



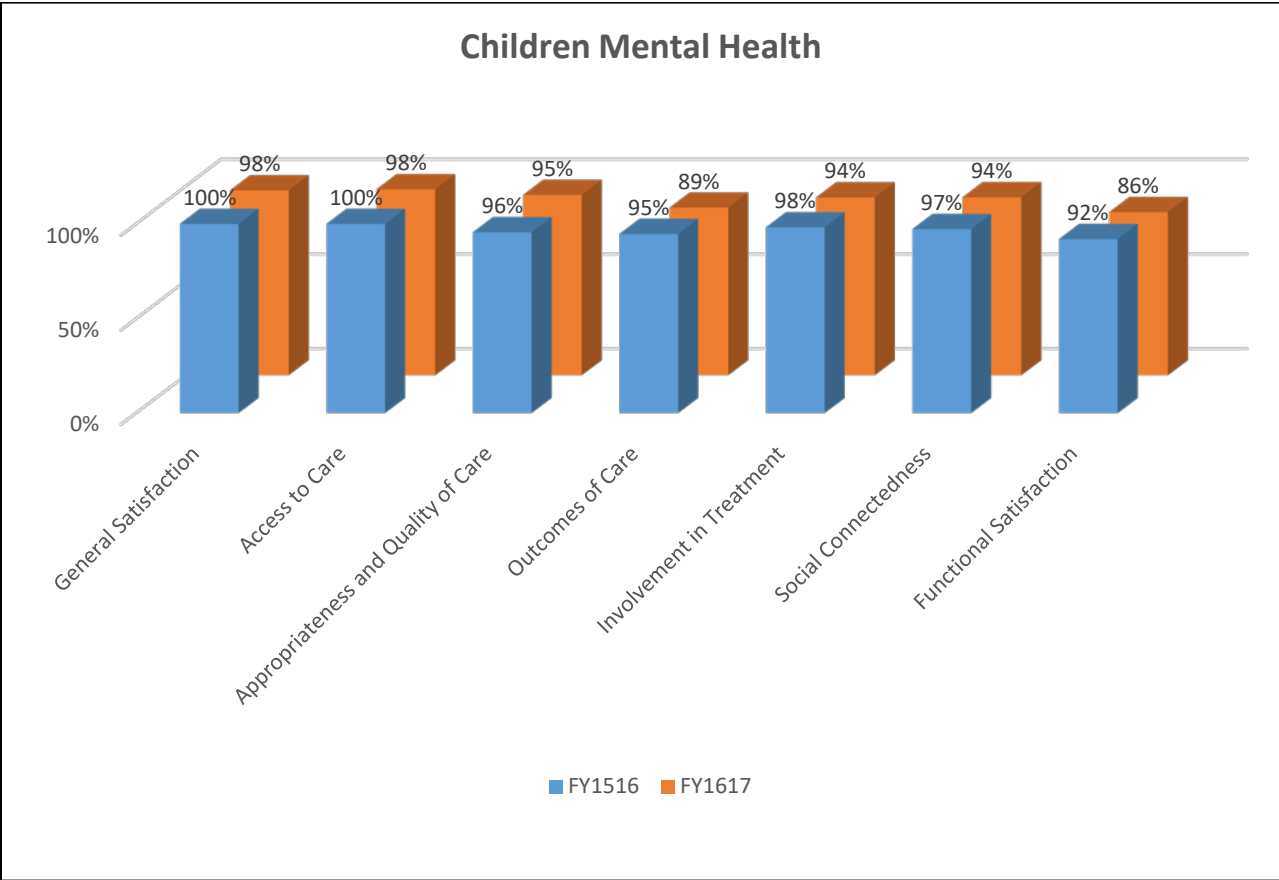
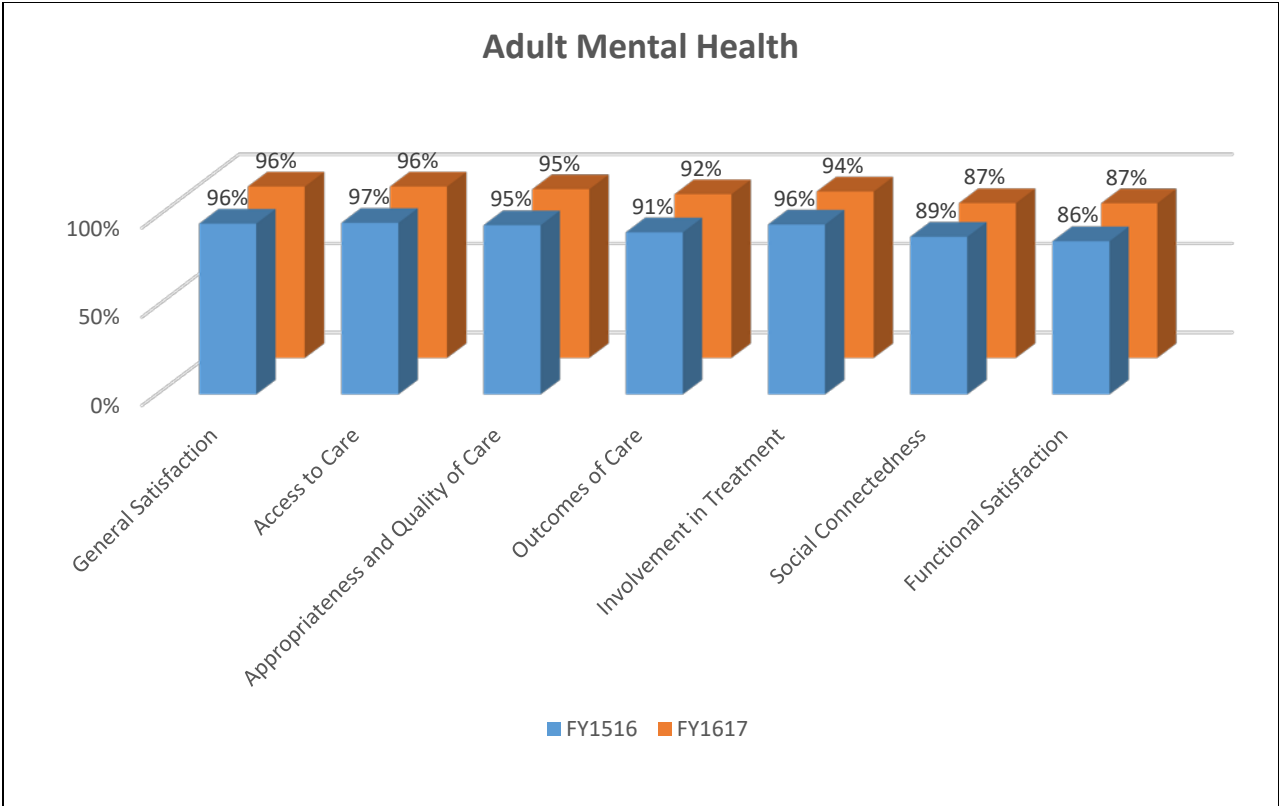
# CFCHS Consumer Satisfaction Survey Results

- A. Network Overall Report Comparison of Quarter 4 (Q4) FY 2016-17 to FY 2015-16
- B. Fiscal Year Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
- E. Quarter 4 (Q4) Tables by Provider

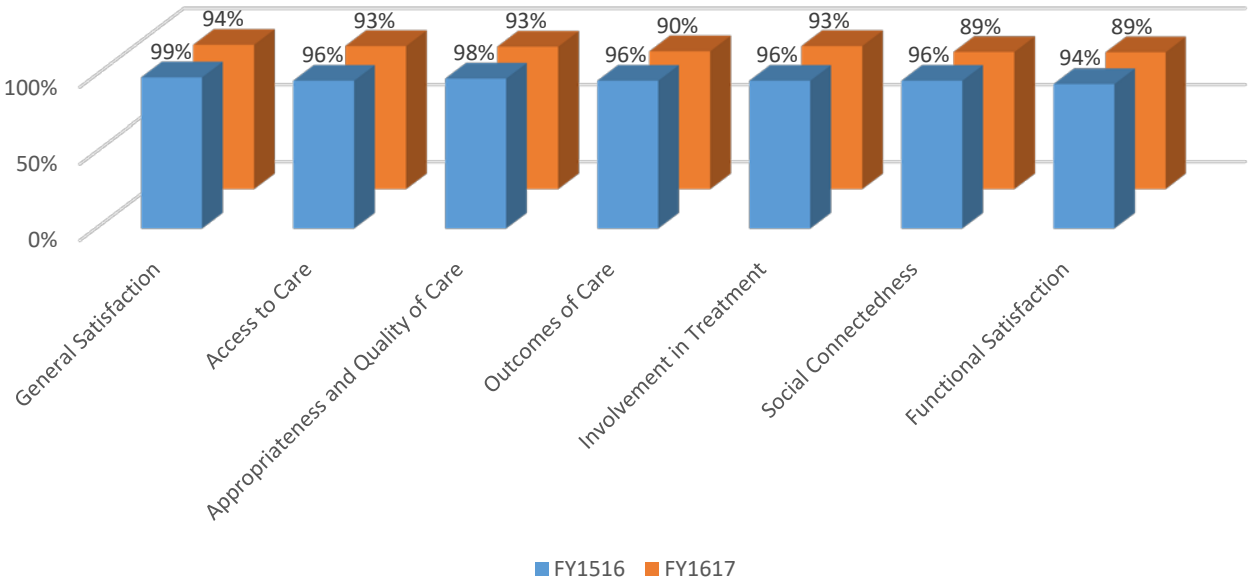
## CFCHS Network Overall Consumer Satisfaction Survey Quarterly Report

Domain	Quarter 4 FY 15-16				Quarter 4 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	235	139	114	169	410	255	169	170
General Satisfaction	96.2%	98.6%	100.0%	90.9%	96.3%	94.1%	97.6%	94.6%
Access to Care	96.6%	96.4%	100.0%	87.2%	96.3%	93.3%	98.2%	91.1%
Appropriateness and Quality of Care	95.3%	97.8%	95.6%	82.5%	94.8%	92.9%	95.2%	85.8%
Outcomes of Care	91.3%	96.4%	94.7%	79.9%	92.0%	89.9%	88.5%	85.0%
Involvement in Treatment	95.7%	96.4%	98.2%	83.1%	93.5%	93.3%	93.9%	88.1%
Social Connectedness	88.8%	96.4%	97.3%	86.2%	87.0%	89.4%	94.0%	92.9%
Functional Satisfaction	86.3%	94.2%	92.0%	84.0%	86.9%	89.2%	86.1%	90.5%

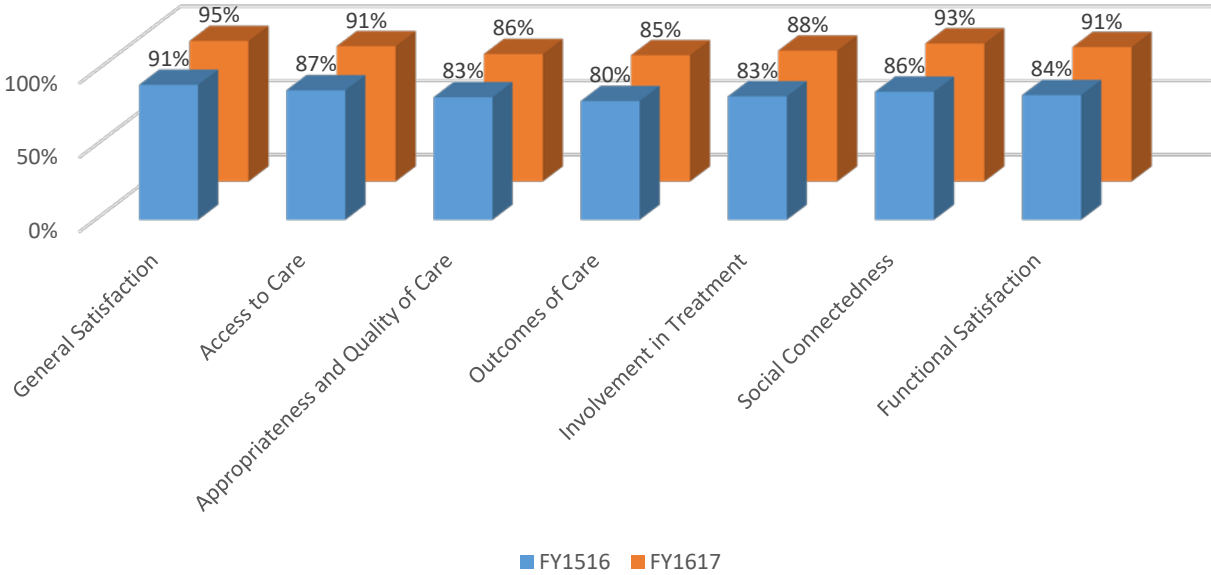
**\*Note: For Quality Improvement purposes percentages noted in red fall below the CFCHS 85% compliance satisfaction level threshold.**



### Adult Substance Abuse



### Children Substance Abuse



### Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter 4	1106	1004	91%

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 4	102 (9%)	29 (28%)	73 (72%)

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.

## Q4 FY 16-17 Consumer Satisfaction Results for CFCHS 3 Additional Questions

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

Q4			
Question	Number of Responses	Avg. Score	Avg. Pct. Satisfied
32.	705	4.43	87%
33.	1070	4.58	92%
34.	1071	4.56	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:

## 4th Quarter Network Summary FY 16-17

Program: ADULT MENTAL HEALTH (AMH)							
<b>Aspire Health Partners</b>							
Total Valid Surveys Received		52			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	92.3%	White	27	51.9%	Male	26	50.0%
Access to Care	94.1%	Black	18	34.6%	Female	26	50.0%
Appropriateness and Quality of Care	92.3%	American Indian or Alaskan Native	1	1.9%			
Outcomes of Care	92.3%	Asian	2	3.8%			
Involvement in Treatment	92.3%	Native Hawaiian or Other Pacific Islander	1	1.9%			
Social Connectedness	90.4%	Multi-Racial	3	5.8%			
Functional Satisfaction	90.2%						
<b>Children's Home Society</b>							
Total Valid Surveys Received		12			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	10	83.3%	Male	11	91.7%
Access to Care	100.0%	Black	0	0.0%	Female	1	8.3%
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	63.6%	Multi-Racial	2	16.7%			
Functional Satisfaction	83.3%						
<b>Circles of Care, Inc.</b>							
Total Valid Surveys Received		78			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	61	78.2%	Male	47	60.3%
Access to Care	100.0%	Black	4	5.1%	Female	31	39.7%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	97.4%	Asian	2	2.6%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	92.0%	Multi-Racial	11	14.1%			
Functional Satisfaction	92.1%						
<b>Community Counseling Center of Central Florida, LLC</b>							
Total Valid Surveys Received		37			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.3%	White	17	45.9%	Male	16	43.2%
Access to Care	100.0%	Black	8	21.6%	Female	21	56.8%
Appropriateness and Quality of Care	97.2%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	97.3%	Asian	2	5.4%			
Involvement in Treatment	97.1%	Native Hawaiian or Other Pacific Islander	2	5.4%			
Social Connectedness	97.2%	Multi-Racial	8	21.6%			
Functional Satisfaction	97.2%						
<b>Devereux Hospital and Children's Ctr.</b>							
Total Valid Surveys Received		2			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	2	100.0%	Male	1	50.0%
Access to Care	100.0%	Black	0	0.0%	Female	1	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%						

## 4th Quarter Network Summary FY 16-17 Adult Mental Health Continued

Program: ADULT MENTAL HEALTH (AMH)								
<b>Gulf Coast Jewish Family Services, Inc</b>								
Total Valid Surveys Received		11			Demographics			
<b>Domain</b>	<b>% Satisfied</b>	<b>Race</b>			<b>Gender</b>			
General Satisfaction	90.9%	White	8	72.7%	Male	7	63.6%	
Access to Care	90.9%	Black	1	9.1%	Female	4	36.4%	
Appropriateness and Quality of Care	90.9%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	81.8%	Asian	0	0.0%				
Involvement in Treatment	90.9%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	81.8%	Multi-Racial	2	18.2%				
Functional Satisfaction	72.7%							
<b>Heart of Florida United Way</b>								
Total Valid Surveys Received		4			Demographics			
<b>Domain</b>	<b>% Satisfied</b>	<b>Race</b>			<b>Gender</b>			
General Satisfaction	100.0%	White	1	25.0%	Male	2	50.0%	
Access to Care	100.0%	Black	3	75.0%	Female	2	50.0%	
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	33.3%	Multi-Racial	0	0.0%				
Functional Satisfaction	50.0%							
<b>House of Freedom, Inc.</b>								
Total Valid Surveys Received		3			Demographics			
<b>Domain</b>	<b>% Satisfied</b>	<b>Race</b>			<b>Gender</b>			
General Satisfaction	100.0%	White	1	33.3%	Male	0	0.0%	
Access to Care	100.0%	Black	1	33.3%	Female	3	100.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	33.3%				
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>IMPOWER</b>								
Total Valid Surveys Received		5			Demographics			
<b>Domain</b>	<b>% Satisfied</b>	<b>Race</b>			<b>Gender</b>			
General Satisfaction	100.0%	White	3	60.0%	Male	4	80.0%	
Access to Care	100.0%	Black	2	40.0%	Female	1	20.0%	
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%							
<b>Mental Health Resource Center (MHRC)</b>								
Total Valid Surveys Received		39			Demographics			
<b>Domain</b>	<b>% Satisfied</b>	<b>Race</b>			<b>Gender</b>			
General Satisfaction	97.4%	White	22	56.4%	Male	12	30.8%	
Access to Care	100.0%	Black	5	12.8%	Female	27	69.2%	
Appropriateness and Quality of Care	97.4%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	97.4%	Asian	3	7.7%				
Involvement in Treatment	94.9%	Native Hawaiian or Other Pacific Islander	2	5.1%				
Social Connectedness	97.3%	Multi-Racial	7	17.9%				
Functional Satisfaction	94.9%							



**4th Quarter Network Summary FY 16-17 Adult Mental Health Continued**

Program: ADULT MENTAL HEALTH (AMH)								
<b>Orlando Health</b>								
Total Valid Surveys Received			16			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	14	87.5%	Male	13	81.3%	
Access to Care	100.0%	Black	0	0.0%	Female	3	18.8%	
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	2	12.5%				
Functional Satisfaction	93.8%							
<b>Park Place Behavioral Health, Inc.</b>								
Total Valid Surveys Received			115			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	93.0%	White	67	58.3%	Male	58	50.4%	
Access to Care	90.3%	Black	16	13.9%	Female	57	49.6%	
Appropriateness and Quality of Care	87.6%	American Indian or Alaskan Native	1	0.9%				
Outcomes of Care	82.6%	Asian	1	0.9%				
Involvement in Treatment	85.6%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	75.2%	Multi-Racial	30	26.1%				
Functional Satisfaction	76.3%							
<b>Wayne Densch Center</b>								
Total Valid Surveys Received			36			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	18	50.0%	Male	6	16.7%	
Access to Care	100.0%	Black	10	27.8%	Female	30	83.3%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	94.4%	Asian	2	5.6%				
Involvement in Treatment	94.1%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	94.4%	Multi-Racial	6	16.7%				
Functional Satisfaction	88.9%							

## 4th Quarter Network Summary FY 16-17

Program: CHILDREN MENTAL HEALTH (CMH)								
<b>Children's Home Society</b>								
Total Valid Surveys Received			92			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	97.8%	White	60	65.2%	Male	37	40.2%	
Access to Care	97.8%	Black	20	21.7%	Female	55	59.8%	
Appropriateness and Quality of Care	94.5%	American Indian or Alaskan Native	1	1.1%				
Outcomes of Care	87.8%	Asian	1	1.1%				
Involvement in Treatment	92.1%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	93.4%	Multi-Racial	10	10.9%				
Functional Satisfaction	84.3%							
<b>Devereux Hospital and Children's Ctr.</b>								
Total Valid Surveys Received			27			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	92.3%	White	18	66.7%	Male	17	63.0%	
Access to Care	96.2%	Black	5	18.5%	Female	10	37.0%	
Appropriateness and Quality of Care	92.6%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	80.8%	Asian	0	0.0%				
Involvement in Treatment	96.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	92.6%	Multi-Racial	4	14.8%				
Functional Satisfaction	88.9%							
<b>IMPOWER</b>								
Total Valid Surveys Received			26			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	16	61.5%	Male	18	69.2%	
Access to Care	100.0%	Black	10	38.5%	Female	8	30.8%	
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	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	92.3%							
<b>Kinder Consulting &amp; Parents Too, Inc.</b>								
Total Valid Surveys Received			6			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	4	66.7%	Male	1	16.7%	
Access to Care	100.0%	Black	0	0.0%	Female	5	83.3%	
Appropriateness and Quality of Care	83.3%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	80.0%	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	80.0%							
<b>Orlando Health</b>								
Total Valid Surveys Received			18			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	12	66.7%	Male	13	72.2%	
Access to Care	100.0%	Black	2	11.1%	Female	5	27.8%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	2	11.1%				
Outcomes of Care	100.0%	Asian	0	0.0%				
Involvement in Treatment	93.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	88.9%	Multi-Racial	2	11.1%				
Functional Satisfaction	83.3%							

## 4th Quarter Network Summary FY 16-17

Program: ADULT SUBSTANCE ABUSE (ASA)							
<b>Circles of Care, Inc.</b>							
Total Valid Surveys Received				71			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.2%	White	60	84.5%	Male	28	39.4%
Access to Care	97.2%	Black	5	7.0%	Female	43	60.6%
Appropriateness and Quality of Care	97.2%	American Indian or Alaskan Native	1	1.4%			
Outcomes of Care	94.2%	Asian	1	1.4%			
Involvement in Treatment	95.8%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	88.7%	Multi-Racial	4	5.6%			
Functional Satisfaction	92.5%						
<b>Community Treatment Center</b>							
Total Valid Surveys Received				18			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	15	83.3%	Male	7	38.9%
Access to Care	100.0%	Black	1	5.6%	Female	11	61.1%
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	94.4%	Multi-Racial	2	11.1%			
Functional Satisfaction	100.0%						
<b>Eckerd Youth Alternatives, Inc.</b>							
Total Valid Surveys Received				19			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	7	36.8%	Male	16	84.2%
Access to Care	100.0%	Black	5	26.3%	Female	3	15.8%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	5.3%			
Outcomes of Care	84.2%	Asian	0	0.0%			
Involvement in Treatment	94.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	89.5%	Multi-Racial	6	31.6%			
Functional Satisfaction	83.3%						
<b>Grove Counseling Center</b>							
Total Valid Surveys Received				18			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	14	77.8%	Male	12	66.7%
Access to Care	100.0%	Black	2	11.1%	Female	6	33.3%
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	11.1%			
Functional Satisfaction	100.0%						
<b>LifeStream Behavioral Center</b>							
Total Valid Surveys Received				4			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	4	100.0%	Male	4	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%						

## 4th Quarter Network Summary FY 16-17 Adult Substance Abuse Continued

Program: ADULT SUBSTANCE ABUSE (ASA)								
Park Place Behavioral Health, Inc.								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.7%	White	28	49.1%	Male	21	36.8%	
Access to Care	94.7%	Black	6	10.5%	Female	36	63.2%	
Appropriateness and Quality of Care	91.2%	American Indian or Alaskan Native	2	3.5%				
Outcomes of Care	92.7%	Asian	0	0.0%				
Involvement in Treatment	96.4%	Native Hawaiian or Other Pacific Islander	1	1.8%				
Social Connectedness	89.5%	Multi-Racial	20	35.1%				
Functional Satisfaction	87.5%							
Specialized Treatment, Ed and Prevnt Svcs								
Total Valid Surveys Received				Demographics				
Domain	% Satisfied	Race			Gender			
General Satisfaction	85.1%	White	56	82.4%	Male	56	82.4%	
Access to Care	82.4%	Black	10	14.7%	Female	12	17.6%	
Appropriateness and Quality of Care	83.8%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	78.5%	Asian	0	0.0%				
Involvement in Treatment	83.8%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	85.3%	Multi-Racial	2	2.9%				
Functional Satisfaction	82.4%							

## 4th Quarter Network Summary FY 16-17

Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Aspire Health Partners								
Total Valid Surveys Received			92			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	91.1%	White	53	57.6%	Male	51	55.4%	
Access to Care	89.1%	Black	21	22.8%	Female	41	44.6%	
Appropriateness and Quality of Care	79.3%	American Indian or Alaskan Native	2	2.2%				
Outcomes of Care	89.0%	Asian	0	0.0%				
Involvement in Treatment	84.3%	Native Hawaiian or Other Pacific Islander	2	2.2%				
Social Connectedness	92.3%	Multi-Racial	14	15.2%				
Functional Satisfaction	92.2%							
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			58			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	98.3%	White	31	53.4%	Male	26	44.8%	
Access to Care	93.0%	Black	8	13.8%	Female	32	55.2%	
Appropriateness and Quality of Care	93.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	75.4%	Asian	1	1.7%				
Involvement in Treatment	90.2%	Native Hawaiian or Other Pacific Islander	1	1.7%				
Social Connectedness	93.1%	Multi-Racial	17	29.3%				
Functional Satisfaction	86.2%							
Grove Counseling Center								
Total Valid Surveys Received			20			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	12	60.0%	Male	4	20.0%	
Access to Care	95.0%	Black	1	5.0%	Female	16	80.0%	
Appropriateness and Quality of Care	95.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	94.7%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	95.0%	Multi-Racial	7	35.0%				
Functional Satisfaction	95.0%							