

COMMUNITY SERVICE
BOARD OF MIDDLE
GEORGIA

ANNUAL REPORT 2025

LATEST INFORMATION AND UPDATES
FOR COMMUNITY SERVICE BOARD OF MIDDLE
GEORGIA



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The CSB is me

I WAS STRUGGLING WITH MY MENTAL HEALTH. I HAD LOST MY JOB, HAD NO INSURANCE AND THOUGHT I WOULDN'T BE ABLE TO GET HELP. THEN I FOUND MY CSB.

WHAT IS THE CSB?

THE CSB IS ME.



Community Service Board of Middle Georgia provides substance use and intellectual/developmental disability services for those in the community with limited income.

The CSB is me

I WORK AS A DIRECT
SUPPORT PROFESSIONAL
HELPING INDIVIDUALS IN
OUR COMMUNITY LIVE A
MORE INDEPENDENT LIFE.

WHAT IS THE CSB?

THE CSB IS ME.

WHAT IS A COMMUNITY SERVICE BOARD?



Community Service Boards (CSBs) are created in OCGA §37-2-6 et seq. as public corporations and instrumentalities of the state to provide services for mental illness, intellectual/developmental disabilities, and/or addictive diseases. There are 22 CSBs across Georgia with Boards of Directors appointed by the governing authorities of the counties within the CSB area.

As part of Georgia's Public Safety Net, CSBs serve eligible persons with serious mental illness, intellectual/developmental disabilities, and/or addictive diseases who have no insurance and limited to no means to pay for treatment. CSBs also serve persons with Medicaid. Individuals with other insurances are served based on the CSB's capacity and local need.



A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

Denise Forbes

Denise is a Licensed Professional Counselor and Certified Master Addiction Counselor with a distinguished career in the behavioral health field spanning four decades. She received both a Bachelor of Arts in Psychology, Summa Cum Laude, and a Master of Science degree in Psychology from Georgia College in Milledgeville, now known officially as Georgia College and State University. She has served as CEO since March 2012 and promotes a strong teamwork atmosphere and work culture steeped in recovery-based practices with a high expectation of excellence in service provision and care. She is a staunch behavioral health ally and advocate and encourages input from individuals, family members, stakeholders, and staff as she leads the agency with a collaborative management style.

“It is the privilege of a lifetime to be a part of this exceptionally talented and dynamic team who give their all on a daily basis to ensure that the behavioral healthcare needs of our communities are met.”



BOARD OF DIRECTORS

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA



Judith J. Davis
BOARD CHAIR



Dr. Joseph Carruth
BOARD VICE CHAIR



Brenda Chain



Merita Evans



Dr. O.J. Hall



Joshua Kight

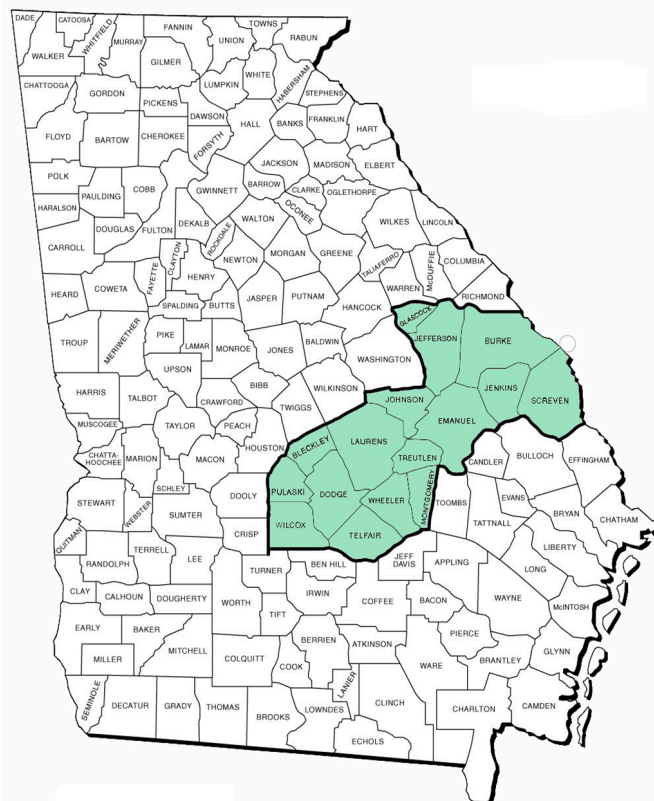


Dr. Laura Miller



Hope • Wellness • Recovery

MEET THE EXECUTIVE MANAGEMENT TEAM



Front Row: Dr. Thomas Rumble,
Medical Director; Denise Forbes,
Chief Executive Officer; Lisa
Montford, Chief Clinical Officer

Back Row: Stephen Smith, IDD
Chief; Amy Tribble, Chief Operating
Officer; Terry Richards, Chief
Financial Officer; and Ellise Tapley,
Executive Assistant and Board
Secretary

SENIOR LEADERSHIP TEAM

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA



Hannah Bailey



Dan Barnard



Marnie Braswell



Tina Clements



Renee Moore

SENIOR LEADERSHIP TEAM

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA



Rikita Rozier



Jenifer Shepard



Kelly Sherrod



Latoshia Tharpe



Faith Patel



OUR MISSION

Providing quality innovative behavioral healthcare in a recovery-based environment

OUR VISION

Leading in service to others through respectful, compassionate engagement while fostering hope, wellness, and recovery

ACCREDITATION & AFFILIATIONS

CSB of Middle Georgia is recognized as a state leader in comprehensive behavioral healthcare providing integrated cost effective services. Currently serving residents of Bleckley, Burke, Dodge, Emanuel, Glascock, Jefferson, Jenkins, Johnson, Laurens, Montgomery, Pulaski, Screven, Telfair, Treutlen, Wheeler, and Wilcox counties in Georgia, CSBMG is CARF accredited and a participating member of the National Health Service Corps.

OUR VALUES

Quality, Professionalism, Person-Centered, Recovery, Team Work, & Improvement



COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

REPORT CARD & AWARDS

SAMHSA CMHC Grant

Finalized No-Cost Extension for Year Three

SAMHSA Certified Behavioral Health Center Grant for Year Three

(Planning, Development, & Implementation)

Recovery Month Mini-Grant Award in Partnership with City of Hope, Inc.

September 2024

Awarded Realtime Grant-Telehealth RISE UP

Awarded \$6.4 million to begin construction on Behavioral Health Crisis Center

Awarded Reaching Rural Initiative Fellowship

Awarded Georgia Opioid Settlement Grant for Harm Reduction through RISE UP

2024 Behavioral Health Regional Awards for Region 2 & Region 5, including highlighting services for Adults, Children, Youth, and Emerging Adults; and Recovery-Oriented Care

Kaiser Permanente Assistance Program Grant

Continuing this work in FY24

Department of Community Affairs - \$20,000 Grant + \$3,000 Hurricane Helene Funds

Permanent Supportive Housing Program

Georgia Housing Finance Authority (Shelter + Care) award- \$48,571

CSB of Middle Georgia has touched thousands of lives through Peer Support opportunities and engagement

CSBMG scores 88% on FY25 Final Assessment (ASO) BHQR Report

DBHDD Performance Management Report (PMR) Score- 84

2025 Recovery Community Organization of the Year

43

**CERTIFIED PEER
SPECIALISTS**

34

**ADDITIONAL STAFF WITH
LIVED EXPERIENCE**

100+

**STAFF WITH LIVED
EXPERIENCE**

OUR SERVICES

COMPREHENSIVE FOOTPRINT

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA



- Diagnostic Assessment
- Behavioral Health Assessment & Service Plan Development
- Psychiatric Treatment & Medication Follow Up
- Nursing Assessment & Care
- Community Support Individual- C & A
- Group Counseling & Skills Training
- Addictive Disease Support Services
- Individual & Family Outpatient
- Crisis Intervention
- Psychosocial Rehabilitation/Individual
- Case Management



COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

OUR SERVICES & SUPPORTS

GENERAL CLINICAL SERVICES

ADSS (ADDICTIVE DISEASE SUPPORT SERVICES)

COMMUNITY SUPPORT INDIVIDUAL (C & A)

FAMILY & INDIVIDUAL THERAPY SERVICES

GROUP COUNSELING

GROUP SKILL BUILDING

MEDICATION MANAGEMENT

The CSB is me

HELPING OTHERS HAS ALWAYS
BEEN MY LIFE'S GOAL.

WORKING AT THE CSB AS A
LICENSED PROFESSIONAL
THERAPIST IS MORE THAN A
JOB: IT'S A CAREER THAT
MATTERS.

ADDITIONAL SERVICES & SUPPORTS

**Mental Health/ Addictive Disease
Outpatient**

**ABUNDANT LIFE
WOMEN'S TREATMENT & RECOVERY SUPPORT
RESIDENTIAL TREATMENT**

**MENTAL HEALTH ACCOUNTABILITY COURT
DUBLIN**

**DRUG COURT- EASTMAN/ DUBLIN/
SYLVANIA**

**BRASWELL HOUSE
MEN'S TREATMENT/ STEPDOWN PROGRAM**

**RISE UP ADDICTION RECOVERY SUPPORT
CENTER (ARSC)**

**WOMEN'S TREATMENT & RECOVERY
SUPPORTS (WTRS)**

**BH ADULT DAY PROGRAMS-
S.P.A.R.K. (DUBLIN) & M.O.N.A.R.C.H.
(SWAINSBORO)**

**CRISIS/ DETOX SERVICES/ PROGRAM
QUENTIN PRICE, MD, CRISIS STABILIZATION
UNIT- QUENTIN'S PLACE
PSYCHIATRIC STABILIZATION AND
DETOXIFICATION SERVICES**



Braswell House

**Community Service Board
of Middle Georgia**



ABUNDANT LIFE

RESIDENTIAL FACILITY



COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

OUR SERVICES & SUPPORTS



APEX is in
68
schools!

CHILDREN, YOUTH, & ADOLESCENTS, & EMERGING ADULTS

Children, Youth, & Adolescent and Emerging Adult Outpatient Program and Community Support Individual (CSI)

Emerging Adult Program

The Den- Dublin
The HUB- McRae
MOSAIC- Swainsboro

Essential Pieces Autism Program

Georgia APEX School-Based Program Regions 2 & 5

Intensive Customized Care Coordination (IC3)

Moderate Customized Care Coordination (MC3) Model of Care

**SOAR Clubhouse- Mental Health Resiliency
Sources of Strength
System of Care**

OUR SERVICES & SUPPORTS

Intensive Customized Care Coordination (IC3)

All IC3 families receive a Care Coordinator and a Certified Peer Specialist Parent (CPS-P) who each work toward the family's vision for a healthy and successful life together.

Care Coordinator provides:

- Community linkages
- Customized plan of care
- In-home support
- Safety and crisis planning
- Team building

Certified Peer Specialist Parent provides:

- Advocacy
- Education
- Skills building
- Empowerment



IC3 is a solutions-driven plan that is unique to each family and matches the goals they have set based on specific needs. IC3 requires the child's parent or guardian to lead a chosen team of additional family members, family friends, or CSBMG-recommended community members. This team creates and abides by a unified plan for the safety and benefit of the child.

Each IC3 team relies on a strengths-based, family-driven approach for the child that focuses on:

- Developing self-sufficiency
- Building natural supports
- Increasing the family's ability to seek care and respond to crises



OUR SERVICES & SUPPORTS



INTELLECTUAL/DEVELOPMENTAL DISABILITIES SERVICES

Community Integration

S.P.I.R.I.T. Co-occurring Peer Support

Community Access Group

Community Housing

CLA/CLS/ Host Home
Community Residential Access

Family Support Services IDD

Supported Employment IDD

Locations

Burke County Service Center
Church Street Group Home-Dublin
Dodge County Service Center
Dodge Group Home
Dodge Heart Home- Eastman
Emanuel County CLS Homes
Emanuel County Service Center
Georgia Pines Group Home-Soperton
Hillcrest Group Home-Dublin
Jefferson County Service Center
Jenkins County Service Center
Jenkins IDD Residential
Laurens County Service Center
Pulaski County Service Center
Screven County Service Center
Soperton Female Group Home
Soperton Male Home
South Central Group Home-Dublin
S.P.I.R.I.T.
Treutlen County Service Center

The CSB is me

AT THE CSB, I CAN BE PART OF A SUPPORTED EMPLOYMENT PROGRAM WORKING AT A JOB OF MY CHOICE.

I CAN DO WHAT IS IMPORTANT TO ME IN MY LIFE.

WHAT IS THE CSB?
THE CSB IS ME.

Community Service Board of Middle Georgia provides mental health, substance use and intellectual/developmental disabilities services for those in the community with limited income.

EMPLOYEE BENEFITS

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

- Health, Dental and Vision coverage with options for other types of medical coverage add ons
- 401(k) plan with match, subject to plan term along with, numerous other health and wellness options
- Company-paid benefits such as Life Insurance, Short Term, and Long-Term disability subject to plan term
- Full-time employees begin accruing PTO from the first day of employment
- 10 Paid holidays each year
- Snappy onboarding and milestone anniversary gifts for employees
- NHSC Employer
- Opportunities for growth and employees development

**New Year's
Day**



**snappy
Incentives**

MLK Day!

**Good
Friday!**

**Independence
Day!**

**Memorial
Day!**

Labor Day!

**Thanksgiving
Day!**

**10 Paid
Holidays!**

**Friday After
Thanksgiving!**

**Christmas
Eve!**

**Christmas
Day!**

CSBMG LOAN REPAYMENT OPTIONS



COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

EXECUTIVE SUMMARY

The Health Resources and Services Administration is accepting applications for National Health Service Corps Loan Repayment Program. Licensed primary care clinicians in eligible disciplines can receive loan repayment assistance through the National Health Service Corps Loan Repayment Program. In exchange for loan repayment, you must serve at least two years of service at the National Health Service Corps -approved site in a [Health Professional Shortage Area](#).

Eligible Applicants:

Clinicians who provide patient care under the following disciplines and specialties:

- Primary Care Medical
- Dental
- Behavioral & Mental Health

Funding:

Full-time service: Up to \$50,000 for a two-year initial term

Half-time service: Up to \$25,000 for a two-year initial term

Service Obligation:

You have a choice of service options:

- Two-year **full-time** clinical practice at a National Health Service Corps-approved site.
- Two-year **half-time** clinical practice at a National Health Service Corps-approved site approved site.

National Health Service Corps Service Site Connector:

Visit the [Health Workforce Connector](#)

PSLF PUBLIC SERVICE LOAN FORGIVENESS

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA



How to Apply for PSLF

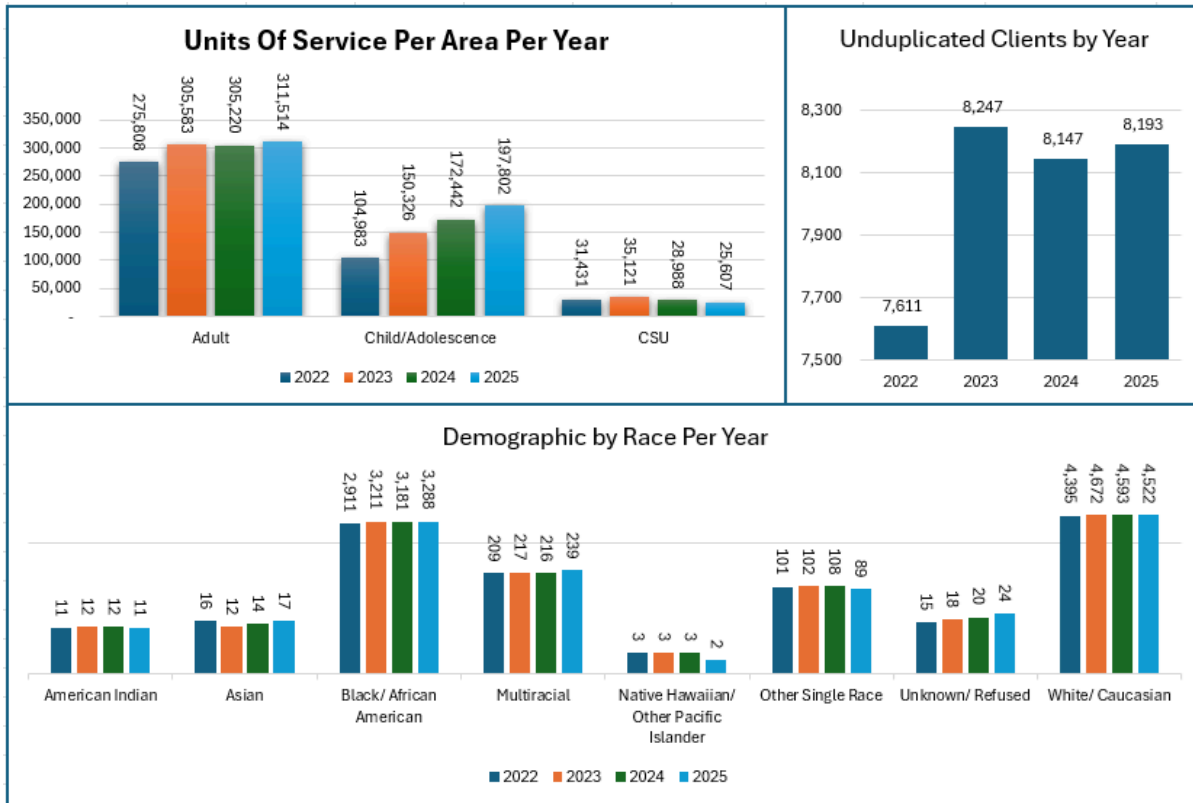
To be considered for PSLF, you only need to submit a PSLF form. The easiest way to do this is by using the PSLF Help Tool. [The PSLF Help Tool](#) allows you to:

1. Check to see if your employer is already in our employer database.
2. Request that your employer's eligibility be reviewed if it is not already in our database or has not yet had its eligibility determined.
3. Prepare and sign your PSLF form, and request certification and signature from your employer—all electronically.
4. Generate your PSLF form for manual signature and submission to the PSLF servicer (if electronic submission isn't possible).

Top tip: Certify your employment every year and any time you change employers. This lets you confirm you're on track toward forgiveness.

SERVICE UTILIZATION, CLIENT PATTERNS, AND DEMOGRAPHICS

Adult and Child & Adolescent & Emerging Adult Services



Service utilization trends during the reporting period reflect both stability and targeted areas of change across CSBMG programs.

Adult services remained consistent throughout the year, averaging approximately 25,000 services per month, demonstrating sustained demand and stable service delivery for adult populations.

Child and adolescent services continued an upward trend, increasing by an estimated 2,000 services per month per year compared to prior fiscal years. This growth aligns with expanding community needs and enhanced access to youth-focused behavioral health services.

Crisis Stabilization Unit (CSU) services showed a decline of approximately 300 services per month. This decrease is influenced by two key factors. First, Against Medical Advice (AMA) discharges have increased beyond expected levels. When clients leave prior to completing treatment, remaining authorized service days cannot be billed, impacting both continuity of care and revenue. Second, historical service counts in FY 2022–FY 2023 were inflated due to prior billing methodology. At that time, all CSU services were bundled under the H0018 rate, while the EHR system internally counted individual service units—resulting in overstated utilization figures and attempted billing for non-billable services, including discharge days. To address this, CSU billing is now completed manually using a standardized spreadsheet process. This change ensures proper authorization, prevents discharge-day billing, designates CSU services as non-billable within the EHR, and significantly improves billing accuracy and regulatory compliance.

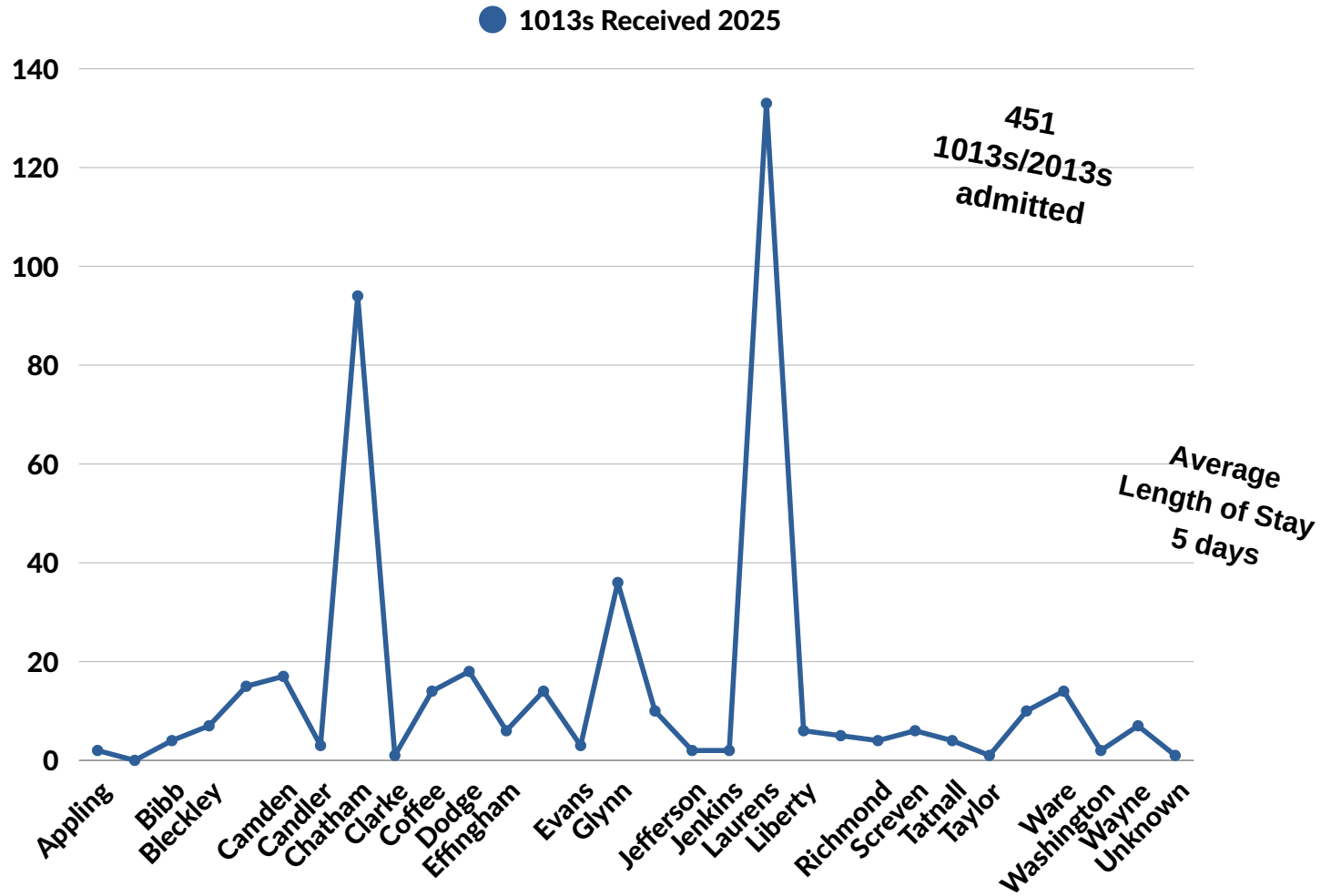
Unduplicated client counts reset July 1 for FY26; projected to remain in line with the last three years.

Demographic race data remains stable year over year.



ANNUAL 2025 CRISIS REPORT QUENTIN'S PLACE

Program Manager, Renee Moore



2025 ANNUAL REPORTING

451

Averaging
admissions per
month

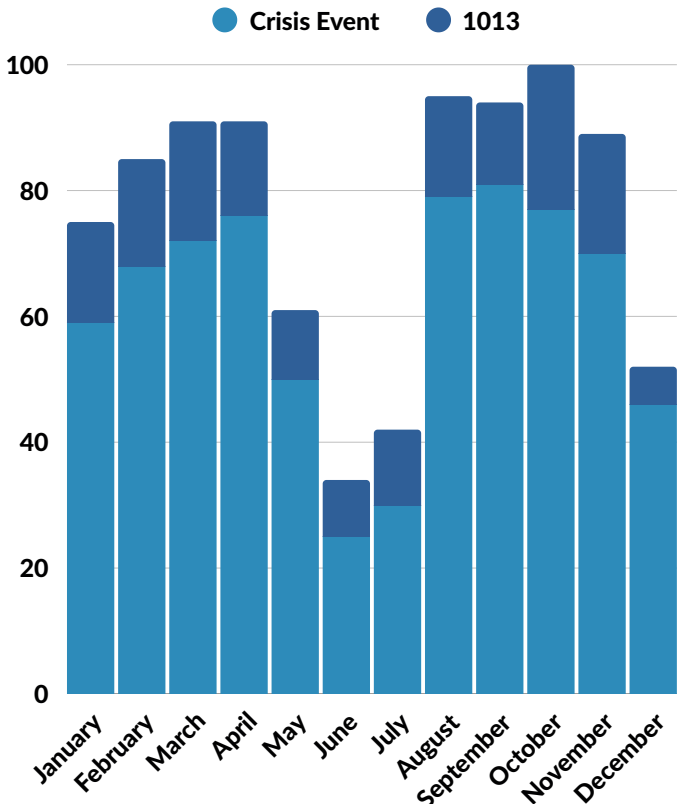
TOTAL 1013/2013'S

Total Admissions



ANNUAL 2025 CRISIS REPORT CHILDREN, YOUTH, & ADOLESCENTS, & EMERGING ADULT

Senior Coordinator, Marnie Braswell



24%

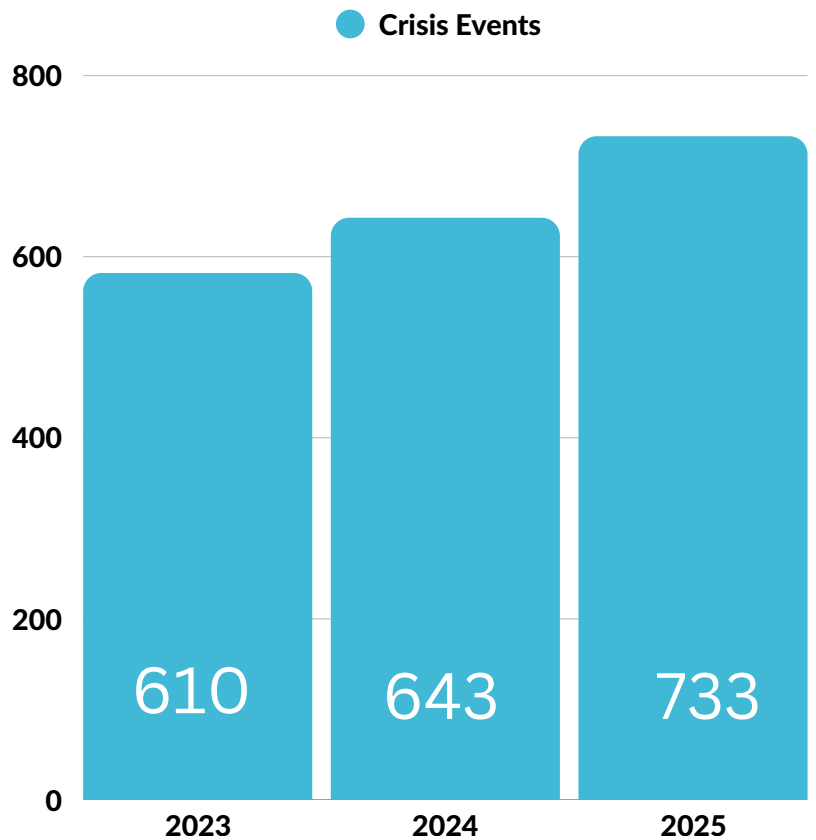
Percentage admitted to Crisis Stabilization Unit (CSU) due to needing higher level of care

176
Total 1013s

JAN-DEC 2025
(CALENDAR YEAR 2025)

733

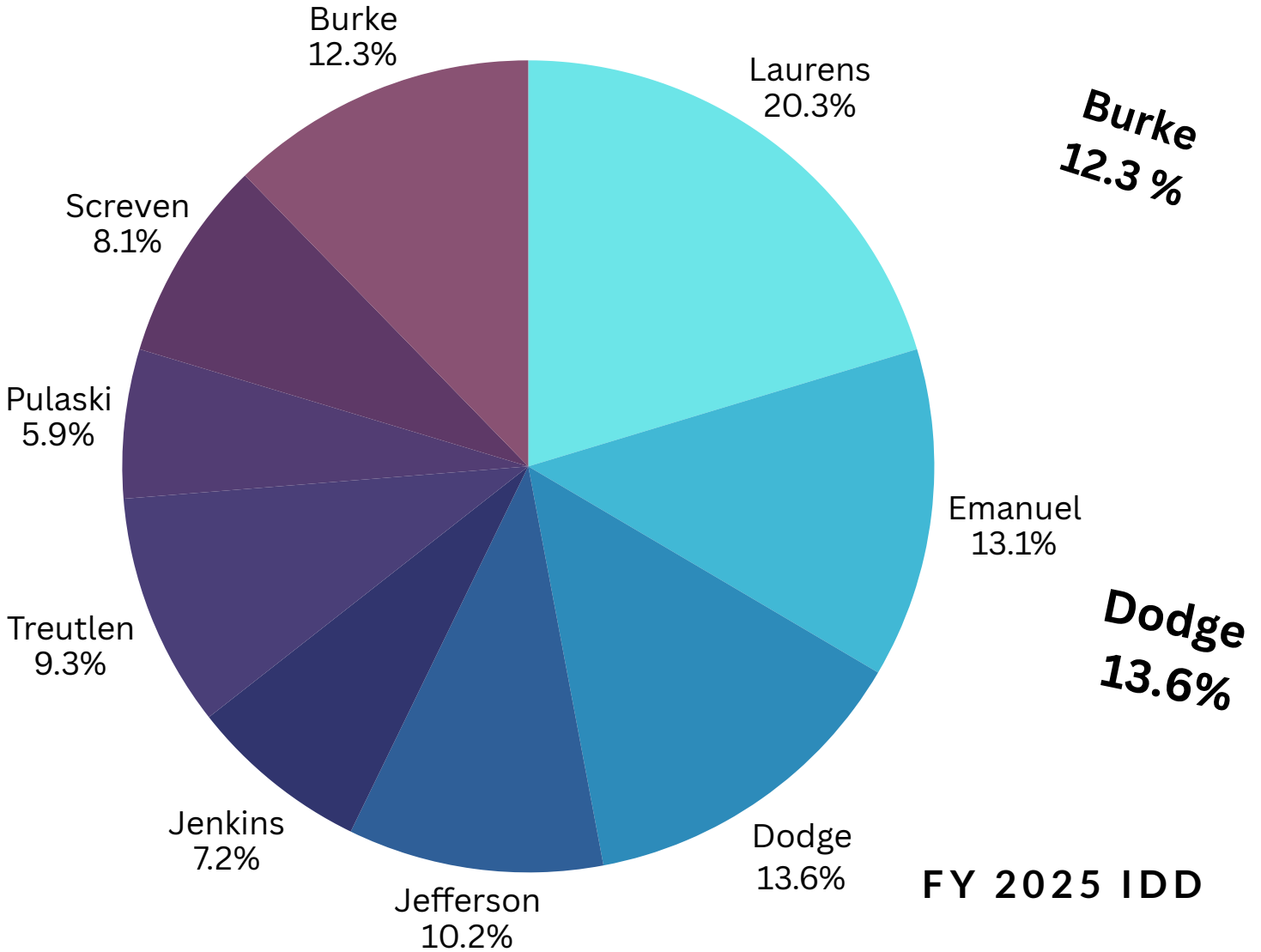
TOTAL CRISIS EVENTS





**FY 2025 UNDUPLICATED INDIVIDUALS SERVED
INTELECTUAL/DEVOLPMENTALLY DISABLED (IDD)**

Program Managers, Rikita Rozier/ Dan Barnard



FY 2025 IDD

**Laurens
20.3%**

**Jefferson
10.2%**

236

**UNDUPLICATED IDD
CONSUMERS SERVED**



ANNUAL UNDUPLICATED INDIVIDUALS SERVED MENTAL HEALTH & SUBSTANCE ABUSE

Senior Program Manager, Tina Clements

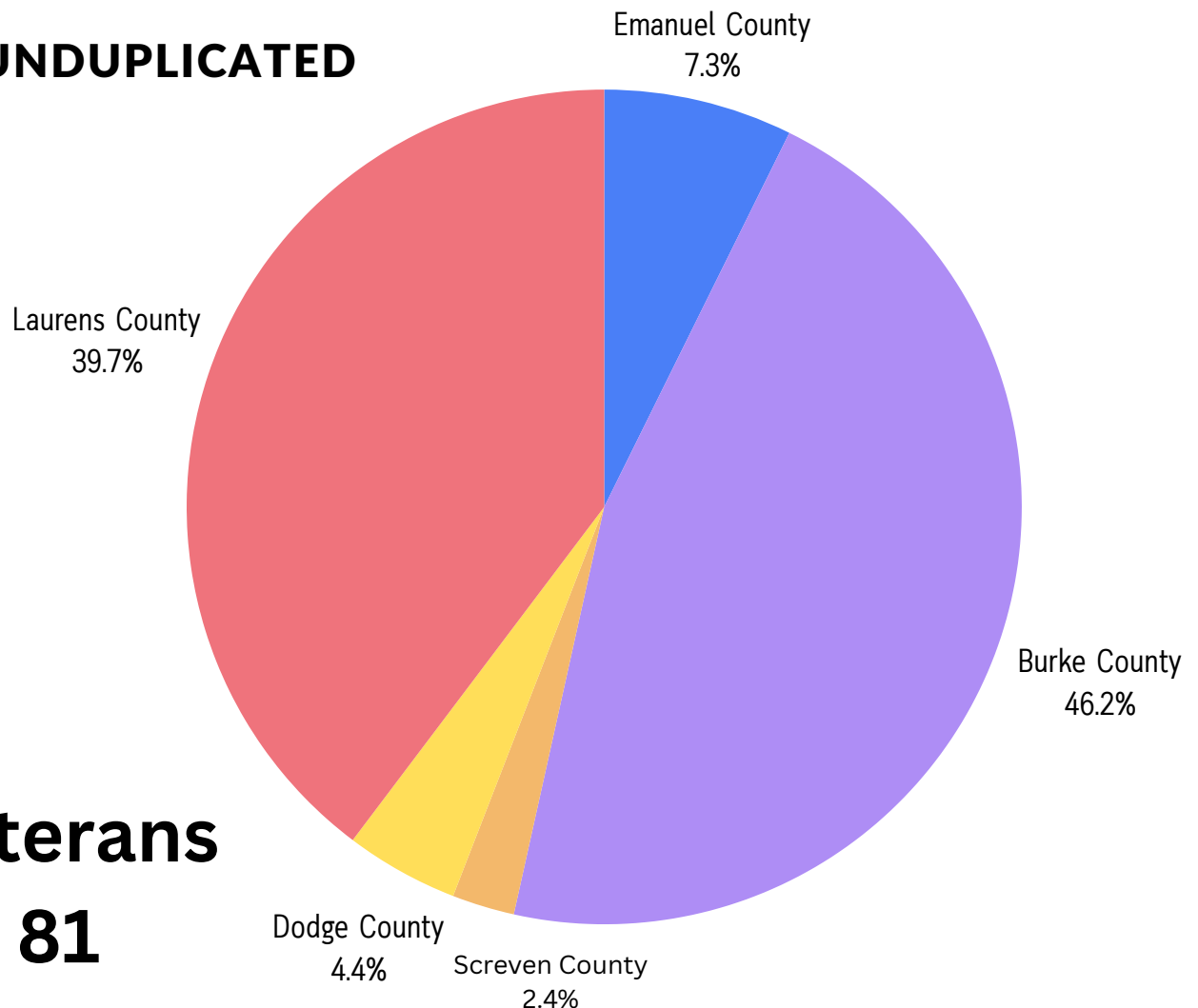
MH/SA Consumers Served By Location Jan 2025-Dec 2025

ANNUAL 2025

8289

MH & SA UNDUPLICATED

- Emanuel County
- Burke County
- Screven County
- Dodge County
- Laurens County



Veterans

81



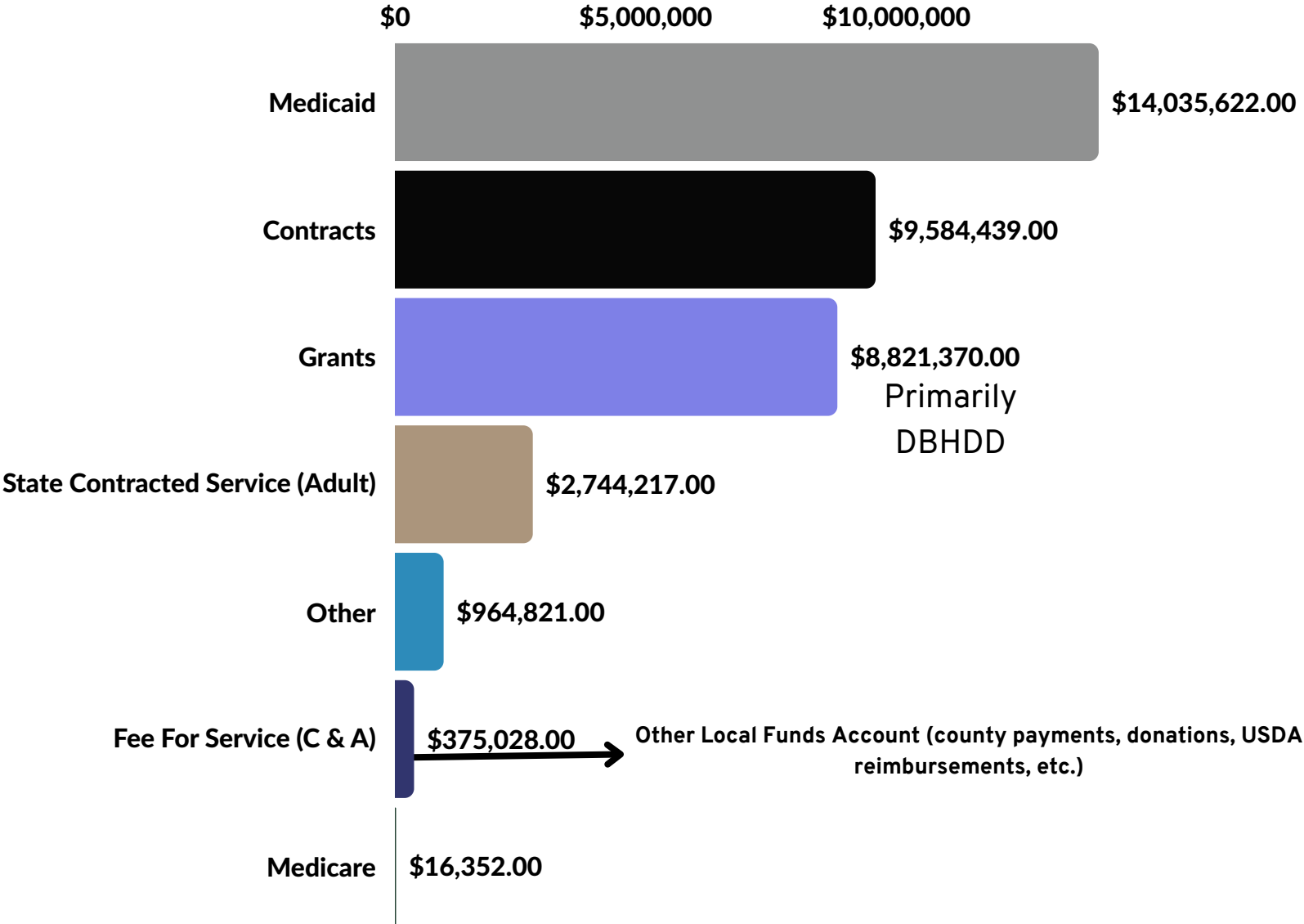
FY25 REVENUE ANALYSIS

Deputy Chief Financial Officer, Hannah Bailey

FY25 TOTAL REVENUE

\$36,541,849

- 9584439
- 964821
- 8821370
- 375028
- 16352
- 14035622
- 2744217



FY25 REVENUE ANALYSIS

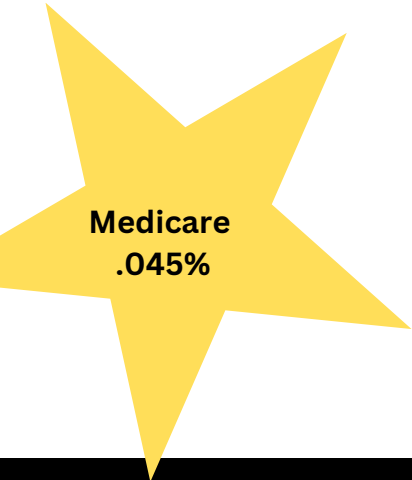
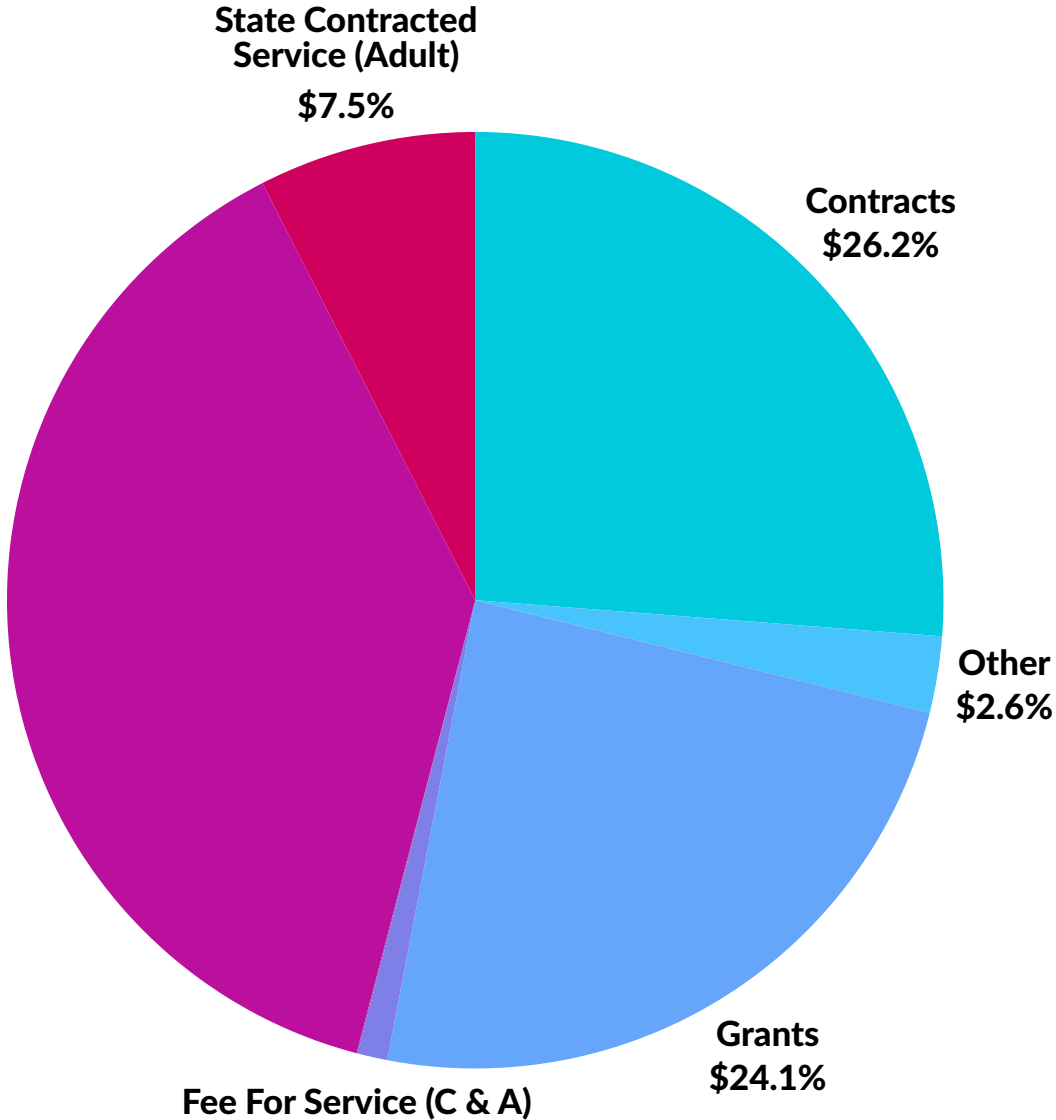
Deputy Chief Financial Officer, Hannah Bailey



FY25 TOTAL REVENUE

\$36,541,849

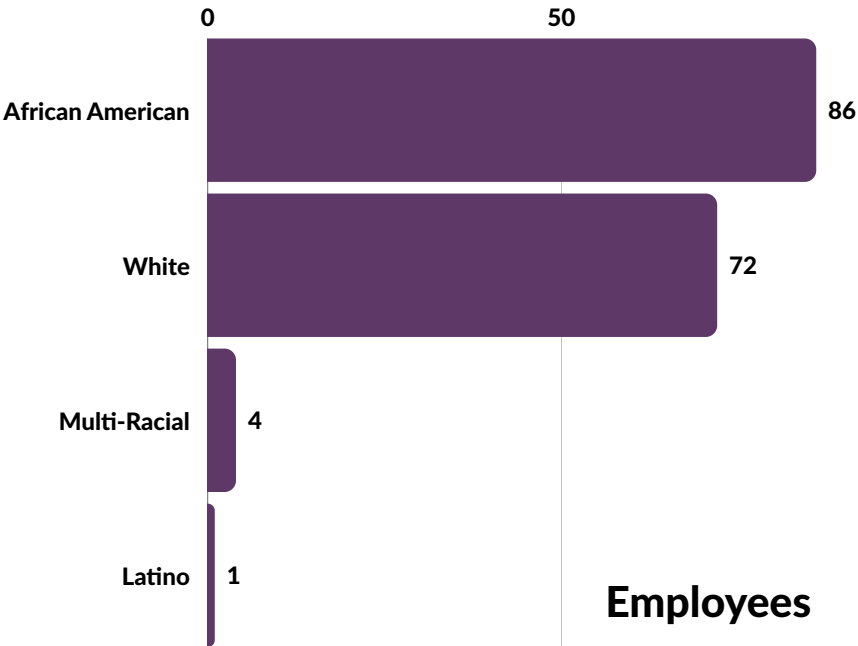
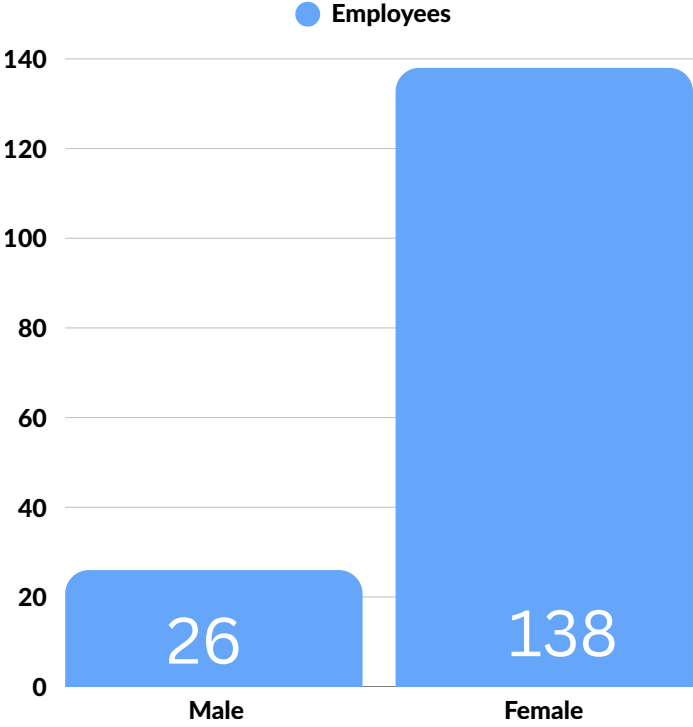
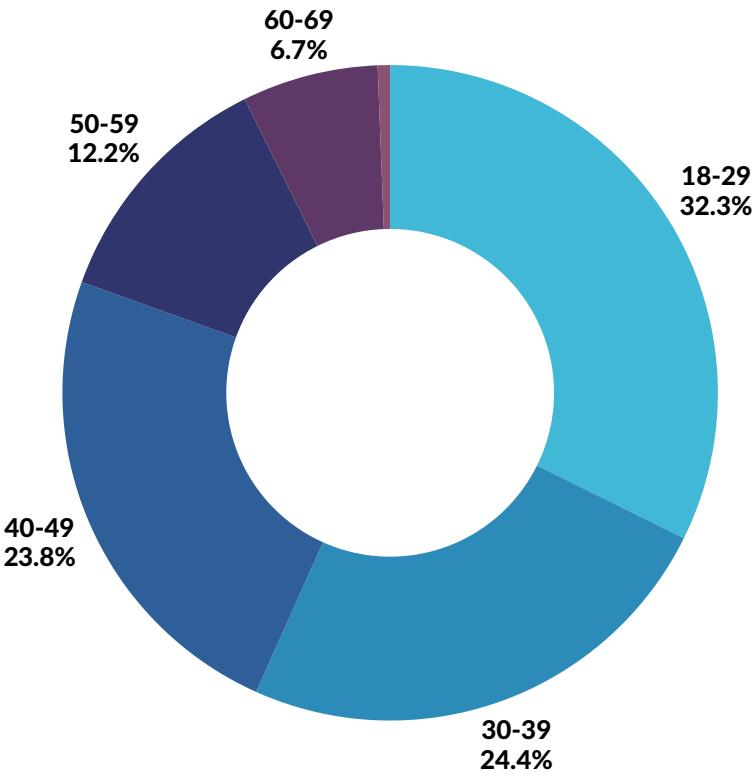
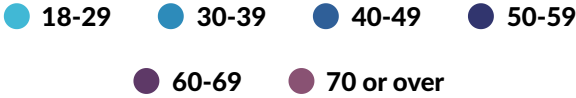
- Contracts
- Other
- Grants
- Fee For Service (C & A)
- Medicare
- Medicaid
- State Contracted Service (Adult)





FY25 HUMAN RESOURCES

Human Resources Managers, Kelly Sherrod/Brent Burney



FY25 TOTAL ONBOARDING STAFF

164

Employees



2025 COMPLIANCE AND RISK MANAGEMENT

Compliance Director/HIPAA Privacy Officer, Faith Patel

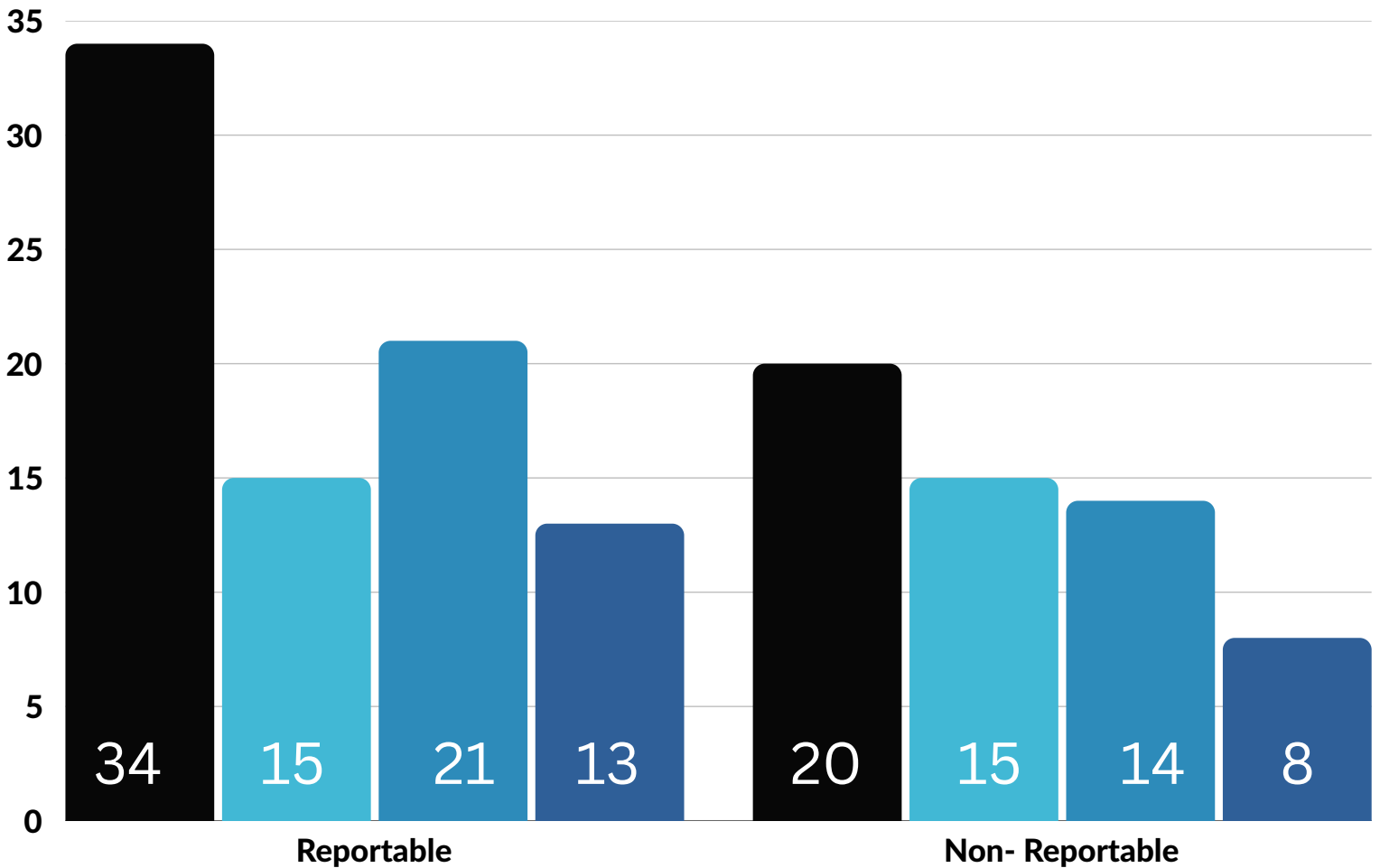


2025 TOTAL REPORTABLE CRITICAL INCIDENTS

83

WITHIN 20 CSBMG SERVICE
LOCATIONS

● 1st Quarter ● 2nd Quarter ● 3rd Quarter ● 4th Quarter





FY25 MARKETING & BUSINESS DEVELOPMENT

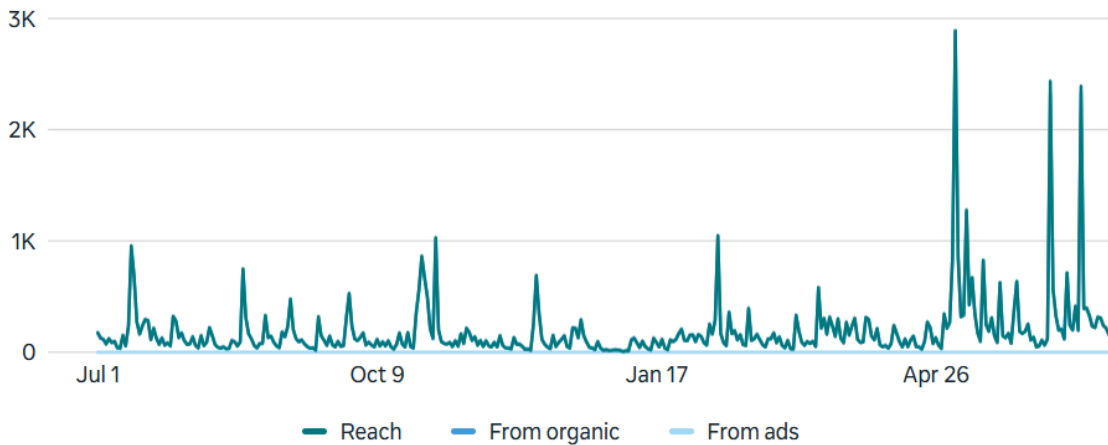
Community Relations/Business Development , Erica Stokes

Content overview

Breakdown: Organic/ads

All Posts Stories Reels Videos Live

Views	Reach	3-second views	1-minute views	Content interactions	Watch time
--	23.8K ↑ 29.2%	178 ↓ 72.3%	5 ↓ 90.4%	2.3K ↑ 17.4%	1h 35m ↓ 69.9%



Reach breakdown

Jul 1, 2023 - Jun 30, 2024

Total	23,840	↑ 29.2%
From organic	23,840	↑ 113.5%
From ads	0	0%

271

NEW LIKES &
FOLLOWS



FY25 TOTAL REACH

37,481

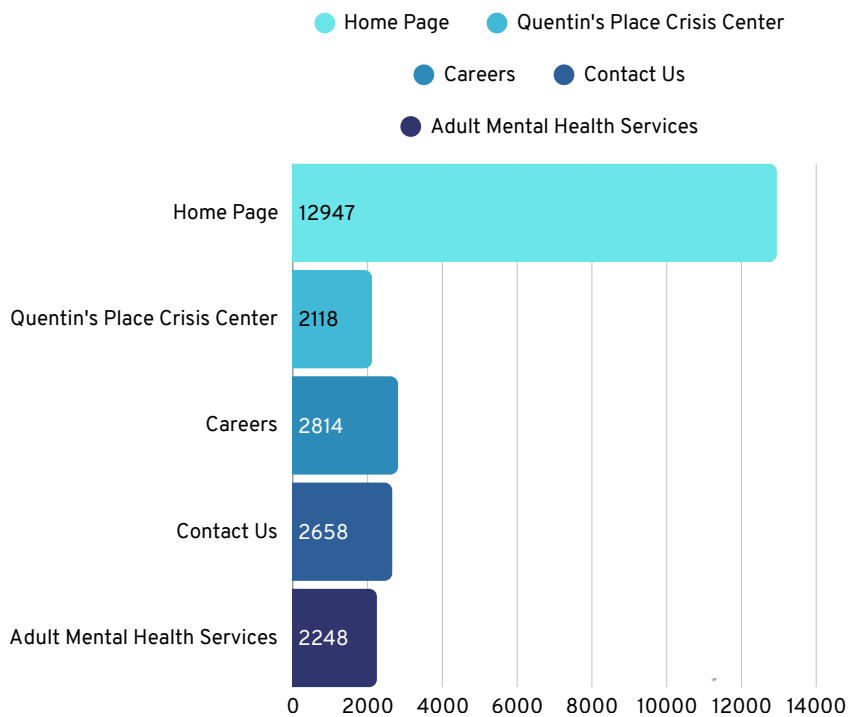
JUL 24-JUN 25
SOCIAL MEDIA

FY25 MARKETING & BUSINESS DEVELOPMENT

Community Relations/Business Development , Erica Stokes

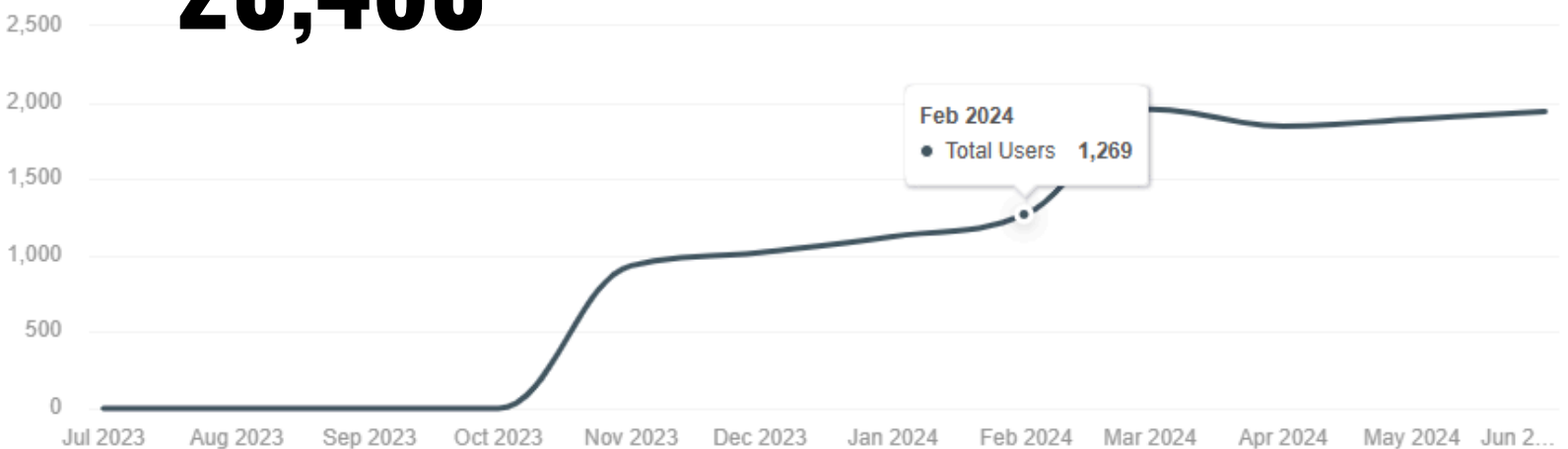


Organic Search	11,950
Direct	7,972
Organic Social	597
Referral	437
Unassigned	210
Organic Shopping	2



FY25 TOTAL USERS

20,460



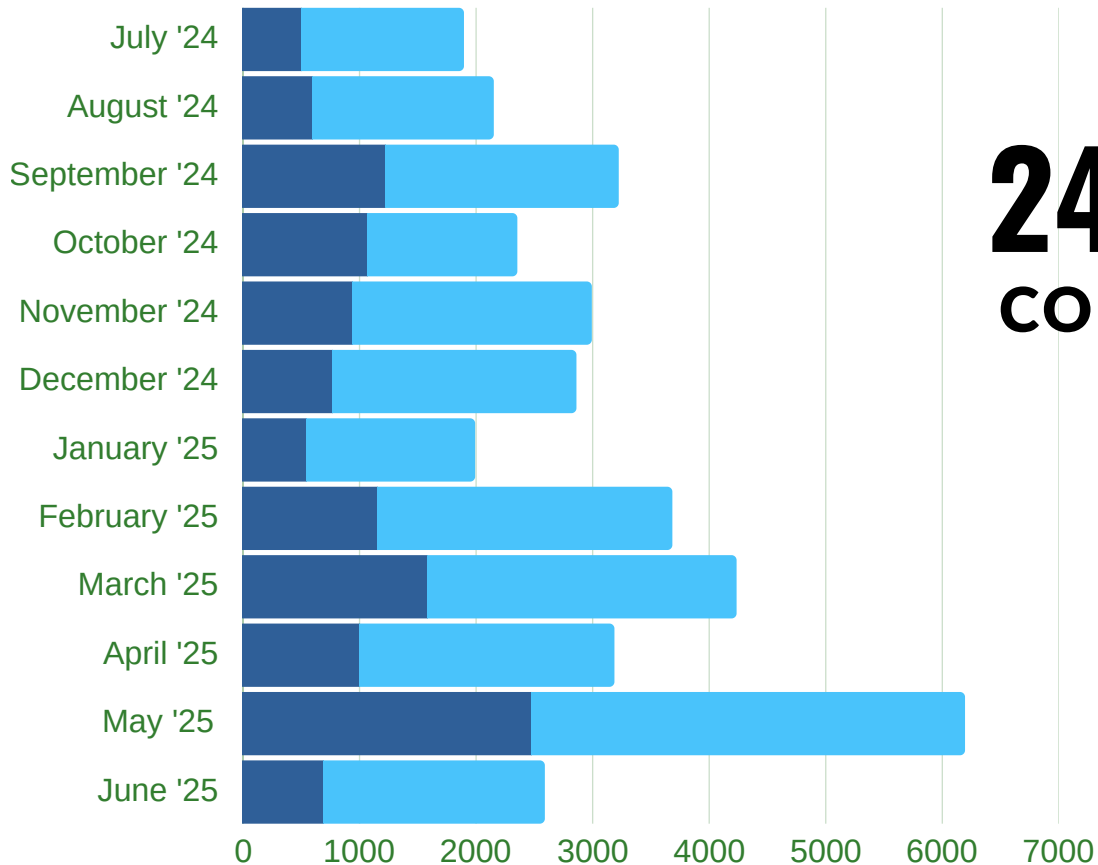
COMMUNITY SERVICE BOARD
OF MIDDLE GEORGIA

RISEUP PERFORMANCE MEASURE DATA-FY25



12,555
UNDUPLICATE
INDIVIDUALS
SUPPORTED

- Unduplicated Individuals Served
- Duplicated Contacts



24,808
CONTACTS



RISEUP ANNUAL CALENDAR YEAR IMPACT REPORT-2025



1,731 Containers
of Narcan
distributed



30,322

DUPLICATED PEER
CONTACTS

5,453

Recovery
Support
Group
Sessions



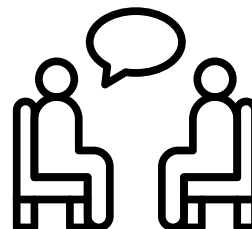
14,583

UNDUPLICATED PEER
CONTACTS



0

Parents Graduated
the "Parenting
Group"



649

One-on-one peer
sessions



**GACSB Network
Coverage by County**

www.GACSB.org



*Adult services provided by:
Rivers Edge BH

REV. 07.01.22
R- DBHDD Regions



CREATED BY:
ERICA STOKES