



Thank you for your commitment to serving our community.

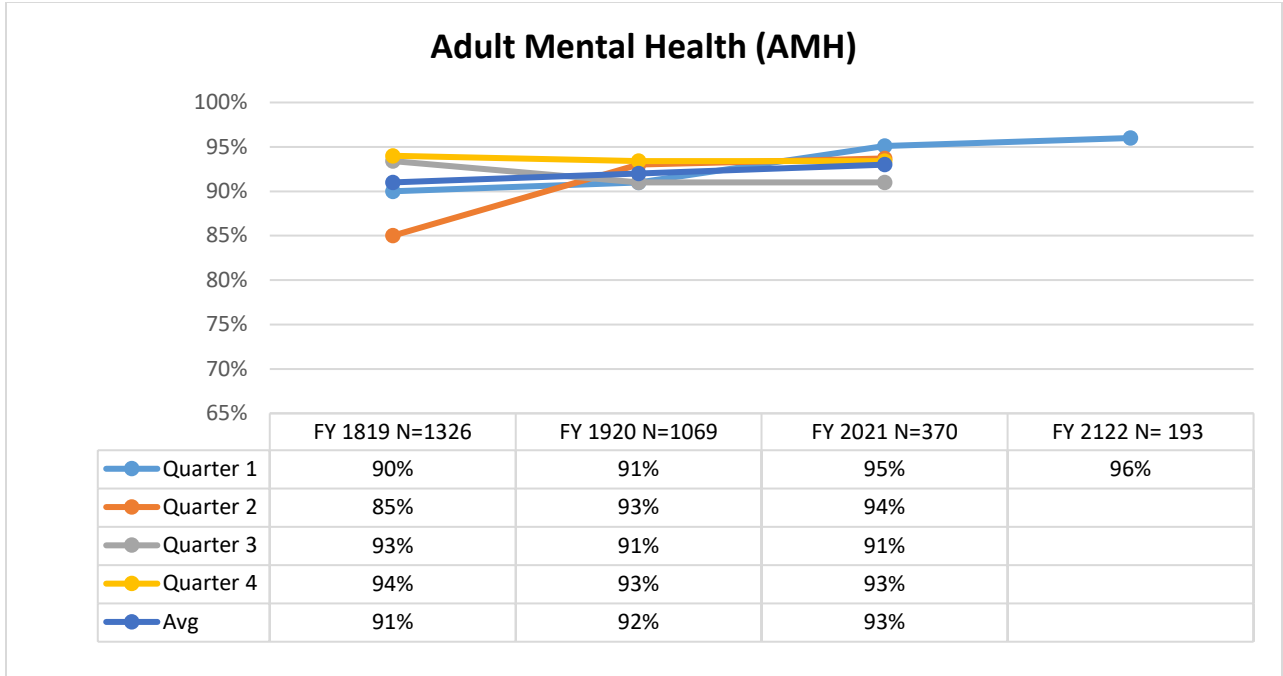
Central Florida Cares Health Systems, Inc. (CFCHS) goal is to ensure quality services are rendered to our consumers. CFCHS works closely with its subcontracted network to make improvements and support best practices. This is achieved through Consumer Satisfaction Surveys (CSS).

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 is administered electronically via Survey Monkey and 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 collection period of FY2021 a moratorium on survey collection was implemented due to Global Pandemic. In quarter one of FY2122 DCF implemented the use of a new survey and tool. The numbers in quarter one FY2122 are results of the networks collection via Survey Monkey only.

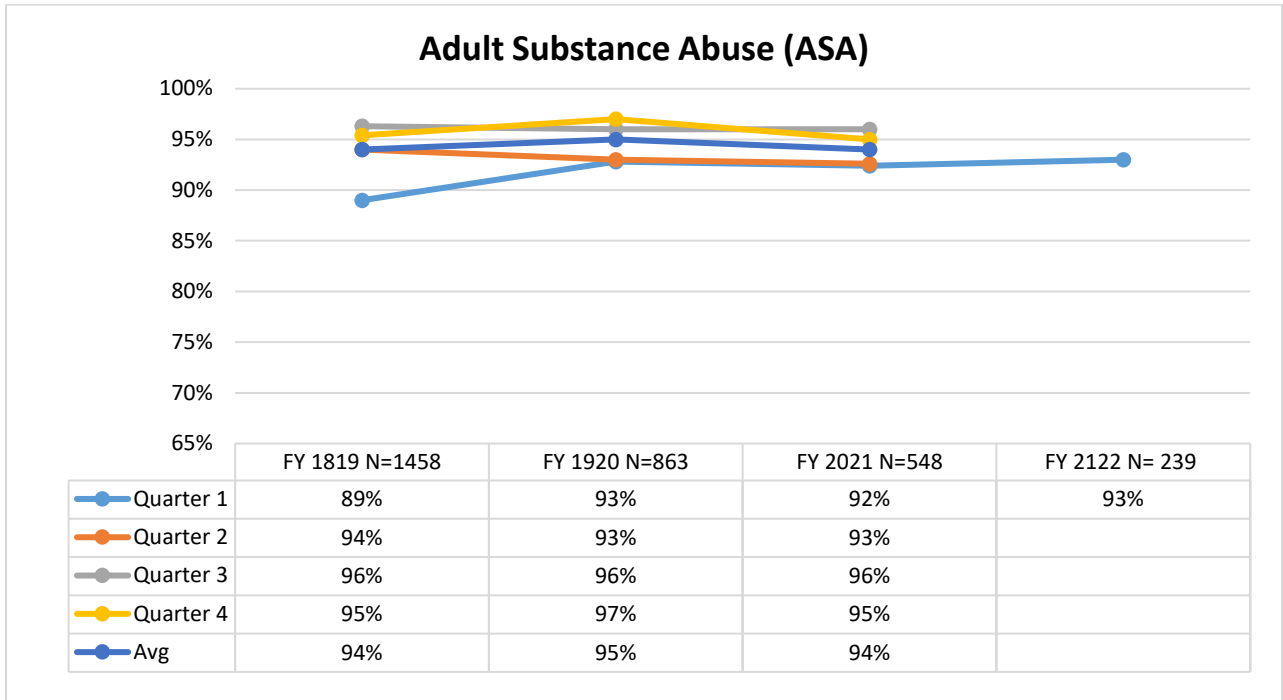
If you have any questions regarding the following related to CFCHS' network client satisfaction, please email or call our Compliance Department.

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

CFCHS' Subcontracted Network Average Satisfied

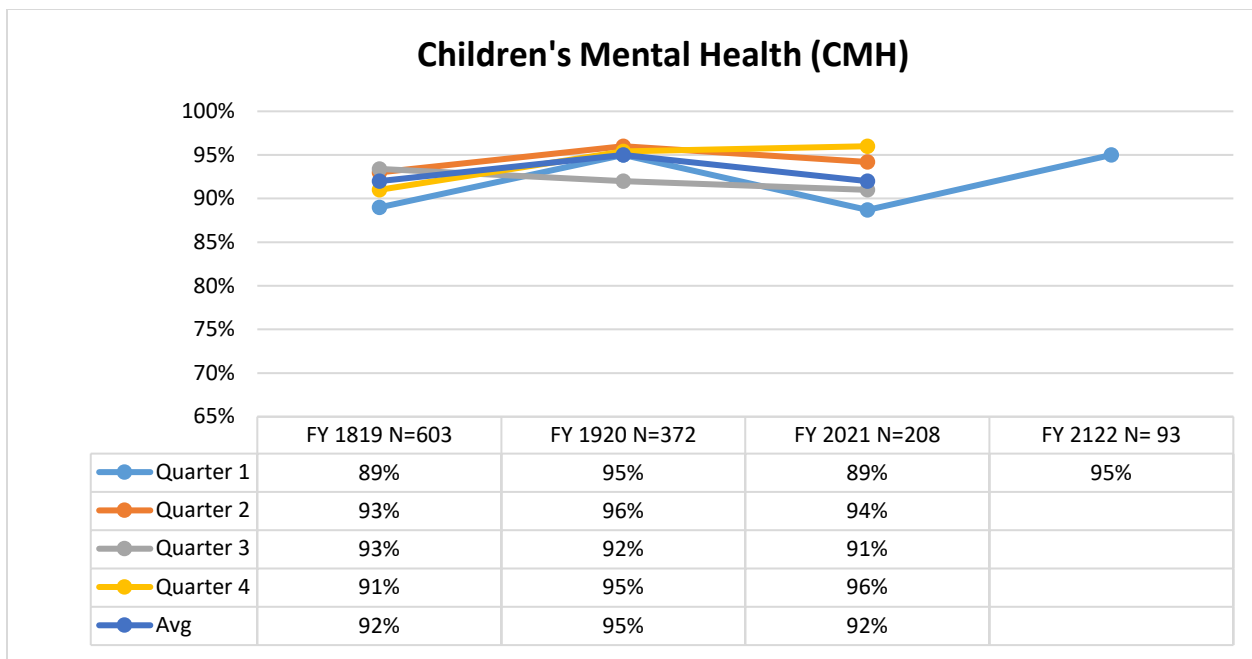


Scores ↑ 85% Compliance Threshold

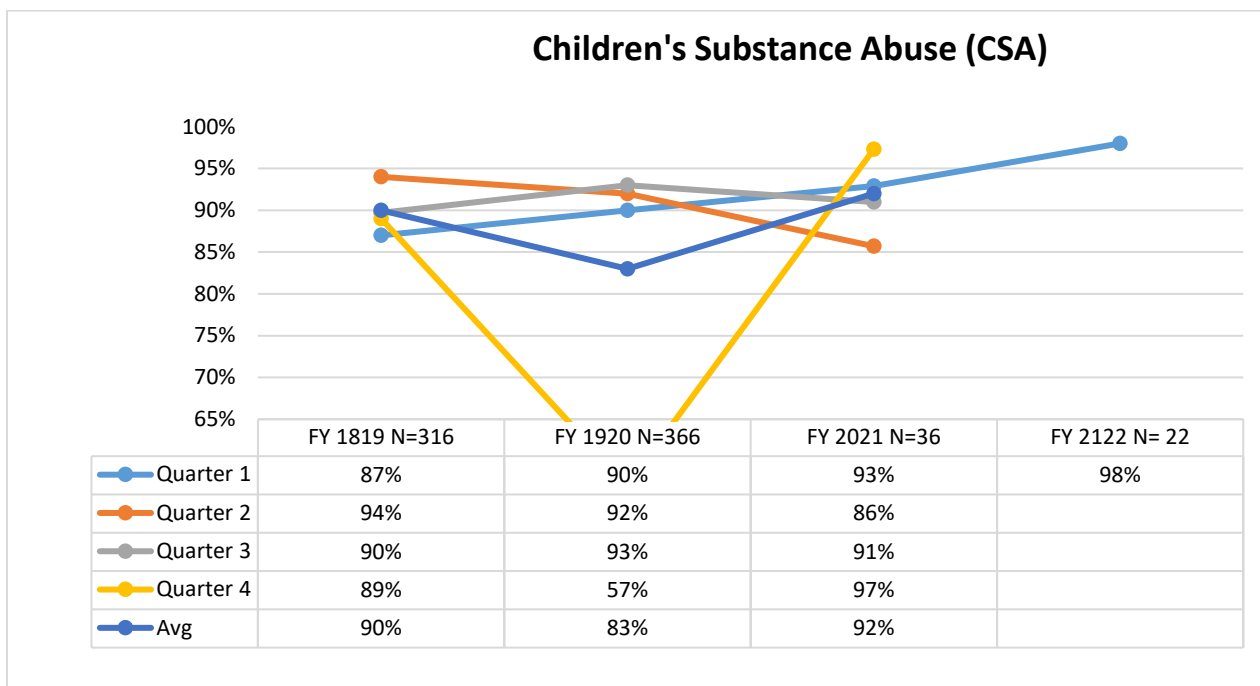


Scores ↑ 85% Compliance Threshold

CFCHS' Subcontracted Network Average Satisfied



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