



*Alcohol, Drug and Mental Health Board  
of Franklin County*

# Consumer Satisfaction Survey Results 2019

ADAMH Consumer Satisfaction System Report – 2019

Each year, the ADAMH Board of Franklin County has conducted a survey of consumers in order to gauge satisfaction with the services they receive from ADAMH-funded programs. This year, there were two surveying periods: one in March and another in July. Eight survey questionnaires adapted from the nationally recognized Mental Health Statistics Improvement Program (MHSIP) consumer and family/youth surveys and supplemental surveys used by the Ohio Department of Mental Health and Addiction Services were given to consumers of ADAMH services.

Compared to previous years, three of the surveys (Adult Crisis, Youth Crisis,<sup>1</sup> and Prevention) have been shortened to three questions printed on business reply postcards, which helped increase the number of responses. A new Recovery Supports survey was also introduced this year.

The questionnaires are designed to measure five different domains of consumers’ perceptions of services received:

- General Satisfaction
- Access
- Provider Cultural Sensitivity
- Housing Satisfaction (for Housing only)
- Social Connectedness (for Family Supports only)

The specific domains measured were determined by the type of program for which the questionnaires were developed:

<b>Domain</b>	<b>Survey Type</b>
General Satisfaction	Adult Crisis Youth Crisis Family Supports Prevention Recovery Supports Adult Treatment Youth Treatment
Access	Family Supports Recovery Supports Adult Treatment Youth Treatment

---

<sup>1</sup> Results from the Youth Crisis surveys are not reported due to an insufficient number of surveys received.

<b>Domain</b>	<b>Survey Type</b>
Provider Cultural Sensitivity	Family Supports Recovery Supports Adult Treatment Youth Treatment
Social Connectedness	Family Supports
Housing Satisfaction	Housing

During the months of March and July of 2019, providers in the ADAMH network administered the survey, as clinically appropriate, by handing out a questionnaire, brief instructions, and a postage-paid business-reply envelope or postcard to ADAMH consumers. Consumers were then encouraged to complete and return the questionnaires by mail to ADAMH. The questionnaires do not collect identifying information and are therefore anonymous.

For each measure, average (mean) scores can range from 1 to 5, where higher values indicate greater satisfaction/more favorable perceptions of consumers’ experiences. Scores greater than 3.5 are considered positive; neutral scores range from 2.5 – 3.5 (inclusive), while scores lower than 2.5 are considered negative. For all program types and domains of consumer satisfaction, the target is 85% positive responses. A minimum of 10 valid responses are needed for reporting results for a provider and program type combination. If fewer responses were received, the corresponding results are not presented in the tables and charts below; however, they are included in the system total results.

There are two points worth noting regarding the data for specific providers. During the March surveying period, ADAMH collected prevention surveys from Nationwide Children’s Hospital and St. Vincent Family Center for their ECMH programs. These services were later exempt from July’s round of surveying; however, ADAMH continued receiving prevention surveys for Nationwide Children’s Hospital’s ECMH program. Separating out all of these surveys was not possible, so some may be included in the results.

Second, Community for New Direction (CND) distributed prevention surveys during the July period to their summer camp participants, as well as to other (non-CND) summer camp programs they had administrative services organization (ASO) agreements for. These surveys are included in this report.

Two appendices are available for reference at the end of this report. The first appendix contains examples of the survey questions by measurement domain. The second lists selected programs and the associated questionnaire versions.

**General Satisfaction**

*The General Satisfaction domain measures the consumer’s perception of overall satisfaction with the services they receive.*

<b>Program Type:</b>	<b>Adult Crisis, Family Supports, Prevention, Recovery Supports, Adult Treatment, Youth Treatment</b>						
	<b>95% Confidence Interval</b>			<b>Distribution of Responses</b>			
<b>Provider</b>	<b>Responses</b>	<b>Average Score</b>	<b>Lower</b>	<b>Upper</b>	<b>Positive Scores</b>	<b>Neutral Scores</b>	<b>Negative Scores</b>
Africentric Personal Development Shop (APDS)	192	4.19**	4.07	4.30	78.6%	17.2%	4.2%
Alvis	96	3.91**	3.72	4.10	62.5%	30.2%	7.3%
Buckeye Ranch	16	4.67**	4.46	4.87	100.0%	0.0%	0.0%
CHOICES for Victims of Domestic Violence	107	4.83**	4.76	4.91	99.1%	0.9%	0.0%
Columbus Area	245	4.09**	3.99	4.18	82.4%	14.3%	3.3%
Columbus Health Department	880	4.47	4.42	4.51	91.1%	7.5%	1.4%
Columbus Urban League (CUL)	324	4.03**	3.93	4.12	76.9%	18.5%	4.6%
Community for New Direction (CND)	1,053	4.34**	4.29	4.38	86.9%	10.3%	2.8%
CompDrug	255	4.53**	4.45	4.62	90.2%	8.2%	1.6%
Concord Counseling Services	597	4.51**	4.46	4.56	91.8%	7.0%	1.2%
Directions for Youth and Families (DFYF)	167	4.32	4.22	4.42	89.2%	10.8%	0.0%
Eastway	29	4.84**	4.71	4.97	100.0%	0.0%	0.0%
Franklin County Local Outreach for Suicide Survivors (LOSS)	12	4.92**	4.73	5.00***	100.0%	0.0%	0.0%
House of Hope for Alcoholics (HOH)	28	4.57	4.31	4.82	92.9%	3.6%	3.6%
Maryhaven	115	4.50	4.37	4.64	92.2%	6.1%	1.7%
Mental Health America of Franklin County (MHAFC)	95	4.57**	4.44	4.70	94.7%	4.2%	1.1%
National Alliance on Mental Illness (NAMI)	23	4.62	4.26	4.97	95.7%	0.0%	4.3%
Nationwide Children’s Hospital (NCH)	41	4.65	4.41	4.89	92.7%	4.9%	2.4%
NCR Permanent Supportive Housing Services	38	4.34	4.09	4.59	86.8%	7.9%	5.3%
Netcare	325	4.36	4.25	4.47	86.5%	6.5%	7.1%
North Central Mental Health Services	183	4.59**	4.50	4.68	94.0%	4.9%	1.1%
North Community Counseling Centers	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
PEER Center	203	4.46	4.35	4.56	91.6%	5.4%	3.0%
Schottenstein Chabad House	*	*	*	*	*	*	*
Southeast	483	4.41	4.35	4.47	90.7%	8.5%	0.8%
St. Vincent Family Centers (SVFC)	604	4.42	4.36	4.47	89.2%	8.6%	2.2%

ADAMH Consumer Satisfaction System Report – 2019

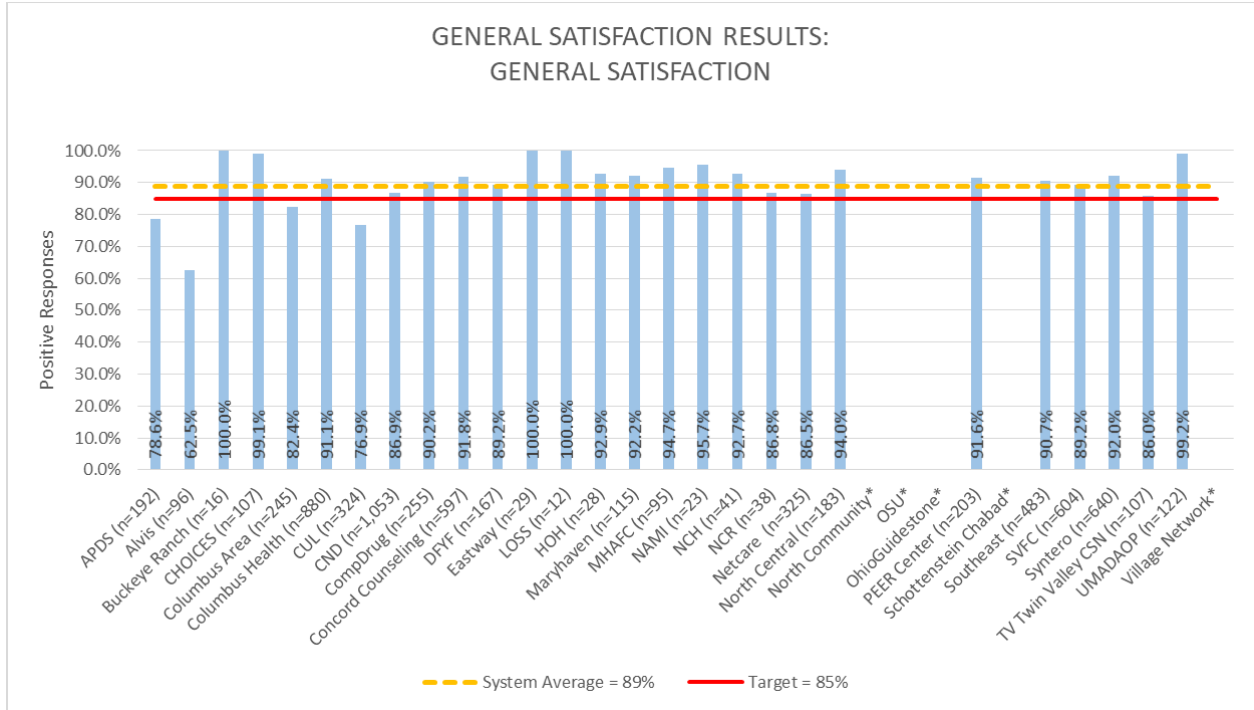
<b>Program Type:</b>		<b>Adult Crisis, Family Supports, Prevention, Recovery Supports, Adult Treatment, Youth Treatment</b>					
		<b>95% Confidence Interval</b>			<b>Distribution of Responses</b>		
<b>Provider</b>	<b>Responses</b>	<b>Average Score</b>	<b>Lower</b>	<b>Upper</b>	<b>Positive Scores</b>	<b>Neutral Scores</b>	<b>Negative Scores</b>
Syntero	640	4.56**	4.51	4.61	92.0%	6.9%	1.1%
TV Twin Valley CSN	107	4.25	4.09	4.41	86.0%	10.3%	3.7%
UMADAOP	122	4.83**	4.77	4.90	99.2%	0.8%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>6,987</b>	<b>4.41</b>	<b>4.40</b>	<b>4.43</b>	<b>88.9%</b>	<b>8.9%</b>	<b>2.3%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

# ADAMH Consumer Satisfaction System Report – 2019



\*denotes results not reported due to < 10 responses

ADAMH Consumer Satisfaction System Report – 2019

General Satisfaction							
Program Type:		Adult Crisis					
		95% Confidence Interval			Distribution of Responses		
Provider	Responses	Average Score	Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Concord Counseling	*	*	*	*	*	*	*
Maryhaven	43	4.53	4.30	4.75	90.7%	7.0%	2.3%
Netcare	325	4.36	4.25	4.47	86.5%	6.5%	7.1%
North Central	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
Southeast	29	4.67	4.46	4.88	96.6%	3.4%	0.0%
<b>System</b>	<b>405</b>	<b>4.40</b>	<b>4.31</b>	<b>4.5</b>	<b>87.7%</b>	<b>6.2%</b>	<b>6.2%</b>

General Satisfaction							
Program Type:		Family Supports					
		95% Confidence Interval			Distribution of Responses		
Provider	Responses	Average Score	Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
CND	217	4.47	4.39	4.55	96.3%	2.8%	0.9%
Concord Counseling	13	4.64	4.21	5.00***	84.6%	15.4%	0.0%
LOSS	12	4.92**	4.73	5.00***	100.0%	0.0%	0.0%
MHAFC	10	4.37	3.88	4.85	90.0%	10.0%	0.0%
NAMI	23	4.62	4.26	4.97	95.7%	0.0%	4.3%
UMADAOP	51	4.85**	4.75	4.95	100.0%	0.0%	0.0%
<b>System</b>	<b>326</b>	<b>4.56</b>	<b>4.50</b>	<b>4.63</b>	<b>96.3%</b>	<b>2.8%</b>	<b>0.9%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

General Satisfaction							
Program Type:		Prevention					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	185	4.18**	4.06	4.30	78.4%	17.3%	4.3%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Columbus Health	845	4.47**	4.43	4.52	91.2%	7.5%	1.3%
CUL	324	4.03**	3.93	4.12	76.9%	18.5%	4.6%
CND	770	4.28	4.23	4.34	83.5%	12.9%	3.6%
CompDrug	100	4.72**	4.60	4.83	96.0%	3.0%	1.0%
Concord Counseling	232	4.20**	4.11	4.30	86.2%	11.6%	2.2%
DFYF	141	4.23	4.13	4.34	87.2%	12.8%	0.0%
Eastway	29	4.84**	4.71	4.97	100.0%	0.0%	0.0%
Maryhaven	*	*	*	*	*	*	*
NAMI	*	*	*	*	*	*	*
NCH	14	4.5	4.12	4.88	85.7%	14.3%	0.0%
North Central	*	*	*	*	*	*	*
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
PEER Center	*	*	*	*	*	*	*
Schottenstein Chabad House	*	*	*	*	*	*	*
Southeast	59	4.51	4.36	4.67	93.2%	6.8%	0.0%
SVFC	587	4.42	4.37	4.48	89.3%	8.9%	1.9%
Syntero	175	4.23	4.12	4.35	81.7%	16.0%	2.3%
UMADAOP	71	4.82**	4.73	4.91	98.6%	1.4%	0.0%
<b>System</b>	<b>3,544</b>	<b>4.35</b>	<b>4.32</b>	<b>4.37</b>	<b>86.6%</b>	<b>11.0%</b>	<b>2.3%</b>

\* denotes results not reported due to < 10 responses

\*\* denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain



ADAMH Consumer Satisfaction System Report – 2019

General Satisfaction							
Program Type:		Recovery Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CHOICES	*	*	*	*	*	*	*
Columbus Area	41	4.35	4.13	4.57	87.8%	12.2%	0.0%
CompDrug	31	4.54	4.29	4.78	87.1%	12.9%	0.0%
Concord Counseling	58	4.43	4.26	4.61	89.7%	8.6%	1.7%
MHAFC	60	4.57	4.39	4.74	95.0%	3.3%	1.7%
NCR	38	4.34	4.09	4.59	86.8%	7.9%	5.3%
North Central	41	4.78**	4.67	4.89	100.0%	0.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
PEER Center	203	4.46	4.35	4.56	91.6%	5.4%	3.0%
Southeast	47	4.42	4.24	4.60	91.5%	8.5%	0.0%
<b>System</b>	<b>527</b>	<b>4.48</b>	<b>4.42</b>	<b>4.53</b>	<b>91.5%</b>	<b>6.6%</b>	<b>1.9%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

General Satisfaction							
Program Type:		Adult Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	*	*	*	*	*	*	*
Alvis	83	3.86**	3.65	4.07	61.4%	30.1%	8.4%
CHOICES	99	4.86**	4.80	4.93	100.0%	0.0%	0.0%
Columbus Area	204	4.03**	3.93	4.14	81.4%	14.7%	3.9%
Columbus Health	35	4.27	4.02	4.52	88.6%	8.6%	2.9%
CND	66	4.51	4.37	4.65	95.5%	4.5%	0.0%
CompDrug	124	4.38	4.25	4.51	86.3%	11.3%	2.4%
Concord Counseling	228	4.74**	4.68	4.81	96.1%	3.5%	0.4%
DFYF	*	*	*	*	*	*	*
HOH	28	4.57	4.31	4.82	92.9%	3.6%	3.6%
Maryhaven	72	4.49	4.32	4.66	93.1%	5.6%	1.4%
MHAFC	25	4.67	4.43	4.91	96.0%	4.0%	0.0%
North Central	140	4.55	4.44	4.66	92.9%	6.4%	0.7%
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
Southeast	344	4.36**	4.29	4.44	89.5%	9.3%	1.2%
SVFC	*	*	*	*	*	*	*
Syntero	443	4.68**	4.63	4.74	95.7%	3.6%	0.7%
TV Twin Valley CSN	107	4.25**	4.09	4.41	86.0%	10.3%	3.7%
<b>System</b>	<b>2,012</b>	<b>4.47</b>	<b>4.44</b>	<b>4.50</b>	<b>90.4%</b>	<b>7.9%</b>	<b>1.7%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

General Satisfaction							
Program Type:		Youth Treatment					
		95% Confidence Interval			Distribution of Responses		
Provider	Responses	Average Score	Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	16	4.67	4.46	4.87	100.0%	0.0%	0.0%
Concord Counseling	60	4.79	4.70	4.89	100.0%	0.0%	0.0%
DFYF	23	4.77	4.59	4.94	100.0%	0.0%	0.0%
NCH	24	4.74	4.38	5.00***	95.8%	0.0%	4.2%
Southeast	*	*	*	*	*	*	*
SVFC	16	4.35	3.96	4.75	93.8%	0.0%	6.3%
Syntero	22	4.64	4.42	4.85	100.0%	0.0%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>169</b>	<b>4.69</b>	<b>4.60</b>	<b>4.77</b>	<b>97.6%</b>	<b>1.2%</b>	<b>1.2%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

Access

*The Access domain measures the consumer’s perception of access to the services they receive.*

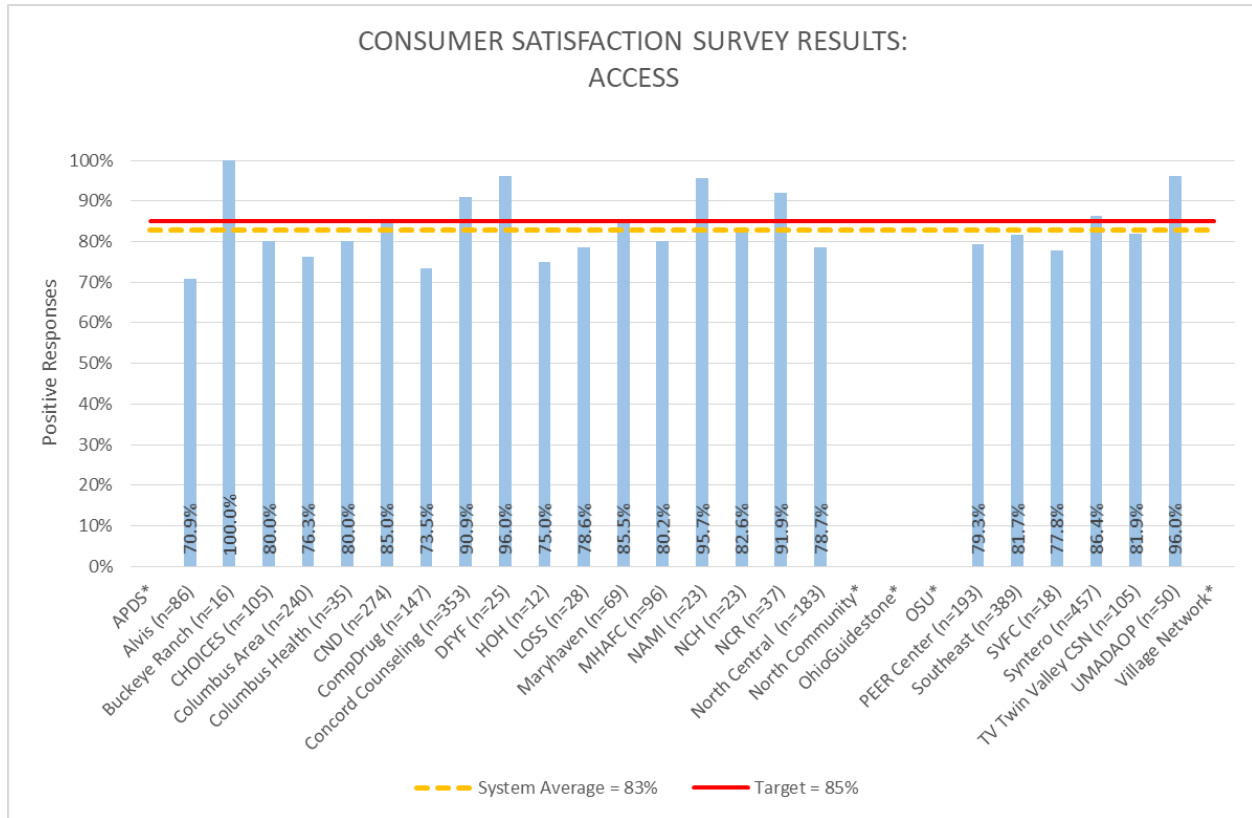
Access							
Program Type: Family Supports, Recovery Supports, Adult Treatment, Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	*	*	*	*	*	*	*
Alvis	86	4.07**	3.90	4.24	70.9%	26.7%	2.3%
Buckeye Ranch	16	4.56	4.29	4.84	100.0%	0.0%	0.0%
CHOICES	105	4.45	4.32	4.59	80.0%	19.0%	1.0%
Columbus Area	240	4.11**	4.02	4.19	76.3%	23.3%	0.4%
Columbus Health	35	4.27	3.98	4.56	80.0%	17.1%	2.9%
CND	274	4.40	4.31	4.48	85.0%	14.6%	0.4%
CompDrug	147	4.30	4.17	4.44	73.5%	25.9%	0.7%
Concord Counseling	353	4.55**	4.49	4.62	90.9%	8.8%	0.3%
DFYF	25	4.80**	4.63	4.97	96.0%	4.0%	0.0%
HOH	12	4.46	3.94	4.97	75.0%	25.0%	0.0%
LOSS	28	4.34	4.06	4.61	78.6%	21.4%	0.0%
Maryhaven	69	4.51	4.35	4.68	85.5%	14.5%	0.0%
MHAFC	96	4.33	4.19	4.47	80.2%	18.8%	1.0%
NAMI	23	4.54	4.25	4.84	95.7%	0.0%	4.3%
NCH	23	4.39	3.91	4.87	82.6%	8.7%	8.7%
NCR	37	4.42	4.24	4.60	91.9%	8.1%	0.0%
North Central	183	4.32	4.22	4.42	78.7%	20.8%	0.5%
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
PEER Center	193	4.30	4.18	4.42	79.3%	18.7%	2.1%
Southeast	389	4.28	4.20	4.35	81.7%	16.7%	1.5%
SVFC	18	4.25	3.76	4.74	77.8%	16.7%	5.6%
Syntero	457	4.48**	4.42	4.54	86.4%	12.7%	0.9%
TV Twin Valley CSN	105	4.22	4.07	4.38	81.9%	15.2%	2.9%
UMADAOP	50	4.82**	4.71	4.93	96.0%	4.0%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>2,974</b>	<b>4.37</b>	<b>4.34</b>	<b>4.40</b>	<b>83.0%</b>	<b>16.0%</b>	<b>1.0%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019



\*denotes results not reported due to < 10 responses

ADAMH Consumer Satisfaction System Report – 2019

Access							
Program Type:		Family Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
CND	215	4.44	4.35	4.53	87.9%	11.6%	0.5%
Concord Counseling	12	4.50	4.01	4.99	91.7%	8.3%	0.0%
LOSS	12	4.46	3.94	4.97	75.0%	25.0%	0.0%
MHAFC	11	3.86**	3.49	4.23	72.7%	27.3%	0.0%
NAMI	23	4.54	4.25	4.84	95.7%	0.0%	4.3%
UMADAOP	50	4.82**	4.71	4.93	96.0%	4.0%	0.0%
<b>System</b>	<b>323</b>	<b>4.49</b>	<b>4.42</b>	<b>4.56</b>	<b>88.9%</b>	<b>10.5%</b>	<b>0.6%</b>

Access							
Program Type:		Recovery Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CHOICES	*	*	*	*	*	*	*
Columbus Area	41	4.23	4.02	4.44	80.5%	19.5%	0.0%
CompDrug	30	4.57	4.30	4.83	83.3%	16.7%	0.0%
Concord Counseling	59	4.41	4.25	4.56	89.8%	10.2%	0.0%
MHAFC	61	4.41	4.23	4.59	82.0%	16.4%	1.6%
NCR	37	4.42	4.24	4.60	91.9%	8.1%	0.0%
North Central	41	4.37	4.15	4.59	78.0%	22.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
PEER Center	193	4.30	4.18	4.42	79.3%	18.7%	2.1%
Southeast	43	4.41	4.21	4.61	86.0%	14.0%	0.0%
<b>System</b>	<b>513</b>	<b>4.35</b>	<b>4.29</b>	<b>4.42</b>	<b>82.5%</b>	<b>16.6%</b>	<b>1.0%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

Access							
Program Type:		Adult Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	*	*	*	*	*	*	*
Alvis	83	4.05**	3.88	4.23	71.1%	26.5%	2.4%
CHOICES	97	4.48	4.34	4.62	80.4%	18.6%	1.0%
Columbus Area	199	4.08**	3.99	4.17	75.4%	24.1%	0.5%
Columbus Health	35	4.27	3.98	4.56	80.0%	17.1%	2.9%
CND	59	4.22	4.03	4.41	74.6%	25.4%	0.0%
CompDrug	117	4.24	4.08	4.39	70.9%	28.2%	0.9%
Concord Counseling	222	4.54**	4.45	4.63	88.7%	10.8%	0.5%
DFYF	*	*	*	*	*	*	*
HOH	28	4.34	4.06	4.61	78.6%	21.4%	0.0%
Maryhaven	69	4.51	4.35	4.68	85.5%	14.5%	0.0%
MHAFC	24	4.33	4.02	4.64	79.2%	20.8%	0.0%
North Central	142	4.31	4.19	4.42	78.9%	20.4%	0.7%
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
Southeast	342	4.25	4.17	4.34	81.0%	17.3%	1.8%
SVFC	*	*	*	*	*	*	*
Syntero	434	4.48**	4.42	4.54	86.2%	12.9%	0.9%
TV Twin Valley CSN	105	4.22	4.07	4.38	81.9%	15.2%	2.9%
<b>System</b>	<b>1,970</b>	<b>4.33</b>	<b>4.30</b>	<b>4.37</b>	<b>81.2%</b>	<b>17.7%</b>	<b>1.1%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

Access							
Program Type:		Youth Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	16	4.56	4.29	4.84	100.0%	0.0%	0.0%
Concord Counseling	60	4.76	4.66	4.86	100.0%	0.0%	0.0%
DFYF	22	4.86**	4.72	5.00***	100.0%	0.0%	0.0%
NCH	23	4.39	3.91	4.87	82.6%	8.7%	8.7%
Southeast	*	*	*	*	*	*	*
SVFC	17	4.38	3.95	4.81	82.4%	17.6%	0.0%
Syntero	23	4.41	4.13	4.69	91.3%	8.7%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>168</b>	<b>4.62</b>	<b>4.52</b>	<b>4.72</b>	<b>94.0%</b>	<b>4.8%</b>	<b>1.2%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain



**Provider Cultural Sensitivity**

*The Provider Cultural Sensitivity domain measures the consumer’s perception of cultural competency of the Provider.*

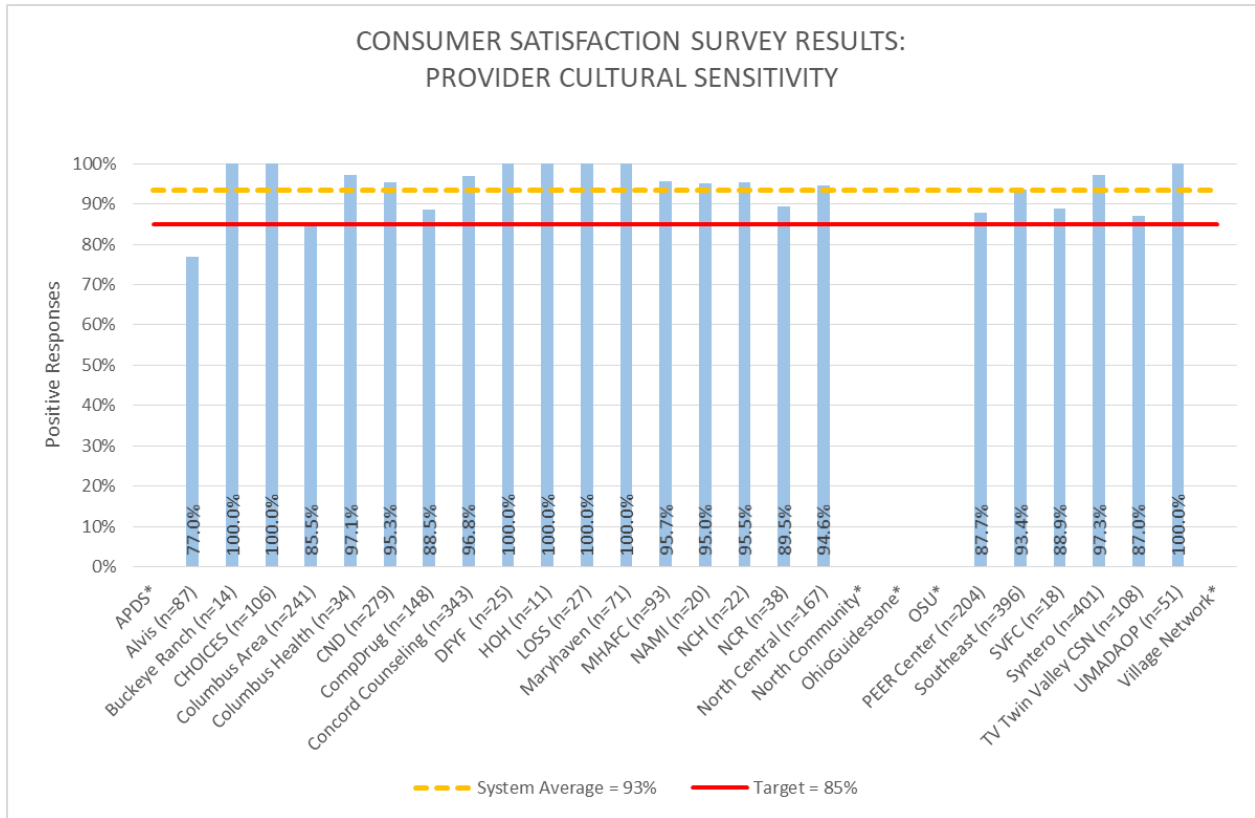
Provider Cultural Sensitivity							
Program Type:	Family Supports, Recovery Supports, Adult Treatment, Youth Treatment						
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	*	*	*	*	*	*	*
Alvis	87	4.15**	4.00	4.31	77.0%	23.0%	0.0%
Buckeye Ranch	14	4.75	4.52	4.98	100.0%	0.0%	0.0%
CHOICES	106	4.86**	4.80	4.93	100.0%	0.0%	0.0%
Columbus Area	241	4.18**	4.10	4.26	85.5%	14.1%	0.4%
Columbus Health	34	4.57	4.38	4.75	97.1%	2.9%	0.0%
CND	279	4.56	4.49	4.62	95.3%	4.3%	0.4%
CompDrug	148	4.48	4.37	4.60	88.5%	8.8%	2.7%
Concord Counseling	343	4.75**	4.70	4.80	96.8%	2.6%	0.6%
DFYF	25	4.90**	4.78	5.00***	100.0%	0.0%	0.0%
HOH	11	4.97**	4.90	5.00***	100.0%	0.0%	0.0%
LOSS	27	4.72	4.57	4.88	100.0%	0.0%	0.0%
Maryhaven	71	4.68	4.57	4.79	100.0%	0.0%	0.0%
MHAFC	93	4.67	4.56	4.77	95.7%	4.3%	0.0%
NAMI	20	4.70	4.47	4.93	95.0%	5.0%	0.0%
NCH	22	4.73	4.34	5.00***	95.5%	0.0%	4.5%
NCR	38	4.43	4.22	4.64	89.5%	10.5%	0.0%
North Central	167	4.65	4.56	4.74	94.6%	4.2%	1.2%
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
PEER Center	204	4.46	4.35	4.57	87.7%	9.3%	2.9%
Southeast	396	4.51	4.45	4.57	93.4%	5.3%	1.3%
SVFC	18	4.34	3.82	4.85	88.9%	5.6%	5.6%
Syntero	401	4.78**	4.73	4.83	97.3%	1.7%	1.0%
TV Twin Valley CSN	108	4.35**	4.20	4.51	87.0%	10.2%	2.8%
UMADAOP	51	4.78**	4.69	4.88	100.0%	0.0%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>2,915</b>	<b>4.58</b>	<b>4.55</b>	<b>4.60</b>	<b>93.3%</b>	<b>5.7%</b>	<b>1.0%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019



\*denotes results not reported due to < 10 responses

ADAMH Consumer Satisfaction System Report – 2019

Provider Cultural Sensitivity							
Program Type:		Family Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
CND	217	4.54	4.47	4.62	94.9%	4.6%	0.5%
Concord Counseling	12	4.73	4.40	5.00***	91.7%	8.3%	0.0%
LOSS	11	4.97**	4.90	5.00***	100.0%	0.0%	0.0%
MHAFC	10	4.13**	3.71	4.54	90.0%	10.0%	0.0%
NAMI	20	4.70	4.47	4.93	95.0%	5.0%	0.0%
UMADAOP	51	4.78**	4.69	4.88	100.0%	0.0%	0.0%
<b>System</b>	<b>321</b>	<b>4.60</b>	<b>4.54</b>	<b>4.66</b>	<b>95.6%</b>	<b>4.0%</b>	<b>0.3%</b>

Provider Cultural Sensitivity							
Program Type:		Recovery Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CHOICES	*	*	*	*	*	*	*
Columbus Area	39	4.28	4.07	4.48	84.6%	15.4%	0.0%
CompDrug	30	4.62	4.37	4.87	93.3%	3.3%	3.3%
Concord Counseling	59	4.60	4.47	4.74	93.2%	6.8%	0.0%
MHAFC	57	4.72**	4.59	4.84	94.7%	5.3%	0.0%
NCR	38	4.43	4.22	4.64	89.5%	10.5%	0.0%
North Central	36	4.85**	4.73	4.97	100.0%	0.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
PEER Center	204	4.46	4.35	4.57	87.7%	9.3%	2.9%
Southeast	46	4.44	4.25	4.63	91.3%	8.7%	0.0%
<b>System</b>	<b>517</b>	<b>4.52</b>	<b>4.47</b>	<b>4.58</b>	<b>90.7%</b>	<b>7.9%</b>	<b>1.4%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

Provider Cultural Sensitivity							
Program Type:		Adult Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
APDS	*	*	*	*	*	*	*
Alvis	83	4.13**	3.97	4.30	75.9%	24.1%	0.0%
CHOICES	98	4.89**	4.84	4.95	100.0%	0.0%	0.0%
Columbus Area	202	4.16**	4.07	4.25	85.6%	13.9%	0.5%
Columbus Health	34	4.57	4.38	4.75	97.1%	2.9%	0.0%
CND	62	4.60	4.49	4.72	96.8%	3.2%	0.0%
CompDrug	118	4.45	4.32	4.58	87.3%	10.2%	2.5%
Concord Counseling	216	4.77**	4.71	4.84	97.2%	1.9%	0.9%
DFYF	*	*	*	*	*	*	*
HOH	27	4.72	4.57	4.88	100.0%	0.0%	0.0%
Maryhaven	71	4.68	4.57	4.79	100.0%	0.0%	0.0%
MHAFC	26	4.76	4.59	4.92	100.0%	0.0%	0.0%
North Central	130	4.59	4.48	4.70	93.1%	5.4%	1.5%
North Community	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
OSU	*	*	*	*	*	*	*
Southeast	346	4.51	4.45	4.58	93.6%	4.9%	1.4%
SVFC	*	*	*	*	*	*	*
Syntero	383	4.78**	4.72	4.83	97.1%	1.8%	1.0%
TV Twin Valley CSN	108	4.35**	4.20	4.51	87.0%	10.2%	2.8%
<b>System</b>	<b>1,919</b>	<b>4.57</b>	<b>4.54</b>	<b>4.60</b>	<b>93.2%</b>	<b>5.7%</b>	<b>1.1%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019

Provider Cultural Sensitivity							
Program Type:		Youth Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	14	4.75	4.52	4.98	100.0%	0.0%	0.0%
Concord Counseling	56	4.83	4.74	4.93	100.0%	0.0%	0.0%
DFYF	22	4.93	4.83	5.00***	100.0%	0.0%	0.0%
NCH	22	4.73	4.34	5.00***	95.5%	0.0%	4.5%
North Central	*	*	*	*	*	*	*
Southeast	*	*	*	*	*	*	*
SVFC	17	4.53	4.21	4.86	94.1%	5.9%	0.0%
Syntero	18	4.86	4.69	5.00***	100.0%	0.0%	0.0%
Village Network	*	*	*	*	*	*	*
<b>System</b>	<b>158</b>	<b>4.79</b>	<b>4.72</b>	<b>4.87</b>	<b>98.7%</b>	<b>0.6%</b>	<b>0.6%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

**Social Connectedness**

*The Social Connectedness domain measures the consumer’s perception of social connectedness.*

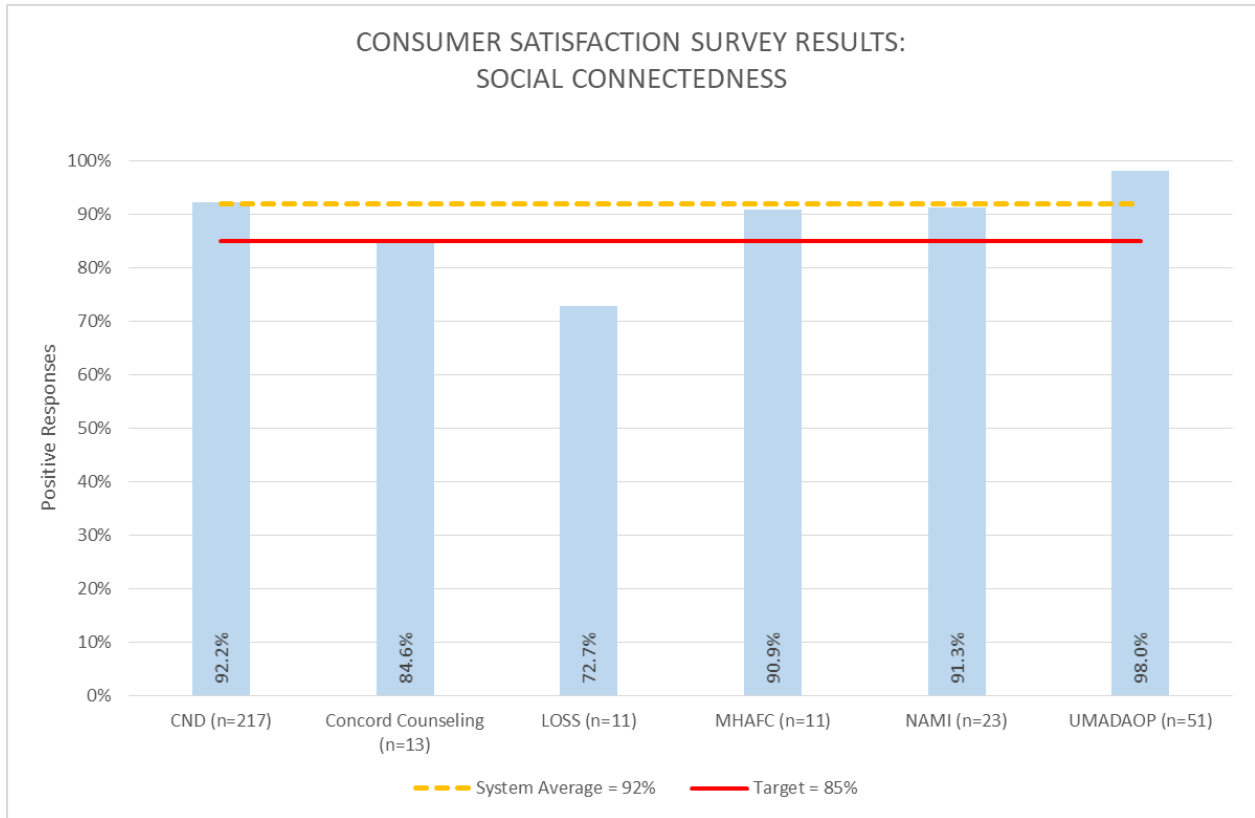
Social Connectedness							
Program Type:		Family Supports					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
CND	217	4.45	4.37	4.53	92.2%	7.4%	0.5%
Concord Counseling	13	4.54	4.13	4.95	84.6%	15.4%	0.0%
LOSS	11	4.20	3.60	4.80	72.7%	18.2%	9.1%
MHAFC	11	4.39	4.06	4.72	90.9%	9.1%	0.0%
NAMI	23	4.59	4.32	4.86	91.3%	8.7%	0.0%
UMADAOP	51	4.57	4.43	4.71	98.0%	2.0%	0.0%
<b>System</b>	<b>326</b>	<b>4.47</b>	<b>4.41</b>	<b>4.54</b>	<b>92.0%</b>	<b>7.4%</b>	<b>0.6%</b>

\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain

ADAMH Consumer Satisfaction System Report – 2019



\*denotes results not reported due to < 10 responses

**Housing Satisfaction**

*The Housing Satisfaction domain measures the consumer’s perception of stability within the housing that they live in.*

Housing Satisfaction							
Program Type:		Housing					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	44	3.59**	3.39	3.79	50.0%	40.9%	9.1%
CHN	348	3.72	3.63	3.80	63.5%	27.6%	8.9%
Huckleberry House	*	*	*	*	*	*	*
NCR	64	4.40**	4.28	4.51	100.0%	0.0%	0.0%
North Central	33	3.91	3.73	4.09	81.8%	15.2%	3.0%
North Community	*	*	*	*	*	*	*
Southeast	32	4.70**	4.44	4.96	96.9%	0.0%	3.1%
<b>System</b>	<b>521</b>	<b>3.86</b>	<b>3.80</b>	<b>3.93</b>	<b>70.1%</b>	<b>22.8%</b>	<b>7.1%</b>

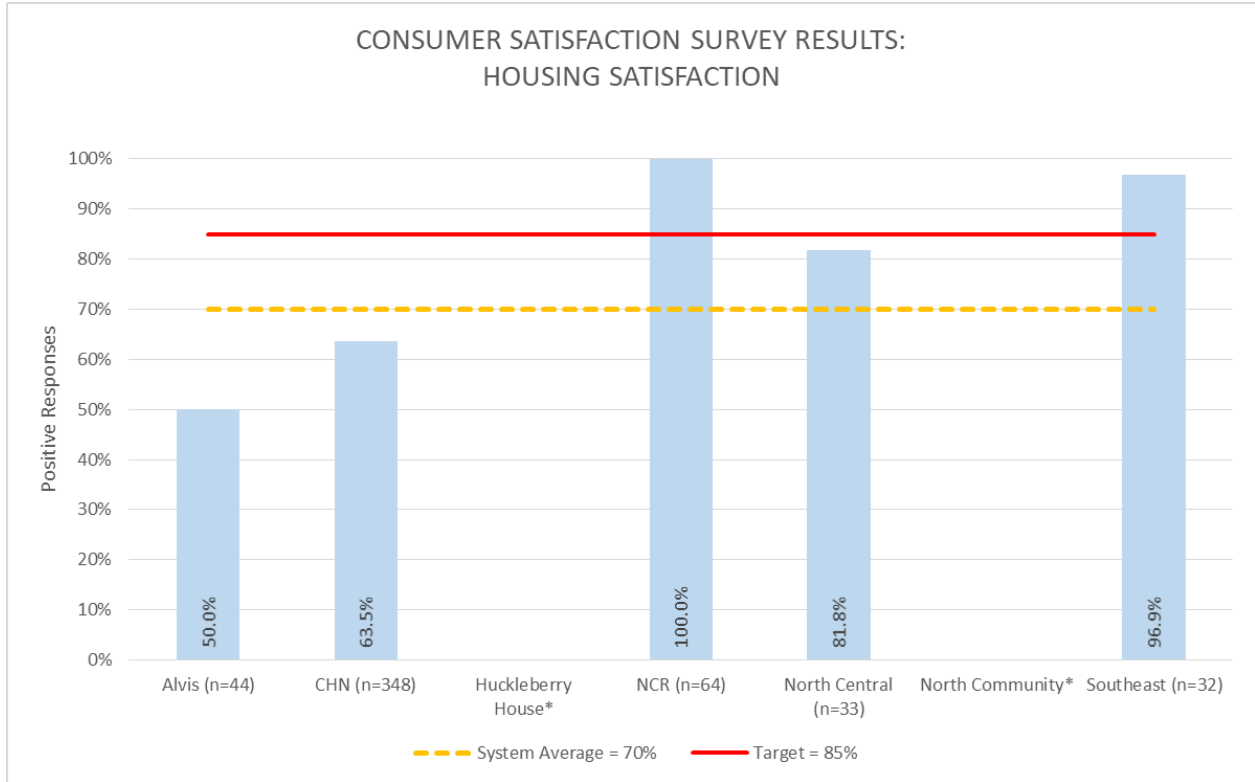
\*denotes results not reported due to < 10 responses

\*\*denotes average score is significantly different from the system average (p < 0.05)

\*\*\*denotes rounded down to 5.00, max score for domain



ADAMH Consumer Satisfaction System Report – 2019



\*denotes results not reported due to < 10 responses

## **Appendix 1: Sample Questions**

(NOTE: different survey types may have had edited wording for the program/consumer type)

### **General Satisfaction**

- *I like the services that I receive at my provider.*
- *If I had other choices, I would still get services from my provider.*
- *I would recommend my provider to a friend or family member.*

### **Access**

- *The location of services is convenient.*
- *Services are available at times that were good for me.*

### **Provider Cultural Sensitivity**

- *Staff treat me with respect.*
- *Staff respect my religious/spiritual beliefs.*
- *Staff speak with me in a way that I understand.*
- *Staff are sensitive to my cultural/ethnic background.*

### **Social Connectedness**

- *I know people who will listen and understand me when I need to talk.*
- *I have people I'm comfortable talking with about my family member's problems.*
- *In a crisis, I would have the support I need from family or friends.*
- *I have people with whom I can do enjoyable things.*

### **Housing**

- *My housing is affordable.*
- *I helped choose the place I live.*
- *I feel safe in my neighborhood.*
- *I live close to shopping, public transportation, etc.*
- *I live close to family and friends.*
- *I can control who comes into my personal living space.*
- *I am satisfied with the amount of privacy I have.*
- *I have opportunities to socialize in the place I live.*
- *It doesn't take long to get repairs done where I live.*
- *I feel comfortable with the safety and security of my building.*
- *The condition (state of repair) of my housing is good.*
- *I live close to churches, parks, community centers, etc.*
- *There is no limit to how long I can live here.*
- *If I had other choices, I would still live here.*
- *I receive the right amount of help and support to live here.*

**Appendix 2: Selected Programs**

Provider	Selected Program	Survey Type
APDS	Freedom from Abusive Relationships	Prevention
APDS	General Claims	Treatment
APDS	SMART Summer Day Camp	Prevention
Alvis	Residential & Peer Support	Housing
Alvis	SummerQuest	Prevention
Alvis	Wellness Pilot	Recovery Supports
Alvis	Women's Treatment	Treatment
Buckeye Ranch	FFT	Treatment
Buckeye Ranch	General Claims	Treatment
Buckeye Ranch	MST	Treatment
Buckeye Ranch	Somali Popln	Prevention
CHOICES	Community Advocacy	Recovery Supports
CHOICES	General Claims	Treatment
Columbus Area	AOD Recovery Coach	Recovery Supports
Columbus Area	Client Benefit Coordinator	Treatment
Columbus Area	General Claims	Treatment
Columbus Area	MH Court Pilot Project	Treatment
Columbus Health	Community Prevention	Prevention
Columbus Health	CPH Afterschool/Summer	Prevention
Columbus Health	General Claims	Treatment
Columbus Health	HIV EIS	Prevention
Columbus Health	Immigrant Women's Support Groups	Prevention
Columbus Health	Outreach/Engagement	Treatment
Columbus Health	Prevention and Wellness – Evidence based Prevention	Prevention
Columbus Health	Prevention and Wellness – Prevention in Schools	Prevention
Columbus Health	REAL Life-Columbus Parks and Rec. Centers	Prevention
Columbus Health	Sage	Prevention
Columbus Health	School based-Columbus Public-YES/Success	Prevention
Columbus Urban League	School Based - Columbus Public: Project Survival	Prevention
Columbus Urban League	Workforce Development Services	Prevention
Community for New Direction	After School	Prevention
Community for New Direction	AoD Outreach	Prevention
Community for New Direction	Community Navigator Program	Treatment
Community for New Direction	Faith-Based Parenting Program	Family Supports Prevention
Community for New Direction	General Claims	Treatment

ADAMH Consumer Satisfaction System Report – 2019

Provider	Selected Program	Survey Type
Community for New Direction	Native American Indians	Prevention
Community for New Direction	Opiate Near Eastside Community Connectors	Treatment
Community for New Direction	Recovery Residence Level III - Supportive Services	Treatment
Community for New Direction	School Based - Columbus Public: In-School	Prevention
Community for New Direction	School Based - Columbus Public: Mentoring	Prevention
Community for New Direction	Summer Day Camp	Prevention
Community for New Direction	Summer Project	Prevention
Community Housing Network	Permanent Supportive Housing - Engagement Specialists	Housing
Community Housing Network	Permanent Supportive Housing - Housing Retention	Housing
CompDrug	Addiction Treatment Program - ATP	Treatment
CompDrug	General Claims	Treatment
CompDrug	HIV	Prevention
CompDrug	MAT Outreach, Engagement & Education	Prevention
CompDrug	Naloxone Overdose Reversal	Recovery Supports
CompDrug	Outreach & Engagement for Pregnant Women	Treatment
CompDrug	Patient Support Services	Recovery Supports
CompDrug	Positive Peer	Prevention
CompDrug	Post Incarceration Vivitrol Treatment	Treatment
CompDrug	Primary Prevention Youth-Led Initiative	Prevention
CompDrug	Safepoint Treatment Counselor Program	Prevention
CompDrug	Senior Sense	Prevention
CompDrug	Support Services During Pregnancy	Recovery Supports
Concord Counseling	Acute Support Services	Crisis
Concord Counseling	Family Support Funds (Respite)	Family Supports
Concord Counseling	General Claims	Treatment
Concord Counseling	Pathway Club House	Recovery Supports
Concord Counseling	School based - Gahanna-Jefferson City	Prevention
Concord Counseling	School based - New Albany-Plain Local Schools	Prevention
Concord Counseling	School based - Westerville City	Prevention
Concord Counseling	School based -Groveport Madison	Prevention
Concord Counseling	Supported Employment	Recovery Supports
Concord Counseling	Supportive Housing	Recovery Supports
Concord Counseling	Vocational Services	Recovery Supports
Directions for Youth and Families	General Claims	Treatment
Directions for Youth and Families	School Based - Columbus Public: Lifeskills Northside Grant	Prevention

ADAMH Consumer Satisfaction System Report – 2019

Provider	Selected Program	Survey Type
Directions for Youth and Families	School based - South-Western City	Prevention
Directions for Youth and Families	Youth Center Programming	Prevention
Eastway	YWCA Family Shelter	Prevention
Franklin County Local Outreach to Suicide Survivors (LOSS)	Franklin County LOSS Team	Family Supports
House of Hope	General Claims	Treatment
House of Hope	Reeb Avenue Expansion	Treatment
House of Hope	Stevens House	Treatment
Huckleberry House	General Claims	Housing
Maryhaven	Addiction Treatment Program - ATP	Treatment
Maryhaven	ASC – Subsidy	Treatment
Maryhaven	Engagement Center	Crisis
Maryhaven	Gamb. Comm Rel/Coalitions	Prevention
Maryhaven	General Claims	Treatment
Maryhaven	Post Incarceration Vivitrol Treatment	Treatment
Maryhaven	Problem Gambling Treatment	Treatment
Maryhaven	Stable Cradle	Treatment
Maryhaven	SUD Admission and Triage	Crisis
MHAFC	Pro Bono Counseling	Treatment
MHAFC	Support Program	Family Supports Recovery Supports
NAMI Franklin County	Ending the Silence	Prevention
NAMI Franklin County	Mentor Program	Family Supports
NAMI Franklin County	MH Pv SMD (everything but Peer to Peer)	Family Supports
Nationwide Children’s Hospital	Assessors-BHJJ	Treatment
Nationwide Children’s Hospital	Crisis Line	Crisis
Nationwide Children’s Hospital	Crisis Support	Crisis
Nationwide Children’s Hospital	ECMH	Prevention (March) Exempt (July)
Nationwide Children’s Hospital	General Claims	Treatment
Nationwide Children’s Hospital	Inpatient Hospitalization	Crisis
Nationwide Children’s Hospital	School Based - Columbus Public	Prevention
Nationwide Children’s Hospital	School based -Bexley City	Prevention
Nationwide Children’s Hospital	School based -Canal Winchester Local	Prevention
Nationwide Children’s Hospital	Youth Crisis Services Unit - Franklin County	Crisis
NCR	Resident Liaison	Housing
NCR	Van Buren Village Supporting Services	Recovery Supports
Netcare	ADAMH Crisis Pilot	Crisis
Netcare	Medicaid Crisis Pilot	Crisis
Netcare	Crisis Encounter Data Pilot	Crisis
North Central	Acute Support Services	Crisis

ADAMH Consumer Satisfaction System Report – 2019

Provider	Selected Program	Survey Type
North Central	Fowler - Dual Dx	Treatment
North Central	General Claims	Treatment
North Central	Hotline	Prevention
North Central	IDDT/ACT Initiative	Treatment
North Central	LGBTQ Care	Treatment
North Central	LGBTQ Stonewall Wellness/Support	Recovery Supports
North Central	Mental Health Court	Treatment
North Central	MH Court Pilot Project	Treatment
North Central	Residential - Next Generation Homes (5 homes)	Housing
North Central	Residential - Norwich	Treatment
North Community	Acute Support Services	Crisis
North Community	General Claims	Treatment
North Community	Residential - Next Generation Homes (4 homes)	Housing
North Community	School Based - Columbus Public	Prevention
North Community	School based - Worthington City	Prevention
OSU	General Claims	Treatment
OSU	Harding	Crisis
OSU	Inpatient Hospital Care – Medically Fragile Adults	Crisis
OSU	Inpatient Hospital Care – Youth	Crisis
OhioGuidestone	Addiction Treatment Program - ATP	Recovery Supports
OhioGuidestone	Alternative Peer Group Services	Recovery Supports
OhioGuidestone	General Claims	Treatment
OhioGuidestone	Post Incarceration Vivitrol Treatment	Treatment
OhioGuidestone	School based - Hamilton Local	Prevention
OhioGuidestone	School based - Whitehall City	Prevention
PEER Center	The PEER Center	Recovery Supports
PEER Center	Warm Line	Prevention
Schottenstein Chabad House	Friendship Circle	Prevention
Schottenstein Chabad House	LifeTown	Prevention
Southeast	Acute Support Services	Crisis
Southeast	Addiction Treatment Program - ATP	Treatment
Southeast	Bridge to Success Transitional Housing	Housing
Southeast	Expedited Benefits Coordinator	Treatment
Southeast	Flex Funding	Recovery Supports
Southeast	General Claims	Treatment
Southeast	IDDT/ACT (E-HITS)	Treatment
Southeast	IDDT/ACT - SHINE	Treatment
Southeast	IDDT/ACT-CJ	Treatment

ADAMH Consumer Satisfaction System Report – 2019

Provider	Selected Program	Survey Type
Southeast	Integrated Primary and BH Care	Treatment
Southeast	Jail Liaison Team	Treatment
Southeast	MH Court Pilot Project	Treatment
Southeast	Mobile Opiate Response Teams	Crisis
Southeast	Momentum 4 Life	Prevention
Southeast	Narcan Education Program	Prevention
Southeast	Outreach and Engagement	Treatment
Southeast	PATH	Treatment
Southeast	Post Incarceration Vivitrol Treatment	Treatment
Southeast	Project Work	Recovery Supports
Southeast	Recovery Works	Recovery Supports
Southeast	Reeb Avenue Center Partnership	Treatment
Southeast	Residential - Carpenter - Dual Dx	Treatment
Southeast	Residential - Kendall Manor	Housing
Southeast	Residential - Redmond	Treatment
Southeast	School based - Reynoldsburg City	Prevention
Southeast	Southside Prevention - CARS	Prevention
Southeast	Southside Prevention - YES	Prevention
Southeast	U.A. Mayor's Drug Court	Treatment
Southeast	Wellness Program Options	Prevention
Southeast	Youth Alternatives	Prevention
St. Vincent	Camp	Prevention
St. Vincent	ECMH Consultation	Prevention (March) Exempt (July)
St. Vincent	General Claims	Treatment
St. Vincent	School Based - Columbus Public	Prevention
Syntero	Community Based	Prevention
Syntero	General Claims	Treatment
Syntero	HIV	Prevention
Syntero	School based -Dublin City	Prevention
Syntero	School based -Grandview Heights	Prevention
Syntero	School based -Hilliard City	Prevention
Syntero	School based -Upper Arlington City	Prevention
Syntero	Youth Mentoring	Prevention
Twin Valley	General Claims	Treatment
Twin Valley	Home Based Recovery Services	Treatment
Twin Valley	IDDT/ACT (Court)	Treatment
Twin Valley	IDDT/ACT Initiative	Treatment
UMADAOP	Circle of Recovery	Prevention

ADAMH Consumer Satisfaction System Report – 2019

Provider	Selected Program	Survey Type
UMADAOP	Enhanced Community Based Program	Family Supports Prevention
UMADAOP	UMADAOP Funds	Prevention
Village Network	General Claims	Treatment
Village Network	Reception Center - Early Intervention Juvenile Justice	Treatment