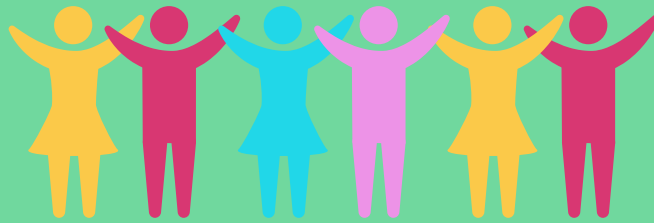




June 2023 | Vol. 6

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 issue of *In the Loop*. In this issue you will find a list of resources and events in the community, and results from our 2022 inpatient survey. If you would like to be featured in our next issue, please email us at 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).

Upcoming Community Events & Activities

Montgomery County



JUNE

4

10-12 PM

Children's Mental Health Awareness Day

 Elmwood Park Zoo



Free resources! Animals, crafts, and fun for the whole family!
(FREE ADMISSION TO THE FIRST 200 PEOPLE) [click here to register](#)

Youth MOVE PA

Wellness Days 2022

 Nockamixon State Park



JULY

11

9:30 AM-3:30 PM



Regional retreat for youth/young adults ages 16-29

Educational opportunity on the topic of advocacy. Leadership and team building activities, fishing, hiking, music, art, workshops, food, and more! [click here to register](#)

Past Community Events & Activities

DID YOU KNOW?

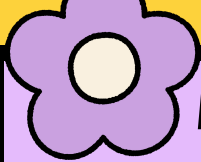
The month of May was Mental Health Awareness Month. FST celebrated by attending several events in the community.



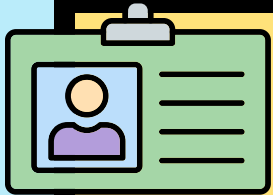
Mont Co. NAMI walk



Mont Co. CSP Conference & Mental Health Awards



MONTCO PUBLIC LIBRARIES EVENTS & RESOURCES



Summer Reading Kickoff Party

Saturday June 17th, 9am - 5pm

Celebrate the first day of Summer Reading with Norristown Public Library. Register, earn your first raffle tickets, grab some free swag, learn about special programs, and more.

Plus, enjoy Big Truck Day from 1-3pm as a part of our celebrations! Explore different community vehicles and enjoy free treats.

For information on events such as...

- Toddler Story Time
- Teen Time
- Mother Goose Baby Lap Sit
- BabyGarten
- Stay & Play
- Block & Building Playtime
- Bounce & Rhyme Story time
- and more

...click here!



Kids Cook!

Fridays, June 23 through July 14th
at 2pm

Montco-Norristown Main Library
Ages 5-12

June 23: Biscuits and homemade
gravy

June 30: Pancakes

July 7: Muffins

July 14: Pizza

Register a week before each
class here

Find your local
library here!

Click here for
information on how
to apply for a
library card!



PRIDE Community Events & Resources

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 to register](#)

Sunday, June 11th, 2-6 pm

First Annual Pride Family Picnic

Enjoy fun activities for all ages including lawn games, trivia, music, food and much more at Zwingli United Church of Christ

[RSVP via Facebook](#)

Pride Month Webinar Series: Walking with Tribal Youth on Their Sacred Journey

In recognition of Pride Month, the CoE LGBTQ+ BHE and the National American Indian and Alaska Native MHTTC will be hosting a special four-part webinar series on supporting Native LGBTQ+ and Two-Spirit youth! Join every week in June to learn about the historical context of colonization that impacts Native youth, discover what tools and resources are available, gain strategies for supporting youth and their families, and hear from a lived experience panel.

[click to register](#)

SAGA Families

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

[click to register](#)



Juneteenth 2023

Local Events & Resources



Porch Performance: Celebrating Juneteenth

Saturday, June 10th, 12-6 pm

Hear abolitionist William Stills's story of how he helped as many as 800 enslaved people to achieve freedom.

[click for more information](#)

Juneteenth Celebration

Saturday, June 17th, 12-2 pm

Honor the history of the Black experience in America with two Juneteenth presentations at Pottsgrove Manor.

[click for more information](#)

Juneteenth Jubilee Street Festival

Monday, June 19th, 12-6 pm

A joyful celebration of heritage and community, featuring an eclectic mix of local vendors, entertainment, music, and food. Enjoy Live Entertainment, Vendors, Food & Drinks, Global Art Show, Kids Zone, and a Harriet Tubman reenactment at Centre Theater.

[click for more information](#)



UPCOMING PROJECTS



Currently Surveying:

Inpatient Hospitalization

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

Data collection closes September 30

In Development:

Intensive Behavioral Health Services (IBHS)

Outpatient



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



2022 YOUTH INPATIENT HOSPITALIZATION 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. Inpatient hospitalization is a 24/7 hospital-based treatment service for children/youth experiencing emotional or behavioral crisis that cannot be managed safely in the community. The aim of inpatient hospitalization is stabilization and a return to the least restrictive treatment environment.

SURVEY RESPONDENTS

133 ELIGIBLE FAMILIES

74 ELIGIBLE YOUTH 14+

6 ELIGIBLE PROVIDERS

Montgomery County youth with PA HealthChoices as either their primary or secondary insurance who were discharged from one of six county-designated providers between April 1, 2022 and September 30, 2022 were invited to participate in this survey. Parents and caregivers of children up to age 18 who met above criteria were also eligible to participate.

39 PARENTS/CAREGIVERS 27 YOUTH (AGED 14-18)

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 model reflected trauma-informed care principles.



CULTURAL + HISTORICAL + GENDER ISSUES

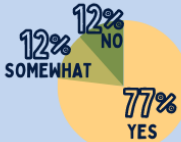
88%

Youth felt staff respected their gender identity.

83%

Parents felt staff treated child with dignity + respect.

PEER SUPPORT



Whether youth would find it helpful to be supported by a peer...

"Gave me a way to not just cope but to talk to others and they had the same issues, so I was like, 'Shoot - I'm not alone...' -Youth on 'What was helpful during inpatient'"

COLLABORATION + MUTUALITY

74%

Parents indicated that staff sought family's input in planning the goals for their child's treatment.

COPING SKILLS

96%

Youth said "Yes" they felt they developed appropriate coping skills.

63%

Parents said "Yes" inpatient helped their child to develop appropriate coping skills.

OVERALL SATISFACTION

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

74% Parents satisfied overall 92% Youth satisfied overall

"The staff are pretty supportive, the group therapy, especially anything involving music, has been helpful. One of the staff brought in books and that was helpful too. It got me into writing, journaling again (more than ever) and that's helpful and has been keeping me chill and giving me something to do. Whenever we go outside it has been helpful too."

-Youth on "What was helpful during inpatient"

EMPOWERMENT, VOICE, + CHOICE

74%

Parents felt staff sought families' input in planning treatment goals.

93% Youth Strongly Agree or Agree

Their treatment plan was developed using their input

TRANSPARENCY + TRUST

68% PARENTS 96% YOUTH

Said "Strongly Agree" or "Agree" they trusted staff.

SAFETY + CLEANLINESS

55%

Parents said they had "No" concerns about the safety of the environment.

82%

Parents said they had "No" concerns about the cleanliness of the environment.

PRIOR USE OF SERVICES

87%

Parents indicated their child was receiving mental health treatment prior to hospitalization

CRISIS PLANNING BEFORE HOSPITALIZATION

79%

Parents said "Yes" their child had a crisis plan prior to hospitalization

"The amount of counselling, one-on-one support they gave her, the techniques they gave her, the art therapy, groups with peers, she learned a lot from that. I can still see the struggle but I can see her reflecting on those things (the techniques she was taught) and I hadn't seen that before. This experience was completely different from what she went through before. It's a matter of her learning the techniques to deal with things she can't control"

-Parent on "What was helpful during inpatient"

WE ASKED FAMILIES ABOUT COMMUNITY SUPPORTS, DISCHARGE PLANNING, AND WHAT COULD HAVE BEEN MORE HELPFUL DURING INPATIENT HOSPITALIZATION.

WHAT FAMILIES SAID...



COMMUNITY SUPPORTS

The most common selected community supports families wanted to be connected with DURING inpatient hospitalization were:

- peer support (family, sibling)
- support groups (family, youth)
- resources
- activities in the community

"...if I had been connected to another parent who had been through something similar, it would have been so incredibly helpful. I could have asked them questions and maybe they would have eased my fears..." -Parent

73%

73% of parents indicated "Yes" (n = 18) or "Somewhat" (n = 9) to whether they would have found it helpful to be connected to family peer support DURING their child's treatment.

WHAT WENT WELL...

STAFF SENSITIVITY

PARENTS SAID:

- Staff treated their family with dignity and respect.
- Staff used clear language (no jargon)
- Staff respected aspects of identity (e.g., gender, culture, language, race)

YOUTH SAID:

- There was at least one member of staff they were comfortable talking to.

"They [staff] talk to you like you're an actual person. Some of the other places they talk to you like you're a child, they didn't see you as someone who needed help and they saw you as a patient, I'm treated like a person here."

-Youth

COPING SKILLS

Developing coping skills during inpatient were mentioned by both youth and parents as being helpful.

"I got better at controlling my anger. I would have lashed out a couple of times, but I didn't..." -Youth

AREAS FOR IMPROVEMENT...

TRANSPARENCY + TRUST

- Lack of consistent communication between staff and families were identified by parents as a barrier.
- Parents identified a need for more transparency, open communication, and fewer visitation restrictions.
 - Parents highlighted visitation restrictions limited parent's inclusion in treatment
 - prevented parents' comfort assessing safety/cleanliness of environment.
- Few parents were informed how to file a complaint/grievance.

COMMUNICATION

WHAT FAMILIES WANT:

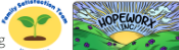
- daily updates
- treatment progress
- opportunities for communication with child in facility
- access to treatment team
- follow-up from staff
- safety concerns to be communicated

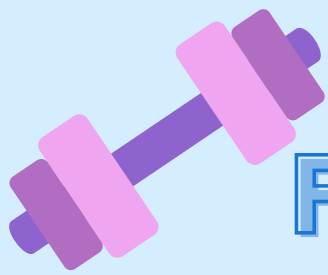
"They [staff] want me not to be involved. It makes you think, 'What is happening there?'"

-Parent

FAMILY INCLUSION

- Parents wanted their voice included in treatment planning.
- Parents overall did not feel staff cared about the entire family.
- Youth identified wanting their voice incorporated in discharge planning.
- Some youth wanted to make suggestions for treatment activities (e.g., music or art therapy, access to outdoors).
- Parents wanted their concerns about medication to be taken into account.





planet
fitness

ages 14-19
through
Aug 31st

FREE Summer Gym Membership for Teens



CLICK HERE



Strawberry Cucumber Lime Agua Fresca

The ultimate summer drink! So easy to make with only a few simple ingredients. Fruity and refreshing!

Ingredients

- 2 cucumbers (approx. 20 oz)
- 12 oz strawberries
- 1/4 cup fresh lime juice
- 4 cups cold water
- 1/4 cup agave or simple syrup
- Handful fresh mint leaves
(optional)



Instructions

1. Peel the cucumbers. Chop off and discard the ends, then roughly chop the cucumber.
2. Clean the strawberries and remove the green leaves.
3. In a blender, combine the cucumbers, strawberries, lime juice, and water. Blend until completely pureed, without any large chunks.
4. Place a fine mesh strainer over a pitcher and pour the blended mixture through it. Use a rubber spatula or a spoon to press the pureed fruit against the strainer, extracting all the liquid into the pitcher.
5. Add your choice of sweetener, adjusting to your taste, and whisk thoroughly to combine.
6. Serve over ice and top with fresh mint and enjoy!

Parent/Caregiver Virtual Support Group

Sponsored by FamilyWorx Family Peer Support & Advocacy Program

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

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

WHEN:

2nd and 4th Thursday of every month

(excluding holidays)

7:00-8:00 pm

WHERE:

Join us via Zoom from the comfort of your home

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

For more information, please contact:

Lori Warren

Senior Family Peer Support Partner

lwarren@hopeworxinc.org

484-672-1610



Registration is required:

CLICK HERE

https://us02web.zoom.us/meeting/register/tZckcOqorzkpHdMKz6O_r0XpVjyi9SAEkNCG



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 open 3 days a week

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