



CFCHS Consumer Satisfaction Survey Results

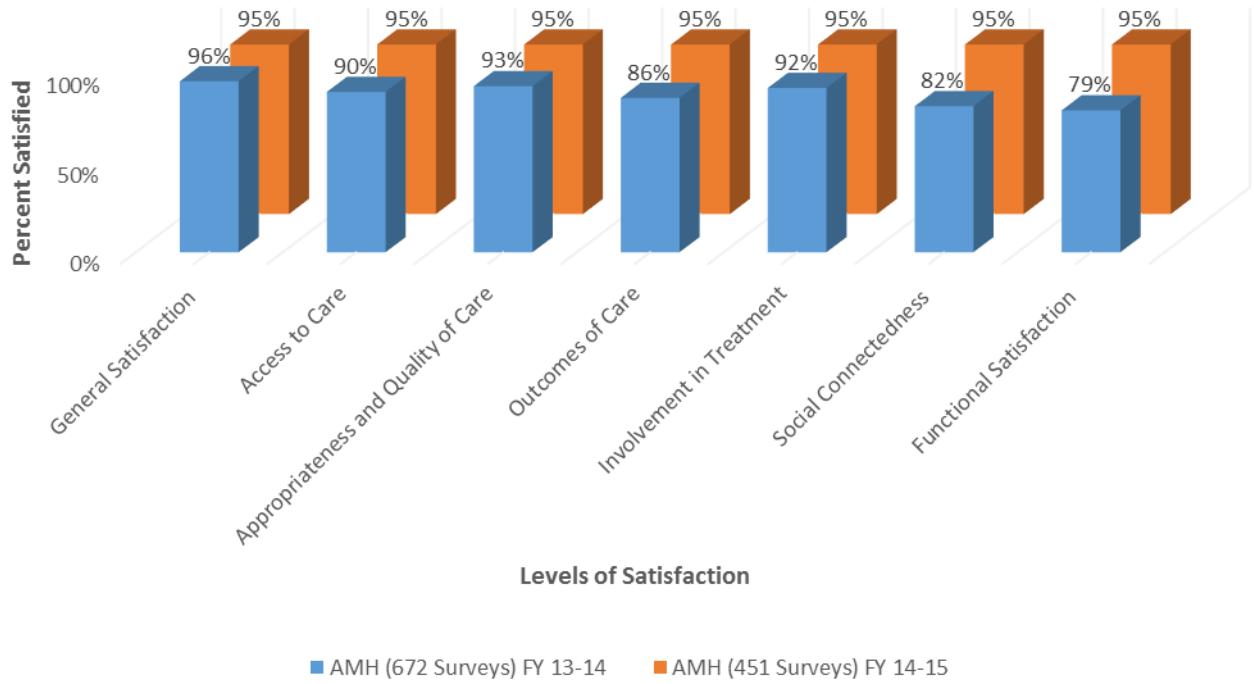
- A. Network Overall Report Q3 FY 14-15
- B. FY Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
- E. Q3 Tables by Provider

CFCHS Network Overall Report

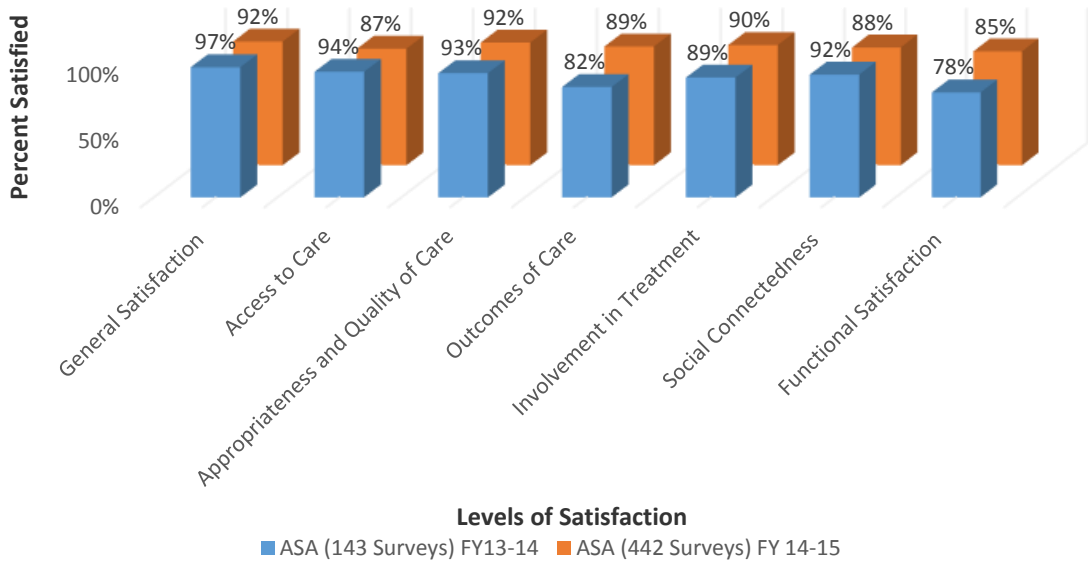
Domain	Q3 FY 13-14				Q3 FY 14-15			
	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse	Adult Mental Health	Adult Substance Abuse	Children Mental Health	Children Substance Abuse
Valid Surveys	672	143	414	46	451	442	119	228
General Satisfaction	95.7%	97.1%	94.4%	82.6%	94.9%	92.3%	98.3%	91.0%
Access to Care	89.7%	93.7%	91.6%	80.4%	94.9%	87.0%	98.3%	91.0%
Appropriateness and Quality of Care	92.9%	92.7%	95.1%	68.9%	94.9%	91.6%	98.3%	91.0%
Outcomes of Care	86.4%	82.4%	91.4%	73.9%	94.9%	88.6%	98.3%	91.0%
Involvement in Treatment	91.9%	89.4%	92.8%	76.1%	94.9%	89.7%	98.3%	91.0%
Social Connectedness	81.7%	91.6%	89.4%	89.1%	94.9%	87.9%	98.3%	91.0%
Functional Satisfaction	79.4%	78.3%	87.6%	71.7%	94.9%	85.0%	98.3%	91.0%

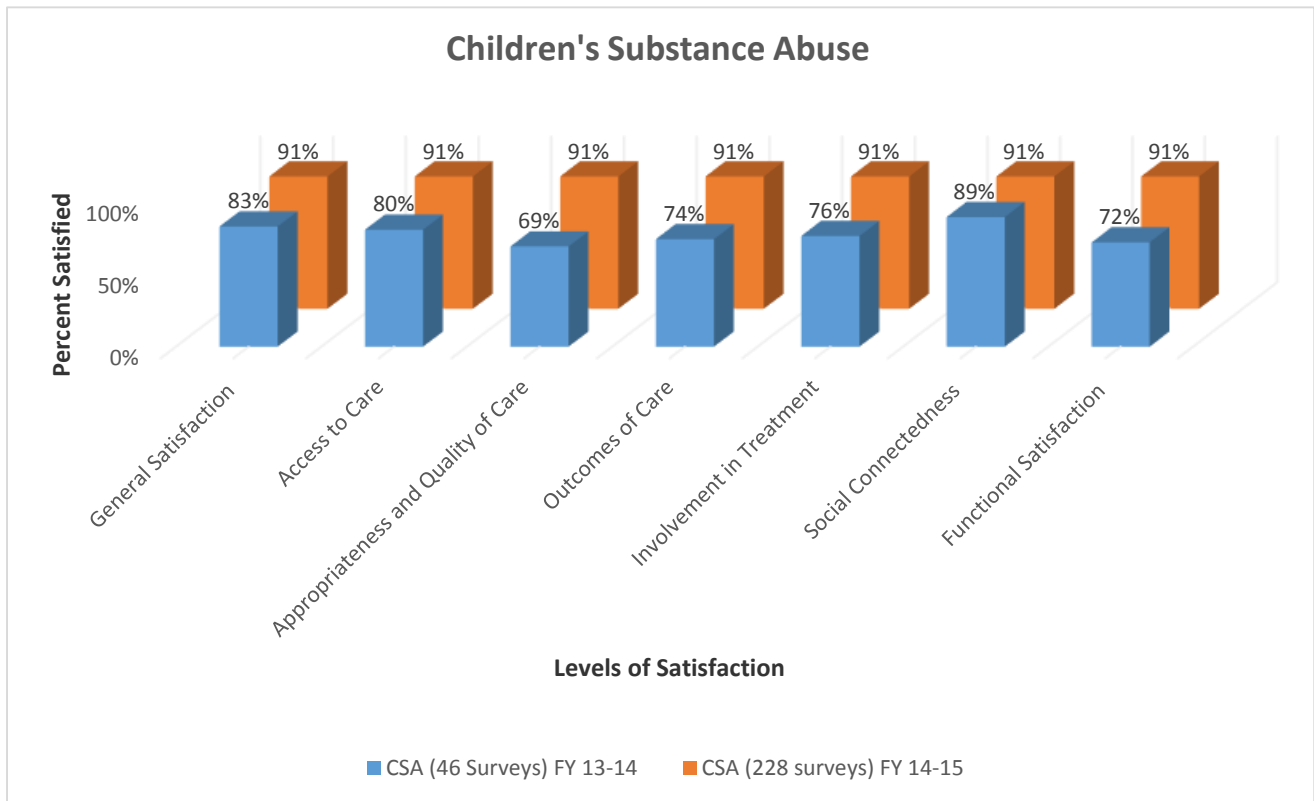
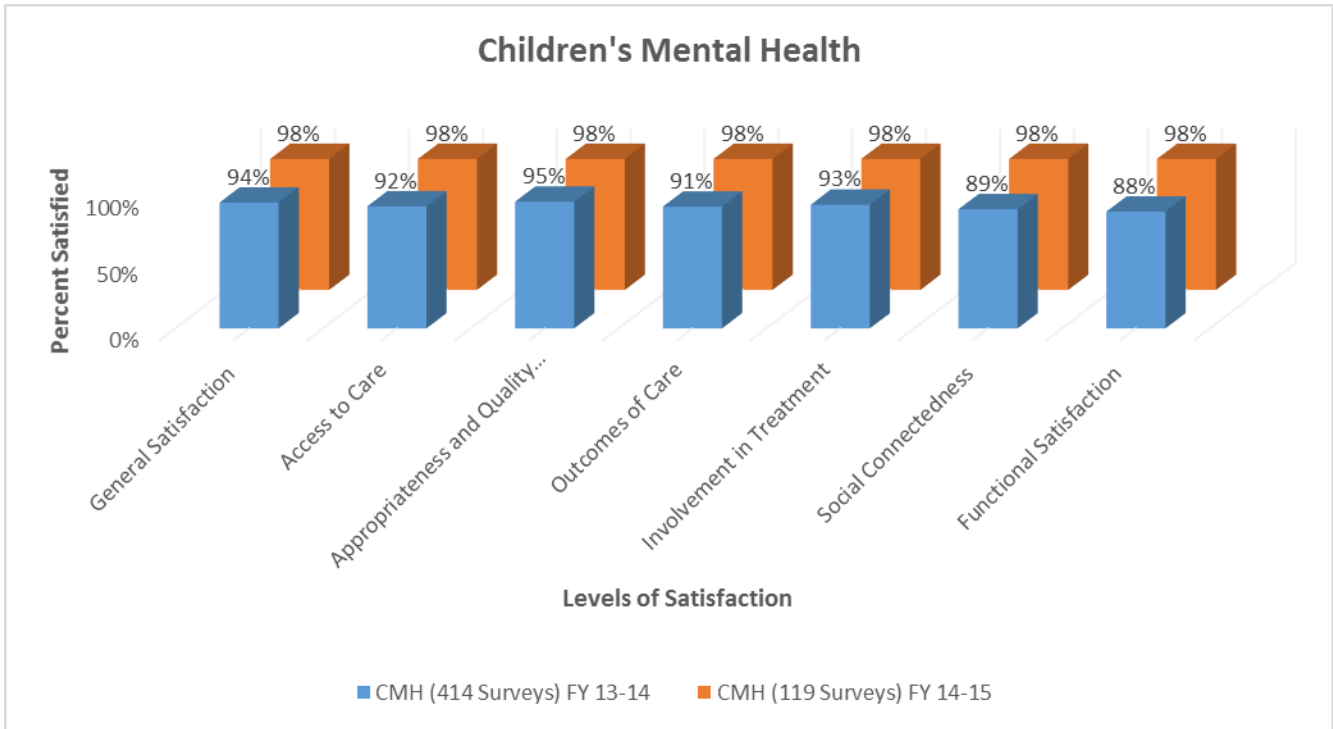
*percentages noted in red fall below the 85% satisfaction level for compliance. Please make note for QI purposes.

Adult Mental Health



Adult Substance Abuse





Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Q3	1377	1249	91%

DCF requires a survey to be counted as valid when 2/3 of the questions within a domain were answered by the client. 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
Q3	128	46	82

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.

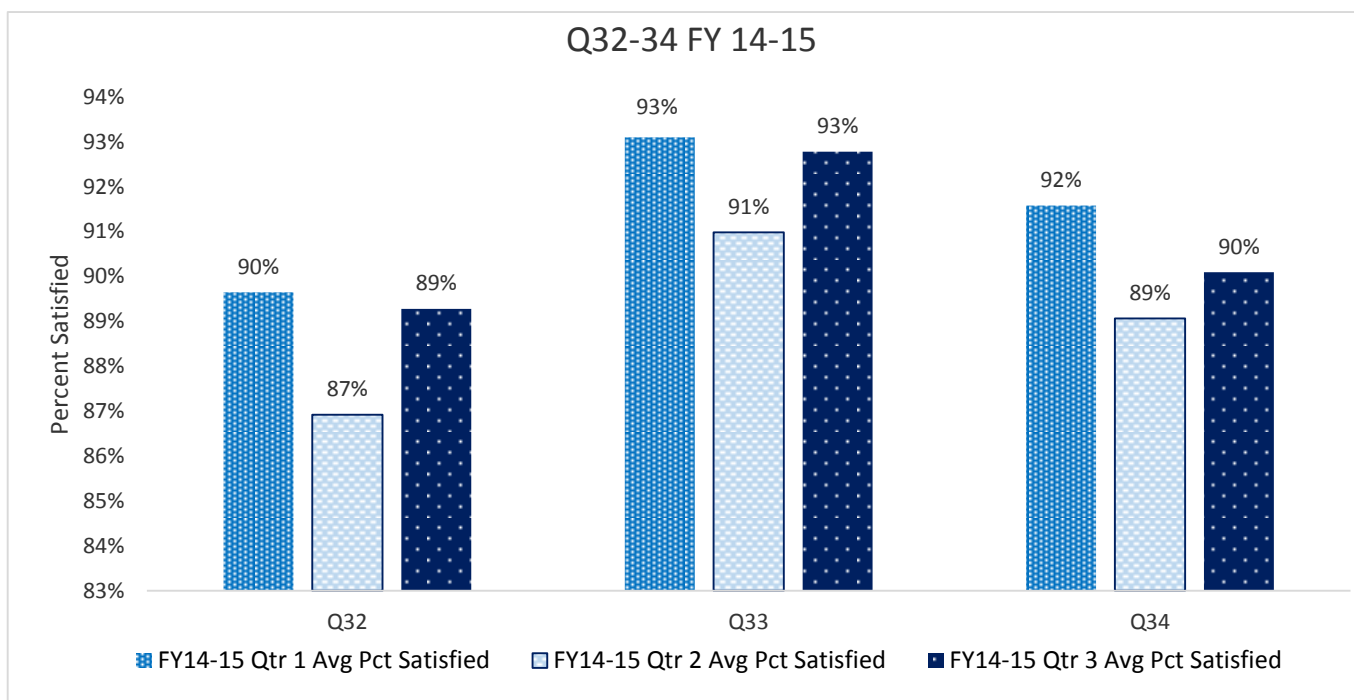
*The total amount of invalid surveys above reflects the number of surveys the data system invalidated for those providers who submitted data using the CSS forms and processed through the OIR software **only**.

Consumer Satisfaction Results for CFCHS 3 Additional Questions Q3 FY 14-15

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

Q3			
Question	Number of Responses	Avg. Score	Avg. Pct Satisfied
32.	961	4.5	89%
33.	1330	4.6	93%
34.	1323	4.5	90%

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:
-



3rd Quarter Network Summary FY 14-15

Central Florida Cares Health System (CFCHS) - Network								
3rd Quarter FY 2014-2015 Client Satisfaction Results								
Program: ADULT MENTAL HEALTH (AMH)								
Total Valid Surveys Received			451			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	94.9%	White	300	66.5%	Male	224	49.7%	
Access to Care	92.8%	Black	82	18.2%	Female	227	50.3%	
Appropriateness and Quality of Care	93.5%	American Indian or Alaskan Native	15	3.3%				
Outcomes of Care	90.8%	Asian	3	0.7%				
Involvement in Treatment	92.1%	Native Hawaiian or Other Pacific Islander	4	0.9%				
Social Connectedness	89.0%	Multi-Racial	47	10.4%				
Functional Satisfaction	86.2%							
Program: CHILDREN MENTAL HEALTH (CMH)								
Total Valid Surveys Received			119			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	98.3%	White	72	60.5%	Male	59	49.6%	
Access to Care	99.1%	Black	22	18.5%	Female	60	50.4%	
Appropriateness and Quality of Care	97.4%	American Indian or Alaskan Native	1	0.8%				
Outcomes of Care	87.1%	Asian	3	2.5%				
Involvement in Treatment	93.0%	Native Hawaiian or Other Pacific Islander	1	0.8%				
Social Connectedness	97.5%	Multi-Racial	20	16.8%				
Functional Satisfaction	86.4%							
Program: ADULT SUBSTANCE ABUSE (ASA)								
Total Valid Surveys Received			442			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	92.3%	White	341	77.1%	Male	211	47.7%	
Access to Care	87.0%	Black	47	10.6%	Female	231	52.3%	
Appropriateness and Quality of Care	91.6%	American Indian or Alaskan Native	8	1.8%				
Outcomes of Care	88.6%	Asian	3	0.7%				
Involvement in Treatment	89.7%	Native Hawaiian or Other Pacific Islander	5	1.1%				
Social Connectedness	87.9%	Multi-Racial	38	8.6%				
Functional Satisfaction	85.0%							
Program: CHILDREN SUBSTANCE ABUSE (CSA)								
Total Valid Surveys Received			228			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	91.0%	White	142	62.3%	Male	88	38.6%	
Access to Care	90.7%	Black	47	20.6%	Female	140	61.4%	
Appropriateness and Quality of Care	87.2%	American Indian or Alaskan Native	5	2.2%				
Outcomes of Care	74.9%	Asian	2	0.9%				
Involvement in Treatment	85.8%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	87.6%	Multi-Racial	32	14.0%				
Functional Satisfaction	72.8%							

3rd Quarter Adult Mental Health Report by Provider (continued)

Program: ADULT MENTAL HEALTH (AMH)									
Alpha Christian Counseling Services of Central Florida, Corp.									
Total Valid Surveys Received		6						Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	100.0%	White	5	83.3%	Female	5	83.3%		
Access to Care	100.0%	Black	0	0.0%	Male	1	16.7%		
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	1	16.7%					
Functional Satisfaction	100.0%								
Aspire Health Partners									
Total Valid Surveys Received		56						Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	96.4%	White	47	83.9%	Female	32	57.1%		
Access to Care	94.5%	Black	5	8.9%	Male	24	42.9%		
Appropriateness and Quality of Care	96.4%	American Indian or Alaskan Native	0	0.0%					
Outcomes of Care	87.5%	Asian	0	0.0%					
Involvement in Treatment	88.5%	Native Hawaiian or Other Pacific Islander	1	1.8%					
Social Connectedness	82.1%	Multi-Racial	3	5.4%					
Functional Satisfaction	71.4%								
Circles of Care, Inc.									
Total Valid Surveys Received		58						Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	100.0%	White	36	62.1%	Female	33	56.9%		
Access to Care	100.0%	Black	17	29.3%	Male	25	43.1%		
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	1.7%					
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	98.2%	Multi-Racial	4	6.9%					
Functional Satisfaction	96.6%								
Community Counseling Center of Central Florida, LLC									
Total Valid Surveys Received		2						Demographics	
Domain	% Satisfied	Race			Gender				
General Satisfaction	100.0%	White	1	50.0%	Female	2	100.0%		
Access to Care	100.0%	Black	1	50.0%	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		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%								

3rd Adult Mental Health Report by Provider (continued)

Program: ADULT MENTAL HEALTH (AMH)							
Mental Health Resource Center (MHRC)							
Total Valid Surveys Received		28			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	14	50.0%	Female	14	50.0%
Access to Care	100.0%	Black	10	35.7%	Male	14	50.0%
Appropriateness and Quality of Care	96.4%	American Indian or Alaskan Native	1	3.6%			
Outcomes of Care	88.9%	Asian	1	3.6%			
Involvement in Treatment	96.4%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	88.9%	Multi-Racial	2	7.1%			
Functional Satisfaction	85.7%						
Orlando Health							
Total Valid Surveys Received		14			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	11	78.6%	Female	12	85.7%
Access to Care	100.0%	Black	3	21.4%	Male	2	14.3%
Appropriateness and Quality of Care	84.6%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	85.7%	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	92.9%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received		275			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	92.3%	White	178	64.7%	Female	126	45.8%
Access to Care	89.7%	Black	43	15.6%	Male	149	54.2%
Appropriateness and Quality of Care	91.1%	American Indian or Alaskan Native	12	4.4%			
Outcomes of Care	89.3%	Asian	2	0.7%			
Involvement in Treatment	89.7%	Native Hawaiian or Other Pacific Islander	3	1.1%			
Social Connectedness	88.0%	Multi-Racial	37	13.5%			
Functional Satisfaction	85.7%						
Wayne Densch Center							
Total Valid Surveys Received		11			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	7	63.6%	Female	2	18.2%
Access to Care	90.9%	Black	3	27.3%	Male	9	81.8%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	9.1%			
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	90.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	100.0%						

3rd Quarter Child Mental Health Report by Provider

Program: CHILDREN MENTAL HEALTH (CMH)							
Children's Home Society							
Total Valid Surveys Received				80			
				Demographics			
Domain	% Satisfie	Race			Gender		
General Satisfaction	98.7%	White	42	52.5%	Female	40	50.0%
Access to Care	98.7%	Black	19	23.8%	Male	40	50.0%
Appropriateness and Quality of Care	97.4%	American Indian or Alaskan Native	1	1.3%			
Outcomes of Care	90.9%	Asian	3	3.8%			
Involvement in Treatment	92.0%	Native Hawaiian or Other Pacific Islander	1	1.3%			
Social Connectedness	97.5%	Multi-Racial	14	17.5%			
Functional Satisfaction	86.1%						
Circles of Care, Inc.							
Total Valid Surveys Received				1			
				Demographics			
Domain	% Satisfie	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%						
Devereux Hospital and Children's Ctr.							
Total Valid Surveys Received				17			
				Demographics			
Domain	% Satisfie	Race			Gender		
General Satisfaction	94.1%	White	12	70.6%	Female	6	35.3%
Access to Care	100.0%	Black	2	11.8%	Male	11	64.7%
Appropriateness and Quality of Care	94.1%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	76.5%	Asian	0	0.0%			
Involvement in Treatment	94.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	94.1%	Multi-Racial	3	17.6%			
Functional Satisfaction	94.1%						
Kinder Consulting & Parents Too, Inc.							
Total Valid Surveys Received				4			
				Demographics			
Domain	% Satisfie	Race			Gender		
General Satisfaction	100.0%	White	2	50.0%	Female	1	25.0%
Access to Care	100.0%	Black	0	0.0%	Male	3	75.0%
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	2	50.0%			
Functional Satisfaction	100.0%						
Orlando Health							
Total Valid Surveys Received				17			
				Demographics			
Domain	% Satisfie	Race			Gender		
General Satisfaction	100.0%	White	15	88.2%	Female	13	76.5%
Access to Care	100.0%	Black	1	5.9%	Male	4	23.5%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	76.5%	Asian	0	0.0%			
Involvement in Treatment	94.1%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	1	5.9%			
Functional Satisfaction	76.5%						

3rd Quarter Adult Substance Abuse Report by Provider

Program: ADULT SUBSTANCE ABUSE (ASA)							
Aspire Health Partners							
Total Valid Surveys Received				256			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	91.4%	White	194	75.8%	Female	127	49.6%
Access to Care	85.8%	Black	32	12.5%	Male	129	50.4%
Appropriateness and Quality of Care	91.0%	American Indian or Alaskan Native	4	1.6%			
Outcomes of Care	87.5%	Asian	1	0.4%			
Involvement in Treatment	89.8%	Native Hawaiian or Other Pacific Islander	3	1.2%			
Social Connectedness	87.4%	Multi-Racial	22	8.6%			
Functional Satisfaction	85.2%						
Circles of Care, Inc.							
Total Valid Surveys Received				32			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	27	84.4%	Female	15	46.9%
Access to Care	96.9%	Black	1	3.1%	Male	17	53.1%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	1	3.1%			
Outcomes of Care	100.0%	Asian	0	0.0%			
Involvement in Treatment	96.9%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	96.9%	Multi-Racial	3	9.4%			
Functional Satisfaction	96.9%						
Community Treatment Center							
Total Valid Surveys Received				50			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	92.0%	White	43	86.0%	Female	14	28.0%
Access to Care	95.9%	Black	1	2.0%	Male	36	72.0%
Appropriateness and Quality of Care	91.8%	American Indian or Alaskan Native	2	4.0%			
Outcomes of Care	85.7%	Asian	1	2.0%			
Involvement in Treatment	87.5%	Native Hawaiian or Other Pacific Islander	1	2.0%			
Social Connectedness	94.0%	Multi-Racial	2	4.0%			
Functional Satisfaction	83.3%						
Grove Counseling Center							
Total Valid Surveys Received				5			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	60.0%	Female	3	60.0%
Access to Care	100.0%	Black	1	20.0%	Male	2	40.0%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	100.0%	Asian	1	20.0%			
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%						
House of Freedom, Inc.							
Total Valid Surveys Received				5			
				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	2	40.0%	Female	0	0.0%
Access to Care	100.0%	Black	0	0.0%	Male	5	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	3	60.0%			
Functional Satisfaction	100.0%						

3rd Quarter Adult Substance Abuse Report by Provider (continued)

Program: ADULT SUBSTANCE ABUSE (ASA)							
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	23	71.9%	Female	10	31.3%
Access to Care	100.0%	Black	5	15.6%	Male	22	68.8%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	96.8%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	90.6%	Multi-Racial	4	12.5%			
Functional Satisfaction	87.5%						
Specialized Treatment, Ed and Prevnt Svcs							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	87.1%	White	49	79.0%	Female	62	100.0%
Access to Care	71.0%	Black	7	11.3%	Male	0	0.0%
Appropriateness and Quality of Care	83.6%	American Indian or Alaskan Native	1	1.6%			
Outcomes of Care	83.9%	Asian	0	0.0%			
Involvement in Treatment	80.6%	Native Hawaiian or Other Pacific Islander	1	1.6%			
Social Connectedness	77.0%	Multi-Racial	4	6.5%			
Functional Satisfaction	75.8%						

3rd Quarter Child Substance Abuse Report by Provider

Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Aspire Health Partners							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	98.4%	White	121	63.0%	Female	130	67.7%
Access to Care	97.9%	Black	39	20.3%	Male	62	32.3%
Appropriateness and Quality of Care	97.9%	American Indian or Alaskan Native	4	2.1%			
Outcomes of Care	80.6%	Asian	2	1.0%			
Involvement in Treatment	94.2%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	93.2%	Multi-Racial	26	13.5%			
Functional Satisfaction	78.6%						
Grove Counseling Center							
Total Valid Surveys Received				Demographics			
Domain	% Satisfied	Race		Gender			
General Satisfaction	52.8%	White	21	58.3%	Female	10	27.8%
Access to Care	51.4%	Black	8	22.2%	Male	26	72.2%
Appropriateness and Quality of Care	30.6%	American Indian or Alaskan Native	1	2.8%			
Outcomes of Care	44.4%	Asian	0	0.0%			
Involvement in Treatment	41.7%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	58.3%	Multi-Racial	6	16.7%			
Functional Satisfaction	41.7%						