

January 2025



ABC recovery center

# missionmoments

## DETOX

- Everything was great.
- Staff was great.
- I'm grateful for ABC.
- Keep up the amazing work!

## RESIDENTIAL

### Intake and Admissions

- Deonte and Amanda were amazing throughout the process.
- Everyone was professional and welcoming.
- I was treated with respect and no judgement.
- Excellent experience and staff was attentive to all of my needs.
- Very thorough!
- Great team.
- Admissions and intake was a pleasant experience.
- I was given hope, so I am very happy.
- Very well people.

### Facility and Accommodations

- Everything was excellent.
- I was given above and beyond what my needs were. Very thankful!!
- I've noticed that ABC is constantly improving in all areas 😊
- Excellent facility and accommodations.
- Great facility.
- Everything was satisfactory.
- Overall, it was good. Thank you.
- Well taken care of over here!

## Groups

- My groups with my counselor Michael were amazing. I learned more than I expected. Also, my groups with Victoria, David, and Kris were beyond my expectations.
- Process group with my counselor Sarah Lawson was where I felt the most comfortable and grew the most.
- I loved my process group with Kris and anger management with Michael.
- Kris's process group was the best.
- The groups were excellent and informative.
- Groups were very helpful.
- Very good.

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## Clinical Staff

- Everyone was very professional and a joy to be around and work with.
- Sarah Lawson is an amazing counselor and should probably win some type of award for her impact and professionalism. The rest of the clinical team was amazing as well. Very grateful for the staff at ABC.
- They all treated me with respect.
- Helpful and pleasant.
- Great clinical team!
- They were helpful in assisting my needs as well as the others in group.
- Very good.

## Family Services

- Norma and Marianna were extremely helpful in regaining communication with my family.
- Very helpful.
- They helped my family to understand how to support me in my recovery process.
- Great.
- My family and I were very pleased with the family counseling workshop.
- Very good.

## Case Management

- The case management staff is courteous and very helpful.
- Janelle was extremely helpful and always in a good mood, which was refreshing. Thanks, Janelle!
- Excellent.
- Janelle was really on top of everything.
- Janelle was a great case manager.
- My case management exceeded my expectations.
- Janelle was awesome.
- Thank you so much.
- VERY GOOD.

## Nursing

- Allen, Elsa, and Alicia were absolutely a pleasure to work with and were very knowledgeable.
- Great, loved Elsa and Vanessa. Alesha she's hella dope. She reminds me of an auntie I have.
- Alicia was really helpful and so was Ramon.
- All the nursing staff treated me well and were available 24 hours a day to attend to my needs.
- Very impressed with response time to my seizure.
- The nurses here are the best and professional.
- My overall experience with nursing was excellent. Elsa, Vanessa, Allen, and Alesia were so good at assessing my needs and resolving health issues I was having. It was truly a pleasure for me to have such a great nursing team.
- Very good.
- Vanessa and Elsa were very helpful.

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## Food and Dining

- Rosie, Bruce, and chef John far exceeded my expectations with the quality of food as well as their professionalism. I want to thank them for everything they have done during my stay here.
- Chef John was really cool.
- The food was delicious and nutritional.
- The food here is amazing.
- The kitchen staff was excellent. I really enjoyed working with them while I was here.
- Thank you for your service!
- Very good.

## Additional Comments

- A very warm thank you to everyone here at ABC Recovery as the treatment that I received from my counselor, case manager, and all of the techs was beyond my expectations. Words could never express the appreciation that I feel, and I'd like to thank each and every one of you for the hard work you've all done with me and for me. You've given me the ability to do something I'd given up on years ago and that was life itself. Today I'm happy and proud of who I am today. Thank you all so very much for showing me how to live life and giving me the tools to work a successful recovery program. You've laid it all for me and given me a strong desire to tackle each and every challenge that I might endure in life. You've made me hungry for success and that is something I've never had. Once again thank you all and God Bless ABC Recovery.
- All the techs were so helpful and actually care about each and every one of us. Henry, Victoria, Ralph, Deonte, Norma, both Eduardos, Ernest, Claire, Amanda, David, Audrey. Dulce was always positive and happy. Tim was always willing to speak with anyone he came across. Everett is an amazing leader and very professional. Lisa always had a smile and always took the time to say help. Ally as well. Mags is amazing. I'm sure I'm forgetting someone, but everyone was so great to meet and work with. Truly, thank you for everything. 💖
- Janelle and Kris were excellent staff members.
- I'm grateful for starting my recovery at ABC.
- My counselor, case manager, and one tech names David made all the difference.
- Thank you for great hospitality.
- I was truly pleased with my experience here at ABC. The techs Eduardo, Victoria, Claire, Gabby, Deonte, Henry, and Ralph all had an investment in my recovery. I'm going to miss you all!
- Thank you ABC for accepting me and being a part of my recovery.
- Thank you ABC for giving me another chance.
- I absolutely enjoyed my stay here and will surely miss this place. Thank you all 😊
- I was glad I had the opportunity to come to ABC.

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## OUTPATIENT

### Intake and Admissions

- I am glad I stayed. I got everything I needed.

### Assessments and Treatment Plan

- I am 100% satisfied.

### Groups

- Everything that Arlene did was right on. Easy to go to class. She is amazing.

### Clinical Team

- They genuinely care. There was not one time that my Counselor didn't pull me aside and let me know the real things. Johnny gave me a chance right here. If I didn't, I would have landed somewhere else, and who knows where I would be. His office was always open for me. Haydee is cool, she's there to help.

### Additional Comments

- Everything worked as it should. Everyone was willing to help.