

SYNTERO, INC. — AGENCY SERVICES PLAN

OHIO ADMINISTRATIVE CODE (OAC) 5122-26-09 COMPLIANCE & SERVICE DELIVERY
FRAMEWORK

1. Agency Office Locations

Dublin Office

299 Cramer Creek Court, Dublin, OH 43017
Phone: 614-889-5722 | **Fax:** 614-889-9335

Lewis Center Office

7100 Graphics Way, Suite 3100, Lewis Center, OH 43035
Phone: 740-428-0428 | **Fax:** 740-909-4077

Mill Run Office

3712 Ridge Mill Dr. Hilliard, OH 43026
Phone: 614-457-7876 | **Fax:** 614-457-7896

Mount Gilead Office

950 Meadow Drive, Suite A, Mount Gilead, OH 43338
Phone: 419-949-4300 | **Fax:** 419-949-4035

2. Mission, Vision, Values, and Goals

Mission: To advocate and support the health and well-being of individuals, families, and communities by providing professional, compassionate behavioral health and social services that adapt to the changing needs of the community.

Vision: We envision a future where everyone thrives through compassionate, equitable behavioral health care that transforms lives, strengthens communities, and ignites lasting change.

Core Values: Integrity, Empowerment, Innovation, and Inclusiveness.

General Service Goal: To empower individuals to manage effectively, improve their quality of life, and promote happier, healthier lives.

3. Certifiable and Non-Certifiable Services Description

Service / Program	ASAM Level	Hours of Operation	Target Population & Needs	Scope and Program Goals
School District Prevention Programming	N/A	Mon–Fri: 8:00 AM – 4:00 PM (varies for events)	K–12 students & district employees in partner districts (Dublin, Grandview Heights, Hilliard, Upper Arlington, Delaware City, Big Walnut, Buckeye Valley, Olentangy, Highland, Northmor, Cardington, Mt. Gilead, and other specialized schools) needing social-emotional & SUD prevention support.	Tiered prevention (universal, selected, indicated), crisis response, Signs of Suicide, and skill-building groups to prevent MH issues from developing/worsening.
Community Prevention Programming	N/A	Mon–Fri: 8:00 AM – 4:00 PM (flexible for events)	At-risk and historically underserved groups, including BIPOC (Melanin Moms/Matters) and LGBTQ+ youth (Celebrate You/Us).	Small/large group support, local community interventions, and psychoeducation targeting suicide prevention and drug misuse reduction.

Service / Program	ASAM Level	Hours of Operation	Target Population & Needs	Scope and Program Goals
Consultation Services	N/A	Integrated into prevention/treatment schedules	Stakeholders, schools, families, and external systems collaborating on client care or behavioral health dynamics.	Information exchange with non-clients/systems to inform service plans and improve care delivery.
Child & Adolescent Outpatient Program	Outpatient	Mon–Thu: 8:00 AM – 8:00 PM Fri: 9:00 AM – 5:00 PM	Children and adolescents ages 3–18 experiencing clinical symptoms affecting daily functioning.	Individual, family, and group counseling, plus psychiatric care to reduce symptoms, build resilience, and enhance parental coping.
General Adult Outpatient Program	Outpatient	Mon–Thu: 8:00 AM – 8:00 PM Fri: 9:00 AM – 5:00 PM	Adults 18+ with mental health, relational, or behavioral health disorders not requiring inpatient care.	Individual, couples, family, and group therapy plus psychiatric services to treat emotional issues and support overall wellness.
Older Adults Program (MH & Outreach)	Outpatient	Mon–Thu: 8:00 AM – 8:00 PM Fri: 9:00 AM – 5:00 PM	Adults aged 60+ (55+ for Delaware SourcePoint referrals) and family caregivers in Franklin & Delaware counties.	In-home/community outreach, caregiver consultation, counseling, and volunteer assistance to support aging-in-place and manage daily life stressors.
Community-Based Supportive Treatment (AIMS)	CPST / Case Mgmt	Mon–Fri: 9:00 AM – 5:00 PM	Medicaid-eligible adults and children with MH/SUD issues needing functional support.	Linkage, advocacy, housing, employment, and life skills assistance to foster independence and community integration.
SUD Outpatient & Case Management	Level 1.0	Mon–Thu: 8:00 AM – 8:00 PM Fri: 9:00 AM – 5:00 PM	Adolescents and adults seeking abstinence-based treatment for alcohol or drug misuse.	Diagnostic assessment, individual/group counseling, case management, and crisis stabilization based on ASAM criteria.
SUD Intensive Outpatient Program (IOP)	Level 2.1	Mon–Thu: 8:00 AM – 8:00 PM Fri: 9:00 AM – 5:00 PM (includes evening hours)	Adolescents and adults requiring structured, non-residential addiction care.	Group therapy (9+ hrs/wk), individual therapy, weekly toxicology screens, and family involvement to maintain sobriety.
Outreach Partnerships (BSF, RENEW, Goodwill)	Outpatient / CPST	Mon–Fri: 9:00 AM – 5:00 PM	FCCS/PFSN families (BSF), homeless/hospitalized TAY ages 18–24 (RENEW), and adults with developmental disabilities (Goodwill).	Home-based therapy/case management, vocational stability support, and trauma-informed skill-building to reduce barriers to family or employment stability.

4. Inter-Agency Referrals and Provider Responsibilities

Syntero maintains affiliations with external health systems, community coalitions, and social service organizations to facilitate referrals when clients require specialized care, alternative levels of care, or auxiliary supports:

- **Nationwide Children’s Hospital (NCH):** Collaboration for crisis consultations, complex pediatric referrals, and specialized clinical trainings.

- **Concord Counseling & Southeast Vocational Services (RENEW Program):** Syntero provides individual outpatient mental health counseling, Concord provides intensive case management and psychiatry, and Southeast provides job placement support.
- **Permanent Family Solutions Network / FCCS (BSF Program):** PFSN identifies and refers parents with mental health/SUD needs affecting home stability; Syntero delivers in-home counseling and case management.
- **SourcePoint (Delaware County):** SourcePoint workers refer adults 55+ needing mental health support to Syntero's co-located older adult therapist.
- **Goodwill Columbus:** Goodwill identifies individuals with developmental disabilities facing employment barriers; Syntero provides Tier 1–3 behavioral health supports and consultation.
- **Community Coalitions & Resources:** Syntero collaborates with local prevention networks (e.g., PERC, Dublin A.C.T., Stand Project UA, Franklin County Suicide Prevention Coalition) to align referral pathways and facilitate community health linkage.

5. Service Plan Revision and Public Availability Policy

Revision Policy: This agency service and support plan is reviewed and updated at least annually. Revisions are triggered immediately whenever there are changes to service descriptions, hours of operation, target populations, ASAM levels of care, or programmatic scope as outlined in OAC 5122-26-09(C).

Public Availability: To ensure access for clients, families, significant others, and the public, this plan is maintained in both electronic and paper formats across all site locations and is posted on the agency's public website at www.syntero.org.