



CFCHS Consumer Satisfaction Survey Results

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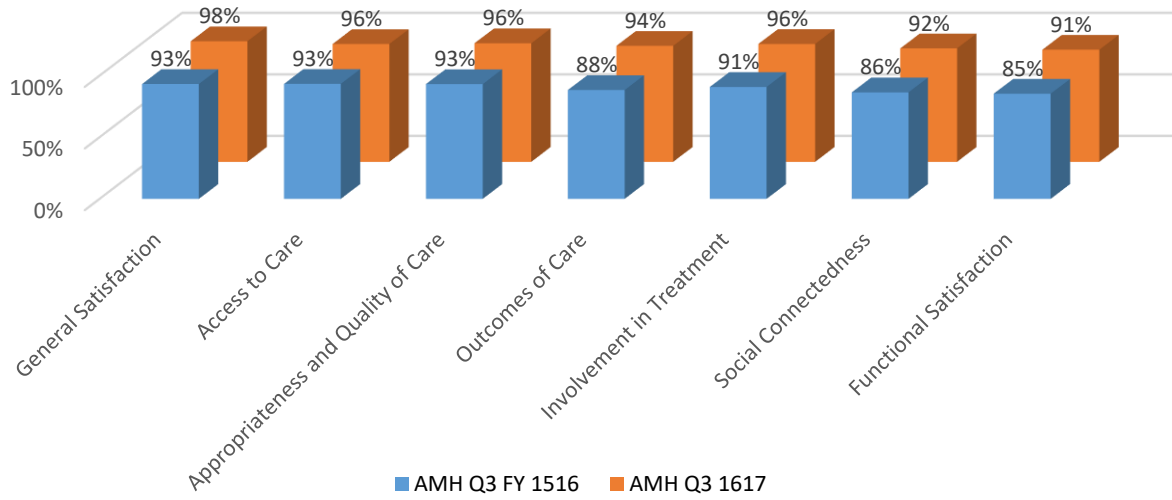
CFCHS Network Overall Consumer Satisfaction Survey Quarterly Report

Domain	Quarter 3 FY 15-16				Quarter 3 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	396	394	210	162	192	204	117	81
General Satisfaction	93.2%	94.9%	98.0%	90.5%	97.9%	95.1%	98.3%	100.0%
Access to Care	93.3%	93.1%	96.7%	93.8%	95.7%	93.1%	99.1%	96.3%
Appropriateness and Quality of Care	93.1%	94.4%	96.2%	88.9%	96.3%	95.1%	98.3%	95.0%
Outcomes of Care	88.3%	92.9%	87.4%	79.6%	94.2%	91.6%	87.2%	87.7%
Involvement in Treatment	90.8%	91.6%	93.6%	89.1%	95.7%	94.0%	93.8%	100.0%
Social Connectedness	86.4%	90.8%	95.1%	89.5%	92.1%	90.2%	94.0%	96.3%
Functional Satisfaction	85.3%	86.8%	84.7%	87.6%	91.1%	89.6%	85.8%	91.4%

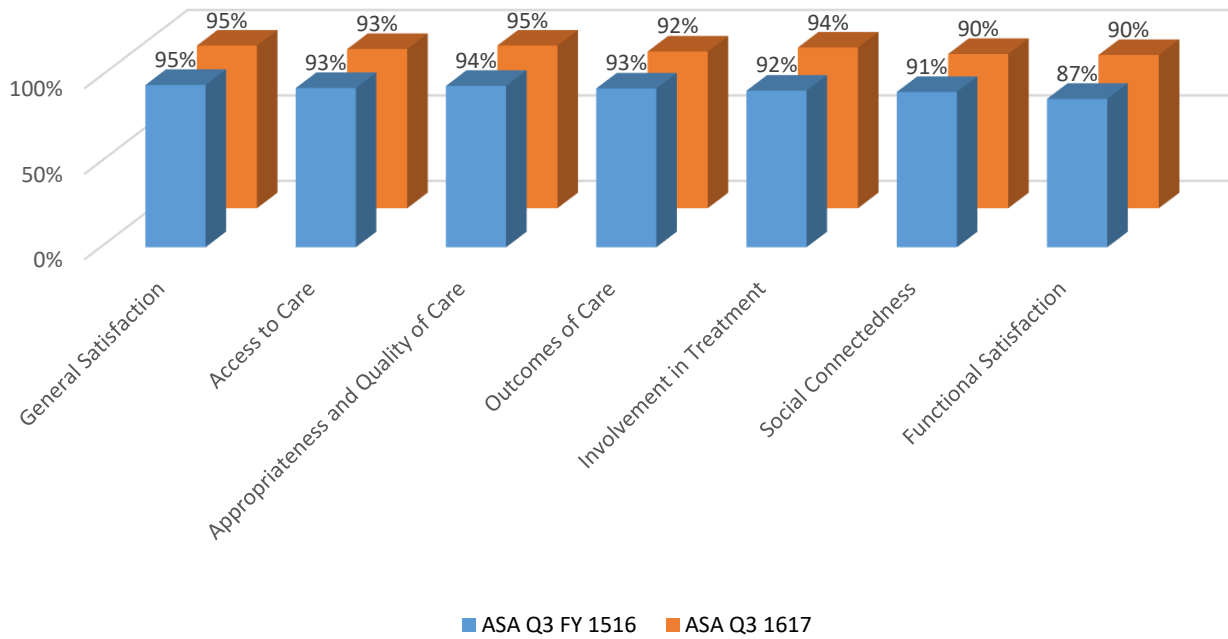
Bold = the current fiscal year quarterly data

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

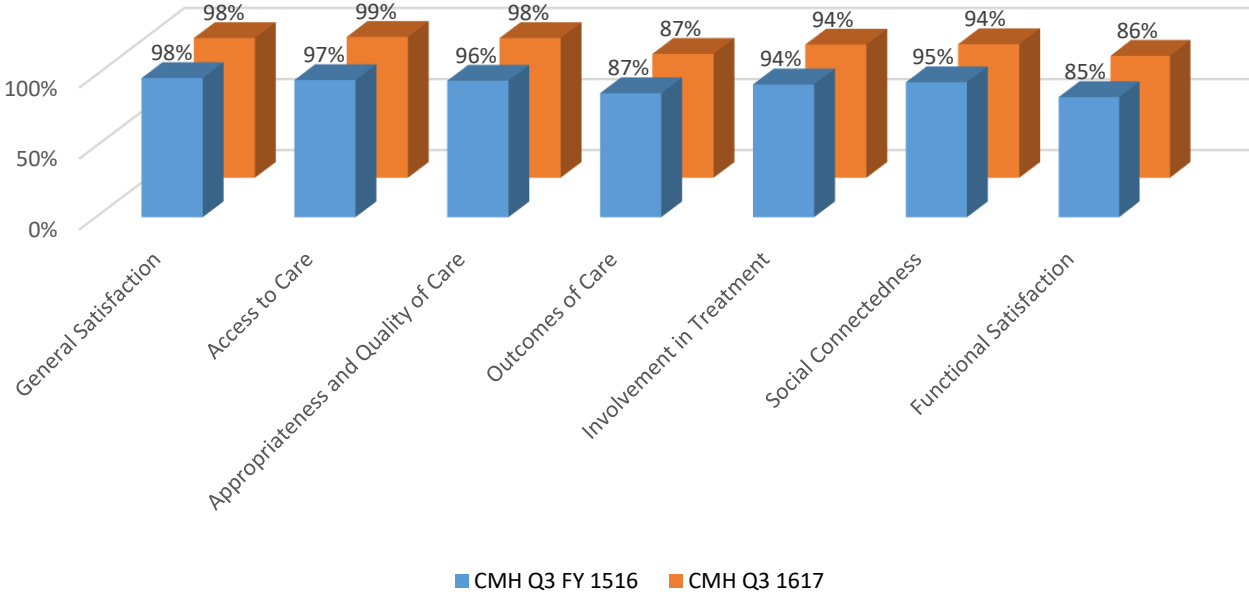
Adult Mental Health (AMH)



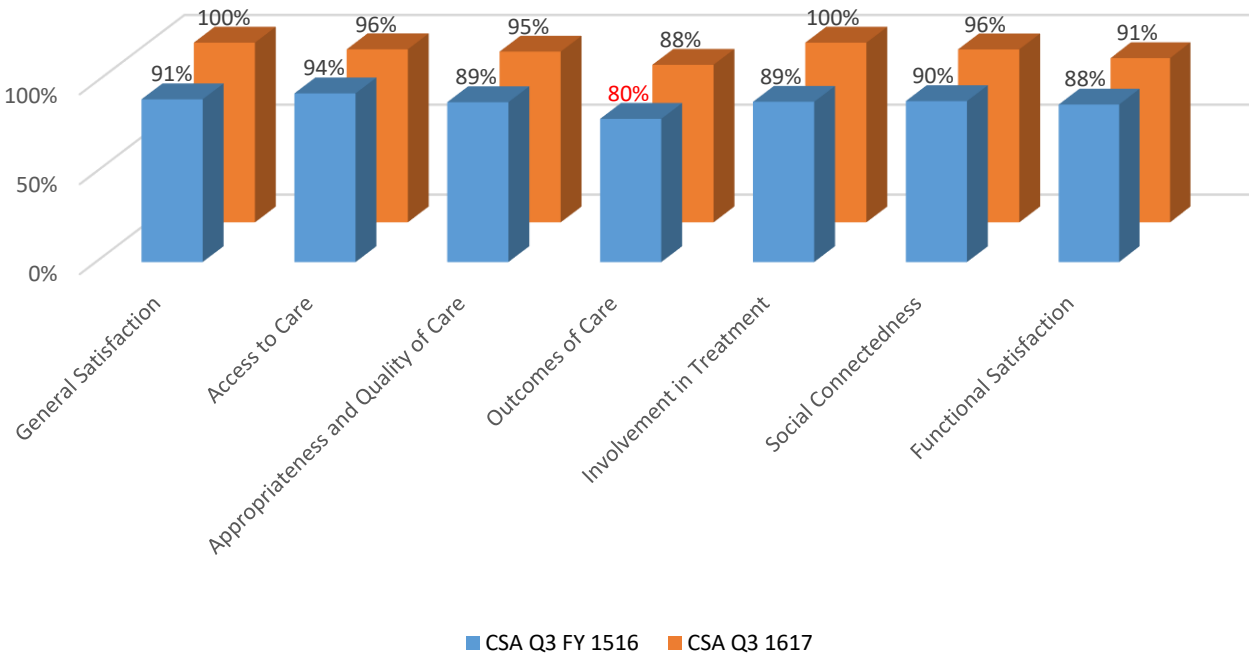
Adult Substance Abuse (ASA)



Children's Mental Health (CMH)



Children's Substance Abuse (CSA)



Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter 3	676	594	88%

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	82 (12%)	16 (20%)	66 (80%)

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.

Q3 FY 16-17 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.	436	4.55	92%
33.	663	4.68	95%
34.	663	4.65	94%

- 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.

Third Quarter Network Summary FY 16-17

Program: ADULT MENTAL HEALTH (AMH)							
Children's Home Society							
Total Valid Surveys Received				8			
Demographics							
Domain	% Satisfied	Race	Gender				
General Satisfaction	100.0%	White	4	50.0%	Male	6	75.0%
Access to Care	100.0%	Black	1	12.5%	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	3	37.5%			
Functional Satisfaction	100.0%						
Circles of Care, Inc.							
Total Valid Surveys Received				17			
Demographics							
Domain	% Satisfied	Race	Gender				
General Satisfaction	100.0%	White	9	52.9%	Male	5	29.4%
Access to Care	100.0%	Black	5	29.4%	Female	12	70.6%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	5.9%			
Outcomes of Care	100.0%	Asian	1	5.9%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	1	5.9%			
Functional Satisfaction	100.0%						
Community Counseling Center of Central Florida, LLC							
Total Valid Surveys Received				46			
Demographics							
Domain	% Satisfied	Race	Gender				
General Satisfaction	97.8%	White	22	47.8%	Male	29	63.0%
Access to Care	100.0%	Black	13	28.3%	Female	17	37.0%
Appropriateness and Quality of Care	97.8%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	97.8%	Asian	0	0.0%			
Involvement in Treatment	97.8%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	95.7%	Multi-Racial	11	23.9%			
Functional Satisfaction	97.8%						
Gulf Coast Jewish Family Services, Inc							
Total Valid Surveys Received				5			
Demographics							
Domain	% Satisfied	Race	Gender				
General Satisfaction	100.0%	White	4	80.0%	Male	2	40.0%
Access to Care	100.0%	Black	0	0.0%	Female	3	60.0%
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%						
IMPOWER							
Total Valid Surveys Received				23			
Demographics							
Domain	% Satisfied	Race	Gender				
General Satisfaction	95.7%	White	15	65.2%	Male	15	65.2%
Access to Care	95.5%	Black	2	8.7%	Female	8	34.8%
Appropriateness and Quality of Care	95.7%	American Indian or Alaskan Native	1	4.3%			
Outcomes of Care	87.0%	Asian	0	0.0%			
Involvement in Treatment	95.5%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	68.2%	Multi-Racial	5	21.7%			
Functional Satisfaction	77.3%						

Third Quarter Network Summary FY 16-17

Continuation of Adult Mental Health (AMH) from previous page

Mental Health Resource Center (MHRC)							
Total Valid Surveys Received			Demographics				
Domain	% Satisfied	Race			Gender		
General Satisfaction	97.8%	White	27	60.0%	Male	12	26.7%
Access to Care	95.5%	Black	8	17.8%	Female	33	73.3%
Appropriateness and Quality of Care	95.6%	American Indian or Alaskan Native	2	4.4%			
Outcomes of Care	93.3%	Asian	3	6.7%			
Involvement in Treatment	93.3%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	91.1%	Multi-Racial	5	11.1%			
Functional Satisfaction	86.7%						
Orlando Health							
Total Valid Surveys Received			Demographics				
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	15	75.0%	Male	19	95.0%
Access to Care	85.0%	Black	4	20.0%	Female	1	5.0%
Appropriateness and Quality of Care	94.4%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	85.0%	Asian	0	0.0%			
Involvement in Treatment	94.4%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	95.0%	Multi-Racial	1	5.0%			
Functional Satisfaction	85.0%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received			Demographics				
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	9	50.0%	Male	11	61.1%
Access to Care	94.4%	Black	2	11.1%	Female	7	38.9%
Appropriateness and Quality of Care	94.4%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	100.0%	Asian	0	0.0%			
Involvement in Treatment	94.4%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	7	38.9%			
Functional Satisfaction	100.0%						
Wayne Densch Center							
Total Valid Surveys Received			Demographics				
Domain	% Satisfied	Race			Gender		
General Satisfaction	90.0%	White	4	40.0%	Male	2	20.0%
Access to Care	90.0%	Black	4	40.0%	Female	8	80.0%
Appropriateness and Quality of Care	90.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	90.0%	Asian	0	0.0%			
Involvement in Treatment	90.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	90.0%	Multi-Racial	2	20.0%			
Functional Satisfaction	80.0%						

Third Quarter Network Summary FY 16-17

Program: CHILDREN MENTAL HEALTH (CMH)								
Children's Home Society								
Total Valid Surveys Received			80			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	97.5%	White	54	67.5%	Male	42	52.5%	
Access to Care	98.8%	Black	7	8.8%	Female	38	47.5%	
Appropriateness and Quality of Care	97.5%	American Indian or Alaskan Native	1	1.3%				
Outcomes of Care	86.3%	Asian	2	2.5%				
Involvement in Treatment	93.6%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	92.4%	Multi-Racial	16	20.0%				
Functional Satisfaction	84.2%							
Devereux Hospital and Children's Ctr.								
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	1	14.3%	Female	5	71.4%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	71.4%	Asian	0	0.0%				
Involvement in Treatment	71.4%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							
IMPOWER								
Total Valid Surveys Received			2			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	1	50.0%	Male	0	0.0%	
Access to Care	100.0%	Black	1	50.0%	Female	2	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%							
Kinder Consulting & Parents Too, Inc.								
Total Valid Surveys Received			4			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	1	25.0%	Male	2	50.0%	
Access to Care	100.0%	Black	0	0.0%	Female	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	3	75.0%				
Functional Satisfaction	75.0%							
Orlando Health								
Total Valid Surveys Received			24			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	11	45.8%	Male	17	70.8%	
Access to Care	100.0%	Black	1	4.2%	Female	7	29.2%	
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	95.8%	Multi-Racial	12	50.0%				
Functional Satisfaction	87.5%							

Third Quarter Network Summary FY 16-17

Program: ADULT SUBSTANCE ABUSE (ASA)								
Aspire Health Partners								
Total Valid Surveys Received			13			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	10	76.9%	Male	12	92.3%	
Access to Care	100.0%	Black	1	7.7%	Female	1	7.7%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	7.7%				
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	92.3%							
Circles of Care, Inc.								
Total Valid Surveys Received			55			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	49	89.1%	Male	21	38.2%	
Access to Care	100.0%	Black	0	0.0%	Female	34	61.8%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	1.8%				
Outcomes of Care	94.5%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	92.7%	Multi-Racial	5	9.1%				
Functional Satisfaction	94.5%							
Community Treatment Center								
Total Valid Surveys Received			24			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	22	91.7%	Male	10	41.7%	
Access to Care	95.8%	Black	0	0.0%	Female	14	58.3%	
Appropriateness and Quality of Care	95.8%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	95.8%	Asian	1	4.2%				
Involvement in Treatment	95.8%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	91.7%	Multi-Racial	1	4.2%				
Functional Satisfaction	91.7%							
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			18			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	10	55.6%	Male	16	88.9%	
Access to Care	100.0%	Black	7	38.9%	Female	2	11.1%	
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	88.2%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	94.4%	Multi-Racial	1	5.6%				
Functional Satisfaction	81.3%							
Grove Counseling Center								
Total Valid Surveys Received			29			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	25	86.2%	Male	16	55.2%	
Access to Care	100.0%	Black	3	10.3%	Female	13	44.8%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	89.7%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	93.1%	Multi-Racial	1	3.4%				
Functional Satisfaction	96.6%							

Third Quarter Network Summary FY 16-17

Continuation of Adult Substance Abuse (ASA) from previous page

LifeStream Behavioral Center								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	5	100.0%	Male	5	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%							
Specialized Treatment, Ed and Prevt Svcs								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	83.3%	White	39	65.0%	Male	54	90.0%	
Access to Care	78.0%	Black	11	18.3%	Female	6	10.0%	
Appropriateness and Quality of Care	85.0%	American Indian or Alaskan Native	2	3.3%				
Outcomes of Care	84.7%	Asian	0	0.0%				
Involvement in Treatment	84.2%	Native Hawaiian or Other Pacific Islander	1	1.7%				
Social Connectedness	83.3%	Multi-Racial	7	11.7%				
Functional Satisfaction	81.7%							

Third Quarter Network Summary FY 16-17

Program: CHILDREN SUBSTANCE ABUSE (CSA)									
Eckerd Youth Alternatives, Inc.									
Total Valid Surveys Received			Demographics						
Domain			% Satisfied		Race			Gender	
General Satisfaction	100.0%	White	26	43.3%	Male	28	46.7%		
Access to Care	95.0%	Black	18	30.0%	Female	32	53.3%		
Appropriateness and Quality of Care	93.2%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	86.7%	Asian	1	1.7%					
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	1	1.7%					
Social Connectedness	94.9%	Multi-Racial	14	23.3%					
Functional Satisfaction	90.0%								
Grove Counseling Center									
Total Valid Surveys Received			Demographics						
Domain			% Satisfied		Race			Gender	
General Satisfaction	100.0%	White	17	81.0%	Male	9	42.9%		
Access to Care	100.0%	Black	1	4.8%	Female	12	57.1%		
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	90.5%	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	14.3%					
Functional Satisfaction	95.2%								