



# CFCHS Consumer Satisfaction Survey Results

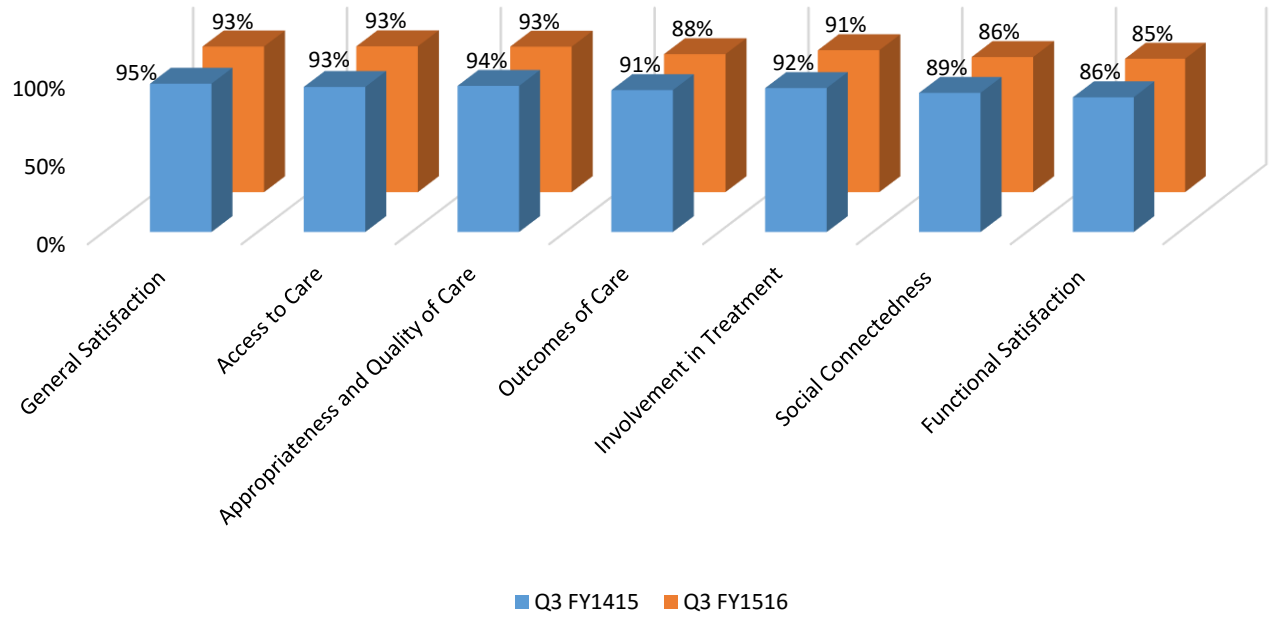
- A. Network Overall Report Comparison of Quarter 3 (Q3) FY 15-16 to FY 14-15
- B. Fiscal Year Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
- E. Quarter 3 (Q3) Tables by Provider

## CFCHS Network Overall Consumer Satisfaction Survey Quarterly Report

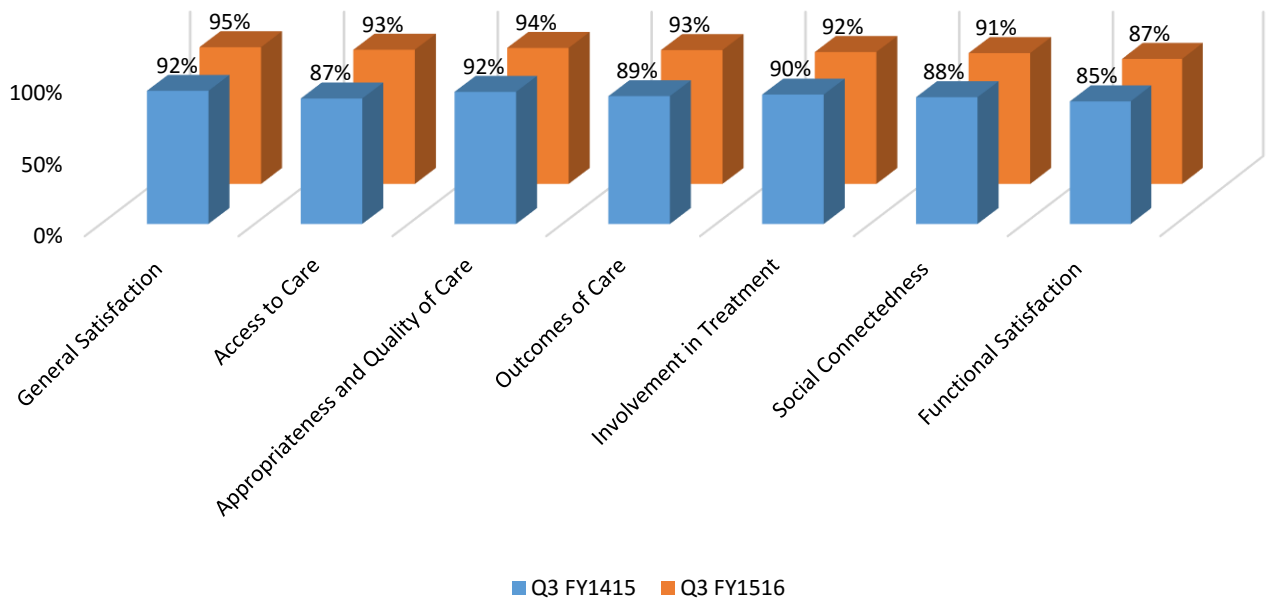
Domain	Quarter 3 FY 14-15				Quarter 3 FY 15-16			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	451	442	119	228	396	394	210	162
General Satisfaction	94.9%	92.3%	98.3%	91.0%	93.2%	94.9%	98.0%	90.5%
Access to Care	92.8%	87.0%	99.1%	90.7%	93.3%	93.1%	96.7%	93.8%
Appropriateness and Quality of Care	93.5%	91.6%	97.4%	87.2%	93.1%	94.4%	96.2%	88.9%
Outcomes of Care	90.8%	88.6%	87.1%	74.9%	88.3%	92.9%	87.4%	79.6%
Involvement in Treatment	92.1%	89.7%	93.0%	85.8%	90.8%	91.6%	93.6%	89.1%
Social Connectedness	89.0%	87.9%	97.5%	87.6%	86.4%	90.8%	95.1%	89.5%
Functional Satisfaction	86.2%	85.0%	86.4%	72.8%	85.3%	86.8%	84.7%	87.6%

**\*Note: For Quality Improvement purposes percentages noted in red fall below the 85% satisfaction level for compliance.**

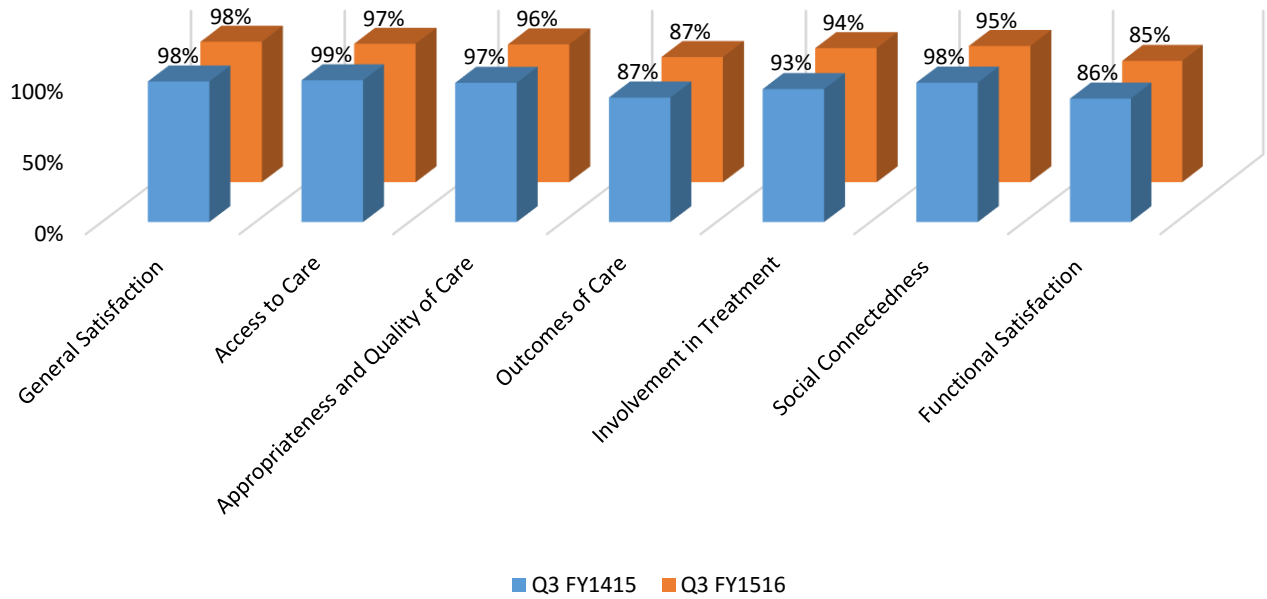
### Adult Mental Health (AMH)



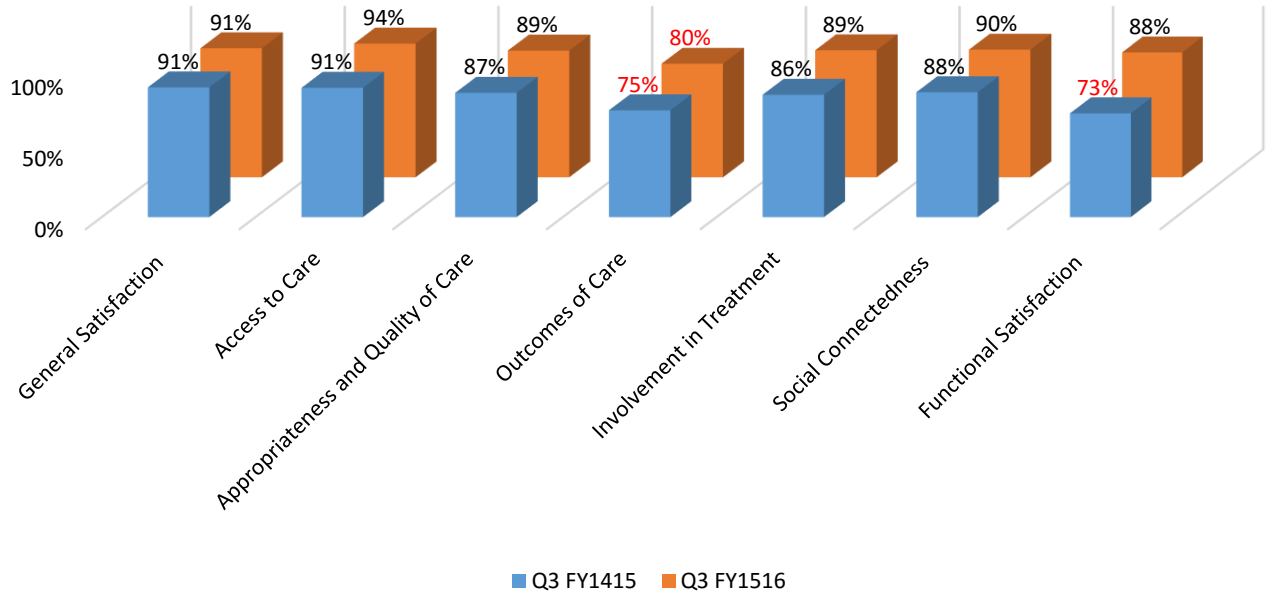
### Adult Substance Abuse (ASA)



### Childrens Mental Health (CMH)



### Childrens Substance Abuse (CSA)



### Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter 3	1243	1162	93%

DCF requires a survey counted as valid when the client answered 2/3 of the questions within a domain. Total Valid Survey counts are calculated by counting only those surveys with a completed required field response and entered into the data system for each provider program area, per quarter.

### Survey Invalidation

	Total Invalid Surveys	Invalid due to 2/3 Unanswered Questions in Survey	Invalid due to either Client Error or Provider Error
Quarter 3	81	22	59

Reasons for Consumer Satisfaction Survey (CSS) invalidation:

- The person completing the survey did not complete the entire survey.
- The person completing the survey selected multiple responses for one question.
- The person completing the survey incorrectly wrote their age in the “Age” section, instead of the age of the client.
- An adult form is given to a child or caretaker for completion for child related services.

\*The total amount of invalid surveys above reflects the number of surveys the data system invalidated for those subcontractors who submitted data using the CSS forms and processed through the OIR software only.

### Q3 FY 15-16 Consumer Satisfaction Results for CFCHS 3 Additional Questions

The following table shows consumer satisfaction results for the three additional CFCHS questions

Q3			
Question	Number of Responses	Avg. Score	Avg. Pct. Satisfied
32.	809	4.4	88%
33.	1198	4.6	92%
34.	1200	4.5	91%

- 32. I believe that my safety is important to the staff at the agency.
- 33. I believe the agency is an important and helpful part of my support system.
- 34. The agency makes special accommodations if I need them. Please specify:

### 3rd Quarter Network Summary FY 15-16

Central Florida Cares Health System (CFCHS) - Network							
3rd Quarter FY 2015-2016 Client Satisfaction Results							
Program: ADULT MENTAL HEALTH (AMH)							
Total Valid Surveys Received				396			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	93.2%	White	241	60.9%	Male	199	50.3%
Access to Care	93.3%	Black	52	13.1%	Female	197	49.7%
Appropriateness and Quality of Care	93.1%	American Indian or Alaskan Native	11	2.8%			
Outcomes of Care	88.3%	Asian	11	2.8%			
Involvement in Treatment	90.8%	Native Hawaiian or Other Pacific Islander	8	2.0%			
Social Connectedness	86.4%	Multi-Racial	73	18.4%			
Functional Satisfaction	85.3%						
Program: CHILDREN MENTAL HEALTH (CMH)							
Total Valid Surveys Received				210			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	98.0%	White	118	56.2%	Male	98	46.7%
Access to Care	96.7%	Black	34	16.2%	Female	112	53.3%
Appropriateness and Quality of Care	96.2%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	87.4%	Asian	1	0.5%			
Involvement in Treatment	93.6%	Native Hawaiian or Other Pacific Islander	2	1.0%			
Social Connectedness	95.1%	Multi-Racial	55	26.2%			
Functional Satisfaction	84.7%						
Program: ADULT SUBSTANCE ABUSE (ASA)							
Total Valid Surveys Received				394			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	94.9%	White	291	73.9%	Male	203	51.5%
Access to Care	93.1%	Black	50	12.7%	Female	191	48.5%
Appropriateness and Quality of Care	94.4%	American Indian or Alaskan Native	7	1.8%			
Outcomes of Care	92.9%	Asian	1	0.3%			
Involvement in Treatment	91.6%	Native Hawaiian or Other Pacific Islander	4	1.0%			
Social Connectedness	90.8%	Multi-Racial	41	10.4%			
Functional Satisfaction	86.8%						
Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Total Valid Surveys Received				162			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	90.5%	White	86	53.1%	Male	63	38.9%
Access to Care	93.8%	Black	48	29.6%	Female	99	61.1%
Appropriateness and Quality of Care	88.9%	American Indian or Alaskan Native	3	1.9%			
Outcomes of Care	79.6%	Asian	0	0.0%			
Involvement in Treatment	89.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	89.5%	Multi-Racial	25	15.4%			
Functional Satisfaction	87.6%						

### 3rd Quarter Adult Mental Health Report by Provider FY 15-16

Program: ADULT MENTAL HEALTH (AMH)								
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received			81			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	85.0%	White	54	66.7%	Female	43	53.1%	
Access to Care	90.0%	Black	10	12.3%	Male	38	46.9%	
Appropriateness and Quality of Care	88.8%	American Indian or Alaskan Native	6	7.4%				
Outcomes of Care	79.0%	Asian	2	2.5%				
Involvement in Treatment	81.3%	Native Hawaiian or Other Pacific Islander	1	1.2%				
Social Connectedness	81.0%	Multi-Racial	8	9.9%				
Functional Satisfaction	72.5%							
<b>Community Counseling Center of Central Florida, LLC</b>								
Total Valid Surveys Received			13			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	9	69.2%	Female	12	92.3%	
Access to Care	100.0%	Black	2	15.4%	Male	1	7.7%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	92.3%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	92.3%	Multi-Racial	2	15.4%				
Functional Satisfaction	91.7%							
<b>Devereux Hospital and Children's Ctr.</b>								
Total Valid Surveys Received			1			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	1	100.0%	Female	0	0.0%	
Access to Care	0.0%	Black	0	0.0%	Male	1	100.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	0.0%	Asian	0	0.0%				
Involvement in Treatment	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	0.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	0.0%							
<b>Gulf Coast Jewish Family Services, Inc</b>								
Total Valid Surveys Received			4			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	3	75.0%	Female	2	50.0%	
Access to Care	100.0%	Black	1	25.0%	Male	2	50.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							



### 3rd Quarter Adult Mental Health Report by Provider FY 15-16 (continued)

Mental Health Resource Center (MHRC)								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	17	53.1%	Female	8	25.0%	
Access to Care	93.8%	Black	4	12.5%	Male	24	75.0%	
Appropriateness and Quality of Care	93.5%	American Indian or Alaskan Native	1	3.1%				
Outcomes of Care	100.0%	Asian	4	12.5%				
Involvement in Treatment	96.9%	Native Hawaiian or Other Pacific Islander	4	12.5%				
Social Connectedness	81.3%	Multi-Racial	2	6.3%				
Functional Satisfaction	100.0%							
Orlando Health								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	13	81.3%	Female	11	68.8%	
Access to Care	100.0%	Black	3	18.8%	Male	5	31.3%	
Appropriateness and Quality of Care	93.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	87.5%	Asian	0	0.0%				
Involvement in Treatment	93.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	93.8%	Multi-Racial	0	0.0%				
Functional Satisfaction	93.8%							
Park Place Behavioral Health, Inc.								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.0%	White	132	56.9%	Female	116	50.0%	
Access to Care	94.3%	Black	30	12.9%	Male	116	50.0%	
Appropriateness and Quality of Care	94.3%	American Indian or Alaskan Native	4	1.7%				
Outcomes of Care	90.0%	Asian	5	2.2%				
Involvement in Treatment	93.0%	Native Hawaiian or Other Pacific Islander	3	1.3%				
Social Connectedness	89.1%	Multi-Racial	58	25.0%				
Functional Satisfaction	86.8%							
Wayne Densch Center								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.1%	White	12	70.6%	Female	5	29.4%	
Access to Care	88.2%	Black	2	11.8%	Male	12	70.6%	
Appropriateness and Quality of Care	88.2%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	88.2%	Asian	0	0.0%				
Involvement in Treatment	88.2%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	76.5%	Multi-Racial	3	17.6%				
Functional Satisfaction	88.2%							

### 3rd Quarter Children Mental Health Report by Provider FY 15-16

Program: CHILDREN MENTAL HEALTH (CMH)							
<b>Aspire Health Partners</b>							
Total Valid Surveys Received				3			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	2	66.7%	Female	0	0.0%
Access to Care	100.0%	Black	1	33.3%	Male	3	100.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	100.0%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	100.0%						
<b>Children's Home Society</b>							
Total Valid Surveys Received				173			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.6%	White	94	54.3%	Female	87	50.3%
Access to Care	97.1%	Black	25	14.5%	Male	86	49.7%
Appropriateness and Quality of Care	97.1%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	88.2%	Asian	1	0.6%			
Involvement in Treatment	95.2%	Native Hawaiian or Other Pacific Islander	2	1.2%			
Social Connectedness	94.7%	Multi-Racial	51	29.5%			
Functional Satisfaction	85.1%						
<b>Devereux Hospital and Children's Ctr.</b>							
Total Valid Surveys Received				4			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	4	100.0%	Female	1	25.0%
Access to Care	100.0%	Black	0	0.0%	Male	3	75.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	75.0%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	100.0%						
<b>Kinder Konsulting &amp; Parents Too, Inc.</b>							
Total Valid Surveys Received				6			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	50.0%	Female	4	66.7%
Access to Care	83.3%	Black	2	33.3%	Male	2	33.3%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	83.3%	Asian	0	0.0%			
Involvement in Treatment	60.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	1	16.7%			
Functional Satisfaction	100.0%						

### 3rd Quarter Children Mental Health Report by Provider FY 15-16 (continued)

Orlando Health								
Total Valid Surveys Received		Demographics						
23								
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	14	60.9%	Female	19	82.6%	
Access to Care	100.0%	Black	6	26.1%	Male	4	17.4%	
Appropriateness and Quality of Care	91.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	87.0%	Asian	0	0.0%				
Involvement in Treatment	91.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	3	13.0%				
Functional Satisfaction	77.3%							

University Behavioral								
Total Valid Surveys Received		Demographics						
1								
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	1	100.0%	Female	1	100.0%	
Access to Care	0.0%	Black	0	0.0%	Male	0	0.0%	
Appropriateness and Quality of Care	0.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	0.0%	Asian	0	0.0%				
Involvement in Treatment	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	0.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	0.0%							

### 3rd Quarter Adult Substance Abuse Report by Provider FY 15-16

Program: ADULT SUBSTANCE ABUSE (ASA)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received			219			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	92.7%	White	157	71.7%	Female	105	47.9%	
Access to Care	90.8%	Black	30	13.7%	Male	114	52.1%	
Appropriateness and Quality of Care	92.7%	American Indian or Alaskan Native	6	2.7%				
Outcomes of Care	90.0%	Asian	1	0.5%				
Involvement in Treatment	89.0%	Native Hawaiian or Other Pacific Islander	1	0.5%				
Social Connectedness	90.3%	Multi-Racial	24	11.0%				
Functional Satisfaction	83.1%							
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received			77			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	64	83.1%	Female	33	42.9%	
Access to Care	98.7%	Black	5	6.5%	Male	44	57.1%	
Appropriateness and Quality of Care	98.7%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	97.4%	Asian	0	0.0%				
Involvement in Treatment	96.1%	Native Hawaiian or Other Pacific Islander	1	1.3%				
Social Connectedness	90.9%	Multi-Racial	7	9.1%				
Functional Satisfaction	90.8%							
<b>Community Treatment Center</b>								
Total Valid Surveys Received			19			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	16	84.2%	Female	7	36.8%	
Access to Care	100.0%	Black	0	0.0%	Male	12	63.2%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	3	15.8%				
Functional Satisfaction	100.0%							
<b>Eckerd Youth Alternatives, Inc.</b>								
Total Valid Surveys Received			5			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	2	40.0%	Female	5	100.0%	
Access to Care	100.0%	Black	3	60.0%	Male	0	0.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	80.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							

### 3rd Quarter Adult Substance Abuse Report by Provider FY 15-16 (continued)

Grove Counseling Center								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	11	64.7%	Female	7	41.2%	
Access to Care	100.0%	Black	6	35.3%	Male	10	58.8%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							
House of Freedom, Inc.								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	4	80.0%	Female	0	0.0%	
Access to Care	100.0%	Black	0	0.0%	Male	5	100.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	1	20.0%				
Functional Satisfaction	100.0%							
Park Place Behavioral Health, Inc.								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	12	60.0%	Female	5	25.0%	
Access to Care	100.0%	Black	2	10.0%	Male	15	75.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	90.0%	Native Hawaiian or Other Pacific Islander	1	5.0%				
Social Connectedness	95.0%	Multi-Racial	5	25.0%				
Functional Satisfaction	90.0%							
Specialized Treatment, Ed and Prevnt Svcs								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	87.5%	White	25	78.1%	Female	29	90.6%	
Access to Care	81.3%	Black	4	12.5%	Male	3	9.4%	
Appropriateness and Quality of Care	84.4%	American Indian or Alaskan Native	1	3.1%				
Outcomes of Care	87.5%	Asian	0	0.0%				
Involvement in Treatment	87.5%	Native Hawaiian or Other Pacific Islander	1	3.1%				
Social Connectedness	81.3%	Multi-Racial	1	3.1%				
Functional Satisfaction	81.3%							

### 3rd Quarter Children Substance Abuse Report by Provider FY 15-16

Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Aspire Health Partners								
Total Valid Surveys Received			136			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	91.0%	White	68	50.0%	Female	87	64.0%	
Access to Care	94.8%	Black	43	31.6%	Male	49	36.0%	
Appropriateness and Quality of Care	89.0%	American Indian or Alaskan Native	3	2.2%				
Outcomes of Care	79.4%	Asian	0	0.0%				
Involvement in Treatment	89.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	89.7%	Multi-Racial	22	16.2%				
Functional Satisfaction	88.1%							
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			4			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	4	100.0%	Female	1	25.0%	
Access to Care	100.0%	Black	0	0.0%	Male	3	75.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							
Grove Counseling Center								
Total Valid Surveys Received			18			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	82.4%	White	13	72.2%	Female	10	55.6%	
Access to Care	83.3%	Black	4	22.2%	Male	8	44.4%	
Appropriateness and Quality of Care	83.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	72.2%	Asian	0	0.0%				
Involvement in Treatment	83.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	83.3%	Multi-Racial	1	5.6%				
Functional Satisfaction	77.8%							
Park Place Behavioral Health, Inc.								
Total Valid Surveys Received			4			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	1	25.0%	Female	1	25.0%	
Access to Care	100.0%	Black	1	25.0%	Male	3	75.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	2	50.0%				
Functional Satisfaction	100.0%							