

# Service Quality Report for Georgia's Community Service Boards FY 2013

*Developed by the Georgia Association of Community Service  
Boards (GACSB): <http://www.gacsb.org>*

*Behavioral Pathway Systems (A Netsmart Company):  
<http://bpsys.org>.*

## **GACSB**

---

**Tel** 912-704-1729  
**Fax** 678-868-1085

3150 Golf Ridge Boulevard  
Suite 202  
Douglasville, GA 30135

<http://www.gacsb.org>  
[ltrinh@shpllc.com](mailto:ltrinh@shpllc.com)

---

# Contents

### Mission:

The challenges we face \_\_\_\_\_ **Error! Bookmark not defined.**

Methods \_\_\_\_\_ 1

Client Ratings of our Services: Adult Mental Health and Substance Abuse Services \_\_\_\_\_ 3

Client Ratings of our Services: Child and Adolescent Mental Health and Substance Abuse  
Services \_\_\_\_\_ **Error! Bookmark not defined.**

Client Ratings of our Services: Services for Persons with Developmental Disability \_\_\_\_\_ 4

Additional Performance Data \_\_\_\_\_ 6

Contact Information \_\_\_\_\_ 7

Company Information \_\_\_\_\_ 7

*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 FY 2013, we collected survey responses from over 6000 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 FY 2013, we collected survey responses from over 1200 families.

We used the Georgia Developmental Disability Services Survey (GADDSS) to evaluate the services we provide to adults with a developmental disability. In FY 2013, we collected survey responses from 2185 persons receiving services for their developmental disability (or from their family members).

Other performance data were collected using an annual survey administered for the GACSB by Behavioral Pathway Systems, who also provided the national benchmarks for comparison.

Glyn V. Thomas, Ph.D.  
GACSB Benchmarking coordinator  
January 1, 2014

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

---

### **Satisfaction with Services**

- 91% of families in our survey reported that they were satisfied with the services provided to their children
- Compare to national average of 85% reporting satisfaction with their child's services

### **Access to Services**

- 91% of families in our survey reported that our services were conveniently accessible
- Compare to national average of 83% reporting satisfaction with their access to services

### **Participation in Treatment**

- 95% of families in our survey reported that they participated in their child's treatment
- 89% reported that they helped to choose their child's treatment goals
- Compare to national average of 86% reporting participation in treatment

### **Cultural Sensitivity of Services**

- 95% 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 92% reporting satisfaction with the cultural sensitivity of their service providers

### **Outcome of Services**

- 75% of families reported positively on the outcome of the services we provided to their child
- Compare to national average of 65% 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 88% reporting satisfaction with services

### **Access to Services**

- 86% of our clients in the survey reported overall satisfaction with their access to our services
- 87% stated that they got all the services they thought they needed
- Compare to national average of 85% reporting satisfaction with access to services

### **Participation in Treatment**

- 92% of our clients in the survey reported that they felt comfortable asking questions about their treatment
- 80% stated that they, not staff, decided their treatment goals
- Compare to national average of 80% reporting satisfaction with their participation in their treatment planning

### **Quality of care**

- 89% of our clients in the survey were satisfied with the quality and appropriateness of the services we provided
- Compare to national average of 88% of satisfaction with the quality of care.

### **Outcome of Services**

- 77% of our clients in the survey reported that our services have helped them overall
- 81% reported that they are better able to control their lives
- Compare to national average of 70% of clients who reported that services have helped them

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

---

### **Satisfaction with Services**

- 90% of clients in our survey reported that their case manager helped them get what they needed (national average = 87%)
- 94% stated that they get the services they need (national average = 83%)

### **Choices and Self Determination**

- 90% of our clients reported that they get to choose how they spend their free time (national average = 90%)
- 84% reported that they helped make their service plan (national average = 86%)
- 89% of our clients reported that they get to choose what to buy with their spending money (national average = 88%)

### **Social Inclusion and Community Participation**

- 90% of clients in our survey reported going shopping in the past month (national average = 88%)
- 85% reported going out to a restaurant or coffee shop (national average = 84%)
- 66% reported going to church or other place of worship (national average = 49%)

### **Personal Relationships**

- 90% of clients in our survey reported having friends who are not staff or family (national average = 70%)
- 79% reported that they can see their friends when they want to (national average = 79%)

### **Safety**

- 96% of clients in our survey reported feeling safe at home (national average = 82%)
- 93% reported that there is someone they can go to when they feel afraid (national average = 90%)

## **The challenges we face**

---

### **Limited funds**

Georgia ranks 47th in state mental health agency per capita mental health expenditures (FY 2010 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**

---

### **Time to First Appointment**

- In FY 2013, our clients were given an appointment within an average of 5 days of their first telephone call seeking help (national average time to first appointment = more than 11 days)

### **Central Administrative Costs**

- Georgia's CSBs use their money efficiently. In FY 2013, Georgia's CSBs spent on average 12.9% of their budgets on central administrative costs (includes information technology, human resources, facilities management). Compare this to the average of 13.1% spent on central administrative costs by community behavioral health centers nationally.

### **Total Numbers of Clients Served in FY 2013**

- 135,000 adults with mental illness and / or addictive diseases
- 23,000 children and youth with emotional or behavioral disorders
- 5,500 adults with developmental disabilities





## Contact Information

---

**Robyn Garrett-Gunnoe**

Association Director

**Tel** 912-312-3205

**Fax** 678-868-1085

rgunnoe@shpllc.com

**Lyly Trinh**

Member Services  
Coordinator

**Tel** 912-704-1729

**Fax** 678-868-1085

ltrinh@shpllc.com

## Company Information

---

**GACSB**

3150 Golf Ridge Boulevard

Suite 202

Douglasville, GA 30135

**Tel** 912-704-1729

**Fax** 678-868-1085

<http://www.gacsb.org>

