

Fall 2025 | Vol. 13

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, *Back to School* resources, *Mobile Crisis* survey results, as well as other events, opportunities, and resources. Email us any suggestions to familysatisfactionteam@hopeworxinc.org

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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!



UPPER MERION TOWNSHIP'S COMMUNITY FAIR & FALL FESTIVAL

Enjoy live music on two stages, dozens of crafters, community organizations, businesses and food vendors!

There will be hayrides, a pumpkin patch, arts and crafts, a variety of inflatables, and much more!

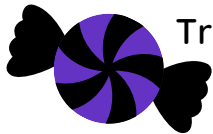


12-4 PM



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!



12-3 PM



GHOSTLY TALES FROM NEAR AND FAR

Join author and storyteller Charles J. Adams III around the campfire as he shares regional ghost stories. Bring a flashlight to light your way on the property. Ages 13+ recommended.



7-8 PM



HAUNTED CAMPGROUND HAYRIDE

8th Annual Haunted Campground Hayride, free crafts, hot chocolate, cider, cookies and music for all to enjoy!



5:30-9:30 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.



12-4 PM

Back to School Resources



ASERT

Bringing autism resources together.

From pre-k to college, check out these back-to-school resource collections for every educational age and stage!



[The Transition Process from Early Intervention to School-Age Programs](#)



[Going to Middle School](#)



[Tips for Transition to High School](#)



[College Information for Individuals with Autism](#)



PA Parent and Family Alliance

[IEP Bootcamp Tips](#)

[School Anxiety Tips](#)

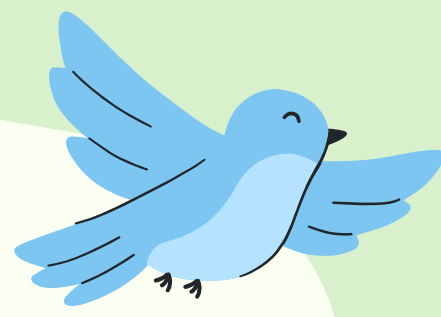
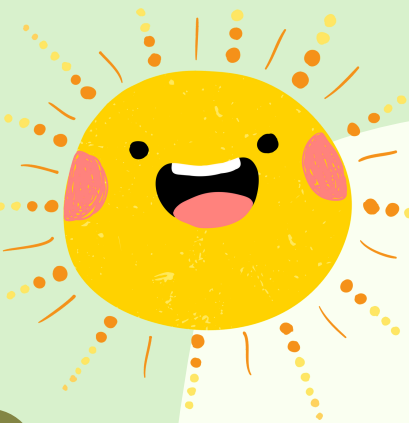
Sign up for tips delivered to your inbox!



Mental Health America

[Mental Health America's Back to School toolkit](#)





EXPLORING IN NATURE

Get outside and explore! These upcoming Montgomery County events are a great way for kids and families to connect with nature, discover local wildlife, and enjoy time together in the fresh air.

Girl Scout Walk- Walk for Wildlife: Educating on Invasive Plants and Supporting Birdlife

SATURDAY, SEPTEMBER 20, 2025

Project Pawpaw: A Habitat Story

SATURDAY, SEPTEMBER 20, 2025

14th Annual Bird & Wildlife Festival

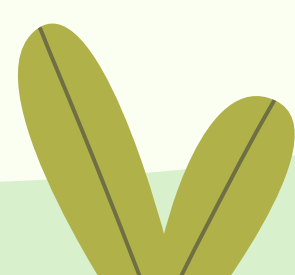
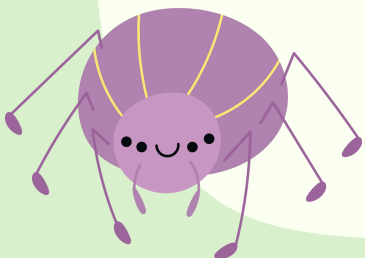
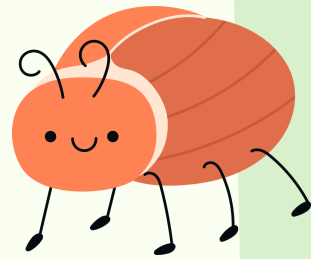
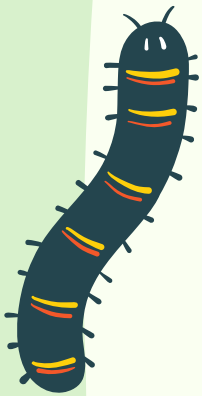
SATURDAY, SEPTEMBER 27, 2025

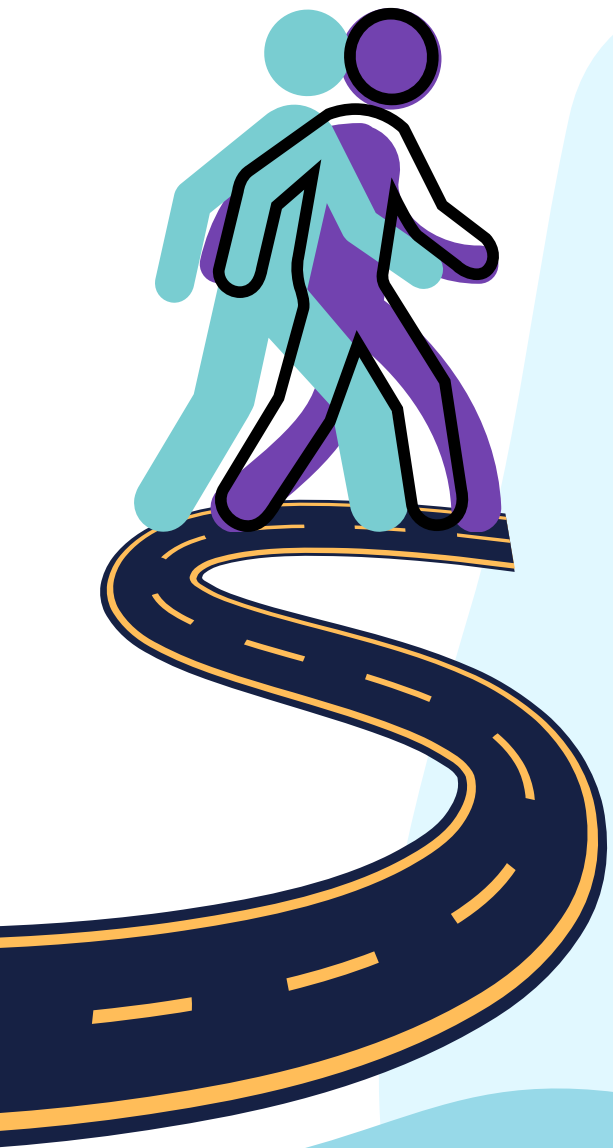
Wildlife Walk Around at Upper Schuylkill Valley Park

SATURDAY, SEPTEMBER 27, 2025

PHS Homeschool- On the Farm Bug ID

TUESDAY, SEPTEMBER 30, 2025





HOPE IN EVERY STEP: Walk to Prevent Suicide

Sunday, September 21, 2025

📍 Temple - Ambler Campus

Register today for this inspirational walk to support suicide awareness, education, and prevention. Bring your family and friends to join us in this important cause!

Refreshments, fun for kids, and mental health resources will be available as well as a giveaway item for registered walkers.

[click here to register](#)

StLuke's Penn Foundation
MENTAL HEALTH SERVICES

**NATIONAL
RECOVERY
MONTH**
RECOVERY. HOPE. HEALING.

RECOVERY IS FOR EVERYONE WALK

Saturday, September 20, 2025

📍 741 N. County Line Rd in Souderton

This event is free, but registration is encouraged. The first 100 individuals to register will receive a special swag bag at the walk.

Following the walk, enjoy free food, music, kids' activities, giveaways, and more at Hope Festival 2025, sponsored by Sweatshirt of Hope.

[click here to register](#)

PA NAVIGATE: RECENT UPDATE

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](https://www.pa-navigate.org)

RECIPE CORNER

CINNAMON-BUTTERMILK MUFFINS

A cozy treat for mornings – soft buttermilk muffins with cinnamon and nutmeg for a hint of fall.

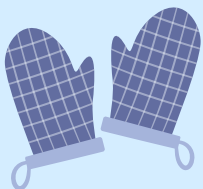
INGREDIENTS

- 7 tbsp unsalted butter, at room temperature
 - $\frac{2}{3}$ cup sugar
 - 1 egg
 - $1\frac{1}{2}$ cups all-purpose flour
 - $1\frac{1}{2}$ tsp baking powder
 - $\frac{1}{2}$ tsp baking soda
 - $\frac{1}{2}$ tsp salt
 - $\frac{1}{2}$ tsp nutmeg
 - $\frac{1}{2}$ cup buttermilk
 - $1\frac{1}{2}$ tsp vanilla extract
- TOPPING:**
- $\frac{2}{3}$ cup sugar
 - 1 tbsp cinnamon
 - 6 tbsp unsalted butter, melted



INSTRUCTIONS

1. **Prep:** Preheat oven to 350°F. Grease a 12-cup muffin tin with butter.
2. **Mix wet ingredients:** In a bowl, beat butter and sugar with an electric mixer until light and fluffy. Beat in the egg until smooth.
3. **Mix dry ingredients:** In another bowl, whisk together flour, baking powder, baking soda, salt, and nutmeg.
4. **Combine:** Add dry ingredients to the butter mixture in two parts, alternating with the buttermilk and vanilla. Stir just until combined (batter will be a little lumpy).
5. **Bake:** Fill muffin cups about $\frac{3}{4}$ full. Bake 20–25 minutes, until golden and springy. Cool in pan 5 minutes, then remove.
6. **Topping:** In one bowl, mix cinnamon and sugar. In another, have melted butter ready. Dip muffin tops in butter, then in cinnamon-sugar.
7. **Cool & enjoy!**



[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 2025

Partial Hospitalization

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

Data collection closes
September 2025

Upcoming Surveying: >>

Family Based Services

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

Data collection period pending

Multisystemic Therapy

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

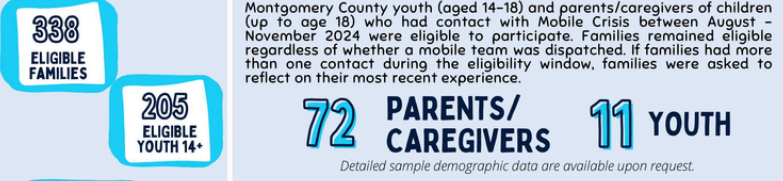
FST devotes a part of provider presentations to the final step in the county's QI process called "Closing the Loop". Providers have two weeks to fill out a form identifying what they did well, AND a goal plan to incorporate family feedback from the survey. Providers identify how long it will take for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

2024/2025 MONTGOMERY COUNTY MOBILE CRISIS SERVICES SURVEY

The Family Satisfaction Team (FST) conducts satisfaction surveys with youth aged 14-18 (and their parents/caregivers) about their experience with behavioral health services provided in Montgomery County. Montgomery County Mobile Crisis Support Program is provided by Access Services and offers assistance by phone or in person 24 hours a day, 7 days a week.

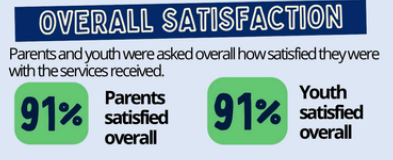
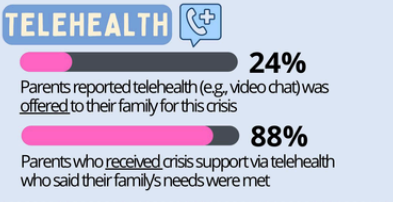
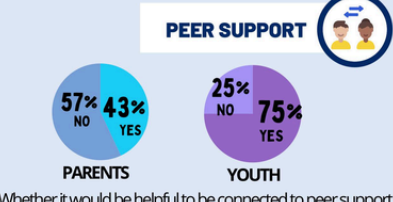
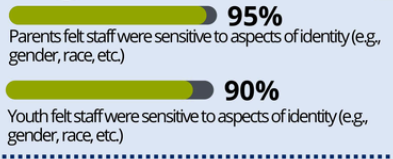
SURVEY RESPONDENTS



1 ELIGIBLE PROVIDER

FINDINGS

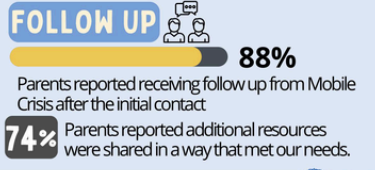
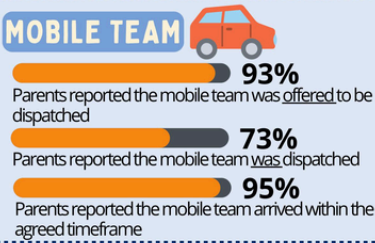
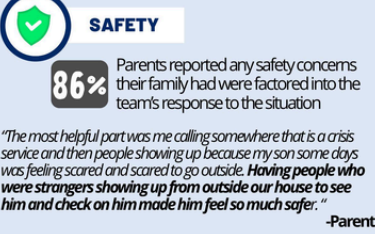
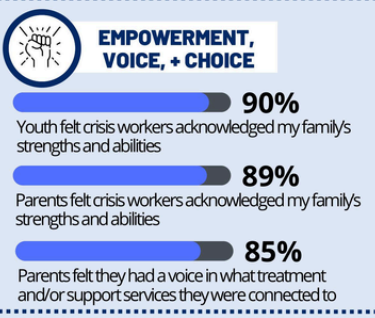
FST analyzes survey responses under the guiding framework of SAMHSA's Trauma-Informed Care Principles (listed below). We're not only interested in family satisfaction, but also to what degree families felt the service delivery model reflected trauma-informed care principles.



"Mobile Crisis was able to help deescalate [the] situation without involving [Emergency Room] or police." -rent on "What was helpful"

"They helped discuss our options and they were very nice." -Youth on "What was helpful"

"The folks that they sent out were nice and kind, very knowledgeable, and provided resources." -Parent on "What was helpful"



WHAT FAMILIES SAID...

COMMUNITY SUPPORTS

Community supports families identified being interested in:

- Activities in the community (e.g., sports, clubs, events)
- Mental/Behavioral Health Resources (e.g., NAMI)
- Peer support for youth (e.g., Teen Talk Line)
- Support group for youth
- Academic/educational support

63% of parents said it would be helpful if Mobile Crisis connected their family to additional community supports.

"I'm somewhat satisfied. I don't think I asserted myself enough to get resources. I think if I would've called again I could've used the supports." -Parent

"We didn't get any supports or community assistance. I didn't know they had that." -Parent

WHAT WENT WELL...

STAFF INTERACTION

Families shared how appreciative they were that Mobile Crisis exists as a nonjudgmental third party during crises. Families also highlighted how supportive, trauma-informed, family-focused, and child-centered their interaction was with Mobile Crisis staff.

COLLABORATION

Parents shared comments regarding the collaboration between Mobile Crisis and system partners.

"We don't know what's available, so I don't know what to ask for or look for. I didn't know connections to supports were a part of Mobile Crisis." -Parent

"They used simple language, discussed options in a clear manner, showed it as, 'Here's what happening and these are our options and if this changes these are other options.' I definitely could tell they were working with all the empathy they could muster." -Parent

"They were very patient with [Youth] on the phone, they offered to come out, they were very patient with his situation. They were able to contact the school to let them know we did contact them, they contacted his therapist at [Behavioral Health Provider] to update him on the situation." -Parent

"I think they provided a third party who was not only there to resolve problems, but to advocate for my child and create a plan moving forward. It's different from anything you'd receive from school, we needed a unique plan." -Parent

"I loved that they came as a team, they were young but capable... They were special. Whoever trained them did an amazing job. They really connected with my son, listened to him, and worked with him." -Parent

"We always find it helpful to have a second voice. The kids always don't comprehend what we're saying so it's helpful to have a second voice for them to hear it from. They were really great with him. They got down on the floor with him, at eye level, really listened to what he needed." -Parent

AREAS FOR CONSIDERATION...

CONSISTENCY & EXPECTATIONS

Comments made by families suggest that some clarification around what to expect may be helpful.

RESPONSE TIME

While most families indicated the mobile team arrived within the agreed timeframe, several parents indicated a quicker response would have been more helpful.

"Just if they had been quicker in getting here. I know they were stretched really thin and told us they were just wrapping up somewhere far away. If they had gotten [here] 45 minutes quicker I think the situation could have deescalated." -Parent

"Faster response time." -Parent

"Quicker response time." -Parent

MESSAGING

Comments shared by some families suggest families may not be informed of all that Mobile Crisis has to offer.

"I think you could reach out to many more people, since you are a positive intervention, if there was some kind of explanation for what Mobile Crisis is to other people. Clarify to families that are afraid of being reported what Mobile Crisis means, that they are not going to lock up my child or report me. That's what I thought it was, and many people I've told about Mobile Crisis have this misconception." -Parent

"... Also creating a preventative Mobile Crisis line, practicing preventative care." -Parent

FOLLOW UP

While many families highlighted how helpful follow up was, it may be helpful to review processes internally relating to following up with families in their preferred method.

"Receiving information as a follow-up would have been nice. If I did receive a flyer or piece of paper at the school it was probably crumpled up and thrown away. Information in the moment was entirely too emotional..." -Parent

"I directly asked for written follow up from Mobile Crisis from their follow up with the school and did not receive anything." -Parent

RECOMMENDATIONS BASED ON FAMILY FEEDBACK

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

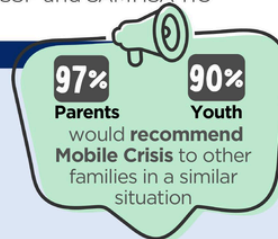
RECOMMENDATION CELEBRATE SUCCESSES

REVIEW AND ELEVATE FAMILY VOICE

- Families repeatedly described staff as calm, respectful, and compassionate during moments of acute stress.
- These reflections highlight a core strength of the Mobile Crisis program and provide meaningful, morale-boosting feedback for staff.

INTENTIONALLY SHARE FEEDBACK DURING SUPERVISION

- This promotes awareness of the impact staff are having in the community and reinforces a culture of empathy, safety, and commitment to both PA CASSP and SAMHSA TIC principles.



RECOMMENDATION COLLABORATION AND COMMUNITY MESSAGING

WHERE POSSIBLE, DEEPEN COLLABORATION WITH SYSTEM PARTNERS

- Continue expanding collaboration with families and the broader systems they engage with (e.g., school, behavioral health, juvenile justice, etc.). While families were appreciative of their inclusion in crisis response, several parents suggested it would be helpful to have Mobile Crisis expand their coordination with other supports already involved in their child's life (e.g., school).

CONSIDER REVISITING MESSAGING WITHIN THE COMMUNITY

- Promotional materials may not fully reflect the scope of what is offered. Families also clearly articulated a need for clarification around the role and limits of Mobile Crisis. Ensuring community partners (e.g., schools, law enforcement) are positioning Mobile Crisis as proactive, not just reactive may be helpful.

CONTINUE TRANSPARENCY

- Clarify any barriers or limitations Mobile Crisis may be experiencing (e.g., staff shortages, travel time, etc.) so that families can contextualize response times.
- If the child is deescalated by the time Mobile Crisis arrives, help families reframe delayed arrival as a moment to recognize their own strengths in crisis deescalation.

RECOMMENDATION EXPANSION OF STAFF TRAINING AND DEVELOPMENT

CONTINUE YOUR COMMITMENT TO PROFESSIONAL DEVELOPMENT

- Families shared that they were sometimes unaware of the broader supports MC could offer, particularly regarding community supports. Others shared that they didn't know what to ask for.
- FST encourages continued investment in staff training focused on offering tailored and relevant (e.g., age appropriate) referrals to families. Some families mentioned staff may benefit from additional training related to neurodivergence (e.g., autism). Strengthening staff understanding of autism, including how sensory needs, communication, and behavior may present in crisis may also be helpful to families.

REVISIT PROTOCOLS WITH STAFF FOR FOLLOW UP

- Encourage shared decision making with families regarding how (e.g., phone, email, etc.) and when follow up occurs. Revisit protocols for warm hand-offs if warm hand-offs are encouraged.

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.

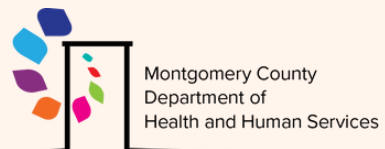
Independent Monitoring for Quality (IM4Q)

-developmental disabilities survey team

Ferns Peer Respite

-peer-run respite space

COMMUNITY RESOURCES



Montgomery County Children's Behavioral Health Guide



Student Assistance Program (SAP)