

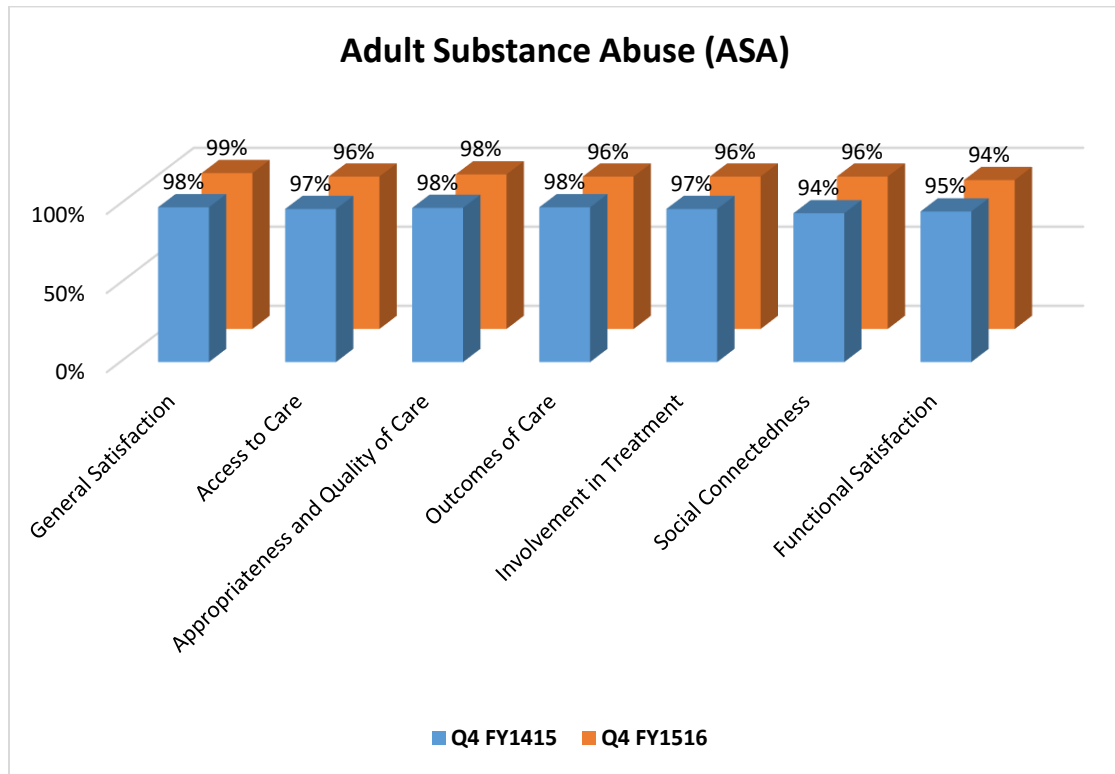
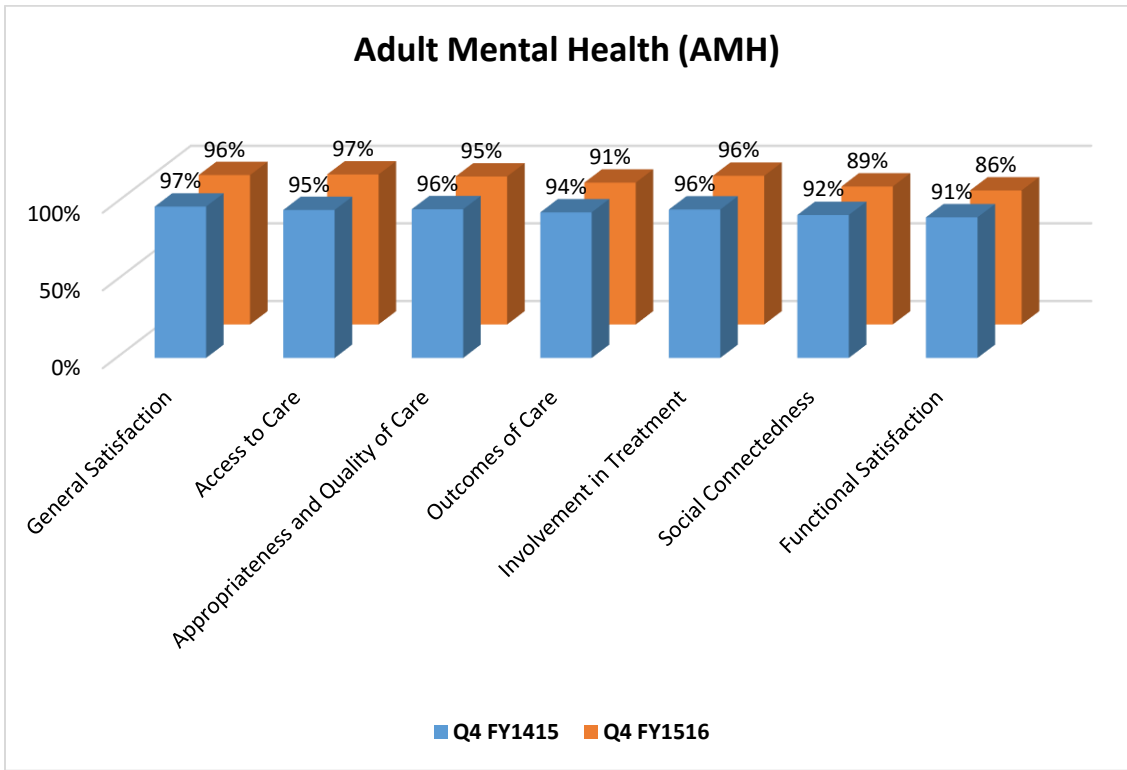
CFCHS Consumer Satisfaction Survey Results

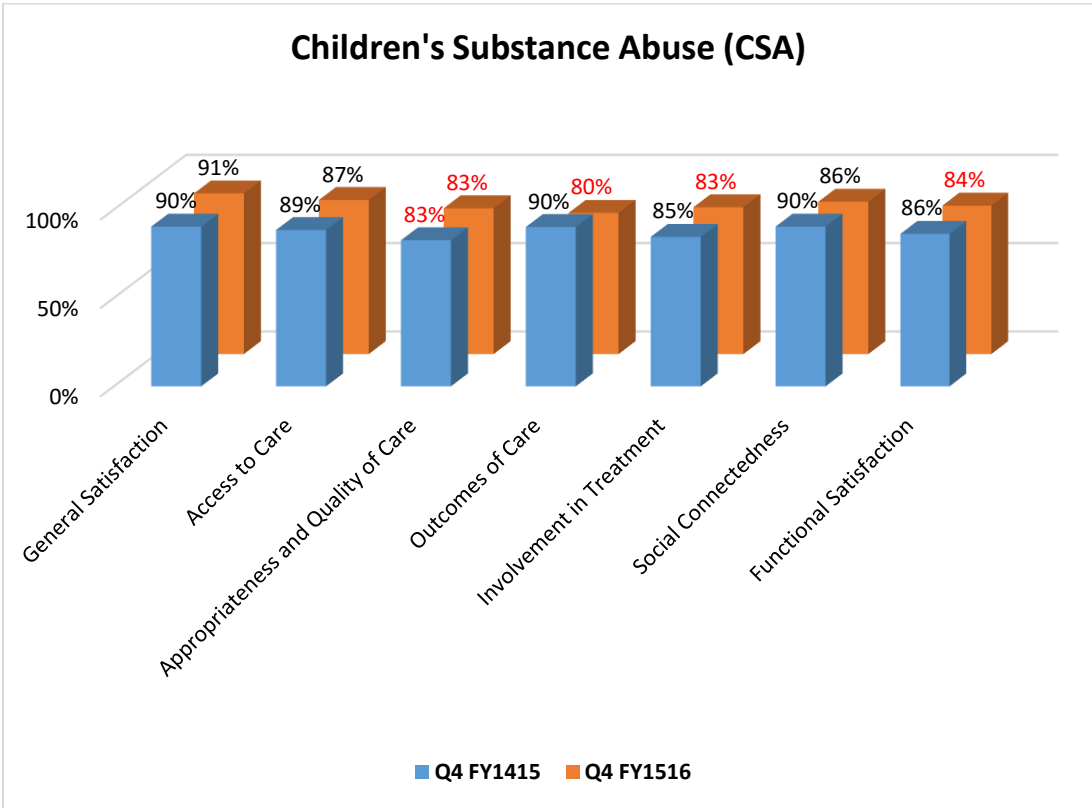
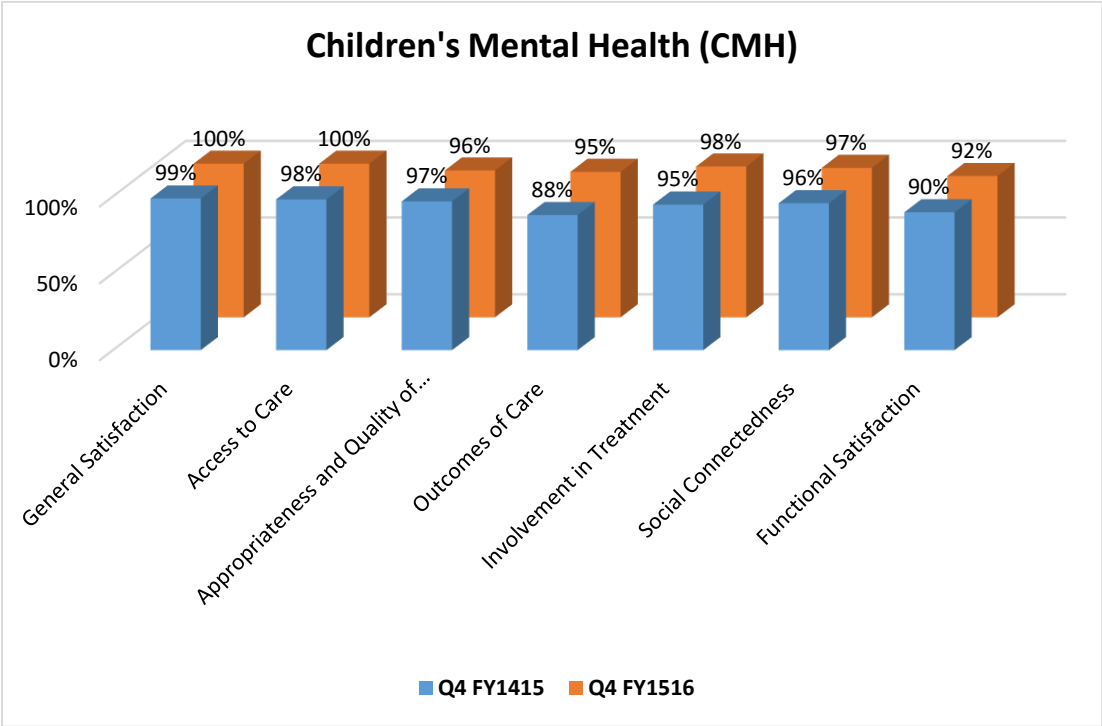
- A. Network Overall Report Comparison of Quarter 4 (Q4) FY 15-16 to FY 14-15
- B. Fiscal Year Quarterly Comparison Graphs
- C. Survey Validation
- D. Results for CFCHS 3 Additional Questions
- E. Quarter 4 (Q4) Tables by Provider

CFCHS Network Overall Consumer Satisfaction Survey Quarterly Report

Domain	Quarter 4 FY 14-15				Quarter 4 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	765	478	159	52	235	139	114	169
General Satisfaction	97.4%	97.9%	98.7%	90.4%	96.2%	98.6%	100.0%	90.9%
Access to Care	95.2%	96.8%	98.1%	88.5%	96.6%	96.4%	100.0%	87.2%
Appropriateness and Quality of Care	95.7%	97.5%	96.8%	82.7%	95.3%	97.8%	95.6%	82.5%
Outcomes of Care	93.7%	97.9%	87.9%	90.2%	91.3%	96.4%	94.7%	79.9%
Involvement in Treatment	95.5%	96.8%	94.7%	84.6%	95.7%	96.4%	98.2%	83.1%
Social Connectedness	92.0%	94.1%	95.6%	90.4%	88.8%	96.4%	97.3%	86.2%
Functional Satisfaction	90.5%	95.2%	89.7%	86.3%	86.3%	94.2%	92.0%	84.0%

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





Survey Validation

	Total Surveys Received	Total Valid Surveys	Valid Survey Percentage
Quarter 4	754	657	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 2/3 Unanswered Questions in Survey	Invalid due to either Client Error or Provider Error
Quarter 4	97	24	73

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 15-16 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.	415	4.5	91%
33.	733	4.6	92%
34.	712	4.6	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 15-16

Central Florida Cares Health System (CFCHS) - Network							
4th Quarter FY 2015-2016 Client Satisfaction Results							
Program: ADULT MENTAL HEALTH (AMH)							
Total Valid Surveys Received				235		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.2%	White	150	63.8%	Male	119	50.6%
Access to Care	96.6%	Black	30	12.8%	Female	116	49.4%
Appropriateness and Quality of Care	95.3%	American Indian or Alaskan Native	5	2.1%			
Outcomes of Care	91.3%	Asian	2	0.9%			
Involvement in Treatment	95.7%	Native Hawaiian or Other Pacific Islander	2	0.9%			
Social Connectedness	88.8%	Multi-Racial	46	19.6%			
Functional Satisfaction	86.3%						
Program: CHILDREN MENTAL HEALTH (CMH)							
Total Valid Surveys Received				114		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	77	67.5%	Male	61	53.5%
Access to Care	100.0%	Black	21	18.4%	Female	53	46.5%
Appropriateness and Quality of Care	95.6%	American Indian or Alaskan Native	1	0.9%			
Outcomes of Care	94.7%	Asian	1	0.9%			
Involvement in Treatment	98.2%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	97.3%	Multi-Racial	14	12.3%			
Functional Satisfaction	92.0%						
Program: ADULT SUBSTANCE ABUSE (ASA)							
Total Valid Surveys Received				139		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	98.6%	White	90	64.7%	Male	69	49.6%
Access to Care	96.4%	Black	20	14.4%	Female	70	50.4%
Appropriateness and Quality of Care	97.8%	American Indian or Alaskan Native	2	1.4%			
Outcomes of Care	96.4%	Asian	0	0.0%			
Involvement in Treatment	96.4%	Native Hawaiian or Other Pacific Islander	2	1.4%			
Social Connectedness	96.4%	Multi-Racial	25	18.0%			
Functional Satisfaction	94.2%						
Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Total Valid Surveys Received				169		Demographics	
Domain	% Satisfied	Race		Gender			
General Satisfaction	90.9%	White	89	52.7%	Male	103	60.9%
Access to Care	87.2%	Black	40	23.7%	Female	66	39.1%
Appropriateness and Quality of Care	82.5%	American Indian or Alaskan Native	1	0.6%			
Outcomes of Care	79.9%	Asian	0	0.0%			
Involvement in Treatment	83.1%	Native Hawaiian or Other Pacific Islander	2	1.2%			
Social Connectedness	86.2%	Multi-Racial	37	21.9%			
Functional Satisfaction	84.0%						

4th 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				5			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	60.0%	Female	5	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	80.0%	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	40.0%			
Functional Satisfaction	80.0%						
Circles of Care, Inc.							
Total Valid Surveys Received				40			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	97.5%	White	34	85.0%	Female	18	45.0%
Access to Care	100.0%	Black	5	12.5%	Male	22	55.0%
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	97.5%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	1	2.5%			
Functional Satisfaction	100.0%						
Community Counseling Center of Central Florida, LLC							
Total Valid Surveys Received				18			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	16	88.9%	Female	14	77.8%
Access to Care	100.0%	Black	1	5.6%	Male	4	22.2%
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	100.0%	Multi-Racial	1	5.6%			
Functional Satisfaction	100.0%						
Devereux Hospital and Children's Ctr.							
Total Valid Surveys Received				9			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	8	88.9%	Female	5	55.6%
Access to Care	100.0%	Black	1	11.1%	Male	4	44.4%
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	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	0	0.0%			
Functional Satisfaction	88.9%						
Gulf Coast Jewish Family Services, Inc							
Total Valid Surveys Received				3			
Demographics							
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	2	66.7%	Female	0	0.0%
Access to Care	100.0%	Black	0	0.0%	Male	3	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	1	33.3%			
Functional Satisfaction	100.0%						

4th Quarter Adult Mental Health Report by Provider FY 15-16 (continued)

Mental Health Resource Center (MHRC)								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	96.2%	White	30	56.6%	Female	21	39.6%	
Access to Care	96.2%	Black	10	18.9%	Male	32	60.4%	
Appropriateness and Quality of Care	94.3%	American Indian or Alaskan Native	4	7.5%				
Outcomes of Care	90.6%	Asian	2	3.8%				
Involvement in Treatment	94.3%	Native Hawaiian or Other Pacific Islander	2	3.8%				
Social Connectedness	88.5%	Multi-Racial	5	9.4%				
Functional Satisfaction	84.6%							

Orlando Health								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	10	55.6%	Female	14	77.8%	
Access to Care	100.0%	Black	5	27.8%	Male	4	22.2%	
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	100.0%	Multi-Racial	3	16.7%				
Functional Satisfaction	100.0%							

Park Place Behavioral Health, Inc.								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	93.4%	White	41	53.2%	Female	37	48.1%	
Access to Care	93.4%	Black	4	5.2%	Male	40	51.9%	
Appropriateness and Quality of Care	90.9%	American Indian or Alaskan Native	1	1.3%				
Outcomes of Care	81.9%	Asian	0	0.0%				
Involvement in Treatment	94.5%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	76.3%	Multi-Racial	31	40.3%				
Functional Satisfaction	71.4%							

Wayne Densch Center								
Total Valid Surveys Received			Demographics					
Domain	% Satisfied	Race			Gender			
General Satisfaction	91.7%	White	6	50.0%	Female	2	16.7%	
Access to Care	91.7%	Black	4	33.3%	Male	10	83.3%	
Appropriateness and Quality of Care	91.7%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	91.7%	Asian	0	0.0%				
Involvement in Treatment	83.3%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	91.7%	Multi-Racial	2	16.7%				
Functional Satisfaction	91.7%							

4th Quarter Children Mental Health Report by Provider FY 15-16

Program: CHILDREN MENTAL HEALTH (CMH)								
Children's Home Society								
Total Valid Surveys Received			66			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	35	53.0%	Female	31	47.0%	
Access to Care	100.0%	Black	16	24.2%	Male	35	53.0%	
Appropriateness and Quality of Care	97.0%	American Indian or Alaskan Native	1	1.5%				
Outcomes of Care	93.9%	Asian	0	0.0%				
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	95.3%	Multi-Racial	14	21.2%				
Functional Satisfaction	92.3%							
Devereux Hospital and Children's Ctr.								
Total Valid Surveys Received			32			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	28	87.5%	Female	11	34.4%	
Access to Care	100.0%	Black	3	9.4%	Male	21	65.6%	
Appropriateness and Quality of Care	96.9%	American Indian or Alaskan Native	0	0.0%				
Outcomes of Care	100.0%	Asian	1	3.1%				
Involvement in Treatment	93.5%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	90.6%							
Kinder Consulting & Parents Too, Inc.								
Total Valid Surveys Received			3			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	2	66.7%	Female	1	33.3%	
Access to Care	100.0%	Black	1	33.3%	Male	2	66.7%	
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	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	66.7%							
Orlando Health								
Total Valid Surveys Received			12			Demographics		
Domain	% Satisfied	Race			Gender			
General Satisfaction	100.0%	White	11	91.7%	Female	9	75.0%	
Access to Care	100.0%	Black	1	8.3%	Male	3	25.0%	
Appropriateness and Quality of Care	83.3%	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	0	0.0%				
Functional Satisfaction	100.0%							
Park Place Behavioral Health, 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	0.0%	Native Hawaiian or Other Pacific Islander	0	0.0%				
Social Connectedness	100.0%	Multi-Racial	0	0.0%				
Functional Satisfaction	100.0%							

4th Quarter Adult Substance Abuse Report by Provider FY 15-16

Program: ADULT SUBSTANCE ABUSE (ASA)										
Community Treatment Center										
Total Valid Surveys Received				4					Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	4	100.0%	Female	2	50.0%			
Access to Care	100.0%	Black	0	0.0%	Male	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	75.0%	Multi-Racial	0	0.0%						
Functional Satisfaction	75.0%									
House of Freedom, Inc.										
Total Valid Surveys Received				12					Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	9	75.0%	Female	1	8.3%			
Access to Care	100.0%	Black	0	0.0%	Male	11	91.7%			
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	91.7%	Multi-Racial	3	25.0%						
Functional Satisfaction	91.7%									
LifeStream Behavioral Center										
Total Valid Surveys Received				4					Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	75.0%	White	4	100.0%	Female	3	75.0%			
Access to Care	100.0%	Black	0	0.0%	Male	1	25.0%			
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%						
Outcomes of Care	66.7%	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	33.3%									
Park Place Behavioral Health, Inc.										
Total Valid Surveys Received				64					Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	98.4%	White	37	57.8%	Female	18	28.1%			
Access to Care	92.2%	Black	8	12.5%	Male	46	71.9%			
Appropriateness and Quality of Care	95.3%	American Indian or Alaskan Native	2	3.1%						
Outcomes of Care	95.3%	Asian	0	0.0%						
Involvement in Treatment	92.2%	Native Hawaiian or Other Pacific Islander	1	1.6%						
Social Connectedness	95.2%	Multi-Racial	16	25.0%						
Functional Satisfaction	95.3%									
Specialized Treatment, Ed and Prevt Svcs										
Total Valid Surveys Received				55					Demographics	
Domain	% Satisfied	Race			Gender					
General Satisfaction	100.0%	White	36	65.5%	Female	46	83.6%			
Access to Care	100.0%	Black	12	21.8%	Male	9	16.4%			
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	1.8%						
Social Connectedness	100.0%	Multi-Racial	6	10.9%						
Functional Satisfaction	98.2%									

4th Quarter Children Substance Abuse Report by Provider FY 15-16

Program: CHILDREN SUBSTANCE ABUSE (CSA)							
Aspire Health Partners							
Total Valid Surveys Received		32			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.8%	White	16	50.0%	Female	13	40.6%
Access to Care	96.9%	Black	9	28.1%	Male	19	59.4%
Appropriateness and Quality of Care	87.5%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	87.5%	Asian	0	0.0%			
Involvement in Treatment	87.5%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	100.0%	Multi-Racial	7	21.9%			
Functional Satisfaction	96.9%						
Eckerd Youth Alternatives, Inc.							
Total Valid Surveys Received		78			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	96.0%	White	34	43.6%	Female	27	34.6%
Access to Care	92.0%	Black	25	32.1%	Male	51	65.4%
Appropriateness and Quality of Care	88.2%	American Indian or Alaskan Native	1	1.3%			
Outcomes of Care	79.5%	Asian	0	0.0%			
Involvement in Treatment	85.7%	Native Hawaiian or Other Pacific Islander	1	1.3%			
Social Connectedness	87.0%	Multi-Racial	17	21.8%			
Functional Satisfaction	88.5%						
Grove Counseling Center							
Total Valid Surveys Received		56			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	80.4%	White	36	64.3%	Female	25	44.6%
Access to Care	74.1%	Black	6	10.7%	Male	31	55.4%
Appropriateness and Quality of Care	70.9%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	76.8%	Asian	0	0.0%			
Involvement in Treatment	76.8%	Native Hawaiian or Other Pacific Islander	1	1.8%			
Social Connectedness	78.6%	Multi-Racial	13	23.2%			
Functional Satisfaction	71.4%						
Park Place Behavioral Health, Inc.							
Total Valid Surveys Received		3			Demographics		
Domain	% Satisfied	Race		Gender			
General Satisfaction	100.0%	White	3	100.0%	Female	1	33.3%
Access to Care	100.0%	Black	0	0.0%	Male	2	66.7%
Appropriateness and Quality of Care	100.0%	American Indian or Alaskan Native	0	0.0%			
Outcomes of Care	66.7%	Asian	0	0.0%			
Involvement in Treatment	100.0%	Native Hawaiian or Other Pacific Islander	0	0.0%			
Social Connectedness	66.7%	Multi-Racial	0	0.0%			
Functional Satisfaction	66.7%						