

**ANDERSON-OCONEE-PICKENS
MENTAL HEALTH CENTER
PERFORMANCE ANALYSIS – 2022**

AOPMHC Performance Analysis – July 2022

Report Period: July 2021 through June 2022

OVERVIEW

Anderson-Oconee-Pickens Mental Health Center (AOP MHC) is one of sixteen 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

Anderson Oconee Pickens Mental Health Center

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Anderson, SC 29625

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AOPMHC BOARD

ANDERSON COUNTY

Carol E. Burdette
Sherry S. Hall
Jane Jones
Reverend Kurt L. Stutler
Jennifer N. Caldwell
Michael Callahan
Casey Johnson

OCONEE COUNTY

Marie Dunnam
Michelle Ready
Dr. Charles W. Wilson

PICKENS COUNTY

Ethel C. Pettigrew
Mary Ann Hunter
Amy Massingill
Amelia Simmons
Tamara Houston-Hamilton

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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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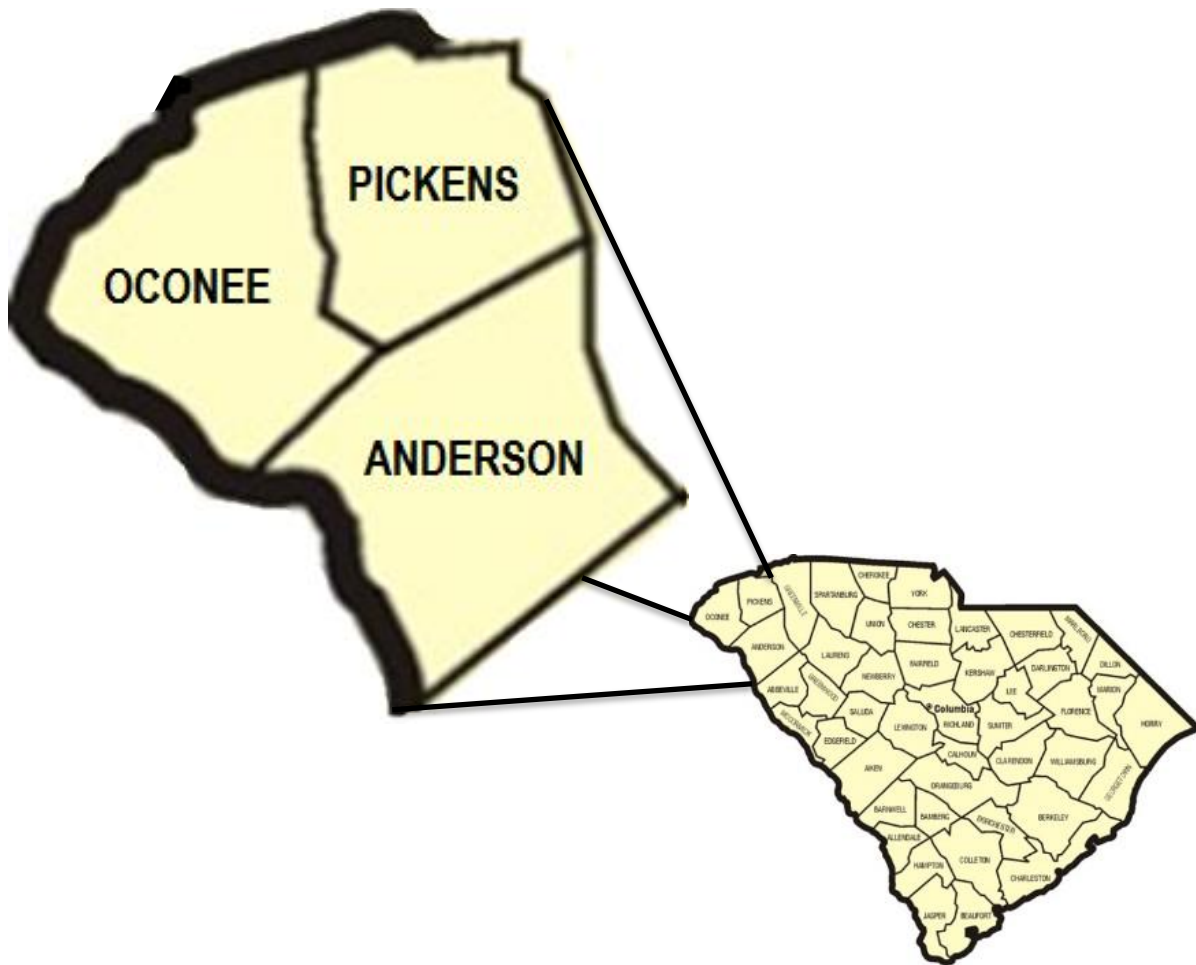
CHALLENGES

- Recruitment and retention of personnel
- Maintain Individual Placement Services (IPS) to all counties
- Re-build Peer Support Program across all counties
- Support and offer on the job training to all employees in new leadership positions

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CATCHMENT AREA



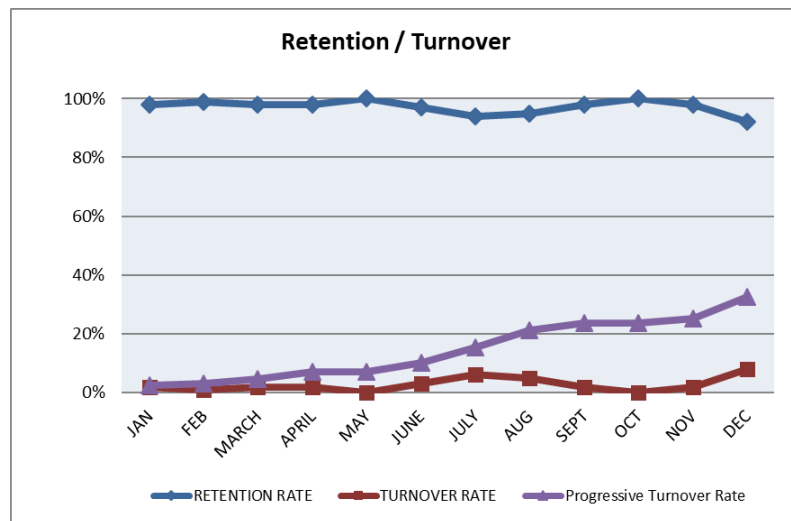
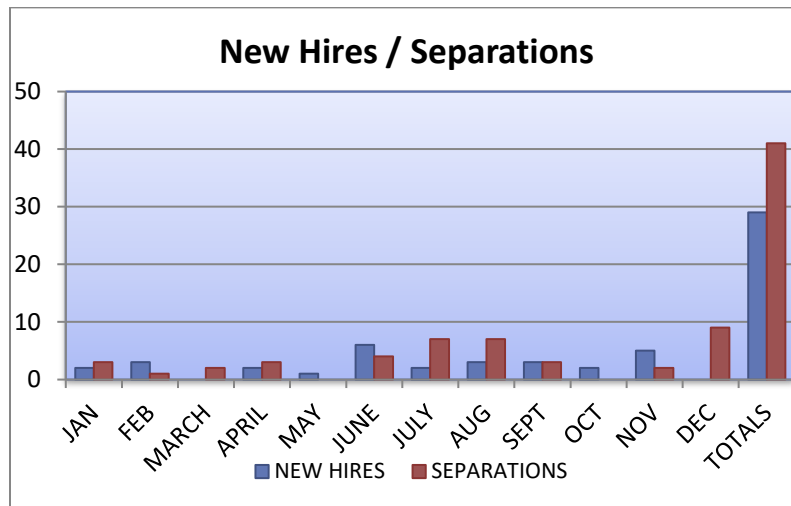
COUNTY	POPULATION	# SERVED
ANDERSON	209,356	3,282
OCONEE	83,263	956
PICKENS	131,861	1,673

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FULL-TIME/PART-TIME/TEMPORARY EMPLOYEES

2021 Staff Totals for AOP Mental Health Center														
	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTALS	MONTHLY AVG
NEW HIRES	2	3	0	2	1	6	2	3	3	2	5	0	29	
Anderson	1	1	0	1	1	3	2	2	2	1	5	0	19	
Oconee	0	0	0	0	0	1	0	0	1	1	0	0	3	
Pickens	1	2	0	1	0	2	0	1	0	0	0	0	7	
SEPARATIONS	3	1	2	3	0	4	7	7	3	0	2	9	41	
Anderson	0	1	2	1	0	4	5	5	2	0	2	2	24	
Oconee	2	0	0	1	0	0	1	0	1	0	0	4	9	
Pickens	1	0	0	1	0	0	1	2	0	0	0	3	8	
INT TRANSFER	0	0	0	0	0	0	2	0	0	0	0	0	2	
Anderson	0	-1	0	0	0	0	2	0	0	0	0	0	1	
Oconee	0	0	0	0	0	0	-2	0	0	0	0	0	-2	
Pickens	0	1	0	0	0	0	0	0	0	0	0	0	1	
ANDERSON	84	83	81	81	82	81	80	77	77	78	81	79	80	80
OCONEE	20	20	20	19	19	20	17	17	17	18	18	14	18	18
PICKENS	25	28	28	28	28	30	29	28	28	28	28	25	28	28
TOTAL STAFF	129	131	129	128	129	131	126	122	122	124	127	118	126	126
RETENTION RATE	98%	99%	98%	98%	100%	97%	94%	95%	98%	100%	98%	92%	97%	97%
TURNOVER RATE	2%	1%	2%	2%	0%	3%	6%	5%	2%	0%	2%	8%	3%	3%
Progressive Turnover Rate	2%	3%	5%	7%	7%	10%	16%	21%	24%	24%	25%	32%		
Net Gain/Loss	-1	2	-2	-1	1	2	-5	-4	0	2	3	-9		
Progressive Gain/Loss %	-1%	1%	-1%	-2%	-1%	1%	-3%	-6%	-6%	-5%	-2%	-9%		



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INFORMATION TECHNOLOGY **

PROGRESS ON FY22 GOALS

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

GOALS FOR FY23

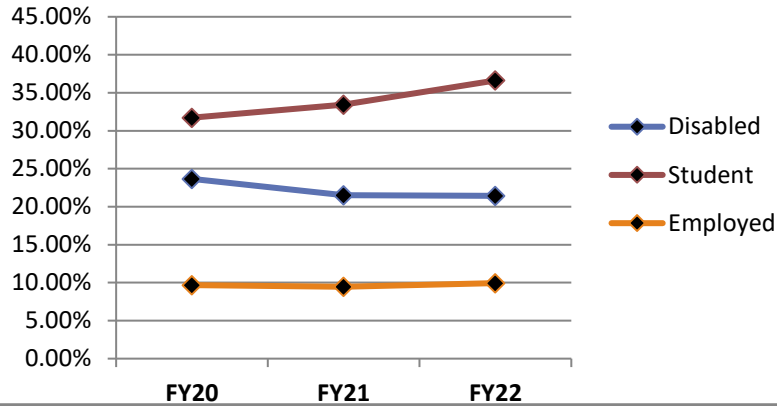
- Assessment of new and changing technology needs
- Will continue to implement wireless access points at the Anderson Center, Oconee Clinic, and Pickens Clinic
- Explore options for security door access at all locations with surveillance video backup
- Address any issues identified in the IT analysis
- Fully staff the IT department by hiring one new staff member
- Provide smart phones for all staff providing services in the community to enhance safety

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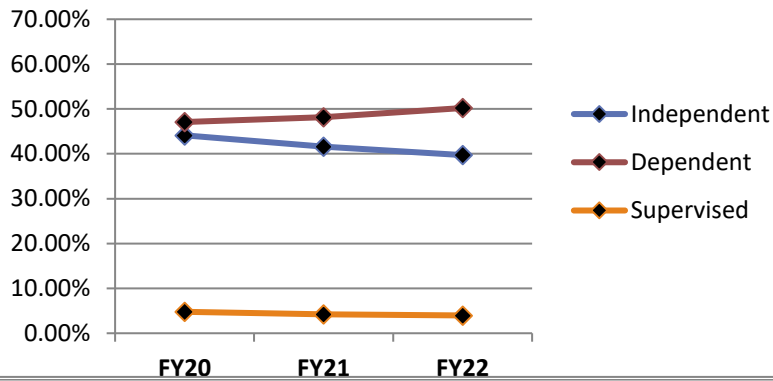
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AOP EFFECTIVENESS

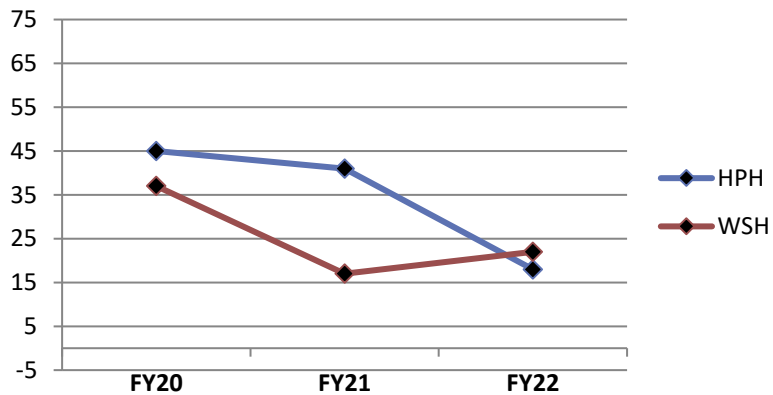
Employment: FY20-FY22



Living Arrangements: FY20-FY22



Inpatient Admissions: FY20-FY22



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CHARACTERISTICS OF PERSONS SERVED

GENDER

▪ Male	1288
▪ Female	1828

AGE

▪ Under 18	1086
▪ 18 and Older	2030

RACE/ETHNICITY

▪ African American	607
▪ American Indian	10
▪ Asian American	6
▪ Hispanic	68
▪ More than One Race	93
▪ Native Hawaiian	2
▪ Spanish American	4
▪ Unknown	36
▪ White	2207

DIAGNOSIS

▪ ATTENTION DEFICIT	71
▪ CONDUCT	170
▪ MENTAL RETARDATION, AUTISM, & SPECIFIC DEV	15
▪ OTHER CHILDHOOD DISORDERS	1
▪ SCHIZOPHRENIA	676
▪ OTHER PSYCHOTIC DISORDERS	106
▪ DEPRESSIVE & OTHER MOOD DISORDERS	1331
▪ DEMNTIA, DELIRIUM & ORD DUE TO GMC	13
▪ SUBSTANCE ABUSE	28
▪ ANXIETY	389
▪ PERSONALITY DISORDER	29
▪ OTHER MH DIAGNOSES	244

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FINANCIAL PERFORMANCE

Collections

Fiscal Year	Total	Avg/Month
FY20	6,529,939	544,162
FY21	5,129,888	512,989
FY22	6,377,610	531,467

Charges

Fiscal Year	Total	Avg/Month
FY20	9,048,594	754,050
FY21	7,729,342	772,934
FY22	9,954,741	829,561

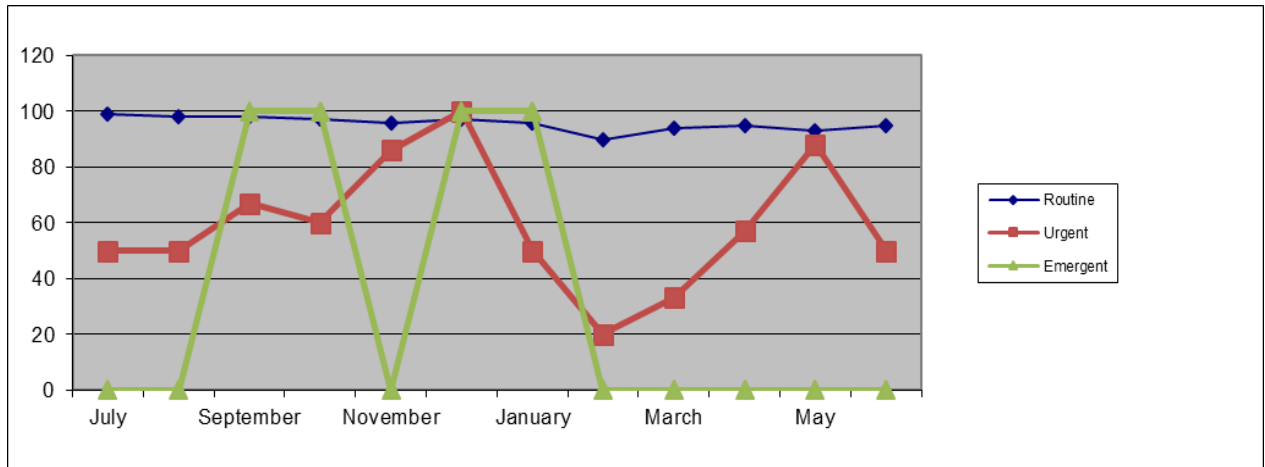
Percentage Collected

Fiscal Year	Total
FY20	72%
FY21	66%
FY22	64%

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ACCESS TO CARE



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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.

Independent Living continues to slightly decline falling short of the 50% target outcome. However, this seems directly correlated with the increase in our student population who are less likely to live independently. In contrast, employment and disability data remains stable. The data for both adult and child hospital admissions remains significantly less than FY20 with the most significant decrease in adult admissions. This continued trend that meets our target outcome is likely the result of the Intensive Community Treatment program and other specialized services.

Access to Care numbers for routine appointments have remained stable in the past 12 months only 4% short of the target outcome. However, data regarding urgent and emergent appointments continues to be problematic. This may be a combination of staff shortages and data entry errors on tracking forms.

While our overall retention rate remains high, our progressive turn over rate continues to escalate. 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. Recruitment will continue to be a struggle until compensation is competitive with the private sector.

Follow-up data on discharged patients indicated we met our target with a 80% positive response rate to overall satisfaction with services. Active patients indicated a much higher level of satisfaction exceeding the target outcome of 90% by 6%. The School Connection Report indicated AOP School Mental Health services scored at the average state level. 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 FY22 budget with a surplus resulting from vacant positions within the center. 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 64% of charges in FY22. This continues to fall short of our 70% target outcome. While the percentage of collections remains low, AOP has not only increased charges but also the amount collected.

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Overall, the year-end data indicate that AOP's dedication to staff development and patient programs is evident despite the challenges brought by an ongoing 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.