



Thank you for your commitment to serving our community.

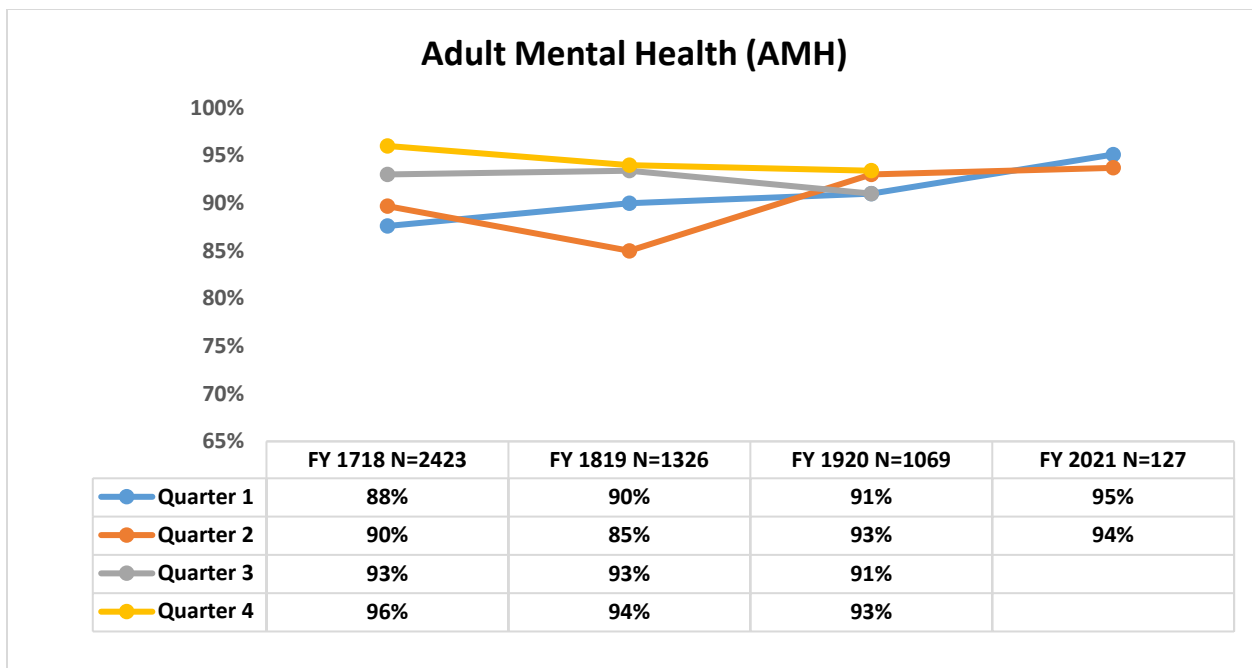
Central Florida Cares Health Systems, Inc. (CFCHS) goal is to ensure quality services are rendered to our consumers. CFCHS works closely with its subcontracted network to make improvements and support best practices. This is achieved through Consumer Satisfaction Surveys (CSS).

In partnership with our Subcontractors, CFCHS has been collecting and processing CSS since July 1, 2013. The goal is to assess the consumer's satisfaction with the care they received. The survey instrument consists of 34 questions for adults and 31 questions for children. The questions assess the consumer's level of satisfaction in seven (7) domains, which include, general satisfaction, access to care, appropriateness and quality of care, outcomes of care, involvement in treatment, social connectedness, and functional satisfaction. The following graphs reflect the overall average of satisfaction for the four program areas and subcontracted services (Adult Mental Health, Adult Substance Abuse, Children's Mental Health, and Children's Substance Abuse). During the fourth quarter of FY1920 DCF issued a memorandum for agencies to halt the collection of client surveys due to the global pandemic and follow social distancing mandates. The cessation continues effective presently as Network Subcontractors have collected and submitted surveys for FY2021 quarter one and two for clients at will.

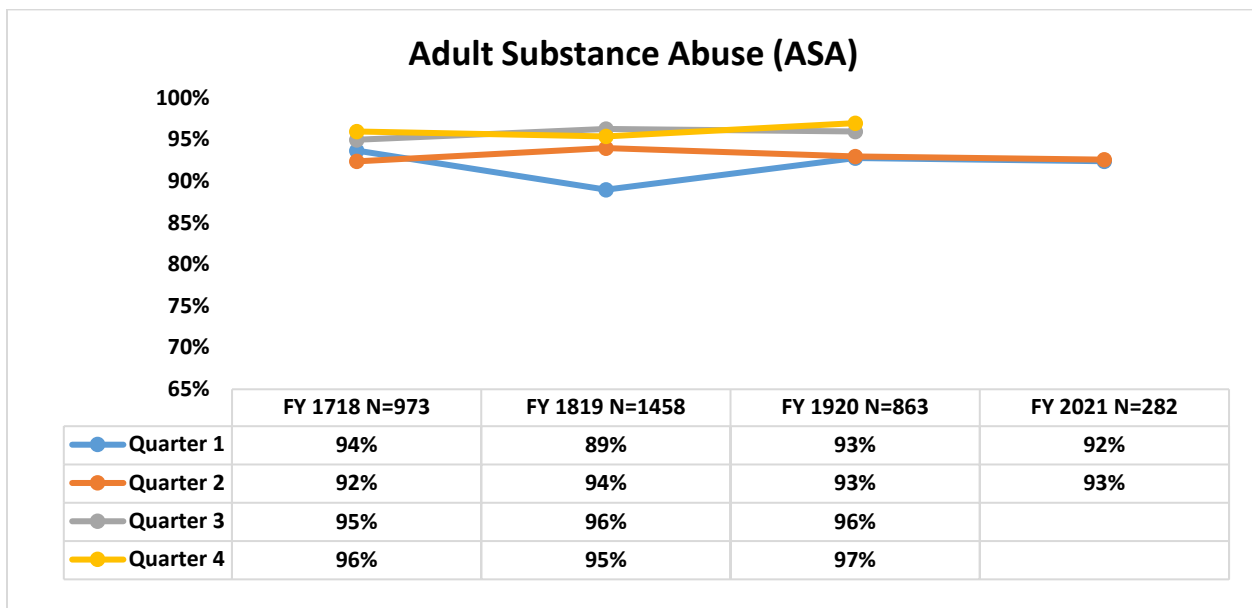
If you have any questions regarding the following related to CFCHS' network client satisfaction, please email or call the Compliance Department.

Miralys Martinez
Risk Management Specialist
mmartinez@cfchs.org
407-985-3572

CFCHS' Subcontracted Network Average Satisfied

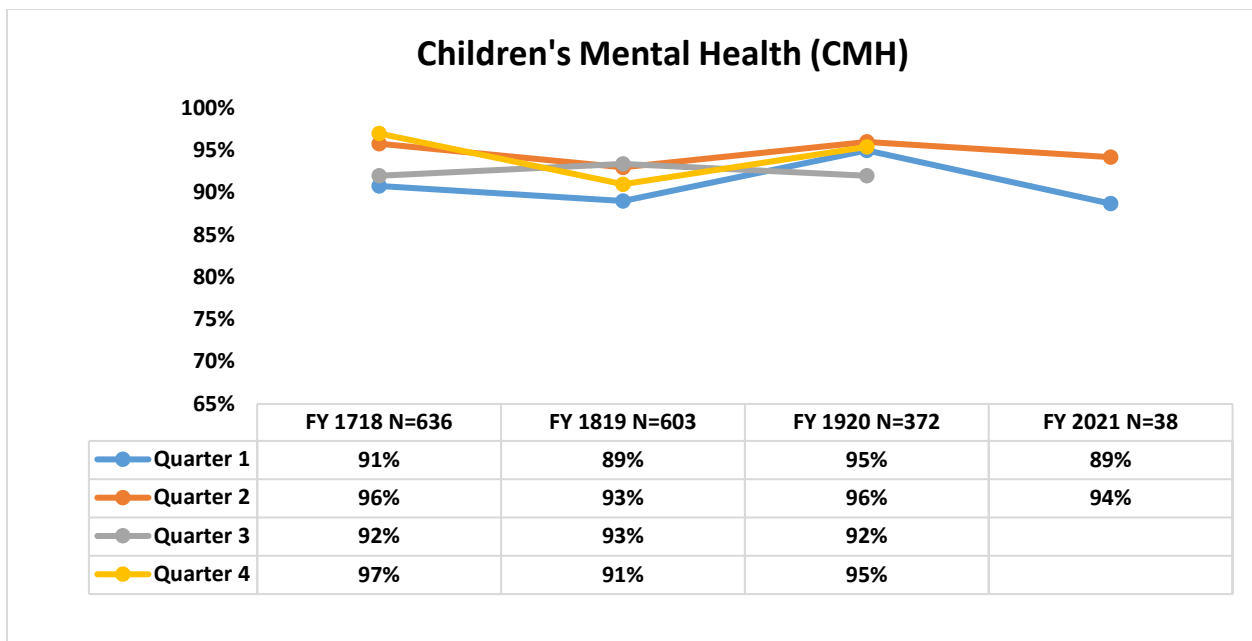


Scores ↑ 85% Compliance Threshold

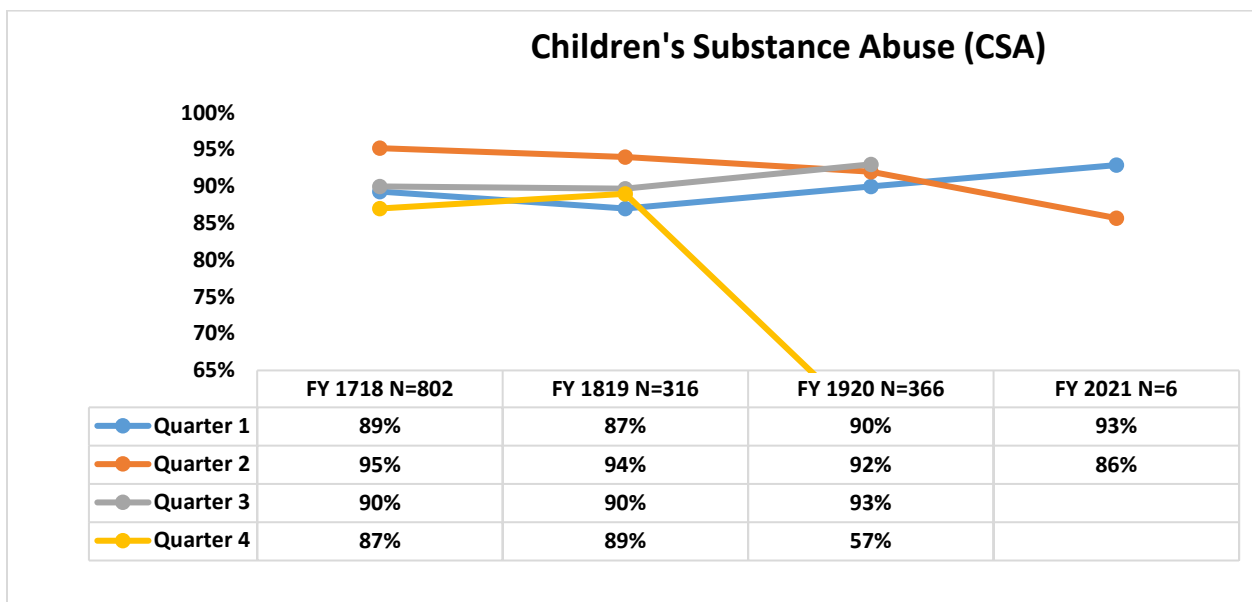


Scores ↑ 85% Compliance Threshold

CFCHS' Subcontracted Network Average Satisfied



Scores ↑ 85% Compliance Threshold



Scores ↑ 85% Compliance Threshold

*Average calculated (number of valid surveys score, each domains score divided by seven)