

ANDERSON-OCONEE-PICKENS
MENTAL HEALTH CENTER
PERFORMANCE ANALYSIS – 2025

AOPMHC Performance Analysis – July 2025

Report Period: July 2024 through June 2025

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 Behavioral Health and Developmental Disabilities - Office of Mental Health.

AOP is comprised of 3 clinics 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

Anderson Oconee Pickens Mental Health Center
1 Linwa Blvd.
Anderson, SC 29621
Phone: (864) 260-2220
Web: www.aopmentalhealth.org

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AOPMHC BOARD

ANDERSON COUNTY

Sherry S. Hall
Jane Jones
Reverend Kurt L. Stutler
Michael Callahan
Casey Johnson
Jane McMillan
Teresa Gilstrap

OCONEE COUNTY

Marie Dunnam
Michelle Ready
Dr. Charles W. Wilson

PICKENS COUNTY

Amy Massingill
Tamara Houston-Hamilton
Erika Andrews
Eunice Lehmacher
Tory Ervin

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OUR VALUES

As part of the South Carolina Department of Behavioral Health and Developmental Disabilities - Office 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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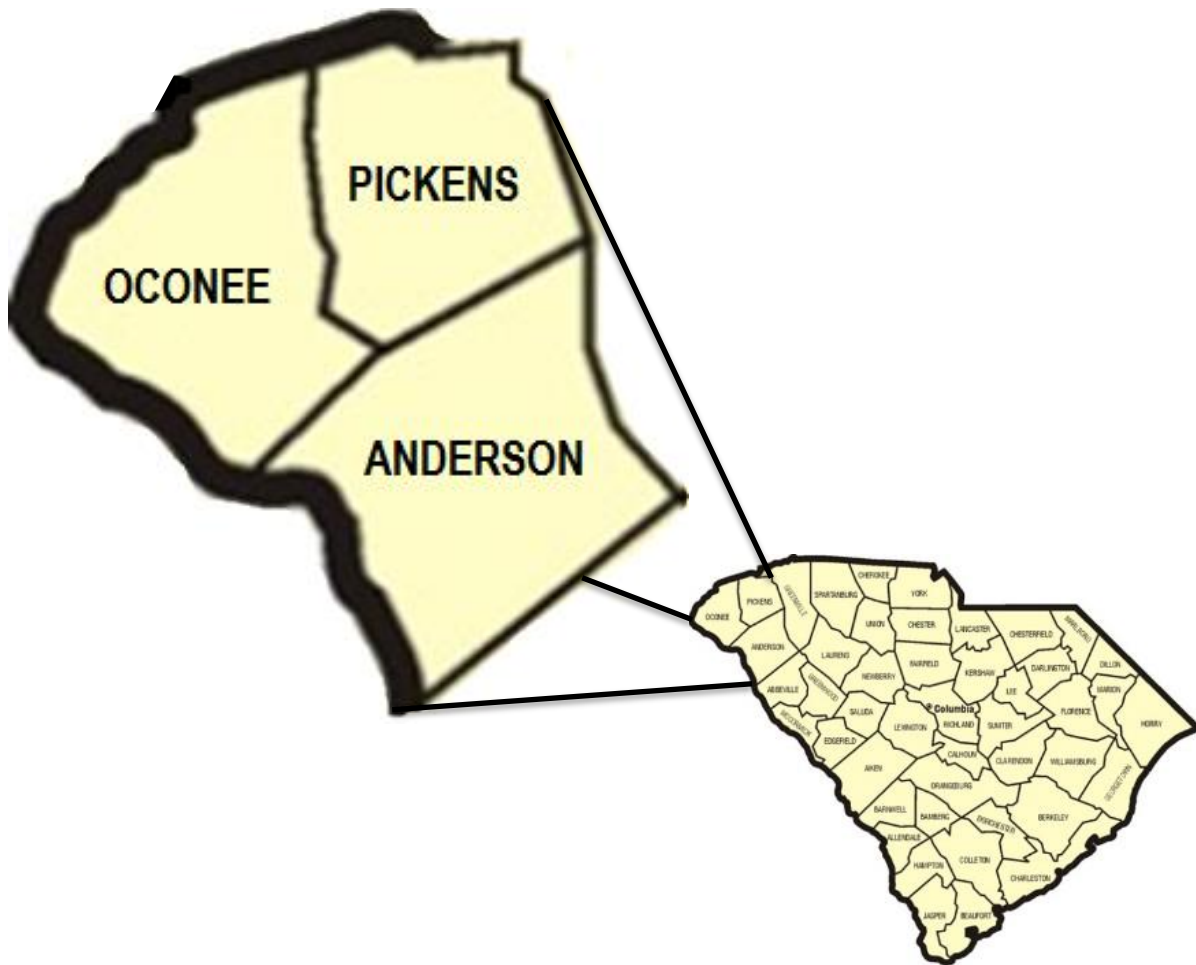
CHALLENGES

- Utilization and staffing of Highway to Hope in providing services in rural locations
- Support and offer on the job training to all employees in new leadership positions
- Providing bi-lingual services
- Integration of Substance Use Services and Developmental and Intellectual Disability Services
- Expansion of IPS/ICT Services to Pickens and Oconee Counties
- Identification of possible new location for the Pickens clinic
- Implementation of new Youth in Transition program

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CATCHMENT AREA



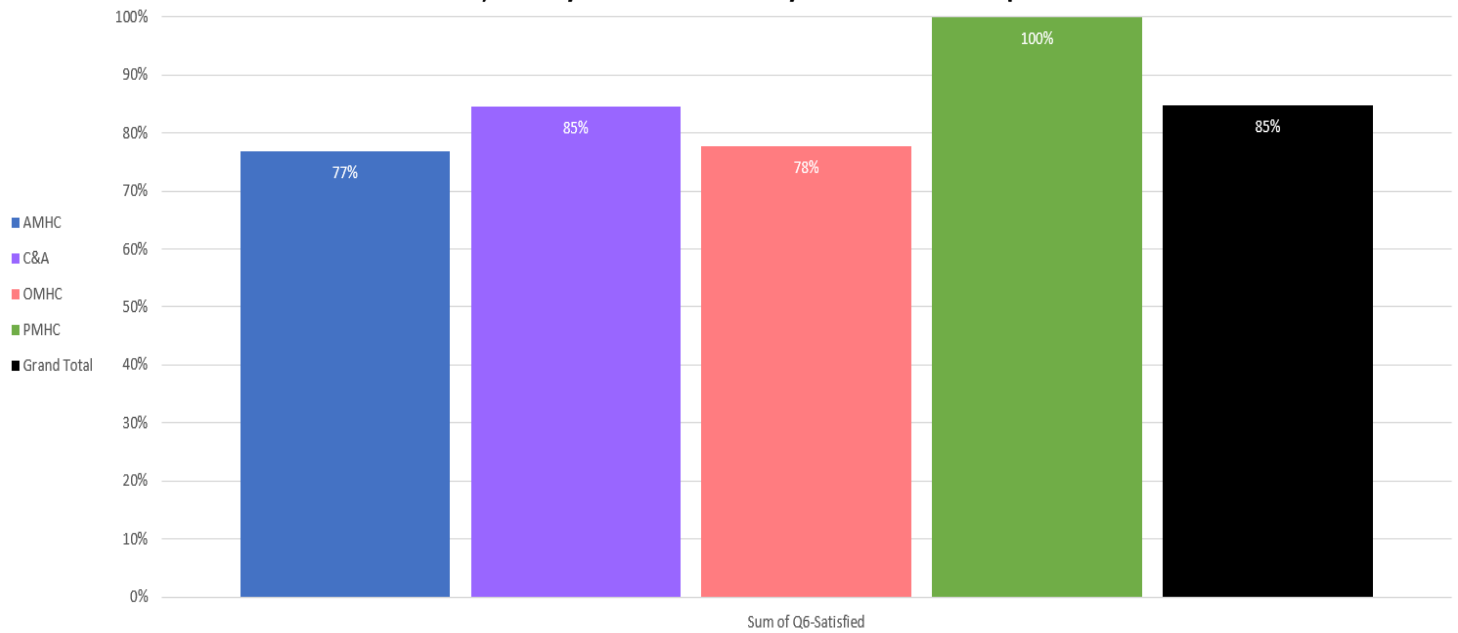
COUNTY	POPULATION	# SERVED
ANDERSON	217,183	2,785
OCONEE	82,475	1,065
PICKENS	138,207	1,704

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DISCHARGE PATIENT SATISFACTION

Q6 - Overall, were you satisfied with your treatment experience?



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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	14	562	159	11	8	97.4%

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	12	446	111	7	4	98.1%

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	2	116	48	4	4	95.3%

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

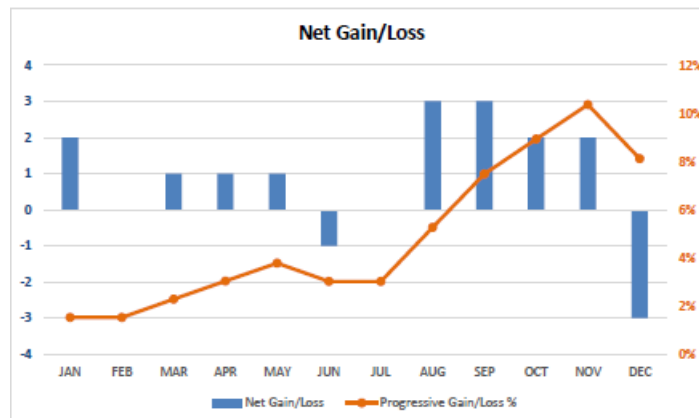
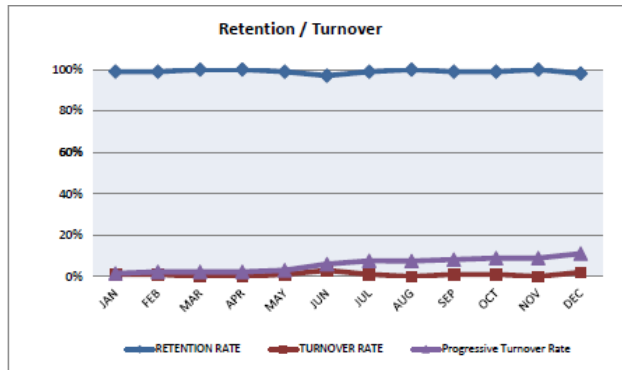
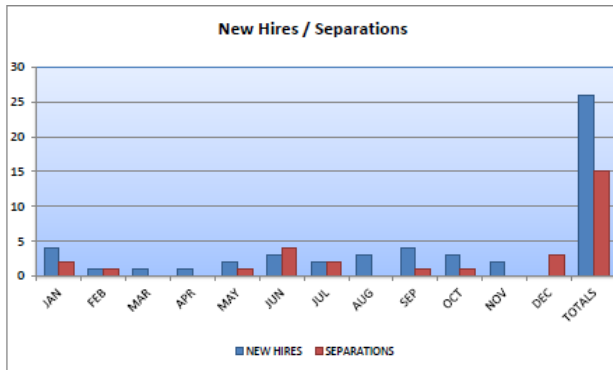
CENTER	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	% AGREE OR STRONGLY AGREE
ANDERSON-OCONEE-PICKENS	1	66	26	3	2	94.8%

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FULL-TIME/PART-TIME/TEMPORARY EMPLOYEES

2024 Staff Totals for AOP Mental Health Center														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS	MONTHLY AVG
NEW HIRES	4	1	1	1	2	3	2	3	4	3	2	0	26	
Anderson	3	0	1	1	1	1	1	0	2	0	1	0	11	
Oconee	1	1	0	0	0	0	1	1	0	2	1	0	7	
Pickens	0	0	0	0	1	2	0	2	2	1	0	0	8	
SEPARATIONS	2	1	0	0	1	4	2	0	1	1	0	3	15	
Anderson	1	1	0	0	0	3	2	0	1	1	0	2	11	
Oconee	1	0	0	0	1	0	0	0	0	0	0	0	2	
Pickens	0	0	0	0	0	1	0	0	0	0	0	1	2	
INT TRANSFER	0	0	0	0	0	0	1	0	0	0	0	0	1	
Anderson	0	0	0	0	0	0	1	0	0	0	0	0	1	
Oconee	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pickens	0	0	0	0	0	0	-1	0	0	0	0	0	-1	
ANDERSON	85	84	85	86	87	85	85	85	86	85	86	84	85	85
OCONEE	18	19	19	19	18	18	19	20	20	22	23	23	20	20
PICKENS	28	28	28	28	29	30	29	31	33	34	34	33	30	30
TOTAL STAFF	131	131	132	133	134	133	133	136	139	141	143	140	136	136
RETENTION RATE	99%	99%	100%	100%	99%	97%	99%	100%	99%	99%	100%	98%	99%	99%
TURNOVER RATE	1%	1%	0%	0%	1%	3%	1%	0%	1%	0%	0%	2%	1%	1%
Progressive Turnover Rate	2%	2%	2%	2%	3%	6%	8%	8%	8%	9%	9%	11%		1%
Net Gain/Loss	2	0	1	1	1	-1	0	3	3	2	2	-3		
Progressive Gain/Loss %	2%	2%	2%	3%	4%	3%	3%	5%	7%	9%	10%	8%		



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INFORMATION TECHNOLOGY

PROGRESS ON FY25 GOALS

- 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. – accomplished at new location
- 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. – accomplished at the new location
- 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. – accomplished at the new location
- 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. – discontinued
- Provide smart phones for certain staff to enhance staff safety and accessibility. – accomplished

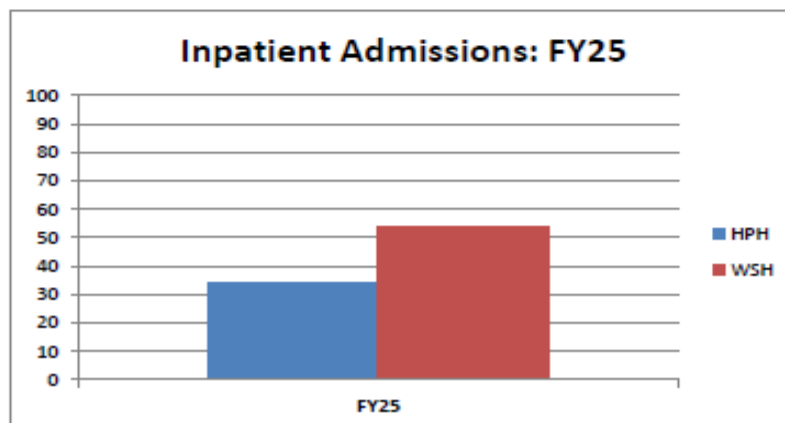
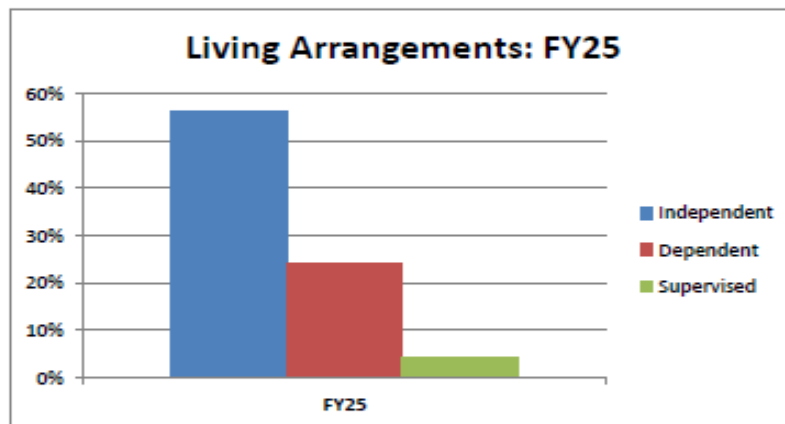
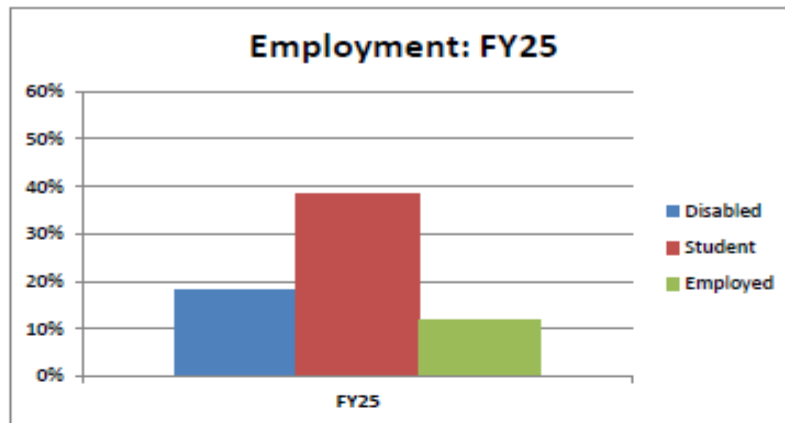
GOALS FOR FY26

- WiFi will be made available at the Oconee and Pickens Clinics to provide network connections for all staff with laptops.
- Install camera surveillance equipment in order to monitor daily activities inside and around the premises of the Oconee and Pickens clinics.
- Transition the Oconee and Pickens Clinics to the new phone system.
- Identify and replace all equipment that is out of warranty.

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AOP EFFECTIVENESS



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CHARACTERISTICS OF PERSONS SERVED

GENDER

▪ Male	1,440
▪ Female	1,910

AGE

▪ Under 18	1,196
▪ 18 and Older	2,154

RACE/ETHNICITY

▪ African American	682
▪ American Indian	8
▪ Asian American	7
▪ Hispanic	82
▪ More than One Race	96
▪ Native Hawaiian	2
▪ Other	82
▪ Spanish American	3
▪ Unknown	35
▪ White	2,353

DIAGNOSIS

▪ ATTENTION DEFICIT	31
▪ CONDUCT	184
▪ MENTAL RETARDATION, AUTISM, & SPECIFIC DEV	7
▪ OTHER CHILDHOOD DISORDERS	3
▪ SCHIZOPHRENIA	676
▪ OTHER PSYCHOTIC DISORDERS	136
▪ DEPRESSIVE & OTHER MOOD DISORDERS	1,396
▪ DEMNTIA, DELIRIUM & ORD DUE TO GMC	18
▪ SUBSTANCE ABUSE	15
▪ ANXIETY	565
▪ PERSONALITY DISORDER	18
▪ OTHER MH DIAGNOSES	297

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FINANCIAL PERFORMANCE

Collections

Fiscal Year	Total	Avg/Month
FY22	6,377,610	531,467
FY23	5,159,521	429,960
FY24	6,616,691	551,390
FY25	7,183,615	598,635

Charges

Fiscal Year	Total	Avg/Month
FY22	9,954,741	829,561
FY23	8,542,285	711,857
FY24	10,077,726	839,811
FY25	10,061,704	838,475

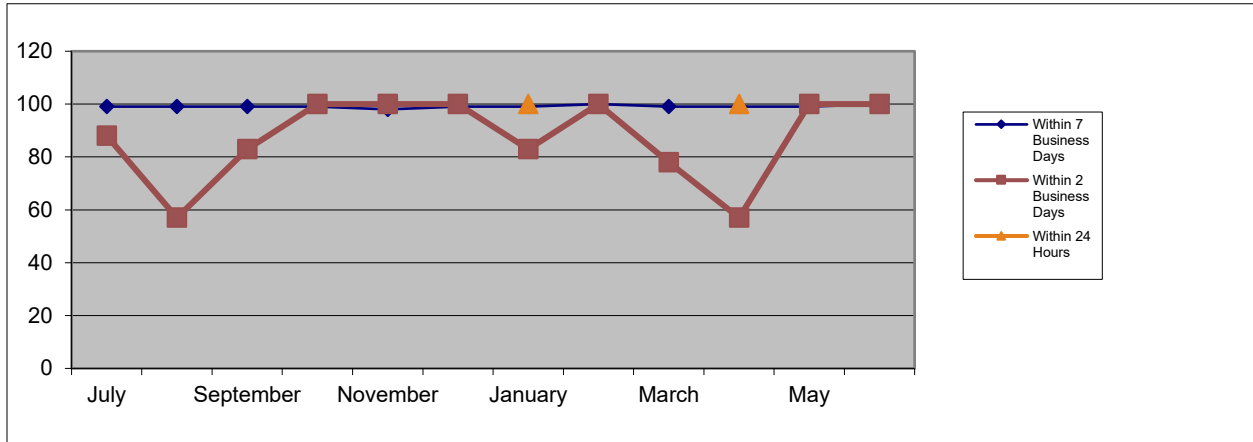
Percentage Collected

Fiscal Year	Total
FY22	64%
FY23	60%
FY24	66%
FY25	71%

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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.

FY25 showed consistency in employment rates with AOP surpassing our target of 10% for the third consecutive year. Independent living in the Adult population exceeds the 50% target outcome. These successes may be attributed to AOP's wrap-around programs which focus employment and housing. The data for both adult and child hospital admissions remains statistically low in relation to patient census data. This continued trend is likely the result of the expansion of the Mobile Crisis program and other specialized services.

Access to Care numbers for all appointments have continued to improve over the last three Fiscal Years. While urgent appointment data appears to be concerning, analysis shows this is a result of data entry errors rather than a problem with access to services. Consistent patient care is also measured by direct service hours which continues to be a focus for all AOP programs. In FY25 AOP missed the goal of 803 annualized average hours by less than 1%. This progress indicates the benefit of holding staff accountable to these two standards.

Follow-up data on discharged patients indicated that we exceeded our target of 80% positive response rate to overall satisfaction with services. This 6% improvement in overall progress represents AOP's focus on patient care. Active patients also reported a high level of satisfaction, exceeding the target outcome of 90% by 7.4%. The School Connection Review survey indicates that AOP School Mental Health program is more engaged with area school than other programs throughout the state. 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 FY25 budget. AOP, as in previous years, continues to operate at budget or with a small surplus while maintaining a high standard of client services. Data analyzed from our Summary Report of Collections and Charges indicated that AOP collected 71% of charges in FY25. This exceeds our 70% target outcome, indicating our increased efforts to collect reimbursement has been successful.

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 and offer evidence-based trainings to continue to improve our staff retention rates. AOP and OMH 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.

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Overall, the year-end data indicate that AOP's dedication to staff development and patient programs is evident. The areas identified as needing improvement will be the focus as we strive to improve patient outcomes 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.