



## **2023/2024 Contract Year – Annual Report**

The Family Satisfaction Team at HopeWorx Inc.  
(FST) Montgomery County

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# A YEAR IN REVIEW



## Family Satisfaction Team (FST)

1228

**families contacted** across 6 projects

- AIP-23, IBHS, RTF, OP, AIP-24, FW

328

**participants surveyed**

- 266 parents
- 62 youth

2

**aggregate reports submitted**

- AIP
- IBHS

7

**aggregate infographics submitted**

- MST infographic
- AIP infographic
- IBHS infographic
- 4 FW infographics (1 per quarter)

6

**provider summary reports submitted**

- 2 MST written reports
- 4 AIP written reports
- 2 IBHS infographics reports

33

**provider appendix reports submitted**

- 2 MST data reports
- 7 AIP data reports
- 22 IBHS data reports + 2 additional data analyses
- 4 FW data reports (1 per quarter)

7

**provider presentations delivered**

- 2 MST individual presentations
- 4 AIP individual presentations
- IBHS joint-provider presentation

2

**other presentations delivered**

- Joint Quality Management (JQM) Presentation
- Statewide C/FST presentation on FST survey processes

3

**newsletters shared** with families

3

**quarterly reports submitted** to county

### Team Update

FST added a new member to the team this year. FST is comprised of 2 Research Specialists, 1 Interviewer, 1 Program Supervisor, and 1 Program Director. All team members bring with them unique professional and lived experience.

### Partnership/Collaboration

FST works with others in the community to connect families to resources/events and inform families of other opportunities to share their voice at both the state and local level. During the year FST provided administrative support to teams within HopeWorx, local agencies, and statewide workgroups.

### Advocacy

FST participates in several advocacy coalitions/groups. FST also established several processes for collecting, tracking, and sharing advocacy concerns with the county. System-wide feedback collected by families is also shared at monthly county meetings.

### Newsletter

A fall, winter, and spring issue of the FST newsletter, In the Loop was released during the fiscal year. It communicated results to families and shared events, updates, resources to share families' voice within the community. A newsletter website was created to streamline new releases and sign-ups.

## Satisfaction Survey Projects

### Multisystemic Therapy (MST)

- 36 parent + 7 youth surveys were completed
- 83% of parents and 86% of youth were satisfied with MST. The most prominent theme identified in feedback was how supported parents felt by their MST therapist and wanting to be connected to community supports/resources
- It was unclear the extent of which families are satisfied with specific aims of MST such as diverting out of home placements and facilitating connections to other child-serving systems

### 2023 Acute Inpatient Hospitalization (AIP)

- 38 parent + 36 youth (aged 14+), and two children completed the survey
- 63% of parents and 65% of youth were satisfied overall, reflecting a decrease in satisfaction in comparison to prior years
- A need for more targeted, consistent, trauma-informed communication, as well as a desire for connections to community supports was identified by families

### Intensive Behavioral Health Services (IBHS)

- 73 parents + 8 youth participated in the survey
- 70% of parents and half of youth participants were satisfied with IBHS
- Parents highlight how family-focused and child-centered service delivery was but reported a lack of discharge preparation, abrupt service termination, and desire for longer service duration

### FamilyWorx (FW) Family Peer Support

- 13 closed + 53 active families participated in the survey
- Findings suggest that experiences from both populations were positive and families were very satisfied with the service received
- Families highlighted the level of expertise and commitment FPSPs have when supporting families in the community

## Projects in progress...

### Residential Treatment Facility (RTF)

- At conclusion of 2023/24 FY, 14 parent and 3 youth surveys were completed

### Outpatient Therapy (OP)

- At conclusion of 2023/24 FY, 89 parent and 17 youth surveys were completed

### 2024 Acute Inpatient Hospitalization (AIP)

- At conclusion of 2023/24 FY, 9 parent and 14 youth surveys were completed

### Transition Age Youth – CPS (TAY CPS)

- Project plan was created and outreach was scheduled for 2024-25 FY

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## Program Update

Throughout the 2023/2024 contract year, The Family Satisfaction Team (FST) remained committed to amplifying family voice in ways that foster collaboration between families, providers, and community stakeholders. Program priorities for the 2023-2024 contract year were to maintain survey projects/reports, preserve and strengthen connections with families, providers and community stakeholders, and connect with other C/FSTs across Pennsylvania.

Staffing changes include the departure of one Research Assistant and the hiring of one Interviewer. Aligned with changes in staffing, FST revisited the enrichment of each staff position so that team members' personal interests and career aspirations are reflected in their role. This allows team members to develop personal projects aligned with FST's scope of work. Examples include a standardized advocacy database, adapting communication from FST to reflect accessibility standards and trauma-informed color schemes when engaging with families via the FST newsletter, future voice sharing opportunities, and survey correspondence. These projects, aligned with the program goals of advocacy, amplifying the voices of others, and trauma-informed interaction, are under the supervision of the Program Supervisor.

Summaries of projects and initiatives related to the mission of FST spanning the 2023-2024 contract year are expanded upon below. Additional reports/infographics related to specific projects are available upon request.

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## Surveys and Reports

### Adolescent Youth Inpatient (AIP) Satisfaction Survey

#### Background

FST annually measure families' satisfaction with youth psychiatric inpatient services. Inpatient psychiatric services are 24/7 hospital-based treatment services for children and youth who are experiencing crisis and whose treatment needs cannot be managed safely within the community. The aim of inpatient hospitalization is acute stabilization and to facilitate a return to the least restrictive environment appropriate. Recommendations based on 1) Family feedback, 2) PA CASSP Principles, and 3) SAMHSA's Principles of Trauma Informed Care, are advanced to providers via a written provider report. Following report delivery, FST meets with providers to highlight findings as well as to discuss the potential implementation of recommendations. FST also provides an aggregate report to the county to highlight areas of strength and improvement as well as recommendations.

#### 2023 Update

Aggregate and provider reports were delivered in November 2023. Provider presentations occurred in December 2023 and January 2024. A total of 137 hospitalizations across 126 unduplicated families were eligible for inclusion. A total of 76 surveys were completed; 38 parents, 36 youth (aged 14+) and two children (aged 13 & under) participated in the survey. Feedback was collected across 58 families.

Overall, families were less satisfied than in prior years. While a reduction in satisfaction was observed, it was also noted that an increase in neutrality (i.e., selecting Neither Agree nor Disagree, Neither Satisfied nor Dissatisfied) occurred. The following recommendations were advanced to providers: (1) Share feedback with staff with the aim of building upon staff strengths (e.g., communicating in a clear fashion) to increase trauma-informed service delivery, (2) Strengthen staff communication with families specifically with the objective to increase inclusion of family voice and choice throughout treatment, (3) Align parent and youth experiences by increasing efforts to reduce the gap between parent and youth experience of inpatient hospitalization, and (4) Revisit discharge planning so that it can reflect both family and youth inclusion as well as foster community partnerships (e.g., connections to peer support, activities in the community) particularly during the transition out of inpatient.

## 2024 Update

### Methods

Upon review of utilization data from 2023, one provider (Tower Health) was added to eligibility inclusion. Following outreach with eight providers, survey tools were revised. Montgomery County children/youth up to age 18 (and their parents/caregivers) with PA HealthChoices as either their primary or secondary insurance who are discharged from AIP services at any of the eight county-designated facilities from April 1, 2024, until September 30, 2024, are invited to participate in this survey. Youth aged 14 and older within the facility are eligible to participate in the survey as close to their discharge date as possible. Surveys are conducted telephonically or in person with the youth in the facility. Children 13 and under are permitted to complete a simplified version of the youth survey only if their parents are present and accompany them while completing the survey over the phone. Children 13 and under in facilities are not permitted to complete the survey unless their parents have given consent. Magellan Behavioral Health (MBH) through Montgomery County supplies basic contact information, date of discharge, and demographic information of those eligible for inclusion on a weekly basis. Families are contacted via telephone up to a maximum of twice unless otherwise arranged. Surveys are completed via telephone or online via SurveyMonkey.

### Findings/Discussion

At the time of preparation of this report, 66 youth were eligible to participate. Twelve parents/caregivers, and 17 youth (aged 14+) completed the survey. The data collection period will close after the last weekly discharge is received for youth discharged by September 30, 2024.

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## Outpatient Therapy (OP) Satisfaction Survey

### Background

Outpatient Therapy (OP) is the standard entryway into behavioral health services. It may include individual, group, and/or family therapy delivered in an office setting or via telehealth. The frequency and duration of sessions may vary depending on the individual, though typically occur once per week for one hour. The duration of the service varies depending on the individual and may last for a few sessions to several years. Outpatient therapy services include assessment, psychiatric evaluation, psychotherapy, and medication management. The purpose of the OP survey is to report the extent to which parent/caregivers and youth perceive the service to be successful at addressing that which prompted treatment. Goal achievement as well as development of supportive networks in the community are also explored. FST will assess overall satisfaction with the service and families' perception of the extent to which OP was delivered in a trauma informed way.

### Methods

Montgomery County youth aged 14-18 with PA HealthChoices as either primary or secondary insurance who are currently receiving OP services for a minimum duration of six months from any of the six-county designated CBHCs are eligible to participate. Parents and caregivers (of children aged up to 18) of those meeting the above criteria are also eligible to participate. Youth who are only receiving medication management will not be eligible to participate. If youth are receiving both therapy and medication management, they will be included in the survey. If youth have only received either a mental health assessment and/or psychiatric evaluation, they are not eligible to participate.

### Findings/Discussion

At the time of creation of this report, after removal of those not meeting eligibility requirements, 1101 contacts are eligible for participation. To date, 135 parents and 25 youth have participated.

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## Residential Treatment Facility (RTF)

### Background

Psychiatric Residential Treatment Facilities (RTF) offer intensive diagnostic and therapeutic residential behavioral health services for youth who have exhausted community-based services and for their own safety or the safety of others require 24/7 therapeutic supervision. The FST RTF satisfaction survey purpose is to report the extent to which parent/caregivers and youth perceived the service to be successful at teaching youth and their parents/caregivers the skills to live safely in their home and community. FST assesses overall satisfaction with the service in addition to families' perception of whether the service was delivered in a trauma-informed manner.

### Methods

Montgomery County youth aged 14-18 with PA HealthChoices as either primary or secondary insurance who were discharged from county-designated RTF providers between January 1, 2022, and August 31, 2025, are invited to participate in the survey to provide feedback on the services they have received. Parents and caregivers (of children aged 4 to 18) of those meeting the above criteria are also eligible to participate. Youth with experience with more than one RTF during the data collection period are eligible to complete a survey for each provider. If a youth appears to have been discharged and readmitted to the same RTF, one survey will be conducted, based on the most recent experience. Outreach has occurred with 13 of 14 eligible providers. One provider is no longer in operation. The data collection period began in September 2023 and will end in September 2025. FST will receive updated contact information quarterly from MBH.

### Findings/Discussion

At the time of creation of this report, 68 families were eligible for participation. Fourteen parents, and three youth have participated in the RTF survey. Overall, families are mostly satisfied with their RTF experience.

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## Multisystemic Therapy (MST) Satisfaction Survey

### Background

Multisystemic Therapy (MST) is an evidence-based therapy delivered in the home/community specifically for youth who have (or are at risk of having) involvement with the Juvenile Justice System. The purpose of the MST survey was to report the extent to which parents/caregivers and youth perceived the services to be successful at reducing youth antisocial behavior, out-of-home placements, and improving functioning. Additionally, it assessed families' perception of the effectiveness of MST with respect to empowering families to build networks within the community. Overall satisfaction with the service in addition to families' perception of MST being delivered in a trauma-informed manner was also reported.

### Methods

At the project's inception, parents/caregivers of Montgomery County children/youth and youth aged 14-18 with PA HealthChoices as either primary or secondary insurance, who received MST for at least three months from either Child Guidance Resource Center (CGRC) or KS/MST, and began services between April 2021 and October 2022, were eligible to participate in the survey. Data collection began in December 2022 and was scheduled to end in March 2023. Due to a low response rate, and in coordination with MST therapists via provider contact, data collection was extended through early April 2023. Eligibility requirements (e.g., duration of service, discharge status) were relaxed to encourage more participation. Those who were currently receiving MST were eligible to participate. FST coordinated to obtain contact information for youth involved with OCY. Contact



information provided by some case workers did not result in more participation in the survey. FST is appreciative of the county's coordination between FST and OCY.

### **Findings/Discussion**

170 families were eligible for participation. 36 parents/caregivers and seven youth completed the survey. 83% of parents were either "Satisfied or "Very Satisfied" overall with MST.

Recommendations included 1) Sharing survey feedback with staff 2) Exploring out-of-home placements, and 3) Continuing to foster community partnerships & network building. The 2022 MST provider reports were submitted on June 14, 2023. Individual provider presentations occurred in July 2023. Based on family-expressed need, outreach sessions between FamilyWorx and providers were encouraged. Additionally, program information and flyers were shared with all providers. Providers have submitted work plans to the county regarding how family feedback will be incorporated into service delivery.

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## **Intensive Behavioral Health Services (IBHS) Satisfaction Survey**

### **Background**

Intensive Behavioral Health Services (IBHS) is a combination of behaviorally focused services and supports delivered in the community. IBHS is typically recommended for youth whose behavioral health needs would not be met in outpatient therapy. IBHS is delivered by a Behavioral Consultant (BC), Mobile Therapist (MT), and/or a Behavioral Health Technician (BHT). IBHS may consist of Applied Behavioral Analysis (ABA). Additionally, IBHS may be individually based, group-based, or center-based. During the 2023-2024 FY, FST was contracted to survey families about their experience with IBHS. The purpose of the IBHS survey was to report the extent to which parents/caregivers and youth perceived the service to be successful at modifying behavior, including providing families with training/tools to assist the behavioral needs of youth. Attempts to aid families' development of supportive networks in the community were also explored. FST assessed overall satisfaction with the service in addition to families' perception of the extent to which IBHS was delivered in a trauma-informed way.

### **Methods**

Provider utilization data was coordinated with the Office of Managed Care Solutions (OMCS) and Magellan Behavioral Health (MBH). Montgomery County youth aged 14-18 with PA HealthChoices as either primary or secondary insurance who were discharged from county designated IBHS providers between August 1, 2022, and August 8, 2023, were eligible to participate. Parents and caregivers (of children aged up to 18) of those meeting the above criteria were also eligible to participate. Outreach occurred with seven identified providers with the highest utilization. The parent and youth surveys were pre-tested with families. Data collection began in December 2023 and ended in March 2024.

### **Findings/Discussion**

After removal of duplicates, 294 families were eligible for inclusion based on contact data supplied by MBH. A total of 73 parents and eight youth participated in the survey. Basic data reports were generated and sent to 22 providers. Two provider summary infographics were created and distributed to the two providers with the highest utilization and survey responses. FST presented findings to all IBHS providers during a pre-scheduled county meeting for IBHS providers. Based on discussion of findings during the presentation, FST conducted an additional analysis separating results by ABA/Non-ABA IBHS. These additional findings were shared with the county and providers who requested this data.

Overall, parents and youth were mostly satisfied with IBHS. Recommendations included continuance of a family-focused approach to service delivery, revisiting discharge planning and the impact of abrupt discharge on families and encouraging IBHS providers to consider incorporating community support connections during discharge preparation, as families reported feeling their discharge was sudden, and did not include a warm hand-off. Empowering families to build supportive networks in the community may quell families' feelings of isolation while waiting for aftercare services to begin. A final recommendation included revisiting supports and trainings available to staff based on suggestions families made.

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## FamilyWorx Family Peer Support Satisfaction Survey

### Background

The aim of FamilyWorx is to provide nonjudgmental family peer support and resource referral to parents/caregivers of Montgomery County youth who are navigating the child-serving systems. FST conducted a satisfaction survey for FamilyWorx from July 1, 2023, to June 30, 2024. Eligibility criteria were as follows: Montgomery County parents/caregivers who have received extended support from FamilyWorx were invited to participate in a survey to provide feedback on services received. Feedback was used to inform future program service delivery based on needs identified by families. FST reported family/youth satisfaction with FamilyWorx to the program supervisor and director. The purpose of the FST FamilyWorx survey was to report the extent to which parents/caregivers and youth were satisfied with the service. FST also assessed families' perception of the extent to which support was delivered in a way that reflects PA CASSP and SAMHSA's Trauma Informed Care Principles.

### Methods

Families were eligible to participate in two surveys. The first survey measured satisfaction of families no longer receiving support from FamilyWorx. This survey was sent out to all eligible closed families via email monthly. The second survey measured satisfaction from families currently receiving support from FamilyWorx. This survey was originally sent out to a random stratified sample of active families in the second month of every quarter. Due to low response rates in Q1, all active families were invited to participate. One \$50 Amazon gift card was raffled quarterly. Results from both surveys were analyzed and reported quarterly via an infographic.

### Findings/Discussion

In total, 13 closed and 53 active families participated. Findings suggest that experiences from both populations were positive. Quarterly, FST met with FW to discuss findings, recommendations, and share infographics. Overall, families were very satisfied with the service received. Comments shared by families highlight the level of expertise and commitment FPSPs have when supporting families in the community.

Recommendations for FW include revisiting communication with families (e.g., a process for verifying contact information upon intake and/or revisiting the closing process with peer support partners and potential implementation of a method to measure fidelity to process). Recommendations for the project included scheduling outreach with FW to better understand FW processes and including remarks about potential to be surveyed in closing letters sent to families. FST incorporated project recommendations and scheduled outreach in Q4 with FW to understand administrative processes of the FW program. This has assisted FST adjust the scope of the project for the 2024/2025 contract year.

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## Other Projects Related to Family Voice and Engagement

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FST continues to work in conjunction with others in the community to connect families to resources/events in the community and inform families of other opportunities to share their voice at both the local and state level. FST does this by offering administrative support to teams within HopeWorx, local agencies, and statewide workgroups. These efforts are highlighted below:

### Provider and Community Stakeholder Partnerships

FST created flyers for local events (e.g., Zoo Day, Hope Healing Harvest Day), statewide surveys (e.g., MHPC – IBHS Survey for Parents and Providers), and fundraising initiatives (e.g., 2023 HopeWorx for the Holidays Drive). FST also served as a collection point for various internal (e.g., FamilyWorx Satisfaction Survey) and statewide (e.g., MHPC- IBHS) survey projects. FST has expanded partnership with other community stakeholders (e.g., Garrett Lee Smith Grant for Suicide Prevention Team), to include assistance in grant writing.

### Youth Support Partner

Per the RFP agreement, both FamilyWorx and FST were tasked with hiring a consultant who could determine how youth peer support could be utilized successfully within the family programs at HopeWorx. Feedback from interviews with youth peer support partners indicated a need for consistent, intensive supervision and training opportunities to be successful in their roles. To successfully staff this position at HopeWorx, development of a training and supervision program to meet those needs is essential. The youth peer position was explored during the business plan development with Bowling Business Strategies. Suggested next steps for this position were incorporated into Goal Area 3 which focuses on strategic opportunities that enhance and expand peer-led models within HopeWorx. Our year one goal is to develop a pilot initiative for youth peer support, with the hope that a review of lessons learned during youth peer support pilot would allow for a launch of a youth peer support program by year three, capitalizing on HopeWorx's unique strengths and niche in the community.

### Mental Health Planning Council (MHPC) of PA IBHS Access Survey

The Mental Health Planning Council (MHPC), a part of OMHSAS, was tasked with collecting data statewide from families and providers regarding barriers to IBHS delivery. In collaboration with the MHPC IBHS taskforce, FST assisted in survey creation, dissemination, and facilitated the creation of all official flyers. FST also served as the collection point for all data on this initiative, housing statewide data collected for both surveys. FST analyzed data and created separate infographics showcasing the findings of both surveys. Infographics were shared with the MHPC IBHS taskforce and shared with OMHSAS as well as community stakeholders.

### The Satisfaction Team Coalition of Pennsylvania

FST serves as the facilitator and organizer of the Satisfaction Team Coalition of Pennsylvania, which consists of C/FSTs across the state. The mission of The Satisfaction Team Coalition of Pennsylvania is to amplify the voices of people accessing behavioral health services by uniting Satisfaction Teams and collaborating with stakeholders to affect positive change within the system of services. The coalition submitted an annual report to OMHSAS, which was circulated internally. FST, as a representative of the Coalition, met with OMHSAS to discuss feedback on the report, and additional data point coordination between the C/FSTs and OMHSAS. The Coalition and OMHSAS are presently coordinating data collection. FST is designated to provide updates on statewide C/FST at the MHPC meetings, as well as other stakeholder meetings (e.g., CSP).

### FamilyWorx BTS & HopeWorx for the Holidays Drive

Acknowledging the unique economic challenges of families, the HopeWorx for the Holidays Drive as well as the Back-to-School (BTS) Drive were created to meet the needs of families. FST created needs assessment surveys,



enabling families to identify needs for each drive. FST also provided administrative support by mailing handwritten thank you cards to all donors and sponsors.

#### Montgomery County Department of Health and Human Services Office of Drug & Alcohol Prevention

In Q4, the family teams applied for and were awarded three separate mini grants through the Montgomery County Drug & Alcohol Community Prevention Program, an initiative of the Montgomery County Department of Health and Human Services' Office of Drug & Alcohol and coordinated through Family Services of Montgomery County. The mini grant applications were to be focused on promoting positive mental health among youth and/or youth substance use prevention. FamilyWorx and FST were able to work together to host three separate family friendly events (Family Bingo, Family Baking, and a Creative Arts Clay Sculpting event) in the months of May and June. FST supported this event by creating and maintaining all promotional materials and online registration. FST also assisted in planning, organizing, and some purchasing for the events. FST mailed handwritten thank you cards to all sponsors of each event. FST also created, distributed, and analyzed a brief satisfaction survey measuring families' satisfaction with the event and the D&A resources provided at the event. Overall, all families found the events and D&A resources to be helpful and would recommend the events to others. Families also included suggestions for future events.

#### FST Community Newsletter: *In the Loop*

FST created *In the Loop: Newsletter of the Family Satisfaction Team* with the aim of facilitating communication with families, sharing families' voices and experiences within the community, and relaying findings from FST surveys back to the community. Parents/caregivers and youth are encouraged to contribute articles, artwork, and other pieces. Newsletters are tri-annually released via email to stakeholders in Montgomery County and families who have joined the distribution list. FST continues to release the newsletter electronically to 199 subscribers. In September, FST released the seventh issue featuring back-to-school resources, community event flyers, and outcomes from the FamilyWorx Back to School Drive. The eighth issue, in February, highlighted resources for Black History Month, results from the 2023 AIP Satisfaction Survey, and Valentine's Day activities. June saw the release of the ninth issue, sharing Pride Month and Juneteenth resources, findings from the Intensive Behavioral Health Services (IBHS) survey, summer activities, and more community events and opportunities. The newsletter and its sign-up page are now accessible on their own dedicated website and included on an updated FST program flyer.

#### Incorporating Family Feedback into Service Delivery: *Closing the Loop Process*

In conjunction with Montgomery County Office of Managed Care Solutions (OMCS), FST has reinstated a final step in the QI process, aptly named *Closing the Loop*, wherein family feedback from surveys is incorporated into services. FST worked alongside OMCS to revise the process. FST also met with providers to explore what would be a reasonable process that providers could commit to. Providers have responded positively to the process. OMCS and FST coordinate regularly to review the action plans and follow up with progress providers have made. Going forward, families may also expect to see progress updates shared in the FST newsletter.

#### Family Teams Mental Health Fund

While discussing strategic planning for the family teams at HopeWorx, team members identified financial barriers to accessing certain supports and activities that they felt could improve their wellbeing, improve job performance, and decrease burnout. In response to suggestions from the team, a mental health fund for team members was established in November of 2022. The purpose of the mental health fund was to provide partial reimbursement for self-care activities or therapeutic copays not otherwise covered through HopeWorx. Team members worked together, outside of regular work hours (on their own time), to create and sell various craft items and custom jewelry pieces at vending fairs and online. All profits from the sale of items are donated to the fund for reimbursements of self-care activities requested by team members throughout the year. In the past year,

the mental health fund was able to provide funding for 16 different self-care requests from team members. Team members can self-request funding or can be nominated by other members of the team to receive a grant. In addition to supplementing much needed stress relievers which helped the team to attend to their own care and thus continue to do the work they do, this fund also allowed team members to support and recognize each other in a way they may not otherwise been able to.

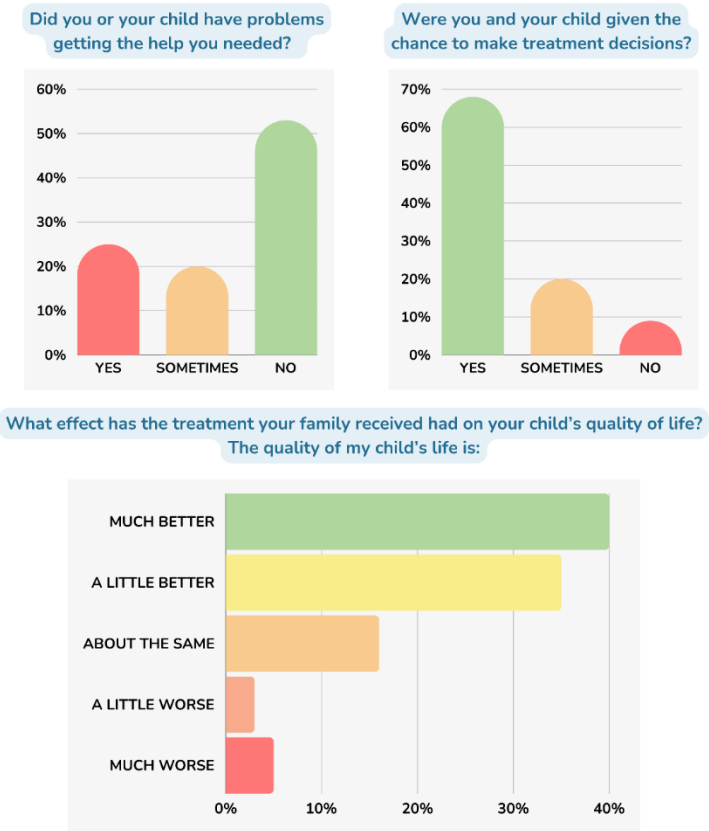
FST Contribution to VNA Grant

In Q3, FST proposed a project for use of VNA grant funds awarded to FamilyWorx. The proposal involves short-form video content creation to be used during referrals by providers, schools, and self-referrals from families. The video content will allow FamilyWorx to, in their own words, identify what support looks like from Family Peers at FamilyWorx and highlight individual peers and their expertise. FST has also proposed a satisfaction survey for OCY.

Pennsylvania Performance-Based Contracting Questions

Three state-mandated Performance-Based Contracting (PBC) questions are included in every satisfaction survey conducted by C/FSTs. These questions were designed to obtain information about individual and families’ overall experience with behavioral health services available in the community. FST reports the cumulative results to the county on a quarterly basis. The PBC results for 2023/2024 fiscal year are based on data provided by 262<sup>1</sup> survey respondents.

PENNSYLVANIA PERFORMANCE-BASED CONTRACTING QUESTIONS



<sup>1</sup> Individuals are permitted to skip any question in the survey. Therefore, not all individuals who participated in FST surveys respond to all three state-mandated questions.

# FST 2023/24 Attendance



## County Meetings

- County/FST Monthly Meetings
- Joint Quality Management (JQM)
- Advocacy Coalition Meetings



## Workgroup Meetings

- Mental Health Planning Council
- Bucks Mont Collaborative
- CSP Meetings
- Satisfaction Team Coalition of PA
- GLS Suicide Prevention Task Force
- MHPC IBHS Task Force



## HopeWorx Meetings

- Weekly Staff Meetings
- Monthly Department Head Meetings
- Inter-team Collaboration Meetings
- Weekly FST Individual & Group Supervision
- Weekly Family Teams Group Supervision
- Quarterly Trauma Team Meetings
- Monthly HopeWorx Fundraising Committee
- HopeWorx Board Meetings



## Trainings/ Webinars

### Crisis Intervention:

- QPR (Question, Persuade, Refer) Suicide Prevention Training
- Youth in Crisis: Supporting Youth through School- and Clinic-based Mental Health Programs
- Talk Saves Lives: An Introduction to Suicide Prevention

### Trauma-Informed Care:

- Trauma for LGBTQIA+ Communities
- Trauma at the Intersection of Discrimination and Poverty
- Childhood Trauma & Secondary Traumatic Stress in Caregivers
- Childhood Trauma: The Stages of Healing
- Trauma 107: Trauma-Informed Cultural Sensitivity

### LGBTQIA+:

- LGBTQIA+ Allyship Training
- Increasing Your Effectiveness in Working with LGBTQ+ Populations

### Youth/Family Support Services:

- Heart Work Series: Do you see me? How systems of care can wrap around youth and families impacted by gang and gun violence
- Weaving the Safety Net: Collaborating with Community Partners toward Shared Outcomes
- Building a Safer Future: Insights on Youth Violence and Bullying Prevention
- IBHS Speaker Series-Family Support Group
- Congressional Briefing on Peer Support

### Cultural Competency & Diversity:

- Black History Month 2024: The Influence of Black Music & Dance
- Black History Month 2024: Blacks/African Americans in the Arts
- Black History Month 2024: African Americans Hair Art & Fashion
- Experience as health data: What the health humanities teaches us about listening to Black narratives
- Fireside Chat with Emily Ladau: Disability Allyship, Inclusion, & Etiquette
- Navigating Strategic Disruption and Overcoming Resistance for DEI Transformation, sponsored by Aging and Disability Business Institute

### Legal:

- HIPAA Awareness for Business Associates

### Employee/Organizational Wellness:

- Managing Stress & Burnout at Work
- Mental Health Day: Compassion & Wellbeing
- Remote Work and Mental Health
- Strengthening Clinical Supervision in Mental Health Care

### Media & Health:

- Social Media and Its Connection to Mental Health
- State of Play: The Ins and Outs of Healthy and Problematic Video Gaming
- Driven to Distraction: Media Use, Attention and Cognition
- Copycat: Social Contagion, Online Viral Behavior, and Youth
- "The Story is at the Center: The Shared Territory of Writing and Medicine"
- Can Comics Improve our Health(care)? An Introduction to Graphic Medicine"

### Non-Profit Management:

- Equitable Employee Recruitment and Retention Workshop for Nonprofit Organizations
- Guide to Non-Profit Budgeting

### Clinical Psychology:

- Effectively Diagnosing and Treating Eating Disorders
- The Science Behind Mental Illness

### Neurodiversity:

- A Different Kind of Love Series Event
- Health Equity in ADHD: Addressing Racial Disparities in Diagnosis & Treatment
- ADHD is Awesome: The Holderness Family Guide to Thriving with ADHD

### Other:

- Mother Shaming
- Canva Create: Work Redesigned
- Understanding Climate Change, Environmental Health, and Advocacy Opportunities
- Listening to the Voice of the Patient: Using Multiple Feedback Methods to Complement CAHPS Survey Data