

Summer 2026 | Vol. 15

# IN THE LOOP

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



**Family Satisfaction Team**  
HopeWorx Inc.

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Hi

We are the Family Satisfaction Team (FST). We hope you enjoy our issue of *In the Loop*. In this issue you will find upcoming community events, a special feature on Abbey's Bakery, FBS survey results, as well as other events, opportunities, and resources. Email us any suggestions to: [mfowlie@hopeworxinc.org](mailto:mfowlie@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).

# PRIDE MONTH

## **June 6th, 9 am Pride Walk & Roll!**

Join us for this year's  
Lansdale Pride Walk &  
Roll!

[click for more info](#)

## **June 6th 11 am- 5 pm Grace Pride Festival**

Join us for a joyful and vibrant  
weekend celebrating love and  
inclusivity, in a safe and welcoming  
environment for all ages.

[click for more info](#)

## **June 20th, 11 am - 4 pm Pride at the Park**

Lower Merion and  
Narberth's Annual Pride  
Festival!

[click for more info](#)

## **June 28th, 12-5 pm Bucks-Mont Pride**

Enjoy live music, food, community  
resources, family-friendly activities,  
an Art Gallery, and more at this  
free, indoor/outdoor event!

[click for more info](#)

# JUNE TEENTH

## POTTSTOWN JUNETEENTH CELEBRATION



CELEBRATE JUNETEENTH  
WITH LIVE MUSIC, A 3V3  
BASKETBALL  
TOURNAMENT, FOOD  
TRUCKS, VENDORS AND  
FAMILY-FRIENDLY  
ACTIVITIES.

**13 JUNE 2026**  
**11 AM - 6 PM**

[CLICK HERE](#)

## JUNETEENTH JUBILEE STREET FESTIVAL


LOTS OF MUSIC,  
ACTIVITIES AND  
HISTORICAL  
COMMEMORATIONS  
ARE ON TAP FOR THE  
DAY IN THE HEART OF  
DOWNTOWN  
NORRISTOWN.



**20 JUNE 2026**  
**12 PM - 6 PM**

[CLICK HERE](#)

## FORGOTTEN HISTORY TOURS



JUNETEENTH AT  
POTTSGROVE MANOR  
FEATURES SPECIAL  
BLACK HISTORY-  
THEMED TOURS.

**20 & 21 JUNE 2026**  
**10 AM - 4 PM**

[CLICK HERE](#)

# Abbey's Bakery: Starting Conversations Through Baking

Following the death of their daughter, Abbey, by suicide in 2020, the Wolf family founded Abbey's Bakery, a nonprofit organization dedicated to sharing Abbey's story, promoting mental health awareness and suicide prevention, and providing resources to those who may be suffering.

Abbey loved baking. It was where she found peace and joy, especially when sharing her creations with family and friends. Today, her family continues her legacy by using baking as a way to encourage meaningful conversations about mental health.

"Our mission is to promote mental health awareness and suicide prevention," Michelle Wolf shared. "We're trying to let people know that baking can be a way to talk about feelings and mental health."

***"We always say the best conversations happen in the kitchen."***

Each baking mix jar includes Abbey's story alongside the recipe directions. The hope is that as people bake together, they will take the opportunity to connect and talk openly with one another. "When people buy one of our jars, we are encouraging them to use the time while they are baking to have meaningful conversations about their mental health."

"You can sit down with your child and ask how they're doing, and they're going to say, 'I'm fine, Mom. Leave me alone.' But when you're baking, you're in the moment. You're cooking, you're talking, you're engaging." Michelle said.



Visit [www.abbeysbakery.com](http://www.abbeysbakery.com) to learn more

"Then you read Abbey's story and learn about her struggles. It becomes a conversation starter."

The response from families in the community is a powerful reminder of the impact that Abbey's Bakery has had. "It's challenging sometimes when you're working and trying to have a nonprofit," Michelle said. "But then you're at these events and parents come up to you and say, 'My kids struggle. Thank you so much for doing this.' It makes it all so much better, and it makes us keep going."

Through Abbey's Bakery, Michelle hopes to reduce stigma surrounding mental health, encourage open conversations, and remind families that connection can be a powerful form of support.

"We're really conversation starters," she said. "We're trying to get the message out there and help people talk about what they're feeling."

Want to learn and hear more? We invite you to watch this short documentary about Abbey's Bakery by Glenn Holsten.

Abbey's Bakery: Grief into Hope into Action



Support or Donate to Abbey's Bakery

**6th Annual Play 4 Abbey Jr. Quads Tournament**



**Saturday, June 6 | George M. Bush Park, Doylestown**

Join Abbey's Bakery and TNT Volleyball for the sixth annual Play 4 Abbey Jr. Quads Tournament.

Enjoy a day of volleyball, food, music, and community while learning more about Abbey's story and the mission of Abbey's Bakery. Abbey's famous recipes will be available for purchase in mason jar baking mixes, and attendees can enter to win raffle baskets.

Proceeds from the event will benefit Abbey's Bakery and the TNT Scholarship Fund, which helps make club volleyball accessible to families in need.

All are welcome to attend and help celebrate Abbey's life and love for volleyball.

[click here to learn more](#)



**Specialized Family Peer Support Service**



**Launching August 2026**

HopeWorx Inc. has an upcoming Family Peer Pilot that will offer **peer support for parents/caregivers of youth impacted by suicidal thoughts, behaviors, or suicide loss**. Michelle Wolf will directly be providing connection, shared understanding, and access to supportive resources as a family peer support partner for this pilot.

If you're interested in learning more or in receiving support from Michelle, please reach out to **chiggins@hopeworxinc.org**



This Family Peer Pilot was developed [in part] under a grant number SM090046 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA, HHS or the Pennsylvania Department of Human Services.

# New Video Resource for Families Navigating Youth Suicidality

HopeWorx Inc, in partnership with our youth suicide prevention grant collaborators, has created a series of short videos designed to support families navigating youth suicidality.

These videos feature parents and caregivers sharing their personal experiences, reflections, and insights from supporting their own children through suicidal thoughts and behaviors, as well as stories from families who have experienced the death of a child by suicide. Through their voices, they offer honesty, encouragement, and perspectives on what helped during their experience.

Our hope is that these stories provide comfort, connection, and reassurance to families who may feel alone in their journey.



[click here to watch  
their stories](#)



Questions? Please contact:  
[ckelley@hopeworxinc.org](mailto:ckelley@hopeworxinc.org)



ELMWOOD PARK  
**ZOO**

## Quiet Mornings

*The last Thursday of every month the zoo will open an hour early for Quiet Mornings. This is a great opportunity for our guests with special needs and their families to enjoy a more relaxing visit to the zoo. Quiet Mornings offer a less-crowded setting before the zoo opens to the general public.*

June, July, and August Quiet Mornings are reduced to \$8.95 per person

Thursday, June 25 – 9:00 AM

Thursday, July 30 – 9:00 AM

Thursday, August 27 – 9:00 AM

[learn more](#)

## JUNE WELLNESS WEDNESDAY



**Lifting spirits,  
one letter at a time.**

Come write encouraging letters for individuals receiving in-patient behavioral health care. Your words can offer comfort, hope, and a reminder that no one is alone on their journey.

**June 17, 2026**

**12-2 PM**

[register here](#)

# Worldwide 2026 GLOBAL HEALTH YOUTH ARTS COMPETITION

Presented by the Children's Hospital of Philadelphia (CHOP)

CHOP is looking for talented youth to answer the following prompt:

**“Compelling stories are powerful tools to transform health. Share your story or create a story that inspires others to improve the health of youth around the world.”**

## What you need to know:

- Adolescents 12 - 19 years old can participate.
- Submissions can be creative writing, visual art pieces, or performing arts.
- English, French, and Spanish submissions are accepted.
- 6 winners will be awarded \$75 each.

**Learn More:**

[tinyurl.com/CHOP-Art-2026](https://tinyurl.com/CHOP-Art-2026)



**Deadline:  
June 30,  
2026**

Questions? Email [globalhealthcenter@chop.edu](mailto:globalhealthcenter@chop.edu).



# 6th Annual Wellness Days REGISTER TODAY

**Strength Sparks Wellness**  
Every spark of strength creates a brighter journey toward wellness



## Events

From music and speakers to balloon art, face painting, food trucks, a bouncy house, arts & crafts, and even first responders—Wellness Days has something for everyone!



## For All Ages

From kids to caregivers, Wellness Days offers fun and meaningful events for all ages and community members!



## Partners & Sponsors

Wellness Days will be hosted in collaboration with Luzerne-Wyoming Counties MH-DS, Youth MOVE Revolution, AMI Inc., Carelon BH, CABHC, The Bradley Center, Nice Ink Tattoo Shop, and White Deer Run. CCBH, Aetna Better Health, Lincoln Manufacturing Inc., AmeriHealth




## Sponsorship & Tabling

Interested in becoming an official event sponsor or tabling at Wellness Days this year? Please **CLICK THIS LINK** or scan the QR code below.

## Registration

This summer, Wellness Days is coming to two exciting locations! Register online by scanning the QR code or **TAPPING THIS LINK** to secure your spot.



**Stone Pavillion**  
Washington Park,  
Washington, PA

**July 11, 2026**

**11am-3pm**

**Kirby Park,**  
Wilkes-Barre, PA

**July 25, 2026**

**11am-3pm**



Got questions about Wellness Days? Reach out anytime at [ympa@youthmovepa.org](mailto:ympa@youthmovepa.org)—we're here to help!

- 717-221-1022
- [ympa@youthmovepa.org](mailto:ympa@youthmovepa.org)
- [https://linktr.ee/youth\\_movepa](https://linktr.ee/youth_movepa)
- <https://www.pmhca.org/>



# Camp Mariposa

## For Children Affected by Substance Use in Their Families

Camp Mariposa is a free, year-round program for youth ages 9-12 impacted by substance use in their families. The program includes six weekend-long camp experiences throughout the year, offering fun activities alongside education and support sessions that build resiliency. All programs are led by mental health professionals and trained adult mentors.

### What makes Camp Mariposa special:

- Therapeutic support in a child centered environment
- Fun camp activities that foster emotional well-being
- Lasting friendships and community with peers who understand

January 23-25, 2026  
March 13-15, 2026  
May 8-10, 2026  
June 5-7, 2026  
September 25-27, 2026  
November 20-21, 2026

### Fill out this form or contact us for more information

Maura Hanlon, LSW, Camp Mariposa Clinical Director  
267.679.6158 or [mhanlon@jfcsp Philly.org](mailto:mhanlon@jfcsp Philly.org).



# AWARD-WINNING POTTSTOWN PLAY STREETS



## 2026

Brought to you by:  
Pottstown Parks & Recreation,  
Pottstown Regional Community Foundation  
& Pottstown Play Streets Coalition

The Play Streets Program invites the Pottstown Community to meet outside in their neighborhoods for five dates spread across the summer months. Play Streets offers opportunities for families, friends, and neighbors to meet and play together in the wider community with partners and sponsors providing food, fun, and information on community programming and resources to grow a healthy and happy Pottstown!

**For More Information:** [prcf.short.gy/Pottstown-Play-2026](http://prcf.short.gy/Pottstown-Play-2026)

### SCHEDULE: 5:30 - 7:30 PM

- June 11** **Cross Street Park** (860 Cross St.)
- June 25** **Prince Street** (125 Prince St.)
- July 9** **Chestnut Street Park** (114 N Washington St.)
- July 23** **Cherry Street Park** (341 Cherry St.)
- July 30** **Spruce Street Park** (741 Spruce St.)
- Aug 6** Rain Date as needed

## FREE



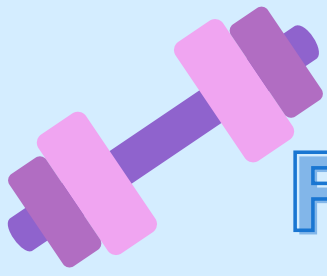
### SPREAD THE WORD



**Pottstown Regional  
Community Foundation**

Connecting Generosity with Community Needs

[prcf.short.gy/Pottstown-Parks-Rec](http://prcf.short.gy/Pottstown-Parks-Rec)



planet  
fitness

ages 14-19  
through  
Aug 31st

# FREE Summer Gym Membership for Teens



[CLICK HERE](#)



## Martha's Choice Marketplace & Community Farm- NEW FOOD PANTRY DISTRIBUTION HOURS



Martha's Food Assistance Program provides fresh produce, meats, dairy and non-perishables for our Montgomery County community.

Wednesdays: 2-6PM  
Thursdays: 12-3PM  
Fridays: 12-2PM

[learn 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)



## What is the NAMI Basics Education Program?

NAMI Basics is a free, six-session program designed for parents and other family caregivers of children and adolescents with emotional and behavioral difficulties. NAMI Basics helps parents and other family caregivers of children to understand the illnesses that are causing those behavioral difficulties, and the critical role families play in the treatment of those illnesses. The program is taught by trained teachers who are also the parents or family caregivers of individuals who experienced emotional or behavioral difficulties prior to age 13.

The next session will start on Tuesday, July 7th from 6:00 to 8:00pm via Zoom. Sign up now by using the QR Code!



## Participant Perspectives

“This is such a great step by step program that walks parents every step of the way. It is as if you are holding their hand through it all.”

“The course is inclusive of almost all aspects of family and child resources. I could have spent a lifetime getting all this information on my own. I feel supported, strong and ready to go forward.”

“NAMI Basics bridges the gap. It provides help that can't be found in a doctor's office.”

**Contact us for more information!**



**NAMI** | **Montgomery County PA**  
National Alliance on Mental Illness

**NAMI Montgomery County**  
**100 West Main Street, Suite 204**  
**Lansdale, PA 19446**  
**215-361-7784**  
**office@namimontcopa.org**

### About NAMI

NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI {Affiliate Name} is an affiliate of NAMI {State}. NAMI {Affiliate Name} and dedicated volunteer members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.

# IS YOUR CONTACT INFORMATION UP TO DATE?

*Pennsylvanians who receive benefits like **SNAP** and **Medicaid** need to make sure their contact info is up to date with **BOTH PA DHS** and the **US Postal Service** so that they receive information about their benefits.*

## Don't Lose Your Benefits!

Make sure you keep receiving important information:



Make sure your address is up to date with DHS. Log into COMPASS at [dhs.pa.gov/compass](https://dhs.pa.gov/compass) to report changes.



Keep your address up to date with the United States Postal Service so mail about your benefits can reach you. Visit [USPS.com/move](https://usps.com/move).



Log into COMPASS to receive updates, reminders, and alerts about your benefits. Find out how to opt in at [dhs.pa.gov/text](https://dhs.pa.gov/text).

Need more information about changes to SNAP?  
Visit [dhs.pa.gov/work](https://dhs.pa.gov/work).



# 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 2026

### Residential Treatment Facility

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

## Upcoming Surveying: >>

### Outpatient Therapy

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

Data collection starting  
October 2026

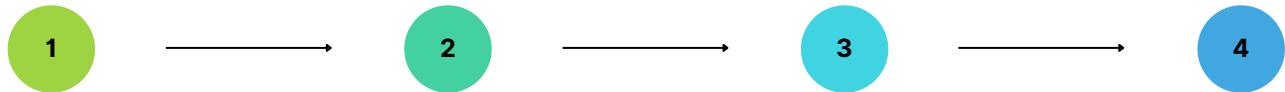
### Intensive Behavioral Health Services (IBHS)

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

Data collection starting  
January 2027

## 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)

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

# 2026 FAMILY BASED SERVICES SURVEY

Family Based Services (FBS) is a 32-week intensive in-home and community-based therapy program for children and youth at risk of out-of-home placement and higher levels of care due to behavioral health concerns. The aims of FBS are to divert out of home treatment and strengthen family dynamics through therapeutic intervention, crisis planning, coping skills improvement, and building supportive networks in the community.

## SURVEY RESPONDENTS

<b>Eligible Contacts</b>	<b>323</b>	Parents and caregivers of Montgomery County children/youth and youth (aged 14-18) with PA HealthChoices as either their primary or secondary insurance who received FBS from one of 8 county-designated providers for at least 6 months between June 2024 and June 2025 were invited to participate in the survey.
<b>Eligible Youth 14+</b>	<b>151</b>	
<b>Eligible Providers</b>	<b>8</b>	

**81** PARENTS/ CAREGIVERS      **14** YOUTH (AGE 14+)

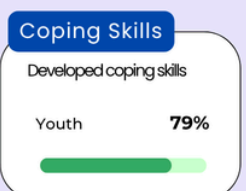
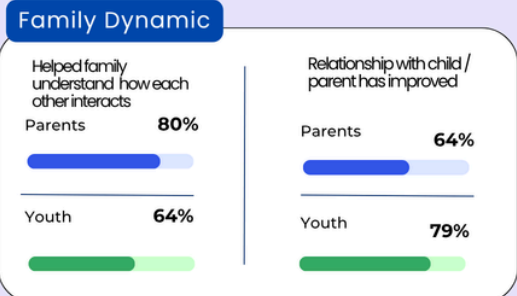
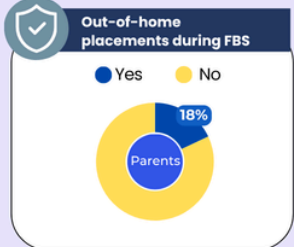
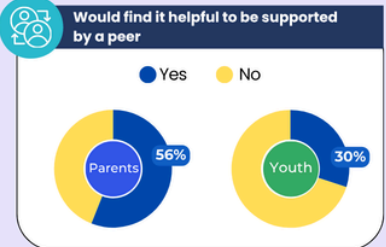
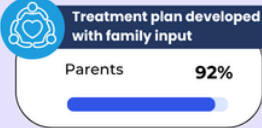
Detailed sample demographic data are available upon request.

## FRAMEWORK

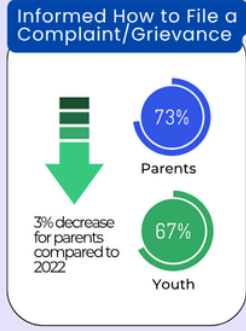
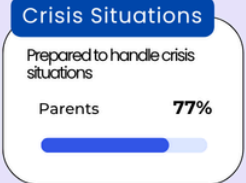
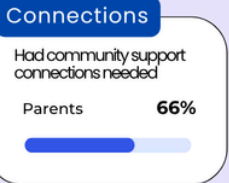
FST analyzes survey responses under the guiding framework of SAMHSA's Trauma-Informed Care Principles (listed below). We're not only interested in family satisfaction, but also to what degree families felt the service delivery model reflected trauma-informed care principles.



## FINDINGS



### After FBS...



## Overall Satisfaction

**80%** Parents satisfied overall

**62%** Youth satisfied overall

Allowing us to communicate with each other and identify our triggers and things we needed to work on in order to communicate more effectively and reach our goals for [Youth].  
-Parent

It helped us develop better communication systems and more clear understanding.  
-Youth



# WHAT WENT WELL

## Skills & Tools

[Family Based Team Member] was amazing in **helping us develop skills and coping mechanisms** to help our son. He had a wonderful rapport with our son and made him feel important and heard.  
-Parent

## Empowerment

Connect as a family. It helped me in particular with skills to handle my neurodivergent child and issues that came up. I **gained more confidence in my parenting skills**. It brought us closer and we became a better unit working together as a family.  
-Parent

They really helped him **come out of his shell and gain confidence** and self-awareness. He's like a totally different kid and **presents himself so differently**. He used to hide in his coat all day and skip lunch because he was afraid he would be made fun of for his weight. They helped him see that his worth isn't connected to his image, particularly his weight. Hearing that from someone else, not his mom, really helped.  
-Parent

They made me feel **powerful**.  
-Parent

## Family Communication

Helped us **improve communication [and] insight** into our interactions and relationships.  
-Parent



They help us to **communicate better** with each other.  
-Parent

It helped us **develop better communication systems** and more clear understanding.  
-Youth

In some cases, the increased communication within the family coincided with greater understanding...

## Understanding One Another

Despite mixed quantitative results regarding family dynamics, qualitative data suggests FBS helped families understand one another.

It helps us communicate better, and deal with complex emotions and **understand each other**. [It helps us] **see where we're coming from** and getting to a point where we can both agree and be happy with the results.  
-Parent

I think Family Based Services helped me **understand how he operates**. It helped me **understand what makes him tick** and also how I should react and how to discipline.  
-Parent

# AREAS FOR CONSIDERATION

## Discharge Planning

**86%** of parents indicated their child was discharged at the time of survey.

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

I didn't know it was coming, **didn't feel prepared**.  
-Parent

**Told us sooner that we would be done**, like in three months that "this is a six-month thing" and if I needed it, extending it. Running me through **how to file for an extension**.  
-Parent

There was **no plan put in place**. I have to figure this out myself. Supervisor has not contacted me after repeated voicemails. **No clear answers what has been done for discharge**.  
-Parent

The only problem I had was when it ended. The individual that I had did a really good job keeping everyone engaged and talking, but the **ending, it always feels and comes so fast**, and you're kind of just **left with nothing**. A month prior to ending they started talking about discharge planning. A month is plenty of time; it's just the **options we had weren't much for us to really do with the limitations**.  
-Parent

## Community Supports

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

- Activities in the community (e.g., sports, clubs, events)
- Mental/Behavioral Health Resources (e.g., NAMI)
- Support group for youth
- Support group for parents

Giving us **more support**, rather than just [the] team coming to our house, giving us **more support groups outside of Family Based Services**.  
-Parent

## Engagement

Some families struggled to engage in the service. Some parents wanted their FBS team to find creative ways to engage their child. Families also indicated strain caused by staffing barriers like turnover, and missed appointments.

With the new team member, we didn't do anything, and my kids **didn't want to do the same activities each week**. The old one would do different stuff: life activities, mood board, and identifying where their feelings [are coming] from.  
-Parent

Showed up on time and didn't cancel so much.  
-Youth

## Overall Satisfaction & Key Components of FBS

Observationally, parents who were overall satisfied with FBS also responded more positively to survey items relating to trust, developing tools, and discharge planning.



	I trusted my FBS team	My family developed tools necessary to reach our goals	Discharge Plan was developed using input from my family
Parents who indicated "Very Satisfied" or "Satisfied" overall	94%	86%	83%
Parents who indicated "Very Dissatisfied" or "Dissatisfied" overall	17%	0%	27%

## Expectations

Some comments suggest desires may be beyond the scope of what can be provided. Exploring families' perspectives may help staff better understand family expectations and needs in order to help align expectations with what realistically can be provided.

I wish they would extend that age limit, my kids are always going to need it. Family is the base of life. I think there's a consideration that Family Based should go on because families in the special needs community are always going to need some degree of family and professional support. We're still navigating a lot, even as they've grown up they still have their struggles.  
-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: CELEBRATE PROGRESS MADE BY FAMILIES



### BUILD ON FAMILY SUCCESSES

- Parents reported increased communication and understanding within their families. Celebrate this achievement by continuing to encourage the growth families have experienced in relationships and understanding youth triggers, diagnoses, and behavior. Continue to empower parents to utilize skills and tools learned throughout FBS.
- Consider expanding family inclusion efforts where possible to strengthen families' sentiments of feeling included and empowered.
- Review feedback from families who wanted more support in skill building and/or applying skills. Explore avenues to bolster confidence in applying skills so that families are empowered in their ability to navigate systems after FBS.

### REVIEW POSITIVE COMMENTS FROM FAMILIES

- Incorporate positive feedback from families in training and supervision with staff.

## RECOMMENDATION 2: CONTINUE DELIVERING TRAUMA-INFORMED CARE

### BUILD ON STAFF STRENGTHS

- Continue to build on staff strengths (e.g., positive interactions with families, trauma-informed care, etc.) by enhancing transparency and clarity around service expectations, roles, and transitions so families feel more informed and supported throughout FBS.

### STRIVE FOR STAFF CONSISTENCY WHERE POSSIBLE

- Families expressed barriers to progress related to changes in staff and the experience levels of staff. Sometimes staffing changes resulted in lower engagement from family members.
- Incorporate ideas shared by families regarding what helped their whole family participate/engage in FBS.
- Continuing to invest in training and support for staff may strengthen service delivery.

### ENSURE ALL FAMILIES ARE FAMILIAR WITH WHERE TO DIRECT COMPLAINTS/GRIEVANCES

- Families still may not know the best way to alert the agency of a concern. Identifying concerns earlier in service delivery can help to identify if any family expectations require realignment and can identify and solve issues proactively.

## RECOMMENDATION 3: ENHANCE TRANSITION PLANNING & SUPPORT CONNECTIONS



### EXPLORE COMMENTS RELATED TO DISCHARGE PLANNING

- Address discrepancies in satisfaction with transition support and examine ways to improve discharge planning processes to meet families' needs.
- Ensure families are equal participants in the discharge planning process.
- Ensure warm handoffs where possible.
- Help families feel prepared for discharge by enhancing transparency around the service timeline so families can have realistic discharge expectations.
- Remind families of the progress they made. Where needed, help parents feel confident in their ability to navigate crises after FBS ends.

### CONNECT INTERESTED FAMILIES TO COMMUNITY SUPPORTS

- Continue connecting families to supports, services, and community resources. Consider reinforcing these connections earlier in the service, which may allow families more time to build confidence in navigating systems independently.
- Looping in Family Peer Support Partners to parents interested in peer support during discharge planning may help parents feel more supported during the transition out of FBS.

# 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**