



Community Service Boards- a critical part of Georgia's healthcare system

What are Community Service Boards?

- Community Service Boards (CSBs) are public agencies created to provide treatment and care for individuals with mental illness, substance use disorders, and intellectual/developmental disabilities.
- CSBs serve Georgians who may not be able to get treatment from private providers – people with limited income, or who are uninsured, underinsured, or have Medicaid or Medicare.
- CSBs were created by the Georgia General Assembly in 1994 and codified in state law (O.C.G.A 37-2-6) as the state's behavioral health safety-net, ensuring all Georgians have access to mental health and substance use treatment and intellectual/developmental disabilities services and supports in their community regardless of their ability to pay.

Where are Community Service Boards located?

- There are 22 CSBs in Georgia that together serve all the state's 159 counties; most CSBs serve several counties. No matter where someone lives in Georgia, there is a CSB available to them.
- In many Georgia counties, the local CSB is the only service provider.

Do Community Service Boards provide quality service?

- Yes! CSBs employ innovative, evidence-based treatment methods established and approved by the Substance Abuse and Mental Health Services Administration (SAMSHA), the Centers for Medicare and Medicaid Services (CMS), and the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD).
- CSBs employ a variety of licensed, certified, and credentialed staff statewide, including board-certified psychiatrists, licensed counselors, registered nurses, licensed nurse practitioners, certified addiction counselors, certified peers, and direct support professionals.
- CSBs provide easy access to high quality behavioral health treatment and support services in the community which have been clinically proven to promote recovery and opportunities to live independently.

What standards do Community Service Boards follow?

- CSBs in Georgia are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).
- CARF's 2,800 standards cover all aspects of the organizations – clinical services, leadership, financial operations, record keeping, privacy standards, quality of care and much more.
- CSBs are contracted through DBHDD and meet State and Federal requirements.

Why are CSB's so vitally important to Georgia communities?

- Georgia's CSBs are much more than safety-net treatment providers, they are vital community partners and behavioral health authorities.
- CSBs partner with local organizations of all types to provide services to meet the unique needs of various populations. Some examples of those partnerships are local schools, justice systems, other recovery providers and social service agencies, law enforcement, veteran service organizations, and hospitals.
- CSBs provide community-based primary behavioral healthcare, helping to prevent more serious illness and potential consequences. By linking with local partner organizations, a robust network of local CSBs help individuals, families, local communities, and the state of Georgia save money and resources by:
 - Reducing criminal justice system involvement and incarceration for youth and adults with behavioral challenges;
 - Reducing homelessness, housing insecurity and food insecurity;
 - Reducing the burden of untreated mental illness and substance use disorders on employers, hospital emergency departments, families, schools and communities;
 - Reducing preventable death from suicide, overdose and chronic physical diseases associated with behavioral health disorders.



What people are saying about their CSB

“Unison saved my life.”

“The services here are wonderful. They do help. They don't push. They listen. It's an all-out great place to go. I would recommend it to my closest friends, even my children.”

“While I was here, I enjoyed the staff members and nurses. They helped me out a lot.”

“I have more availability for counseling since going virtual. It cuts down a lot on travel time and allows me to be counseled during my lunch, allowing me not to take so much time off work.”

“This is the first time in treatment I have felt that has been proactive in my daughter's mental care and well-being. The treatment has also been supportive to me as the staff understand how family dynamics impact her journey.”

“I love everyone here.”

“When I came to CSBMG Braswell House, I was broken in so many areas. My life was hopeless and unmanageable, but the loving caring staff worked with me and helped me realize my life could change. I worked the program provided for me and now I truly believe I can leave here with a sober fulfilling life.”

“Staff are very supportive and always aware of my progress and my difficulties. They are a blessing to me.”

“Lookout Mountain has saved my life more than once. I am very grateful to this organization. They treat you with respect.”

“I love this program. It has changed my life.”

“The MAT Program has saved my life and my husband's life. We are very thankful for the program and without it we would have not been in recovery and lost our kids. The staff have changed our lives.”

“I love this place. It has helped me so much and the staff are very nice and welcoming.”

“I have learned to open up more and talk through issues since coming to Avita. A great place to get help.”

“My son has learned to cope with his emotional and anger issues. He also learned that its ok to express himself to his mother.”

“Avita has been awesome to me, and went all out for me, and I love them all.”

“Great facility, staff and program. Would definitely recommend it to others suffering with addiction.”

“Abundant Life at CSBMG has saved my life. The staff here have been very professional, understanding and have given me something to look forward to.”

“In the last 7 months of my life the turnaround has been completely amazing, and Miss Terry has been a big part of that. I'm extremely grateful.”

“This program is very beneficial and patient with my needs of sobriety and my family”.

“This is and the best service I have received, ever. My mother is the one that got me into services. I would recommend it to anyone who needs it.”

For more information, please contact the Georgia Association of Community Service Boards. Executive Director, Robyn Garrett, can be reached at rgarrett@shpllc.com or (912)-312-3205.