

February 2024 | Vol. 8

# 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 Black History Month resources, results from our 2023 inpatient satisfaction survey, Valentine's Day activities, 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).

# Black History Month

Virtual and in-person  
events, activities, and  
resources!

click the links for...

Montgomery  
County's  
Black History  
Month  
EVENTS

BHM Activities  
in Philly

NAMI Sharing  
Hope virtual  
community  
conversation  
series



Children's Books  
to Celebrate  
Black Culture  
Click HERE

The Charles L. Blockson Exhibition  
in the Centre Theater

**BLAM! BLACK LIVES ALWAYS  
MATTERED!**

**ON EXHIBIT AT THE BLOCKSON EXHIBITION  
NOVEMBER 2023 THROUGH APRIL 2024**

# Broccoli ROOSEVELT & Mr. HOUSE!

## One-Day Workshop

Sunday, February 11, 2024  
12:30pm-2:00pm

Can broccoli make you giggle? How much dance is too much dance? And does your house have feelings? In this one-time-only master class workshop, Autism Drama students will work with two of the performers and creators of the zany comedy for all ages *Broccoli, Roosevelt, & Mr. House* to learn some theatre games, move their bodies, and - above all - have fun!



## Register for Class, Stay for the Show!

Register now to receive a Buy-One-Get-One-Free ticket to the 3pm matinee after class! This performance is a **Neurodivergent Affinity Performance (NDAP)** and is meant to be particularly welcoming to neurodiverse communities, with sensory friendly lobby engagements, chill zones, snacks and crafts provided between class and the performance. We can't wait to see you there!

**For More Information**

**EMAIL: [Sheridan@TheatreHorizon.org](mailto:Sheridan@TheatreHorizon.org)**

**[WWW.THEATREHORIZON.ORG](http://WWW.THEATREHORIZON.ORG)**



# Other Upcoming Community Events

FEB  
10

12-3 PM

## Lunar New Year Celebration

*Year of the Dragon*



Pearl S. Buck International

Prizes! Games! Music! · Tours · Traditional Dresses + Costumes · Chinese Yoyo Demo · Dumpling Tasting · Puppet Show · Traditional Dance

[click here for more](#)

MAR  
16

10-3 PM

## Neurodiversity and Autism Resource Event



Neumann University Bruder Gym

Offering a variety of PD and trainings on Neurodiversity and autism for families, law enforcement, first responders and community partners. Get connected with and support from different organizations that work with and for neurodiverse individuals and their families.

[click here for more](#)

APR  
21

10-4 PM

## 25th Annual Autism Acceptance Day



The Philadelphia Zoo

Autism Resource Fair · Autism Merchandise · Sensory Stations · Advocacy Meet Up · Weighted Blanket Demos · Craft Areas · Princesses · Heroes · Characters · Quiet Areas · Raffles · Jugglers · Steve Pullara and His Cool Beans Band · Giveaways and Much More!!!

[click here to register](#)





# Help with utility bills



If you have a low income, you may qualify for help paying your phone and internet bills and help paying for heating, cooling, and weatherizing your home.

[usa.gov/help-with-utility-bills](https://usa.gov/help-with-utility-bills)

**CLICK HERE**  
**FOR MORE**  
**INFORMATION**



**GREATER POTTSTOWN AREA**

## FUEL OIL ASSISTANCE

**APPLY HERE ↓**

**[pottstowncluster.org/oilassistance](https://pottstowncluster.org/oilassistance)**

Questions? Contact Jessica Devine at  
[jdevine@pottstowncluster.org](mailto:jdevine@pottstowncluster.org) or  
610-970-5995

**PottstownCluster**  
OF RELIGIOUS COMMUNITIES

Nourishing Lives. Strengthening Families.



# A NEW ONLINE TOOL

TO BETTER CONNECT PENNSYLVANIANS  
WITH FOOD, HOUSING, CHILDCARE AND  
MORE

## 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**

# FamilyWorx

## Family Peer Support & Advocacy Program

Family members sharing information, support, and advocacy services with Montgomery County Families whose children or youth are facing behavioral health concerns. All services at FamilyWorx are provided free of charge.

### WHAT WE DO

- Support families when navigating the child serving systems—including education, juvenile justice, behavioral health, and more
- Assist parents and caregivers in understanding their child's rights and responsibilities
- Help families prepare for and attend school and community meetings
- Provide information, referrals, training, and support to families and community partners



### ORGANIZATION



[http://](http://www.hopeworxinc.org)

CLICK HERE

Visit our page on the HopeWorx website  
[www.hopeworxinc.org](http://www.hopeworxinc.org)

### CONTACT INFO

*For more information please contact:*

**Lisa Radcliffe**

Program Supervisor

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

610-618-2059

**Clare Higgins**

Program Director

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

484-672-1446



# WHAT HAPPENS TO FST SURVEYS?

## AFTER THE SURVEY



If you or a family member have completed a survey with FST, you might be wondering what happens to survey data once it is collected. Below is a brief overview of the process FST follows to share survey feedback with providers, the county, and community stakeholders.

*Your*  
**VOICE**  
**MATTERS**

## 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.

## 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).

## 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 areas for improvement
- FST also prepares PowerPoint presentations for providers with recommendations based on YOUR feedback as well as state and national guidelines for behavioral health services.

## 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.

# Family Satisfaction Team RESIDENTIAL TREATMENT FACILITY (RTF) SATISFACTION SURVEY

**YOUR  
VOICE  
MATTERS!**

Our team is independently contracted by Montgomery County to gather feedback regarding families' experience with behavioral health services. With this feedback, the county can provide services in the community that are driven by the needs of families. Our goal is to advocate for families and to amplify the family voice.

Participation in this study is voluntary. Your name will **not** be attached to your responses. Anything you share may be shared with the county, providers, and community stakeholders.

## Who Can Complete the Survey?

Montgomery County youth age 14-18 & their parents/ caregivers

- + Magellan Behavioral Health as either primary or secondary insurance
- + **Discharged** from a Residential Treatment Facility (RTF) between January 2022- Sept 2025



Participants  
receive  
\$10 Amazon  
e-gift card

**Questions?** Please do not hesitate to contact:  
Caitlin Kelley, FST Program Supervisor  
[ckelley@hopeworxinc.org](mailto:ckelley@hopeworxinc.org)  
(610)-618-6540





# Family Satisfaction Team

## INTENSIVE BEHAVIORAL HEALTH SERVICES (IBHS) SATISFACTION SURVEY

**YOUR  
VOICE  
MATTERS!**

Our team is independently contracted by Montgomery County to gather feedback regarding families' experience with behavioral health services. With this feedback, the county can provide services in the community that are driven by the needs of families. Our goal is to advocate for families and to amplify the family voice.

Participation in this study is voluntary. Your name will **not** be attached to your responses. Anything you share may be shared with the county, providers, and community stakeholders.

### Who Can Complete the Survey?

Montgomery County youth age 14-18 & their parents/ caregivers



- + Magellan Behavioral Health as either primary or secondary insurance
- + **Discharged** from a county-designated IBHS service provider between August 2022-August 2023

Participants  
receive  
\$10 Amazon  
e-gift card

**Questions?** Please do not hesitate to contact:  
Caitlin Kelley, FST Program Supervisor  
[ckelley@hopeworxinc.org](mailto:ckelley@hopeworxinc.org)  
(610)-618-6540



**Family  
Satisfaction  
Team**  
HopeWorx Inc.



FREE  
DROP-IN  
WORKSHOP



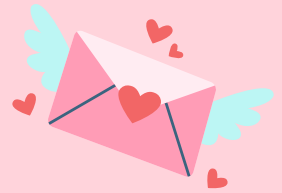
# PENNYPACKER MILLS VALENTINE'S CRAFT WORKSHOP FOR KIDS

MAKE FUN  
CRAFTS!

Saturday, Feb. 10  
10 am - 2 pm

Call 610-287-9349  
to pre-register!

[pennypackermills@montgomerycountypa.gov](mailto:pennypackermills@montgomerycountypa.gov)



## Valentine's Day Fudge

*Indulge in the sweetest Valentine's Day treat with this easy 4-ingredient fudge! A heartfelt dessert that's perfect for sharing with your loved ones.*



### INGREDIENTS

- 24 oz white chocolate chips
- 14 oz can sweetened condensed milk
- 1 tsp vanilla extract
- 1/2 cup valentine's day sprinkles

### INSTRUCTIONS

1. Prepare a 9×9 square pan by lining it with parchment paper, making sure to cover the sides.
  2. In a large bowl, microwave white chocolate and sweetened condensed milk for one minute. Stir well until smooth. If needed, microwave for an additional 30 seconds.
  3. Add vanilla extract and 1/4 cup of sprinkles to the mixture. Quickly transfer it to the lined pan, spreading it evenly.
  4. Sprinkle the remaining sprinkles on top and press them down into the fudge.
  5. Refrigerate the fudge until it becomes cool and firm.
  6. Once firm, cut the fudge into squares and store in an airtight container.
- Enjoy!





## 2023 YOUTH INPATIENT HOSPITALIZATION SURVEY

The Family Satisfaction Team (FST) conducts satisfaction surveys with youth aged 14-18 (and their parents/caregivers) about their experience with mental health services provided in Montgomery County. Inpatient hospitalization is a 24/7 hospital-based treatment service for children/youth experiencing emotional or behavioral crisis that cannot be managed safely in the community. The aim of inpatient hospitalization is stabilization and a return to the least restrictive treatment environment.

### SURVEY RESPONDENTS

137  
ELIGIBLE  
HOSPITALIZATIONS

88  
ELIGIBLE  
YOUTH 14+

7  
ELIGIBLE  
PROVIDERS

Montgomery County youth with PA HealthChoices as either their primary or secondary insurance who were discharged from one of seven county-designated providers between April 1, 2023 and September 30, 2023 were invited to participate in this survey. Parents and caregivers of children up to age 18 who met above criteria were also eligible to participate.

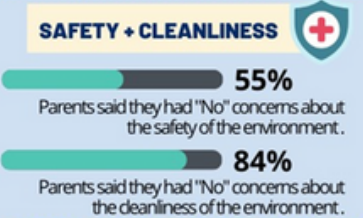
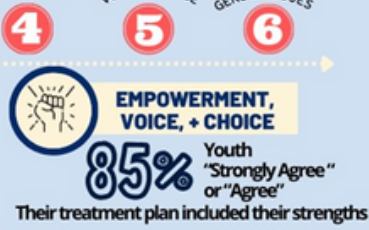
**38 PARENTS/CAREGIVERS** **36 YOUTH (AGE 14+)**  
**2 CHILDREN (AGE 13 & UNDER)**

Detailed sample demographic data are available upon request.

### FINDINGS

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.

SAFETY TRANSPARENCY TRUST PEER SUPPORT COLLABORATION MUTUALITY EMPOWERMENT VOICE + CHOICE CULTURAL HISTORICAL + GENDER ISSUES

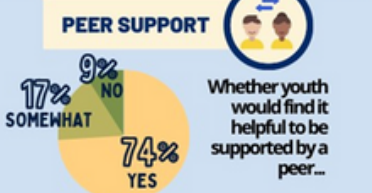


"It was helpful to adjust my child's medication and it was helpful to reinforce the coping skills that she's been taught and to introduce new ones."

-Parent on "What was helpful during inpatient"

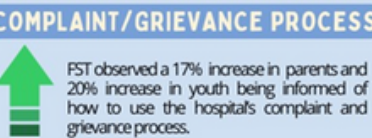
"OUR DAUGHTER FELT SAFE THERE AND TOLD US SHE FELT CARED FOR."

-Parent Comment



"The best part is the peers. You really connect with them and they've gone through the same thing. It's really an open and comforting space..."

-Youth on "What was helpful during inpatient"



"It was helpful because I learned a lot of new coping skills and I use them when I'm stressed. The other patients in the hospital are going through something similar so I felt like I wasn't alone."

-Youth on "What was helpful during inpatient"

"It allowed me to completely focus on myself and put myself first. I got healthy coping skills, and I can use these positive skills instead of negative coping outside of here. I needed a support system and I had that there, which helped me."

-Youth on "What was helpful during inpatient"

Percentages may not total to 100 due to rounding.  
For a copy of the report and permission to cite/copy please email [family.satisfactionteam@hopeworxinc.org](mailto:family.satisfactionteam@hopeworxinc.org)

## EVALUATING SATISFACTION

When analyzing findings, FST acknowledges that while satisfaction has decreased in all dimensions of inpatient care compared to prior years, it is unclear whether families are more dissatisfied, or neutral. An overview of family satisfaction across dimensions is below...

### PARENT OVERALL SATISFACTION...

#### STAFF INTERACTION

58% Very Satisfied/Satisfied  
18% Neither Satisfied/Dissatisfied  
24% Very Dissatisfied/Dissatisfied

Overall, how satisfied were you with staff's interaction with your family?

#### STAFF COMMUNICATION

61% Very Satisfied/Satisfied  
11% Neither Satisfied/Dissatisfied  
29% Very Dissatisfied/Dissatisfied

Overall, how satisfied were you with staff communication?

#### DISCHARGE

Overall, how satisfied were you with preparation for discharge?  
54% Very Satisfied/Satisfied  
27% Neither Satisfied/Dissatisfied  
19% Very Dissatisfied/Dissatisfied

#### TREATMENT

Overall, how satisfied were you with your family's inclusion in your child's treatment?  
58% Very Satisfied/Satisfied  
18% Neither Satisfied/Dissatisfied  
24% Very Dissatisfied/Dissatisfied

FAMILIES REPORTED MORE NEUTRAL RESPONSES (E.G., NEITHER AGREE NOR DISAGREE) TO SURVEY ITEMS THAN PRIOR YEARS. THIS WAS OBSERVED ACROSS LEVELS OF SATISFACTION.

NOTE: FST interviewers offer families the option of responding "N/A" if families feel a question is not applicable. In addition, families are reminded that they can skip any question they like. Therefore, it is unlikely that families are recording neutral responses in lieu of "N/A" or skipping a question.

## WHAT WENT WELL...

#### PARENTS SAID:

- Staff treated their family with dignity and respect.
- Staff used clear language (no jargon).
- Some parents highlighted inpatient being a safe place for their child to stabilize.

#### YOUTH SAID:

- There was at least one member of staff they were comfortable talking to.
- Peers in the facility helped some youth feel less alone.

"They were helpful in working with my child and helping them develop another safety plan."

-Parent Voice

"Provided a safe space for me to get better and help me feel not so alone."

-Youth Voice

## AREAS FOR IMPROVEMENT...

### TRANSPARENCY

- Lack of consistent communication between staff and families were identified by parents as a barrier.
- Despite increases from prior years, most parents and youth were NOT informed of how to file a complaint/grievance.

### COMMUNICATION

#### WHAT FAMILIES WANT:

- Increased interaction with clinical staff.
- Parents wanted more information regarding medication and options.
- Communication with the child's school.

"Communication with the family, school and my son would have been helpful"

-Parent Voice

### FAMILY INCLUSION

- Families wanted their voice included in treatment and discharge planning.
- Parents overall did not feel staff cared about the entire family.
- Some youth wanted to make suggestions for treatment activities (e.g., art therapy).
- Parents wanted their concerns about medication to be taken into account.

"In determining her new diagnosis, I feel like he [the psychiatrist] should have called us and discussed it with us before giving her medications. I feel like we should have gone over treatment options and learned about the medications and possible effects before giving a 13-year-old medication."

One time they did call to discuss medications was one night she was escalated, and they called us in the middle of the night and asked if it was ok to give her medication to help calm her down. They put me on the spot, and it needed an immediate response that I didn't feel prepared to answer.

"I'm not a doctor, I don't know about medications and their effects. I need to look things up, and think about things. I also don't think medication is the only option. I don't know what other treatment options or coping skills they tried or didn't try with her because there was no communication with us."

-Parent Voice

"There needs to be more Trauma Specialists and one-on-one therapy. There needs to be more outpatient help after discharge. There should be a group on how to manage triggers."

-Youth Voice

"I think more transparency with the family in terms of the treatment plan, we didn't have much of a say in anything and were left in the dark."

-Parent Voice

Percentages may not total to 100 due to rounding.  
Performance based state mandated question results are available upon request.  
For a copy of the report and permission to cite/copy please email [family.satisfactionteam@hopeworxinc.org](mailto:family.satisfactionteam@hopeworxinc.org)



## PARENT/YOUTH COMPARISON

FST observed several differences in reported experiences between parents/caregivers and youth.



### STRENGTHS-BASED TREATMENT PLANS

85%

Youth responded "Strongly Agree" or "Agree" their treatment plan included their strengths.

HOWEVER...

58%

Parents responded "Strongly Agree" or "Agree" their treatment plan included their child's strengths.



### RESPECT & DIGNITY

76%

Parents felt their child was treated with dignity + respect.

72%

Youth felt they were treated with dignity + respect.

70%

Parents felt THEY were treated with dignity + respect.

### COPING SKILLS

71%

Youth said "Strongly Agree" or "Agree" they felt they developed appropriate coping skills.

56%

Parents said "Strongly Agree" or "Agree" inpatient helped their child to develop appropriate coping skills.

### TRUSTING STAFF

75%

Youth said "Strongly Agree" or "Agree" they could trust staff

53%

Parents said "Strongly Agree" or "Agree" they could trust staff



### PERCEIVED SUPPORT

FST measured families' perception of whether enough support was in place to transition out of inpatient.

#### YOUTH

Regarding if they felt they had enough support in place to transition out of inpatient.



#### PARENTS

Regarding if they felt their child had enough support in place to transition out of inpatient.



#### PARENTS

Regarding whether parents themselves had enough support for the transition out of inpatient.



### COMMUNITY SUPPORTS

Most common identified supports families are interested in for the transition out of inpatient:

#### Parents

- Mental/behavioral health resources
- Academic/educational support
- Support group for family

#### Youth

- Mental/behavioral health resources
- Activities in the community
- Support group for myself

## COMPARISON WITHIN FAMILIES n = 15

Most parents/youth responding from the same family had similar responses to corresponding survey questions in the aggregate. Below, FST highlights some findings from the families who participated in both the parent AND youth survey.

### COPING SKILLS

- 67% Youth reported "Strongly Agree" or "Agree" they felt inpatient helped them develop appropriate coping skills.
- 21% Parents reported "Strongly Agree" or "Agree" they felt inpatient helped their child develop appropriate coping skills.

### SUPPORT DURING DISCHARGE

- 79% Youth reported "Strongly Agree" or "Agree" they felt they had enough support in place to transition out of inpatient.
- 47% Parents reported "Strongly Agree" or "Agree" they felt their child had enough support in place to transition out of inpatient.

### COMMUNITY SUPPORTS DURING TRANSITION OUT OF INPATIENT

- BOTH parents and youth highlighted Mental/Behavioral Health Resources.
- However, 4 parents highlighted academic/education support whereas 0 youth highlighted academic/educational support.

### WHY COMPARE?

Comparing findings across and within families increases validity of findings. This means that FST can observe whether discrepancies between parents and youth in aggregate data are also observed within the same family.

When comparing experiences within families it is important to note:

- Limited subgroup (n = 15)
- Surveys were conducted at different times.
  - Most youth surveys conducted within the facility close to discharge.
  - All parent surveys conducted after discharge.
- Reflected across 4 of 7 facilities.

## RECOMMENDATIONS FROM FAMILIES



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

#### Share Feedback with Staff

##### REVIEW AND COMPARE FINDINGS.

- Review findings and compare with internal satisfaction data to highlight any trends.

##### HIGHLIGHT SUCCESSES.

- Families highlighted elements of positive interaction with staff.
  - Incorporating positive staff feedback in supervision and staff training may help staff continue to build on the strengths they've exemplified.

##### CONSIDERATIONS FOR IMPROVEMENT.

- Review comments regarding safety of youth and cleanliness of the facility.
- Opportunities to revisit cultural competencies and staff professionalism may be beneficial.
  - Targeted training for LGBTQIA+ sensitivity for staff.
  - Review best practices so staff are consistently providing trauma-informed care.

### RECOMMENDATION

#### Communication & Inclusion of Family Voice

##### CLARIFY COMMUNICATION EXPECTATIONS WITH FAMILIES.

- Review the frequency of contact parents can expect from clinical staff.
  - Several parents highlighted wanting more access to clinical staff.
  - Parents also highlighted how satisfied they were with access to floor staff.
- Review nuances of parent participation for youth aged 14+.

##### INCLUDE FAMILY VOICE.

- Increase commitment to family inclusion throughout treatment and the discharge process.
  - Several parents reported lack of inclusion as well as refusal of inclusion in their child's treatment.

### RECOMMENDATION

#### Align Parent/Youth Perceptions

##### CLOSE GAP BETWEEN PARENT AND YOUTH EXPERIENCE.

- Efforts to support parent involvement and/or updates on treatment may be one avenue to align family and youth satisfaction.
  - Parents and youth differed on:
    - Treatment plan inclusion of youth's strengths.
    - Perceptions of youth's development of coping skills.
    - Presence of supports for the transition out of inpatient.
    - Feeling treated with dignity and respect.
    - Preparedness for discharge.

### RECOMMENDATION

#### Discharge Planning

##### EXPLORE FAMILY AND YOUTH SENTIMENT AROUND LACK OF INCLUSION IN DISCHARGE PLANNING.

- Youth and parents reported wanting to be included more in discharge planning.

##### CONNECT INTERESTED FAMILIES WITH COMMUNITY SUPPORTS.

- Acknowledge waitlists for services.
- Looping family peer to parents interested in peer support during discharge planning may help parents feel more supported during the transition out of inpatient.





# UPCOMING PROJECTS



## Currently Surveying:

### IBHS

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

*Data collection closes March 2024*

### Residential Treatment (RTF)

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

*Data collection closes September 30 2025*

## Upcoming:

### Outpatient Services



## More Details:

All data shared with FST by families is de-identified to protect families. All surveys are conducted via telephone, online, and in-person (where permitted). All of our 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)

# 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/join/register/tZckcOqorzkpHdMKz6O\\_r0XpVjyi9SAEkNCG](https://us02web.zoom.us/join/register/tZckcOqorzkpHdMKz6O_r0XpVjyi9SAEkNCG)





## **Calling parents/caregivers to serve on a Complaint or Grievance Panel *Help improve the behavioral health system!***

### **Who can serve on a panel?**

- Members or guardians who have experience with receiving behavioral health care or have children who receive care.
- Are willing to prepare for a panel and to maintain confidentiality. This may require several hours of preparation.
- Are willing and able to listen to statements and comments about the case, prior to the panel meeting.
- Are willing to process and ask questions about the information presented.
- Are willing to engage in discussion and make a group decision about the information presented.

### **What is it like to serve on a panel?**

As a member of a Complaint or Grievance Panel you will be:

- An informed and active participant in the complaint and grievance reviews process for HealthChoices members.
- A part of a team that includes Magellan members, providers, Magellan staff and county staff.
- Provided with information about the complaint or grievance, information regarding guidelines and regulations, and presentations from review participants.
- Able to support the team in understanding the member's/representative's perspective.
- Able to participate in a discussion with the other panel members regarding the information shared.
- Asked to help decide the outcome of the complaint or grievance.

### **What will panel members receive?**

- Training on the processes and information on how to serve on the panel.
- A travel stipend to cover the cost of getting to and from the reviews.



### **How do I get involved?**

**For more information, please contact  
John Bottger at 1-877-769-9784**



## HOPEWORX TEAMS

### Family Satisfaction Team (FST)

-family & youth survey team

### FamilyWorx

-family peer support & advocacy team

### AdvocacyWorx

-adult peer support & advocacy team

### Community Satisfaction Team (CST)

-adult survey team

### CommunityWorx

-micro community open 3 days a week

### Independent Monitoring for Quality (IM4Q)

-developmental disabilities survey team

Click on the [links](#)  
to learn more

## COMMUNITY RESOURCES



Montgomery County Children's Behavioral Health Guide



Student Assistance Program (SAP)



Mobile Crisis provided by Access Services  
**1-855-634-HOPE(4673)**



Teen Talk Line provided by Access Services  
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