



Benchmarks

Georgia's Community Service Boards
2011 - 2012

Outline

- Introduction
- Methods
- Results: Benchmarks
- Conclusion

Introduction: GACSB

- For more than 30 years, Georgia Association of Community Service Board members (GACSB) have lead the development and delivery of cost effective, high quality, mental health, developmental disability and addictive disease services in Georgia.



Introduction: GACSBs

- 25 CSBs provide community based care across the state
- The GACSB mission is to promote the exchange of information, represent its members on legislative and administrative matters, and campaign 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>

Introduction: Mental Illnesses

- Mental illnesses impact a large number of people.
 - 19.3% of Georgians report a mental illness in the past year.
 - 4.1% report a serious mental illness in the past year.

Introduction: Chronic Illnesses

- The percent of the population with chronic illnesses in Georgia:

Chronic Illness	% of population
Cancers	4.1%
Diabetes	5.1%
Heart disease	5.9%
Mental disorders	11.0%

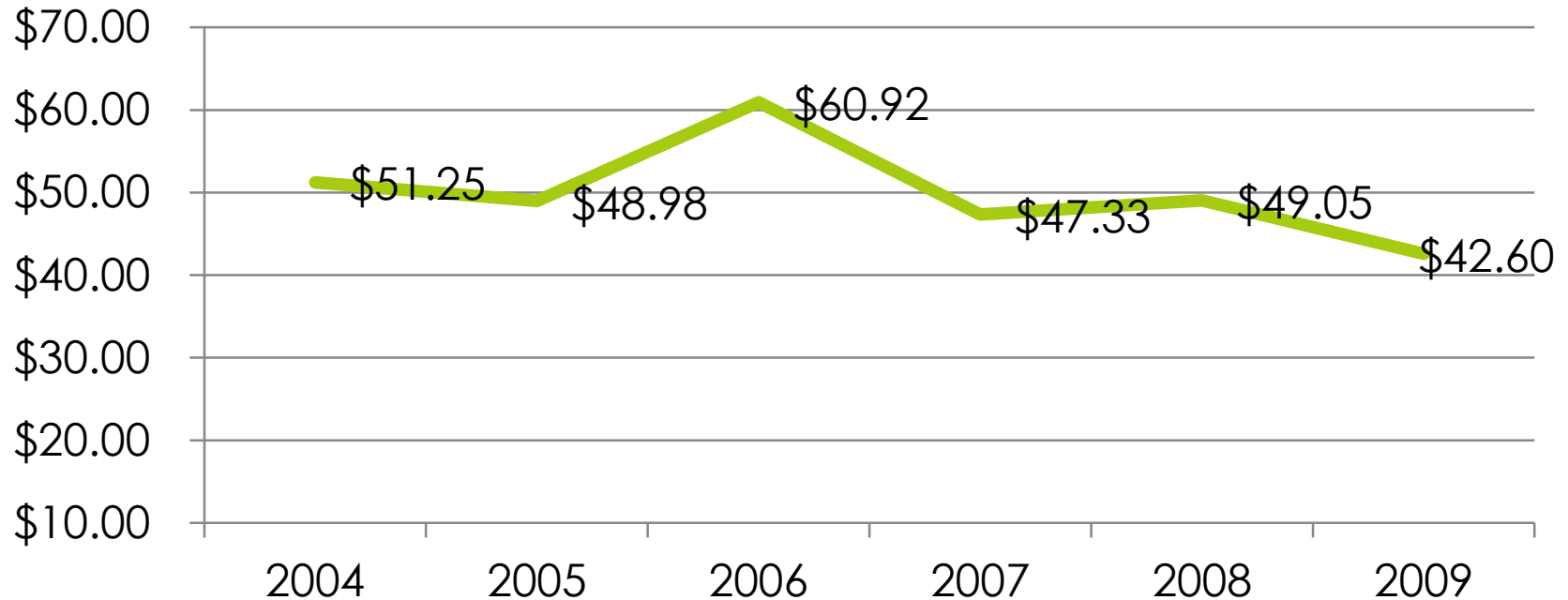
Introduction: Costs

- The costs of mental illnesses are considerable.
- Not only are mental illnesses costly in terms of lost productivity, but they contribute to loss of life and reduced quality of life
 - In Georgia, 10.2 deaths per 100,000 population are due to suicide – strongly associated with mental illness.
 - By comparison, only 5.5 deaths per 100,000 are due to homicide (2011 data)

Introduction: Funding

- State Mental Health Agency (SMHA) funding has declined in Georgia.

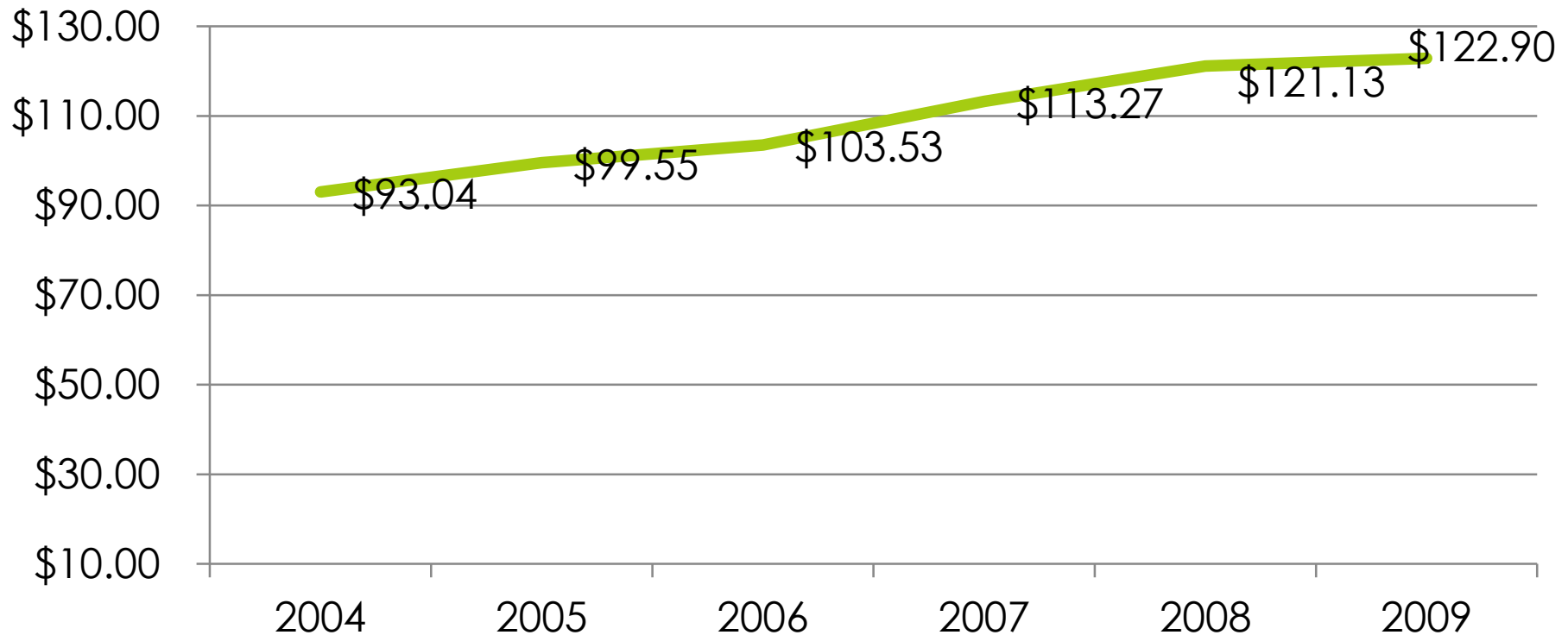
SMHA Expenditures Per Capita, Georgia



Introduction: Funding

- But it has increased throughout the rest of the United States.

SMHA Expenditures Per Capita, US



Despite these funding challenges CSBs in Georgia provide high quality services to persons with disabilities and good value to the wider community, as demonstrated in the data we collect on our performance.

Methods: Data Collection

Clients

- Questionnaires completed anonymously by clients covering:
 - Recovery
 - Service Responsiveness
 - Respect
 - Informed Choice
 - Overall Value
- 9,151 total respondents from 20 GACSBs participated in a nationally benchmarked consumer survey: CARF uSPEQ.

GACSB

- Quarterly and annual surveys completed by CSBs covering:
 - Outcomes
 - Service delivery
 - Finances

Methods: Participating GACSBs

- 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

Client Survey Ratings

GACSBs received high ratings in all categories

Recovery

- CSBs help their clients to recover. With the help of treatment:
 - 91.3% are able to make important choices
 - 87.6% know where and how to get help in the community
 - 85.6% are able to deal with everyday activities
 - 84.5% are able to do needed things without barriers
 - 79.4% are able to live as independently as they want to
- Compare to national benchmark of 85.48%

Service Responsiveness

- Despite limited funding, CSBs continue to provide good access to services. In client surveys:
 - 95.8% found the front desk helpful
 - 94.8% thought the service times were OK for them
 - 92.4% had short wait times for appointments
 - 92.2% received the help they needed when they needed it
 - 91.7% thought there was enough staff to meet needs

- Compare to national benchmark of 88.08%

Respect

- CSBs provide services that respect persons served. Of clients surveyed:
 - 96.8% said their culture was respected
 - 96.1% said they were respected as a person
 - 95.9% said their privacy was respected

- Compare to national benchmark of 94.6%

Informed Choice

- CSBs provide person-centered services. In client surveys:
 - 97.1% said options were explained in language they could understand
 - 95.9% agreed with the goals in their service plan
 - 94.8% said they had the opportunity to make important choices
 - 94.7% said staff made accommodations when needed
 - 94.6% stated that staff paid attention to what they said
- Compare to national benchmark of 92.66%

Overall Value

- People value the services CSBs provide. Of all clients surveyed:
 - 95.1% would recommend their CSB to a friend
 - 94.5% said that the services and treatment met their needs
 - 93.5% said the services met their expectations
 - 93.2% reported that their treatment enabled them to do things better

- Compare to national benchmark of 92.04%

GACSB measures

GACSB Measures

- Individuals with mental illnesses are at higher risk for homelessness, justice system involvement, and unemployment.
- CSBs provide treatment and services to help reduce the number of people with mental illnesses who are homeless, involved in the justice system, or unemployed.

Measures

- Of CSB clients, 4.63% of adults and 2.94% of children and adolescents report homelessness.
 - Supported housing aids in recovery.
- Of CSB clients, 20.00% of adults and 12.24% of children and adolescents report involvement with the justice system.
 - Drug courts and other community treatment options are less expensive than incarceration.

Measures

- Of adult CSB clients
 - 50.60% report being unemployed but available for employment
 - 14.42% report competitive employment
 - 1.20% report non-competitive employment

- Employment can assist with recovery and reduce costs of treatment.

Measures

	Benchmarks Mean (Standard Deviation)	
	Georgia CSBs	National
Days from 1 st call to intake	7.59 (6.86)	12.40 (11.51)
Annual percent of hospital readmissions within 30 days	6.75 (5.41)	7.46 (4.58)
Suicide rates among clients enrolled in services	0.02 (0.03)	0.04 (0.12)

CSBs generally do slightly better than the national average in getting people into treatment quickly, avoiding multiple hospitalizations, and preventing suicides*

***differences not statistically significant.**

Service Delivery

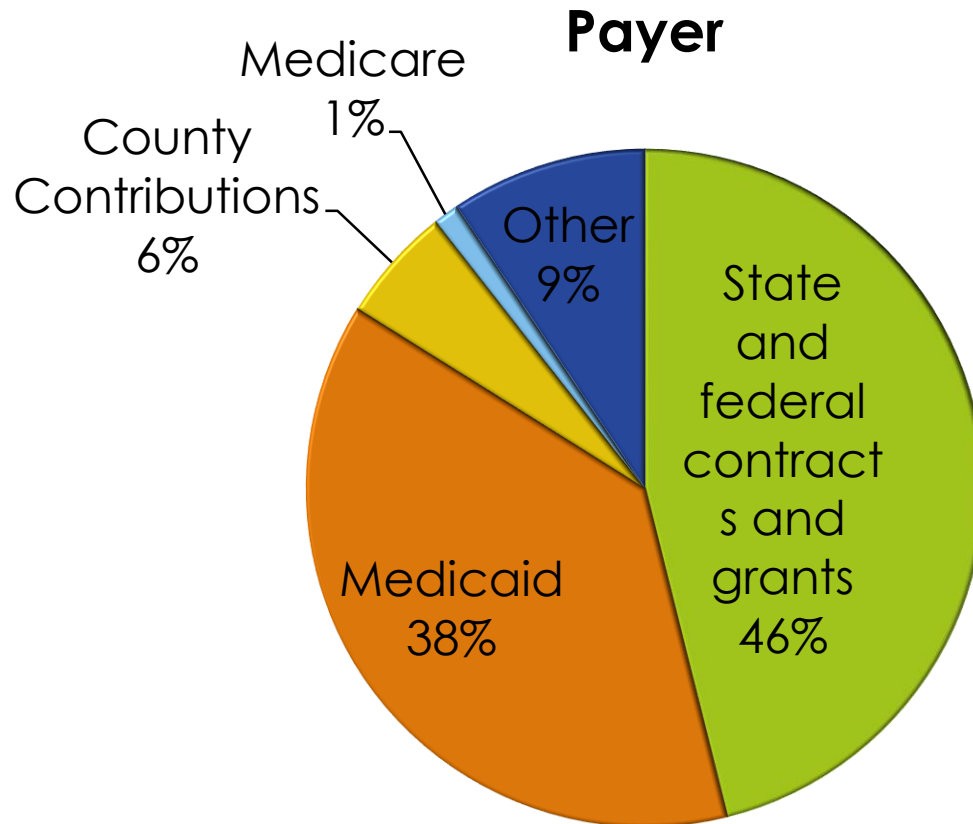
Service Category	Persons served (unduplicated totals)	
	Participating CSBs (23)	Extrapolated to all CSBs (25)
Adult mental health and addictive diseases	126,194	137,168
Child and adolescent mental and addictive diseases	25,073	27,253
Developmental disabilities	6,020	6544

Service Delivery

Service Category	Service Units (unduplicated total)	
	Participating CSBs (23)	Extrapolated to all CSBs (25)
Adult mental health and addictive diseases	11,422,512	12,415,774
Child and adolescent mental and addictive diseases	1,020,080	1,108,783
Developmental disabilities	15,773,406	17,145,007

Financing

- Who pays for the services CSBs provide?



Financing

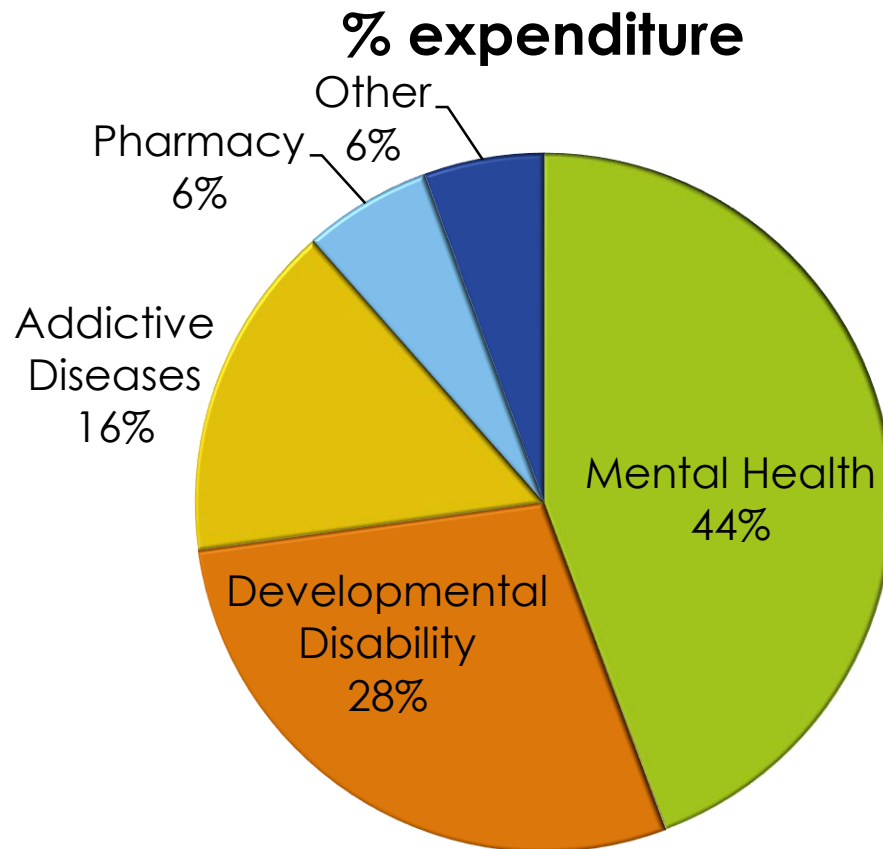
- Where does the money go?

Operating Expenses	Total CSB expenditures
Mental Health	\$235.5 million
Developmental Disability	\$151.5 million
Addictive Diseases (including TANF programs)	\$83.4 million
Pharmacy	\$31.6 million
Other expenses*	\$29.5 million

* Includes capital acquisitions, vehicle and equipment purchases

Financing

- Where does the money go?



Financing

■ Median annual treatment costs per client served

Program	Median Cost	
	per client	per service
Developmental Disability Residential Services	\$44,845	\$150.44 (day)
Mental Health / Addictive Disease Residential Services	\$13,102	\$135.05 (day)
Developmental Disability Day Services	\$13,207	\$4.96 (15 min)
Mental Health / Addictive Disease Day Services	\$5,985	\$6.76 (15 min)
Crisis Stabilization Unit	\$3,465	\$466.03 (day)
Mental Health / Addictive Disease Outpatient	\$1,046	\$30.60 (15 min)
Pharmacy	\$895	\$63.84 (script)

Financing

- Central administrative cost as a % of total expenditure*

	Georgia CSBs	National Benchmark
Mean (SD)	12.78 (4.53)	12.07 (5.58)
Median	12.00	11.80

SD: Standard deviation

*No statistically significant difference between Georgia and National benchmark

In Conclusion

Despite funding challenges, CSBs in Georgia:

- get people into services quickly,
- help them to recover and improve their functioning,
- provide good value to the community, and
- measure up favorably in national comparisons.

With adequate funding, even just bringing Georgia up to the national average, we could do so much more....

Developed by:

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