

**Benchmarks for  
Georgia's Community Service  
Boards: 2010-11**

# GACSB Benchmarks

Developed by:

- Georgia Association of Community Service Boards (GACSB)

<http://www.gacsb.org/>

- Behavioral Pathway Systems

<http://bpsys.org/>

- With additional financial support from:  
Action Meds and Highland Rivers CSB

# The Mission

Working through the GACSB, 23 out of the 25 CSBs in Georgia have developed performance benchmarks to support their mission to provide quality and cost-effective behavioral health services

# Collecting data from more agencies

- Number of participating CSBs



# Participating CSBs

- Advantage
- Albany Area
- Avita
- Cobb-Douglas
- DeKalb
- Fulton County
- Gateway
- Georgia Pines
- Highland Rivers
- Lookout Mountain
- McIntosh Trail
- Middle Georgia
- New Horizons
- Oconee
- Ogeechee
- Phoenix Center
- Pineland
- River Edge
- Satilla
- Serenity
- Southern Star
- South Georgia
- ViewPoint Health

# Data collection

- Quarterly and annual surveys covering
  - Finances
  - Service delivery
  - Staffing
  - Outcomes
- Questionnaires completed anonymously by consumers

# Consumer questionnaire

- Devised for community-based behavioral health and developmental disability services by CARF (uSPEEQ).
- 4807 persons receiving services from CSBs responded anonymously in 2010

# Service Delivery





# Persons served by Georgia CSBs in FY 2010

Service category	Persons served (unduplicated total for participating CSBs)
Adult mental health and addictive diseases	102,900
Child and adolescent mental health and addictive diseases	23,256
Developmental disabilities	5,303

# Services provided by Georgia CSBs in FY 2010

Service category	Service units (total for participating CSBs)
Adult mental health and addictive diseases	8,605,730
Child and adolescent mental health and addictive diseases	1,267,714
Developmental disabilities	12,264,472

# Persons served by Georgia CSBs in FY 2010

Service category	Persons served (extrapolated for 25 CSBs)
Adult mental health and addictive diseases	135,394
Child and adolescent mental health and addictive diseases	30,600
Developmental disabilities	6978

# Services provided by Georgia CSBs in FY 2010

Service category	Service units (extrapolated for 25 CSBs)
Adult mental health and addictive diseases	12,655,475
Child and adolescent mental health and addictive diseases	1,668,045
Developmental disabilities	17,033,989

# How clients rate services provided by CSBs



## CSBs provide good access to services (MH/AD)

- 95% say that front desk staff were helpful
- 92% say that they had short wait times for their appointments
- 92% say they received the help they needed when they needed it
- 90% say that services times were OK for them

# Access: Median days from 1<sup>st</sup> call to intake (FY 2010)

	GA (N: SD)
Adult	5.5 (10: 3.23)
C & A	5.0 (6: 4.20)

# CSBs provide person-centered services

- 96% say that their options were explained in language they understood
- 95% say that they agreed with goals in their service plan
- 94% of persons served say that staff paid attention to what they said
- 94% say that they had the opportunity to make important choices



# CSBs provide services that respect persons served

- 96% of persons served say that the CSB staff were respectful of their culture
- 96% say they were respected as a person
- 95% say that staff respected their privacy

# Treatment works – CSBs help their clients to recover

- 92% say that CSB services helped them do things better
- 90% say they were able to make important choices
- 85% say they were helped to deal with everyday activities
- 84% say that they are now able to do needed things without barriers

# People value the services CSBs provide

- 96% felt safe at their CSB
- 94% say that services met their needs
- 94% would recommend their CSB to a friend
- 93% say services met their expectations

# Annex: Sub-scales in uSPEQ and percent positive responses

	<b>Service response</b>	<b>Informed choice</b>	<b>Respect</b>	<b>Participation</b>	<b>Overall value</b>
Mean	92.25	93.85	95.14	85.38	93.08
Median	92.04	93.90	95.27	86.04	93.78
SD	2.29	2.28	1.98	3.10	2.32

# Finances



# Who pays for the services CSBs provide?

<b>Payer</b>	<b>% of total revenues</b>
State and federal contracts and grants	49.70%
Medicaid	38.99%
County Contributions	1.57%
Medicare	1.24%
Private Insurance	1.22%
Other	7.28%

# Where does the money go?

<b>Operating Expenses</b>	<b>Total CSB expenditures</b>
Mental Health	\$254 million
Developmental Disability	\$148 million
Addictive Diseases (including TANF programs)	\$82.5 million
Other Expenses*	\$20 million

\* Includes capital acquisitions, vehicle and equipment purchases

# Where does the money go?

<b>Operating Expenses</b>	<b>% Total CSB expenditures</b>
Mental Health	50%
Developmental Disability	30%
Addictive Diseases (including TANF programs)	16%
Other Expenses	4%



# Median annual treatment cost per client served

Program	Median cost per client
Developmental Disability Residential Services	\$62,391
Mental Health / Addictive Disease Residential Services	\$12,677
Developmental Disability Day Services	\$12,025
Mental Health / Addictive Disease Day Services	\$5,105
Crisis Stabilization Unit	\$3,589
Mental Health / Addictive Disease Outpatient	\$965
Pharmacy	\$679

# Median cost per unit of service

Program	Median cost per service
Mental Health / Addictive Disease Outpatient	\$18.73 (15 min)
Mental Health / Addictive Disease Day Services	\$3.24 (15 min)
Mental Health / Addictive Disease Residential Services	\$103 (day)
Crisis Stabilization Unit	\$408 (day)
Developmental Disability Day Services	\$3.49 (15 min)
Developmental Disability Residential Services	\$175 (day)
Pharmacy	\$56.89 (script)

# Central administrative cost as % of total expenditure

	<b>GEORGIA CSBs</b>	<b>NATIONAL BENCHMARK</b>
Mean	11.93%	12.95%
Median	11.25%	12.00%
Standard deviation	3.23%	5.43%

Note that Georgia CSBs have successfully contained administrative overheads despite the considerable burden of multifarious state and federal mandates plus complex prior authorization, documentation and multiple audit requirements entailed in the Georgia fee-for-service system.

# Some significant statistics

National Council for Community Behavioral Healthcare estimates put the cost of schizophrenia to the state of Georgia in excess of \$2 billion annually when the costs to society and families are added to the costs of treatment

# Some significant statistics

Federal data indicate that persons with severe mental illness die on average 25 years younger than other Americans.

## Some significant statistics

For FY 2009 the Kaiser Foundation ranked Georgia 49<sup>th</sup> out of 50 states in state mental health agency per capita funding for mental health services.

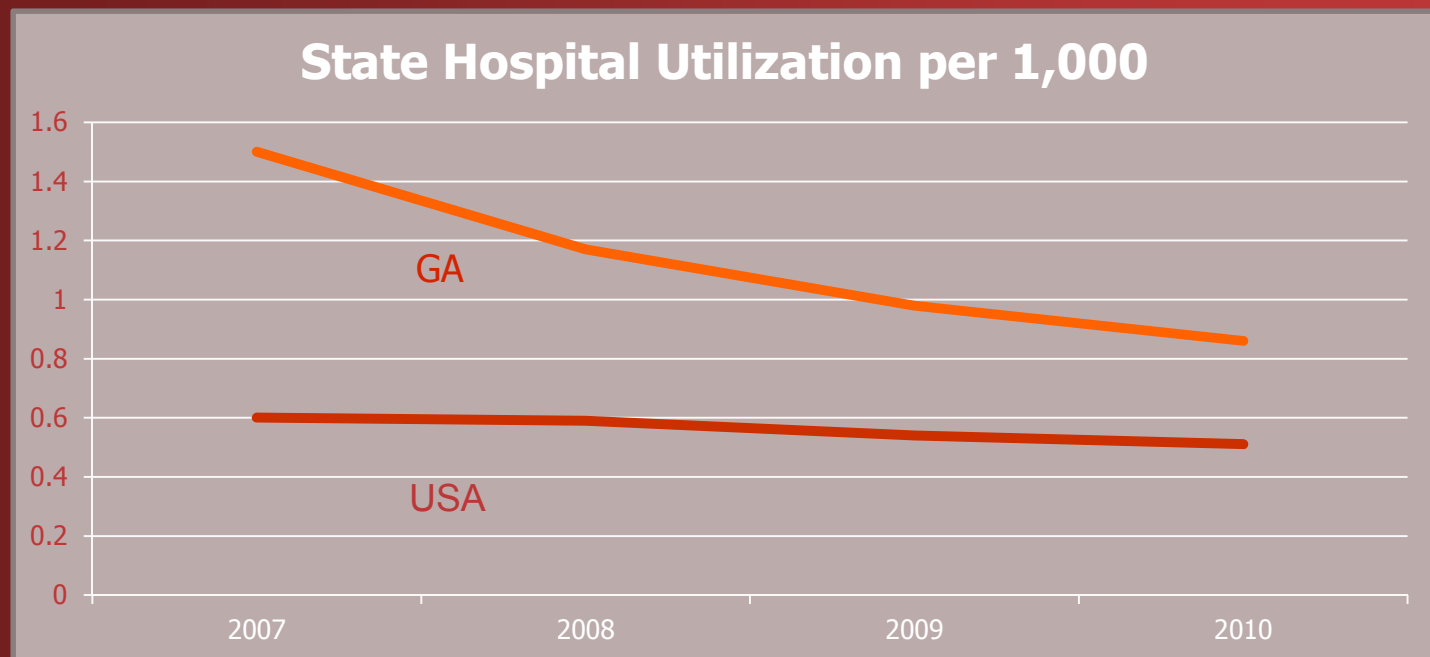
Per capita funding in Georgia was \$42.60, compared to the national average of \$122.90

## Some significant statistics

Not only does Georgia spend less per capita than most other states on mental health services, more of the money in Georgia goes into expensive hospital care rather than into more cost-effective community services such as those provided by CSBs.....

# Some significant statistics

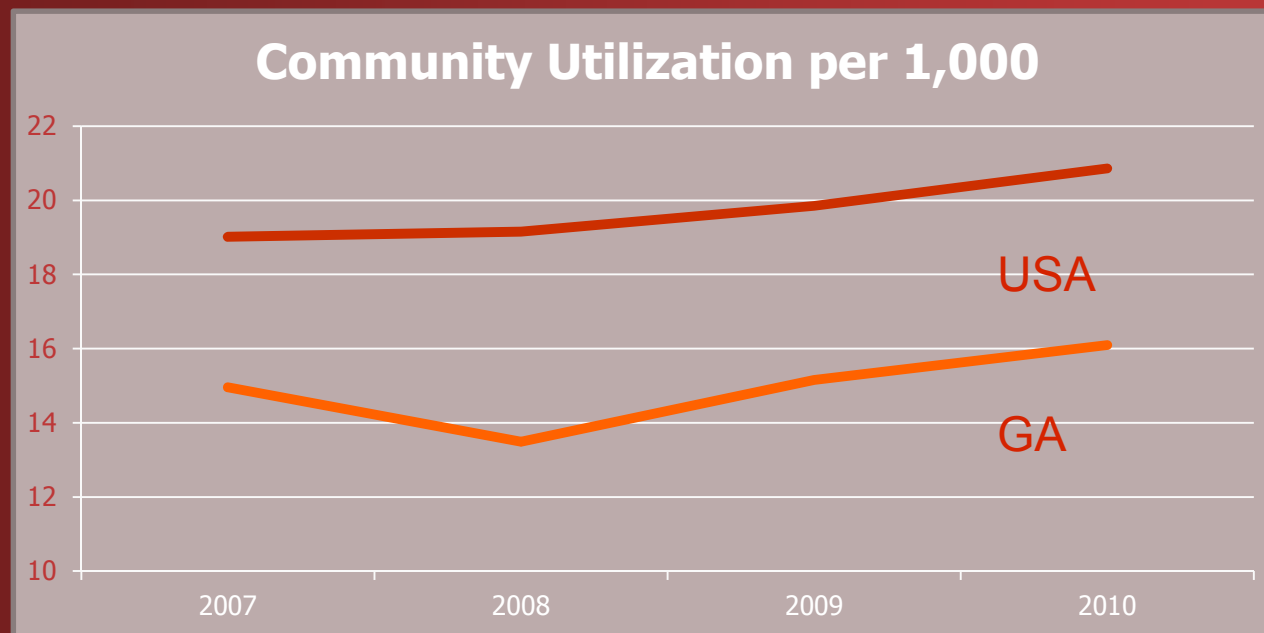
- Georgia lags behind other states in reducing mental hospital treatment....





# Some significant statistics

- And Georgia treats fewer patients in the community than other states do



# Some significant statistics

Recent findings suggest that every \$1 spent on prevention and treatment for addictive diseases can save communities up to \$7 in restored family life and economic productivity and reduced costs of crime, law enforcement and other justice system costs.

## Some significant statistics

Currently, there are thousands of adult Georgians with developmental disabilities who could learn and benefit from currently available CSB services, but are sitting at home without prospects and cared for only by their families because of funding constraints.