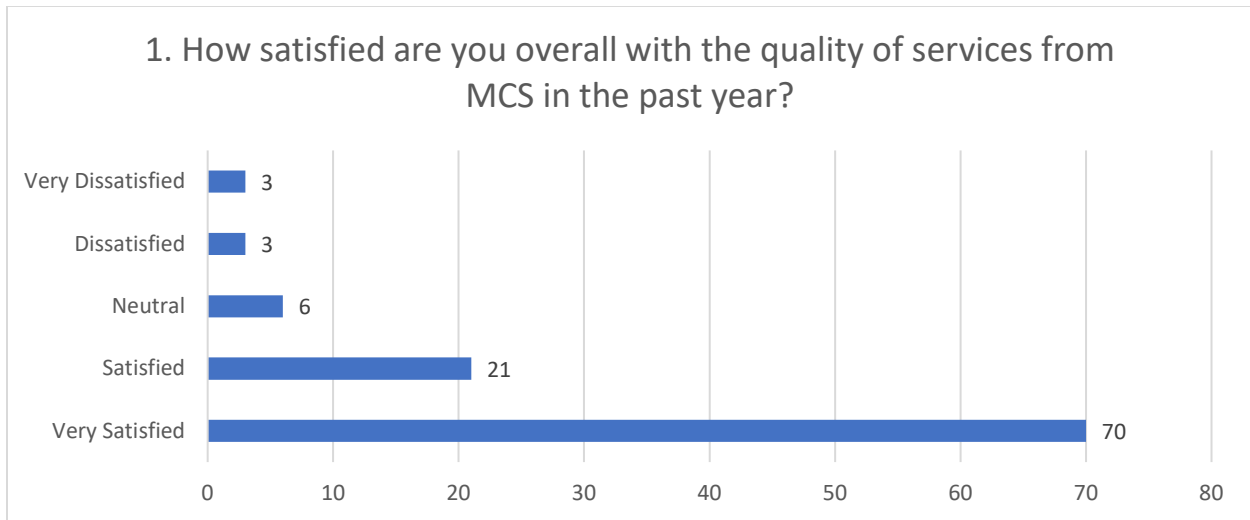


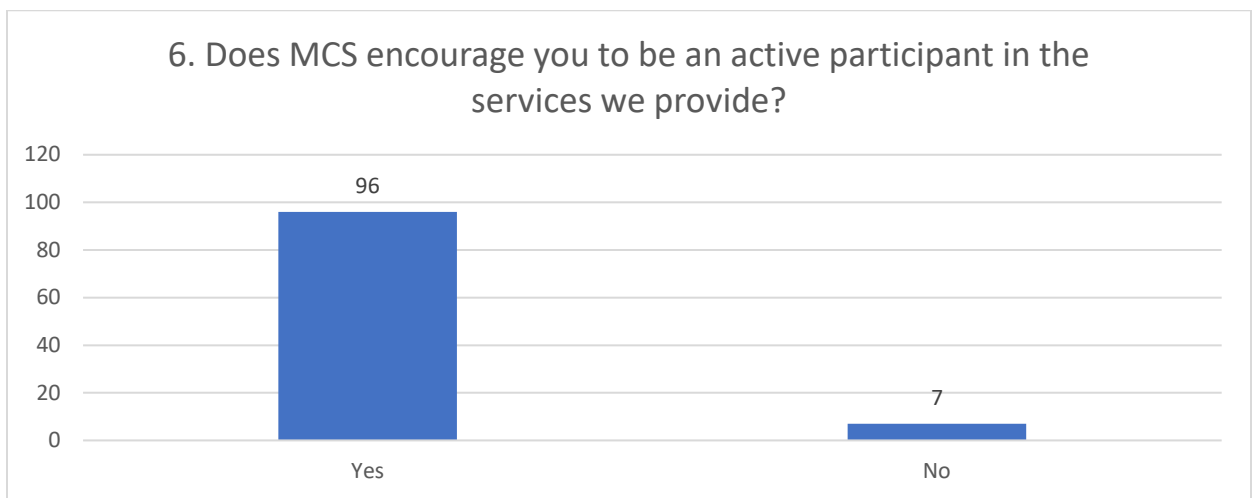
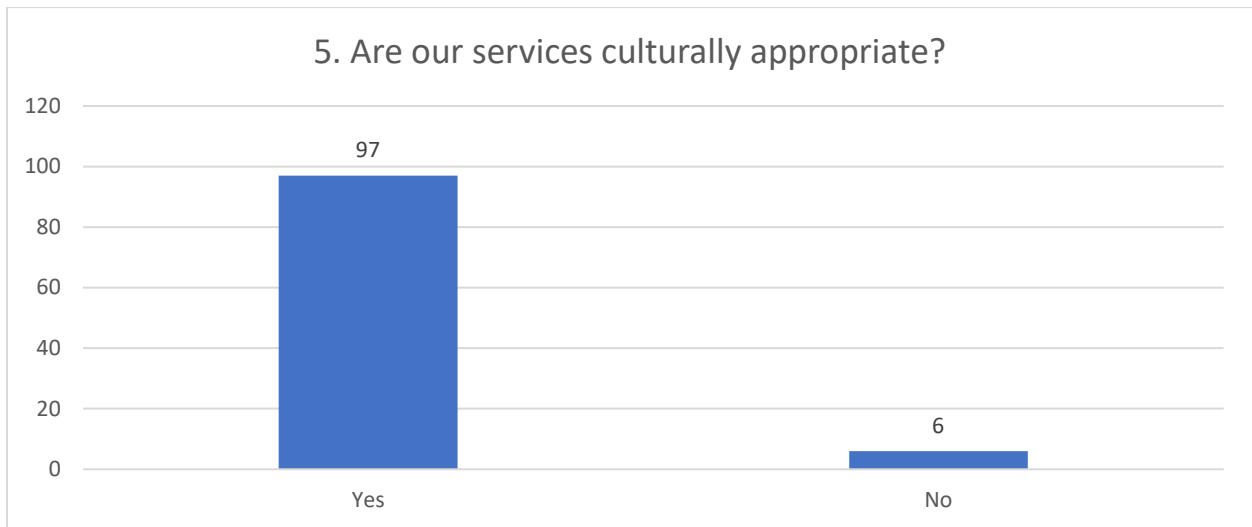
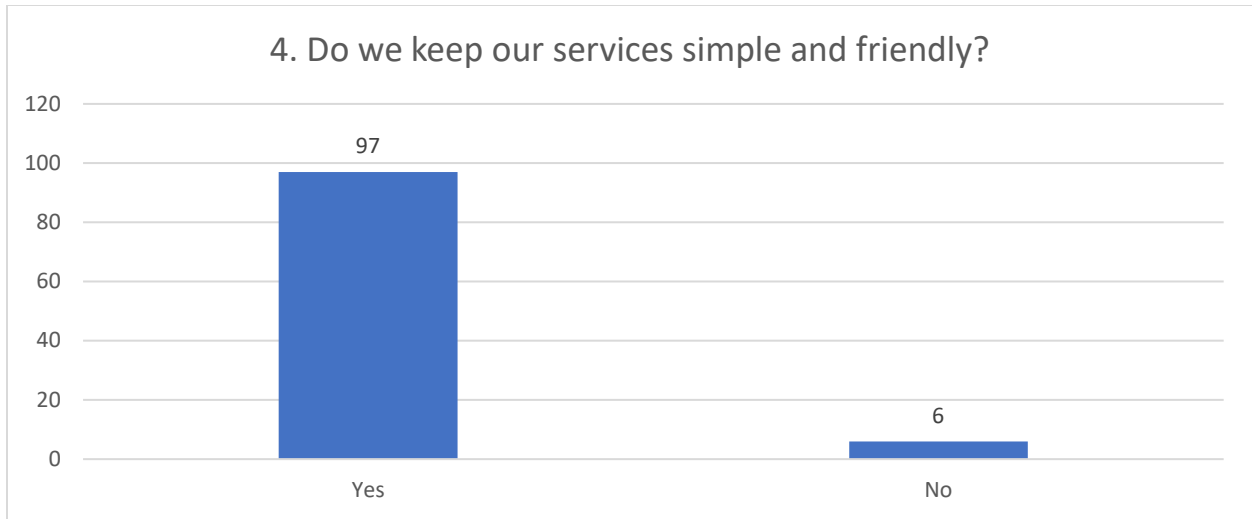
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Total Submissions = 103

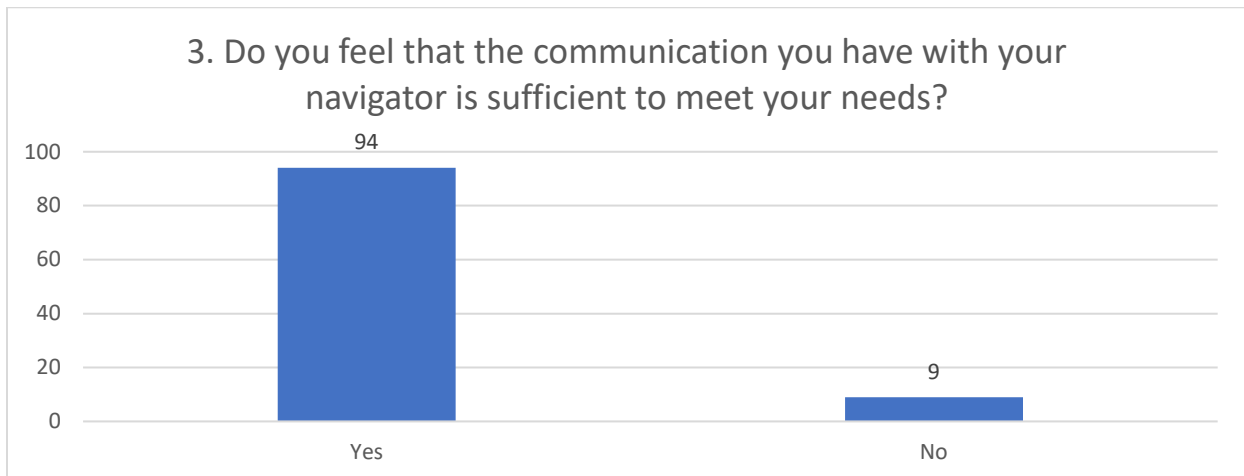
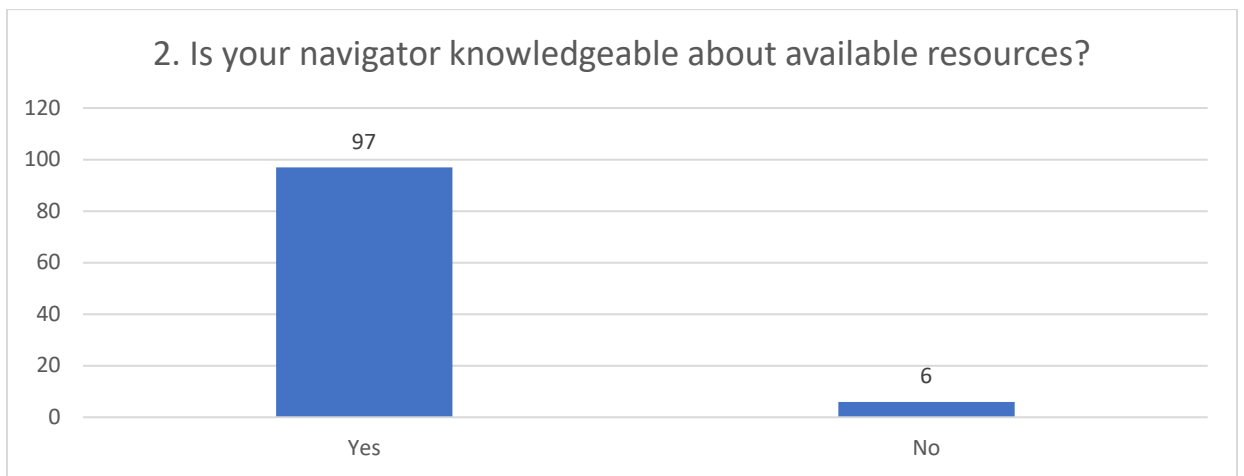
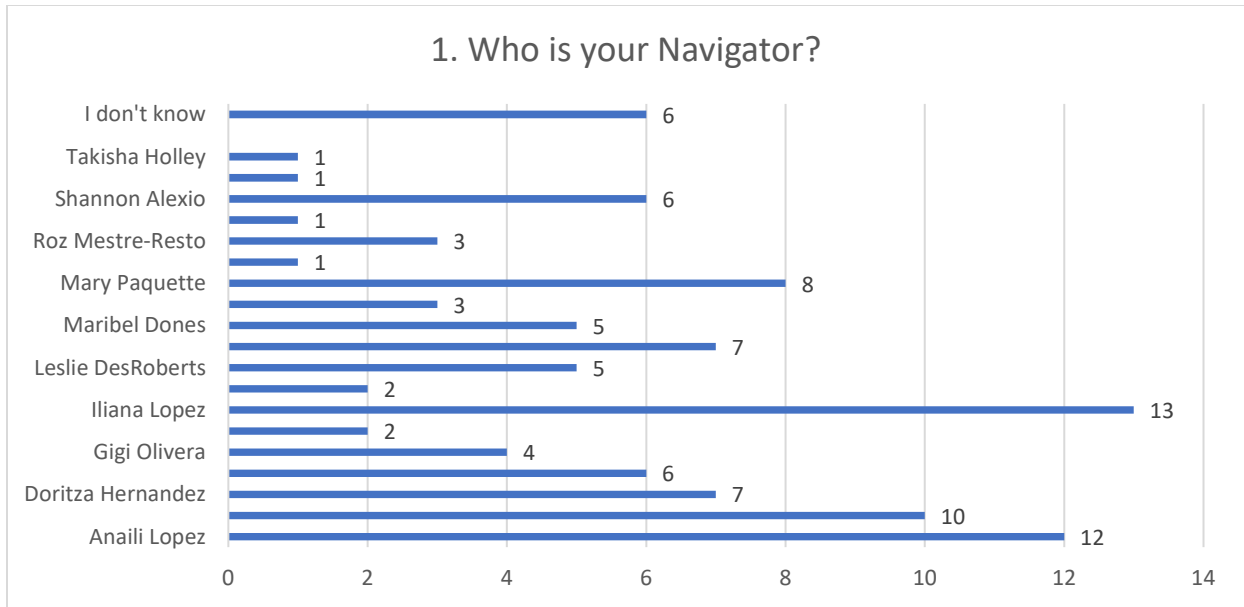
Submissions – 96 English, 7 Spanish



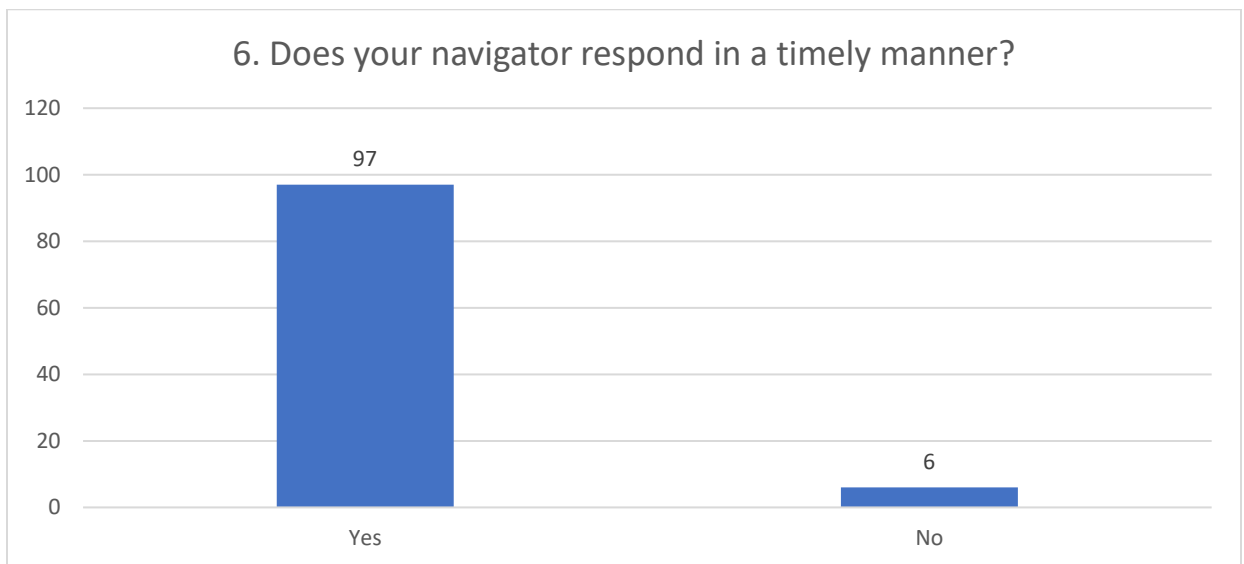
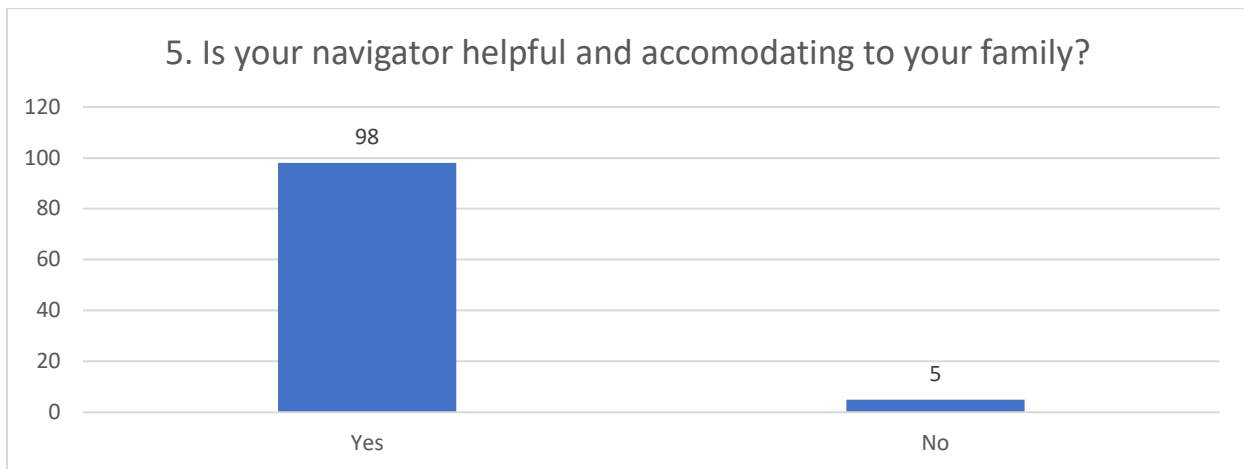
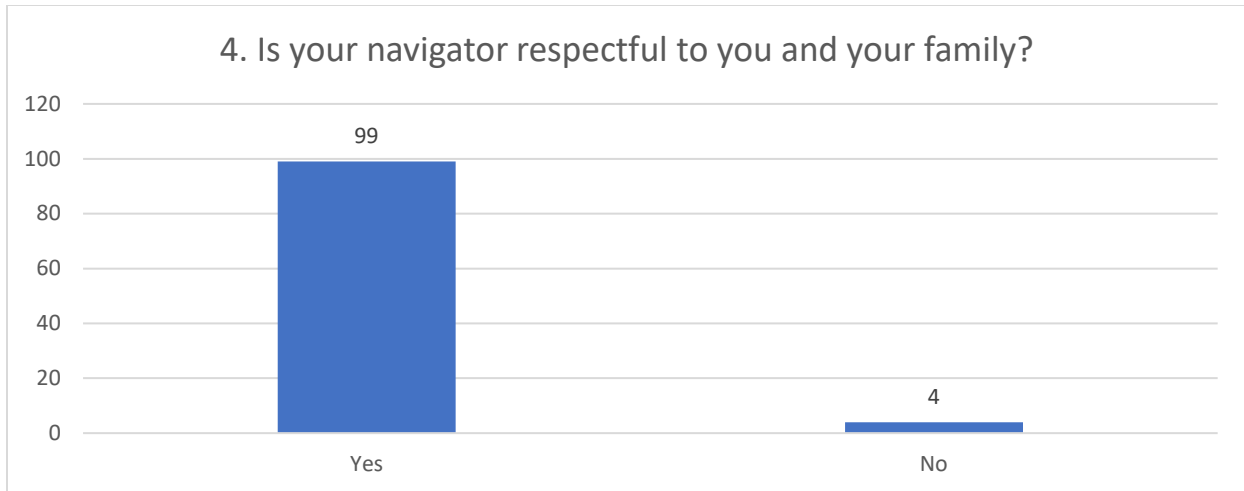
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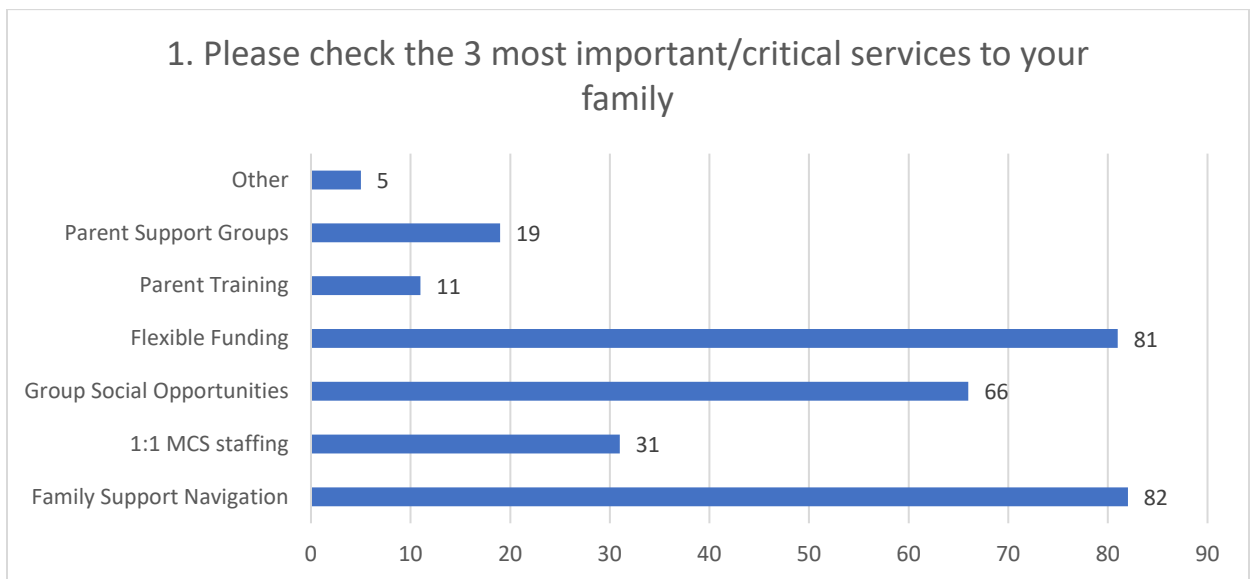
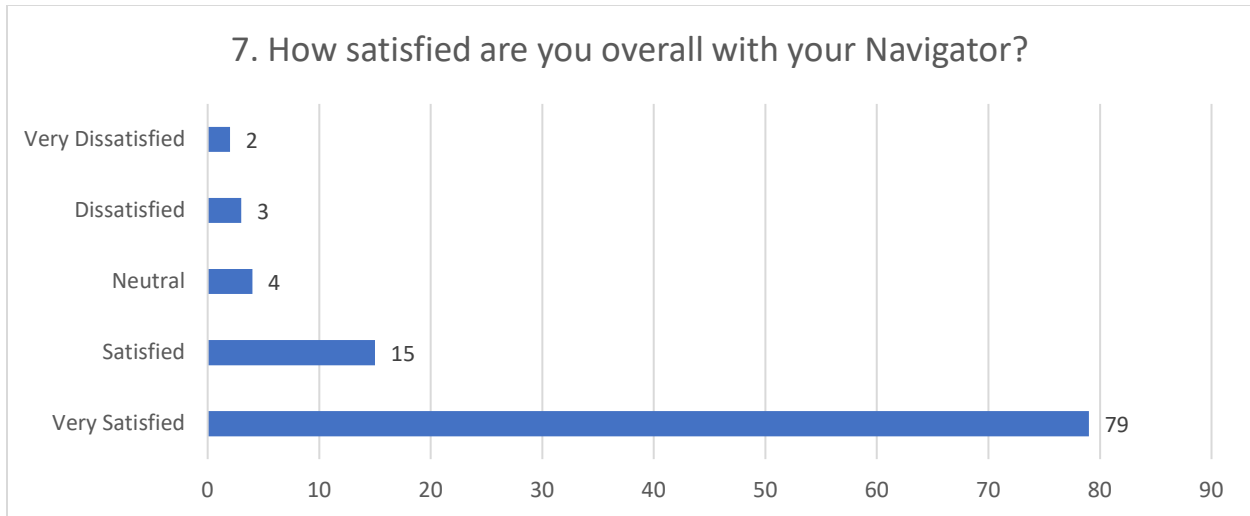
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2. Please use the space below to add any additional information you would like to share with us (praise, complaints, unmet needs, program ideas). Also, please use this space to explain any answers.

We are so very thankful for getting connected with MCS and for all the activities/trainings/social gatherings offered that are both affordable and fun! We are grateful and look forward to participating whenever possible!!!

Susan and I benefit from your wonderful organization through Fun and Fitness, which we love, and the various services and social opportunities MCS provides and

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Maggie Serrano's helpful navigation with Flexible spending and other services and communications she provides.

Thank you for offering such a lovely range of opportunities to families. I've never felt so seen as a parent who has carried this work to the point of adulthood. I appreciate your efforts!

Would like more assistance in finding services and physicians for behavioral and home adl skills

David is our navigator and I appreciate all he has done for us he has been with us since we joined the program and has been there for us in helping us get whatever we need within guidelines I am thankful and grateful for the services that David has looked into for us we would highly recommend him to other families. We are thankful and are grateful for the services that has been provided from this company

THIS IS JORDAN'S FIRST YEAR WITH MCS SERVICES.SO FAR IT'S WORKING FOR HE AND I .

I appreciate the groups and flexible funding. It allows Ben to get out with peers and also to participate in horseback riding which has so many benefits for him

I wish that my son continues with the same navigator. So far it has been changed on us 4 times. The person that was assigned now is on maternity leave her name is Marissa Phelan. Temporary Roz is taking care of things.

10/10

Fred really enjoys his 1:1 with Yolanda and he really enjoys going places with fun & fitness. Both Yolanda and Tony & his wife are very accommodating to both Fred & myself and I really appreciate their helpfulness Gigi is the best navigator and is more than willing to go the extra mile for us..... Thank you all so much

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Great service and great Service Navigator!

The available funding is very small. I appreciate what we got last year, but it is hard to financially cover everything our daughter needs/wants.

We have enjoyed all of the activities, events, and groups that our family has participated in. The staff have always been supportive, helpful and easy to work with.

We have enjoyed all of the activities, events, and groups that our family has participated in. The staff have always been supportive, helpful and easy to work with.

My family has had some serious health and care concerns this year. David reached out immediately and came right over. He is the most responsive MCS navigator our family has had since we began with MCS. I know that all I need to do is reach out and he is there to help. Thank you David Hill for your great support.

I have not have a navigator since well before pre-covid and desperately would like one. It's feels very unfair that the meeting places are always so far away for people in the Westfield, Southwick, Granville areas. Especially when no transportation is being offered at all, that means either driving a long distance or if they cannot drive paying for the transportation, or having to ask family or friends to drive there which is not always available and the the client might not be able to do everything because he/she feels like an inconvenience to make someone go out that way many times.

Mary always responds in a timely manner and with appropriate information.

The services we have used so far have been very helpful. But a few things we have been looking into, that are directly related to autism resources for children have been lacking. More social events for the younger crowd (6 and under) with earlier

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times would be a nice addition. Otherwise, everyone has been extremely nice and very easy to talk to.

I find that the program is very helpful in finding resources that my child might need.

Our son really enjoys the MCS activities!

Roz is amazing! Idea: It would be great to add a Special Ed. consultant to the MCS team. Parents could benefit from educational consult without having to go through hoops. Regular Special Ed. Group consult would target a larger population of parents.

We use our flexible funding to pay for some of Ben's horseback riding. He loves to ride it has helped him with core strength and muscle tone, responsibility- (can independently groom horse) communication, writing and general comfort! He independently corresponds with the farm owner via social media

We are grateful for MCS and the services provided to our two kiddos. They have enjoyed the activities and look forward to going. The staff is friendly and welcoming. Kudos all the way around!!

We would not have been able to keep Laura at home for all these years without the help of your services. Thank you so much for all the help, support, and services that we have received. We are very grateful and blessed to be a part of the MCS family.

Tate is the best! Go Red Sox's!

Tate is the best!

Anaili, has been amazing with us. She answers any questions I have and always in a timely manner. My family is happy to have her as our Navigator.

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I wish my mcs person would keep in touch more, also help with ideas for other means of support

Thank you MCA Staff for being so kind to our family 

I am so happy with MCS. Whenever I need them, they are there. Leslie is so supportive in every way, as well as, Mary Beatie. I don't know where I would be with out the supports from MCS! Thank you so much for everything!!!

In February there was an arctic freeze, and my water pipes burst, the bathroom floor and basement ceiling was totally destroyed. I had received a stipend for my son to go on vacation, we had to postpone his vacation in order to pay for some of the repairs. Not only was I allowed to use the vacation money, but I was given extra cash to offset a portion of the cost. I am eternally grateful for your help, I don't know what we would have done, if MCS had not assisted us. You are indeed MULTI CULTURAL and Services are given to all. God bless you all Jamar McEachern and his Mom

We are grateful for MCS and the services provided to our two kiddos. They have enjoyed the activities and look forward to going. The staff is friendly and welcoming. Kudos all the way around!!

My worker has been amazing with keeping me updated with events coming up funding that's available as well as just checking in with our family to make sure we are doing well. I love the program

Hello iam so happy to have received some correspondence from the MCS,Family Support Services,so soon.Even if it was by accident.Appearently my referral request for support services was only sent out to your Wilbaham office just a day or so ago.Sent by ,Mr.Gary Campurciani,of the DDS 436 Dwight st office.My name is ,David C. Papke,apparently u have obviously allready received some correspondence about me.For iam responding to your survey request.sent to my gmail,lol.Iam extremely happy to be able to receive additional help,and possiblyly

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be able to put my son into some summer day camp activities. So can't wait to be able to actually fill out next yrs survey, lol. Thank u so much

I am very grateful for MCS. My family has benefited for many years with excellent staff and programs. Mary Beattie was my first case manager and I have Maggie now. Both ladies are wonderful. Thank you MCS!

Thank you MCS for providing social outings for my daughter Crystal. She looks forward to the monthly events and seeing her friends. Also the Mother's day Brunch and Paint party was fun and refreshing. It was so nice connecting with other moms of kids on the autistic spectrum. Kudos to MCS!!

Tate has always been an excellent about quick response. I will say .Autism Community services are needed in our case and knowledge regarding community services can be difficult to find at MCS.

Leslie went above and beyond her duties to ensure that we were ok during covid. I am very grateful for all that she did to make sure we were ok.

N/A

Thanks for all you do to help the kids.

So happy with everyone I have interacted with. It make life so much easier when you deal with persons who share similar things and can relate to what you are going through.

I enjoy all MCS Group programs. they are excellent.

I would like to say that Gigi has been great with my son Joshua's needs. Always reaching out to check to see if everything going well with him. I really appreciate that a lot. Thank you,

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Thank you for all that you do. I really appreciate all the support and help.

My navigator has changed so many times I don't know who they are anymore. Only the first navigator (over a year ago) has met my child and I've only spoken with any of the others when I've emailed them receipts for reimbursement. That seems to be the only thing MCS is doing at this point for my family.

The events they took me are great.

Thanks for the Mother's day lunch on. I really appreciate it. I really love my navigator- Illiana Lopez she is kind and respectful to my son and I. Always respond timely to our questions and concerns. Thank you, it means a lot to our family.

*I feel so blessed to be involved with your agency for my daughter. It's wonderful to engage with others who have similar special needs kiddos, I have loved your generous events, and I absolutely adore Illiana Lopez. She is kind, responsive, and incredibly helpful. She assisted recently with providing a language app for my daughter to foster her love of learning. Im so grateful for all of you thank you!
Sincerely, Maraya Sanderson*

Much of Matt's social life is his involvement with Fun and Fitness. Tony and his entire staff are so good with the participants and never treat them like children. The genuine kindness and limit setting they provide to these folks is nothing short of admirable. I am so grateful for all the services, most especially those that give my son his independence from us and allow him to be "just one of the guys".

She is very nice, very helpful and I am very thankful in what she has done for my and my family.

*Always feel like I'm being heard as a parent and an advocate for my little man.
Thank you, Gracias*

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I want to thank David Hill and Jackie for all the wonderful support they offer my son Frank Barbieri. They are pivotal in his continued success and growth as a person. Frank also enjoys the monthly outings as it helps him meet new friends, his age and helps with his social growth. Overall, MCS is doing a fantastic job and I recommend them in the community.

Very Satisfy with the service , very happy with Felicia she very helpful and answer all the question.