



CFCHS Consumer Satisfaction Survey Results

- A. Network Overall Report Comparison of Quarter One (Q1) FY 16-17 to FY 15-16

- B. Fiscal Year Quarterly Comparison Graphs

- C. Survey Validation

- D. Results for CFCHS 3 Additional Questions

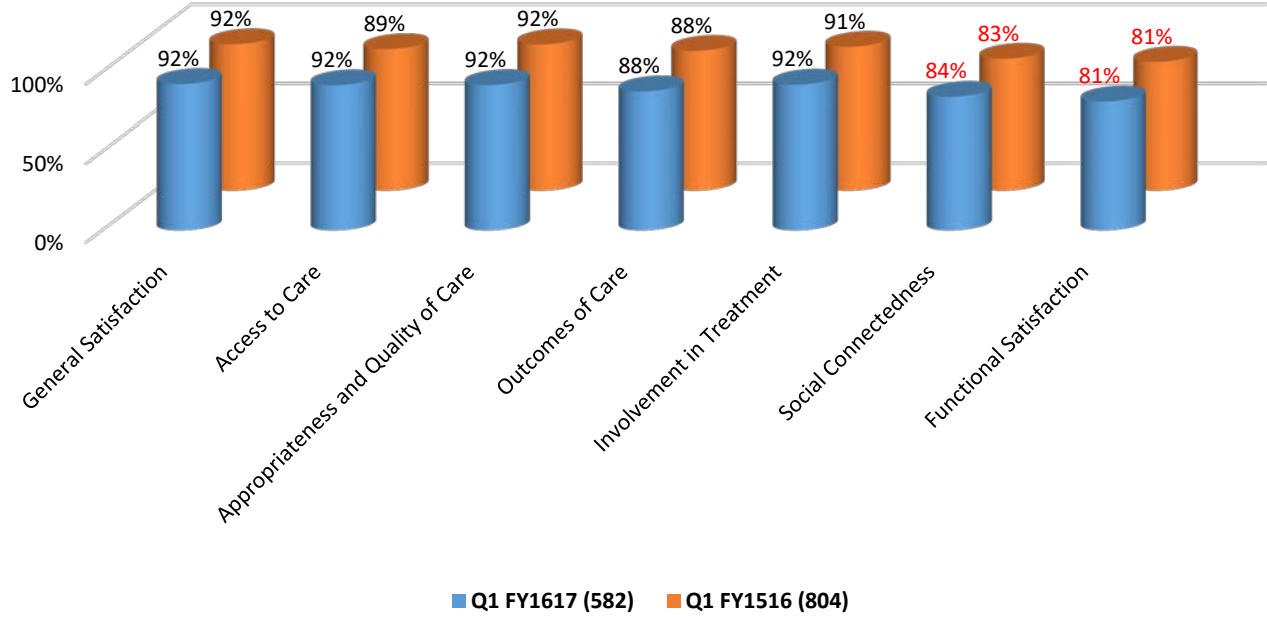
- E. Quarter One (Q1) Tables by Provider

CFCHS Network Overall Consumer Satisfaction Survey (CSS) Quarterly Report

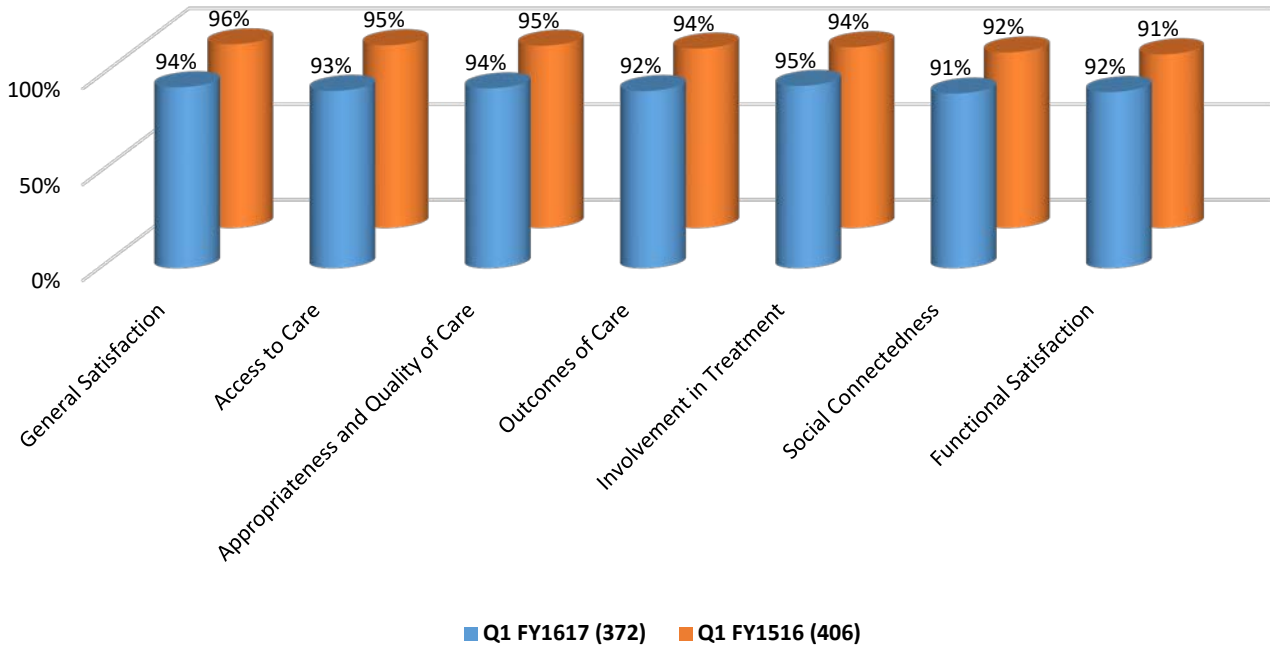
Domain	Quarter One FY 16-17				Quarter One FY 15-16			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	582	372	192	130	804	406	200	29
General Satisfaction	92.4%	94.4%	98.4%	96.9%	92.3%	95.8%	94.0%	69.0%
Access to Care	91.6%	92.5%	97.4%	95.3%	89.2%	95.3%	92.5%	72.4%
Appropriateness and Quality of Care	91.7%	93.8%	96.9%	93.0%	92.2%	95.1%	90.5%	72.4%
Outcomes of Care	87.7%	92.4%	89.9%	90.8%	88.1%	93.6%	81.4%	72.4%
Involvement in Treatment	92.0%	95.1%	93.0%	92.6%	90.7%	94.3%	89.7%	72.4%
Social Connectedness	84.3%	91.1%	96.4%	93.8%	83.1%	91.6%	91.0%	75.9%
Functional Satisfaction	81.4%	91.9%	88.8%	90.7%	81.2%	90.6%	83.7%	72.4%

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

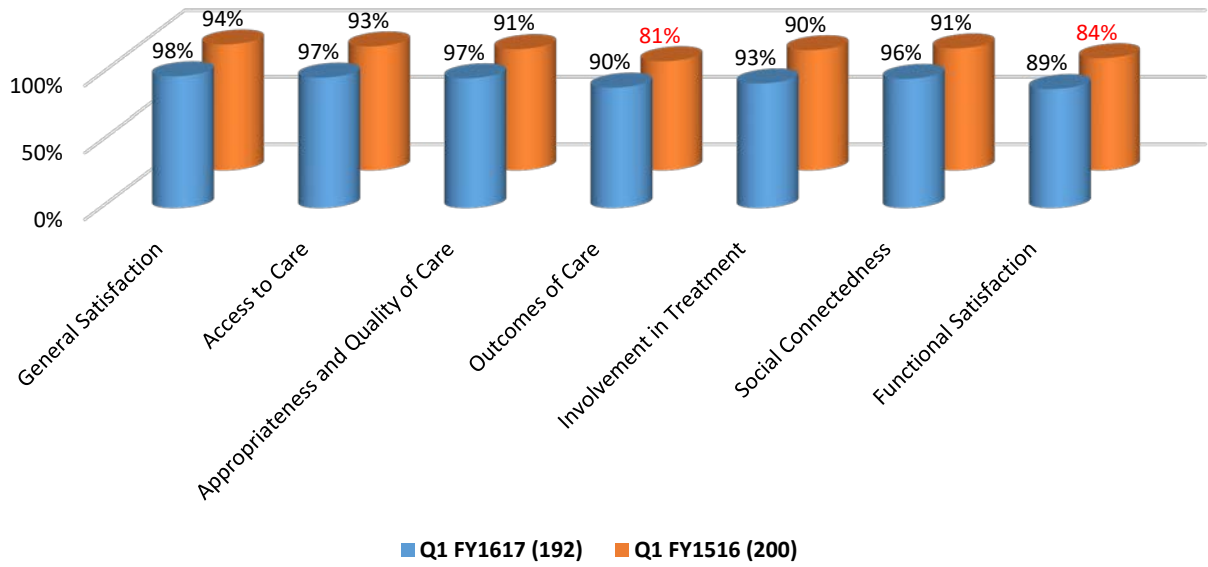
Adult Mental Health (AMH)



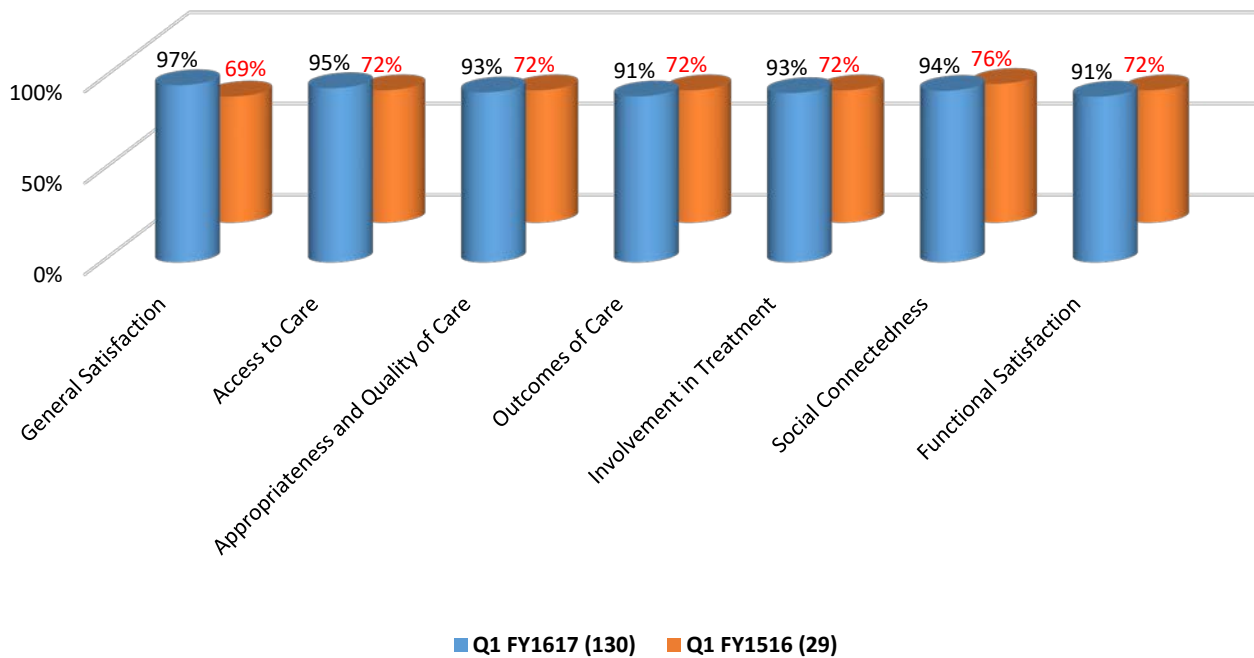
Adult Substance Abuse (ASA)



Children's Mental Health (CMH)



Children's Substance Abuse (CSA)



Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter One	1359	1276	94%

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 One	83	25	58

Reasons for Consumer Satisfaction Survey (CSS) invalidation:

- The person completing the survey did not complete the entire survey.
- The person completing the survey did not answer 2/3 of the questions within a domain.
- 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.
- A required demographic field was not completed.
- The survey could not be read by the OIR software.

*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.

Q1 FY 16-17 Consumer Satisfaction Results for CFCHS 3 Additional Questions

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

Q1			
Question	Number of Responses	Avg. Score	Avg. Pct. Satisfied
32.	996	4.4	86%
33.	1332	4.6	93%
34.	1335	4.5	92%

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:

Quarter One Network Summary FY 16-17

Central Florida Cares Health System (CFCHS) - Network							
1st Quarter FY 2016-2017 Client Satisfaction Results							
Program: ADULT MENTAL HEALTH (AMH)							
Total Valid Surveys Received		582			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	92.4%	White	324	55.7%	Male	270	46.4%
Access to Care	91.6%	Black	159	27.3%	Female	312	53.6%
Appropriateness and Quality of Care	91.7%	American Indian or Alaskan Native	9	1.5%			
Outcomes of Care	87.7%	Asian	12	2.1%			
Involvement in Treatment	92.0%	Native Hawaiian or Other Pacific Islander	9	1.5%			
Social Connectedness	84.3%	Multi-Racial	69	11.9%			
Functional Satisfaction	81.4%						
Program: CHILDREN MENTAL HEALTH (CMH)							
Total Valid Surveys Received		192			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	98.4%	White	96	50.0%	Male	108	56.3%
Access to Care	97.4%	Black	45	23.4%	Female	84	43.8%
Appropriateness and Quality of Care	96.9%	American Indian or Alaskan Native	6	3.1%			
Outcomes of Care	89.9%	Asian	2	1.0%			
Involvement in Treatment	93.0%	Native Hawaiian or Other Pacific Islander	1	0.5%			
Social Connectedness	96.4%	Multi-Racial	42	21.9%			
Functional Satisfaction	88.8%						
Program: ADULT SUBSTANCE ABUSE (ASA)							
Total Valid Surveys Received		372			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	94.4%	White	262	70.4%	Male	178	47.8%
Access to Care	92.5%	Black	53	14.2%	Female	194	52.2%
Appropriateness and Quality of Care	93.8%	American Indian or Alaskan Native	7	1.9%			
Outcomes of Care	92.4%	Asian	0	0.0%			
Involvement in Treatment	95.1%	Native Hawaiian or Other Pacific Islander	3	0.8%			
Social Connectedness	91.1%	Multi-Racial	47	12.6%			
Functional Satisfaction	91.9%						
Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Total Valid Surveys Received		130			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.9%	White	56	43.1%	Male	70	53.8%
Access to Care	95.3%	Black	55	42.3%	Female	60	46.2%
Appropriateness and Quality of Care	93.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	90.8%	Asian	0	0.0%			
Involvement in Treatment	92.6%	Native Hawaiian or Other Pacific Islander	3	2.3%			
Social Connectedness	93.8%	Multi-Racial	16	12.3%			
Functional Satisfaction	90.7%						

Quarter One Adult Mental Health Summary FY 16-17

Program: ADULT MENTAL HEALTH (AMH)							
Aspire Health Partners							
Total Valid Surveys Received		334			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	88.6%	White	158	47.3%	Female	167	50.0%
Access to Care	89.2%	Black	124	37.1%	Male	167	50.0%
Appropriateness and Quality of Care	89.8%	American Indian or Alaskan Native	6	1.8%			
Outcomes of Care	85.0%	Asian	8	2.4%			
Involvement in Treatment	89.5%	Native Hawaiian or Other Pacific Islander	4	1.2%			
Social Connectedness	81.6%	Multi-Racial	34	10.2%			
Functional Satisfaction	77.7%						
Children's Home Society							
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	100.0%	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	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	0.0%						
Circles of Care, Inc.							
Total Valid Surveys Received		36			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	31	86.1%	Female	25	69.4%
Access to Care	97.2%	Black	4	11.1%	Male	11	30.6%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	88.9%	Asian	1	2.8%			
Involvement in Treatment	97.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	91.2%	Multi-Racial	0	0.0%			
Functional Satisfaction	91.4%						
Community Counseling Center of Central Florida, LLC							
Total Valid Surveys Received		17			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	10	58.8%	Female	13	76.5%
Access to Care	100.0%	Black	3	17.6%	Male	4	23.5%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	2	11.8%			
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	11.8%			
Functional Satisfaction	100.0%						
Devereux Hospital and Children's Ctr.							
Total Valid Surveys Received		2			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	1	50.0%	Female	2	100.0%
Access to Care	100.0%	Black	0	0.0%	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	1	50.0%			
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%						

Quarter One Adult Mental Health Summary FY 16-17 (continued)

Gulf Coast Jewish Family Services, Inc							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	3	50.0%	Female	1	16.7%
Access to Care	100.0%	Black	1	16.7%	Male	5	83.3%
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	33.3%			
Functional Satisfaction	100.0%						
Mental Health Resource Center (MHRC)							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	36	70.6%	Female	20	39.2%
Access to Care	98.0%	Black	10	19.6%	Male	31	60.8%
Appropriateness and Quality of Care	96.1%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	96.0%	Asian	2	3.9%			
Involvement in Treatment	98.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	86.3%	Multi-Racial	3	5.9%			
Functional Satisfaction	90.2%						
Orlando Health							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	12	66.7%	Female	17	94.4%
Access to Care	100.0%	Black	4	22.2%	Male	1	5.6%
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	11.1%			
Functional Satisfaction	94.1%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	94.3%	White	66	62.9%	Female	66	62.9%
Access to Care	89.3%	Black	12	11.4%	Male	39	37.1%
Appropriateness and Quality of Care	88.2%	American Indian or Alaskan Native	1	1.0%			
Outcomes of Care	86.5%	Asian	0	0.0%			
Involvement in Treatment	91.4%	Native Hawaiian or Other Pacific Islander	5	4.8%			
Social Connectedness	81.6%	Multi-Racial	21	20.0%			
Functional Satisfaction	77.7%						
Wayne Densch Center							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	6	50.0%	Female	1	8.3%
Access to Care	100.0%	Black	1	8.3%	Male	11	91.7%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	91.7%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	5	41.7%			
Functional Satisfaction	100.0%						

Quarter One Children Mental Health Summary FY 16-17

Program: CHILDREN MENTAL HEALTH (CMH)							
Aspire Health Partners							
Total Valid Surveys Received				76		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.4%	White	22	28.9%	Female	28	36.8%
Access to Care	96.1%	Black	29	38.2%	Male	48	63.2%
Appropriateness and Quality of Care	94.7%	American Indian or Alaskan Native	2	2.6%			
Outcomes of Care	86.8%	Asian	1	1.3%			
Involvement in Treatment	92.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	94.7%	Multi-Racial	22	28.9%			
Functional Satisfaction	85.5%						
Children's Home Society							
Total Valid Surveys Received				68		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	43	63.2%	Female	32	47.1%
Access to Care	98.5%	Black	5	7.4%	Male	36	52.9%
Appropriateness and Quality of Care	98.5%	American Indian or Alaskan Native	4	5.9%			
Outcomes of Care	90.8%	Asian	1	1.5%			
Involvement in Treatment	97.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	15	22.1%			
Functional Satisfaction	89.2%						
Devereux Hospital and Children's Ctr.							
Total Valid Surveys Received				27		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.3%	White	19	70.4%	Female	9	33.3%
Access to Care	96.3%	Black	5	18.5%	Male	18	66.7%
Appropriateness and Quality of Care	96.3%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	88.5%	Asian	0	0.0%			
Involvement in Treatment	84.6%	Native Hawaiian or Other Pacific Islander	1	3.7%			
Social Connectedness	92.6%	Multi-Racial	2	7.4%			
Functional Satisfaction	88.9%						
Kinder Consulting & Parents Too, Inc.							
Total Valid Surveys Received				5		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	1	20.0%	Female	1	20.0%
Access to Care	100.0%	Black	3	60.0%	Male	4	80.0%
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	1	20.0%			
Functional Satisfaction	100.0%						
Orlando Health							
Total Valid Surveys Received				16		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	11	68.8%	Female	14	87.5%
Access to Care	100.0%	Black	3	18.8%	Male	2	12.5%
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	92.3%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	2	12.5%			
Functional Satisfaction	100.0%						

Quarter One Adult Substance Abuse Summary FY 16-17

Program: ADULT SUBSTANCE ABUSE (ASA)							
Aspire Health Partners							
Total Valid Surveys Received		172			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	90.7%	White	96	55.8%	Female	80	46.5%
Access to Care	87.7%	Black	37	21.5%	Male	92	53.5%
Appropriateness and Quality of Care	90.1%	American Indian or Alaskan Native	4	2.3%			
Outcomes of Care	89.4%	Asian	0	0.0%			
Involvement in Treatment	92.9%	Native Hawaiian or Other Pacific Islander	1	0.6%			
Social Connectedness	89.5%	Multi-Racial	34	19.8%			
Functional Satisfaction	88.8%						
Circles of Care, Inc.							
Total Valid Surveys Received		112			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	99.1%	White	101	90.2%	Female	51	45.5%
Access to Care	99.1%	Black	5	4.5%	Male	61	54.5%
Appropriateness and Quality of Care	98.2%	American Indian or Alaskan Native	2	1.8%			
Outcomes of Care	98.2%	Asian	0	0.0%			
Involvement in Treatment	98.2%	Native Hawaiian or Other Pacific Islander	1	0.9%			
Social Connectedness	91.9%	Multi-Racial	3	2.7%			
Functional Satisfaction	96.4%						
Community Treatment Center							
Total Valid Surveys Received		19			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	17	89.5%	Female	8	42.1%
Access to Care	100.0%	Black	0	0.0%	Male	11	57.9%
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	10.5%			
Functional Satisfaction	100.0%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		6			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	83.3%	White	0	0.0%	Female	6	100.0%
Access to Care	83.3%	Black	4	66.7%	Male	0	0.0%
Appropriateness and Quality of Care	83.3%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	83.3%	Asian	0	0.0%			
Involvement in Treatment	83.3%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	2	33.3%			
Functional Satisfaction	83.3%						
Grove Counseling Center							
Total Valid Surveys Received		15			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	13	86.7%	Female	7	46.7%
Access to Care	100.0%	Black	1	6.7%	Male	8	53.3%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	86.7%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	85.7%	Multi-Racial	1	6.7%			
Functional Satisfaction	86.7%						

Quarter One Adult Substance Abuse FY 16-17 (continued)

House of Freedom, Inc.							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	6	66.7%	Female	3	33.3%
Access to Care	100.0%	Black	0	0.0%	Male	6	66.7%
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	1	11.1%			
Social Connectedness	100.0%	Multi-Racial	2	22.2%			
Functional Satisfaction	100.0%						
Specialized Treatment, Ed and Prev Svc							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race			Gender		
General Satisfaction	92.3%	White	29	74.4%	Female	39	100.0%
Access to Care	87.2%	Black	6	15.4%	Male	0	0.0%
Appropriateness and Quality of Care	92.3%	American Indian or Alaskan Native	1	2.6%			
Outcomes of Care	87.2%	Asian	0	0.0%			
Involvement in Treatment	92.3%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	89.7%	Multi-Racial	3	7.7%			
Functional Satisfaction	89.7%						

Quarter One Children Substance Abuse Summary FY 16-17

Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Aspire Health Partners							
Total Valid Surveys Received		92			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.6%	White	27	29.3%	Female	40	43.5%
Access to Care	95.6%	Black	51	55.4%	Male	52	56.5%
Appropriateness and Quality of Care	93.4%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	90.2%	Asian	0	0.0%			
Involvement in Treatment	91.7%	Native Hawaiian or Other Pacific Islander	1	1.1%			
Social Connectedness	93.5%	Multi-Racial	13	14.1%			
Functional Satisfaction	90.2%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		14			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	9	64.3%	Female	10	71.4%
Access to Care	100.0%	Black	2	14.3%	Male	4	28.6%
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	1	7.1%			
Social Connectedness	100.0%	Multi-Racial	2	14.3%			
Functional Satisfaction	100.0%						
Grove Counseling Center							
Total Valid Surveys Received		24			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	95.8%	White	20	83.3%	Female	10	41.7%
Access to Care	91.7%	Black	2	8.3%	Male	14	58.3%
Appropriateness and Quality of Care	87.5%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	87.5%	Asian	0	0.0%			
Involvement in Treatment	91.7%	Native Hawaiian or Other Pacific Islander	1	4.2%			
Social Connectedness	91.7%	Multi-Racial	1	4.2%			
Functional Satisfaction	87.0%						