



Fall 2024 | Vol. 10

# IN THE LOOP

The official newsletter of the Family Satisfaction Team (FST) at HopeWorx Inc.



**Family  
Satisfaction  
Team**  
HopeWorx Inc.

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*We are the Family Satisfaction Team (FST). We hope you enjoy our issue of In the Loop. In this issue you will find upcoming fall community events, general election information, self-care resources, as well as other events, opportunities, and resources. Email us any suggestions to [familysatisfactionteam@hopeworxinc.org](mailto:familysatisfactionteam@hopeworxinc.org)*

## WHO WE ARE

### What is a "Family Satisfaction Team"?

The Family Satisfaction Team (FST) is a state-mandated survey team that is responsible for gathering feedback from families regarding their experiences using behavioral health services that are provided by the county through PA HealthChoices in Montgomery County. We want to make sure your voice is heard by the county and providers so that services reflect families' needs in the county. Montgomery County's FST is housed within HopeWorx Inc. HopeWorx Inc. also houses the adult survey team, Community Satisfaction Team (CST).

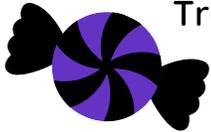
# UPCOMING FALL EVENTS

click links for more info!



## ABINGTON TOWNSHIP FALL FESTIVAL

Fun-filled day is family friendly, with multiple free activities for children of all ages including Touch a Truck, Trunk or Treat, and crafts. Costumes encouraged! Bring your own bags/containers to collect candy!



11-2 PM



6:30 PM

## GHOST STORIES BY THE FIRE

Gather around the campfire and kick off the spooky season with ghost stories dramatically retold by author Charles Adams III. Bring a chair or blanket to sit on. Recommended for ages 13 and above.

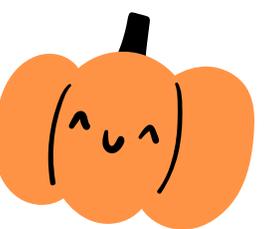


5:30-9:30 PM



## HAUNTED CAMPGROUND HAYRIDE

7th Annual Haunted Campground Hayride, free crafts, hot chocolate, cider, cookies and music for all to enjoy!



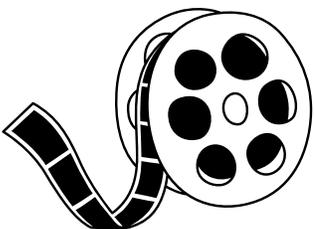
12-4 PM

## ALL HALLOWS EVE FALL FESTIVAL

Enjoy an afternoon of old-fashioned fall fun as kids make crafts, paint pumpkins, shuck corn and press apples into cider. The whole family is welcome to play games, complete a scavenger hunt, and take a hayride around the meadow.

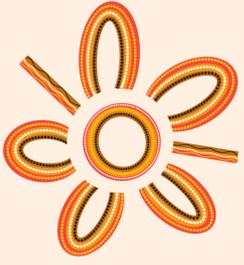
## HALLOWEEN SILENT MOVIES

Join us in the Classroom Building to view four short Halloween-themed silent movies. Pre-registration is required.

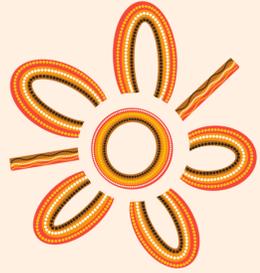


1 PM

# INDIGENOUS PEOPLES' DAY 2024



## School's Out: Indigenous Peoples' Day



Scott Arboretum of Swarthmore College  
October 14 @ 9:30 am - 12:00 pm

Celebrate Indigenous Peoples' Day. Learn how native plants are used in indigenous cultures, create your own game using natural materials, and complete a craft.

This is a free, drop-in program and no registration is required. It is designed for children ages 3 to 12 with a caregiver.

Stick around for the In-Person Lunchtime Tour: October Highlights to learn from the horticulture staff about what's blooming.



[MORE INFO](#)



# 2024 General Election Important Dates



**Last day to register to vote  
in the general election.**  
[vote.pa.gov/Register](https://vote.pa.gov/Register)



**Last day to apply  
for a mail ballot.**  
[vote.pa.gov/MailBallot](https://vote.pa.gov/MailBallot)



**Election Day. Polls are  
open from 7 a.m. to 8 p.m.**  
[vote.pa.gov/Polls](https://vote.pa.gov/Polls)



**Completed mail ballots  
must be received by 8 p.m.**  
[vote.pa.gov/County](https://vote.pa.gov/County)

Visit [vote.pa.gov](https://vote.pa.gov)



# Voting by Mail Ballot



## Secure & Private

Mail-in ballots are handled with the same tried-and-true security protocols that are used for absentee ballots.



## Easy to Vote

If you're a registered voter, mail-in ballots let you vote from the comfort and convenience of your own home.



## Easy to Apply

You can apply for a mail-in ballot using a paper application, online at [vote.pa.gov](http://vote.pa.gov) or in person at your county election office.

## How to Return Your Completed Mail Ballot

### Official Ballot



### Yellow Envelope Marked "Official Election Ballot"



### Pre-Addressed Outer Return Envelope



Sign and Write the Current Date

Make sure to seal your ballot in the yellow envelope marked "Official Election Ballot" AND seal that envelope into the pre-addressed outer return envelope. Sign and enter the current date on the outer return envelope. Your ballot will be counted only if it is sealed in both envelopes and the outer envelope is signed and dated. Return only your own ballot unless a voter with a disability has designated in writing that you are authorized to also return their ballot. Mail ballots must be received by the county election office by 8 p.m. on Election Day.

Visit [vote.pa.gov](http://vote.pa.gov)



# Healthy Body, Healthy Mind

## INTERACTIVE FIELD TRIP



Come join us on a fun and interactive family-friendly field trip where we'll explore how a healthy body leads to a healthy mind!



### Norristown Farm Park

2500 Upper Farm Rd,  
Norristown, PA 19403

**Mon, Oct 14**



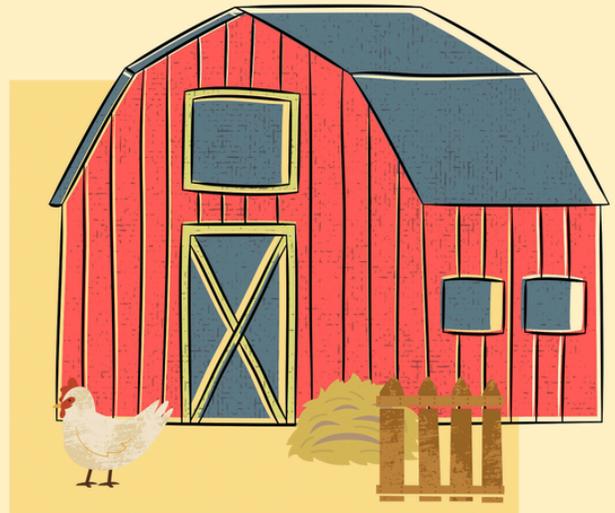
**10-11:30 AM**

RAIN OR SHINE

[CLICK HERE TO REGISTER](#)

**REGISTRATION IS  
REQUIRED**

space is limited to the first 20 registrants



**FARM TOUR | FARM YOGA | HEALTHY SNACK  
MAKING | HEALTHY EATING PRESENTATION |  
TAKE HOME HERBS & VEGETABLES**

For more information contact below:

👤 Clare Higgins    ✉ [chiggins@hopeworxinc.org](mailto:chiggins@hopeworxinc.org)



**PROUDLY  
SPONSORED BY...**



# FAMILY BINGO NIGHT

Get your daubers ready and mark your calendars for an evening filled with anticipation and fun!

## PRIZES | FOOD | FUN



Friday, October 18th  
6:00 - 8:00 pm  
Doors Open at 5:00



Horsham Community Center  
1025 Horsham Road,  
Horsham PA 19044

\$20 Per person

\$10 Per Child (5 & up)

4/\$40 Family pack

Includes 10 rounds of Bingo  
Additional cards \$10 each

## RAFFLES

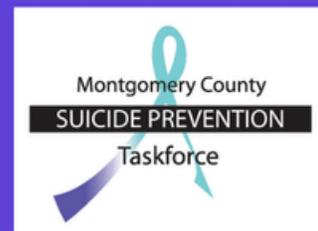
## 50/50

### PAY AT THE DOOR

REGISTER HERE:



All proceeds benefit the Montgomery County Suicide Prevention Taskforce



# Mindfulness Meditation

*Join mindfulness sessions and take steps towards enhancing your well-being.*

*Learn to calm your mind through energy exercises, breathing, and visualization techniques.*

**Reserve your spot today!**

@ Abington Free Library

**Upcoming Sessions:**

October 5

November 2

November 30



**Free Mammograms for  
Un & Under insured-  
women over 40**

**more info**

**“What to Expect What You’re Expecting and Beyond”**

with Dr. Soni Arora

*an introductory course that will guide you through what's happening during pregnancy as your body changes and how to best prepare for the changes that will happen postpartum.*



November 2

@ Belmont Hills Library

**Register Here**

**SEARCH AND CONNECT  
TO SUPPORT.**

- Financial assistance
- Food pantries
- Medical care

**AND OTHER FREE  
OR REDUCED-COST  
HELP STARTS HERE.**



**PA NAVIGATE**  
linking patients to community resources

**[PA-NAVIGATE.ORG](https://www.pa-navigate.org)**

# RECIPE CORNER

## SPOOKY SPIDER SUGAR COOKIES

*These Spooky Spider Cookies are a fun and festive treat for Halloween! Perfect for adding a creepy-crawly twist to your fall celebrations, they're sure to be a hit with the whole family.*

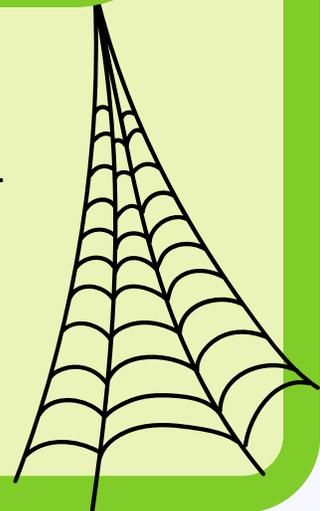


### INGREDIENTS

- Sugar cookie dough balls
- 1 package chocolate melting wafers, or other small chocolate candy (Lindt balls, miniature peanut butter cups, etc.)
- 1 tube red decorating writing gel

### INSTRUCTIONS

1. Make sugar cookies as directed. You can make green cookies using food dye or using a matcha sugar cookie recipe!
2. While the cookies are still warm, press the chocolates into the centers.
3. Melt chocolate wafers in microwave in 30 secs increments and then spoon into a small piping bag or zip lock bag.
4. Cut a small corner off the bag, pipe 4 legs on each side and use the red decorating gel to create dots for the spiders' eyes.
5. Let the cookies cool completely and enjoy your spooky treats!



[click here for more recipes](#)



# FAMILY SATISFACTION SURVEYS



## Currently Surveying: >>

### Inpatient Hospitalization

Youth age 14+ may be surveyed before discharge. Parents/Caregivers are contacted after discharge.

Data collection closes  
October 2024

### Residential Treatment (RTF)

Youth age 14+ & their parents/caregivers may be surveyed after discharge.

Data collection closes  
September 2025

## Upcoming Surveying: >>

### Blended Case Management

Youth age 14-18 & parents/caregivers of children up to age 18 are eligible.

Data collection closes  
December 2024

### Mobile Crisis

Youth age 14+ & parents/caregivers of children up to age 18 are eligible.

Data collection period pending

## WHAT HAPPENS TO FST SURVEYS?

Below is a brief overview of the process FST follows to share survey feedback with providers, the county, and community stakeholders.

1

### STORING DATA

Your survey responses are stored securely until data collection closes. FST checks to make sure no identifying information (names, descriptions, locations) are included in comments. We do this to make sure that no one can identify a family by their responses.

2

### ANALYZING

FST looks for themes across families' comments. Calculates percentages & averages in quantitative data. FST compares data across providers, across parents and youth, and across previous years' survey data (if available).

3

### MAKING RECOMMENDATIONS

A summary infographic is prepared. An report of findings across all providers for that particular service is shared with the county. FST prepares individual provider reports highlighting strengths and improvement. FST also prepares presentations for providers with recommendations based on YOUR feedback as well as state and national guidelines for behavioral health services.

4

### CLOSING THE LOOP

FST devotes a part of provider presentations to the final step in the county's QI process called "Closing the Loop". Providers have two weeks to fill out a form identifying what they did well, AND a goal plan to incorporate family feedback from the survey. Providers identify how long it will take for them to achieve this goal & the county and FST stay updated on progress.

Survey respondents receive a **\$10 Amazon e-gift card** via email or mail. Eligibility criteria varies. If you are interested in responding to a survey or if you have suggestions for survey questions, please contact [familysatisfactionteam@hopeworxinc.org](mailto:familysatisfactionteam@hopeworxinc.org)

**SHARE FEEDBACK ON**

# **THE PA COURTS SYSTEM & YOUTH BEHAVIORAL HEALTH CHALLENGES**



We invite youth and parents/caregivers to participate in a survey to share experiences with the court system, especially as it relates to behavioral health challenges.

Your feedback is important and will help us understand what the juvenile courts are doing well and where improvements are needed.

The survey will take about 5 minutes to complete. Your responses are anonymous.

Please share with other families. Thank you for your valuable feedback!



**Survey Link:**

<https://www.surveymonkey.com/r/FEEDBACKSUMMITOCT>

**QR Code:**



**Survey will  
close  
October 9th**



**Questions? Please contact:  
familiesatisfactionteam@hopeworxinc.org**

# Parent/Caregiver Virtual Support Group

Sponsored by FamilyWorx Family Peer Support & Advocacy Program

Parents and caregivers, you are not alone! Please join us for a virtual family support group for parents/caregivers of children (pre-school to young adult) with behavioral health concerns. There you can connect with other parents who share similar experiences, learn about resources, receive non-judgmental support, and share stories of hope and strength.

**All support groups are co-facilitated by Family Peer Support Partners**

## WHEN:

2nd and 4th Thursday of every month

(excluding holidays)

7:00-8:00 pm

## WHERE:

Join us via Zoom from the comfort of your home

\* A one-time pre-registration is required for sessions. A Zoom link will be provided in the confirmation email

**For more information, please contact:**

Lori Warren

Senior Family Peer Support Partner

[lwarren@hopeworxinc.org](mailto:lwarren@hopeworxinc.org)

484-672-1610



**Registration is required:**

**CLICK HERE**



[https://us02web.zoom.us/meeting/register/tZckcOqorzkpHdMKz6O\\_r0XpVjyi9SAEkNCG](https://us02web.zoom.us/meeting/register/tZckcOqorzkpHdMKz6O_r0XpVjyi9SAEkNCG)



# RESOURCES

**Suicide & Crisis Lifeline:  
988**

**ANAD Eating Disorders Helpline:  
1 (888)-375-7767**

**RAINN Sexual Assault Hotline:  
1 (800)-656-4673**

**The Steve Fund:**  
Support for Students of Color  
**Text "STEVE" to 741741**

**The Trevor Project:**  
Support for LGBTQ+ Youth  
**1-866-488-7386**     [trevorspace.org](https://www.trevorspace.org)

**Montgomery County Mobile Crisis:**  
by Access Services  
**1-855-634-4673**

**Montgomery County Teen Talk Line:**  
by Access Services  
**call 866-825-5856 // text 215-703-8411**

# HOPEWORX TEAMS



click links below to learn more!

## **Family Satisfaction Team (FST)**

-family & youth survey team

## **Community Satisfaction Team (CST)**

-adult survey team

## **FamilyWorx**

-family peer support & advocacy team

## **AdvocacyWorx**

-adult peer support & advocacy team

## **CommunityWorx**

-community & market, Street Medicine, etc.

## **Independent Monitoring for Quality (IM4Q)**

-developmental disabilities survey team

## **Ferns Peer Respite**

-peer-run respite space, now open

# COMMUNITY RESOURCES



**Montgomery County Children's Behavioral Health Guide**



**Student Assistance Program (SAP)**