



Winter 2026 | Vol. 14

IN THE LOOP

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



We are the Family Satisfaction Team (FST). We hope you enjoy our issue of *In the Loop*. In this issue you will find upcoming family community events, Black History Month resources, Partial Hospitalization Program (PHP) survey results, as well as other events, opportunities, and resources. Email us any suggestions to: familysatisfactionteam@hopeworxinc.org

Inside this issue:



- Welcome..... 1
- February Events..... 2
- Black History Month..... 3
- Holiday Drive..... 4
- Library Resources..... 5
- Recipe Corner..... 6
- FST Surveys..... 7
- PHP Survey Results..... 8
- Support Group..... 11
- Help Resources..... 12
- Program Contacts..... 13

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 COMMUNITY EVENTS

click links for more info!



10-1 PM

CRAFT WORKSHOP FOR KIDS

FREE, drop-in workshops held in the classroom building at Pennypacker Mills, kids will make themed crafts at their own pace. All materials provided.

Next craft workshop: March 14



VALENTINE'S BEAR CRAFT

Get in the Valentine spirit by creating a wooden bear holding hearts. Bring your loved ones along to create their own or make it a gift! Spread love and enjoy this wooden character for years to come. All material needed will be provided.

Ages 12+; \$10 craft fee



10-12 PM



6-9 PM

SKATE NIGHT AT GREEN LANE PARK

Free ice skating event: DJ & Musical Entertainment, free s'mores and hot chocolate, warm up with fire pit

Bring your own skates! Safety gear is recommended



MAPLE SUGARING AT PETER WENTZ FARMSTEAD

Join our farmers as they create maple sugar from trees right here at the Farmstead! Watch as they tap the trees, collect the sap, and create the syrup.

Learn about the Indigenous origins of maple sugaring and how the process has continued through to today. All ages; free



10-3:30 PM

SAVE THE DATE

MONTGOMERY COUNTY PRESENTS

BLACK HISTORY MONTH

2026

CELEBRATING 100 YEARS
OF BLACK HISTORY

VIRTUAL PROGRAMS

12:00 PM - 1:30 PM

February 4
February 11
February 18

Weekly presentations
honoring a century of
Black excellence, resilience,
and impact

IN-PERSON PROGRAM

FEBRUARY 25, 2026

11:30 AM - 1:00 PM

LUNCH PROVIDED



Celebrate Black History Month in
Montgomery County

*click for list of local historic attractions &
Black-owned businesses*



Our annual HopeWorx for the Holidays Drive helps to support youth and families across Montgomery County. Each year, we partner with community sponsors and private donors to provide toys, clothing, gift cards, food, and more to families in need.



HOPEWORX FOR THE HOLIDAYS

Our 4th annual HopeWorx for the Holidays program was a huge success, we were able to support 97 youth, across 39 families in Montgomery County.



"I wanted to take a moment to truly thank everyone involved in the holiday drive! No matter how big or how small, each person truly made an impact on our Christmas! (My Child) was in heaven with the Lego sets! (My Child) couldn't be happier with all of her goodies! And me, well, I'm so happy they're happy, not to mention the extra stuff for me, food, and the home basket. I loved the Joy Jar! With (My Child)'s autism diagnosis, this is an incredible way to really key in on all the good! It was a great idea." - Parent Feedback

THANK YOU TO ALL THE COMMUNITY PARTNERS AND PRIVATE DONORS! NONE OF THIS WOULD HAVE BEEN POSSIBLE WITHOUT YOU!

- ABINGTON POLICE DEPARTMENT
- BIKER'S AGAINST CHILD ABUSE
- CALVARY CHURCH SOUDERTON
- COALESCE: CENTER FOR DANCE ARTISTRY
- HORSHAM CLINIC
- MONTGOMERY TOWNSHIP POLICE DEPARTMENT
- NUTTY NOVELTIES
- 56 PRIVATE DONORS



MONTCO PUBLIC LIBRARIES EVENTS & RESOURCES



Take Your Child to the Library Block Party!

Saturday, February 7, 2026 - 11:30 AM-12:30 PM

Celebrate Take Your Child to the Library Day!

Children ages 3-5 years old, their caregivers and siblings are welcome to enjoy building toys such as block and Duplos.

Older children up to age 12 can enjoy a special Library Lovers' Scavenger Hunt with special prizes.

For information on events such as...

- Preschool Storytime
- Teen Game Day
- Teen Cooking & Culture
- Itty Bitty Book Club
- Adventurer's Guild
- Lego Club
- Bounce, Beat, and Boogie
- and more

...click here!



Find your local
library here!

Click here for
information on how
to apply for a
library card!



RECIPE CORNER

Heart Rice Krispie Treats

A classic, ooey-gooey combo of melty marshmallow and crunchy cereal. These festive treats are the perfect Valentine's Day- sweet, easy, cute, and kid-approved.

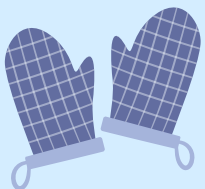
INGREDIENTS

- 3 tbsp butter
- 4 cups mini marshmallows
- 5 cups rice krispie cereal
- 1/4 tsp vanilla extract
- Valentine's day themed sprinkles



INSTRUCTIONS

1. Melt butter in a large saucepan over low heat.
2. Add mini marshmallows and stir until melted, remove from heat.
3. Add vanilla extract and cereal, stir till evenly coated.
4. Line 9x13" pan with parchment paper. Add rice krispie mix to the pan and gently press down with a another piece of parchment paper to form to the pan.
5. Sprinkle on colored sprinkles. Allow to cool.
6. Remove from pan onto parchment paper. Cut out heart shapes using a cookie cutter.
7. Enjoy!



[click here for more recipes](#)



FAMILY SATISFACTION SURVEYS



Currently Surveying: >>

Family Based Services

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

Data collection closes February 2026

Upcoming Surveying: >>

Residential Treatment Facility

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

Data collection resumes in March

Multisystemic Therapy

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

Data collection begins in March

Inpatient Hospitalization

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

Data collection begins in April

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

1 Family Satisfaction Team (FST) conducts satisfaction surveys with families about their experience with behavioral health services provided in Montgomery County.

2025 PARTIAL HOSPITALIZATION PROGRAM (PHP) SURVEY

Partial Hospitalization services are short-term intensive behavioral health services for youth experiencing severe distress. The aim of PHP is to serve as a non-residential treatment modality as either a step-down or alternative to out-of-home placement.

SURVEY RESPONDENTS

Eligible Families	267	Montgomery County youth with PA HealthChoices as either their primary or secondary insurance who were discharged from one of two county-designated providers between January 1, 2024, to June 30, 2025, were invited to participate in the survey. Parents/caregivers of children up to age 18 who met the above criteria were also eligible to participate.
Eligible Youth 14+	154	
Eligible Providers	2	
	69 PARENTS/ CAREGIVERS	18 YOUTH (AGE 14+)

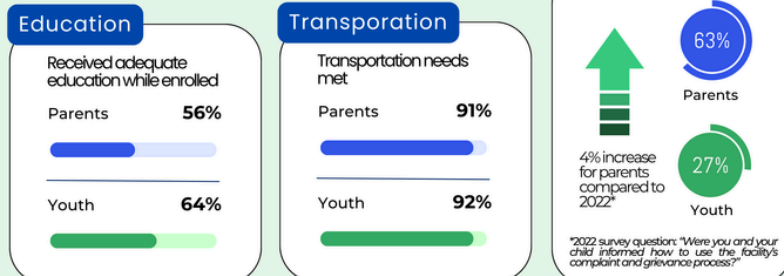
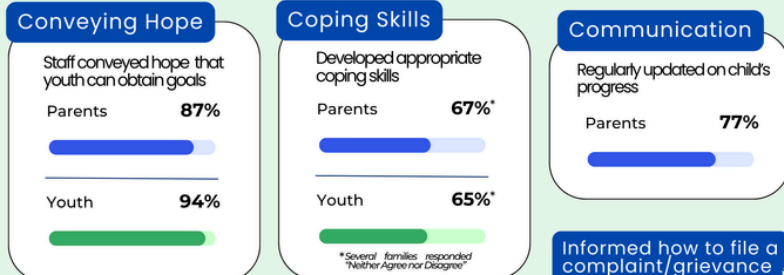
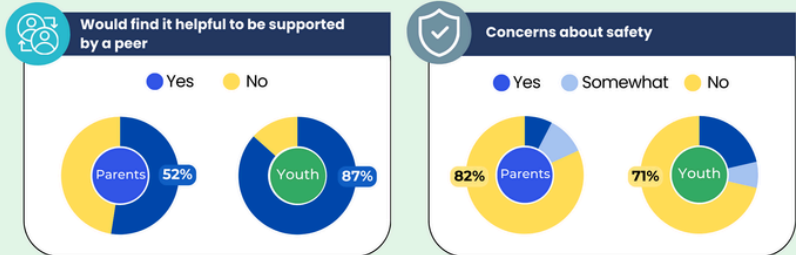
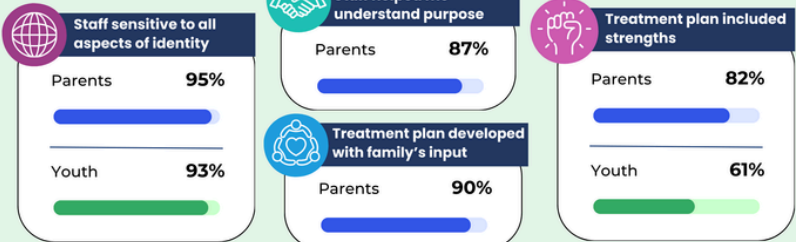
FRAMEWORK

Detailed sample demographic data are available upon request.

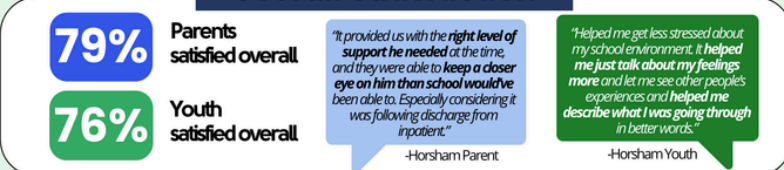
FST analyzes survey responses under the guiding framework of SAMHSA's Trauma-Informed Care Principles (listed below). We're not only interested in family satisfaction, but also to what degree families felt the service delivery model reflected trauma-informed care principles.



FINDINGS



Overall Satisfaction



WHAT WENT WELL

Family Inclusion

"The level of communication I received, I felt that I was included. I was a real part of the treatment which was important to me."
-Horsham Parent

Peers Families highlighted how helpful it was for youth to connect with peers.

"PHP was helpful in meeting other teenagers my age that may have experienced similar difficulties as myself."
-Horsham Youth

"She liked it there. She made a lot of friends there that could relate to her trauma."
-Horsham Parent

"PHP was more beneficial for him because he was around peers that were going through similar things and could discuss and bounce words and ideas off each other. Building that connection is what they needed, not just having an adult telling them what they could and couldn't do."
-Horsham Parent

Family-Focused Communication

"They were helpful because they understand the patient and parent perspective. They explained what to do. This is a nice program. It helped with her dosage and helped with her behavior."
-Horsham Parent

"The therapy he received was helpful, and the constant communication between myself and the lead therapist. I just thought they did a really good job. The way they had school integration was much better than anything I've ever experienced, and the fact that it was next door was great. Explorations was great in the school aspect."
-Explorations Parent

Coping Skills

Despite mixed quantitative results, qualitative data suggest coping skills development and application were very helpful to many families.

"It helped me develop helpful coping skills when in crisis and help me understand my emotions deeper."
-Explorations Youth

"It was definitely helpful for my child. When she was going through some things at school, it was a way for her to get out of that and gain perspective and learn healthy coping skills."
-Horsham Parent

"The therapeutic portion was really helpful and would emphasize daily to him what he could do to manage his stress, anxiety, and depression. Because it was daily, it was reinforced to the point where we could see [youth] using those skills and improving."
-Explorations Parent



AREAS FOR CONSIDERATION

Discharge Planning

93% of parents indicated their child was discharged at the time of survey.

While some families were satisfied with discharge planning, others were not.

"I felt that it was rushed."
-Horsham Parent

"They helped out a lot with getting everything to where it needed to be like all the information for [Behavioral Health Service]."
-Horsham Parent

"The problem is the [Behavioral Health Service] can't start anything until Explorations starts the discharge paperwork. There's going to be a lag. Even starting the process of looking for a therapist, they can't even try to use that information to match him with a good fit until the discharge paperwork is out."
-Explorations Parent

Observationally, parents who were overall satisfied with PHP also responded more positively to survey items relating to preparedness for discharge.

Community Supports

Most commonly selected community supports families wanted to be connected with to help the transition out of PHP:

- Peer support for youth (E.g., Teen Talk Line)
- Peer support for family
- Mental/Behavioral Health Resources (e.g., NAMI)
- Academic or educational support

"Offering more family-based services. Giving you somebody to connect with like a peer support would have helped a lot."
-Horsham Parent

Education

"He didn't do anything school related. He watched movies, played games, and ate candy."
-Horsham Parent

"She said they were given like stupid worksheets, it's not taken seriously there."
-Horsham Parent



"I wasn't satisfied because she has an IEP, but the work they gave her wasn't appropriate and too hard."
-Horsham Parent

Overall Satisfaction & Key Components of PHP

	Child was ready to be discharged	Prepared to integrate to less-restrictive treatment setting	Prepared to integrate to appropriate educational setting
Parents who indicated "Very Satisfied" or "Satisfied" overall:	82%	80%	76%
Parents who indicated "Very Dissatisfied" or "Dissatisfied" overall:	29%	25%	25%

These discharge preparation questions were only asked if respondents indicated "Yes" their child had been discharged at the time of survey.

Expectations & Tailoring to Families' Needs

Some comments from families suggest a desire for a more tailored approach that may be beyond the scope of what can be provided. Exploring families' perspectives may help staff better understand family expectations and needs.

"Communication, like **scheduled communication**, so we would maybe **touch base probably at the beginning and end of the week and on a weekly basis**. It wouldn't have to be long to meet twice, just to be able to **review and prepare to go into the weekend**. That's when we have a lot of challenging behaviors at home."
-Explorations Parent

RECOMMENDATIONS

Recommendations below are derived from what families shared. Recommendations are advanced under guidance of SAMHSA'S Trauma Informed Care Principles and the PA CASSP Principles.

RECOMMENDATION 1: Continue & Expand Positive Engagement



CELEBRATE STAFF EFFORTS TO IMPLEMENT PA CASSP & SAMHSA TRAUMA-INFORMED CARE PRINCIPLES

Many families highlighted instances of inclusion in treatment planning. Parents and youth alike indicated that staff conveyed hope youth could obtain their treatment goals. Share positive feedback with staff to continue commitment to a family-focused, culturally competent approach to service delivery.

ENCOURAGE CONSISTENT POSITIVE ENGAGEMENT

While many parents also highlighted the treatment plan reflecting their youth's strengths, fewer youth shared that sentiment. Ensuring consistent positive engagement between both parents and youth may increase youth satisfaction as well as feelings of inclusion and empowerment.

RECOMMENDATION 2: Purposeful Collaboration



CONTINUE PURPOSEFULLY SEEKING COLLABORATION WITH FAMILIES, SCHOOLS, AND PROVIDERS

Families highlighted several instances of intentional collaboration between child-serving systems (e.g., behavioral health, education, etc.). Expand this collaboration to ensure that educational needs are being met. Work with youth and families to ease the transition back to school through increased partnership where possible. Where feasible, educate schools about the expectations of PHP as well.

Continue seeking family insight, not only during treatment planning and goal setting, but also if youth are struggling with engaging in the program and during discharge planning.

She was refusing to go, they said she would be terminated from eligibility and that was her discharge. So, I think what would have been more appropriate would be if someone would have called me and asked me why she was not happy, what can we do better. There was anger she was not there, and you were being punished for not being in the program and could fill out the paperwork again to go into the program again. Nothing about "How can we help support your daughter?"

-Horsham Parent



RECOMMENDATION 3: Family Expectations & Needs

REVISIT EXPECTATIONS AND FAMILIES' DESIRE FOR TAILORING TO THEIR NEEDS.

Continue delivering services in a family-focused, youth-centered way by tailoring service delivery to families' needs where feasible. During discharge planning, connect families to community supports they have identified as helpful.

While families indicated staff helped them understand the purpose of PHP, several comments from families suggest expectations with communication and discharge were misaligned.

While parents may be informed that the primary treatment modality is group therapy, families may still not understand the frequency with which group therapy will occur in comparison to individual therapy.

Some parents wanted more frequent communication and access to the psychiatrist. Consider establishing clear communication expectations, which may help parents understand how frequently they may hear from specific staff (e.g., psychiatrist).



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

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.

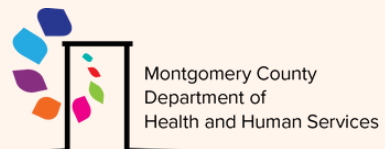
Independent Monitoring for Quality (IM4Q)

-developmental disabilities survey team

Ferns Peer Respite

-peer-run respite space

COMMUNITY RESOURCES



Montgomery County Children's Behavioral Health Guide



Student Assistance Program (SAP)