

Summer 2025 | Vol. 12

# IN THE LOOP

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



**Family Satisfaction Team**  
HopeWorx Inc.

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 family community events, Pride Month events, Juneteenth resources, Blended Case Management survey results, as well as other events, opportunities, and resources. Email us any suggestions to [familysatisfactionteam@hopeworxinc.org](mailto: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).

# PRIDE MONTH

## June 7th, 10 am Pride Walk & Roll!

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

[click for more info](#)

## June 7th 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 14th, 11 am – 4 pm Pride at the Park

Lower Merion and  
Narberth's Annual Pride  
Festival!

[click for more info](#)

## June 25th, 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](#)



# **JUNETEENTH 2025!**

## **LOCAL EVENTS & RESOURCES**

### **JUNETEENTH JUBILEE STREET FESTIVAL**

**THURSDAY, JUNE 19TH, 12-6 PM**

A JOYFUL CELEBRATION OF HERITAGE AND COMMUNITY, FEATURING AN ECLECTIC MIX OF LOCAL VENDORS, ENTERTAINMENT, MUSIC, AND FOOD. THE FESTIVAL INCLUDES LIVE ENTERTAINMENT, VENDORS, FOOD & DRINKS, ART SHOW, KIDS ZONE, LIVING HISTORY REENACTMENT AT CENTER THEATER AND MORE.

[click for more information](#)

### **JUNETEENTH 2025 AT PLEASE TOUCH MUSEUM**

**THURSDAY, JUNE 19TH**

JOIN THE PLEASE TOUCH MUSEUM IN CELEBRATION OF LIBERATION AND INNOVATION. ENJOY MUSEUM PROGRAMMING CELEBRATING THE BLACK EXPERIENCE, INCLUDING SPECIAL PERFORMANCES, ACTIVITIES, AND WORKSHOPS.

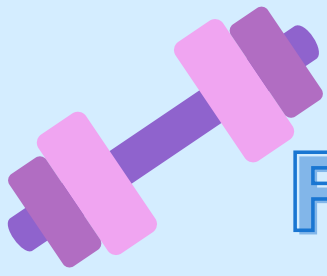
[click for more information](#)

### **PORCH PERFORMANCE: SOJOURNER TRUTH**

**SATURDAY, JUNE 21ST, 4-6 PM**

HISTORY COMES ALIVE WITH ACTOR AND MUSICIAN HISTORIANS. ALL AGES ARE WELCOME AT THESE OUTDOOR PERFORMANCES. EXPERIENCE A STIRRING PERFORMANCE OF A UNIQUE HISTORIC MOMENT.

[CLICK FOR MORE EVENTS & RESOURCES](#)



planet  
fitness

ages 14-19  
through  
Aug 31st

# FREE Summer Gym Membership for Teens



[CLICK HERE](#)



## FamilyMatters

A JAFCO Support Network

# Dancing our Differences

[Register Here](#)



**Sunday, June 8 @ 10:00 am - 11:30 am**

Dancing our Differences uses dance to teach children about inclusion. Through fun movement and group discussions, children explore diversity and learn to understand each other. Children of all abilities are welcome.

## SUMMER THERAPEUTIC ACTIVITIES PROGRAM (STAP)

FOR CHILDREN & TEENS WITH AUTISM



**Ages  
5 to 18**

[Click Here for  
Information](#)

Indian Creek  
FOUNDATION

*Medical assistance funding is available for qualified applicants.*

# Wellness Days 2025

Events for children, young adults, family members, caregivers, and service providers!



WELLNESS DAYS!

## 5th Annual WELLNESS DAYS CARNIVAL EDITION

Registration is Now Open!

*Shattering the Stigma*

Thursday, June 12, 2025 at 11AM  
Northmoreland Park - Apollo, PA

Saturday, July 12, 2025 at 11AM  
Kirby Park - Wilkes Barre, PA



**Vibrant celebration for children, young adults, family members, and service providers alike.**

**Attendees can look forward to a variety of activities, including a DJ, music, guest speakers, community resource booths, balloon art, face painting, food trucks, a bouncy house, arts and crafts, and opportunities to meet first responders—all offered free of charge.**

**[click here to register](#)**



# READY. SET. SCHOOL.

SCHOOL READINESS CAMPAIGN | Sponsored by: Independence Blue Cross  
BY PLEASE TOUCH MUSEUM | Independence Blue Cross Foundation & Keystone First



Visit the Museum with free admission on three designated Sundays this summer and learn healthy habits that will prepare children for a great start to the next school year.

9 AM to 4:30 PM



[Reserve Tickets Here](#)

★ ★ ★ MUSEUM OF THE  
★ ★ ★ AMERICAN  
★ ★ ★ REVOLUTION

## Relaxed Experience Morning!



9:00 to 10:30 AM

The galleries will have lower sound effects and higher light levels throughout the morning to create a relaxed sensory experience. Families are invited to interact with replica objects and our accessibility-trained Museum staff at several stops along the way to enhance your experience. You can also explore Washington's War Tent theater through hands-on materials and stop by Revolution Place, our fully immersive and family-friendly discovery center. We will also have our quiet room and sensory kits available to borrow throughout the morning.

Free tickets to this program are available through the Gordon and Llura Gund Foundation funding.

Tickets can be reserved by emailing [education@amrevmuseum.org](mailto:education@amrevmuseum.org).



# 2024/2025 BLENDED CASE MANAGEMENT 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. Blended Case Management (BCM) is a standalone service that works with youth and families to create a plan that coordinates all their services. The aim of BCM is to help families reach their goals, become more self-sufficient, and build networks of people in the community who can support them.

## SURVEY RESPONDENTS

**491**  
ELIGIBLE CONTACTS

**215**  
ELIGIBLE YOUTH 14+

**9**  
ELIGIBLE PROVIDERS

Montgomery County youth (aged 14-18) with PA HealthChoices as either their primary or secondary insurance currently receiving BCM for at least 3 months from any county-designated provider were eligible. Parents/caregivers (of children aged up to 18) of those meeting the above criteria were also eligible to participate.

**119 PARENTS/CAREGIVERS** **15 YOUTH**

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 reflected trauma-informed care principles.



**1** SAFETY

**2** TRANSPARENCY + TRUST

**3** PEER SUPPORT

**4** COLLABORATION + MUTUALITY

**5** EMPOWERMENT, VOICE + CHOICE

**6** CULTURAL, HISTORICAL + GENDER ISSUES

**CULTURAL, HISTORICAL + GENDER ISSUES**

**PARENTS 98%**

**YOUTH 100%**

Felt staff were sensitive to aspects of identity (e.g., gender, race, etc.)

**EMPOWERMENT, VOICE, + CHOICE**

**PARENTS 94%**

Case manager conveys hope child can reach their goals.

**YOUTH 93%**

Case manager conveys hope they can reach their goals.

**PARENTS 98%**

Their family's input was sought in service plan.

**YOUTH 80%**

Their input was sought in service plan.

**PARENTS 94%**

Service plan was reflective of their child's strengths.

**YOUTH 80%**

Service plan was reflective of their strengths.

**PEER SUPPORT**

**44% NO** **56% YES**

Whether **parents** would find it helpful to be connected to a family peer.

**67% NO** **33% YES**

Whether **youth** would find it helpful to be connected to peer support.

**COLLABORATION + MUTUALITY**

**PARENTS 96%**

Reported the case manager worked with their family to schedule meetings/activities around their needs.

**TRANSPARENCY + TRUST**

**PARENTS 92%**

**YOUTH 80%**

Said they trust the case manager.

**OVERALL SATISFACTION**

Parents and youth were asked overall how satisfied they were with the services received.

**90%** Parents satisfied overall

**80%** Youth satisfied overall

"It has helped my child with her trauma. She's back out in the community, she has a social life with friends and the support that we get from the case manager is to thank for that."

-Parent on "What was helpful during BCM"

**COORDINATION OF CARE**

**PARENTS 93%**

Case manager coordinates with other services or supports their child has.

**PROGRESS TOWARD GOALS**

**PARENTS 90%**

**YOUTH 93%**

Said they met their goals OR some progress was made.

**86%** Parents reported case manager helped family develop tools necessary to meet goals.

**CRISIS PLANNING**

**89%** Parents said "Yes" a crisis plan was developed.

**Of these families...**

**99%** Parents said "Yes" their crisis plan was adequate.

"In all aspects that we ask, he helps and if [he] doesn't have an answer at the moment he [researches] and let us know."

-Youth on "What was helpful during BCM"

# WHAT FAMILIES SAID...

## COORDINATING SERVICES & SUPPORTS

**PARENTS 92%**

Case manager connected family to appropriate clinical services.

**HOWEVER...**

More than half of parents want connections to additional clinical services.

**44% NO** **56% YES**

More than half of youth want connections to additional services and supports.

**38% NO** **63% YES**

**PARENTS 84%**

Case manager connected family to appropriate community supports.

**HOWEVER...**

More than half of parents want connections to additional community supports.

**33% NO** **67% YES**

## WHAT DO FAMILIES WANT TO BE CONNECTED TO?

- Community Supports:**
- Educational support
  - Activities in the community (e.g., sports, clubs, events)
  - Peer support for BOTH parent AND youth
  - Support groups for BOTH parent AND youth
  - Mental/Behavioral health resources
  - Assistance for food, housing, medical, or other needs
- Clinical Services:**
- Outpatient Therapy
  - Family Based Services
  - IBHS

## WHAT WENT WELL...

"They helped my daughter get into camp. My case manager provides contacts and referrals. She's really good with letting me know her limitations and finding a resolution if she's not capable and relatable—she's a mom too."

-Parent

**FEELING SUPPORTED**

- Case managers supported families by helping them meet their needs.
  - Needs ranged from basic needs (e.g., clothing and food), to forging connections to services and supports.
- Case managers encouraged families to meet goals.
  - Provided ongoing support in ways that met families' unique needs.

"Connecting us with clinical resources. Being super supportive of my child, she celebrated all the victories, she was his biggest cheerleader, which is helpful when it comes from someone other than his mother."

-Parent



"They help with making sure that my child is good with biweekly counseling, on track with her dance programs. She attends my child's IEP meetings and teacher conference meetings with me. They're always there when I need her."

-Parent

"Has helped me reach my goals and has helped get me to appointments."

-Youth

"Helping to manage communication skills with family and peers."

-Youth

"She was very helpful with taking him out and he could talk and relieve his thoughts, things he didn't want to talk about with family members."

-Parent

"It was helpful because the case manager had a good connection with my son. They did activities together and my son enjoyed it. It's good to have that type of figure in his life. It's not like a parent but someone that was older and able to help with his issues."

-Parent

## AREAS FOR CONSIDERATION...

### SYSTEM BARRIERS

Families highlighted how turnover impacted progress and connection. Families also highlighted the role systemic barriers play in staffing, retention, and access to other services.

"Shorter wait times for other services (outpatient therapy). If they would provide other means while waiting, [because] there's really nothing else during that time and the waiting time is a critical period. My child needed services and there's nothing we could do but wait."

-Parent

Some families felt their case managers could be better equipped to connect families to resources during waitlists for services.

"The resource part of it, I find them more before they do. I don't know if that's because she has too many clients or something. My son likes her very much, there are not many people that he will talk to but he will talk to her."

-Parent

"Availability of resources, which isn't really on them; food resources and assistance with housing cost, utilities, and Christmas help for families with older children."

-Parent



# RECOMMENDATIONS BASED ON FAMILY FEEDBACK

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

## RECOMMENDATION

### Celebrate Cross-System Collaboration & Supports

#### CONTINUE FOSTERING CONNECTIONS BETWEEN CHILD-SERVING SYSTEMS

- Families emphasized how involved their case manager was across child-serving systems (e.g., education, behavioral health). Encourage case managers to continue these efforts.

#### EXPANDING SUPPORTIVE NETWORKS FOR FAMILIES

- Connect interested families to appropriate community supports where possible. Also, consider families' needs may extend into social determinants of health (e.g., housing, food, etc.). Conduct outreach with agencies who may be able to assist families with these specific needs.
- Empower parents to build lasting support networks to help families feel confident navigating systems independently.

#### FAMILIES EXPRESSED INTEREST IN:

- Activities in the community (e.g., sports, clubs, events)
- Assistance with housing, food, medical, & other needs
- Peer support for parents & youth
- Support groups for both parents & youth

*Whenever I had issues with the educational system, the case manager would attend the IEP meetings...*

-Parent

## RECOMMENDATION

### CONTINUE SUPPORTING CASE MANAGER DEVELOPMENT

#### CONTINUE POSITIVE ENGAGEMENT

- Families emphasized the positive interaction they had with their case manager. Share positive feedback with staff, acknowledging how trauma-informed service delivery was.
- Consider incorporating an Appreciation Form where families can highlight what case managers are doing well. Sharing this feedback with case managers may continue to highlight their strengths.

#### CONSISTENT FAMILY-FOCUSED SERVICE DELIVERY

- As much as possible, maintain case manager consistency and flexible scheduling. Reinforce consistent supervision to ensure service is being delivered consistently.
- Continue offering opportunities for professional development.

*They helped with ways to work together as a family, how to find ways to regulate, and connected us with resources.*

-Parent

## RECOMMENDATION

### CLARIFY EXPECTATIONS

#### CONTINUE CLARIFYING WHAT FAMILIES CAN EXPECT FROM BCM

- Continue to align families' expectations of BCM with the scope of the service. Periodically reevaluate whether families' expectations are falling outside of the scope of service (e.g., transportation needs).
- Help families understand the role of their case manager by adopting an agreement form where case managers clearly lay out what families can expect, and what is outside of the role of a case manager. This may assist families in understanding that case managers do things *with* families, not for them.
- Be transparent with families about navigating services and what options they have during waitlists.

# RECIPE CORNER

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## Frozen Creamsicle Slushie

*This creamy, citrusy slushie is a refreshing spin on the classic creamsicle - cool, sweet, and perfect for a hot summer day!*

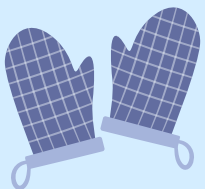
### INGREDIENTS

- 2 cups orange juice
- 3/4 cup cream of coconut
- 4 cups ice
- Orange wedges or Maraschino cherries for garnish



### INSTRUCTIONS

1. Add the orange juice, cream of coconut, and ice into a high-powered blender.
2. Blend for 30-60 seconds until smooth.
3. Divide between 3-4 glasses.
4. Garnish with orange wedges and/or maraschino cherries, enjoy!



[click here for more recipes](#)



# Parent/Caregiver Virtual Support Group

Sponsored by FamilyWorx Family Peer Support & Advocacy Program

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

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

## WHEN:

2nd and 4th Thursday of every month

(excluding holidays)

7:00-8:00 pm

## WHERE:

Join us via Zoom from the comfort of your home

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

**For more information, please contact:**

Lori Warren

Senior Family Peer Support Partner

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

484-672-1610



Registration is required:

[CLICK HERE](https://us02web.zoom.us/meeting/register/tZckcOqorzkpHdMKz6O_r0XpVjyi9SAEkNCG)

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

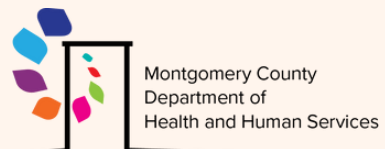
## **Independent Monitoring for Quality (IM4Q)**

-developmental disabilities survey team

## **Ferns Peer Respite**

-peer-run respite space

# COMMUNITY RESOURCES



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



**Student Assistance Program (SAP)**