

Service Quality Report for Georgia's Community Service Boards FY 2017-2018

Developed by:

Georgia Association of Community Service Boards (GACSB)

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Mission:

Our mission is to promote the exchange of information; to represent the community service boards (CSBs) on legislative and administration matters; and to advocate for the highest quality of life for consumers of mental health, developmental disabilities, and addictive diseases services.

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

Methods

We use questionnaires that were developed as part of the Mental Health Statistics Improvement Program of the Substance Abuse and Mental Health Services Administration to collect clients' ratings of our mental health and substance abuse services. We use questions taken from the National Core Indicators project for clients of our services for the developmentally disabled to produce a custom questionnaire called the Georgia Developmental Disability Services Survey (GADDSS).

Most states use these survey questions to evaluate the quality of care provided, so we can compare our clients' ratings of our services to those given to service providers in other states.

We used the MHSIP Adult Survey to evaluate our services for adults with mental health or substance use issues. In 2018, we collected survey responses from 6832 clients

We used the Youth Services Survey for Families (YSS-F) to evaluate the mental health and substance use services we provide to children and adolescents. In 2018, we collected survey responses from over 1460 families.

We used the Georgia Developmental Disability Services Survey (GADDSS) to evaluate the services we provide to adults with a developmental disability. In 2018, we collected survey responses from over 1800 persons receiving services for their developmental disability (or from their family members).

Glyn V. Thomas, Ph.D.

GACSB Benchmarking coordinator

January 1, 2019

Client Ratings of our Services: Child and Adolescent Mental Health and Substance Abuse Services

Satisfaction with Services

- 90% of families in our survey reported that they were satisfied with the services provided to their children
- Compare to national average of 88% reporting general satisfaction with their child's services

Access to Services

- 93% of families in our survey reported that our services were conveniently accessible
- Compare to national average of 88% reporting satisfaction with their access to services

Participation in Treatment

- 89% of families in our survey reported that they participated in their child's treatment planning
- 90% reported that they helped to choose their child's treatment goals
- Compare to national average of 89% reporting positively on participation in treatment planning

Cultural Sensitivity of Services

- 92% of families in our survey reported that our staff members respected their family's religious / spiritual beliefs and were sensitive to their cultural / ethnic background
- Compare to national average of 93% reporting satisfaction with the cultural sensitivity of their service providers

Outcome of Services

- 78% of families reported positively on the outcome of the services we provided to their child
- Compare to national average of 73% reporting satisfaction with treatment outcomes

Client Ratings of our Services: Adult Mental Health and Substance Abuse Services

Satisfaction with Services

- 90% of our clients in the survey reported that they like the services they received
- 91% said that they would recommend their CSB to a friend
- Compare to national average of 90% reporting general satisfaction with services

Access to Services

- 86% of our clients in the survey reported overall satisfaction with their access to our services
- 88% stated that they got all the services they thought they needed
- Compare to national average of 88% reporting satisfaction with access to services

Participation in Treatment

- 87% of our clients in the survey reported that they felt comfortable asking questions about their treatment
92% stated that they, not staff, decided their treatment goals
- Compare to national average of 86% reporting satisfaction with their participation in their treatment planning

Quality of care

- 88% of our clients in the survey were satisfied with the quality and appropriateness of the services we provided
- Compare to national average of 90% of satisfaction with the quality of care.

Outcome of Services

- 75% of our clients in the survey reported that they are positive about the outcome of services
- 88% reported that they are better able to deal with daily problems
- Compare to national average of 79% of clients who reported that are positive about the outcome of services

Client Ratings of our Services: Services for Persons with Developmental Disability

Satisfaction with Services

- 98% of respondents in our survey reported that they receive the services they need (national average = 96%)
- 99% stated that they were satisfied with the services they receive (national average = 96%)

Choices and Self Determination

- 96% of our respondents reported that they get to choose how they spend their free time (no national comparison available)
- 91% reported that they helped make their service plan (national average = 68%)
- 94% of our clients reported that they get to choose what to buy with their spending money (no national comparison available)

Social Inclusion and Community Participation

- 89% of our respondents reported going shopping in the past month (no national comparison available)
- 88% reported going out to a restaurant or coffee shop (no national comparison available)
- 62% reported going to church or other place of worship (no national comparison available)

Personal Relationships

- 93% of our respondents reported having friends who are not paid staff or family (national average = 80%)
- 91% reported that they can see their friends when they want to (no national comparison available)

Safety

- 99% of our respondents reported feeling safe at home (no national comparison available)
- 98% reported that there is someone they can go to when they feel afraid (no national comparison available)

The challenges we face

Limited funds

Georgia ranks 41st in state mental health agency per capita mental health expenditures (FY 2013 data - Kaiser Family Foundation),

Professional staffing shortages

One hundred and thirty-four out of the one hundred and fifty-nine total counties in Georgia contain a designated Mental Health Professional Shortage Area (Health Resources and Services Administration, 1/1/2014)

Lingering stigma

Although general understanding of mental illness, addictive diseases and developmental disability has improved, persons with these disabilities still experience the damaging effects of public ignorance and stigma. These disabilities affect more people than is commonly realized.

Looking Ahead

Extending quality healthcare to all who need it while managing the costs will be a major social and economic challenge not just for mental healthcare, not just for Georgia, but for the nation as a whole. Georgia's community service boards are preparing for the future of healthcare by developing quality and outcome measures to demonstrate the value of our services.

Additional Performance Data

Access to Services

- CSBs in Georgia to offer same day access to services for clients seeking help with their mental health and / or substance abuse difficulties.

Service Delivery Costs

- Georgia's CSBs use their money efficiently. In FY 2014, Georgia's CSBs undertook a service costing study with the help of National Council Consultants (MTM Services), which demonstrated that the costs of services provided by CSBs in Georgia were similar to or below costing benchmarks derived from 111 organizations in 6 different states.

Total Numbers of Clients Served in FY 2018

- 159,000 adults with mental illness and / or addictive diseases
- 32,000 children and youth with emotional or behavioral disorders
- 6,000 adults with developmental disabilities



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