

LEADERSHIP AND QUALITY SERVICES

The Core Service Agencies (CSAs), in conjunction with the State of Maryland Mental Hygiene Administration (MHA) and the Administrative Services Organization (Value Options), manage the Public Mental Health System (PMHS.)

As **CONSTRUCTORS**, CSAs forge the local delivery system.

- ✦ Partner with consumers, families and stakeholders to develop and implement local Mental Health Plans
- ✦ Establish regional partnerships to integrate mental health services across systems
- ✦ Collaborate with local agencies (i.e. LMBs, courts, DJS, schools, hospitals, DSS, Office On Aging, etc.) around common mental health issues
- ✦ Develop local Disaster Mental Health Plans and mobilize response teams
- ✦ Transform the service delivery system through implementation of Evidence Based Practice models
- ✦ Lead implementation of Transformation and MHA initiatives such as Network of Care, Recovery Focus, and Consumer Quality Teams

EFFECTIVE AND EFFICIENT OPERATION

As **NAVIGATORS**, CSAs are frequently the first point of contact for citizens and consumers seeking mental health treatment. CSAs serve as local and regional guides to help people access the mental health system.

Crisis, Help and Referral Calls to CSAs during a typical 4 week period showed:

- ✦ More than 5,000 crisis and information help calls were answered in one month
- ✦ An average of 7.8 minutes on each call means that CSAs spent the equivalent of 983 8-hour work days responding to queries regarding Mental Health services
- ✦ 92.3% of callers asked expressed satisfaction with the result of the call

CSA Management of Residential Services		
	FY09	FY10
# of people transitioned from State Psychiatric facilities to community services *	1145	1,373
% that returned to State Hospital within 30 days	9%	2%
# of people transitioned from residential rehab programs to community living situations **	278	251
% of consumers that report satisfaction with services	92.6%	93.2%

*Cost of 1-yr stay in state facility was over \$200,000 in FY09

**Cost of 1-yr residential rehab program in FY09 was over \$40,000

COMPLIANCE AND ACCOUNTABILITY

As **FISCAL REGULATORS**, CSAs are leading the process of establishing Results-Based Accountability in the monitoring of program contracts and performance measures.

More than \$400 million in federal, state and local funds support the PMHS with the majority of services being provided through a fee-for-service network and other selected programs funded through contracts.

Total cost of the CSAs represents less than 2% of the total cost of Maryland's Public Mental Health System .

CSA's leveraged an additional \$38.9 million from federal, local and private foundations for local programs.

As a result, for every administrative dollar spent on CSAs, the service system is gaining \$8.46.

DID YOU KNOW?...

CSA Accomplishments in FY10

- ✦ Monitored 537 contracts not in the fee-for-service system
- ✦ Received 188 complaints
- ✦ Resolved 172 complaints
- ✦ Performed 2,009 housing inspections
- ✦ Diverted 241 children from Residential Treatment Centers to lower cost community based services
- ✦ Managed and monitored 2,691 Residential Rehab and Shelter Plus Care units
- ✦ Provided 388 public education events
- ✦ Sponsored 215 trainings

1 in 10 children and adolescents suffer from mental illness severe enough to cause some level of impairment

1 in 5 adults in the United States experiences some type of mental disorder every year

With the right treatment, 70–90% of individuals affected with mental illness can significantly improve their quality of life.

MAKING A DIFFERENCE...

CSAs:

- ✦ Strive to insure that no consumer goes without necessary services
- ✦ Collaborate across regions to solve problems
- ✦ Develop and maintain partnerships with local, state and federal agencies
- ✦ Coordinate case conferences across agencies to develop individualized plans of care for adults and children
- ✦ Sponsor and provide trainings
- ✦ Provide on-going information to the public regarding Mental Health resources and services
- ✦ Represent MD Mental Health System at the national level
- ✦ Respond daily to consumer and family concerns throughout Maryland

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<http://networkofcare.org>

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MARYLAND ASSOCIATION OF CORE SERVICE AGENCIES

Constructors and Navigators of the Public Mental Health System



The Core Service Agencies are the local mental health authorities responsible for planning, managing and monitoring the Maryland Public Mental Health System at the local level.

CSAs promote wellness by improving behavioral health in Maryland through collaborative partnerships.