



Thank you for your commitment to serving our community.

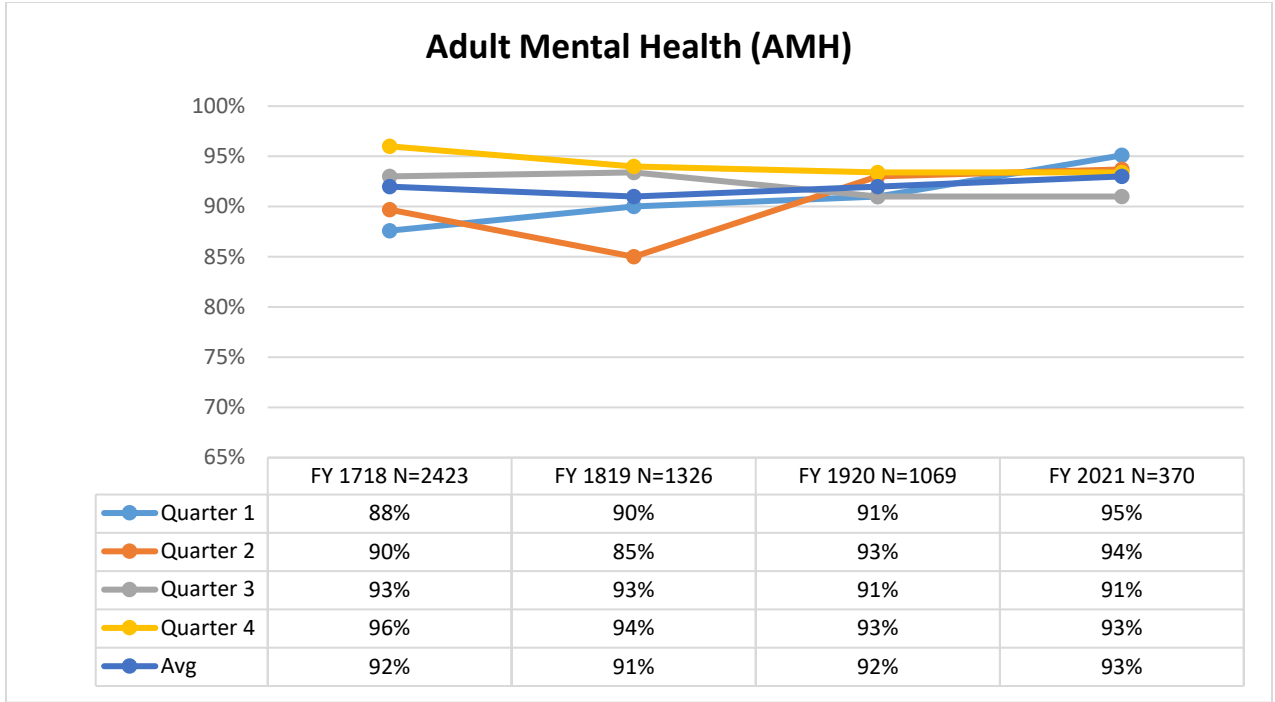
Central Florida Cares Health Systems, Inc. (CFCHS) goal is to ensure quality services are rendered to our consumers. CFCHS works closely with its subcontracted network to make improvements and support best practices. This is achieved through Consumer Satisfaction Surveys (CSS).

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).

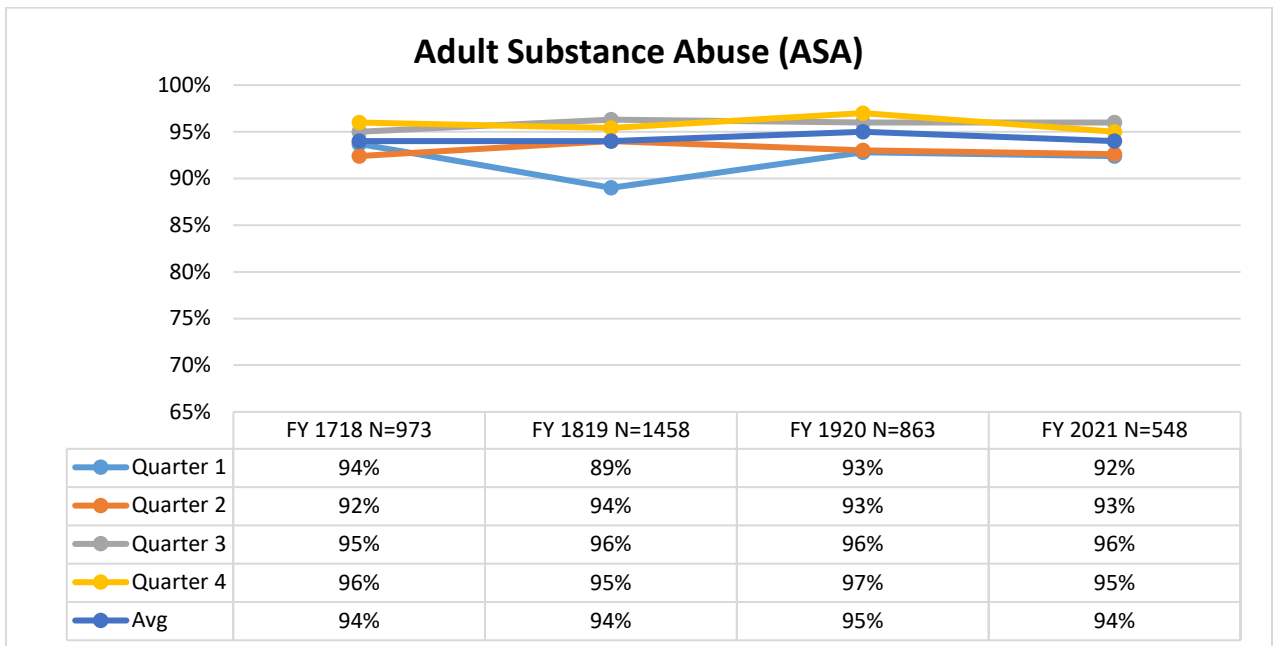
If you have any questions regarding the following related to CFCHS' network client satisfaction please email or call our Compliance Department.

Miralys Martinez  
Risk Management Specialist  
[mmartinez@cfchs.org](mailto:mmartinez@cfchs.org)  
407-985-3572

## CFCHS' Subcontracted Network Average Satisfied

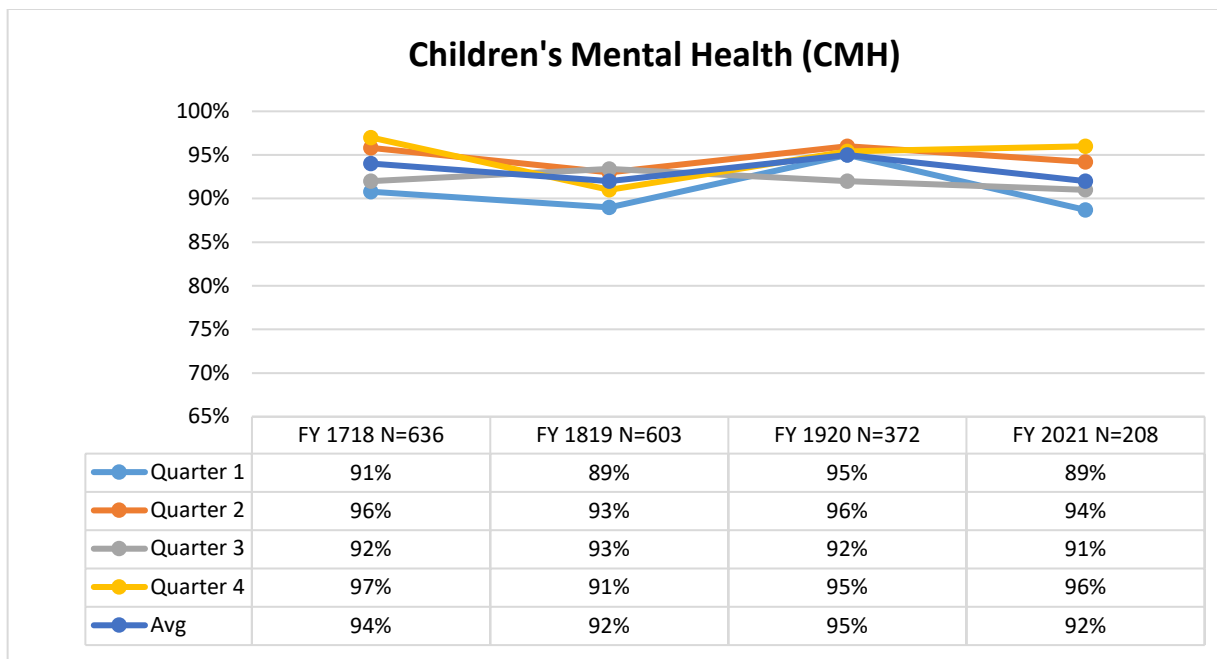


Scores ↑ 85% Compliance Threshold

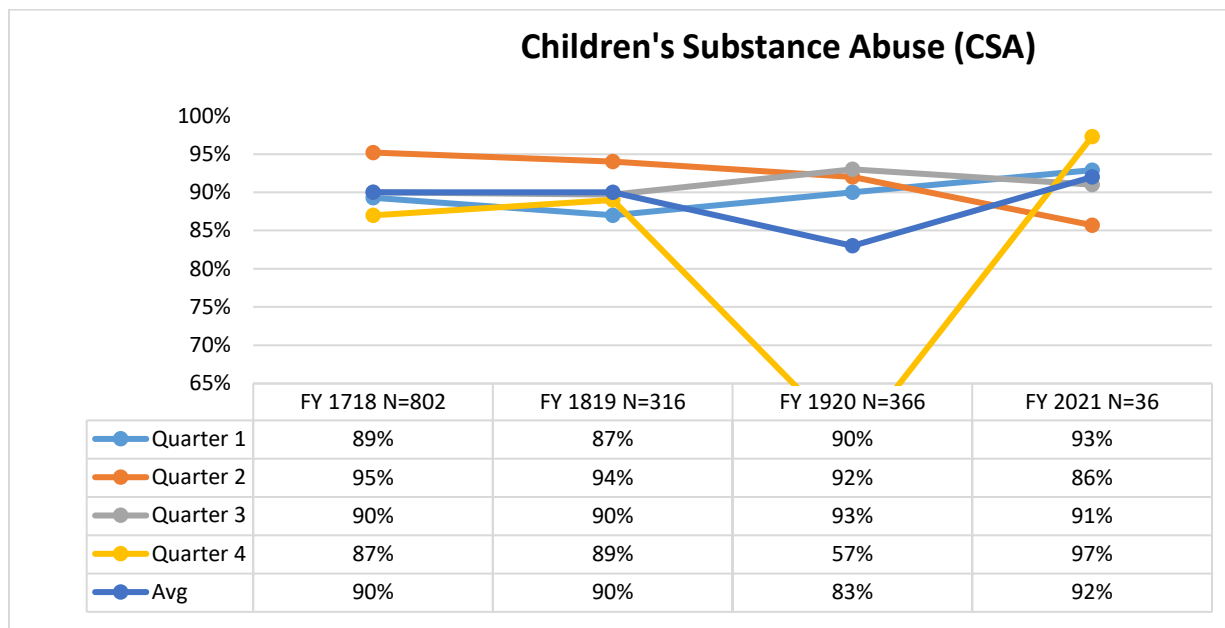


Scores ↑ 85% Compliance Threshold

## CFCHS' Subcontracted Network Average Satisfied



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