

2020 CONSUMER SATISFACTION

The ADAMH Board of Franklin County conducts an annual survey of consumers in order to gauge satisfaction with the services they receive from ADAMH-funded programs.

Responses regarding Syntero's ADAMH-funded programs are as follows:

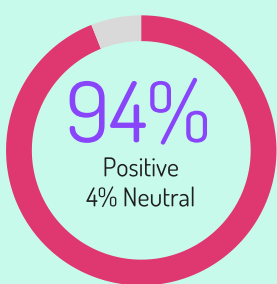
★ GENERAL SATISFACTION ★

✓ I like the services that I receive at my provider.

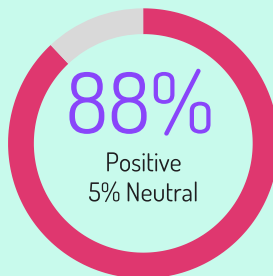
✓ I would recommend my provider to a friend or family member.

✓ If I had other choices, I would still get services from my provider.

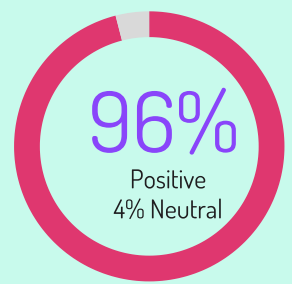
All Services



Youth Prevention



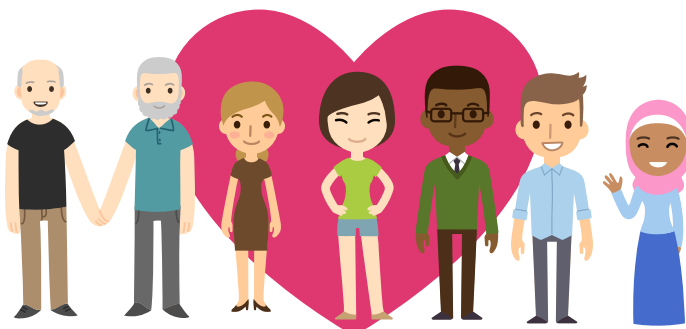
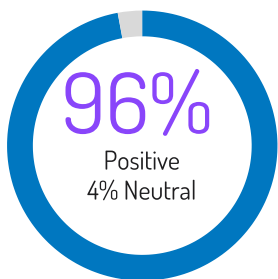
Adult Treatment



ADULT & YOUTH TREATMENT

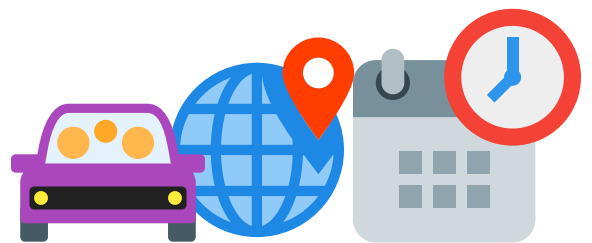
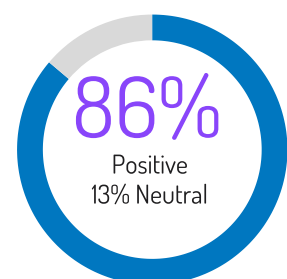
Provider Cultural Sensitivity

- 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.



Access

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



**All Programs
ADAMH
SYSTEM
Comparison**



**General
Satisfaction**
93% Positive

Access
85% Positive

**Provider Cultural
Sensitivity**
94% Positive