

Benchmarks, 2010-2011

Georgia's Community Service Boards

About the Georgia Association of Community Service Boards:

For more than 30 years, Georgia Association of Community Service Board members (GACSB) have lead the development and operation of cost effective, high quality, mental health, developmental disability and addictive disease services in Georgia. With 27 member organizations providing community based care across the state, the GACSB is dedicated to its mission of promoting the exchange of information, representing its members on legislative and administrative matters, and campaigning for the highest quality of life for consumers of mental health, developmental disability and addictive disease services.

To learn more, please visit our website:

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



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Developed by:

- Georgia Association of Community Service Boards (GACSB): <http://www.gacsb.org>
- Behavioral Pathway Systems: <http://bpsys.org>

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MISSION

Working through the GACSB, the community service boards (CSBs) in Georgia have developed performance benchmarks to support their mission to provide quality and cost-effective behavioral health services.

METHODS

Data were collected from more agencies in 2011 than in previous years. A total of 23 CSBs participated in 2011. The target is 25.

Participating CSBs included the following:

- ⇒ Advantage ⇒ Georgia Pines ⇒ New Horizons
- ⇒ Albany Area ⇒ Highland Rivers ⇒ Oconee
- ⇒ Avita ⇒ Lookout ⇒ Ogeechee
- ⇒ Cobb-Douglas Mountain ⇒ Phoenix Center
- ⇒ DeKalb ⇒ McIntosh Trail ⇒ Pineland
- ⇒ Fulton County ⇒ Middle Georgia ⇒ River Edge

Quarterly and annual surveys included questions about finances, service delivery, staffing, and outcomes.

Questionnaires were completed anonymously by consumers.

The consumer questionnaire (uSQEQ) was devised for community-based behavioral health and developmental disability services by CARF. In 2010, 4,807 persons receiving services from participating CSBs responded anonymously to the questionnaire.

Finances

Median annual treatment cost per client served

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

Median cost per unit of service

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

ANNEX: ADDITIONAL DATA

Client Ratings

Sub-scales in uSPEQ and percent positive responses

	Service response	Informed choice	Respect	Participation	Overall value
Mean	92.25	93.85	95.14	85.38	93.08
Median	92.04	93.90	95.27	86.04	93.78
Standard deviation	2.29	2.28	1.98	3.10	2.32

Service Delivery

Service category	Service Units, Georgia CSBs, FY 2010	
	Total for participating CSBs	Extrapolated total for 25 CSBs
Adult mental health and addictive diseases	8,605,730	12,655,475
Child and adolescent mental health and addictive diseases	1,267,714	1,668,045
Developmental disabilities	12,264,472	17,033,989

RESULTS: CLIENT RATINGS

Community-based programs work. Georgia's CSBs received high ratings for recovery, access, and value.

Recovery

- ⇒ 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

Access

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 service times were ok for them

Median days from 1st call to intake (FY 2010)

	Georgia
Adult	5.5
Child and adolescent	5.0

Value

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

Clients participate in decisions about the services they receive and feel respected by the staff at Georgia's CSBs.

Person-centered services

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

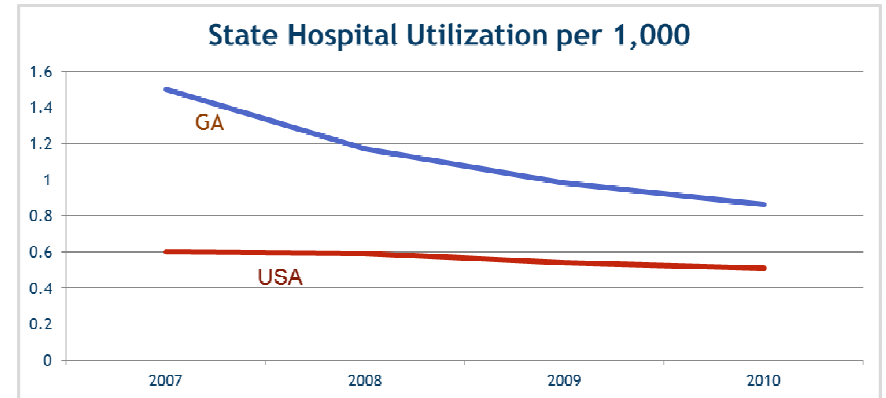
Respectful services

CSBs provide services that respect persons served

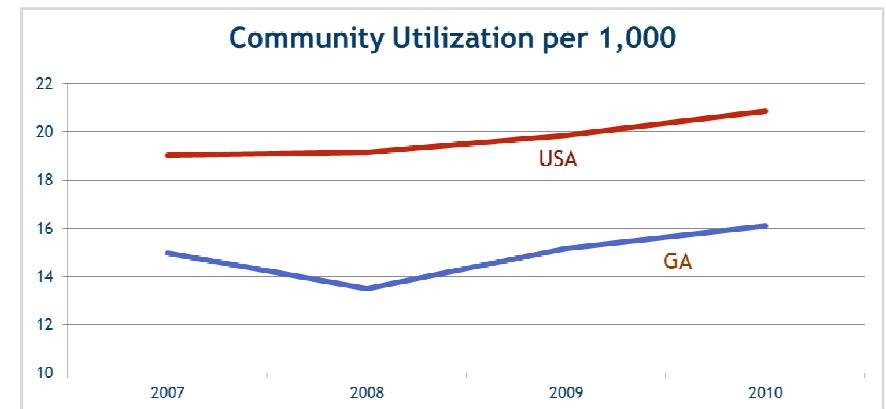
- ⇒ 96% of persons served say that the CSB staff were respectful of their culture
- ⇒ 96% say they were respected as a person
- ⇒ 95% say that staff respected their privacy

⇒ 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.....

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



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



SOME SIGNIFICANT STATISTICS

Mental illnesses can be costly to society

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

Prevention and treatment saves money

- ⇒ 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.

But funding for prevention and treatment is lacking

- ⇒ 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.
- ⇒ For FY 2009, the Kaiser Foundation ranked Georgia 49th 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

RESULTS: SERVICE DELIVERY

Georgia's CSBs provide services for adult mental health and addictive diseases, child and adolescent mental health and addictive diseases, and developmental disabilities.

In fiscal year (FY) 2010, over 170,000 people were served by Georgia CSBs.

Service category	Persons served, Georgia CSBs, FY 2010	
	Unduplicated total for participating CSBs	Extrapolated total for 25 CSBs
Adult mental health and addictive diseases	102,900	135,394
Child and adolescent mental health and addictive diseases	23,256	30,600
Developmental disabilities	5,303	6,978

RESULTS: FINANCES

The Georgia CSBs are mainly supported by state and federal government funding.

Who pays for the services CSBs provide?

Payer	% of total revenues
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?

Operating Expenses	Total CSB expenditures	% Total CSB expenditures
Mental Health	\$254 million	50%
Developmental Disability	\$148 million	30%
Addictive Diseases (including TANF programs)	\$82.5 million	16%
Other Expenses*	\$20 million	4%

*Includes capital acquisitions, vehicle, and equipment purchases

Compared nationally, Georgia CSBs spend less on central administrative costs as a percent of total expenditure.

Central administrative cost as % of total expenditure

	Georgia CSBs	National benchmark
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-services system.

The median annual treatment cost per client served for mental health / addictive disease outpatients is \$965. This is less than the median annual cost for a state hospital stay or jail stay. For example, in 2005 the mean cost of a hospital stay related to depression was \$4,500.¹

¹Russo, C.A., et al. (2007). (2007). Hospital Stays Related to Depression, 2005. Statistical Brief #40. Agency for Healthcare Research and Quality.