

**ANDERSON-OCONEE-PICKENS
MENTAL HEALTH CENTER
PERFORMANCE ANALYSIS – 2021**

AOPMHC Performance Analysis – June 2021

Report Period: July 2020 through June 2021

OVERVIEW

Anderson-Oconee-Pickens Mental Health Center (AOP MHC) is one of seventeen community mental health centers that is part of the South Carolina Department of Mental Health. AOP is comprised of 4 centers across 3 counties that remain in full time operation.

AOP continues to have a supportive and active Board that understands the importance of advocacy as it relates to clients, their families and staff. Our priority is service to persons with serious and persistent mental illnesses and serious emotional disorders, including an array of mental health concerns. AOP is perceived as the public resource for mental health needs in the communities it serves.

The staff and board of AOP MHC are proud to serve the mental health needs in our communities.

Vicki Redding

Executive Director

Contact Us

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AOPMHC BOARD

ANDERSON COUNTY

Carol E. Burdette
Sherry S. Hall
Jane Jones
Reverend Kurt L. Stutler

OCONEE COUNTY

Marie Dunnam
Michelle Ready
Dr. Charles W. Wilson

PICKENS COUNTY

Ethel C. Pettigrew
Mary Ann Hunter
Amy Massingill

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OUR VALUES

As part of the South Carolina Department of Mental Health:

AOP MHC Mission

- “In partnership with clients, families, and communities, the Center supports the recovery of persons with mental illness.”

Values

- Treat each person who receives services with respect and dignity
- Honor the rights, wishes and needs of each individual
- Promote each individual’s quality of life
- Foster independence and recovery
- Demonstrate the value of family inclusion and strong social support
- Provide treatment environments that are safe, therapeutic, and accessible
- Provide work environments which inspire and promote innovation and creativity
- Provide services efficiently and effectively with the use of successful treatment interventions
- Support and encourage involvement in local community and natural supports
- Hire, train, support and retain staff who are culturally competent, committed to the recovery philosophy, and who value learning

AOP Priorities

- To serve adults, children and their families who are affected by serious mental illness and significant emotional disorders
- To eliminate stigma and promote recovery
- To accomplish program goals in collaboration with Stakeholders
- To assure the highest quality of culturally competent services possible

Note: AOP recognizes that the Center can’t meet all of our communities mental health needs and as a result, several collaborations have been formed with other agencies in the community.

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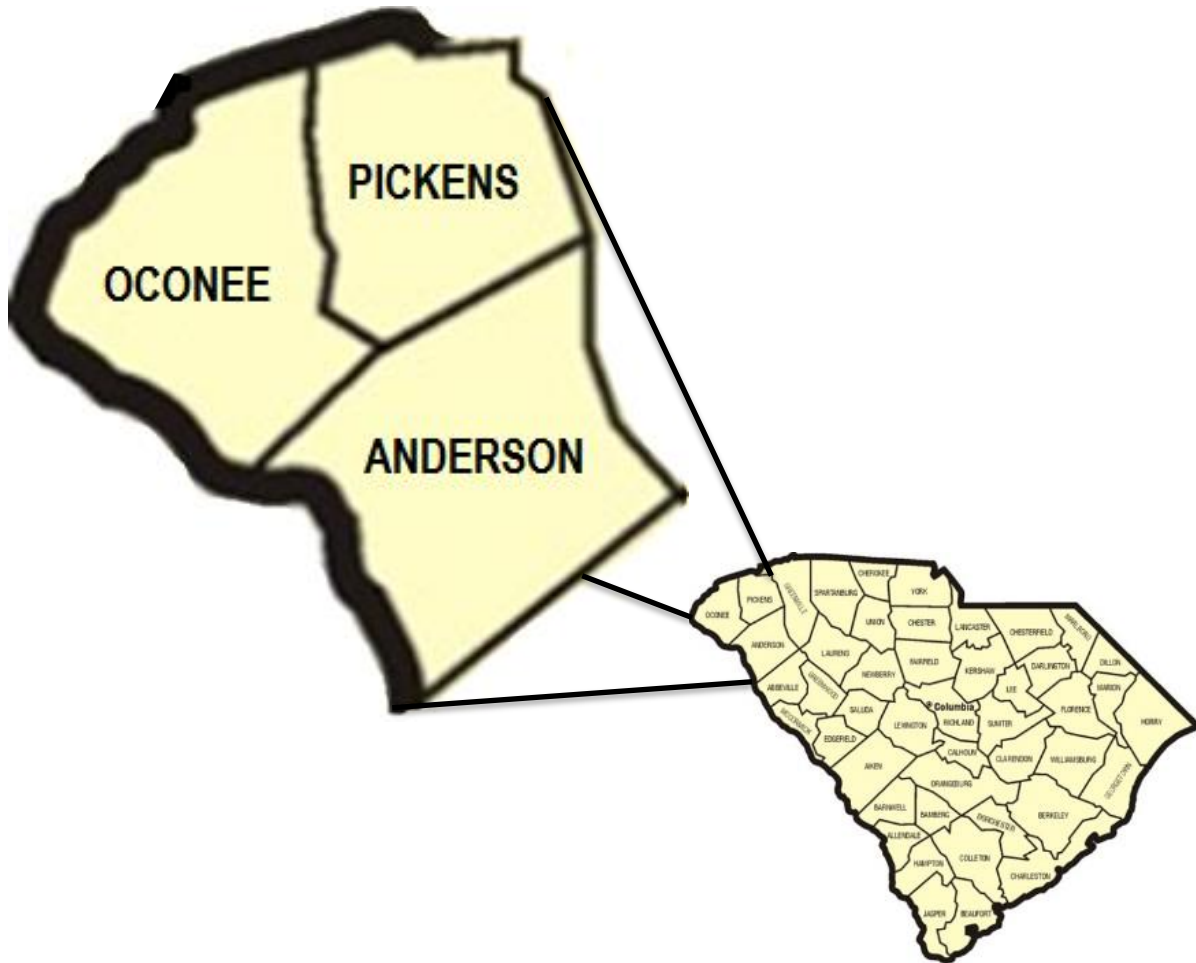
CHALLENGES

- Recruitment and retention of personnel
- Maintain consistency in medical psychiatric coverage
- Maintain IPS services to all counties
- Support and offer on the job training to all employees in new leadership positions
- Support staff and patients through the process of returning to face-to-face services

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CATCHMENT AREA



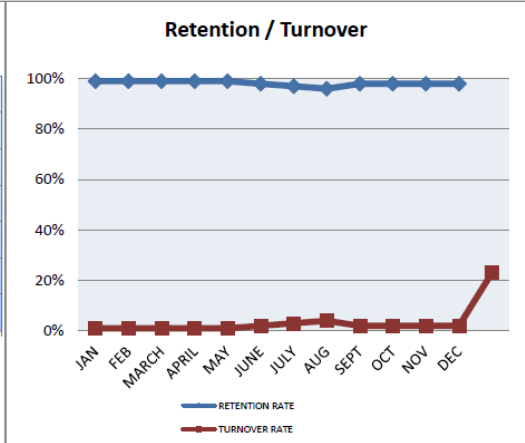
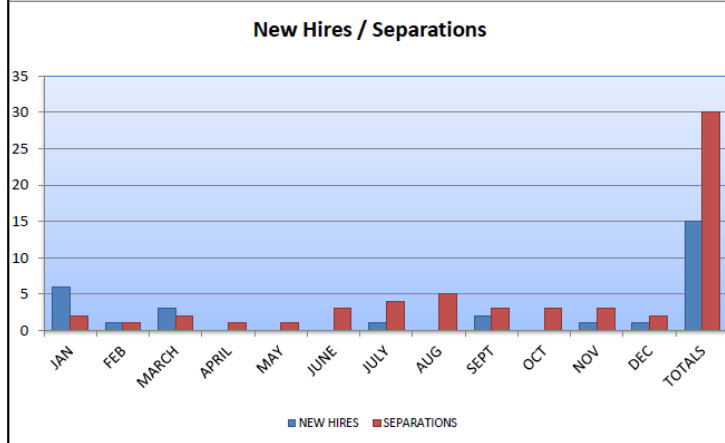
COUNTY	POPULATION	# SERVED
ANDERSON	204,353	3,208
OCONEE	80,015	1,112
PICKENS	127,983	1,674

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FULL-TIME/PART-TIME/TEMPORARY EMPLOYEES

2020 Staff Totals for AOP Mental Health Center													
	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTALS
NEW HIRES	6	1	3	0	0	0	1	0	2	0	1	1	15
Anderson	4	1	2	0	0	0	1	0	2	0	0	1	11
Oconee	1	0	0	0	0	0	0	0	0	0	1	0	2
Pickens	1	0	1	0	0	0	0	0	0	0	0	0	2
SEPARATIONS	2	1	2	1	1	3	4	5	3	3	3	2	30
Anderson	0	1	1	1	0	3	3	2	1	3	1	2	18
Oconee	1	0	0	0	0	0	1	2	1	0	1	0	6
Pickens	1	0	1	0	1	0	0	1	1	0	1	0	6
INT TRANSFER	0	0	1	0	0	1	0	0	1	0	0	1	4
Anderson	0	0	1	0	0	1	0	0	-1	0	0	0	1
Oconee	0	0	0	0	0	0	0	0	0	0	0	1	1
Pickens	0	0	1	0	0	0	0	0	1	0	0	-1	1
ANDERSON	94	94	96	95	95	92	90	88	88	85	84	83	83
OCONEE	25	25	25	25	25	25	24	22	21	21	21	22	21
PICKENS	30	30	29	29	28	28	28	27	27	27	26	25	26
TOTAL	149	149	150	149	148	145	142	137	136	133	131	130	130
RETENTION RATE	99%	99%	99%	99%	99%	98%	97%	96%	98%	98%	98%	98%	98%
TURNOVER RATE	1%	1%	1%	1%	1%	2%	3%	4%	2%	2%	2%	2%	23%



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INFORMATION TECHNOLOGY

PROGRESS ON FY21 GOALS

- Ongoing assessment of new and changing technology needs – ongoing
- Will continue to implement wireless access points at the Anderson Center, Oconee Clinic, and Pickens Clinic – ongoing
- Consider another IT position specific to School Mental Health Counselors' IT needs – ongoing
- Collaborate with the School Districts' IT staff to make sure the School Mental Health Counselors' IT needs are being met at the schools – accomplished
- Due to CoVid-19, ensure that all staff are able to provide telehealth services using MS Teams, Zoom, Skype, and Doxy.me – accomplished
- Due to CoVid-19, ensure all staff are able to operate remotely with telecommunications amongst employees at DMH – accomplished

ONGOING GOALS FOR FY22

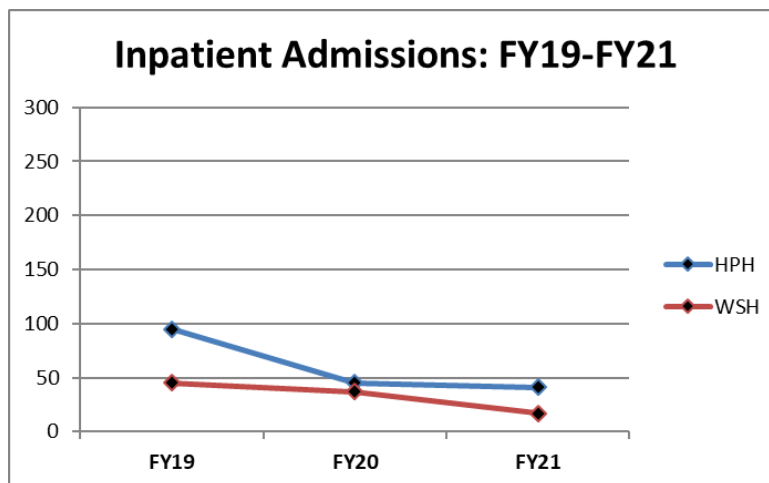
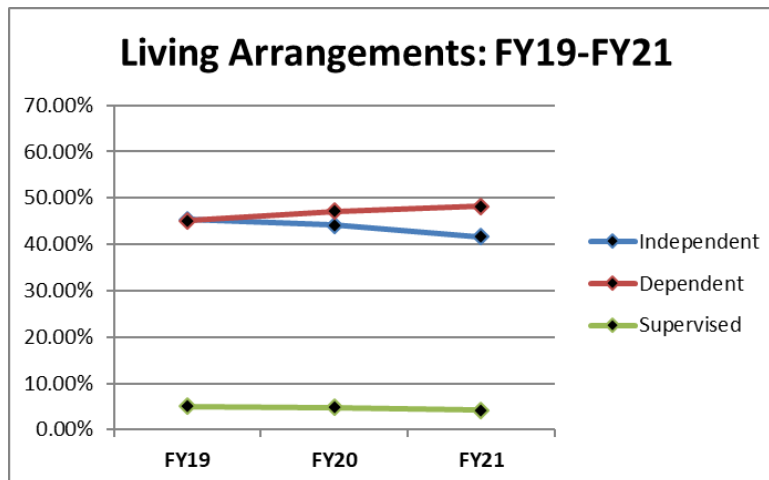
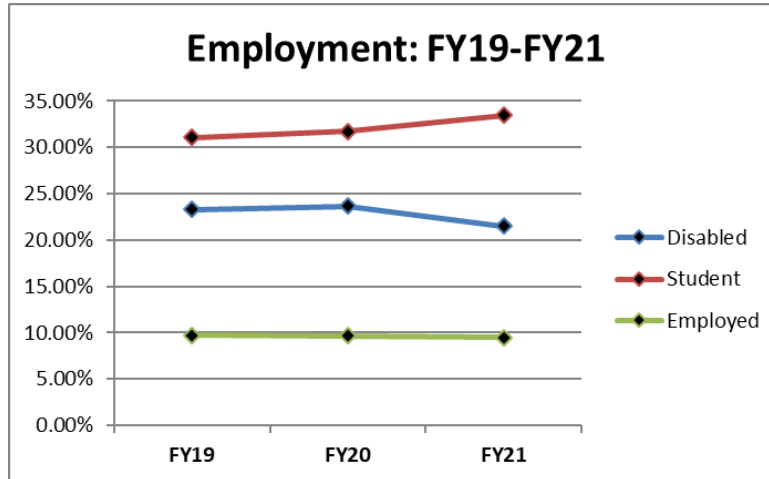
- Ongoing assessment of new and changing technology needs
- Will continue to implement wireless access points at the Anderson Center, Oconee Clinic, and Pickens Clinic
- Consider another IT position specific to School Mental Health Counselors' IT needs
- Replace all desktops for laptops with docking stations
- Purchase of hard drive sanitizer for clearing hard drives before salvage to ensure security
- Address any issues identified in the IT analysis
- Assess the need for an additional IT position

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AOP EFFECTIVENESS

EFFECTIVENESS



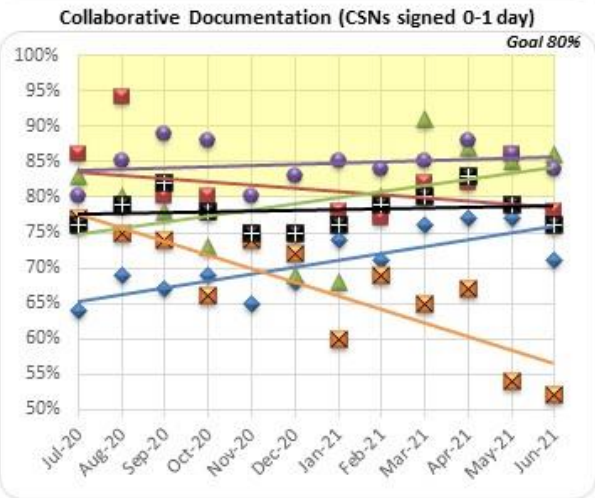
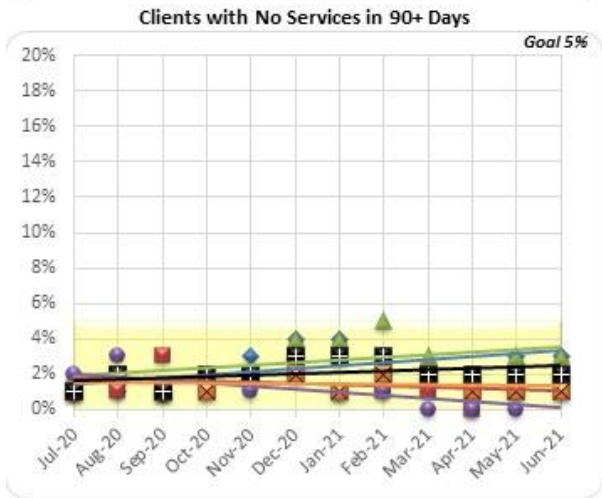
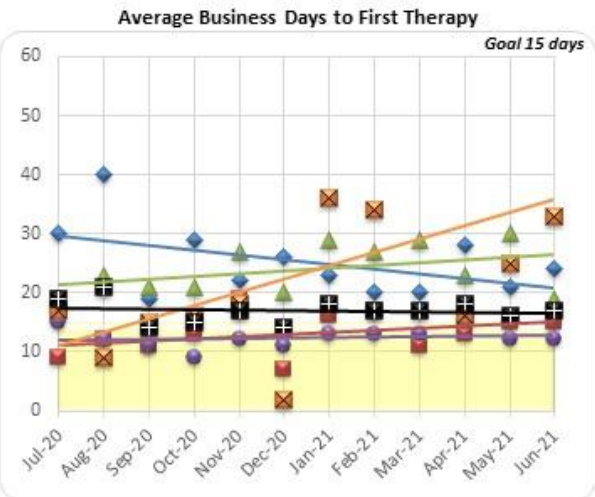
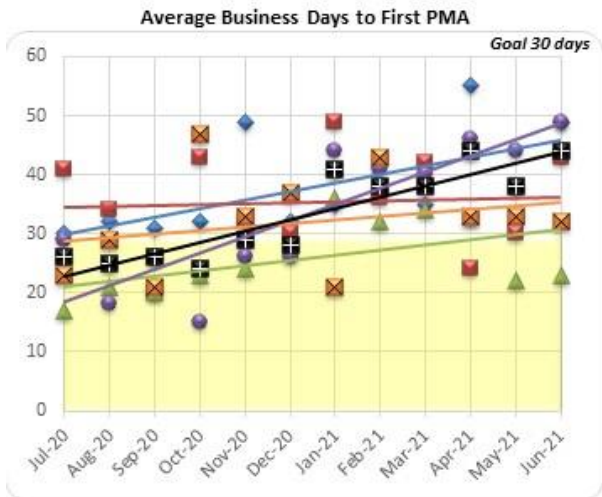
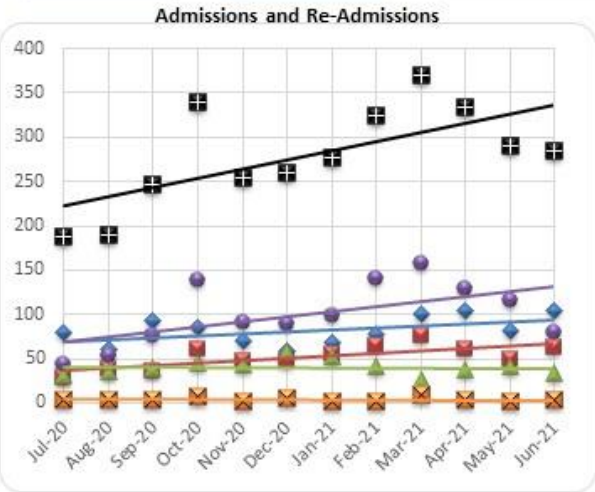
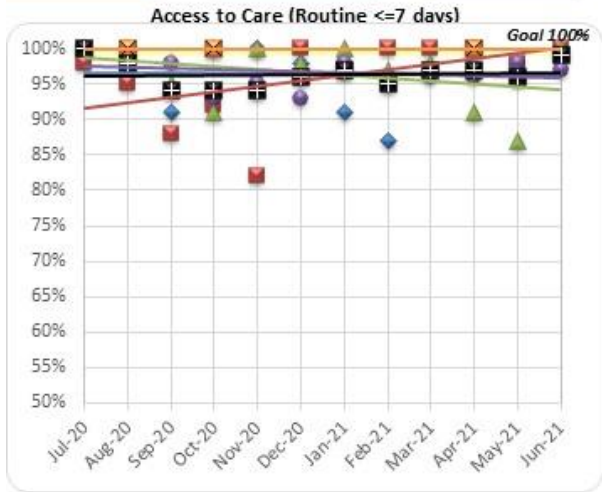
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OUTCOME MEASURES

AOP MHC 12-Month Report Card Summary

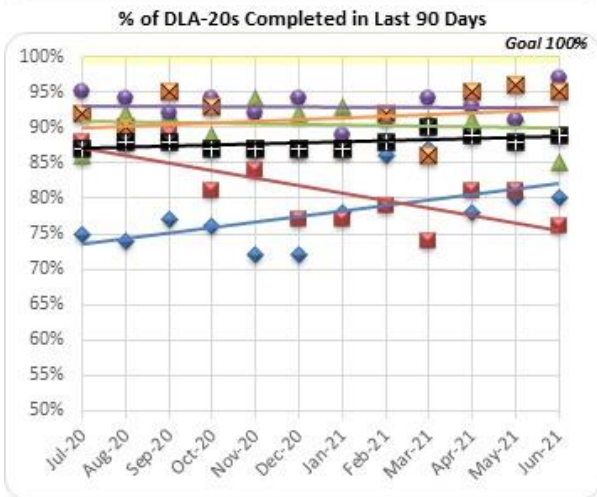
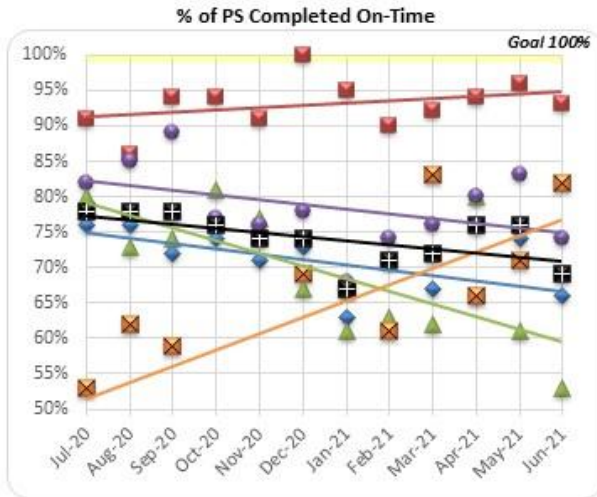
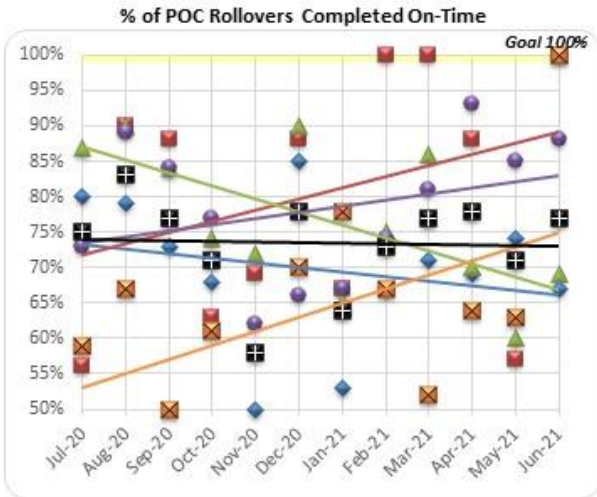
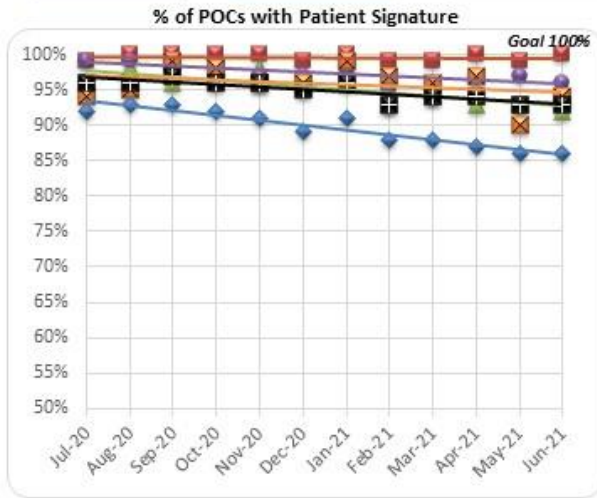
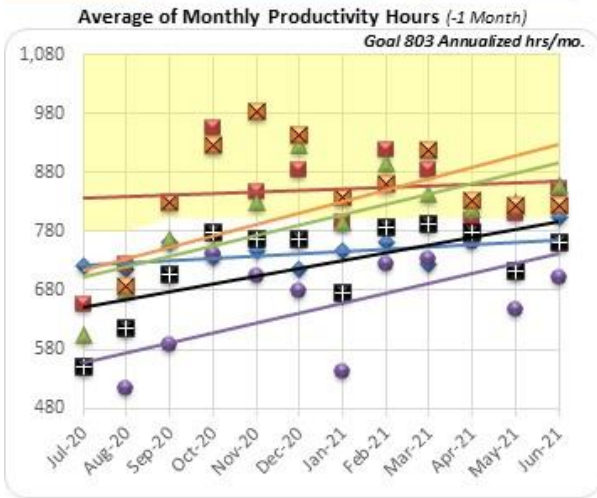
Anderson ◆ Oconee ■ Pickens ▲ C&A ● Community ☒ AOP ☒



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AOP MHC 12-Month Report Card Summary



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CHARACTERISTICS OF PERSONS SERVED

GENDER

▪ Male	1960
▪ Female	1458

AGE

▪ Under 18	1089
▪ 18 and Older	2329

RACE/ETHNICITY

▪ African American	647
▪ American Indian	7
▪ Asian American	7
▪ Hispanic	80
▪ More than One Race	117
▪ Native Hawaiian	1
▪ Spanish American	2
▪ Unknown	17
▪ White	2498

DIAGNOSIS

▪ ATTENTION DEFICIT	97
▪ CONDUCT	171
▪ MENTAL RETARDATION, AUTISM, & SPECIFIC DEV	8
▪ OTHER CHILDHOOD DISORDERS	1
▪ SCHIZOPHRENIA	706
▪ OTHER PSYCHOTIC DISORDERS	127
▪ DEPRESSIVE & OTHER MOOD DISORDERS	1529
▪ DEMNTIA, DELIRIUM & ORD DUE TO GMC	17
▪ SUBSTANCE ABUSE	30
▪ ANXIETY	394
▪ PERSONALITY DISORDER	39
▪ OTHER MH DIAGNOSES	276

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FINANCIAL PERFORMANCE

Collections

Fiscal Year	Total	Avg/Month
FY19	6,821,470	568,471
FY20	6,529,939	544,162
FY21	5,129,888	512,989

Charges

Fiscal Year	Total	Avg/Month
FY19	10,438,933	869,911
FY20	9,048,594	754,050
FY21	7,729,342	772,934

Percentage Collected

Fiscal Year	Total
FY19	65%
FY20	72%
FY21	66%

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FINAL ANALYSIS

AOP continues to have a supportive and active Board that understands the importance of advocacy as it relates to clients, their families and staff. Our priority is service to persons with serious and persistent mental illnesses and serious emotional disorders, including an array of mental health concerns.

Although AOP has a Housing Coordinator, Independent Living continues to decline to some degree falling short of the 50% target outcome. In contrast, employment data remains stable around the 10% target outcome and education data continues to trend upward as a result of our expanded employment and peer support services. These outcomes are remarkable in light of the pandemic's impact on the global workforce. The data for hospital admissions continues to show significant improvement particularly with the adult population. This continued trend that meets our target outcome is likely the result of the Intensive Community Treatment program and other specialized services.

Overall, AOP outcome data remains promising. Access to Care numbers have stabilized in the past 12 months only 4% short of the target outcome. Despite the challenges the pandemic created in our service delivery, our clinical staff responded with urgency and commitment to ensure minimal disruption to patient centered care. AOP acknowledges the effect of the pandemic on patient care and service utilization hours which contributed to the target outcome shortfalls in these areas.

While we continue to have challenges with recruitment our overall retention rate is 98%. To address the identified recruitment concerns, AOP has made significant efforts to expand and diversify our applicant pool. AOP has made strides to update staff classification, provide LPC Supervision and offer evidence-based trainings to continue to improve our staff retention rates. These resources are utilized to ensure the efficient operations and continued quality of services for the organization.

Follow-up data on discharged patients indicated a 77% positive response rate. While this falls short of the 80% target outcome, only 7% of those surveyed reported dissatisfaction with services. Active patients indicated a much higher level of satisfaction exceeding the target outcome of 90%. The School Administrator Survey reported 94.5% overall satisfaction with school mental health services in our area. While some of these outcome indicators have not been previously utilized, AOP will be able to analyze this data going forward to identify trends and areas in need of improvement.

AOP was able to meet our target objective by balancing the FY21 budget with a small surplus. As in previous years, AOP has maintained a positive over/under expenditure outcome. Data analyzed from our Summary Report of Collections and Charges indicated that AOP collected 66% of charges in FY21. This fell short of our 70% target outcome as compared to the previous fiscal year. This downfall is a result of economic strain on patients during the CoVid-19

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pandemic. The trend of collection percentages is difficult to determine due to the effects of the global pandemic. This data assists AOP in identifying patient financial and budget challenges as well as administrative areas in need of additional staff training. AOP has developed a plan to standardize billing and intake procedures across all sites. Although this process has been completed, the results of this action can not yet be determined.

Overall, the year-end data indicate that AOP's dedication to staff development and patient programs is evident despite the challenges brought by a worldwide pandemic. The sub-standard areas identified this year will remain the focus of improvement as we strive to make changes to our service delivery to meet our patient's needs. The analysis of the data will guide necessary changes to the performance measurement and management plan and target outcomes as appropriate. AOP's future strategic planning will also be driven by the outcome data. This information is presented verbally, visually, and in written formats. The documents are annually communicated to patients, personnel, and stakeholders through the use of the AOP public website, AOP intranet site, Board presentations, and Central Office legislative reports.