



CFCHS Consumer Satisfaction Survey Results

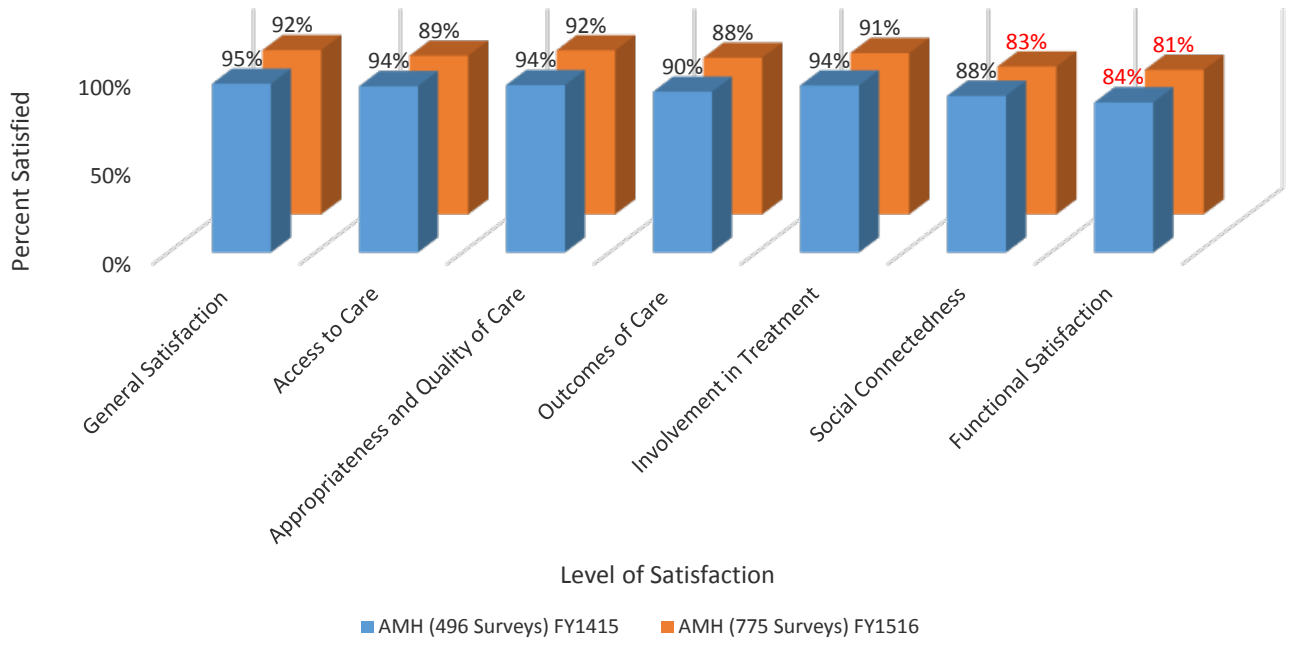
- A. Network Overall Report Q1 FY 15-16
- B. FY Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
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CFCHS Network Overall Report

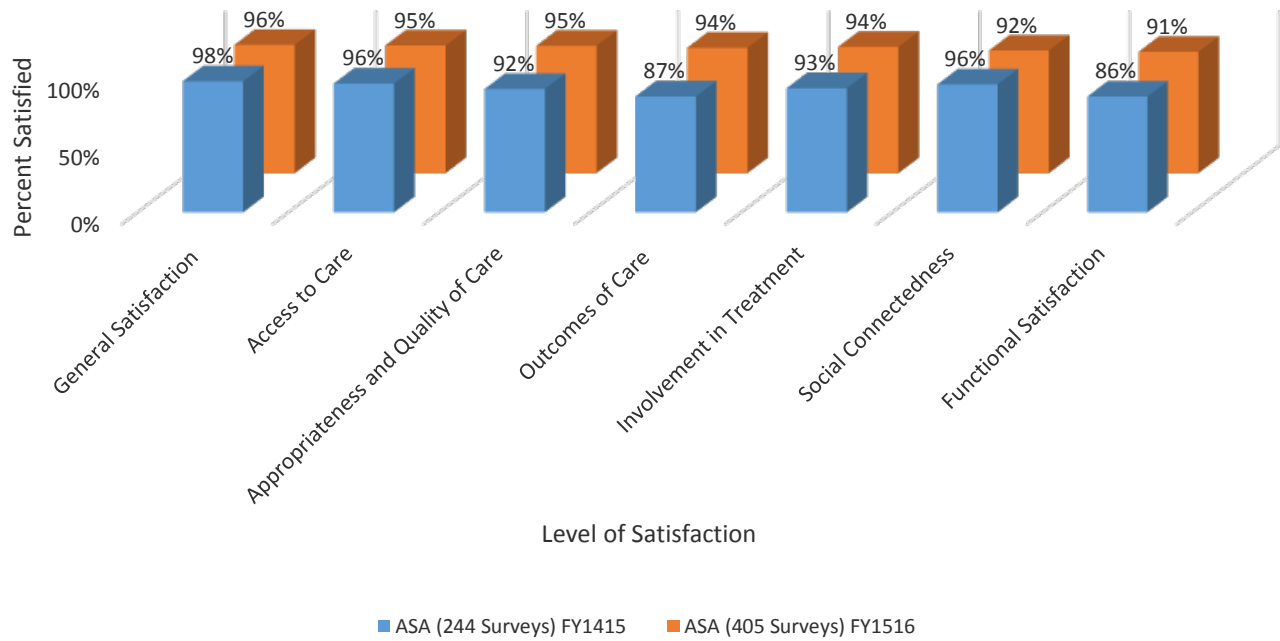
Domain	Q1 FY 14-15				Q1 FY 15-16			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	496	244	179	17	775	405	200	29
General Satisfaction	94.9%	97.8%	96.7%	100%	92.3%	95.8%	94.0%	69.0%
Access to Care	93.5%	96.1%	96.7%	100%	89.2%	95.3%	92.5%	72.4%
Appropriateness and Quality of Care	94.1%	92.1%	95.5%	100%	92.2%	95.1%	90.5%	72.4%
Outcomes of Care	90.4%	86.5%	94.5%	100%	88.1%	93.6%	81.4%	72.4%
Involvement in Treatment	93.9%	92.6%	94.4%	100%	90.7%	94.3%	89.7%	72.4%
Social Connectedness	88.1%	95.5%	93.4%	100%	83.1%	91.6%	91.0%	75.9%
Functional Satisfaction	84.4%	86.4%	92.9%	100%	81.2%	90.6%	83.7%	72.4%

*Percentages noted in red fall below the 85% satisfaction level for compliance. Please make note for QI purposes.

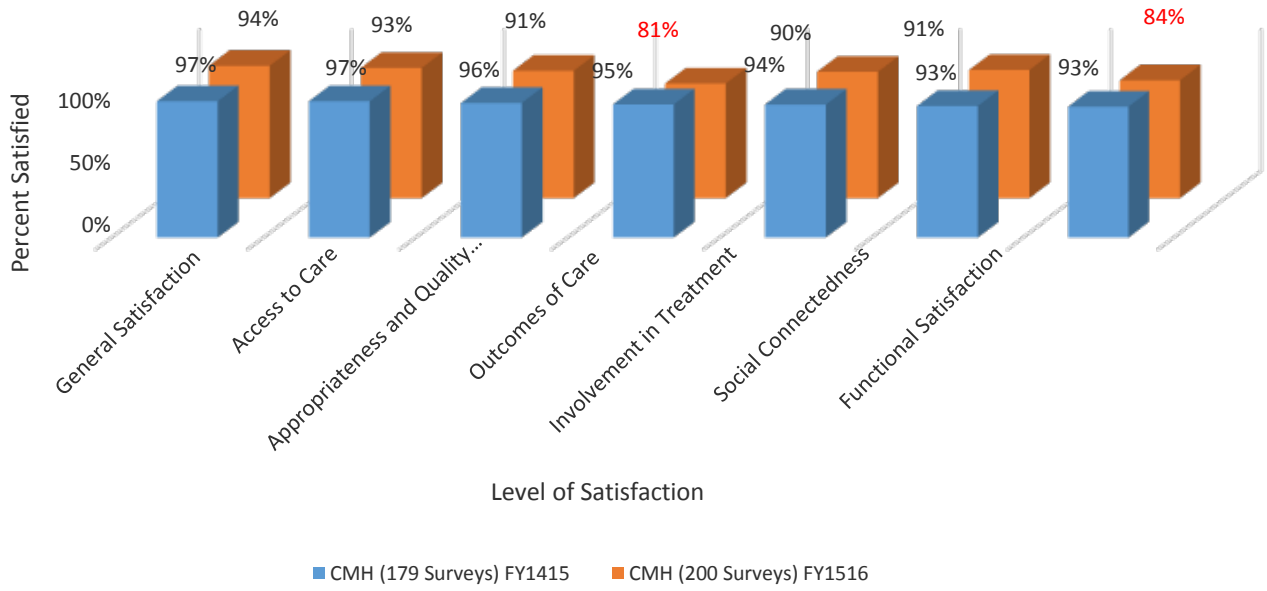
Adult Mental Health (AMH)



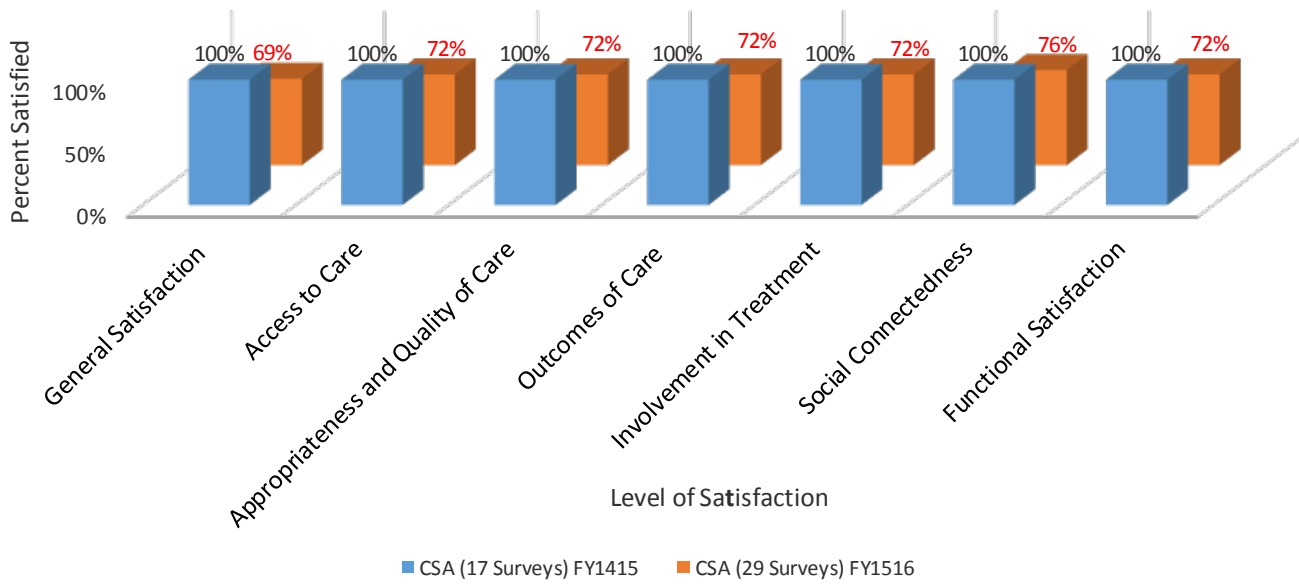
Adult Substance Abuse (ASA)



Children Mental Health (CMH)



Children Substance Abuse (CSA)



Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Q1	1646	1439	87%

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 2/3rds Unanswered Questions in Survey	Invalid due to either Client Error or Provider Error
Q1	207	53	1

Reasons for CSS invalidation:

- The client did not complete the entire survey.
- The person completing the survey incorrectly wrote parent or guardian’s age in the “Age” section, instead of the age of the client.
- A child form is given to an adult client or an adult form is given to a child or caretaker for completion.

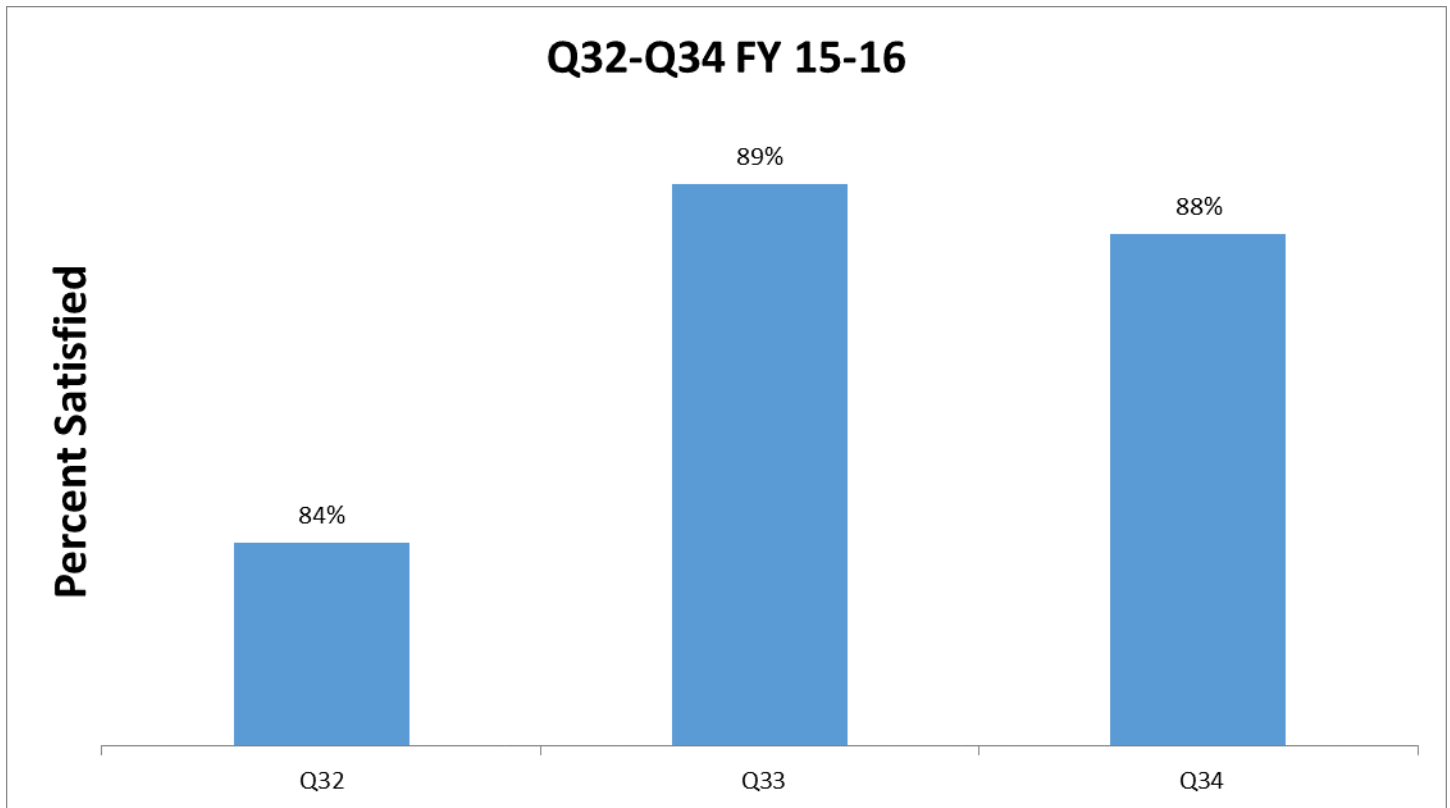
*The total amount of invalid surveys above reflects the number of surveys the data system invalidated for those providers who submitted data using the CSS forms and processed through the OIR software **only**.

**Consumer Satisfaction Results for CFCHS 3 Additional Questions
Q1 FY 15-16**

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

Q1			
Question	Number of Responses	Avg. Score	Avg. Pct Satisfied
32.	1324	4.3	84%
33.	1589	4.4	89%
34.	1587	4.4	88%

- 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:
-



1st Quarter Network Summary FY 15-16

Central Florida Cares Health System (CFCHS) - Network								
1st Quarter FY 15-16 Client Satisfaction Results								
Program: ADULT MENTAL HEALTH (AMH)								
Total Valid Surveys Received			775			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	92.3%	White	421	54.3%	Male	400	51.6%	
Access to Care	89.2%	Black	177	22.8%	Female	375	48.4%	
Appropriateness and Quality of Care	92.2%	American Indian or Alaskan Native	7	0.9%				
Outcomes of Care	88.1%	Asian	22	2.8%				
Involvement in Treatment	90.7%	Native Hawaiian or Other Pacific Islander	2	0.3%				
Social Connectedness	83.1%	Multi-Racial	146	18.8%				
Functional Satisfaction	81.2%							
Program: CHILDREN MENTAL HEALTH (CMH)								
Total Valid Surveys Received			200			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	94.0%	White	80	40.0%	Male	98	49.0%	
Access to Care	92.5%	Black	70	35.0%	Female	102	51.0%	
Appropriateness and Quality of Care	90.5%	American Indian or Alaskan Native	1	0.5%				
Outcomes of Care	81.4%	Asian	0	0.0%				
Involvement in Treatment	89.7%	Native Hawaiian or Other Pacific Islander	1	0.5%				
Social Connectedness	91.0%	Multi-Racial	48	24.0%				
Functional Satisfaction	83.7%							
Program: ADULT SUBSTANCE ABUSE (ASA)								
Total Valid Surveys Received			405			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	95.8%	White	272	67.2%	Male	254	62.7%	
Access to Care	95.3%	Black	69	17.0%	Female	151	37.3%	
Appropriateness and Quality of Care	95.1%	American Indian or Alaskan Native	11	2.7%				
Outcomes of Care	93.6%	Asian	3	0.7%				
Involvement in Treatment	94.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	91.6%	Multi-Racial	50	12.3%				
Functional Satisfaction	90.6%							
Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Total Valid Surveys Received			29			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	69.0%	White	13	44.8%	Male	16	55.2%	
Access to Care	72.4%	Black	5	17.2%	Female	13	44.8%	
Appropriateness and Quality of Care	72.4%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	72.4%	Asian	0	0.0%				
Involvement in Treatment	72.4%	Native Hawaiian or Other Pacific Islander	2	6.9%				
Social Connectedness	75.9%	Multi-Racial	9	31.0%				
Functional Satisfaction	72.4%							

1st Quarter Adult Mental Health Report by Provider FY 15-16

Program: ADULT MENTAL HEALTH (AMH)							
Alpha Christian Counseling Services of Central Florida, Corp.							
Total Valid Surveys Received			12		Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	6	50.0%	Female	12	100.0%
Access to Care	100.0%	Black	0	0.0%	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	6	50.0%			
Functional Satisfaction	100.0%						
Aspire Health Partners							
Total Valid Surveys Received			403		Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	91.8%	White	213	52.9%	Female	196	48.6%
Access to Care	86.0%	Black	123	30.5%	Male	207	51.4%
Appropriateness and Quality of Care	90.2%	American Indian or Alaskan Native	3	0.7%			
Outcomes of Care	85.0%	Asian	11	2.7%			
Involvement in Treatment	89.3%	Native Hawaiian or Other Pacific Islander	1	0.2%			
Social Connectedness	77.1%	Multi-Racial	52	12.9%			
Functional Satisfaction	75.9%						
Circles of Care, Inc.							
Total Valid Surveys Received			29		Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	25	86.2%	Female	16	55.2%
Access to Care	100.0%	Black	3	10.3%	Male	13	44.8%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	96.4%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	85.7%	Multi-Racial	1	3.4%			
Functional Satisfaction	85.7%						
Community Counseling Center of Central Florida, LLC							
Total Valid Surveys Received			3		Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	1	33.3%	Female	3	100.0%
Access to Care	100.0%	Black	1	33.3%	Male	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	1	33.3%			
Functional Satisfaction	100.0%						
Devereux Hospital and Children's Ctr.							
Total Valid Surveys Received			6		Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	6	100.0%	Female	3	50.0%
Access to Care	100.0%	Black	0	0.0%	Male	3	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%						

1st Quarter Adult Mental Health Report by Provider FY15-16 (continued)

Gulf Coast Jewish Family Services, Inc									
Total Valid Surveys Received			8					Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	100.0%	White	4	50.0%	Female	2	25.0%		
Access to Care	100.0%	Black	0	0.0%	Male	6	75.0%		
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	100.0%	Asian	2	25.0%					
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%					
Social Connectedness	100.0%	Multi-Racial	2	25.0%					
Functional Satisfaction	100.0%								
Mental Health Resource Center (MHRC)									
Total Valid Surveys Received			33					Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	97.0%	White	20	60.6%	Female	9	27.3%		
Access to Care	90.9%	Black	7	21.2%	Male	24	72.7%		
Appropriateness and Quality of Care	96.9%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	90.6%	Asian	2	6.1%					
Involvement in Treatment	87.9%	Native Hawaiian or Other Pacific Islander	1	3.0%					
Social Connectedness	90.6%	Multi-Racial	3	9.1%					
Functional Satisfaction	84.8%								
Orlando Health									
Total Valid Surveys Received			12					Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	91.7%	White	7	58.3%	Female	12	100.0%		
Access to Care	91.7%	Black	5	41.7%	Male	0	0.0%		
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	81.8%	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	87.5%								
Park Place Behavioral Health, Inc.									
Total Valid Surveys Received			251					Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	91.6%	White	128	51.0%	Female	117	46.6%		
Access to Care	92.7%	Black	35	13.9%	Male	134	53.4%		
Appropriateness and Quality of Care	94.0%	American Indian or Alaskan Native	3	1.2%					
Outcomes of Care	92.7%	Asian	7	2.8%					
Involvement in Treatment	92.7%	Native Hawaiian or Other Pacific Islander	0	0.0%					
Social Connectedness	89.5%	Multi-Racial	78	31.1%					
Functional Satisfaction	86.7%								
Wayne Densch Center									
Total Valid Surveys Received			18					Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	94.4%	White	11	61.1%	Female	5	27.8%		
Access to Care	94.4%	Black	3	16.7%	Male	13	72.2%		
Appropriateness and Quality of Care	94.1%	American Indian or Alaskan Native	1	5.6%					
Outcomes of Care	94.4%	Asian	0	0.0%					
Involvement in Treatment	83.3%	Native Hawaiian or Other Pacific Islander	0	0.0%					
Social Connectedness	88.9%	Multi-Racial	3	16.7%					
Functional Satisfaction	94.4%								

1st Quarter Children Mental Health Report by Provider FY15-16

Program: CHILDREN MENTAL HEALTH (CMH)								
Aspire Health Partners								
Total Valid Surveys Received			135			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	91.8%	White	43	31.9%	Female	61	45.2%	
Access to Care	89.6%	Black	60	44.4%	Male	74	54.8%	
Appropriateness and Quality of Care	86.7%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	82.2%	Asian	0	0.0%				
Involvement in Treatment	88.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	88.1%	Multi-Racial	32	23.7%				
Functional Satisfaction	81.3%							
Children's Home Society								
Total Valid Surveys Received			36			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	19	52.8%	Female	21	58.3%	
Access to Care	100.0%	Black	2	5.6%	Male	15	41.7%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	2.8%				
Outcomes of Care	82.9%	Asian	0	0.0%				
Involvement in Treatment	97.1%	Native Hawaiian or Other Pacific Islander	1	2.8%				
Social Connectedness	100.0%	Multi-Racial	13	36.1%				
Functional Satisfaction	91.4%							
Circles of Care, Inc.								
Total Valid Surveys Received			1			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	1	100.0%	Female	1	100.0%	
Access to Care	100.0%	Black	0	0.0%	Male	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%							
Devereux Hospital and Children's Ctr.								
Total Valid Surveys Received			9			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	88.9%	White	6	66.7%	Female	4	44.4%	
Access to Care	88.9%	Black	0	0.0%	Male	5	55.6%	
Appropriateness and Quality of Care	88.9%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	55.6%	Asian	0	0.0%				
Involvement in Treatment	85.7%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	77.8%	Multi-Racial	3	33.3%				
Functional Satisfaction	75.0%							
Orlando Health								
Total Valid Surveys Received			19			Demographics		
Domain	% Satisfied	Race		Gender				
General Satisfaction	100.0%	White	11	57.9%	Female	15	78.9%	
Access to Care	100.0%	Black	8	42.1%	Male	4	21.1%	
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	84.2%	Asian	0	0.0%				
Involvement in Treatment	83.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	88.9%							

1st Quarter Adult Substance Abuse Report by Provider FY15-16

Program: ADULT SUBSTANCE ABUSE (ASA)							
Aspire Health Partners							
Total Valid Surveys Received		199			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.0%	White	116	58.3%	Female	57	28.6%
Access to Care	95.4%	Black	48	24.1%	Male	142	71.4%
Appropriateness and Quality of Care	93.9%	American Indian or Alaskan Native	7	3.5%			
Outcomes of Care	92.9%	Asian	2	1.0%			
Involvement in Treatment	94.4%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	89.3%	Multi-Racial	26	13.1%			
Functional Satisfaction	89.3%						
Circles of Care, Inc.							
Total Valid Surveys Received		42			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	36	85.7%	Female	15	35.7%
Access to Care	100.0%	Black	2	4.8%	Male	27	64.3%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	2	4.8%			
Outcomes of Care	97.6%	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	4.8%			
Functional Satisfaction	92.9%						
Community Treatment Center							
Total Valid Surveys Received		10			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	9	90.0%	Female	4	40.0%
Access to Care	100.0%	Black	0	0.0%	Male	6	60.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	90.0%	Asian	1	10.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	90.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	70.0%						
Grove Counseling Center							
Total Valid Surveys Received		29			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.6%	White	20	69.0%	Female	10	34.5%
Access to Care	96.6%	Black	5	17.2%	Male	19	65.5%
Appropriateness and Quality of Care	96.6%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	96.6%	Asian	0	0.0%			
Involvement in Treatment	96.6%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	96.6%	Multi-Racial	4	13.8%			
Functional Satisfaction	96.6%						
House of Freedom, Inc.							
Total Valid Surveys Received		1			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	1	100.0%	Female	0	0.0%
Access to Care	100.0%	Black	0	0.0%	Male	1	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%						

1st Quarter Adult Substance Abuse Report by Provider FY15-16 (continued)

Park Place Behavioral Health, Inc.							
Total Valid Surveys Received		81					
		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	97.5%	White	60	74.1%	Female	27	33.3%
Access to Care	96.3%	Black	6	7.4%	Male	54	66.7%
Appropriateness and Quality of Care	97.5%	American Indian or Alaskan Native	2	2.5%			
Outcomes of Care	96.3%	Asian	0	0.0%			
Involvement in Treatment	96.3%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	92.6%	Multi-Racial	13	16.0%			
Functional Satisfaction	95.0%						
Specialized Treatment, Ed and Prev Svc							
Total Valid Surveys Received		43					
		Demographics					
Domain	% Satisfied	Race			Gender		
General Satisfaction	86.0%	White	30	69.8%	Female	38	88.4%
Access to Care	86.0%	Black	8	18.6%	Male	5	11.6%
Appropriateness and Quality of Care	88.4%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	86.0%	Asian	0	0.0%			
Involvement in Treatment	81.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	88.4%	Multi-Racial	5	11.6%			
Functional Satisfaction	86.0%						

1st Quarter Children Substance Abuse Report by Provider FY15-16

Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Eckerd Youth Alternatives, Inc.								
Total Valid Surveys Received			Demographics					
14								
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	7	50.0%	Female	4	28.6%	
Access to Care	100.0%	Black	4	28.6%	Male	10	71.4%	
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	1	7.1%				
Social Connectedness	100.0%	Multi-Racial	2	14.3%				
Functional Satisfaction	100.0%							
Grove Counseling Center								
Total Valid Surveys Received			Demographics					
15								
Domain	% Satisfied	Race			Gender			
General Satisfaction	40.0%	White	6	40.0%	Female	9	60.0%	
Access to Care	46.7%	Black	1	6.7%	Male	6	40.0%	
Appropriateness and Quality of Care	46.7%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	46.7%	Asian	0	0.0%				
Involvement in Treatment	46.7%	Native Hawaiian or Other Pacific Islander	1	6.7%				
Social Connectedness	53.3%	Multi-Racial	7	46.7%				
Functional Satisfaction	46.7%							