

June 2024 | Vol. 9

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 Pride Month and Juneteenth resources, results from our Intensive Behavioral Health Services (IBHS) survey, summer activities, as well as other events, opportunities, and resources. Email us any suggestions to 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).



PRIDE Community Events & Resources



Monday, June 3rd, 10 am

6th Annual Pride Flag Raising Ceremony

Montgomery County officials will host the County's 6th annual Pride flag raising ceremony on Monday, June 3 at 10 a.m. outside the Courthouse. The flag raising ceremony marks the beginning of Pride Month and the flag will fly through the end of June.

June 30th, 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 information](#)

Saturday, June 8th, 9:30 am - 4:30 pm

Pride 2024 - Please Touch Museum

Celebrate the uniqueness of visitors and Philadelphia community. Pride will feature opportunities for face painting, musical expression, a collaborative mural, special storytimes, and more. All events are free with Museum admission.

[Click for more information](#)

SAGA Families

Join a community of LGBTQIA+ families for support, advocacy, education, and fun times!

[Click to register](#)

Translatable

Translatable is a safe space for LGBTQIA+ youth to express themselves and is a resource hub for their parents, families, and support systems.

[Click for more information](#)

JUNETEENTH 2024!

LOCAL EVENTS & RESOURCES

JUNETEENTH JUBILEE STREET FESTIVAL

WEDNESDAY, 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 CELEBRATION: KIDS STORY-TIME

FRIDAY, JUNE 14TH, 11AM

SPECIAL STORY-TIME AT POTTS GROVE MANOR. JOIN THE MUSEUM FOR A STORY FOCUSED ON BLACK HISTORY IN AMERICA AND THE INCREDIBLE STORIES AND PEOPLE WHO MADE THAT HISTORY HAPPEN.

[click for more information](#)

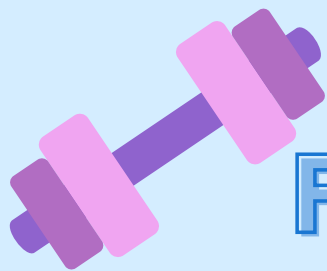
MUSIC OF THE UNDERGROUND RAILROAD

SATURDAY, JUNE 8TH, 4-5 PM

CELEBRATE JUNETEENTH WITH MUSICIAN AND HISTORIAN JOE BECTON. HEAR PRESENT STORIES AND SONGS OF THE UNDERGROUND RAILROAD. ALL AGES WELCOME.

[click for more information](#)

**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 2 & 9 @ 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



JULY 08-
AUGUST 16
2024

Monday - Friday

9:00am-12:00pm or 12:30pm-3:30pm

Indian  Creek
FOUNDATION

**Click Here for
Information**

Medical assistance funding is available for qualified applicants.

WELLNESS DAYS 2024



WELLNESS DAYS!

Youth MOVE PA's free summer retreats for youth and young adults between the ages of 14-29!



6/11

Presque Isle State Park
Erie, PA

6/13

Keystone State Park
Derry, PA

7/11

Fort Hunter Mansion
and Park
Harrisburg, PA

8/6

Nockamixon State Park,
Quakertown, PA

8/8

Wyoming Valley Catholic
Youth Center
Wilkes-Barre, PA



Registration ends two weeks
before each event!

Register at
<https://youthmovepa.wildapricot.org/Wellness-Days>

Thank you to our sponsors!

Interested in sponsoring or
attending as a vendor? ympa@youthmovepa.org



PerformCARE®

CAPITAL AREA BEHAVIORAL
HEALTH COLLABORATIVE, INC.
Established October 1999

Healthy Body, Healthy Mind

INTERACTIVE FIELD TRIP



Norristown Farm Park

2500 Upper Farm Rd,
Norristown, PA 19403

Tues, June 18



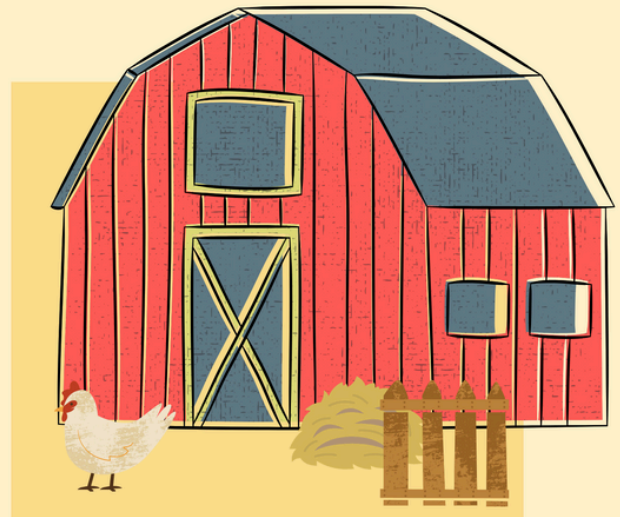
10-11:30 AM

RAIN OR SHINE

CLICK HERE TO REGISTER

**REGISTRATION IS
REQUIRED**

space is limited to the first 20
registrants



**FARM TOUR | FARM YOGA | HEALTHY SNACK
MAKING | HEALTHY EATING PRESENTATION |
TAKE HOME HERBS & VEGETABLES**

For more information contact below:

👤 Clare Higgins 📧 chiggins@hopeworxinc.org



**PROUDLY
SPONSORED BY...**



**The Center for Effective Schools &
Montgomery County Department of Health
and Human Services Present**

FAMILY FUN EVENTS

Activities
& Snacks
Provided

**INTERNET-FREE
ACTIVITIES FOR AGES 5 – 18**

**CONNECT WITH YOUR CHILD AND OTHER
PARENTS AND CAREGIVERS**

NO COST, ALL WELCOME

**QUESTIONS?
EMAIL: JANNA.SANDERS@DEVEREUX.ORG**



Montgomery County
Department of
Health and Human Services

Devereux
ADVANCED BEHAVIORAL HEALTH

CENTER FOR
EFFECTIVE SCHOOLS

Date	Time	Location	Address
06/03/2024	5:30 pm -7:30 pm	Indian Valley Public Library	100 E Church Ave, Telford, PA 18969
06/05/2024	5 pm -7 pm	YWCA The Complex	724 N. Adams St, Pottstown, PA 19464
06/20/2024	1pm-3pm	Perkiomen Valley Library at Schwenksville	290 2nd St, Schwenksville, Pennsylvania 19473
06/22/2024	1 pm -3 pm	North Wales Area Library	233 S Swartley St, North Wales, PA 19454



BUCKS, CHESTER, DELAWARE, MONTGOMERY, AND PHILADELPHIA COUNTIES

**Become an Athlete, Unified
Partner, Coach or Volunteer
with us!**

EXPERIENCE FUN, FRIENDSHIPS AND FITNESS

Special Olympics Pennsylvania (SOPA) provides year-round sports training and competition in a variety of Olympic-type sports for children and adults with intellectual disabilities.

Use **QR Code** below to sign-up



For More Information Contact:

Brynne Wacker, Regional Sport & UCS Director
bwacker@specialolympicspa.org

or

Michelle Cordell, Regional Sports Director
mcordell@specialolympicspa.org

SPORTS OFFERED

Within the
Community
Programming

- Athletics (Track & Field)
- Alpine Skiing
- Basketball
- Bocce
- Bowling
- Equestrian
- Flag Football
- Floor Hockey
- Golf
- Gymnastics
- Long Distance Running & Walking
- Powerlifting
- Snowshoeing
- Snowboarding
- Soccer
- Softball
- Swimming
- Tennis
- Volleyball

or **CLICK HERE** to sign up

RECIPE CORNER



Banana Bread



Easy, delicious, and super moist banana bread. Add chocolate chips and/or walnut for some extra delight!

Ingredients

- 1 stick (1/2 cup) unsalted butter, softened
- 2/3 cup granulated sugar
- 2 eggs, room temperature
- 3 bananas (very ripe)
- 1/2 tsp vanilla extract
- 1 1/2 cups all-purpose flour
- 1 tsp baking soda
- 1/2 tsp salt
- 1 cup semisweet chocolate chips (optional)
- 1 cup walnuts, roughly chopped (optional)

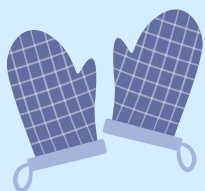


TIP: One banana short? Replace the 3rd with 1/2 cup applesauce!



Instructions

1. Preheat oven to 350°F. Butter and flour a loaf pan.
2. In a mixing bowl, whisk together softened butter and sugar. Add 2 eggs, whisk incorporate.
3. Mash bananas with a fork and add to the mixing bowl along with vanilla extract. Mix until blended.
4. In a separate bowl whisk together flour, baking soda, salt then add to batter and mix until incorporated.
5. Stir in chocolate chips and/or walnuts then transfer to prepared loaf pan.
6. Bake for 55-60 minutes or until a toothpick inserted into the center comes out clean.
7. Let cool and enjoy!



[click here for more recipes](#)



FAMILY SATISFACTION SURVEYS



Currently Surveying: >>

Residential Treatment (RTF)

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

Data collection closes September 2025

Outpatient Therapy

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

Data collection closes July 2024

Inpatient Hospitalization

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

Data collection closes October 2024

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

2

3

4

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 improvement. FST also prepares 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.

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

2023/2024 INTENSIVE BEHAVIORAL HEALTH SERVICES (IBHS)

In fulfillment of PA HealthChoices Program Service Requirements, the Family Satisfaction Team (FST) conducts satisfaction surveys with youth aged 14-18 (and parents/caregivers of children/youth) about their experience with behavioral health services provided in Montgomery County.

IBHS IS:
A combination of behaviorally focused services and supports delivered in the community. IBHS is typically recommended for youth whose behavioral health needs would not be met in outpatient therapy. IBHS can be delivered by a Behavioral Consultant (BC), Mobile Therapist (MT), and/or a Behavioral Health Technician (BHT). IBHS may consist of Applied Behavioral Analysis (ABA). Additionally, IBHS may be individually based, group-based, or center-based. Services are delivered in the home and community/school settings.

SURVEY RESPONDENTS

Detailed sample demographic data are available upon request.

294
ELIGIBLE
FAMILIES

75
ELIGIBLE
YOUTH 14+

73 PARENTS/
CAREGIVERS

8 YOUTH (AGE 14+)

WHO WAS ELIGIBLE:

MONT.CO. CHILDREN/YOUTH & PARENTS/CAREGIVERS
+ MAGELLAN AS PRIMARY OR SECONDARY INSURANCE
+ RECEIVED IBHS & WAS DISCHARGED ANYTIME BETWEEN AUGUST 2022 - AUGUST 2023.
*However, if it was revealed during the survey that the family had not yet been discharged, they could continue participating in the survey.

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.



Parents felt treatment team respected all aspects of identity.

6/8 Youth felt treated with respect, & team respected aspects of identity (e.g., gender).

PEER SUPPORT



More than half of parents would find it helpful to be supported by a family peer during IBHS.



Parents felt the treatment team valued their family's insights throughout IBHS.

PROGRESS MADE

5/8 Youth said "Agree" they felt progress was made towards treatment goals.

78% Parents said "Strongly Agree" or "Agree" they felt progress was made towards treatment goals.

STAFFING BARRIERS

Families mentioned:

- Lack of Mobile Therapists
- Staff turnover
- Gaps in staff support/training
- Waitlists

These barriers are known to be affecting IBHS service delivery across PA.

"We had a positive experience with services, however I know staff is limited in the sense [that] the waitlist is very very long! I wish more could be done so more families can be helped in a reasonable amount of time."

-Parent

In addition to staffing barriers, nearly 1/3 of parents were confused about the involvement of different IBHS team members.



Parents felt treatment plan was developed using input from their whole family.

4/7 Youth said "Yes" IBHS staff included their voice/opinion when discussing goals.



Parents said they trust the treatment team.

TRANSFERRING SKILLS



Parents said they learned tools/skills from the treatment team to help their child.

HOWEVER ...

2/8 Youth reported "Yes" IBHS Staff:
• helped my family learn how to best support me.
• helped school staff (e.g., teacher, aide, support staff) learn how to best support me.

"They tried to teach [skills to] the teachers, but the teachers did not want input..." -Parent

CRISIS/SAFETY PLANNING

66% Parents said "Yes" a crisis plan was developed.

Of these parents...

87% said "Yes" their crisis plan was adequate.

OVERALL SATISFACTION

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

70% Parents satisfied overall

HALF of Youth satisfied overall

"Having someone to talk to every week was supportive and helpful..." -Youth on what was helpful during IBHS

"It has been super helpful learning new techniques to help my child, understanding his diagnosis better, and being able to talk through my feelings. They have given us a lot of insight into my child's diagnosis, helped tremendously with ideas, actions, and words to use and given us the tools to [succeed]..." -Parent on what was helpful during IBHS

DISCHARGE PLANNING

62%

Parents reported discharge planning was regularly discussed with their family.

2/6

Youth said "Yes" staff included them in conversations about discharge

68%

Parents reported they had a voice in discharge planning.

65%

Parents reported the titration plan for reducing services before discharge was appropriate.

Note: 25 Parents responded "N/A"

63%

Parents reported the aftercare plan developed for my child was appropriate.

Note: 25 Parents responded "N/A"

Note: Responses of "N/A" are not included in calculations.

57%

Parents reported "Very Satisfied" or "Satisfied" with preparation for discharge.

SUPPORTS DURING TRANSITION

58%

Parents reported "Strongly Agree" or "Agree" they felt their family had enough community supports to transition out of IBHS.

5/6

Youth reported "Strongly Agree" or "Agree" they felt they had enough community supports to transition out of IBHS.

Community Supports Selected by Parents
that would have been helpful with the transition out of IBHS:

- Mental/Behavioral Health Resources (n = 13)
- Peer Support for Parent/Caregiver (n = 12)
- Support Group for Youth (n = 12)
- Support Group for Parent/Caregiver (n = 11)
- Activities in the Community (n = 10)

Respondents may select more than one response

Community Supports Selected by Youth that would have been helpful with the transition out of IBHS:

- Academic/Educational Support (n = 1)



"...The girls didn't feel they were being dropped, they made a good plan." -Parent

SCHOOL PARTNERSHIPS

SOME FAMILIES IDENTIFIED BARRIERS BETWEEN SCHOOLS AND IBHS

- Explore comments made by families regarding IBHS and school partnerships, or lack thereof.
- Where partnerships are lacking, explore avenues for increasing collaboration.
- Youth identified barriers to transferring of skills to individuals in their life (e.g. teachers).
- Several of these barriers may not be within the control of IBHS providers. However, holding space for conversations around these barriers may help families understand school policies and limitations of IBHS.

"If services could've continued with the therapist being able to go into the school..." -Parent

74%

Of parents reported their family received IBHS for greater than 1 year.

"We had IBHS for around five years." -Parent

"We received services for three to four years." -Parent

"Seven years for both children..." -Parent

81%

Parents reported their child was discharged by the time of survey.

6/8

Youth reported being discharged by the time of survey.

AFTER IBHS ENDED...

64%

Parents felt they were able to use the tools/skills transferred to them.

5/6

Youth felt they were able to use the tools/skills transferred to them.

49%

Parents felt they had established connections to supports in the community.

3/6

Youth felt they had established connections to supports in the community.



"She turned 14 and they let her make all her own decisions, so she stopped going. They discharged her because she said she didn't want to go anymore, they didn't even ask me, they just did what she said. I would've liked help during that time, the transition." -Parent

"The discharge plan was not done thoughtfully. We were just told we were closing and it didn't feel as though my concerns were heard. It felt very abrupt." -Parent

"...More involved with [the] school if it was needed. She had the ability to see him more accurately than anyone in school and she could have given the school very valuable information, and it would have been coming from a neutral third party. That could have been another advocate for my child." -Parent

"I wish we knew that all upfront, if we had known they couldn't go in the school in the beginning maybe we wouldn't have used their services." -Parent

RECOMMENDATIONS FROM FAMILIES



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

RECOMMENDATION

Continue to Maintain a Family-Focused Approach

REVIEW FINDINGS WITH STAFF.

- Share successes with staff (e.g., in supervision) and highlight positive feedback given by families.

EXPLORE POTENTIAL GAPS IN FAMILY INCLUSION/VOICE.

- Families highlighted how involved they were initially in treatment planning. **HOWEVER**, they also highlighted several instances where their perspective or voice was not included (e.g., in preparation for the transition out of IBHS, as children aged, etc.)

EXPLORE POTENTIAL BARRIERS BETWEEN IBHS AND SCHOOLS

- Hold space for conversations around potential barriers with IBHS staff entering schools.

This recommendation is rooted in the following TIC principles:

- Empowerment, Voice, & Choice
- Collaboration & Mutuality



"They did give me the proper support at that time but as [youth] got older, and they let her make her own decisions they failed her. Kids want to rebel, they can feel weird about talking to someone, they shouldn't be able to make all the decisions for themselves. She's a highschooler, so many things are happening for her, [IBHS Provider] should communicate more with the parents no matter the age of the child."
-Parent

RECOMMENDATION

Discharge Planning Throughout IBHS

ACKNOWLEDGE THE IMPACT ABRUPT DISCHARGE HAS ON FAMILIES.

- Review family comments on discharge planning and involvement in the transition out of IBHS.
 - Some families reported feeling "dropped"
 - Most families received IBHS for greater than one year, yet reported very little involvement/conversation around discharge planning.
- Build in conversations around discharge planning throughout the duration of the service.

ACKNOWLEDGE BARRIERS TO WARM HAND-OFFS.

- Hold space for conversations around the systemic barriers (e.g., increase in demand for services, waitlists) that can thwart warm hand-offs during discharge planning.
- Understanding gaps in services that families are facing, ensuring families have access to supports and tools to help them navigate that gap (e.g., community supports, resources, school support).
- Communicating this information to families may increase transparency and trust between staff and families.

This recommendation is rooted in the following TIC principles:

- Transparency & Trust
- Collaboration & Mutuality
- Peer Support



"The discharge plan was not done thoughtfully. We were just told we were closing and it didn't feel as though my concerns were heard. It felt very abrupt."
-Parent

RECOMMENDATION

Revisit Supports & Trainings Available to Staff

FAMILY INTERACTION WITH STAFF MAY INFORM GAPS IN TRAINING/SUPPORT.

- Consider comments made by families around professionalism, turnover, and staff knowledge of community supports.
- Families reported how these experiences affected the quality of their treatment (e.g., unprofessionalism), their child's bond/connection to the therapist (e.g., turnover), and their confidence in their IBHS team (e.g., the competency and experience of staff working with their child).

FAMILIES SUGGESTED:

- Supporting staff who are less experienced with increased supervision/oversight/training.
- Expand staff knowledge of community supports so they can connect families.
 - Family Peer Support Partners may attend IEP meetings with families, and offer insight for families into barriers between school policies and IBHS team presence in schools.
- Increasing communication between staff members so families feel cohesion between staff working with their child in different settings (e.g., school, home, etc.).

This recommendation is rooted in the following CASSP principles:

- Multi-System
- Family Focused



"Changes in training is needed. These technicians need more hands on experience with children like ours in order to be sufficient enough to provide support, empowerment, and the resources that families like ours need."
-Parent

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/join/register/tZckcOqorzkpHdMKz6O_r0XpVjyi9SAEkNCG



FamilyMatters

A JAFCO Support Network

At your side.

Family Strengthening and Support Program

Is your family overwhelmed by any of the following challenges?

- Mental health issues
- Substance abuse
- Complex divorce or custody issues
- Grandparents raising grandchildren
- Raising children with special needs
- Single parenting

FamilyMatters offers in-home support services to families facing these or other challenges. Our Master's Level Clinicians:

- Help families navigate complex systems
- Identify and ensure access to needed services and resources
- Advocate for the family in school or court settings
- Provide counseling and support as long as necessary
- Are available 24/7 for crisis support

This unique program is offered free of charge, regardless of income or insurance.

To make a referral, schedule an intake, or if you are interested in learning more about all our services and programs please contact Kayla Jasper, FamilyMatters Clinical Team Leader, at kjasper@familymattersnetwork.org or 610-525-1040.

JAFCO FamilyMatters
3 Bala Plaza, Suite 104 East
Bala Cynwyd, PA 19004
610-525-1040
info@familymattersnetwork.org
familymattersnetwork.org



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

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.

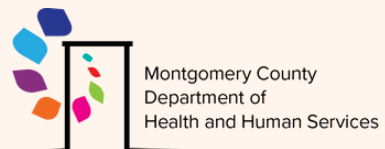
Independent Monitoring for Quality (IM4Q)

-developmental disabilities survey team

Ferns Peer Respite

-peer-run respite space, opening soon

COMMUNITY RESOURCES



Montgomery County Children's Behavioral Health Guide



Student Assistance Program (SAP)