



## CFCHS Consumer Satisfaction Survey Results

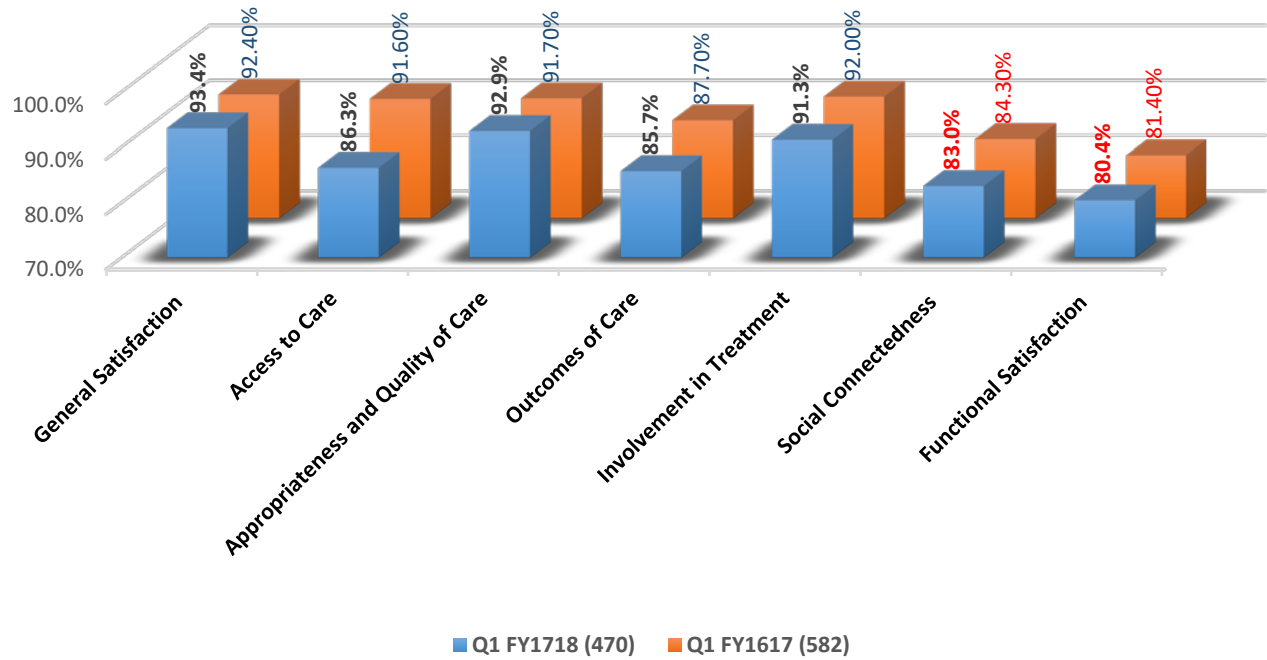
- A. Network Overall Report Comparison of Quarter One (Q1) FY 17-18 to FY 16-17
- B. Fiscal Year Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
- E. Quarter One (Q1) Tables by the Provider network

## CFCHS Network Overall Consumer Satisfaction Survey (CSS) Quarterly Report

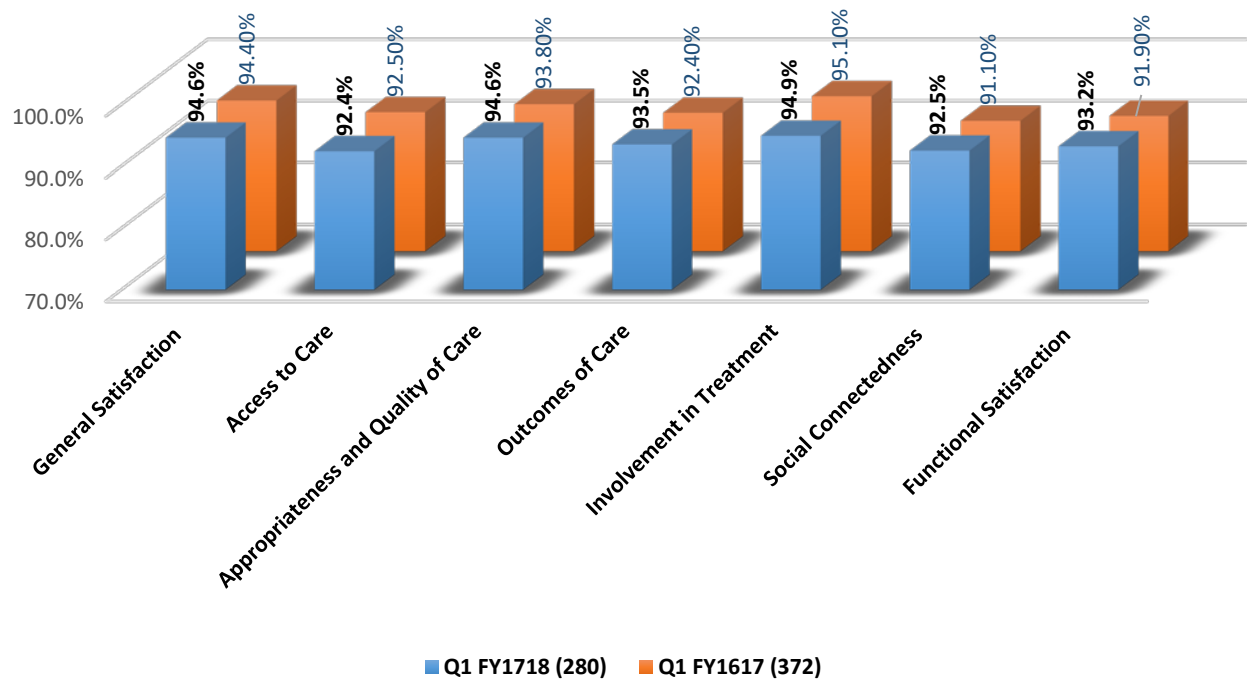
Domain	Quarter One FY 17-18				Quarter One FY 16-17			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	470	280	126	54	582	372	192	130
General Satisfaction	93.4%	94.6%	97.6%	92.5%	92.4%	94.4%	98.4%	96.9%
Access to Care	86.3%	92.4%	95.2%	92.5%	91.6%	92.5%	97.4%	95.3%
Appropriateness and Quality of Care	92.9%	94.6%	92.1%	88.9%	91.7%	93.8%	96.9%	93.0%
Outcomes of Care	85.7%	93.5%	80.8%	88.9%	87.7%	92.4%	89.9%	90.8%
Involvement in Treatment	91.3%	94.9%	89.3%	82.7%	92.0%	95.1%	93.0%	92.6%
Social Connectedness	83.0%	92.5%	94.4%	92.6%	84.3%	91.1%	96.4%	93.8%
Functional Satisfaction	80.4%	93.2%	86.3%	87.0%	81.4%	91.9%	88.8%	90.7%

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

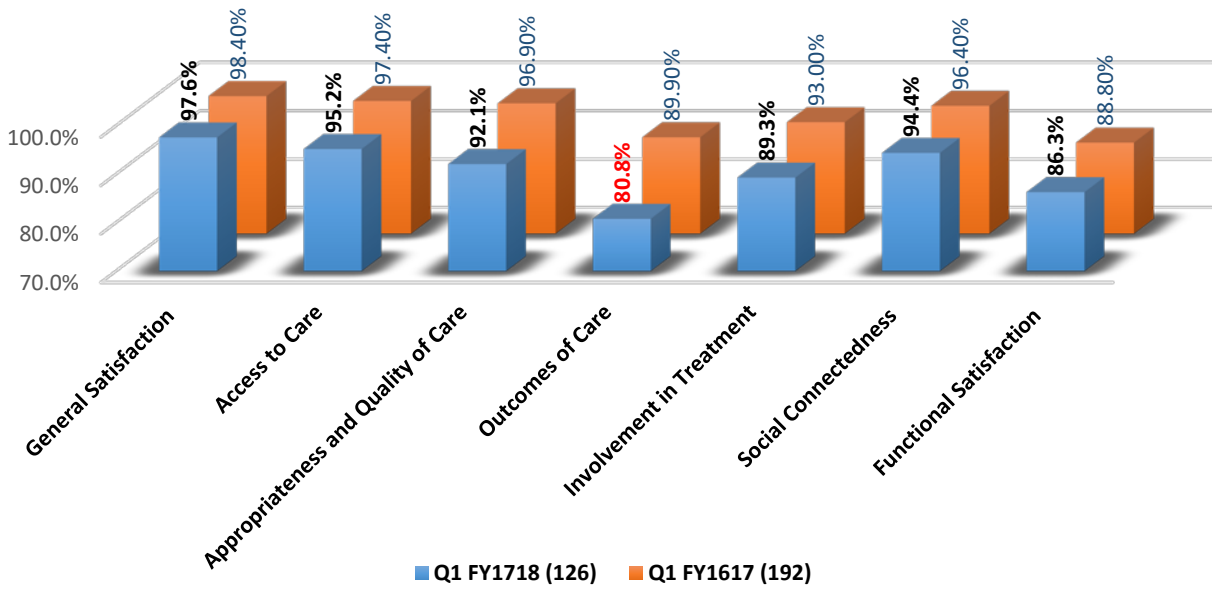
## Adult Mental Health



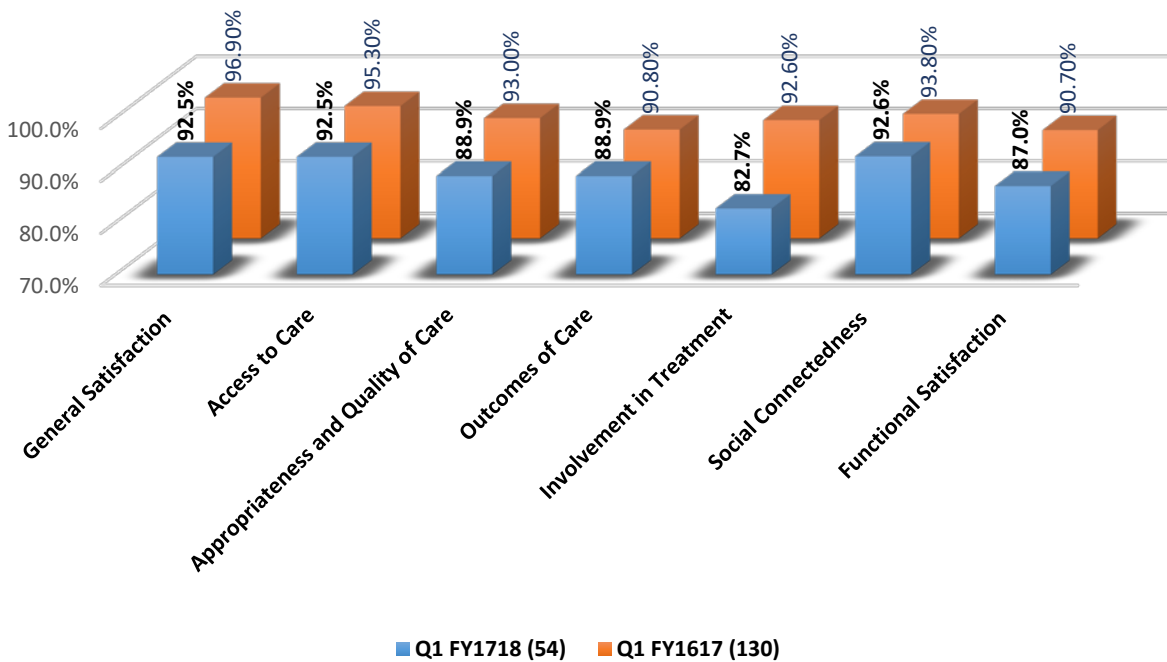
## Adult Substance Abuse



### Children's Mental Health



### Children's Substance Abuse



### Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter One	1008	930	92%

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	78	30	48

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 17-18 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.	787	4.39	.855%
33.	975	4.56	.919%
34.	964	4.54	.911%

- 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 17-18

Program: ADULT MENTAL HEALTH (AMH)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received			230			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	87.4%	White	104	45.2%	Male	117	50.9%	
Access to Care	73.3%	Black	69	30.0%	Female	113	49.1%	
Appropriateness and Quality of Care	87.8%	American Indian or Alaskan Native	5	2.2%				
Outcomes of Care	76.8%	Asian	1	0.4%				
Involvement in Treatment	86.2%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	75.9%	Multi-Racial	51	22.2%				
Functional Satisfaction	71.9%							
<b>Children's Home Society</b>								
Total Valid Surveys Received			12			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	2	16.7%	Male	5	41.7%	
Access to Care	100.0%	Black	3	25.0%	Female	7	58.3%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	83.3%	Asian	2	16.7%				
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	83.3%							
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received			105			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	79	75.2%	Male	63	60.0%	
Access to Care	98.1%	Black	18	17.1%	Female	42	40.0%	
Appropriateness and Quality of Care	99.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	93.3%	Asian	2	1.9%				
Involvement in Treatment	95.1%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	86.5%	Multi-Racial	6	5.7%				
Functional Satisfaction	85.6%							
<b>Community Counseling Center of Central Florida, LLC</b>								
Total Valid Surveys Received			30			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	15	50.0%	Male	20	66.7%	
Access to Care	100.0%	Black	11	36.7%	Female	10	33.3%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	1	3.3%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	3	10.0%				
Functional Satisfaction	100.0%							

## Quarter One Adult Mental Health Summary FY 17-18 (continued)

Grove Counseling Center							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	1	100.0%	Male	1	100.0%
Access to Care	100.0%	Black	0	0.0%	Female	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	100.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	100.0%						
Mental Health Resource Center (MHRC)							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	25	67.6%	Male	10	27.0%
Access to Care	100.0%	Black	4	10.8%	Female	27	73.0%
Appropriateness and Quality of Care	97.3%	American Indian or Alaskan Native	2	5.4%			
Outcomes of Care	97.3%	Asian	0	0.0%			
Involvement in Treatment	97.3%	Native Hawaiian or Other Pacific Islander	2	5.4%			
Social Connectedness	91.9%	Multi-Racial	4	10.8%			
Functional Satisfaction	94.3%						
Orlando Health							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	18	100.0%	Male	17	94.4%
Access to Care	100.0%	Black	0	0.0%	Female	1	5.6%
Appropriateness and Quality of Care	94.1%	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	83.3%	Multi-Racial	0	0.0%			
Functional Satisfaction	94.4%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	91.7%	White	15	62.5%	Male	10	41.7%
Access to Care	91.7%	Black	5	20.8%	Female	14	58.3%
Appropriateness and Quality of Care	91.7%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	83.3%	Asian	1	4.2%			
Involvement in Treatment	87.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	87.0%	Multi-Racial	3	12.5%			
Functional Satisfaction	70.8%						
Wayne Densch Center							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	7	53.8%	Male	3	23.1%
Access to Care	100.0%	Black	5	38.5%	Female	10	76.9%
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	92.3%	Multi-Racial	1	7.7%			
Functional Satisfaction	100.0%						



## Quarter One Children Mental Health Summary FY 17-18

Program: CHILDREN MENTAL HEALTH (CMH)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received			36			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	91.7%	White	8	22.2%	Male	16	44.4%	
Access to Care	86.1%	Black	26	72.2%	Female	20	55.6%	
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	77.8%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	91.4%	Multi-Racial	2	5.6%				
Functional Satisfaction	75.0%							
<b>Children's Home Society</b>								
Total Valid Surveys Received			51			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	26	51.0%	Male	22	43.1%	
Access to Care	100.0%	Black	11	21.6%	Female	29	56.9%	
Appropriateness and Quality of Care	96.1%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	84.0%	Asian	2	3.9%				
Involvement in Treatment	96.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	92.2%	Multi-Racial	12	23.5%				
Functional Satisfaction	89.8%							
<b>Devereux Hospital and Children's Ctr.</b>								
Total Valid Surveys Received			15			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	10	66.7%	Male	7	46.7%	
Access to Care	93.3%	Black	4	26.7%	Female	8	53.3%	
Appropriateness and Quality of Care	93.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	73.3%	Asian	0	0.0%				
Involvement in Treatment	86.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	1	6.7%				
Functional Satisfaction	100.0%							
<b>Kinder Consulting &amp; Parents Too, Inc.</b>								
Total Valid Surveys Received			3			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	1	33.3%	Male	3	100.0%	
Access to Care	100.0%	Black	0	0.0%	Female	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	100.0%	Multi-Racial	2	66.7%				
Functional Satisfaction	66.7%							
<b>Orlando Health</b>								
Total Valid Surveys Received			13			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	3	23.1%	Male	11	84.6%	
Access to Care	100.0%	Black	5	38.5%	Female	2	15.4%	
Appropriateness and Quality of Care	92.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	84.6%	Asian	0	0.0%				
Involvement in Treatment	91.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	5	38.5%				
Functional Satisfaction	84.6%							

## Quarter One Adult Substance Abuse FY 17-18

Program: ADULT SUBSTANCE ABUSE (ASA)							
Aspire Health Partners							
Total Valid Surveys Received		128			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	90.6%	White	68	53.1%	Male	64	50.0%
Access to Care	86.5%	Black	32	25.0%	Female	64	50.0%
Appropriateness and Quality of Care	92.1%	American Indian or Alaskan Native	1	0.8%			
Outcomes of Care	89.8%	Asian	1	0.8%			
Involvement in Treatment	92.1%	Native Hawaiian or Other Pacific Islander	1	0.8%			
Social Connectedness	89.0%	Multi-Racial	25	19.5%			
Functional Satisfaction	91.3%						
Circles of Care, Inc.							
Total Valid Surveys Received		44			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	41	93.2%	Male	17	38.6%
Access to Care	100.0%	Black	1	2.3%	Female	27	61.4%
Appropriateness and Quality of Care	97.7%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	97.7%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	90.9%	Multi-Racial	2	4.5%			
Functional Satisfaction	90.9%						
Community Treatment Center							
Total Valid Surveys Received		24			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	20	83.3%	Male	8	33.3%
Access to Care	100.0%	Black	3	12.5%	Female	16	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	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	1	4.2%			
Functional Satisfaction	100.0%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		8			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	2	25.0%	Male	6	75.0%
Access to Care	100.0%	Black	5	62.5%	Female	2	25.0%
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	12.5%			
Functional Satisfaction	100.0%						

## Quarter One Adult Substance Abuse Summary FY 17-18 (continued)

Grove Counseling Center										
Total Valid Surveys Received			7						Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	6	85.7%	Male	2	28.6%			
Access to Care	100.0%	Black	0	0.0%	Female	5	71.4%			
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%						
Outcomes of Care	85.7%	Asian	0	0.0%						
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%						
Social Connectedness	100.0%	Multi-Racial	1	14.3%						
Functional Satisfaction	100.0%									
House of Freedom, Inc.										
Total Valid Surveys Received			6						Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	6	100.0%	Male	6	100.0%			
Access to Care	100.0%	Black	0	0.0%	Female	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	100.0%	Multi-Racial	0	0.0%						
Functional Satisfaction	100.0%									
LifeStream Behavioral Center										
Total Valid Surveys Received			3						Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	3	100.0%	Male	3	100.0%			
Access to Care	66.7%	Black	0	0.0%	Female	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	66.7%	Multi-Racial	0	0.0%						
Functional Satisfaction	66.7%									
Specialized Treatment, Ed and Prevnt Svcs										
Total Valid Surveys Received			60						Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	95.0%	White	36	60.0%	Male	24	40.0%			
Access to Care	95.0%	Black	9	15.0%	Female	36	60.0%			
Appropriateness and Quality of Care	93.2%	American Indian or Alaskan Native	3	5.0%						
Outcomes of Care	95.0%	Asian	0	0.0%						
Involvement in Treatment	93.2%	Native Hawaiian or Other Pacific Islander	3	5.0%						
Social Connectedness	96.7%	Multi-Racial	9	15.0%						
Functional Satisfaction	95.0%									

## Quarter One Children Substance Abuse FY 17-18

Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Aspire Health Partners								
Total Valid Surveys Received			34			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	87.9%	White	13	38.2%	Male	11	32.4%	
Access to Care	88.2%	Black	5	14.7%	Female	23	67.6%	
Appropriateness and Quality of Care	82.4%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	85.3%	Asian	0	0.0%				
Involvement in Treatment	72.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	88.2%	Multi-Racial	16	47.1%				
Functional Satisfaction	82.4%							
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			18			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	3	16.7%	Male	14	77.8%	
Access to Care	100.0%	Black	9	50.0%	Female	4	22.2%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	94.4%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	6	33.3%				
Functional Satisfaction	94.4%							
Grove Counseling Center								
Total Valid Surveys Received			10			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	5	50.0%	Male	3	30.0%	
Access to Care	100.0%	Black	2	20.0%	Female	7	70.0%	
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	3	30.0%				
Functional Satisfaction	100.0%							