

**ANDERSON-OCONEE-PICKENS**  
**MENTAL HEALTH CENTER**  
**PERFORMANCE ANALYSIS – 2024**

# AOPMHC Performance Analysis – July 2024

Report Period: July 2023 through June 2024

## 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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Web: [www.aopmentalhealth.org](http://www.aopmentalhealth.org)

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## AOPMHC BOARD

### ANDERSON COUNTY

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

### OCONEE COUNTY

Marie Dunnam  
Michelle Ready  
Dr. Charles W. Wilson

### PICKENS COUNTY

Ethel C. Pettigrew  
Amy Massingill  
Tamara Houston-Hamilton  
Erika Andrews  
Eunice Lehmacher

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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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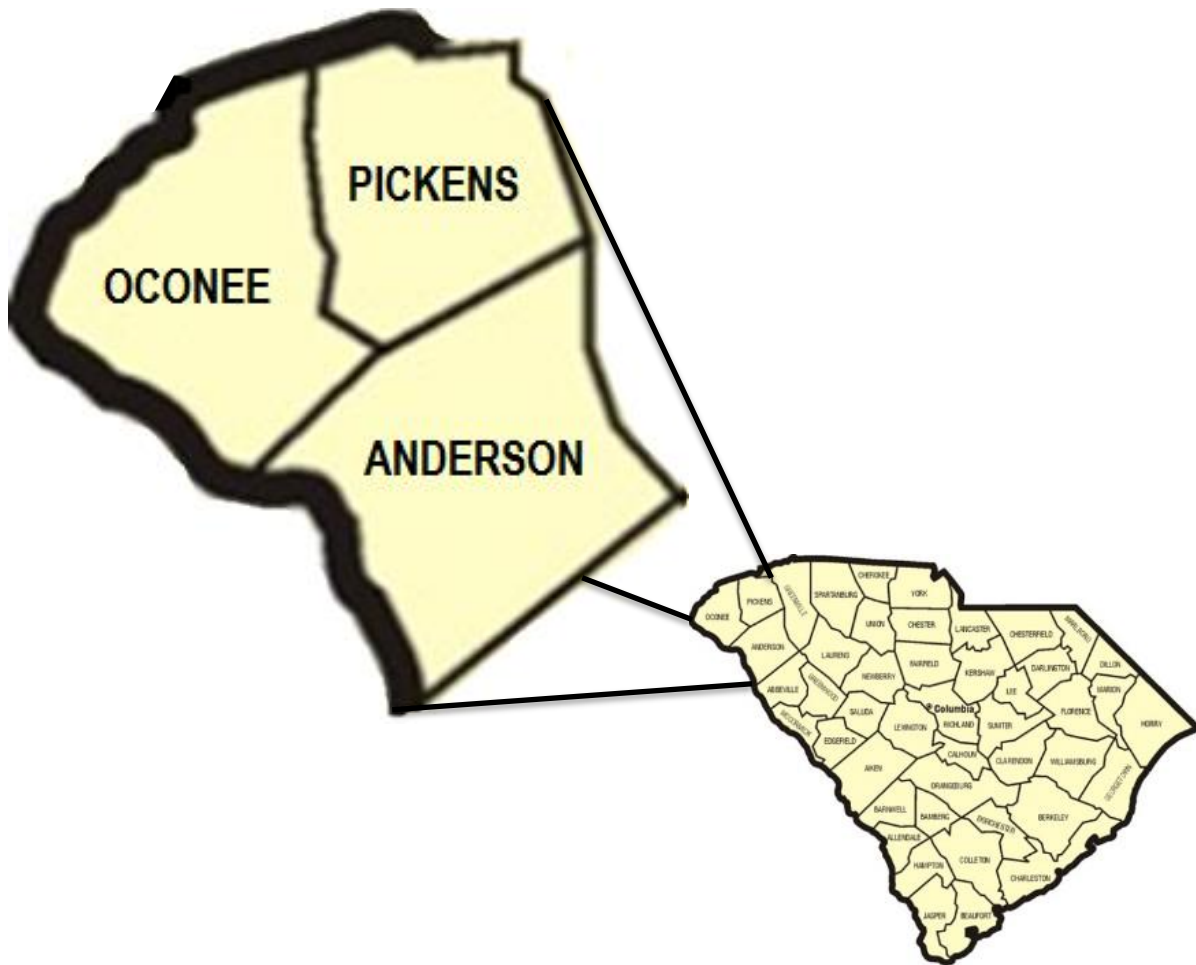
## **CHALLENGES**

- Recruitment of personnel
- Staffing support programs (IPS, PSS) in all counties
- Support and offer on the job training to all employees in new leadership positions
- Providing bi-lingual services
- Opening new building in Anderson County to provide consolidated services for child, adolescent, family, and adult mental health needs

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## CATCHMENT AREA

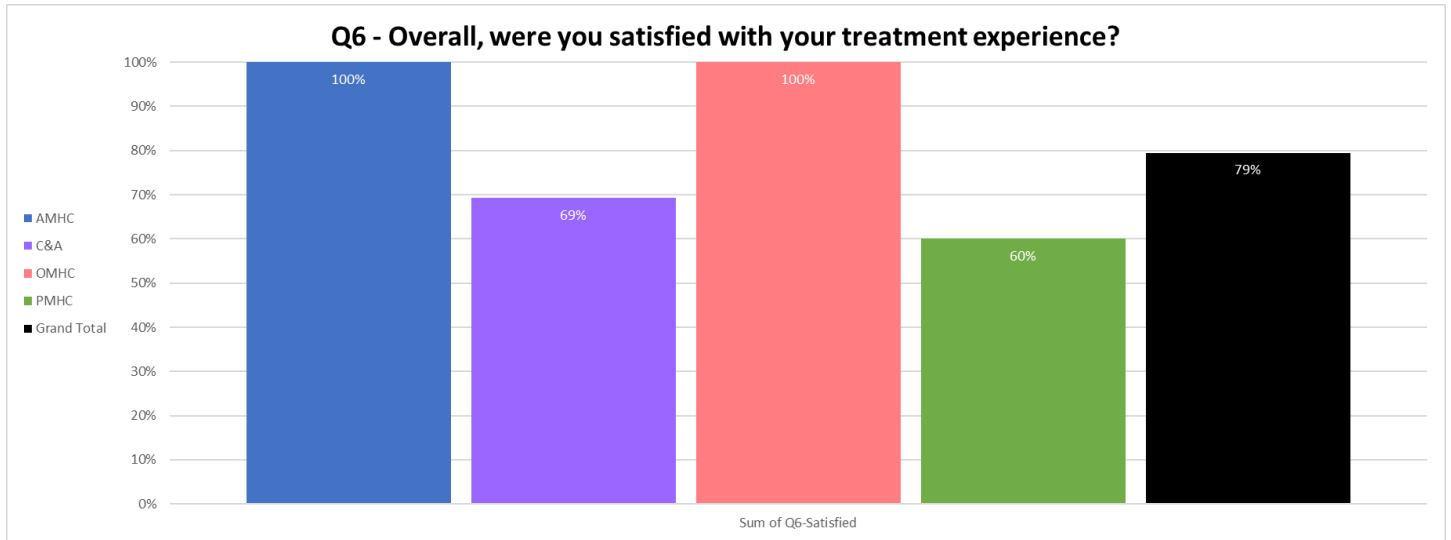


COUNTY	POPULATION	# SERVED
ANDERSON	213,076	3,177
OCONEE	81,221	904
PICKENS	135,495	1,725

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## DISCHARGE PATIENT SATISFACTION



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## CURRENT PATIENT SATISFACTION

### SURVEY RESULTS FOR ALL POPULATIONS: I (OR MY CHILD) RECEIVED HELPFUL SERVICES

CENTER	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	% AGREE OR STRONGLY AGREE
ANDERSON-OCONEE-PICKENS	25	506	147	11	13	96.5%

### SURVEY RESULTS FOR ADULT PATIENTS: I RECEIVED HELPFUL SERVICES

CENTER	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	% AGREE OR STRONGLY AGREE
ANDERSON-OCONEE-PICKENS	18	370	100	5	6	97.7%

### SURVEY RESULTS FOR YOUTH PATIENTS: I (OR MY CHILD) RECEIVED HELPFUL SERVICES

CENTER	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	% AGREE OR STRONGLY AGREE
ANDERSON-OCONEE-PICKENS	7	136	47	6	7	93.4%

### SURVEY RESULTS FOR SMH PATIENTS: I (OR MY CHILD) RECEIVED HELPFUL SERVICES

CENTER	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	% AGREE OR STRONGLY AGREE
ANDERSON-OCONEE-PICKENS	4	82	20	4	2	94.4%

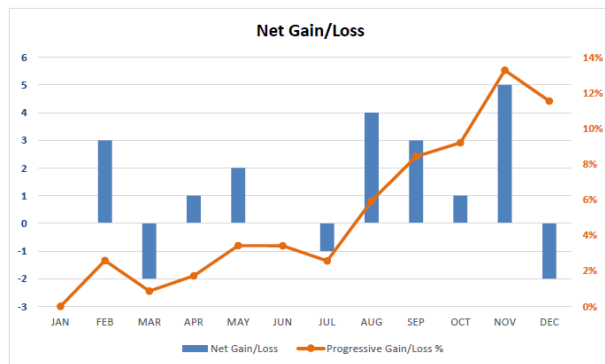
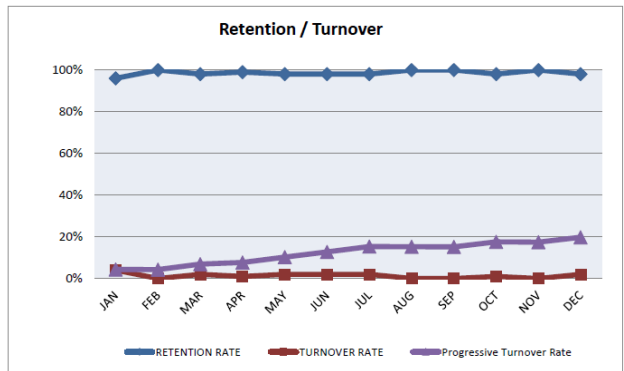
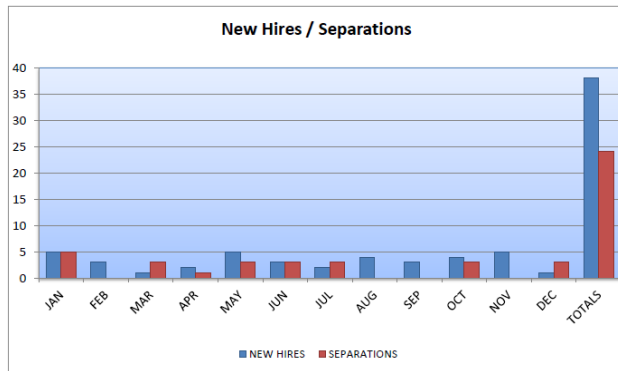


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## FULL-TIME/PART-TIME/TEMPORARY EMPLOYEES

2023 Staff Totals for AOP Mental Health Center														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS	MONTHLY AVG
<b>NEW HIRES</b>	5	3	1	2	5	3	2	4	3	4	5	1	38	
Anderson	3	2	1	1	4	2	2	2	0	4	5	1	27	
Oconee	1	1	0	1	0	1	0	0	2	0	0	0	6	
Pickens	1	0	0	0	1	0	0	2	1	0	0	0	5	
<b>SEPARATIONS</b>	5	0	3	1	3	3	3	0	0	3	0	3	24	
Anderson	5	0	3	0	2	1	1	0	0	2	0	3	17	
Oconee	0	0	0	0	1	1	1	0	0	1	0	0	4	
Pickens	0	0	0	1	0	1	1	0	0	0	0	0	3	
<b>INT TRANSFER</b>	0	0	0	0	1	0	0	1	0	0	0	0	2	
Anderson	0	0	0	0	-1	0	0	0	0	0	0	-1	-2	
Oconee	0	0	0	0	1	0	0	1	0	0	0	0	2	
Pickens	0	0	0	0	0	0	0	-1	0	0	0	1	0	
<b>ANDERSON</b>	73	75	73	74	75	76	77	79	79	81	86	83		78
<b>OCONEE</b>	15	16	16	17	17	17	16	17	19	18	18	18		17
<b>PICKENS</b>	27	27	27	26	27	26	25	26	27	27	27	28		27
<b>TOTAL STAFF</b>	115	118	116	117	119	119	118	122	125	126	131	129		121
<b>RETENTION RATE</b>	96%	100%	98%	99%	98%	98%	98%	100%	100%	98%	100%	98%		99%
<b>TURNOVER RATE</b>	4%	0%	2%	1%	2%	2%	2%	0%	0%	1%	0%	2%		1%
<b>Progressive Turnover Rate</b>	4%	4%	7%	8%	10%	13%	15%	15%	15%	18%	17%	20%		
<b>Net Gain/Loss</b>	0	3	-2	1	2	0	-1	4	3	1	5	-2		
<b>Progressive Gain/Loss %</b>	0%	3%	1%	2%	3%	3%	3%	6%	8%	9%	13%	12%		



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## INFORMATION TECHNOLOGY

### PROGRESS ON FY24 GOALS

- Provide smart phones for all staff to enhance staff safety and accessibility - completed
- Replace desk top computers with laptops and docking stations - completed
- Obtain aircards to allow the provision of remote service delivery as needed - completed
- Assessment of new and changing technology needs - ongoing
- Address any issues identified in the IT analysis - ongoing
- Continue to explore option to provide WIFI at all locations - completed
- Replace 5 48 port switches at the Anderson and C&A centers - completed
- Upgrade the APC-UPS at the Anderson and C&A centers - completed

### GOALS FOR FY25

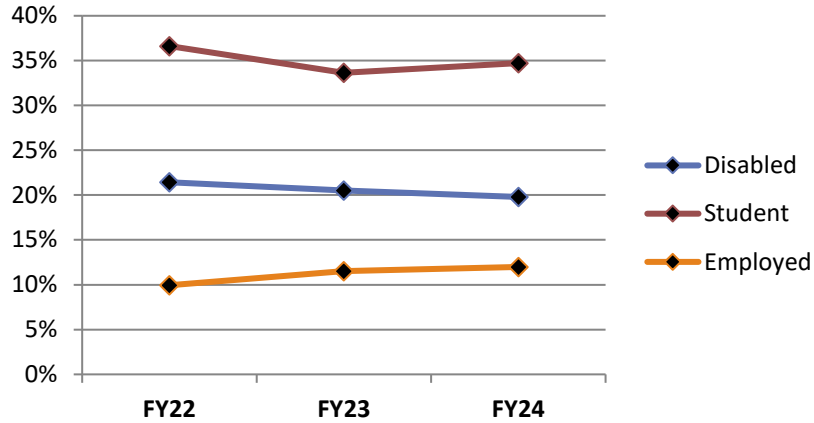
- To provide WiFi at the new location which will accommodate the main center staff and C&A staff. Plans are pending for the Easley and Oconee locations.
- To provide ID badge security for each staff, that will be used to access entrance to the new DMH location. Plans are pending for the Easley and Oconee Clinics.
- To provide camera surveillance at the new location in order to monitor daily activities inside and around the premises. Request to purchase has been implemented and approved. No estimated time when this will be installed.
- To provide Telepsychiatry using iPads that will be connected via WiFi at each location. Current network connection will be discontinued once the iPads are in place.
- Provide smart phones for certain staff to enhance staff safety and accessibility.

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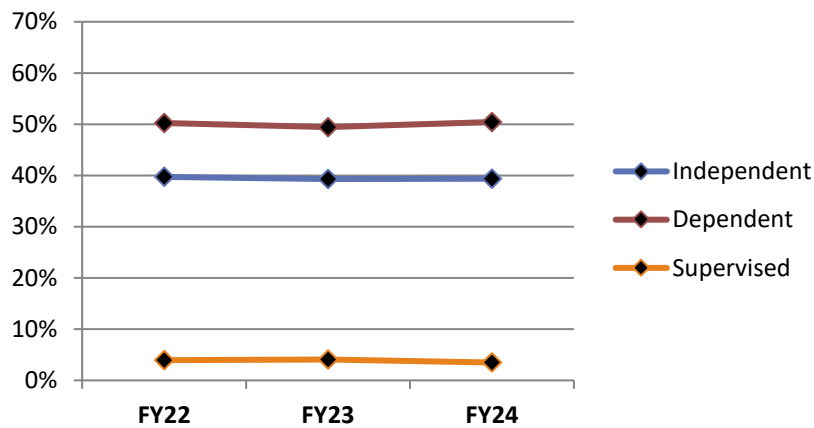
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## AOP EFFECTIVENESS

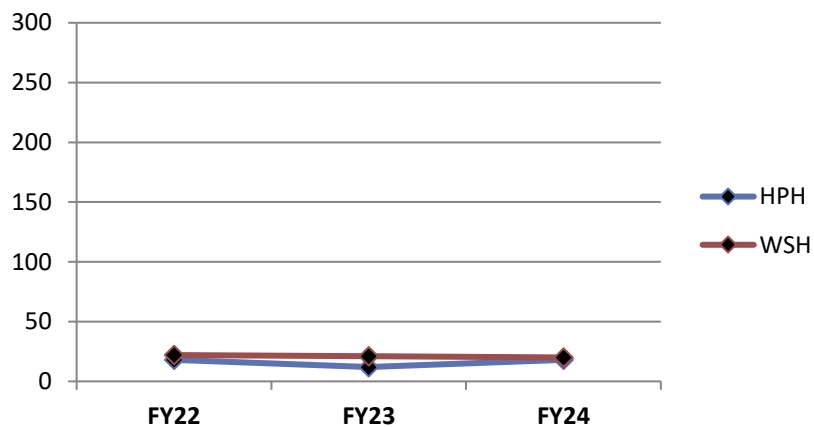
### Employment: FY22-FY24



### Living Arrangements: FY22-FY24



### Inpatient Admissions: FY22-FY24



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## CHARACTERISTICS OF PERSONS SERVED

### GENDER

▪ Male	1,358
▪ Female	1,807

### AGE

▪ Under 18	1,080
▪ 18 and Older	2,085

### RACE/ETHNICITY

▪ African American	634
▪ American Indian	11
▪ Asian American	7
▪ Hispanic	81
▪ More than One Race	94
▪ Native Hawaiian	1
▪ Other	99
▪ Spanish American	5
▪ Unknown	34
▪ White	2,199

### DIAGNOSIS

▪ ATTENTION DEFICIT	29
▪ CONDUCT	175
▪ MENTAL RETARDATION, AUTISM, & SPECIFIC DEV	9
▪ OTHER CHILDHOOD DISORDERS	1
▪ SCHIZOPHRENIA	671
▪ OTHER PSYCHOTIC DISORDERS	136
▪ DEPRESSIVE & OTHER MOOD DISORDERS	1,287
▪ DEMNTIA, DELIRIUM & ORD DUE TO GMC	25
▪ SUBSTANCE ABUSE	15
▪ ANXIETY	489
▪ PERSONALITY DISORDER	21
▪ OTHER MH DIAGNOSES	268

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## FINANCIAL PERFORMANCE

### Collections

Fiscal Year	Total	Avg/Month
FY20	6,529,939	<b>544,162</b>
FY21	5,129,888	<b>512,989</b>
FY22	6,377,610	<b>531,467</b>
FY23	5,159,521	<b>429,960</b>
FY24	6,616,691	<b>551,390</b>

### Charges

Fiscal Year	Total	Avg/Month
FY20	9,048,594	<b>754,050</b>
FY21	7,729,342	<b>772,934</b>
FY22	9,954,741	<b>829,561</b>
FY23	8,542,285	<b>711,857</b>
FY24	10,077,726	<b>839,811</b>

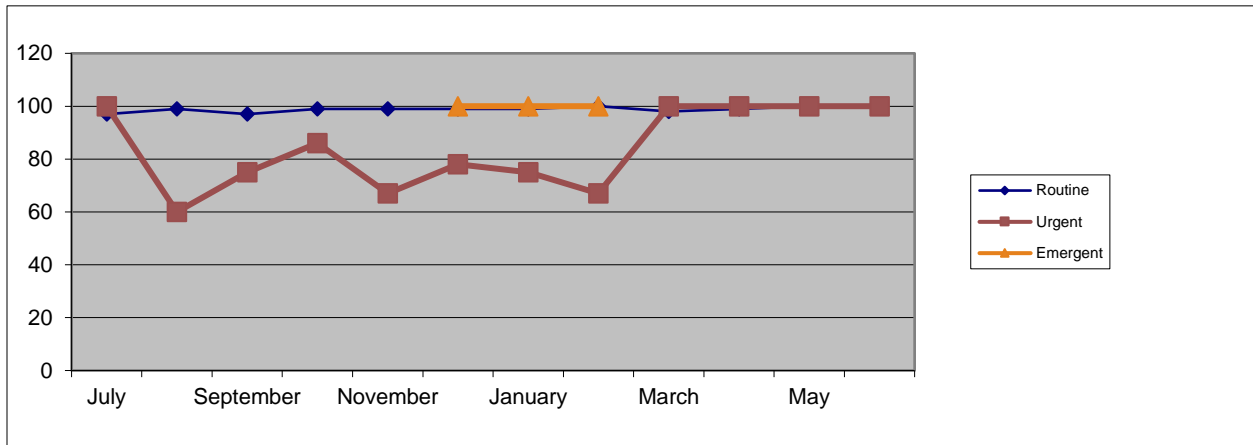
### Percentage Collected

Fiscal Year	Total
FY20	72%
FY21	66%
FY22	64%
FY23	60%
FY24	67%

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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 an array of serious and persistent mental illnesses and serious emotional disorders, regardless of extenuating or influencing factors that may arise such as the pandemic.

FY24 showed continued improvement in employment rates with AOP surpassing our target of 10% for the second consecutive year. Despite this positive trend, independent living continues to remain short of the 50% target outcome. Independent living rates will be the focus of review in the coming fiscal year. The data for both adult and child hospital admissions remains statistically low in relation to patient census data. This continued trend that meets our target outcome is likely the result of the expansion of the Mobile Crisis program and other specialized services.

Access to Care numbers for all appointments have improved over the last Fiscal Year. While urgent appointments continue to be a concern, they have significantly improved in the last quarter meeting our target of 100%. In addition, direct service hours continues to be a focus for all AOP programs as we fell slightly short of our FY24 goal of 803 annualized average hours. This data indicates the need to hold staff accountable to these two standards.

Follow-up data on discharged patients indicated that despite a 10% improvement, we did not meet our target of 80% positive response rate to overall satisfaction with services. This overall progress represents AOP's focus on patient care. Active patients indicated a much higher level of satisfaction, exceeding the target outcome of 90% by 6.5%. A review of school administrators shows that AOP school mental health staff engage with our schools as well as, or better than, the other DMH school mental health programs. These satisfaction results indicate that AOP's patient centered care approach is positively impacting both the patients themselves as well as the stakeholders collaborating with our staff.

AOP was able to meet our target objective by balancing the FY24 budget. AOP finished FY24 with a surplus that resulted from Federal Grant funds to offset the majority of the salary and fringe expense for our Mobile Crisis and Jail Liaison staff members. AOP, as in previous years, continues to operate at budget or with a surplus while maintaining a high standard of client services. Data analyzed from our Summary Report of Collections and Charges indicated that AOP collected 67% of charges in FY24. Although this continues to fall short of our 70% target outcome, it has significantly improved. As compared to the previous Fiscal Year, AOP has experienced increased charges as well as the amount collected. This is a result of an increase in patient services being provided by our Counselors and our Billing Department able to address any issue and/or concerns regarding insurance and payment assistance.

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In addition to our overall high retention rate, our progressive turn over rate has continued to decrease from previous years. AOP has made strides to update staff classification, provide LPC Supervision and offer evidence-based trainings to continue to improve our staff retention rates. AOP and DMH have made significant progress in aligning staff compensation with the private sector. These improvements have led to higher staff satisfaction and retention allowing AOP to provide more effective and efficient operations for the persons served.

Overall, the year-end data indicate that AOP's dedication to staff development and patient programs is evident. The sub-standard areas identified this year will remain the focus as we strive to improve patient satisfaction and budgetary concerns. 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 outcome data to improve the quality of programs and services. 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.