



October 2022 | Vol. 4

# IN THE LOOP

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



## WELCOME!

We are the Family Satisfaction Team (FST). We hope you enjoy our fourth issue of *In the Loop*. In this issue you will find community resources, information regarding future projects and an article highlighting AdvocacyWorx at HopeWorx Inc. If you would like to be featured in our next issue, please email us at [familysatisfactionteam@hopeworxinc.org](mailto:familysatisfactionteam@hopeworxinc.org) We would love to feature you.



**Family Satisfaction Team**  
HopeWorx Inc.

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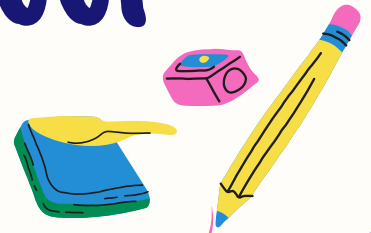
## WHO WE ARE

### 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).



# Back to School Resources




Click the links for more info

## Academic/Educational Resources for Youth

Tutoring Help (Ages 13+): Pottstown Regional Library Youth Services Department

Homework Hangout (grades 1-5): Montgomery County-Norristown Public Library Youth Services Department



Power Library: Statewide database of library catalogs, accessible from a single website on the Internet for all residents of Pennsylvania

## Mental Health Resources

Mental Health America 2022 Back to School Toolkit

- Includes fact sheets for parents/teacher, key messages and statistics, a list of nationwide and state-level resources, and more!



How to Cope with Back-to-School Anxiety Katie Hurley

# Family Resources

click the links for more info 

Youth MOVE PA

## Thrive for Hope

Virtual support group for youth/youth adults ages 16-29

Every Thursday 4-5pm on Zoom

National Alliance on Mental Illness (NAMI)

## How to Talk to Your Child About Their Mental Health



Pennsylvania Mental Health Consumers' Association (PMHCA)

## Virtual Drop-In Sessions Schedule

6 days a week, 18+ years old

Sessions including: "Waiting for Services", "WRAP (Wellness Recovery Action Plan)", "Community Inclusion", "Alternate Coping Skills", "Goal Setting", "Skill Building", "Community Resources"

Health Resources & Services Administration (HRSA)

## National Maternal Mental Health Hotline

24/7, Free, Confidential Hotline for Pregnant and New Moms  
English & Spanish

Call or text **1-833-9-HELP4MOMS** (1-833-943-5746)



# UPCOMING PROJECTS



## Currently Surveying:

### Family Based Services

Families are eligible if they have received FBS for at least 6 months. Youth 14+ are also eligible to complete their own survey.

*Data collection closes December 31*

## In Development:

### Multisystemic Therapy

*Data collection starts November 2022*



### Residential Treatment Facility (RTF)

## More Details:

All data shared with FST by families is de-identified to protect families. All surveys are conducted via telephone, online, and in-person (where permitted). All of our survey respondents receive a \$10 Amazon e-gift card via email or mail. Eligibility criteria varies. If you are interested in responding to a survey or if you have suggestions for survey questions, please contact [familysatisfactionteam@hopeworxinc.org](mailto:familysatisfactionteam@hopeworxinc.org)

# Family Satisfaction Team

## Family Based Services Satisfaction Survey

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

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



### Who Can Complete the Survey?

- Montgomery County youth up to age 18 & their parents/caregivers
  - + Magellan Behavioral Health as either primary or secondary insurance
  - + Began Family Based Services (FBS) anytime between May 2021- May 2022
  - + Has had FBS for at least 6 months

Participants  
receive  
\$10 Amazon  
e-gift card

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



**Family  
Satisfaction  
Team**  
HopeWorx Inc.

# ALL ABOUT ADVOCACYWORX

The mission of AdvocacyWorx is to help people who have experienced mental illness by providing advocacy services which promote recovery through choice, self-determination, and empowerment in collaboration with all community members. AdvocacyWorx is a team of individuals who use or have used mental health services, family members, and professionals working together to help adults resolve problems and improve relationships within the mental health system, to provide self-advocacy education, and effect systems change. The advocates will take any calls or assist anyone who is over 18 years old who has mental health issues with any type of situation where advocacy is needed.

## Get Connected:



### Walk-in

1210 Stanbridge St #600  
Norristown, PA 19401



### Call

(610) 270-0375 ext: 3201



### Email

Akilah Williams, Program Supervisor  
awilliams@hopeworxinc.org

## What is Offered:

- Connecting ADULTS with community services, mental health services, ID clinics
- Support with getting a low-cost phone
- Court accompaniment/forensic support
- Education about community rights/advocacy training
- Mutual aid support group information
- Promote individual empowerment
- Collaborative services w/street outreach and CTI.

- No insurance or diagnosis needed
- Services offered free of charge
- Can be combined with any service
- Voluntary/person-centered
- Length of support up to individual

"It starts with listening and trying to figure out from them what they believe they need and help make that happen with them the best way possible. It could be having a sit-down meeting with some providers, going to a doctor's appointment with somebody. It could be sitting in my office and making a phone call to a provider and handing it over to them. It could be a matter of figuring out the resources they might already have, or it might be trying to get them more resources or learn about more resources." -Ellen

## What is your hope for the future of AdvocacyWorx?

"I hope self-advocacy starts getting taught in elementary school. I hope that peer support is starting to be learned at an earlier age than adulthood. I think that we are doing ourselves a disservice not putting peers and peer specialists and advocacy and FamilyWorx not in schools, not in city government, not in hospitals. Everywhere that there's people there should be advocates and there should be some sort of presence of peer support. That's where my heart is. I think it should be taught earlier. I think we'll have better human beings in the future." - Will

"That we continue to grow and expand as a program and continue to engage in various causes that may be overlooked otherwise. Expansion on the rights-based approach to services (just by being human we are entitled to certain human rights)." - Akilah

"I want to see AdvocacyWorx branch out more into the community. I want to have tables at different fairs or go into the community and give a couple classes. I'm talking about self-advocacy reaching out into the community because it's really important you know...I want to have the self-advocacy trainings in the community for people so that they can learn what self-advocacy is. They get to learn that it is a way for them to help themselves be able to speak out for themselves." - Anise

"For the future of AdvocacyWorx, I'd like to see many more advocates and the advocates to be able to really specialize in different areas to also be able to have even more of an impact than what we already do." - Ellen

For more on AdvocacyWorx visit: <https://www.hopeworxinc.org/what-we-do/community-advocates/>

For permission to cite or copy please contact familysatisfactionteam@hopeworxinc.org

# MEET ADVOCACYWORX

## WHAT IT MEANS TO BE AN ADVOCATE

**Vernon** *Helping those that can't help themselves by giving voice to a person that wants to speak but can't articulate themselves that's like [where] we come in. Whether it be resources, whether it be educating them on their rights, helping their families navigate, because I heard everybody speak about how they came doing this work and one thing that we all have in common is- you can't do whatever you do by yourself. So that's what [is] an advocate, it encompasses that nobody should have to fight their fight by themselves. You can have a voice, you can have resources but being your advocate or being someone else's advocate because sometimes like you said we have to advocate for ourselves the same way we encourage people to be self-advocates for themselves, so like that's what advocacy means to me. Being able to help myself but more importantly give a voice to those that don't know how to help themselves. Walk with them and show them how they can help themselves, that's what advocacy means to me.*



**Ellen** *Standing beside someone, standing with someone, and being on their side. I have customers that say you know they have all these services, they have a lot of services, and they feel like everybody's against them honestly, it's horrible but that's one of the reasons why, that's the perfect reason why I'm in this, why I do what I do because I know what it can be like. You can be having a hard time in the service and everyone's blaming you type of thing or it seemed it seems like everybody is against you and everything so...having people listening to people, standing beside them, standing with them, and being on their side, understanding them because you know, I've been through it. I understand you know you can understand, listen and be [there] for them and fight with them all.*



**William** *I really see advocacy as, I see my job is to encourage others, to even though I'm beside them, the ultimate decision is theirs to make and I'm just here to encourage them to use their use their brain and use their power to speak up for themselves. Not to be quiet and let things happen to them. Because of my forensic experience, I'm a little bit, I don't know, hard-nosed but I want humans to believe in themselves because humans ... we should help each other but they don't need me. Like, I need them to know that they could do this with or without me standing beside them, to have the strength and courage to do it. So, my job is to continually encourage that, not be helpless because no one is.*

**Anise** *Advocacy is information given to a person for them to be able to speak up for themselves, to be able to help themselves with their various needs, to get them met. Also, it means that I can help, through my information, to do the best that I can to help them, be able to help themselves.*

*We can help get their various needs met if they're willing to do the footwork, to take the information. We are not agencies, we're not emergency services or doctors or therapists. People still come in believing that we're going to solve their problem. Sometimes with some people you have to stay steadfast with knowing that you're not the caretaker.*



# MEET ADVOCACYWORX

## WHAT IT MEANS TO BE AN ADVOCATE



**Akilah** *Bring about change and bringing about hope and empowerment to people. Educating them about their rights and what they can do to help themselves.*

*That's what I like about us. We're unique in the way that we can combine with any other service that a person is getting. They don't need insurance, it's voluntary. We are not time limited. We don't have to [be] like "Oh well if you do this, we can't work with you anymore" and nobody does what we do and we also have the ability to pick up causes that are going on in the county. It's not like "Oh well we only help these people and this is all that we can do". We have that flexibility in a way that other services don't.*

## ADVOCACY SPOTLIGHT:



**At HopeWorx, advocacy doesn't start and end with AdvocacyWorx. All HopeWorx team members are involved in advocacy in some capacity. We'd like to highlight Gene's commitment to advocacy at CommunityWorx, a micro-community at HopeWorx. See what Gene has to say about outreach, advocacy, and helping folks in the community.**



**Gene.** *I am thankful that I work in such an influential field, where I can impact the lives of so many people, not just today but in the future too. By helping to change the way people see individuals living with mental health challenges and disabilities, I am hoping to improve the opportunities for awareness. I would love to continue helping to create stronger families and communities, with the services and compassion that HopeWorx & CommunityWorx promotes and excels in!*

CommunityWorx is a peer-led, intentional, micro-community that offers:

- assistance with immediate needs (e.g., food, laundry)
- a furniture program that connects volunteers with donated furniture
- activities (e.g., art programs, karaoke, camping trips)
- connections to AdvocacyWorx as well as other organizations outside of HopeWorx.

Gene, a certified Recovery Coach Specialist, brings his own lived experience with recovery and homelessness when working with folks in CommunityWorx. Gene and the rest of the team greet folks that come into CommunityWorx without judgment or assumption. Gene highlights, "When folks come in, we prioritize, we don't bug them with paperwork, we feed them, get them comfortable, and prioritize whatever their needs are. We work with them and then hand them over to Akilah [AdvocacyWorx]." He also highlighted the important role that compassion plays in everything CommunityWorx does, "We're all about compassion". Gene hopes for more satellite offices of CommunityWorx to be opened across the community.

**CommunityWorx FAQ & Contact Info:** [CLICK HERE](#)



# Montgomery County Community Support Program (CSP)

Montgomery County's Community Support Program (CSP) Committee brings together individuals that receive mental health services, their family members, providers and the Department of Behavioral Health in an equal partnership to promote recovery and excellence in the delivery of community-based mental health services.

**Meetings: 3rd Thursday of every month 1-2:30pm**  
**Online via Zoom and in-person at the Norristown Public Library**  
**For more info contact: [pjohnson@hopeworxinc.org](mailto:pjohnson@hopeworxinc.org) or [lpetriello@hopeworxinc.org](mailto:lpetriello@hopeworxinc.org)**

CSP Webpage

**CLICK HERE**



## Easy Pumpkin Soup



*Use any leftover pumpkin puree cans this fall with this easy, vegan, creamy spiced pumpkin soup! Delicious and comforting; ready in 30 minutes with simple ingredients.*

### Ingredients

- 2 tbsp olive oil
- 1 small onion, chopped
- 3 cloves garlic, minced
- 2 tsp curry powder
- 1/4 tsp ground ginger
- 1 15-oz can pumpkin puree
- 1 13.5-oz can coconut milk
- 2 cups vegetable broth
- 1/2 tsp sea salt
- 1/2 tsp black pepper
- 1 tbsp pure maple syrup



### Instructions

1. Sauté the onion in the oil in a large pot over medium-high heat for 5-7 minutes, until translucent.
2. Add the garlic, curry powder, and ginger, and sauté for 1-2 minutes.
3. Add pumpkin puree, coconut milk, vegetable broth, maple syrup, salt and black pepper.
4. Use an immersion blender to puree the soup, until smooth and creamy.
5. Bring soup to a boil, then reduce heat and simmer for about 20 minutes. Taste and adjust salt and pepper as needed.
6. Top with some toasted pepitas (green pumpkin seeds) or extra olive oil and enjoy!

The background features a stylized sunburst of orange lines radiating from the top center. On the left and right sides, there are green leaf-like shapes. The main title is in a large, teal, serif font.

# Harvest, Hope, & Healing Day

**CELEBRATING THE COMMUNITY  
TOGETHER THROUGH HEALING, HOPE,  
AND HARVEST  
FAMILIES WELCOME!**

**OCTOBER**

**SUNDAY | 16 | 1-4 PM**

**2022**

**NORRISTOWN FARM PARK PAVILLION  
2500 UPPER FARM RD,  
NORRISTOWN, PA 19403**

# 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)



## HOPEWORX TEAMS

### Family Satisfaction Team (FST)

-family & youth survey team

### FamilyWorx

-family peer support & advocacy team

### AdvocacyWorx

-adult peer support & advocacy team

### Community Satisfaction Team (CST)

-adult survey team

### CommunityWorx

-micro community at HopeWorx

### Independent Monitoring for Quality (IM4Q)

-developmental disabilities survey team

Click on the link  
to learn more

## COMMUNITY RESOURCES



[Montgomery County Children's Behavioral Health Guide](#)



[Student Assistance Program \(SAP\)](#)



[Mobile Crisis provided by Access Services](#)

**1-855-634-HOPE(4673)**



[Teen Talk Line provided by Access Services](#)

**call 866-825-5856, text 215-703-8411 or email  
[teentalkline@accessservices.org](mailto:teentalkline@accessservices.org)**