

The Family Satisfaction Team

2022 Montgomery County Recovery and Resiliency Award Recipient

The Family Satisfaction Team (FST) has been an amazing team to work and partner with. Caitlin, Madeline, and Morgan (and Clare) are intentional in ensuring that each stakeholder involved in the satisfaction surveying process feels included and heard. Their rapport building skills have allowed families and youth to feel comfortable sharing their stories as part of the survey process. Additionally, the team has implemented several new ideas that have taken their work to the next level including the creation of new processes that have streamlined the organization of their projects, creation of infographics to demonstrate key points of important information, and identification of creative solutions to survey feedback (including applying and being awarded a grant). For this reason, FST is being awarded a 2022 Recovery and Resiliency Award.



Montgomery County
Department of
Health and Human Services

