



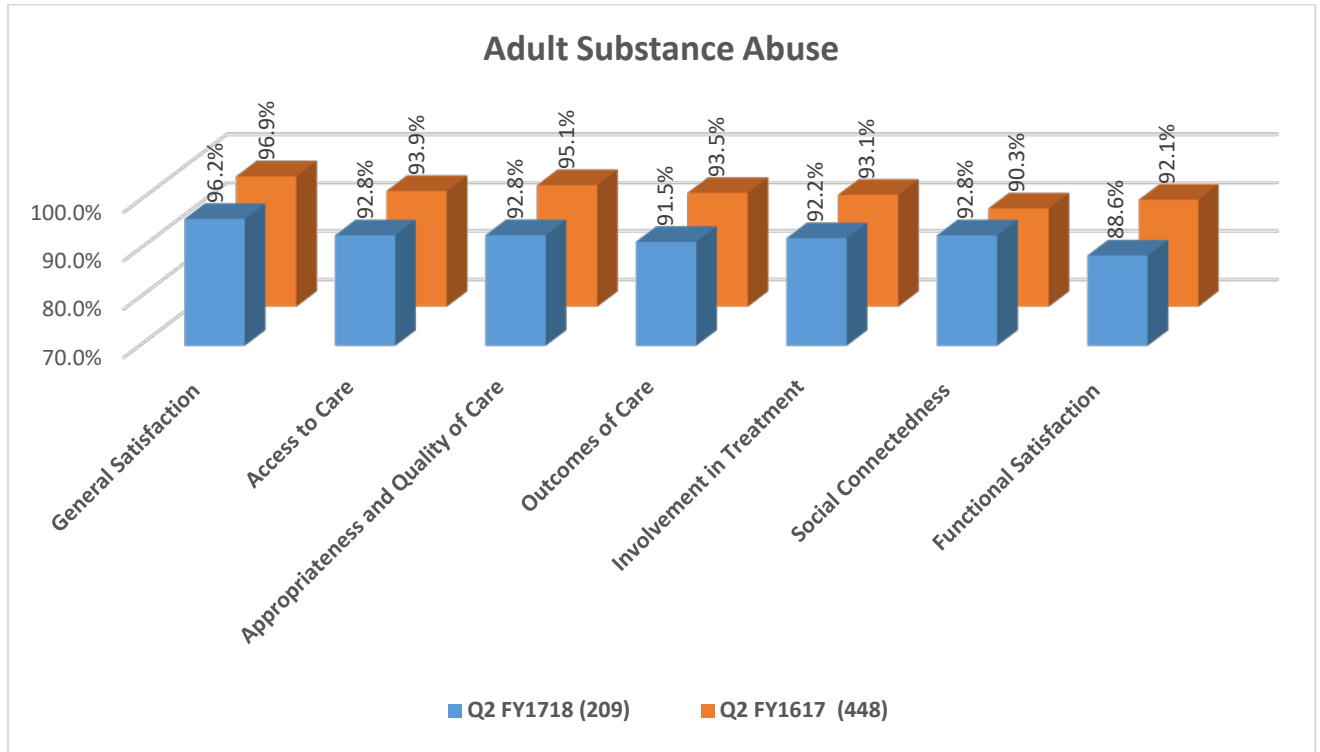
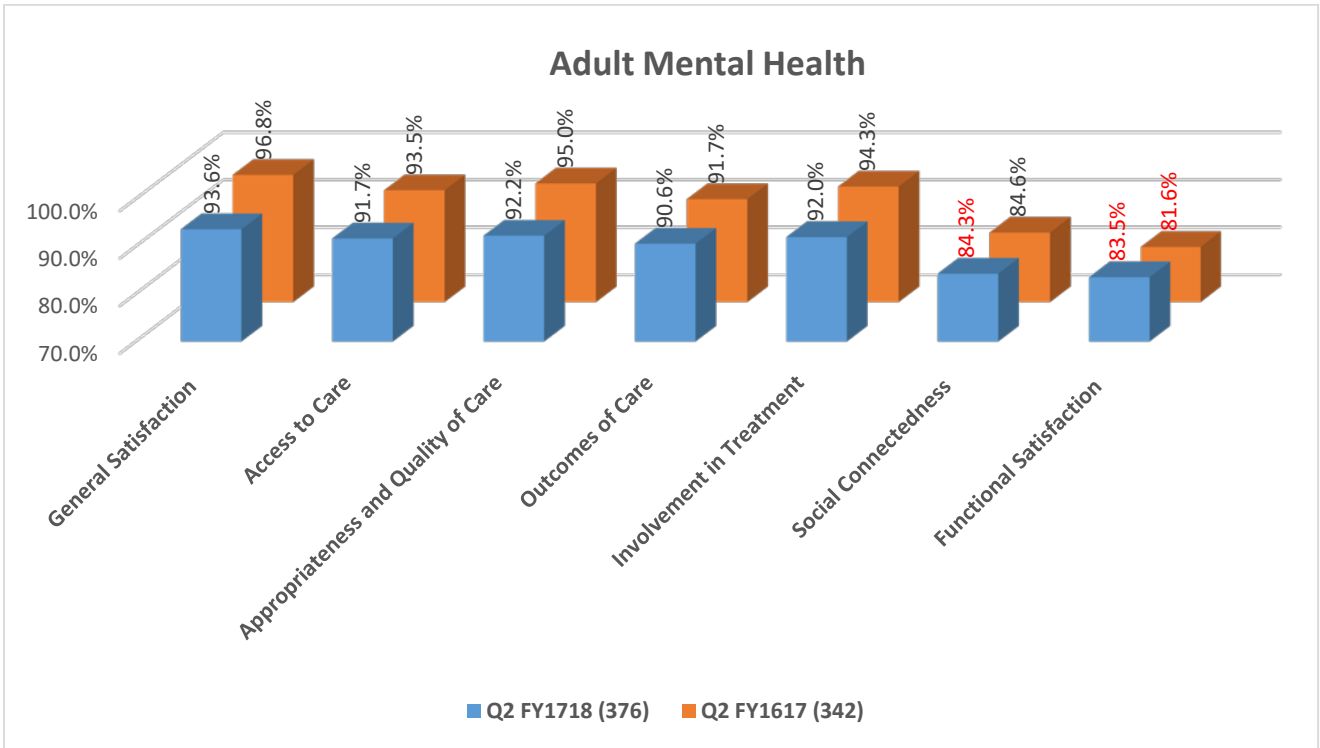
CFCHS Consumer Satisfaction Survey Results

- A. Network Overall Report Comparison of Quarter Two (Q2) 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 Two (Q2) Tables by the Provider network

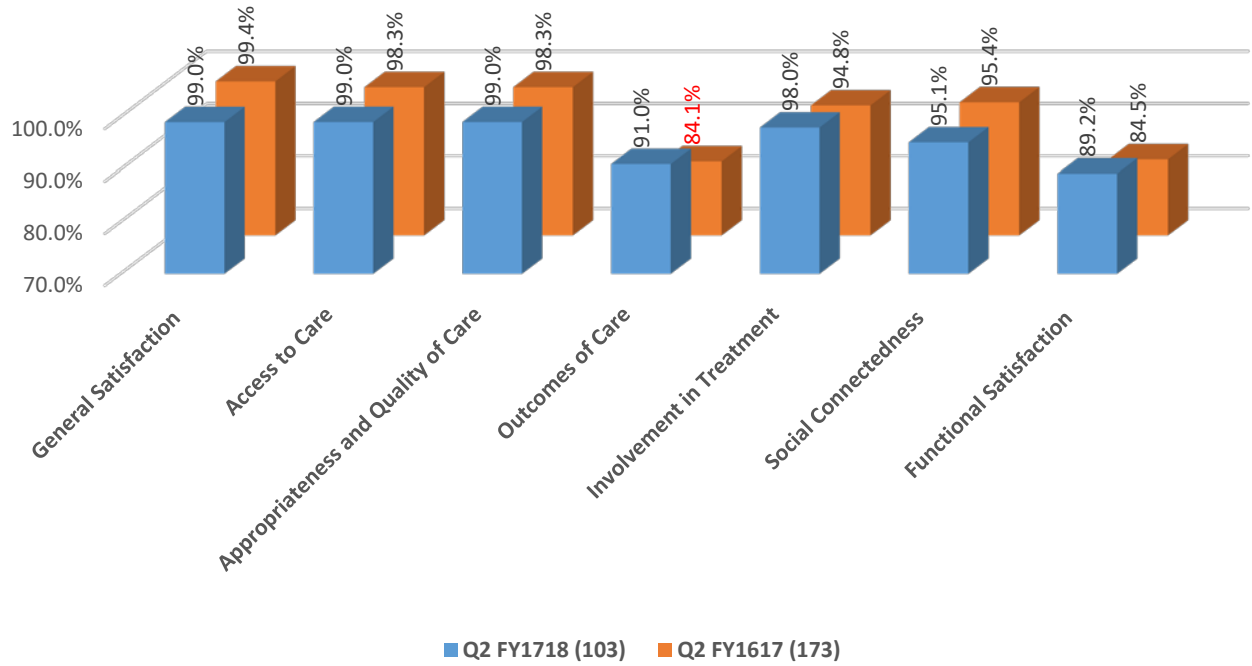
CFCHS Network Overall Consumer Satisfaction Survey (CSS) Quarterly Report

Domain	Quarter Two FY 17-18				Quarter Two 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	376	209	103	239	342	448	173	455
General Satisfaction	93.6%	96.2%	99.0%	98.3%	96.8%	96.9%	99.4%	98.9%
Access to Care	91.7%	92.8%	99.0%	97.5%	93.5%	93.9%	98.3%	99.1%
Appropriateness and Quality of Care	92.2%	92.8%	99.0%	95.0%	95.0%	95.1%	98.3%	95.7%
Outcomes of Care	90.6%	91.5%	91.0%	92.9%	91.7%	93.5%	84.1%	86.1%
Involvement in Treatment	92.0%	92.2%	98.0%	87.4%	94.3%	93.1%	94.8%	95.4%
Social Connectedness	84.3%	92.8%	95.1%	97.9%	84.6%	90.3%	95.4%	94.6%
Functional Satisfaction	83.5%	88.6%	89.2%	97.0%	81.6%	92.1%	84.5%	88.2%

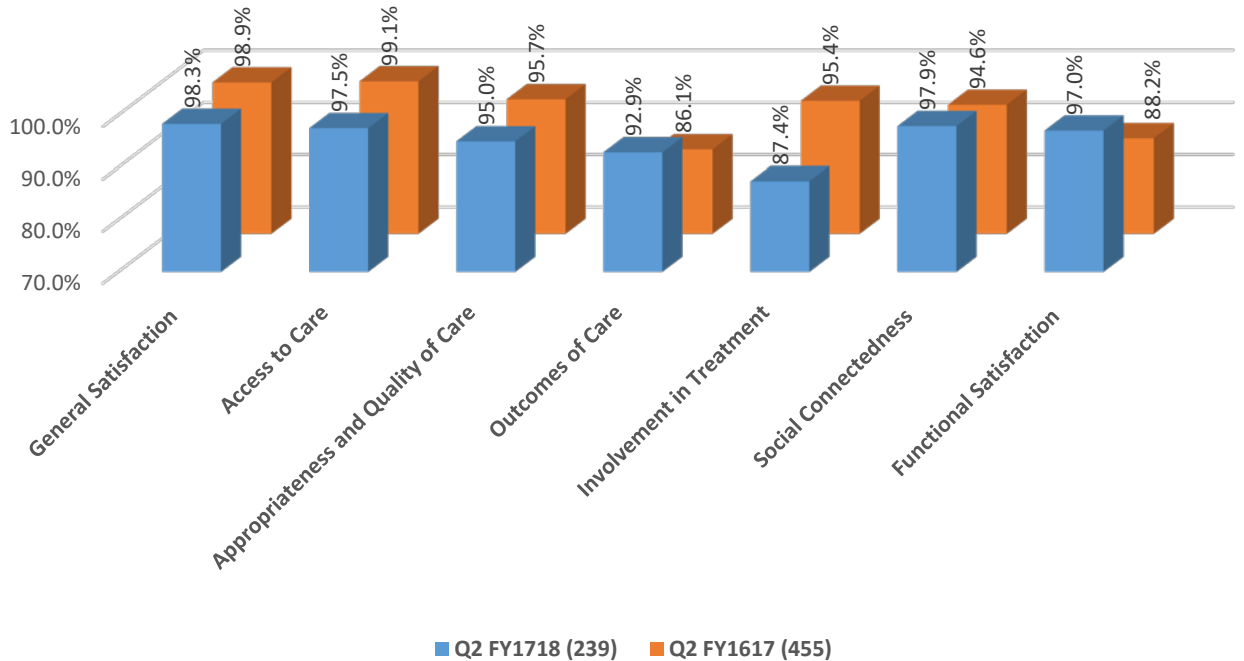
***Note: For Quality Improvement purposes percentages noted in red fall below the 85% satisfaction level for compliance.**



Children's Mental Health



Children's Substance Abuse



Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter Two	1009	927	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 Two	82	19 (23%)	63 (77%)

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.

Quarter Two FY 17-18 Consumer Satisfaction Results for CFCHS Three Additional Questions

The following table shows consumer satisfaction results for the three (3) additional CFCHS questions

Quarter Two			
Question	Number of Responses	Avg. Score	Avg. Pct. Satisfied
32.	609	4.34	.839%
33.	988	4.62	.935%
34.	986	4.60	.928%

- 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:

Note: The following results are for all consumer satisfaction surveys processed through December 18, 2017

Quarter Two Adult Mental Health Network Summary FY 17-18

Aspire Health Partners						
Total Valid Surveys Received		137				
		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	92.7%	White	78	56.9%	Female	63
Access to Care	91.1%	Black	38	27.7%	Male	74
Appropriateness and Quality of Care	93.4%	American Indian or Alaskan Native	1	0.7%		
Outcomes of Care	91.9%	Asian	2	1.5%		
Involvement in Treatment	93.4%	Native Hawaiian or Other Pacific Islander	1	0.7%		
Social Connectedness	88.3%	Multi-Racial	17	12.4%		
Functional Satisfaction	84.7%					

Children's Home Society						
Total Valid Surveys Received		10				
		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	100.0%	White	7	70.0%	Female	8
Access to Care	90.0%	Black	1	10.0%	Male	2
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	2	20.0%		
Functional Satisfaction	70.0%					

Circles of Care, Inc.						
Total Valid Surveys Received		63				
		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	100.0%	White	45	71.4%	Female	45
Access to Care	100.0%	Black	7	11.1%	Male	18
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	1.6%		
Outcomes of Care	98.4%	Asian	3	4.8%		
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	2	3.2%		
Social Connectedness	92.1%	Multi-Racial	5	7.9%		
Functional Satisfaction	93.7%					

Community Counseling Center of Central Florida, LLC						
Total Valid Surveys Received		21				
		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	95.2%	White	13	61.9%	Female	7
Access to Care	100.0%	Black	6	28.6%	Male	14
Appropriateness and Quality of Care	90.5%	American Indian or Alaskan Native	0	0.0%		
Outcomes of Care	85.7%	Asian	0	0.0%		
Involvement in Treatment	90.5%	Native Hawaiian or Other Pacific Islander	0	0.0%		
Social Connectedness	100.0%	Multi-Racial	2	9.5%		
Functional Satisfaction	90.5%					

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

Gulf Coast Jewish Family Services, Inc						
Total Valid Surveys Received			17			
			Demographics			
Domain	% Satisfied	Race			Gender	
General Satisfaction	88.2%	White	12	70.6%	Female	8
Access to Care	88.2%	Black	4	23.5%	Male	9
Appropriateness and Quality of Care	88.2%	American Indian or Alaskan Native	0	0.0%		
Outcomes of Care	88.2%	Asian	0	0.0%		
Involvement in Treatment	87.5%	Native Hawaiian or Other Pacific Islander	0	0.0%		
Social Connectedness	88.2%	Multi-Racial	1	5.9%		
Functional Satisfaction	88.2%					
IMPOWER						
Total Valid Surveys Received			10			
			Demographics			
Domain	% Satisfied	Race			Gender	
General Satisfaction	70.0%	White	8	80.0%	Female	8
Access to Care	55.6%	Black	1	10.0%	Male	2
Appropriateness and Quality of Care	77.8%	American Indian or Alaskan Native	0	0.0%		
Outcomes of Care	70.0%	Asian	0	0.0%		
Involvement in Treatment	70.0%	Native Hawaiian or Other Pacific Islander	0	0.0%		
Social Connectedness	70.0%	Multi-Racial	1	10.0%		
Functional Satisfaction	60.0%					
Mental Health Resource Center (MHRC)						
Total Valid Surveys Received			34			
			Demographics			
Domain	% Satisfied	Race			Gender	
General Satisfaction	97.1%	White	21	61.8%	Female	14
Access to Care	94.1%	Black	4	11.8%	Male	20
Appropriateness and Quality of Care	94.1%	American Indian or Alaskan Native	3	8.8%		
Outcomes of Care	93.8%	Asian	0	0.0%		
Involvement in Treatment	88.2%	Native Hawaiian or Other Pacific Islander	1	2.9%		
Social Connectedness	82.4%	Multi-Racial	5	14.7%		
Functional Satisfaction	91.2%					
Orlando Health						
Total Valid Surveys Received			10			
			Demographics			
Domain	% Satisfied	Race			Gender	
General Satisfaction	90.0%	White	6	60.0%	Female	9
Access to Care	100.0%	Black	2	20.0%	Male	1
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	70.0%	Multi-Racial	2	20.0%		
Functional Satisfaction	80.0%					

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

Park Place Behavioral Health, Inc.						
Total Valid Surveys Received		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	91.9%	White	43	58.1%	Female	40
Access to Care	86.5%	Black	4	5.4%	Male	34
Appropriateness and Quality of Care	85.1%	American Indian or Alaskan Native	0	0.0%		
Outcomes of Care	83.6%	Asian	2	2.7%		
Involvement in Treatment	87.7%	Native Hawaiian or Other Pacific Islander	1	1.4%		
Social Connectedness	69.9%	Multi-Racial	24	32.4%		
Functional Satisfaction	71.6%					
Wayne Densch Center						
Total Valid Surveys Received		Demographics				
Domain	% Satisfied	Race			Gender	
General Satisfaction	0.0%	White	0	0.0%	Female	0
Access to Care	0.0%	Black	0	0.0%	Male	0
Appropriateness and Quality of Care	0.0%	American Indian or Alaskan Native	0	0.0%		
Outcomes of Care	0.0%	Asian	0	0.0%		
Involvement in Treatment	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%		
Social Connectedness	0.0%	Multi-Racial	0	0.0%		
Functional Satisfaction	0.0%					

Quarter Two Children's Mental Health Summary FY 17-18

Children's Home Society								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	45	70.3%	Female	24	37.5%	
Access to Care	100.0%	Black	8	12.5%	Male	40	62.5%	
Appropriateness and Quality of Care	98.4%	American Indian or Alaskan Native	1	1.6%				
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	96.9%	Multi-Racial	10	15.6%				
Functional Satisfaction	88.9%							
Devereux Hospital and Children's Ctr.								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	92.9%	White	11	73.3%	Female	10	66.7%	
Access to Care	93.3%	Black	3	20.0%	Male	5	33.3%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	93.3%	Asian	1	6.7%				
Involvement in Treatment	86.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	93.3%	Multi-Racial	0	0.0%				
Functional Satisfaction	80.0%							
IMPOWER								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	2	100.0%	Female	0	0.0%	
Access to Care	100.0%	Black	0	0.0%	Male	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			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	6	60.0%	Female	5	50.0%	
Access to Care	100.0%	Black	1	10.0%	Male	5	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	80.0%	Multi-Racial	3	30.0%				
Functional Satisfaction	100.0%							
Orlando Health								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	6	50.0%	Female	12	100.0%	
Access to Care	100.0%	Black	4	33.3%	Male	0	0.0%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	83.3%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	2	16.7%				
Functional Satisfaction	91.7%							

Quarter Two Adult Substance Abuse Summary FY 17-18

Aspire Health Partners							
Total Valid Surveys Received		100			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	93.0%	White	58	58.0%	Female	41	41.0%
Access to Care	88.0%	Black	27	27.0%	Male	59	59.0%
Appropriateness and Quality of Care	88.0%	American Indian or Alaskan Native	1	1.0%			
Outcomes of Care	86.8%	Asian	1	1.0%			
Involvement in Treatment	89.0%	Native Hawaiian or Other Pacific Islander	13	13.0%			
Social Connectedness	90.9%	Multi-Racial	5	5.0%			
Functional Satisfaction	82.8%						
Circles of Care, Inc.							
Total Valid Surveys Received		0			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	0.0%	White	0	0.0%	Female	0	0.0%
Access to Care	0.0%	Black	0	0.0%	Male	0	0.0%
Appropriateness and Quality of Care	0.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	0.0%	Asian	0	0.0%			
Involvement in Treatment	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	0.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	0.0%						
Community Treatment Center							
Total Valid Surveys Received		0			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	0.0%	White	0	0.0%	Female	0	0.0%
Access to Care	0.0%	Black	0	0.0%	Male	0	0.0%
Appropriateness and Quality of Care	0.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	0.0%	Asian	0	0.0%			
Involvement in Treatment	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	0.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	0.0%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		32			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	15	46.9%	Female	24	75.0%
Access to Care	100.0%	Black	15	46.9%	Male	8	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	96.4%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	90.6%	Multi-Racial	2	6.3%			
Functional Satisfaction	96.9%						
Grove Counseling Center							
Total Valid Surveys Received		12			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	7	58.3%	Female	7	58.3%
Access to Care	100.0%	Black	3	25.0%	Male	5	41.7%
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	83.3%	Multi-Racial	2	16.7%			
Functional Satisfaction	91.7%						

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

House of Freedom, Inc.							
Total Valid Surveys Received		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	1	50.0%	Female		0.0%
Access to Care	100.0%	Black	1	50.0%	Male	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%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	96.9%	White	18	56.3%	Female	5	15.6%
Access to Care	93.8%	Black	4	12.5%	Male	27	84.4%
Appropriateness and Quality of Care	90.6%	American Indian or Alaskan Native	1	3.1%			
Outcomes of Care	84.4%	Asian	1	3.1%			
Involvement in Treatment	90.6%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	96.9%	Multi-Racial	8	25.0%			
Functional Satisfaction	84.4%						
Specialized Treatment, Ed and Prevnt Svcs							
Total Valid Surveys Received		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	8	32.0%	Female	11	44.0%
Access to Care	95.8%	Black	9	36.0%	Male	14	56.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	4.0%			
Outcomes of Care	100.0%	Asian	0	0.0%			
Involvement in Treatment	96.0%	Native Hawaiian or Other Pacific Islander	1	4.0%			
Social Connectedness	100.0%	Multi-Racial	6	24.0%			
Functional Satisfaction	100.0%						
The Transition House, Inc.							
Total Valid Surveys Received		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	100.0%	White	5	83.3%	Female	4	66.7%
Access to Care	100.0%	Black	0	0.0%	Male	2	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	1	16.7%			
Functional Satisfaction	100.0%						

Quarter Two Children's Substance Abuse Summary FY 17-18

Aspire Health Partners								
Total Valid Surveys Received			176					
			Demographics					
Domain	% Satisfied		Race		Gender			
General Satisfaction	100.0%	White	99	56.3%	Female	101	57.4%	
Access to Care	98.3%	Black	65	36.9%	Male	75	42.6%	
Appropriateness and Quality of Care	97.7%	American Indian or Alaskan Native	2	1.1%				
Outcomes of Care	94.9%	Asian	2	1.1%				
Involvement in Treatment	86.8%	Native Hawaiian or Other Pacific Islander	3	1.7%				
Social Connectedness	100.0%	Multi-Racial	5	2.8%				
Functional Satisfaction	99.4%							
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			51					
			Demographics					
Domain	% Satisfied		Race		Gender			
General Satisfaction	95.9%	White	25	49.0%	Female	22	43.1%	
Access to Care	94.0%	Black	13	25.5%	Male	29	56.9%	
Appropriateness and Quality of Care	90.2%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	90.0%	Asian	0	0.0%				
Involvement in Treatment	88.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	96.0%	Multi-Racial	13	25.5%				
Functional Satisfaction	94.1%							
Grove Counseling Center								
Total Valid Surveys Received			12					
			Demographics					
Domain	% Satisfied		Race		Gender			
General Satisfaction	83.3%	White	10	83.3%	Female	5	41.7%	
Access to Care	100.0%	Black	1	8.3%	Male	7	58.3%	
Appropriateness and Quality of Care	75.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	75.0%	Asian	0	0.0%				
Involvement in Treatment	91.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	75.0%	Multi-Racial	1	8.3%				
Functional Satisfaction	75.0%							