

Child, Adolescent, Family and Caregiver Feedback

The Mental Health Association of Southeastern Pennsylvania (MHASP) will operate the **Family Empowerment Satisfaction Team (FEST)** program during the 2013 calendar year through the funding support of Montgomery County. In addition to conducting Family Satisfaction Team work for the county, MHASP proposes that the FEST program continue to fill the Evaluator position for the High-Fidelity Wraparound Program as per request by Montgomery County Behavioral Health. The following outline for performing this work includes the FEST's Scope of Work for 2013 and the budget for all related activities.

The FEST is a program of the Family and Youth Division of the Mental Health Association of Southeastern Pennsylvania (MHASP). FEST serves as independent evaluators of the behavioral health services provided to children and adolescents by Montgomery County by surveying parents and caregivers and the youth receiving services about accessibility, appropriateness and effectiveness of services, and overall satisfaction with services. FEST reports the findings, with recommendations, to Montgomery County Behavioral Health and works together with all stakeholders to help strengthen a resilience and recovery orientation to Montgomery County's delivery behavioral health services and supports provided to families and youth.

Family Empowerment Satisfaction Team FEST asks parents, caregivers and youth about their experience with behavioral health services, with the goal of making services more family and youth driven. Using the collective feedback about what worked and what can be improved, **FEST** advocates with the county, providers and managed care organization to help create services and supports that meet the needs of youth and their families.

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