



Client Satisfaction Survey Results 2020

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ADAMH Client Satisfaction System Report – 2020

Each year, the Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County conducts a survey of clients to gauge satisfaction with ADAMH-funded services. ADAMH fields eight survey questionnaires which were adapted from the Mental Health Statistics Improvement Program (MHSIP) adult and family/youth surveys and supplemental surveys used by the Ohio Department of Mental Health and Addiction Services. The questionnaires do not collect identifying information and are therefore anonymous. Each questionnaire includes one or more domains designed to measure different aspects of clients' perceptions of services received. The matrix below specifies the versions of the questionnaire and identifies the domains measured on each version.

Survey Type	General Satisfaction	Access	Provider Cultural Sensitivity	Housing Satisfaction	Social Connectedness
Adult Crisis	X				
Youth Crisis	X				
Family Supports	X	X	X		X
Housing				X	
Prevention	X				
Recovery Supports	X	X	X		
Adult Treatment	X	X	X		
Youth Treatment	X	X	X		

The 2020 survey occurred during the month of March. There are typically two survey periods per year, but due to the COVID-19 pandemic, the second survey period planned for July 2020 was canceled. Prior to the survey period, ADAMH released guidance to providers in the ADAMH network regarding the version(s) of the survey applicable to the providers' funded services. A list of participating services/allocation lines and their associated questionnaire versions is presented in [Appendix 2](#). During the survey period, providers distributed the survey by handing out a questionnaire, brief instructions, and a postage-paid envelope or postcard to ADAMH clients. Clients were then encouraged to complete and return the questionnaires by mail to ADAMH. In 2020, clients returned a total of 2,248 questionnaires. This is a 70% decrease compared to the response rates in 2019, which can likely be attributed to pandemic-related shutdown orders that went into effect midway through the first survey period and the cancellation of the second survey period. Providers were unable to distribute as many questionnaires due to office closures.

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Each item on the questionnaire consists of a positively worded statement with five scored response options ranging from Strongly Disagree (1) to Strongly Agree (5) and a sixth option, “Does Not Apply,” which does not have an associated score. Sample questions in each domain are presented in [Appendix 1](#). At least two-thirds of the items in a domain must have a scored response for the response to be considered valid. A survey is also considered invalid if the questionnaire version does not align to any of the service types offered by the specified provider (for example, a Housing questionnaire is returned about a provider that does not offer ADAMH-funded housing services). In 2020, 1.6% of surveys (n=36) were invalid for this reason and are not included in this report.

To protect client privacy, a minimum of 10 valid responses are needed before reporting results for a provider and service 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 results for the system overall. Due to the low response rates in 2020, we are unable to report on some of the service types and domains. The Youth Crisis questionnaire does not appear in any tables below because no responses were received. Ten responses were received for the Family Supports questionnaire; as such, only system-level results are reported. In addition, provider cultural sensitivity and social connectedness domains are not reported for Family Supports because skipped items resulted in fewer than 10 valid responses.

For each domain, average (mean) scores can range from 1 to 5, where higher values indicate greater satisfaction/more favorable perceptions of clients’ 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. Providers’ scores are compared to the system total with a simple statistical test of difference of means using the Student’s t-distribution (95% confidence). Instances of statistically significant comparisons are noted in the tables. For all service types and domains of client satisfaction, the target is 85% positive responses.

The following sections cover each domain with sufficient response rates, starting with a table of system total results for the domain and a chart comparing performance to the 85% target. Subsequent tables focus on each service type relevant to the domain.

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General Satisfaction

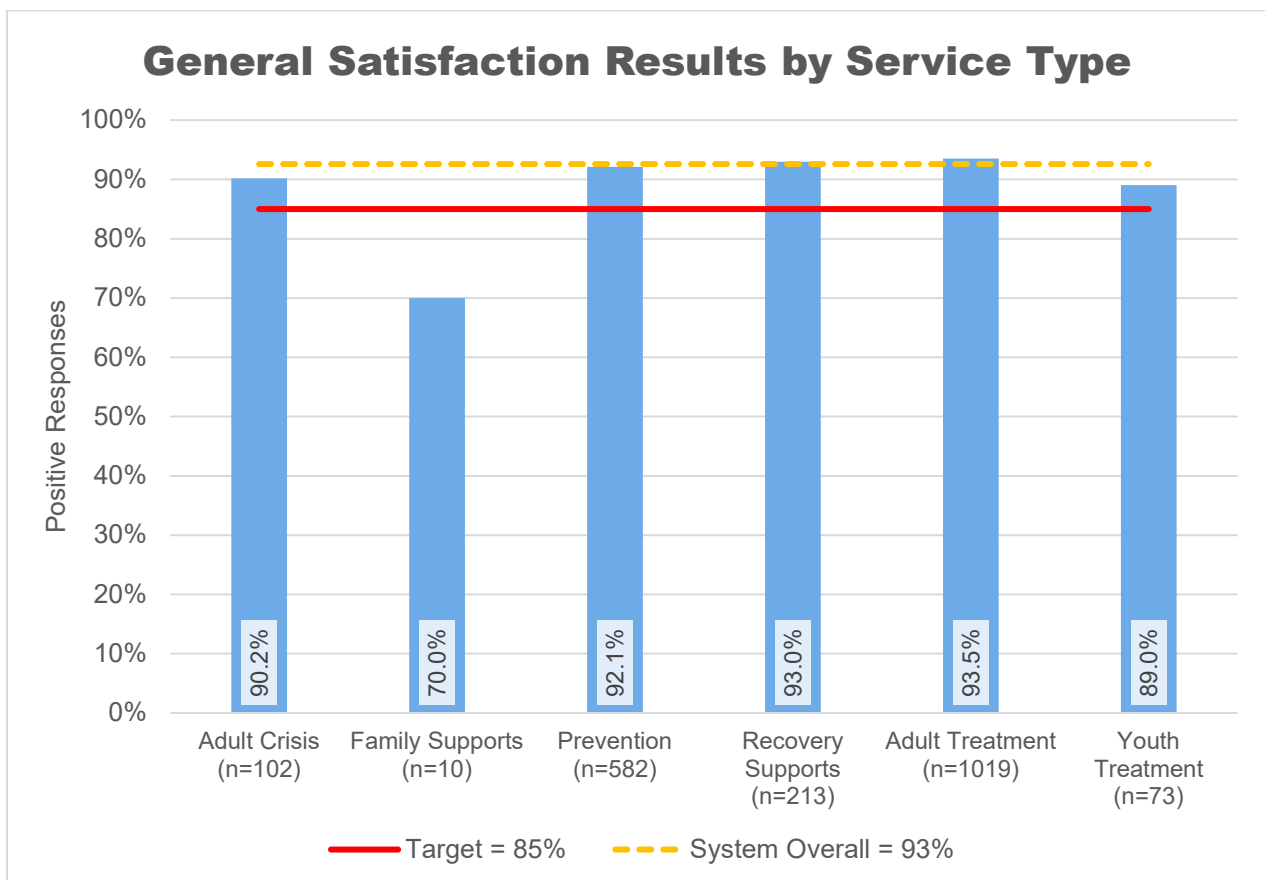
The General Satisfaction domain measures the client's perception of overall satisfaction with the services they receive.

General Satisfaction							
Service Type	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Adult Crisis	102	4.39	4.21	4.57	90.2%	4.9%	4.9%
Family Supports	10	3.97	2.73	5.00***	70.0%	10.0%	20.0%
Prevention	582	4.52	4.46	4.57	92.1%	6.4%	1.5%
Recovery Supports	213	4.53	4.44	4.62	93.0%	6.1%	0.9%
Adult Treatment	1,019	4.54	4.50	4.58	93.5%	4.8%	1.7%
Youth Treatment	73	4.47	4.31	4.63	89.0%	9.6%	1.4%
System	1,999	4.52	4.49	4.55	92.6%	5.6%	1.8%

*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 Client Satisfaction System Report – 2020

The following table summarizes General Satisfaction results by provider across all applicable service types.

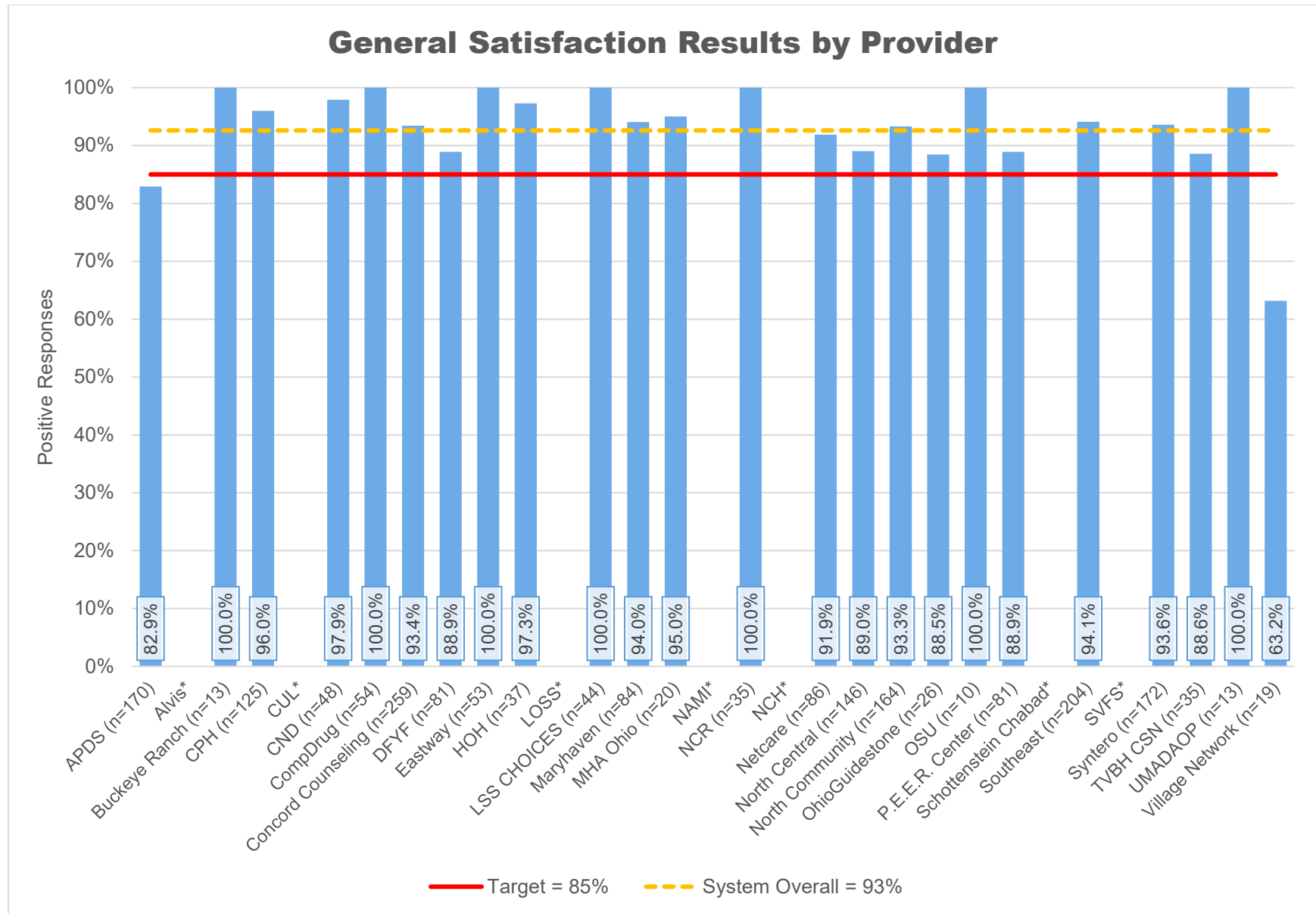
General Satisfaction							
Service Types: Adult Crisis, Family Supports, Prevention, Recovery Supports, Adult Treatment, Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop (APDS)	170	4.35**	4.23	4.48	82.9%	14.7%	2.4%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.67	4.41	4.93	100.0%	0.0%	0.0%
Columbus Public Health (CPH)	125	4.69**	4.60	4.77	96.0%	4.0%	0.0%
Columbus Urban League (CUL)	*	*	*	*	*	*	*
Community for New Direction (CND)	48	4.65	4.51	4.78	97.9%	2.1%	0.0%
CompDrug	54	4.73**	4.62	4.85	100.0%	0.0%	0.0%
Concord Counseling Services	259	4.55	4.46	4.64	93.4%	3.9%	2.7%
Directions for Youth & Families (DFYF)	81	4.34**	4.20	4.49	88.9%	11.1%	0.0%
Eastway Behavioral Healthcare	53	4.77**	4.66	4.88	100.0%	0.0%	0.0%
House of Hope (HOH)	37	4.51	4.34	4.69	97.3%	2.7%	0.0%
LOSS Community Services	*	*	*	*	*	*	*
LSS CHOICES	44	4.86**	4.74	4.97	100.0%	0.0%	0.0%
Maryhaven	84	4.51	4.37	4.66	94.0%	3.6%	2.4%
Mental Health America of Ohio (MHA Ohio)	20	4.73	4.52	4.95	95.0%	5.0%	0.0%
National Alliance on Mental Illness (NAMI)	*	*	*	*	*	*	*
National Church Residences (NCR)	35	4.93**	4.85	5.00***	100.0%	0.0%	0.0%
Nationwide Children's Hospital (NCH)	*	*	*	*	*	*	*
Netcare Access	86	4.46	4.28	4.64	91.9%	4.7%	3.5%
North Central Mental Health Services	146	4.44	4.33	4.56	89.0%	8.9%	2.1%
North Community Counseling Centers	164	4.48	4.35	4.61	93.3%	3.0%	3.7%
Ohio State University Hospitals (OSU)	26	4.33	3.91	4.76	88.5%	3.8%	7.7%
OhioGuidestone	10	4.67	4.33	5.00	100.0%	0.0%	0.0%
P.E.E.R. Center	81	4.45	4.31	4.60	88.9%	11.1%	0.0%
Schottenstein Chabad House	*	*	*	*	*	*	*
Southeast Healthcare	204	4.43	4.34	4.52	94.1%	4.4%	1.5%
St. Vincent Family Services (SVFS)	*	*	*	*	*	*	*
Syntero	172	4.57	4.48	4.67	93.6%	4.1%	2.3%
Twin Valley Community Support Network (TVBH CSN)	35	4.41	4.13	4.68	88.6%	8.6%	2.9%
UMADAOP of Franklin County	13	4.51	4.32	4.71	100.0%	0.0%	0.0%
Village Network	19	3.75**	3.37	4.12	63.2%	31.6%	5.3%
System	1,999	4.52	4.49	4.55	92.6%	5.6%	1.8%

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ADAMH Client Satisfaction System Report – 2020

The following tables summarize General Satisfaction results for each provider by service type.

General Satisfaction							
Service Type: Adult Crisis							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Community for New Direction	*	*	*	*	*	*	*
Concord Counseling Services	*	*	*	*	*	*	*
Maryhaven	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
Netcare Access	86	4.46	4.28	4.64	91.9%	4.7%	3.5%
North Central Mental Health Services	*	*	*	*	*	*	*
North Community Counseling Centers	*	*	*	*	*	*	*
Ohio State University Hospitals	*	*	*	*	*	*	*
Southeast Healthcare	*	*	*	*	*	*	*
System	102	4.39	4.21	4.57	90.2%	4.9%	4.9%

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General Satisfaction							
Service Type: Family Supports							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	*	*	*	*	*	*	*
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Community for New Direction	*	*	*	*	*	*	*
Concord Counseling Services	*	*	*	*	*	*	*
Directions for Youth & Families	*	*	*	*	*	*	*
LOSS Community Services	*	*	*	*	*	*	*
Mental Health America of Ohio	*	*	*	*	*	*	*
National Alliance on Mental Illness (NAMI)	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
UMADAOP of Franklin County	*	*	*	*	*	*	*
System	10	3.97	2.73	5.00***	70.0%	10.0%	20.0%

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ADAMH Client Satisfaction System Report – 2020

General Satisfaction							
Service Type: Prevention							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	86	4.29	4.09	4.48	81.4%	15.1%	3.5%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Columbus Public Health	103	4.74**	4.67	4.82	98.1%	1.9%	0.0%
Columbus Urban League	*	*	*	*	*	*	*
Community for New Direction	21	4.71	4.52	4.91	100.0%	0.0%	0.0%
CompDrug	27	4.90**	4.80	5.00	100.0%	0.0%	0.0%
Concord Counseling Services	110	4.51	4.38	4.63	91.8%	6.4%	1.8%
Directions for Youth & Families	62	4.19**	4.03	4.35	85.5%	14.5%	0.0%
Eastway Behavioral Healthcare	53	4.77**	4.66	4.88	100.0%	0.0%	0.0%
Maryhaven	28	4.46	4.22	4.71	92.9%	7.1%	0.0%
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	*	*	*	*	*	*	*
North Community Counseling Centers	12	4.36	3.92	4.80	91.7%	8.3%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
Schottenstein Chabad House	*	*	*	*	*	*	*
Southeast Healthcare	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	60	4.36	4.15	4.56	88.3%	5.0%	6.7%
UMADAOP of Franklin County	13	4.51	4.32	4.71	100.0%	0.0%	0.0%
System	582	4.52	4.46	4.57	92.1%	6.4%	1.5%

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General Satisfaction							
Service Type: Recovery Supports							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CompDrug	11	4.67	4.32	5.00***	100.0%	0.0%	0.0%
Concord Counseling Services	38	4.31	4.02	4.60	92.1%	2.6%	5.3%
LSS CHOICES	*	*	*	*	*	*	*
Mental Health America of Ohio	19	4.74	4.51	4.97	94.7%	5.3%	0.0%
National Church Residences (NCR)	35	4.93**	4.85	5.00***	100.0%	0.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
P.E.E.R. Center	81	4.45	4.31	4.60	88.9%	11.1%	0.0%
Southeast Healthcare	29	4.36	4.11	4.60	93.1%	6.9%	0.0%
System	213	4.53	4.44	4.62	93.0%	6.1%	0.9%

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ADAMH Client Satisfaction System Report – 2020

General Satisfaction							
Service Type: Adult Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	84	4.42	4.27	4.58	84.5%	14.3%	1.2%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Columbus Public Health	22	4.44	4.11	4.77	86.4%	13.6%	0.0%
Community for New Direction	27	4.59	4.40	4.79	96.3%	3.7%	0.0%
CompDrug	16	4.50	4.24	4.76	100.0%	0.0%	0.0%
Concord Counseling Services	88	4.78**	4.67	4.90	98.9%	0.0%	1.1%
Directions for Youth & Families	*	*	*	*	*	*	*
House of Hope	37	4.51	4.34	4.69	97.3%	2.7%	0.0%
LSS CHOICES	44	4.86**	4.74	4.97	100.0%	0.0%	0.0%
Maryhaven	53	4.51	4.31	4.70	94.3%	1.9%	3.8%
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	146	4.44	4.33	4.56	89.0%	8.9%	2.1%
North Community Counseling Centers	152	4.49	4.35	4.63	93.4%	2.6%	3.9%
Ohio State University Hospitals	19	4.75	4.54	4.97	100.0%	0.0%	0.0%
OhioGuidestone	10	4.67	4.33	5.00	100.0%	0.0%	0.0%
Southeast Healthcare	174	4.44	4.34	4.54	94.3%	4.0%	1.7%
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	106	4.71**	4.61	4.81	96.2%	3.8%	0.0%
Twin Valley Community Support Network	35	4.41	4.13	4.68	88.6%	8.6%	2.9%
Village Network	*	*	*	*	*	*	*
System	1,019	4.54	4.50	4.58	93.5%	4.8%	1.7%

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ADAMH Client Satisfaction System Report – 2020

General Satisfaction							
Service Type: Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	*	*	*	*	*	*	*
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.67	4.41	4.93	100.0%	0.0%	0.0%
Columbus Public Health	*	*	*	*	*	*	*
Community for New Direction	*	*	*	*	*	*	*
CompDrug	*	*	*	*	*	*	*
Concord Counseling Services	14	4.67	4.37	4.96	92.9%	7.1%	0.0%
Directions for Youth & Families	14	4.86**	4.65	5.00***	100.0%	0.0%	0.0%
House of Hope	*	*	*	*	*	*	*
LSS CHOICES	*	*	*	*	*	*	*
Maryhaven	*	*	*	*	*	*	*
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	*	*	*	*	*	*	*
North Community Counseling Centers	*	*	*	*	*	*	*
Ohio State University Hospitals	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
Southeast Healthcare	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	*	*	*	*	*	*	*
Twin Valley Community Support Network	*	*	*	*	*	*	*
Village Network	19	3.75**	3.37	4.12	63.2%	31.6%	5.3%
System	73	4.47	4.31	4.63	89.0%	9.6%	1.4%

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Access

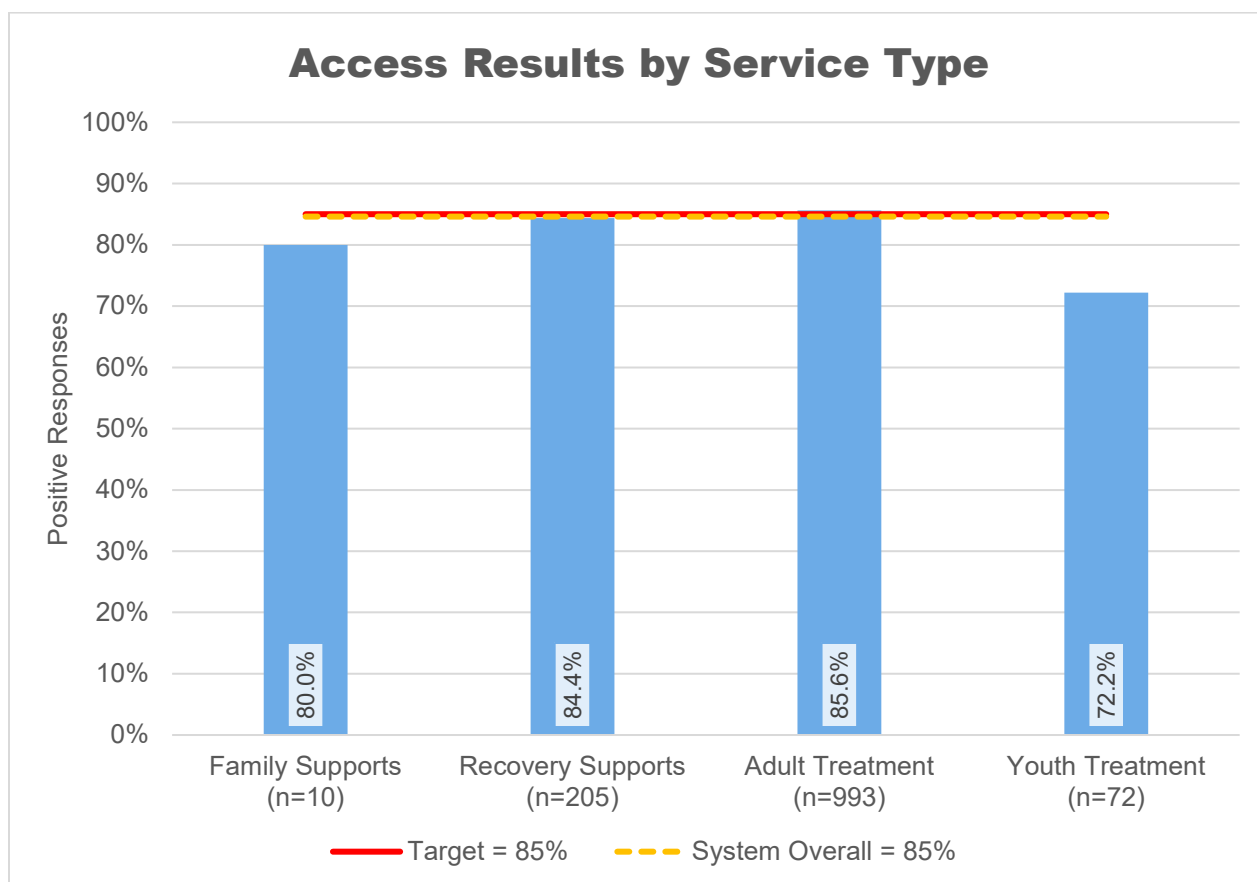
The Access domain measures the client's perception of access to the services they receive.

Access							
Service Type	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Family Supports	10	4.10	2.91	5.00***	80.0%	0.0%	20.0%
Recovery Supports	205	4.46	4.36	4.55	84.4%	15.1%	0.5%
Adult Treatment	993	4.41	4.37	4.46	85.6%	13.0%	1.4%
Youth Treatment	72	4.34	4.17	4.51	72.2%	27.8%	0.0%
System	1,280	4.41	4.37	4.45	84.6%	14.1%	1.3%

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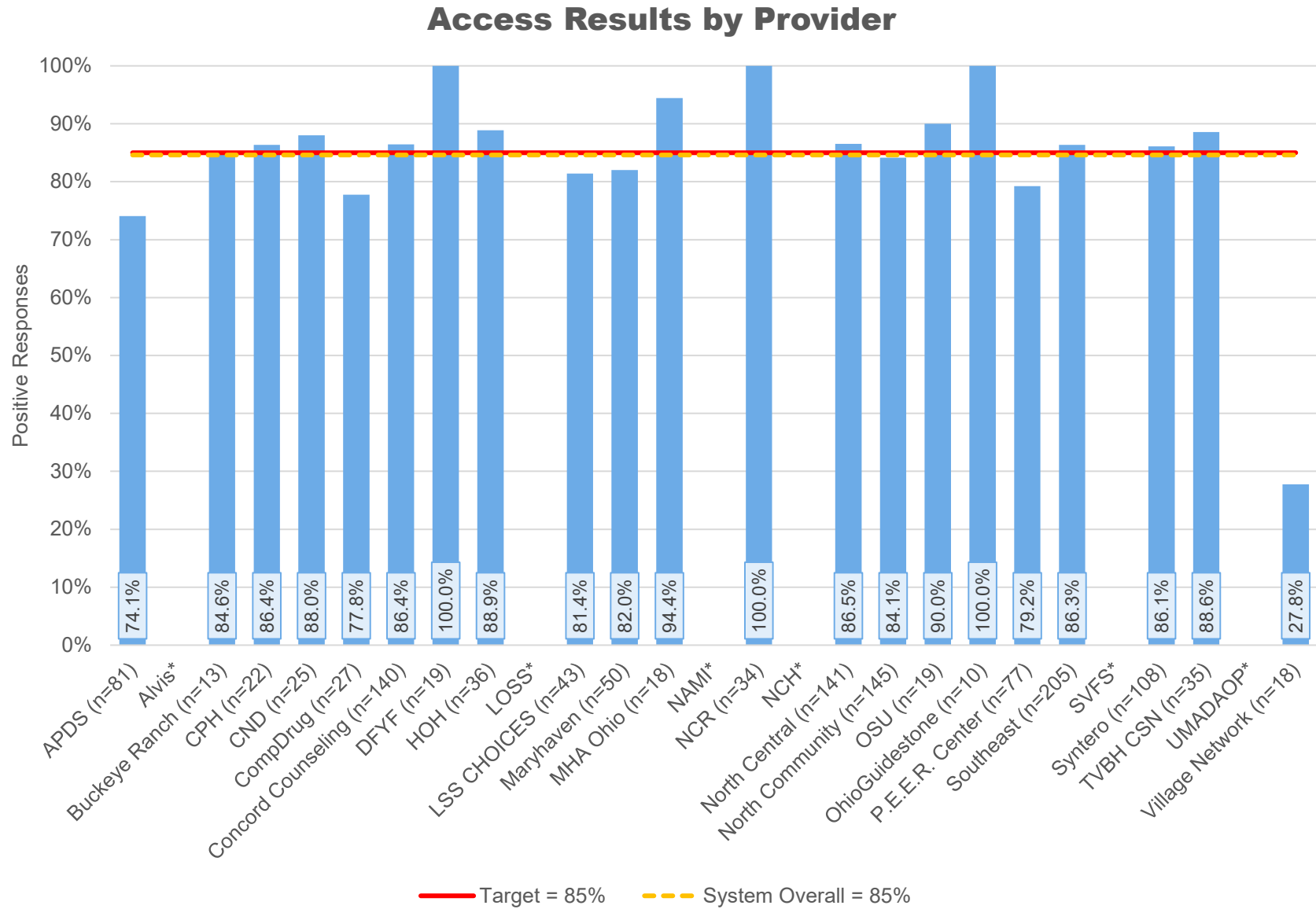
Service Types: Family Supports, Recovery Supports, Adult Treatment, Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop (APDS)	81	4.27	4.09	4.44	74.1%	25.9%	0.0%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.50	4.13	4.87	84.6%	15.4%	0.0%
Columbus Public Health (CPH)	22	4.27	3.98	4.56	86.4%	13.6%	0.0%
Community for New Direction (CND)	25	4.34	4.13	4.55	88.0%	12.0%	0.0%
CompDrug	27	4.15	3.79	4.51	77.8%	18.5%	3.7%
Concord Counseling Services	140	4.43	4.30	4.57	86.4%	10.7%	2.9%
Directions for Youth & Families (DFYF)	19	4.84**	4.68	5.00	100.0%	0.0%	0.0%
House of Hope (HOH)	36	4.49	4.27	4.70	88.9%	11.1%	0.0%
LOSS Community Services	*	*	*	*	*	*	*
LSS CHOICES	43	4.49	4.27	4.71	81.4%	18.6%	0.0%
Maryhaven	50	4.30	4.07	4.53	82.0%	14.0%	4.0%
Mental Health America of Ohio (MHA Ohio)	18	4.53	4.27	4.79	94.4%	5.6%	0.0%
National Alliance on Mental Illness (NAMI)	*	*	*	*	*	*	*
National Church Residences (NCR)	34	4.91**	4.82	5.00	100.0%	0.0%	0.0%
Nationwide Children's Hospital (NCH)	*	*	*	*	*	*	*
North Central Mental Health Services	141	4.38	4.26	4.50	86.5%	12.1%	1.4%
North Community Counseling Centers	145	4.37	4.22	4.51	84.1%	11.7%	4.1%
Ohio State University Hospitals (OSU)	19	4.84**	4.68	5.00	90.0%	10.0%	0.0%
OhioGuidestone	10	4.45	4.02	4.88	100.0%	0.0%	0.0%
P.E.E.R. Center	77	4.44	4.28	4.61	79.2%	20.8%	0.0%
Southeast Healthcare	205	4.39	4.29	4.48	86.3%	13.2%	0.5%
St. Vincent Family Services (SVFS)	*	*	*	*	*	*	*
Syntero	108	4.55	4.43	4.66	86.1%	13.9%	0.0%
Twin Valley Community Support Network (TVBH CSN)	35	4.36	4.11	4.61	88.6%	8.6%	2.9%
UMADAOP of Franklin County	*	*	*	*	*	*	*
Village Network	18	3.56**	3.27	3.84	27.8%	72.2%	0.0%
System	1,280	4.41	4.37	4.45	84.6%	14.1%	1.3%

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*denotes results not reported due to < 10 responses

ADAMH Client Satisfaction System Report – 2020

The following tables summarize Access results by provider for each service type.

Access							
Service Type: Family Supports							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	*	*	*	*	*	*	*
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Community for New Direction	*	*	*	*	*	*	*
Concord Counseling Services	*	*	*	*	*	*	*
Directions for Youth & Families	*	*	*	*	*	*	*
LOSS Community Services	*	*	*	*	*	*	*
Mental Health America of Ohio	*	*	*	*	*	*	*
National Alliance on Mental Illness (NAMI)	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
UMADAOP of Franklin County	*	*	*	*	*	*	*
System	10	4.10	2.91	5.29	80.0%	0.0%	20.0%

*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

Access							
Service Type: Recovery Supports							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CompDrug	11	4.27	3.52	5.00***	81.8%	9.1%	9.1%
Concord Counseling Services	35	4.20	3.96	4.44	80.0%	20.0%	0.0%
LSS CHOICES	*	*	*	*	*	*	*
Mental Health America of Ohio	18	4.53	4.27	4.79	94.4%	5.6%	0.0%
National Church Residences	34	4.91**	4.82	5.00	100.0%	0.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
P.E.E.R. Center	77	4.44	4.28	4.61	79.2%	20.8%	0.0%
Southeast Healthcare	30	4.30	4.01	4.59	80.0%	20.0%	0.0%
System	205	4.46	4.36	4.55	84.4%	15.1%	0.5%

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

ADAMH Client Satisfaction System Report – 2020

Access							
Service Type:		Adult Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	81	4.27	4.09	4.44	74.1%	25.9%	0.0%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Columbus Public Health	22	4.27	3.98	4.56	86.4%	13.6%	0.0%
Community for New Direction	25	4.34	4.13	4.55	88.0%	12.0%	0.0%
CompDrug	16	4.06	3.66	4.46	75.0%	25.0%	0.0%
Concord Counseling Services	87	4.56	4.41	4.72	89.7%	8.0%	2.3%
Directions for Youth & Families	*	*	*	*	*	*	*
House of Hope	36	4.49	4.27	4.70	88.9%	11.1%	0.0%
LSS CHOICES	43	4.49	4.27	4.71	81.4%	18.6%	0.0%
Maryhaven	50	4.30	4.07	4.53	82.0%	14.0%	4.0%
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	141	4.38	4.26	4.50	86.5%	12.1%	1.4%
North Community Counseling Centers	145	4.37	4.22	4.51	84.1%	11.7%	4.1%
Ohio State University Hospitals	19	4.84**	4.68	5.00	100.0%	0.0%	0.0%
OhioGuidestone	10	4.45	4.02	4.88	90.0%	10.0%	0.0%
Southeast Healthcare	175	4.40	4.30	4.50	87.4%	12.0%	0.6%
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	103	4.56	4.45	4.68	87.4%	12.6%	0.0%
Twin Valley Community Support Network	35	4.36	4.11	4.61	88.6%	8.6%	2.9%
Village Network	*	*	*	*	*	*	*
System	993	4.41	4.37	4.46	85.6%	13.0%	1.4%

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ADAMH Client Satisfaction System Report – 2020

Access							
Service Type:		Youth Treatment					
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	*	*	*	*	*	*	*
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.50	4.13	4.87	84.6%	15.4%	0.0%
Columbus Public Health	*	*	*	*	*	*	*
Community for New Direction	*	*	*	*	*	*	*
CompDrug	*	*	*	*	*	*	*
Concord Counseling Services	15	4.70	4.45	4.95	93.3%	6.7%	0.0%
Directions for Youth & Families	14	4.86**	4.68	5.00***	100.0%	0.0%	0.0%
House of Hope	*	*	*	*	*	*	*
LSS CHOICES	*	*	*	*	*	*	*
Maryhaven	*	*	*	*	*	*	*
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	*	*	*	*	*	*	*
North Community Counseling Centers	*	*	*	*	*	*	*
Ohio State University Hospitals	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
Southeast Healthcare	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	*	*	*	*	*	*	*
Twin Valley Community Support Network	*	*	*	*	*	*	*
Village Network	18	3.56**	3.27	3.84	27.8%	72.2%	0.0%
System	72	4.34	4.17	4.51	72.2%	27.8%	0.0%

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

Provider Cultural Sensitivity

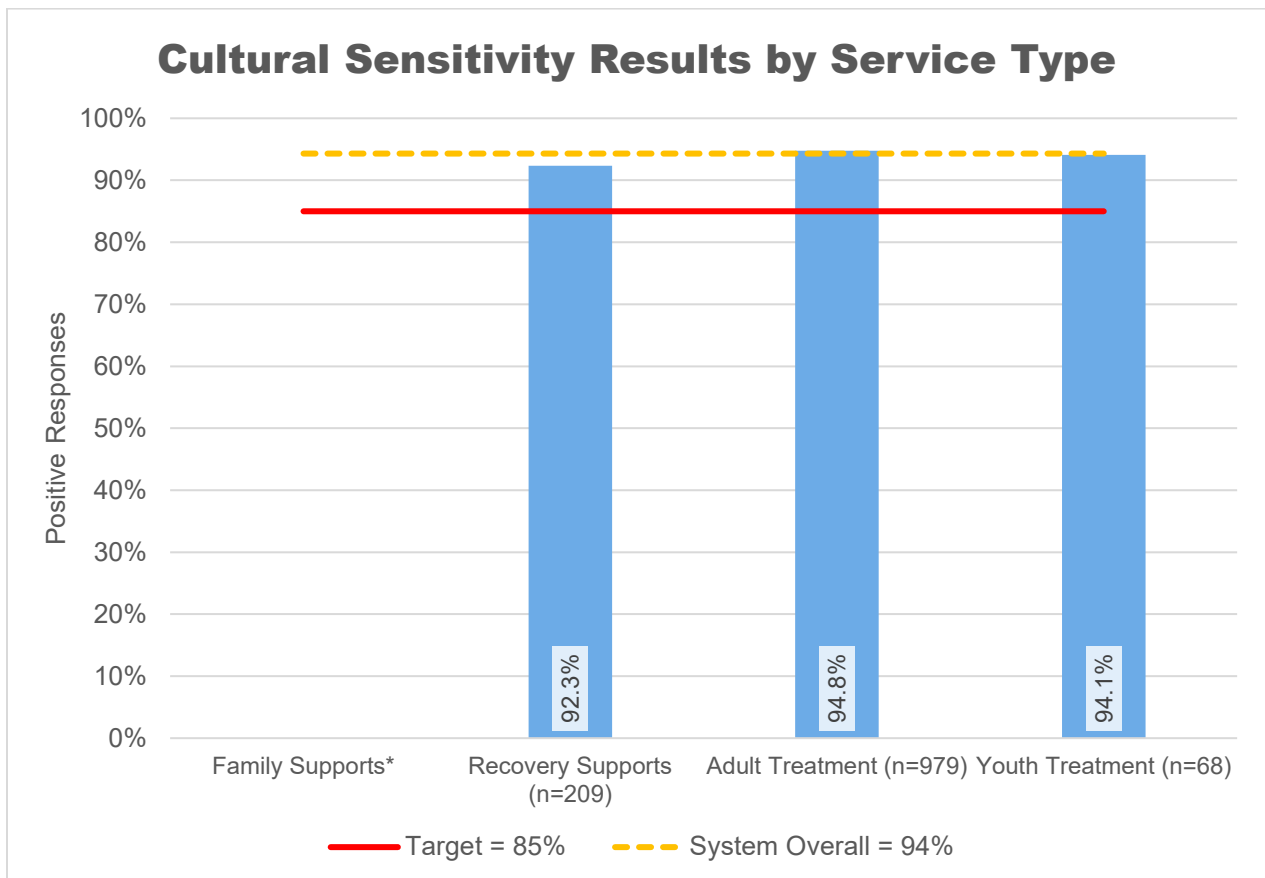
The Provider Cultural Sensitivity domain measures the client's perception of cultural competency of the Provider.

Provider Cultural Sensitivity							
Service Type	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Family Supports	*	*	*	*	*	*	*
Recovery Supports	209	4.58	4.50	4.67	92.3%	6.2%	1.4%
Adult Treatment	979	4.61	4.57	4.65	94.8%	4.0%	1.2%
Youth Treatment	68	4.69	4.57	4.81	94.1%	5.9%	0.0%
System	1,265	4.61	4.57	4.64	94.3%	4.4%	1.3%

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ADAMH Client Satisfaction System Report – 2020

The following table summarizes Cultural Sensitivity results by provider across all applicable service types.

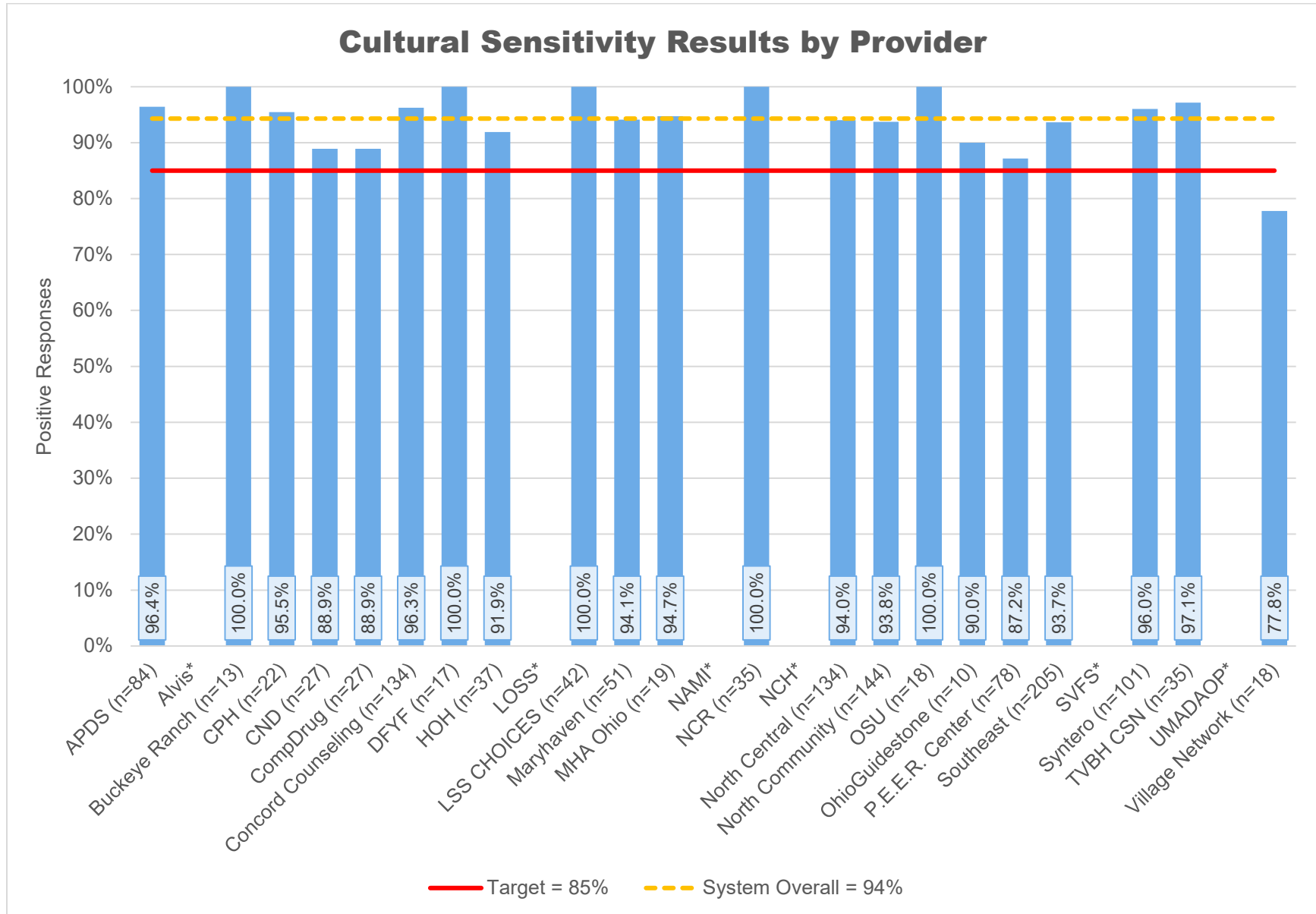
Service Types: Family Supports, Recovery Supports, Adult Treatment, Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop (APDS)	84	4.68	4.58	4.78	96.4%	3.6%	0.0%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.79	4.58	5.00	100.0%	0.0%	0.0%
Columbus Public Health (CPH)	22	4.53	4.27	4.78	95.5%	4.5%	0.0%
Community for New Direction (CND)	27	4.40	4.16	4.65	88.9%	11.1%	0.0%
CompDrug	27	4.46	4.23	4.69	88.9%	11.1%	0.0%
Concord Counseling Services	134	4.70	4.59	4.80	96.3%	2.2%	1.5%
Directions for Youth & Families (DFYF)	17	4.95**	4.88	5.00***	100.0%	0.0%	0.0%
House of Hope (HOH)	37	4.42	4.21	4.63	91.9%	5.4%	2.7%
LOSS Community Services	*	*	*	*	*	*	*
LSS CHOICES	42	4.89**	4.79	4.99	100.0%	0.0%	0.0%
Maryhaven	51	4.56	4.40	4.72	94.1%	5.9%	0.0%
Mental Health America of Ohio (MHA Ohio)	19	4.74	4.53	4.94	94.7%	5.3%	0.0%
National Alliance on Mental Illness (NAMI)	*	*	*	*	*	*	*
National Church Residences (NCR)	35	4.97**	4.94	5.00	100.0%	0.0%	0.0%
Nationwide Children's Hospital (NCH)	*	*	*	*	*	*	*
North Central Mental Health Services	134	4.58	4.48	4.68	94.0%	5.2%	0.7%
North Community Counseling Centers	144	4.53	4.38	4.67	93.8%	1.4%	4.9%
Ohio State University Hospitals (OSU)	18	4.72	4.49	4.95	100.0%	0.0%	0.0%
OhioGuidestone	10	4.45	3.89	5.00***	90.0%	10.0%	0.0%
P.E.E.R. Center	78	4.45	4.27	4.63	87.2%	9.0%	3.8%
Southeast Healthcare	205	4.54	4.45	4.62	93.7%	5.4%	1.0%
St. Vincent Family Services (SVFS)	*	*	*	*	*	*	*
Syntero	101	4.74**	4.66	4.83	96.0%	4.0%	0.0%
Twin Valley Community Support Network (TVBH CSN)	35	4.58	4.41	4.75	97.1%	2.9%	0.0%
UMADAOP of Franklin County	*	*	*	*	*	*	*
Village Network	18	4.11**	3.84	4.39	77.8%	22.2%	0.0%
System	1,265	4.61	4.57	4.64	94.3%	4.4%	1.3%

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

ADAMH Client Satisfaction System Report – 2020



*denotes results not reported due to < 10 responses

ADAMH Client Satisfaction System Report – 2020

The following tables summarize Cultural Sensitivity results by provider for each service type.

Provider Cultural Sensitivity							
Service Types: Recovery Supports							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
CompDrug	11	4.77	4.47	5.08	100.0%	0.0%	0.0%
Concord Counseling Services	37	4.46	4.26	4.66	94.6%	5.4%	0.0%
LSS CHOICES	*	*	*	*	*	*	*
Mental Health America of Ohio	19	4.74	4.53	4.94	94.7%	5.3%	0.0%
National Church Residences	35	4.97**	4.94	5.00	100.0%	0.0%	0.0%
OhioGuidestone	*	*	*	*	*	*	*
P.E.E.R. Center	78	4.45	4.27	4.63	87.2%	9.0%	3.8%
Southeast Healthcare	29	4.46	4.23	4.70	89.7%	10.3%	0.0%
System	209	4.58	4.50	4.67	92.3%	6.2%	1.4%

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Provider Cultural Sensitivity							
Service Types: Adult Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	84	4.68	4.58	4.78	96.4%	3.6%	0.0%
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	*	*	*	*	*	*	*
Columbus Public Health	22	4.53	4.27	4.78	95.5%	4.5%	0.0%
Community for New Direction	27	4.40	4.16	4.65	88.9%	11.1%	0.0%
CompDrug	16	4.25**	3.95	4.55	81.3%	18.8%	0.0%
Concord Counseling Services	83	4.80**	4.68	4.92	97.6%	1.2%	1.2%
Directions for Youth & Families	*	*	*	*	*	*	*
House of Hope	37	4.42	4.21	4.63	91.9%	5.4%	2.7%
LSS CHOICES	42	4.89**	4.79	4.99	100.0%	0.0%	0.0%
Maryhaven	51	4.56	4.40	4.72	94.1%	5.9%	0.0%
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	134	4.58	4.48	4.68	94.0%	5.2%	0.7%
North Community Counseling Centers	144	4.53	4.38	4.67	93.8%	1.4%	4.9%
Ohio State University Hospitals	18	4.72	4.49	4.95	100.0%	0.0%	0.0%
OhioGuidestone	10	4.45	3.89	5.00***	90.0%	10.0%	0.0%
Southeast Healthcare	176	4.55	4.46	4.64	94.3%	4.5%	1.1%
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	95	4.74**	4.65	4.83	95.8%	4.2%	0.0%
Twin Valley Community Support Network	35	4.58	4.41	4.75	97.1%	2.9%	0.0%
Village Network	*	*	*	*	*	*	*
System	979	4.61	4.57	4.65	94.8%	4.0%	1.2%

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Provider Cultural Sensitivity							
Service Types: Youth Treatment							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Africentric Personal Development Shop	*	*	*	*	*	*	*
Alvis	*	*	*	*	*	*	*
Buckeye Ranch	13	4.79	4.58	5.00	100.0%	0.0%	0.0%
Columbus Public Health	*	*	*	*	*	*	*
Community for New Direction	*	*	*	*	*	*	*
CompDrug	*	*	*	*	*	*	*
Concord Counseling Services	12	5.00**	*	*	100.0%	0.0%	0.0%
Directions for Youth & Families	12	4.92**	4.83	5.00***	100.0%	0.0%	0.0%
House of Hope	*	*	*	*	*	*	*
LSS CHOICES	*	*	*	*	*	*	*
Maryhaven	*	*	*	*	*	*	*
Mental Health America of Ohio	*	*	*	*	*	*	*
Nationwide Children's Hospital	*	*	*	*	*	*	*
North Central Mental Health Services	*	*	*	*	*	*	*
North Community Counseling Centers	*	*	*	*	*	*	*
Ohio State University Hospitals	*	*	*	*	*	*	*
OhioGuidestone	*	*	*	*	*	*	*
Southeast Healthcare	*	*	*	*	*	*	*
St. Vincent Family Services	*	*	*	*	*	*	*
Syntero	*	*	*	*	*	*	*
Twin Valley Community Support Network	*	*	*	*	*	*	*
Village Network	18	4.11**	3.84	4.39	77.8%	22.2%	0.0%
System	68	4.69	4.57	4.81	94.1%	5.9%	0.0%

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Housing Satisfaction

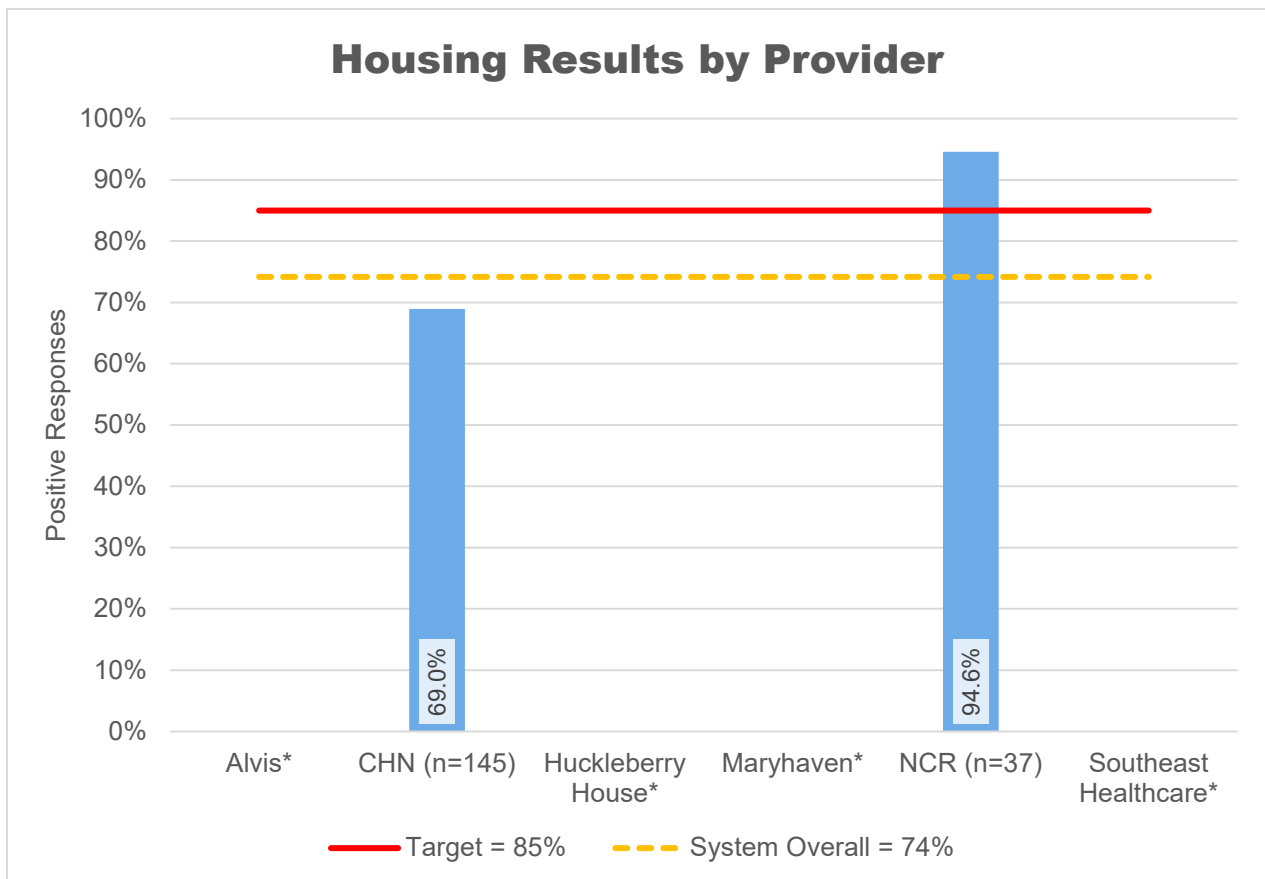
The Housing Satisfaction domain measures the client's perception of stability, affordability, and acceptability of their housing circumstances.

Service Type: Housing							
Provider	Responses	Average Score	95% Confidence Interval		Distribution of Responses		
			Lower	Upper	Positive Scores	Neutral Scores	Negative Scores
Alvis	*	*	*	*	*	*	*
Community Housing Network (CHN)	145	3.90	3.77	4.02	69.0%	26.9%	4.1%
Huckleberry House	*	*	*	*	*	*	*
Maryhaven	*	*	*	*	*	*	*
National Church Residences (NCR)	37	4.23	4.06	4.40	94.6%	5.4%	0.0%
Southeast Healthcare	*	*	*	*	*	*	*
System	182	3.96	3.86	4.07	74.2%	22.5%	3.3%

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

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



*denotes results not reported due to < 10 responses

Appendix 1: Sample Questions

NOTE: wording may differ slightly from below based on the service recipient – e.g., “I like the services that **I receive** at my provider” v. “I like the services **my child receives**...”

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.*

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Appendix 2: Participating Providers & Services

Provider	Service/Program/Initiative	Survey Type
Africentric Personal Development Shop	Freedom from Abusive Relationships	Prevention/Family Supports
Africentric Personal Development Shop	General Claims	Treatment
Africentric Personal Development Shop	SMART Summer Day Camp	Prevention
Alvis	Residential & Peer Support	Housing
Alvis	SummerQuest	Prevention/Family Supports
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 Population	Prevention/Family Supports
LSS CHOICES	Community Advocacy	Recovery Supports
LSS CHOICES	General Claims	Treatment
Columbus Public Health	Community Prevention	Prevention
Columbus Public Health	CPH Afterschool/Summer	Prevention
Columbus Public Health	General Claims	Treatment
Columbus Public Health	HIV EIS	Prevention
Columbus Public Health	Immigrant Women's Support Groups	Prevention
Columbus Public Health	Prevention and Wellness – Evidence based Prevention	Prevention
Columbus Public Health	Prevention and Wellness – Prevention in Schools	Prevention
Columbus Public Health	REAL Life-Columbus Parks and Rec. Centers	Prevention
Columbus Public Health	Sage	Prevention
Columbus Public 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	Acute Support Services	Crisis
Community for New Direction	After School	Prevention/Family Supports

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Provider	Service/Program/Initiative	Survey Type
Community for New Direction	AoD Outreach	Prevention
Community for New Direction	Community Navigator Program	Treatment
Community for New Direction	Faith-Based Parenting Program	Prevention/Family Supports
Community for New Direction	General Claims	Treatment
Community for New Direction	IDDT/ACT	Treatment
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/Family Supports
Community for New Direction	Summer Project	Prevention/Family Supports
Community Housing Network	Permanent Supportive Housing - Engagement Specialists	Housing
Community Housing Network	Permanent Supportive Housing - Housing Retention	Housing
CompDrug	General Claims	Treatment
CompDrug	HIV	Prevention
CompDrug	MAT Outreach, Engagement & Education	Prevention
CompDrug	Naloxone Overdose Reversal	Recovery Supports
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
Concord Counseling Services	Acute Support Services	Crisis
Concord Counseling Services	Family Support Funds (Respite)	Family Supports
Concord Counseling Services	General Claims	Treatment
Concord Counseling Services	Pathway Club House	Recovery Supports

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Provider	Service/Program/Initiative	Survey Type
Concord Counseling Services	School based - Gahanna-Jefferson City	Prevention
Concord Counseling Services	School based - New Albany-Plain Local Schools	Prevention
Concord Counseling Services	School based - Westerville City	Prevention
Concord Counseling Services	School based - Groveport Madison	Prevention
Concord Counseling Services	Supportive Housing	Recovery Supports
Concord Counseling Services	Vocational Services	Recovery Supports
Directions for Youth & Families	General Claims	Treatment
Directions for Youth & Families	School Based - Columbus Public: Lifeskills Northside Grant	Prevention
Directions for Youth & Families	School based - South-Western City	Prevention
Directions for Youth & Families	Youth Center Programming	Prevention/Family Supports
Eastway Behavioral Healthcare	YWCA Family Shelter	Prevention
LOSS Community Services	Franklin County LOSS Team	Family Supports
House of Hope	General Claims	Treatment
House of Hope	Reeb Avenue Expansion	Treatment
Huckleberry House	General Claims	Housing
Maryhaven	Engagement Center	Crisis
Maryhaven	Gambling 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
Maryhaven	Women's Program	Housing
Mental Health America of Ohio	African American Community Support Pilot	Family Supports/Recovery Supports
Mental Health America of Ohio	Family Advocate Program	Family Supports
Mental Health America of Ohio	Pro Bono Counseling	Treatment
Mental Health America of Ohio	Support Program - only Families in Touch	Family Supports/Recovery Supports

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Provider	Service/Program/Initiative	Survey Type
National Alliance on Mental Illness (NAMI)	Family Educational Seminars	Family Supports
National Alliance on Mental Illness (NAMI)	Mentor Program	Family Supports
National Alliance on Mental Illness (NAMI)	MH Pv SMD	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	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
National Church Residences	Resident Liaison	Housing
National Church Residences	Van Buren Village Supporting Services	Recovery Supports
Netcare Access	General Claims	Crisis
North Central Mental Health Services	Acute Support Services	Crisis
North Central Mental Health Services	Fowler - Dual Dx	Treatment
North Central Mental Health Services	General Claims	Treatment
North Central Mental Health Services	IDDT/ACT Initiative	Treatment
North Central Mental Health Services	LGBTQ Care	Treatment
North Central Mental Health Services	LGBTQ Stonewall Wellness/Support	Prevention
North Central Mental Health Services	Residential - Next Generation Homes (5 homes)	Treatment
North Central Mental Health Services	Residential - Norwich	Treatment
North Community Counseling Centers	Acute Support Services	Crisis
North Community Counseling Centers	General Claims	Treatment
North Community Counseling Centers	IDDT/ACT	Treatment
North Community Counseling Centers	Residential - Next Generation Homes (4 homes)	Treatment
North Community Counseling Centers	School Based - Columbus Public	Prevention
North Community Counseling Centers	School based - Worthington City	Prevention

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Provider	Service/Program/Initiative	Survey Type
Ohio State University Hospitals	CALM Crisis Stabilization	Crisis
Ohio State University Hospitals	General Claims	Treatment
Ohio State University Hospitals	Inpatient Hospital Care - Medically Fragile Adults	Crisis
Ohio State University Hospitals	Inpatient Hospital Care - Youth	Crisis
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
P.E.E.R. Center	The PEER Center	Recovery Supports
Schottenstein Chabad House	Friendship Circle	Prevention
Schottenstein Chabad House	LifeTown	Prevention
Southeast Healthcare	Acute Support Services	Crisis
Southeast Healthcare	AoD Nondenominational Support	Recovery Supports
Southeast Healthcare	Bridge to Success Transitional Housing	Housing
Southeast Healthcare	Expedited Benefits Coordinator	Recovery Supports
Southeast Healthcare	General Claims	Treatment
Southeast Healthcare	IDDT/ACT - SHINE	Treatment
Southeast Healthcare	IDDT/ACT (E-HITS)	Treatment
Southeast Healthcare	IDDT/ACT-CJ	Treatment
Southeast Healthcare	Integrated Primary and BH Care	Treatment
Southeast Healthcare	Jail Liaison Team	Treatment
Southeast Healthcare	Mobile Opiate Response Teams	Crisis
Southeast Healthcare	Narcan Education Program	Prevention
Southeast Healthcare	PATH	Treatment
Southeast Healthcare	Post Incarceration Vivitrol Treatment	Treatment
Southeast Healthcare	Project Work	Recovery Supports
Southeast Healthcare	Recovery Works	Recovery Supports
Southeast Healthcare	Reeb Avenue Center Partnership	Treatment

ADAMH Client Satisfaction System Report – 2020

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Southeast Healthcare	Residential - Carpenter - Dual Dx	Treatment
Southeast Healthcare	Residential - Redmond	Treatment
Southeast Healthcare	School based - Reynoldsburg City	Prevention
Southeast Healthcare	Southside Prevention - CARS	Prevention
Southeast Healthcare	Southside Prevention - YES	Prevention
Southeast Healthcare	U.A. Mayor's Drug Court	Treatment
Southeast Healthcare	Youth Alternatives	Prevention
St. Vincent Family Services	Camp	Prevention/Family Supports
St. Vincent Family Services	General Claims	Treatment
St. Vincent Family Services	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
Twin Valley Community Support Network	General Claims	Treatment
Twin Valley Community Support Network	Home Based Recovery Services	Treatment
Twin Valley Community Support Network	IDDT/ACT (Court)	Treatment
Twin Valley Community Support Network	IDDT/ACT Initiative	Treatment
UMADAOP of Franklin County	Circle of Recovery	Prevention
UMADAOP of Franklin County	Enhanced Community Based Program	Prevention/Family Supports
UMADAOP of Franklin County	UMADAOP Funds	Prevention
Village Network	General Claims	Treatment
Village Network	Reception Center - Early Intervention Juvenile Justice	Treatment