



# CFCHS Consumer Satisfaction Survey Results

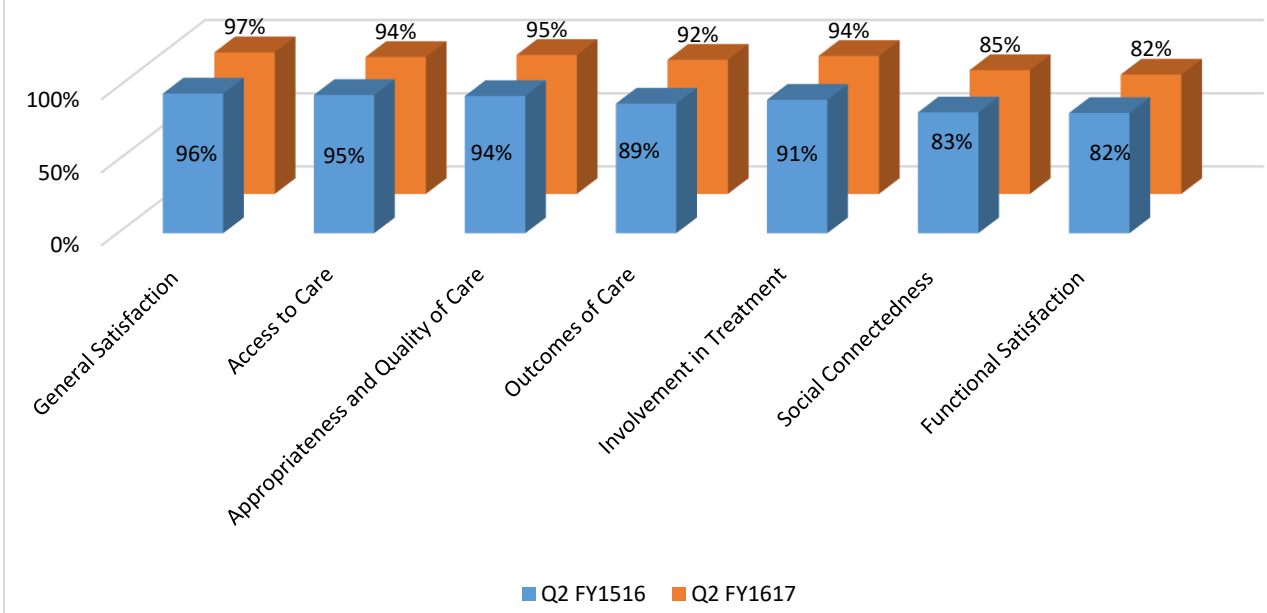
- A. Network Overall Report Comparison of Quarter 2 (Q2) FY 2016-17 to FY 2015-16
- B. Fiscal Year Quarterly Comparison Graphs
- C. Survey Validation
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- E. Quarter 2 (Q2) Tables by Provider

## CFCHS Network Overall Consumer Satisfaction Survey Quarterly Report

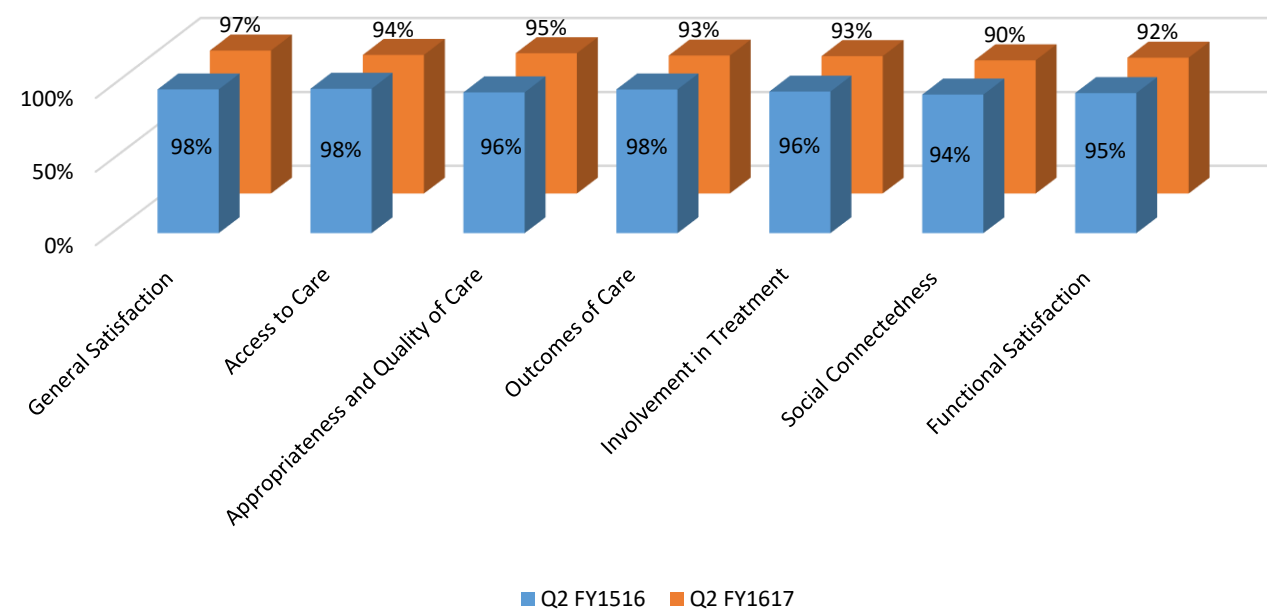
Domain	Quarter 2 FY 15-16				Quarter 2 FY 16-17			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	431	208	71	277	342	448	173	455
General Satisfaction	95.6%	97.6%	100.0%	90.4%	96.8%	96.9%	99.4%	98.9%
Access to Care	94.6%	98.1%	100.0%	88.8%	93.5%	93.9%	98.3%	99.1%
Appropriateness and Quality of Care	93.9%	95.6%	97.2%	85.9%	95.0%	95.1%	98.3%	95.7%
Outcomes of Care	88.7%	97.6%	94.4%	77.7%	91.7%	93.5%	84.1%	86.1%
Involvement in Treatment	91.3%	96.1%	97.1%	80.7%	94.3%	93.1%	94.8%	95.4%
Social Connectedness	82.8%	94.1%	97.2%	87.4%	84.6%	90.3%	95.4%	94.6%
Functional Satisfaction	82.3%	95.1%	90.1%	80.8%	81.6%	92.1%	84.5%	88.2%

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

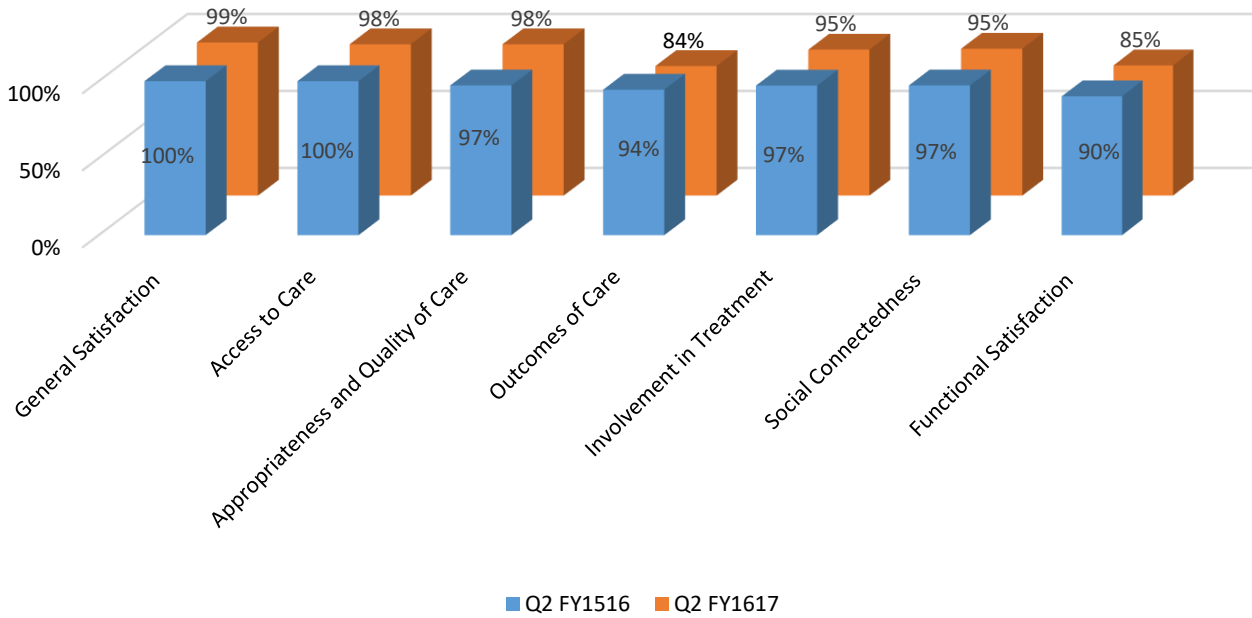
### Adult Mental Health (AMH)



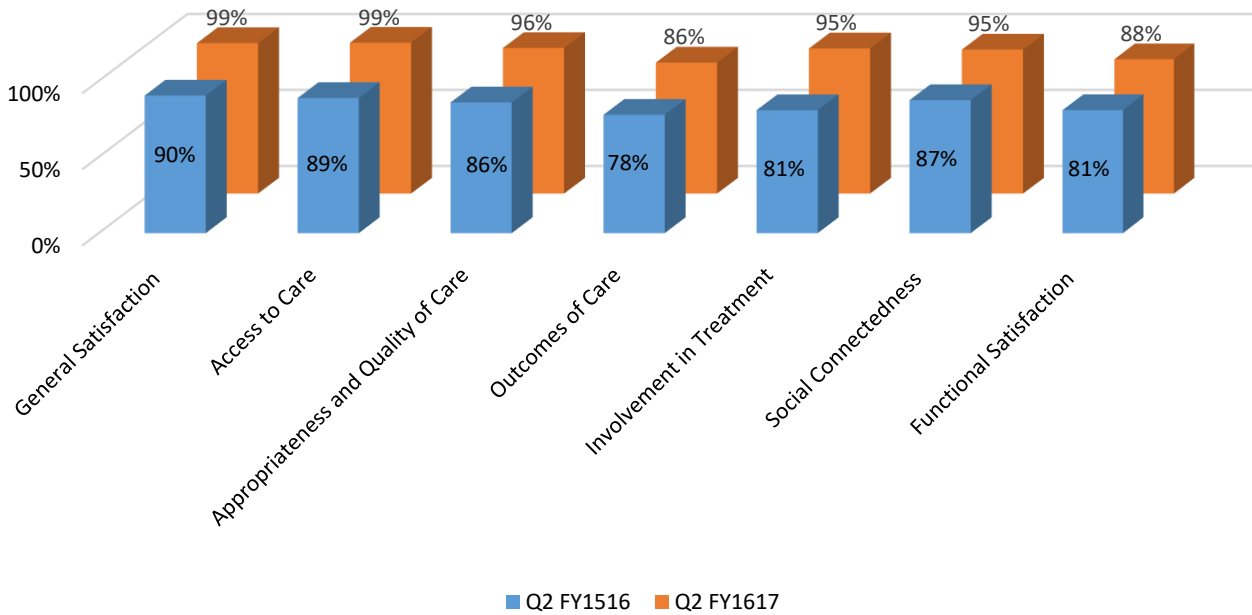
### Adult Substance Abuse (ASA)



### Children's Mental Health (CMH)



### Children's Substance Abuse (CSA)



### Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter 2	1587	1435	90%

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 2	152 (10%)	37 (24%)	115 (76%)

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.

\*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.

## Q2 FY 16-17 Consumer Satisfaction Results for CFCHS 3 Additional Questions

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

Q2			
Question	Number of Responses	Avg. Score	Avg. Pct. Satisfied
32.	853	4.39	86%
33.	1549	4.64	95%
34.	1540	4.59	93%

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:

## 2nd Quarter Network Summary FY 16-17

Program: ADULT MENTAL HEALTH (AMH)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received			97			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	93.8%	White	58	59.8%	Male	45	46.4%	
Access to Care	87.6%	Black	21	21.6%	Female	52	53.6%	
Appropriateness and Quality of Care	91.7%	American Indian or Alaskan Native	2	2.1%				
Outcomes of Care	88.7%	Asian	2	2.1%				
Involvement in Treatment	89.6%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	73.7%	Multi-Racial	14	14.4%				
Functional Satisfaction	72.9%							
<b>Children's Home Society</b>								
Total Valid Surveys Received			3			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	2	66.7%	Male	3	100.0%	
Access to Care	100.0%	Black		0.0%	Female		0.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	100.0%	Asian		0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial	1	33.3%				
Functional Satisfaction	100.0%							
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received			59			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	96.6%	White	37	62.7%	Male	37	62.7%	
Access to Care	96.6%	Black	7	11.9%	Female	22	37.3%	
Appropriateness and Quality of Care	96.6%	American Indian or Alaskan Native	4	6.8%				
Outcomes of Care	98.3%	Asian		0.0%				
Involvement in Treatment	98.3%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	96.6%	Multi-Racial	11	18.6%				
Functional Satisfaction	94.7%							
<b>Community Counseling Center of Central Florida, LLC</b>								
Total Valid Surveys Received			28			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	19	67.9%	Male	18	64.3%	
Access to Care	100.0%	Black	7	25.0%	Female	10	35.7%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	3.6%				
Outcomes of Care	100.0%	Asian		0.0%				
Involvement in Treatment	96.3%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial	1	3.6%				
Functional Satisfaction	96.4%							
<b>Mental Health Resource Center (MHRC)</b>								
Total Valid Surveys Received			59			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	98.3%	White	42	71.2%	Male	20	33.9%	
Access to Care	94.9%	Black	10	16.9%	Female	39	66.1%	
Appropriateness and Quality of Care	96.6%	American Indian or Alaskan Native	2	3.4%				
Outcomes of Care	89.5%	Asian	1	1.7%				
Involvement in Treatment	94.8%	Native Hawaiian or Other Pacific Islander	1	1.7%				
Social Connectedness	84.7%	Multi-Racial	3	5.1%				
Functional Satisfaction	86.2%							

## 2nd Quarter Network Summary FY 16-17

Orlando Health							
Total Valid Surveys Received		20		Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	14	70.0%	Male	18	90.0%
Access to Care	100.0%	Black	1	5.0%	Female	2	10.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%			
Outcomes of Care	100.0%	Asian		0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%			
Social Connectedness	100.0%	Multi-Racial	5	25.0%			
Functional Satisfaction	100.0%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received		66		Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.0%	White	33	50.0%	Male	41	62.1%
Access to Care	92.4%	Black	5	7.6%	Female	25	37.9%
Appropriateness and Quality of Care	92.3%	American Indian or Alaskan Native	3	4.5%			
Outcomes of Care	84.8%	Asian	2	3.0%			
Involvement in Treatment	93.7%	Native Hawaiian or Other Pacific Islander	1	1.5%			
Social Connectedness	77.3%	Multi-Racial	22	33.3%			
Functional Satisfaction	65.2%						
Wayne Densch Center							
Total Valid Surveys Received		10		Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	30.0%	Male	3	30.0%
Access to Care	100.0%	Black	4	40.0%	Female	7	70.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%			
Outcomes of Care	100.0%	Asian		0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%			
Social Connectedness	87.5%	Multi-Racial	3	30.0%			
Functional Satisfaction	88.9%						



## 2nd Quarter Network Summary FY 16-17

Program: CHILDREN MENTAL HEALTH (CMH)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received				29		Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	9	31.0%	Male	8	27.6%	
Access to Care	100.0%	Black	12	41.4%	Female	21	72.4%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	96.6%	Asian		0.0%				
Involvement in Treatment	93.1%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial	8	27.6%				
Functional Satisfaction	86.2%							
<b>Children's Home Society</b>								
Total Valid Surveys Received				96		Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	53	55.2%	Male	38	39.6%	
Access to Care	99.0%	Black	13	13.5%	Female	58	60.4%	
Appropriateness and Quality of Care	97.9%	American Indian or Alaskan Native	2	2.1%				
Outcomes of Care	81.9%	Asian	3	3.1%				
Involvement in Treatment	97.9%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	91.7%	Multi-Racial	25	26.0%				
Functional Satisfaction	82.3%							
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received				1		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%	Female		0.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	100.0%	Asian		0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial		0.0%				
Functional Satisfaction	100.0%							
<b>Devereux Hospital and Children's Ctr.</b>								
Total Valid Surveys Received				25		Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	13	52.0%	Male	12	48.0%	
Access to Care	100.0%	Black	6	24.0%	Female	13	52.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	73.9%	Asian		0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial	6	24.0%				
Functional Satisfaction	88.0%							

## 2nd Quarter Network Summary FY 16-17

Kinder Konsulting & Parents Too, Inc.											
Total Valid Surveys Received			7						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	5	71.4%	Male	2	28.6%				
Access to Care	100.0%	Black		0.0%	Female	5	71.4%				
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%							
Outcomes of Care	85.7%	Asian		0.0%							
Involvement in Treatment	71.4%	Native Hawaiian or Other Pacific Islander		0.0%							
Social Connectedness	100.0%	Multi-Racial	2	28.6%							
Functional Satisfaction	85.7%										
Orlando Health											
Total Valid Surveys Received			15						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	9	60.0%	Male	10	66.7%				
Access to Care	93.3%	Black	4	26.7%	Female	5	33.3%				
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%							
Outcomes of Care	86.7%	Asian		0.0%							
Involvement in Treatment	85.7%	Native Hawaiian or Other Pacific Islander		0.0%							
Social Connectedness	100.0%	Multi-Racial	2	13.3%							
Functional Satisfaction	93.3%										

## 2nd Quarter Network Summary FY 16-17

Program: ADULT SUBSTANCE ABUSE (ASA)								
<b>Aspire Health Partners</b>								
Total Valid Surveys Received			170			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.1%	White	137	80.6%	Male	110	64.7%	
Access to Care	89.2%	Black	18	10.6%	Female	60	35.3%	
Appropriateness and Quality of Care	90.0%	American Indian or Alaskan Native	1	0.6%				
Outcomes of Care	87.4%	Asian		0.0%				
Involvement in Treatment	87.0%	Native Hawaiian or Other Pacific Islander	1	0.6%				
Social Connectedness	82.1%	Multi-Racial	13	7.6%				
Functional Satisfaction	85.1%							
<b>Circles of Care, Inc.</b>								
Total Valid Surveys Received			110			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	97.3%	White	94	85.5%	Male	35	31.8%	
Access to Care	96.4%	Black	7	6.4%	Female	75	68.2%	
Appropriateness and Quality of Care	97.2%	American Indian or Alaskan Native	4	3.6%				
Outcomes of Care	95.5%	Asian	1	0.9%				
Involvement in Treatment	98.1%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	92.6%	Multi-Racial	4	3.6%				
Functional Satisfaction	94.4%							
<b>Community Treatment Center</b>								
Total Valid Surveys Received			19			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.7%	White	17	89.5%	Male	8	42.1%	
Access to Care	94.7%	Black	2	10.5%	Female	11	57.9%	
Appropriateness and Quality of Care	94.7%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	94.7%	Asian		0.0%				
Involvement in Treatment	94.4%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	94.7%	Multi-Racial		0.0%				
Functional Satisfaction	94.7%							
<b>Eckerd Youth Alternatives, Inc.</b>								
Total Valid Surveys Received			16			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	9	56.3%	Male	15	93.8%	
Access to Care	100.0%	Black	6	37.5%	Female	1	6.3%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%				
Outcomes of Care	100.0%	Asian		0.0%				
Involvement in Treatment	92.9%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	93.3%	Multi-Racial	1	6.3%				
Functional Satisfaction	93.3%							
<b>Grove Counseling Center</b>								
Total Valid Surveys Received			42			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	31	73.8%	Male	20	47.6%	
Access to Care	100.0%	Black	5	11.9%	Female	22	52.4%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	2.4%				
Outcomes of Care	100.0%	Asian	1	2.4%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%				
Social Connectedness	100.0%	Multi-Racial	4	9.5%				
Functional Satisfaction	100.0%							

## 2nd Quarter Network Summary FY 16-17

House of Freedom, Inc.											
Total Valid Surveys Received			4						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	3	75.0%	Male	2	50.0%				
Access to Care	100.0%	Black		0.0%	Female	2	50.0%				
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%							
Outcomes of Care	100.0%	Asian		0.0%							
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%							
Social Connectedness	100.0%	Multi-Racial	1	25.0%							
Functional Satisfaction	100.0%										
LifeStream Behavioral Center											
Total Valid Surveys Received			4						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	3	75.0%	Male	4	100.0%				
Access to Care	100.0%	Black		0.0%	Female		0.0%				
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%							
Outcomes of Care	100.0%	Asian		0.0%							
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%							
Social Connectedness	75.0%	Multi-Racial	1	25.0%							
Functional Satisfaction	100.0%										
Park Place Behavioral Health, Inc.											
Total Valid Surveys Received			8						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	5	62.5%	Male	3	37.5%				
Access to Care	100.0%	Black	2	25.0%	Female	5	62.5%				
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%							
Outcomes of Care	100.0%	Asian		0.0%							
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander		0.0%							
Social Connectedness	100.0%	Multi-Racial	1	12.5%							
Functional Satisfaction	100.0%										
Specialized Treatment, Ed and Prevt Svcs											
Total Valid Surveys Received			75						Demographics		
Domain	% Satisfied	Race			Gender						
General Satisfaction	100.0%	White	58		Male	68					
Access to Care	94.7%	Black	11		Female	7					
Appropriateness and Quality of Care	98.7%	American Indian or Alaskan Native									
Outcomes of Care	97.3%	Asian									
Involvement in Treatment	94.6%	Native Hawaiian or Other Pacific Islander									
Social Connectedness	97.3%	Multi-Racial	6								
Functional Satisfaction	97.3%										

## 2nd Quarter Network Summary FY 16-17

Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Aspire Health Partners							
Total Valid Surveys Received		310			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	99.4%	White	136	43.9%	Male	175	56.5%
Access to Care	99.7%	Black	100	32.3%	Female	135	43.5%
Appropriateness and Quality of Care	98.0%	American Indian or Alaskan Native	3	1.0%			
Outcomes of Care	85.7%	Asian	3	1.0%			
Involvement in Treatment	96.4%	Native Hawaiian or Other Pacific Islander		0.0%			
Social Connectedness	95.1%	Multi-Racial	68	21.9%			
Functional Satisfaction	88.0%						
Circles of Care, Inc.							
Total Valid Surveys Received		19			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	15.8%	Male	8	42.1%
Access to Care	100.0%	Black	12	63.2%	Female	11	57.9%
Appropriateness and Quality of Care	89.5%	American Indian or Alaskan Native		0.0%			
Outcomes of Care	100.0%	Asian		0.0%			
Involvement in Treatment	94.7%	Native Hawaiian or Other Pacific Islander		0.0%			
Social Connectedness	94.4%	Multi-Racial	4	21.1%			
Functional Satisfaction	94.4%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		104			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.1%	White	55	52.9%	Male	47	45.2%
Access to Care	97.1%	Black	23	22.1%	Female	57	54.8%
Appropriateness and Quality of Care	88.5%	American Indian or Alaskan Native	3	2.9%			
Outcomes of Care	80.8%	Asian	3	2.9%			
Involvement in Treatment	92.4%	Native Hawaiian or Other Pacific Islander	1	1.0%			
Social Connectedness	91.3%	Multi-Racial	19	18.3%			
Functional Satisfaction	83.7%						
Grove Counseling Center							
Total Valid Surveys Received		22			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	16	72.7%	Male	13	59.1%
Access to Care	100.0%	Black	1	4.5%	Female	9	40.9%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native		0.0%			
Outcomes of Care	95.5%	Asian		0.0%			
Involvement in Treatment	90.9%	Native Hawaiian or Other Pacific Islander		0.0%			
Social Connectedness	100.0%	Multi-Racial	5	22.7%			
Functional Satisfaction	100.0%						