

# South Carolina Department of Mental Health

## Aiken-Barnwell Mental Health Center

### Annual Report

Fiscal Year 2019 (July 1, 2018-June 30, 2019)



1135 Gregg Highway  
Aiken, South Carolina 29801  
803.641.7700

<http://www.state.sc.us/dmh/ab/>

Prepared by: Tamara L Smith, LISW-CP, MAC



## **Description of Agency (Mission, Values, Six Pillars of Excellence & Guiding Principles)**

Aiken-Barnwell Mental Health Center (ABMHC) is a healthcare organization committed to providing quality outpatient mental health services to the residents of Aiken and Barnwell counties. ABMHC has a talented team of psychiatrists, mental health counselors, nurses, case-managers, administrative and support staff who are passionate about helping the people of Aiken and Barnwell.

In 1963, the Federal Community Mental Health Act provided 50/50 money to develop community based mental health center. On July 1, 1965, ABMHC became one of the first community mental health centers founded in South Carolina and Governor Russell appointed the Aiken County Mental Health Board, consisting of 12 members. The original staff consisted of three people: a psychiatrist, a secretary, and a part-time psychiatric consultant. Dr. Elna Lombard served as the first center director beginning in December 1965. In October 1970, the first board members were appointed to serve from Barnwell County. As a result, the center officially changed its name to Aiken-Barnwell Mental Health Center. In 1979-80, a federal block grant helped to establish the satellite office in North Augusta, known as The Hartzog Center.

Today, ABMHC provides mental health services to individuals seeking help for mental health problems or co-occurring mental health and substance use. Services vary in type and level of intensity, depending on the individual's need. Services include: Assessment/Evaluation, Crisis Intervention, Individual, Group and Family Therapy, Medication Management, Peer Support Services, Psychosocial Rehabilitation Services, Care-Coordination, Wellness and Recovery Education, Support Groups, Intensive Family Support, Intensive Community Support for Adults, and School Mental Health Services. In FY19, ABMHC provided more than 34,796 services to approximately 4100 Aiken and Barnwell residents.

All DMH facilities are licensed or accredited. ABMHC is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). A three-year CARF Accreditation was awarded to Aiken-Barnwell for the following programs/services through November 2018: Outpatient Treatment for Adults, Children & Adolescents; and Community Integration – Psychosocial Rehabilitation Services-Adults.

### **Our Mission**

Aiken Barnwell Mental Health Center (ABMHC) supports the recovery of people with mental illnesses.

### **Our Core Values**

In order to best serve our patients and remain true to our employees, ABMHC embraces the following core values:

**Respect for the Individual-** Each person who receives our services will be treated with respect and dignity, and will be a partner in achieving recovery. We commit ourselves to services that:

- Honor the rights, wishes, and needs of each individual;
- Promote each individual's quality of life;
- Focus on each individual's strengths in the context of his or her own culture;
- Focus on independence and recovery;
- Demonstrate the value of family inclusion and the benefits of strong family support.

**Support for Local Care-** We believe that people are best served in or near their own homes or the community of their choice. We commit to the availability of a full and flexible array of coordinated services in every community across the state, and to services that are provided in a healthy environment. We believe in services that build upon critical local supports: family, friends, faith communities, healthcare providers, and other community services that offer employment, learning, leisure pursuits, and other human or clinical supports.

**Commitment to Quality**- We will be a center worthy of the highest level of public trust. We will provide treatment environments that are safe and therapeutic, and work environments that inspire and promote innovation and creativity. We will hire, train, support and retain staff who are culturally and linguistically competent, who are committed to the recovery philosophy, and who value continuous learning and research. We will provide services efficiently and effectively, and will strive always to provide interventions that are scientifically proven to support recovery.

**Dedication to improved public awareness and knowledge**-We believe that people with mental illnesses, trauma victims, and others who experience severe emotional distress, are often the object of misunderstanding and stigmatizing attitudes. Therefore, we will build formal partnerships with the state's educational leadership and institutions, including both K-12 and institutions of higher learning, to enhance curriculum content on mental health. We will work with employers, sister agencies, and public media to combat prejudice born of ignorance about mental illnesses. In addition, we will expect our own staff to be leaders in the anti-stigma campaign.

## **The Six Pillars of Excellence**

ABMHC utilizes the Six Pillars of Excellence as identified by the Studer Group- Service, Quality, People, Finance, Growth, and Community- to demonstrate our commitment in making ABMHC the leader in behavioral care in Aiken and Barnwell Counties. The Six Pillars of Excellence are the foundation for our mission and provides the framework to help us align and prioritize operational goals, develop a strategic plan, and communicate our progress and outcomes to our stakeholders.

**Quality**- ABMHC provides safe, effective and evidenced based behavioral health care that can be defined, measured and published. ABMHC is committed to leading the community in improving health status and access to care. We take pride in what we do.

**Service**-Our job is to exceed customer (patients, families, stakeholders, employees) expectations at every turn thus establishing ABMHC as the preferred provider of choice in Aiken and Barnwell counties.

**People**- We recognize that being the behavioral health care provider and employer of choice means recruiting, developing and retaining a competent, culturally diverse, motivated and productive workforce. Every team member is selected for their leadership, professionalism, expertise, compassion and commitment to the values that set ABMHC apart.

**Finance**- It is our responsibility to provide cost-effective, compassionate care and excellent services to our payers and patients. We will demonstrate fiscal responsibility and accountability to advance our mission and values.

**Growth**- ABMHC is committed to the continual pursuit of new and better ways of serving our customers. We stay abreast of clinical practices and technological advances. We offer continuing education and training for all our team members. We are also a training resource for individuals pursuing mental health careers.

**Community**-ABMHC actively partners with local and regional organizations and service agencies to effectively meet the needs of the community and to increase the public's awareness of mental health issues, mental health treatment and access to treatment.

## **The Nine Guiding Principles**

The Nine Guiding Principles serve as a roadmap for leadership to develop an excellence-based culture and promote the organization's successes. It's a step by step process that takes ABMHC where we are to where we want to be. The Studer approach generates passion thus helping employees to focus and engage in work that is purposeful, worthwhile and makes a difference in the lives of others. Studer's principles align the organization's leaders from top to bottom to focus on outcomes that really matter to long-term success

creating a balance of goals and activities that address the holistic performance of the organization while minimizing distractions. The Studer principles help create better leaders by creating consistency across the organization and putting in systems of accountability to execute operational plans. Ultimately the Studer pillars and principles create a great place for patients to receive care by first creating a great place for employees to work.

### **Commit to Excellence**

Excellence is when employees feel valued, staff feels their patients are getting great care and the patients feel the service and quality they receive are extraordinary. A commitment to excellence impacts the bottom line while living out the mission and values of the organization. It aligns staff and leaders and put the "why" back in health care. Commitment to excellence means setting measurable goals under each of the Six Pillars.

### **Measure the Important Things**

In order to achieve excellence, ABMHC needs to be able to objectively assess its current status as well as progress. Principle 2 helps an organization define specific targets and measurable tools and align the necessary resources to hit those targets. What gets measured gets done.

### **Build a Culture around Service**

All successful change requires well thought-out processes that must become the norm or be hardwired in the organization. This principle teaches how to connect services to organizational values- script behaviors, create employee-based service teams, teach service recovery, and develop standards of performance. There is no higher responsibility than to ensure high quality and a caring environment for our patients.

### **Create and Develop Leaders**

In order for an organization to be great, it has to have great leaders. Leadership is crucial to sustaining a culture of excellence. This principle teaches how to identify current and future leaders and then how to develop, train, and equip those leaders in a cost-effective manner.

### **Focus on Employee Satisfaction**

The saying, "A chain is only as strong as its weakest link," holds true within every organization. Every employee is critical to the success of the organization. Satisfied employees do a better job. It's that simple. This principle shows how an organization, by focusing on employee satisfaction, can improve patient satisfaction while decreasing costs.

### **Building Individual Accountability**

Principle 6 teaches ABMHC how to create a self-motivated work-force by creating a sense of ownership in the organization.

### **Align Behaviors with Goals and Values**

Through Principle 7, we are shown how to create and implement objective, measurable evaluation systems that are tied to the Six Pillars. The leader's evaluation must be aligned with the desired outcomes and behaviors via implementation of an objective, measurable leader evaluation tool.

### **Communicate at ALL Levels**

Change occurs when all leaders are aligned and everyone understands what is important, and what they need to do to help accomplish organizational goals. This method speeds up the decision process, creates proactive behavior and improves working relationships. Organizations who apply this principle will find that "Administration" is often viewed in a more positive manner.

### **Recognize and Reward Success**

Everyone makes a difference. Create win-wins for staff and never let great work go un-noticed! Establish real life examples for others to follow.

## **Summary of Agency Accomplishments FY 19**

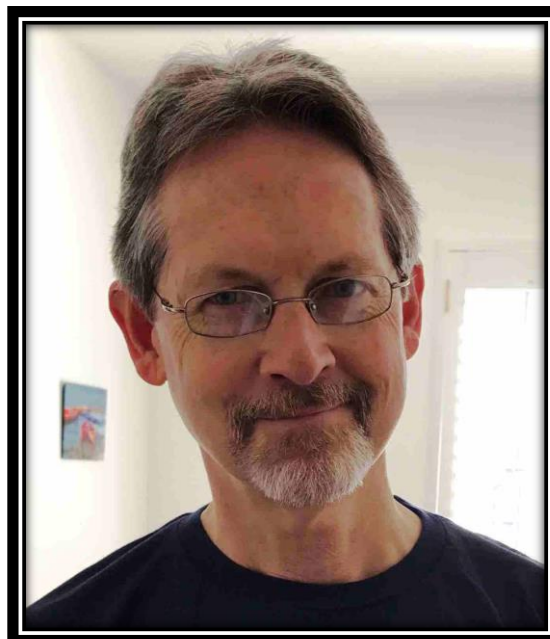
- Provided Just in Time Care- offered same day mental health assessments to persons needing treatment. Persons needing care can walk in same day for mental health services (no appointment required).
- Provided mental health services to 4077 patients with a total of 40,109 contacts to such patients.
- Provided School Mental Health Services in Aiken and Barnwell Counties serving a total of 16 schools and 213 children/adolescents.
- Provided transportation to Mental Health Appointments for 62 indigent patients through Aiken County Council Members discretionary funding and Barnwell County Council.
- Provided for 37 housing placements via Housing First Program (rent and utility assistance).
- Public Relations and Community Outreach- Participated in and/or facilitated 56 community and public Relations events in Aiken and Barnwell counties (health fairs, festivals, presentations, back to school events, walks and depression screenings).
- Care-Coordination Services offered at agency to include 2 full-time care-coordinators to assess all needs of patients served (medical, legal, housing, food, clothing, etc.) Served a total of 837 patients and provided 2242 care-coordination contacts to those patients.
- Facilitated free support groups for persons with mental illness and for care-givers of persons with mental illness.
- Licensure- 60% of staff is licensed and/or licensed interns.
- Offered free, anonymous on-line mental health screenings serving a total of 183 people.
- Provided 10,907 to non-opened stakeholders (Anonymous Screenings, Consultations with Community Partners, Consultations for Housing, Crisis Response at Schools, Probate and Primary Care Consultations, Consultations with Detention Center, and Contacts at PR Events)
- Wrote a Mental Health Column for Aiken Standard to increase awareness of Mental Health and how to access treatment.
- Assisted with emergency preparedness Hurricanes Florence and Michael in Aiken and Barnwell Counties.
- Implemented 24/7 Community Crisis Response Intervention (CCRI) services in Aiken and Barnwell Counties.
- Implemented Intensive Community Treatment Program for Adults in both counties.
- Implemented Intensive Family Services for Children in both counties.

## **ABMHC Executive Leadership Team**

**Tamara L Smith**, LISW-CP, MAC is the Executive Director of Aiken-Barnwell Mental Health Center (ABMHC). As a native to South Carolina and Aiken County, she is passionate about enhancing the health and well-being of others. She has twenty-seven years of community mental health experience at ABMHC and a proven track record in strategic planning, program and policy development, performance management, quality improvement initiatives and the provision of clinical services. Ms. Smith graduated with a Master of Social Work from the University of South Carolina in 1999. Ms. Smith is a Licensed Independent Social Worker- Clinical Practice in South Carolina and has a Master of Addiction Certification. Since the very beginning, Tamara's vision for ABMHC has to ensure people understand the importance of good mental health and have access to quality mental health treatment thus empowering individuals with the expertise to improve their overall general well-being.



**Gregory E. Smith MD** served as Chief of Psychiatric Services at ABMHC in FY19. Additionally he serves part-time as a SC Department of Mental Health telepsychiatry psychiatrist. He has been practicing psychiatry for thirty years since he finished a residency in psychiatry at the Medical College of Georgia in Augusta, GA. His professional interests include mood disorders, psychotic disorders, addictions, and chronic mental illness. He also treats persons with depression, bipolar disorder, addictions of all kinds, and children's disorders such as ADHD, ODD and conduct disorders. He finished medical school at the Medical College of Georgia in 1983, did a four year residency in psychiatry at MCG from 1983-1987, and obtained certification in psychiatry from the American Board of Psychiatry and Neurology in 1991. Dr. Smith's vision for Medical Services at ABMHC is to become the "premier provider of psychiatric medical and nursing services in Aiken and Barnwell counties, providing medical assessment, nursing service, injectable medications, education to patients and families about medication treatments and links to the latest treatment technology for patients.





**Bianca Otterbein**, LPC/S, MAC served as the Clinical Director in FY19, providing leadership and management for Clinical Services at ABMHC and assisting with operations during Executive Director's absence. She earned her Master's Degree in Community Counseling from Winthrop University in 2009. Her experience includes Mental Health and Addiction treatment with children, adolescents, adults, couples, and families, as well as over eight years of experience as a supervisor. She is a Licensed Professional Counselor and Supervisor for the state of SC as well as a National Master Addiction Counselor.

**Travis Wilcher**, M.Ed. served as the Human Resources Director for ABMHC in FY19. Travis has a Master of Education Degree from Rutgers University and brings over fifteen years of expertise in the field of human resources. He has worked with ABMHC since January 2018. Travis's talent management efforts both internally and externally have placed ABMHC in a strategic position to attract, train and retain pivotal employees. Currently he chairs the Employee Recognition Committee and is committed to progressive advancement of the center overall.



**Lisa M. Hall**, MA, LPC-A served as the Quality Assurance Director at Aiken Barnwell Mental Health Center during FY19. Lisa graduated with a Master of Arts in Clinical Psychology from University of Central Florida in 2014 and is currently working towards her Licensed Professional Counselor licensure in the State of South Carolina. She brings with her a strong Quality Assurance and clinical background along with extensive managerial experience from the State of Florida where she served for seven years with the Department of Children and Families in the Central Region serving children and their families in her community. Lisa has been with ABMHC since 2016 and previously served as a school based counselor in Barnwell County. She has been in her current position since 2017.



**R. Lee Bodie**, served as the Director of Administration at ABMHC for FY19. Lee is an Aiken County native and Aiken High School graduate. Lee has spent the majority of his career working "hands-on" medicine by serving ten years as a Combat Medic in the US Army and additionally specializing in orthopedic surgery. Lee earned a Bachelor's Degree in Healthcare Management after departing the military and has worked extensively in the operations of healthcare and revenue cycle management. Lee's vision for ABMHC is to provide the highest level of services to patients through the most efficient healthcare processes, increase the general public's awareness of the services provided by ABMHC, and work closely with local government and stakeholders to increase the services ABMHC can provide. Lee is dedicated to providing the highest level of customer service possible to both the patients of ABMHC and the staff that he and his team serve.







**Jeff Waddell**, LPC, MAC served as the Program Manager for Intake, Emergency and Correction Services in FY19. He graduated from Augusta State University in 1997 with a MS in Clinical Psychology. Jeff previously worked at Tri-Development Center from 1994-2002 as Qualified Mental Retardation Specialist and Director of Community Training Home. Jeff has been with ABMHC since 2002 where he has served in a variety of positions. Jeff is also the liaison with Aurora Pavilion and Designated Exams via Aiken County Probate Court.

**April Kitchens**, LPC-S, MAC served as the Program Director for Hartzog Center in North Augusta (ABMHC) for FY19. She is responsible for overseeing daily clinical operations and ensuring that the staff at Hartzog Center is able to successfully and efficiently meet the mental health needs of our patients and the surrounding community. April graduated with a Master of Science in Psychology from Augusta State University in 2000. April's past experience at ABMHC includes: Crisis Services, Adult Outpatient and Quality Assurance.



**Lacinda McCormack**, LPC/S, MAC served as the Program Manager for Polly Best Center in Barnwell, SC. Lacinda is beginning her ninth year at ABMHC and Polly Best Center. Prior to taking on the role of Program Manager Lacinda was a school-based therapist. While practicing as a school-based therapist, she participated in an intensive training led by MUSC to help children who have been through traumatic events. She is currently rostered to provide Trauma Focused Cognitive Behavioral Therapy to children. Lacinda shared that being part of a small, rural community can be a challenge, but has found sister agencies to be very helpful and understanding when it comes to meeting the needs of our patients.



**Karlin-Rae Cummings**, LPC-S Candidate, LPC, MAC served as the Program Manager for Outpatient Services which includes Child, Adolescent and Family Services and Adult Outpatient Services at ABMHC beginning in November FY19. In her role, along with ensuring the staff are able to successfully meet the mental health needs of our patients, she works closely with community agencies including Department of Juvenile Justice, Department of Social Services, the Child Advocacy Center, and others to ensure the needs of the community are met. She earned her B.A. degree in psychology from University of South Carolina Aiken in 2011 and her M.S. in Clinical Psychology from University of South Carolina Aiken in 2013. Her experience includes work with patients of all ages and their families. She has extensive experience and training in the areas of anxiety disorders, depressive disorders, personality disorders, and trauma. She currently holds a license in South Carolina as a Professional Counselor and two certifications, one as a Masters Addiction Counselor by The Association for Addiction Professionals and one as a Nationally Certified Trauma-Focused Cognitive Behavioral Therapy Therapist.



**Chance Nevitt**, LPC, LAC served as the Program Manager for the Community Rehabilitative Services Program starting March 19. Chance graduated with an undergraduate degree in Psychology from Oglethorpe University in 1996 and a Master of Science Degree in Clinical Psychology from Augusta State University in 2000. Chance participated in the ABMHC's internship program while in graduate school and shortly after graduation began working for the center in June of 2000. For 18 ½ years, Chance worked at the Hartzog Center counseling adults, adolescents, and families. He became the Intake Coordinator at the Hartzog Center and assisted the Program Director with day to day operations. He is currently responsible for assisting the employees in the CRS Program, including those working in Peer Support Services, Intensive Community Treatment, and Individual Placement and Support to successfully meet the mental health needs of our patients in the Aiken and Barnwell Counties.



Tecora Williams, LISW-CP served as the Chief of Peer Support Services in FY19. She graduated with her MSW from the University of South Carolina in 2011. Tecora started working at ABMHC in 2012 as a clinician in the Community Rehabilitation Services Department. On top of her role as the supervisor for Peer Support Services she continues to work as a clinician working with individuals with severe and persistent mental illnesses. When asked what her favorite thing about working at ABMHC is, she said, "My patients because every day is different and the ABMHC staff make you feel like family."



**Vanessa Aranda, LMSW** served as the Chief of Intensive Family Services starting January 2019 where she managed the daily operations of the program and supported staff providing in-home mental health services to high-risk youth and their families. She earned her B.A. degree in Psychology with a certification in Forensic Health Sciences from Hawaii Pacific University in 2007 and her M.S.W. degree with a focus on Children and Families from Metropolitan State University of Denver in 2017. Her experience includes work with patients of all ages and their families, program development, program implementation, organizational and program evaluation, and organizational change. She has experience and training in the areas of attachment, child and family relationship development, high risk behaviors in children and adolescents, grief, loss and bereavement, trauma and special education advocacy.



**Dawn Simpson RN BSN** is the Nurse Manager for Aiken Barnwell Mental Health. She graduated from the University of South Carolina in Aiken in 2012 with a Bachelor's in the Science of Nursing. She is a member of Psi-Chi (National Honors Society of Psychiatry) and Sigma Theta Tau (International Honor Society of Nursing). She volunteered for the Cumbee Center from 2009-2013 as an on-call Emergency Room responder for victims of rape and domestic violence, and organized and participated in county wide fundraisers to help raise awareness for victims. Dawn worked inpatient mental health for Aurora Pavilion from 2013-2015 FT on the Child and Adolescent Unit and continues to work for Aurora PRN. Dawn has worked with ABMHC since February 2016. She was promoted to Nurse Manager in December 2018 and currently supervises the nurses at the Main Center, Hartzog Center and Polly Best Center





**Kendra O'Berry**, LMSW served as the Chief of Intensive Community Treatment as of April 2019.



**Wonda Beasley** served as the Office Manager for ABMHC in FY19. This included supervision for all three sites and overseeing operations for reception, patient registration, engagement, and medical records. She is currently attending school to earn her degree in Business Administration with a focus in Human Resource Administration where she hopes to serve ABMHC well into the future.

**Kimberly Herron** served as the Health and Safety Coordinator at ABMHC in FY19. Kimberly has been employed by the Agency since 1992. Her experience includes working at the Front Desk/Reception, Medical Records, Completing Quality Assurance Audits, and Human Resources. At various times she has supervised Administrative Departments to include the Front Desk/Reception and Medical Records in both Aiken and North Augusta. She served as the Administrative New Hire Trainer while in Supervision of Front Desk and Medical Records. She has also supervised Intakes and Transcription Services.



**Janell Jones** served as the Lead Administrative Assistant at the Polly Best Clinic in Barnwell, SC in FY19. She oversaw administrative operations including patient registration, medical records and reception. Janell has nine years of administrative experience working at various specialty clinics in the surrounding community. Janell feels that her biggest strength is her ability to relate to people from a wide range of backgrounds. Janell's goal for her team is to provide exceptional customer service at every turn.



## **ABMHC Board of Directors**

The ABMHC Board of Directors plays an important role in Center operations. As advisors, their efforts, in concert with the Executive Director Tamara L. Smith, Center staff, and patients, help ABMHC to provide a community-based system of care for people with mental illness. The primary responsibility of the center board is to ensure that quality care and treatment is provided by the center. The ABMHC board ideally consists of fifteen residents of Aiken and Barnwell counties selected by the Aiken and Barnwell County Legislative Delegation to serve as the voice of the community.

**Table 1: Board of Directors Data**

<b>Member Name</b>	<b>County Served</b>	<b>Appointed</b>	<b>Expiration Date</b>	<b>Seat Number</b>
<b>John Young (Chair)</b>	<b>Barnwell</b>	<b>2/10</b>	<b>2/20</b>	<b>1</b>
<b>Robin Gable</b>	<b>Barnwell</b>	<b>09/16</b> <i>(Term Commencing)</i>	<b>9/20</b>	<b>2</b>
<b>Vacant</b>	<b>Barnwell</b>		<b>1/17</b>	<b>3</b>
<b>Dr. Rosa Ishmal (Vice Chair)</b>	<b>Aiken</b>	<b>1/17</b>	<b>1/21</b>	<b>4</b>
<b>Cheryl Azouri-Long</b>	<b>Barnwell</b>	<b>5/17</b>	<b>5/21</b>	<b>5</b>
<b>Vacant</b>	<b>Aiken</b>		<b>2/14</b>	<b>6</b>
<b>Sarah Elwell</b>	<b>Aiken</b>	<b>09/16</b> <i>(Term Commencing)</i>	<b>09/20</b>	<b>7</b>
<b>Tammy Willing</b>	<b>Aiken</b>	<b>9/15</b> <i>(Term Commencing)</i>	<b>9/19</b>	<b>8</b>
<b>Vacant</b>	<b>Aiken</b>		<b>4/18</b>	<b>9</b>
<b>Barry Head</b>	<b>Aiken</b>	<b>4/18</b> <i>(Term Commencing)</i>	<b>4/22</b>	<b>10</b>
<b>Vacant</b>	<b>Aiken</b>	<b>1/15</b>	<b>1/19</b>	<b>11</b>
<b>Harry Douglas</b>	<b>Aiken</b>	<b>9/15</b>	<b>9/19</b>	<b>12</b>
<b>Vacant</b>	<b>Aiken</b>		<b>4/14</b>	<b>13</b>
<b>Marion Gary</b>	<b>Aiken</b>	<b>1/18</b>	<b>1/22</b>	<b>14</b>
<b>Janie Key</b>	<b>Aiken</b>	<b>1/18</b>	<b>1/22</b>	<b>15</b>

## County Data

Aiken County has a total of 1,073 square miles. It is the fourth largest county in land area. It is located near the mid-point of SC's 250 mile border with Georgia. Since 2010, Aiken County has experienced a 5.8% increase in population. North Augusta is the second largest city in Aiken County. It has experienced a 7.5% increase in population since 2010. Barnwell County has a total area of 557 square miles and is located along US route 278. Barnwell County experienced a 6.7% decrease in population since 2010. Population data for Aiken and Barnwell counties is outlined in Table 2.

**Table 2: Population Data for Aiken and Barnwell Counties**

	<b>Aiken County</b>	<b>Barnwell County</b>
<b>Population (2018 estimate)</b>	169,401	21,112
<b>% Persons under 18 years (2018)</b>	21.8	23.9
<b>% Persons 65 years and over (2018)</b>	19.4	18.3
<b>% Female persons (2018)</b>	51.7	52.3
<b>% Minority persons (2018)</b>	29.2	47.7
<b>Median household income (2017)</b>	\$26,222	\$34,035
<b>% Persons in poverty</b>	14.8	27.7

## ABMHC Patient Data

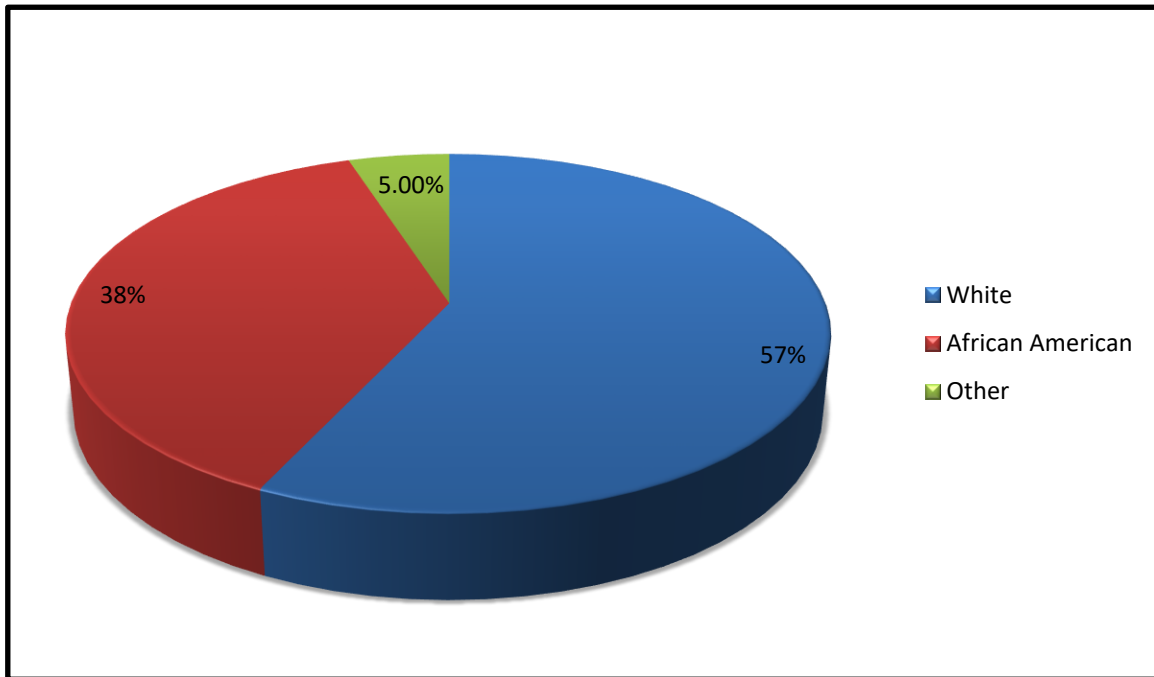
From July 1, 2018-June 30, 2019 (Fiscal Year 19), Aiken Barnwell MHC served a total of 4077 patients. A total of 40,109 clinical patient contacts were provided in regards to the following clinical services: Crisis Intervention Services, Mental Health Assessment, Psychiatric Medical services, Individual Therapy, Group Therapy, Family Therapy, Peer Support Services, Psychosocial Rehabilitation Services, Nursing Services, and Medication Monitoring Services.

**Table 3: Summary of Patient Data**

<b>Total Persons Served</b>	4077
<b>Total Number of Admissions</b>	2732
<b>Total Number of Clinical Contacts</b>	40,109
<b>Male</b>	42%
<b>Female</b>	58%
<b>Ages 0-17</b>	30%
<b>Ages 18+</b>	70%
<b>Total Contacts provided to Non-opened Stakeholders (Meetings, PR Events)</b>	10,907



**Figure 1: Patient Data by Ethnicity**



**Summary of Organizational Priorities, Goals and Objectives & Services**

**QUALITY**

ABMHC is committed to providing safe, effective and evidenced based mental health care. ABMHC utilizes the following evidenced based and best practices: Cognitive Behavioral Therapy (CBT), Cognitive Processing Therapy (CPT), Trauma Focused-Cognitive Behavioral Therapy (TF-CBT), Wellness Action Recovery Planning (WRAP), Shared Decision Making, Double Trouble in Recovery (DTR), Eye Movement Desensitization and Reprocessing (EMDR), Dimensions Well Body Program and Dimensions Tobacco Free Program, Psychosocial Rehabilitation (PRS), Peer Support Services (PSS), School Mental Health Services, Motivational Interviewing (MI), Solution Focused Brief Therapy, Collaborative Documentation, Dialectical Behavior Therapy (DBT) and Integrated Treatment for Co-Occurring Disorders. In addition to direct clinical supervision, a total of fifty hours of clinical training was provided to the clinicians at ABMHC in FY19. Sixty-one percent of clinical staff are fully licensed in South Carolina. Eleven clinicians have a Master Certification in Addictions. One Clinician is a Certified Addiction Counselor Supervisor.

As part of our commitment to person centered care and increasing family and caregiver involvement in the treatment planning process a total of 1516 family therapy contacts were provided. ABMHC offered an on-going monthly NAMI Family Support group for care-givers and family members. ABMHC utilized an Engagement Specialist to help patients quickly schedule and reschedule appointments as well as to identify barriers to treatment. Patients are contacted three days in advance and again 24 hours prior to the appointment for all medical staff. Patients are contacted three days in advance to be reminded of scheduled appointments with clinicians.

ABMHC offered same day assessment services also known as "Just in Time Care". As part of the intake process persons seeking services met with a Master Level Clinician same day for a clinical assessment to help determine the best way to meet needs. If the case was opened at ABMHC, the patient was scheduled follow-up appointments with the assigned therapist, psychiatrist and care-coordinator. If it was determined that someone would be best served by another agency or co-served by another agency a referral was made to the appropriate resource. A total of 2732 persons were screened for services (admission and re-admission) at ABMHC during FY 19.

### **CRISIS INTERVENTION (CI), CORRECTION , AND PATIENT REGISTRATION SERVICES**

CI is provided 24/7 and is available to anyone in the community experiencing a psychiatric emergency. CI was provided at all sites as well as the community setting. During FY19, ABMHC provided a total of 262 crisis contacts during business hours. In January 2019, the Community Crisis Response Intervention Program (CCRI) started for Region A under the operation of SCDMH serving Aiken, Bamberg, Barnwell, Calhoun, Lexington, Orangeburg and Richland counties. The CCRI program provided crisis services 24/7/365 within 60 minutes of contact with the CCRI team to meet the mental health needs of the residents of South Carolina. Towards the later end of FY19, Aiken-Barnwell MHC embedded a master level clinician at the Aiken Department of Public Safety.

Aiken County Detention Center (ACDC) and ABMHC partnered to provide inmates with quality mental health treatment while incarcerated. This included connecting inmates with community based services upon release to ensure continuity of care and reduce recidivism rates. ABMHC provided a total of 1950 contacts at ACDC in FY19. Services included: Assessment, Crisis Intervention, Individual Therapy, Crisis Intervention, Peer Support Services and Entitlement Services.

As noted above, a total of 2732 persons were screened for services (admission and re-admission) at ABMHC during FY 19.

### **Community Rehabilitative Services (CRS)**

The overall goal of the CRS programs is to provide opportunities for recovery for patients primarily diagnosed with Serious & Persistent Mental Illness, Serious Mood Disorders and Co-Occurring Disorders (SPMI/Substance Abuse). Recovery is defined as process of change through which individuals improve their health and wellness, live a self-directed life and strive to reach their full potential. CRS includes: Psychosocial Rehabilitation, Peer Support, and Supported Housing (Homeshare and Community Housing).

Psychosocial Rehabilitation Services (PRS) were offered in the clinic and in the community utilizing direct skills teaching and social skills training. Patients with behaviors that interfere with the ability to function in primary aspects of daily living, such as personal relations, living arrangements, work, school, and recreation benefited from this service. In FY19, a total of 1007 contacts were provided via the Psychosocial Rehabilitation Services Program.

Peer Support Services (PSS) were offered in the clinics, community and Aiken County Detention Center utilizing a person centered approach. The purpose of this service is to allow patients the opportunity to direct their own recovery and learn effective ways to cope and manage symptoms. ABMHC employed four peer support specialists who self-identified as having a mental illness thus providing hope and encouragement for recovery. Patients diagnosed with severe mental illness and/or substance abuse disorders benefited from this service. During FY19, a total of 3437 contacts were provided via the Peer Support Services Program.

Peer Support Services operated a Peer Support Drop-in center at the Main Center and Polly Best Center.

Patients had the option to participate in structured groups as relevant to their treatment plan or choose activities that support their personal recovery in a safe environment. Peer Support Services offered Dimensions Well Body and Tobacco Free Groups with a total of ninety-three participating in these groups. Peer Support Services facilitated the monthly NAMI support groups for patients and families and caregivers.

In FY19, Peer Support Services embedded a Peer Support Specialist in the initial intake process at the Main Center. The Peer Support Specialist met with patients seeking services to answer questions about the intake process, mental health treatment and alleviate the stigma surrounding mental health treatment. A total of 1686 patients were seen in FY19.

Peer Support Services has received the following awards: 2014 Champions in Mental Health Outstanding Program of the Year Award and "Creative Program of the Year" Award/Heroes in the Fight 2007.

During FY19, the Community Housing program guaranteed rent and paid a utility allowance for thirty-seven patients. Patients are housed throughout the community in safe and affordable housing. The Homeshare Program served two patients.

In the later part of FY19, ABMHC developed the Intensive Community Treatment Program. The majority of services are provided in the community and patient's natural living environment. The program serves adults diagnosed with a serious and persistent mental illness who have serious functional impairments and may have a history of repeated hospitalizations and/or incarcerations.

### **CARE-COORDINATION SERVICES**

Care-Coordination Services continues to be encompassed into South Carolina Department of Mental Health's supervision. During FY19, Care Coordination served a total of 837 patients providing 2242 total contacts meeting conventional needs such food, clothing, housing, employment, and primary care and unconventional needs such as pest control, beds, bedding, televisions, appliances, nutritional supplements, child care arrangements, and toys for Christmas. SCDMH has two Care-Coordinators assigned to provide services at ABMHC.

### **Child, Adolescent and Family Services and Adult Services (CAF)**

CAF provided a multi-faceted approach to children 0-18. The parents/guardians along with the child, clinician and psychiatrist formed an important team to set goals for treatment. Services included: Group Therapy, Individual Therapy, Family Therapy, Multiple Family Group Therapy, Intensive Family Services (IFS) and School Mental Health Services (SMH). CAF served a total of 1228 patients aged 0-18 at ABMHC during FY19. A total of 9916 clinical contacts were provided. ABMHC provided school mental health services at sixteen schools and served a total of 213 students.

In February 2019, ABMHC offered Intensive Family Services to patients ages 9-26 to prevent out of home placement. A parent figure must be able to participate in treatment. Some of the targeted behaviors include but are not limited to: delinquency, substance use, antisocial behaviors, aggressive behaviors, emotional disturbance, family conflict and poor school performance. The majority of services are provided in the home and community.

The Adult program offered individual, family and group therapy by appointment. All adult programs served patients 18 years of age and older. ABMHC served a total of 2849 adults during FY19. A total of 30,193 contacts were provided to adults served via the Adult Outpatient Programs at Main Center, Hartzog Center and Polly Best Center.

## **SERVICE**

ABMHC is committed to exceeding customer expectations at every turn in order to be the preferred health provider of choice in Aiken and Barnwell Counties. As part of this commitment, ABMHC offered same day service to persons needing crisis intervention or an assessment. ABMHC's accessibility rate for FY19 was 100%. ABMHC made tele-psychiatry available at all locations to ensure patients had access to emergency psychiatric assessments. ABMHC provided transportation to and from mental health appointments for sixty-two indigent patients in order to increase access to treatment.

In FY19, ABMHC held and participated in multiple Mental Health Collaborative Forums and Community Networking meetings to enhance partnerships with stakeholders and build healthier communities as well as expand housing, employment and community supports for patients. ABMHC served a total of 304 patients as part of its partnership with Aiken Regional Hospital and Southern Palmetto Hospital Healthy Outcomes program (HOP). In addition, ABMHC facilitated multiple presentations for care-givers, stakeholders and family members.

Eleven clinicians have a Master Certification in Addictions. On-going clinical training and supervision was provided monthly in reference to Co-occurring Disorders and Trauma Focused Treatment. Screeners continued to be used at intake to help determine patient's needs. A number of outcome measures including but not limited to the PHQ9, GAD7, PCL5, and DLA-20 continued to be used to track the progress of patients and current functioning level.

ABMHC collected outcome data designed to measure the access to, effectiveness and satisfaction of services provided.

### **Patient Satisfaction Survey**

Patients at each site (Main Center, Hartzog and Polly Best) were offered the opportunity to complete a Patient Satisfaction Survey after each service provided. A Likert scale was utilized to obtain information regarding the following areas: accessibility, effectiveness of and satisfaction with services offered. A Likert item was chosen as it allows the respondent to evaluate both objective and subjective criteria and provide equal amounts of positive and negative positions. The overall patient satisfaction rate for FY19 was 99%.

### **Patient Discharge Survey**

Upon discharge patients were offered the opportunity to complete a post discharge survey via mail or in-person. A Likert scale was utilized to obtain information regarding the following areas: effectiveness of services, willingness to refer someone to agency, willingness to return to agency in future, participation in treatment and overall satisfaction with services. A Likert item was chosen as it allows the respondent to evaluate both objective and subjective criteria and provide equal amounts of positive and negative positions. Patients were asked to provide suggestions on how to improve services. The overall patient discharge satisfaction rate for FY19 was 91%.

## **People**

ABMHC recognizes that being the behavioral health care provider and employer of choice means recruiting, developing and retaining a competent, culturally diverse, motivated and productive workforce. During FY19, the annual turnover rate was 21.8%- a 2% decrease from FY18. New employees were provided a five day orientation to the agency and surveyed regarding their experience. One-hundred percent of new employees were satisfied with the orientation process. Sixty-one percent of master level therapists are licensed in South Carolina with an additional 15% seeking licensure. In order to promote career development, ABMHC continues to provide supervision for clinical licensure for staff seeking license. ABMHC provided clinical supervision and training to assist therapists with obtaining their Master of Addiction Certification. ABMHC provided 50 hours of continuing education to staff in FY19.

In order to recruit staff, ABMHC participated in several recruiting events with local colleges including University of South Carolina-Aiken, University of South Carolina Columbia School of Social Work, Troy State, Webster University and Augusta State University. Prospective employees were invited to participate in a Career Expo to learn more about employment with ABMHC. ABMHC also participated in the annual town-hall forum with graduate students enrolled in the Master of Clinical Psychology Program at the University of South Carolina-Aiken. Aiken-Barnwell has affiliation agreements with the University of South Carolina-Aiken (Clinical Psychology and Nursing Programs); the University of South Carolina- Master of Social Work Program; Troy State (Counseling Program); Webster University (Counseling Program); and Augusta State University (Counseling Program).

A quarterly all-agency Employee Forum was held to promote transparency and to provide information to staff regarding agency's performance as well as to recognize and reward employee's achievements. The Employee Rewards and Recognition Committee hosted several activities throughout the year to recognize staff's teamwork, hard-work and commitment to the agency's mission.

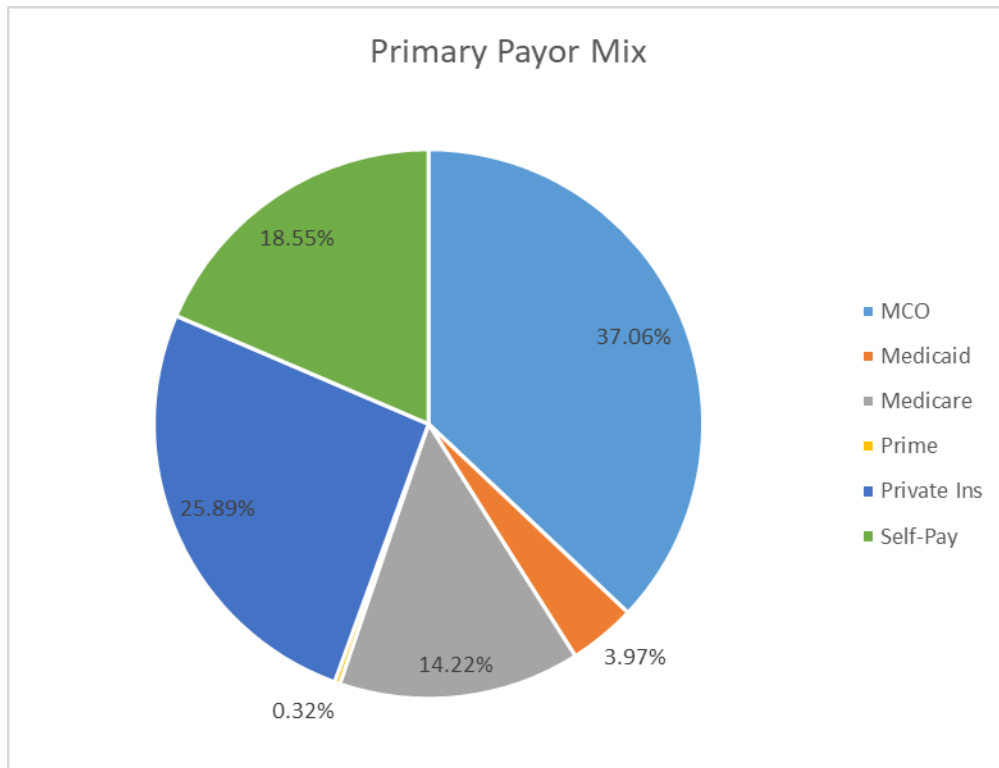
## **FINANCE**

### **ABMHC FY19 Financial Report as of 6/30/19**

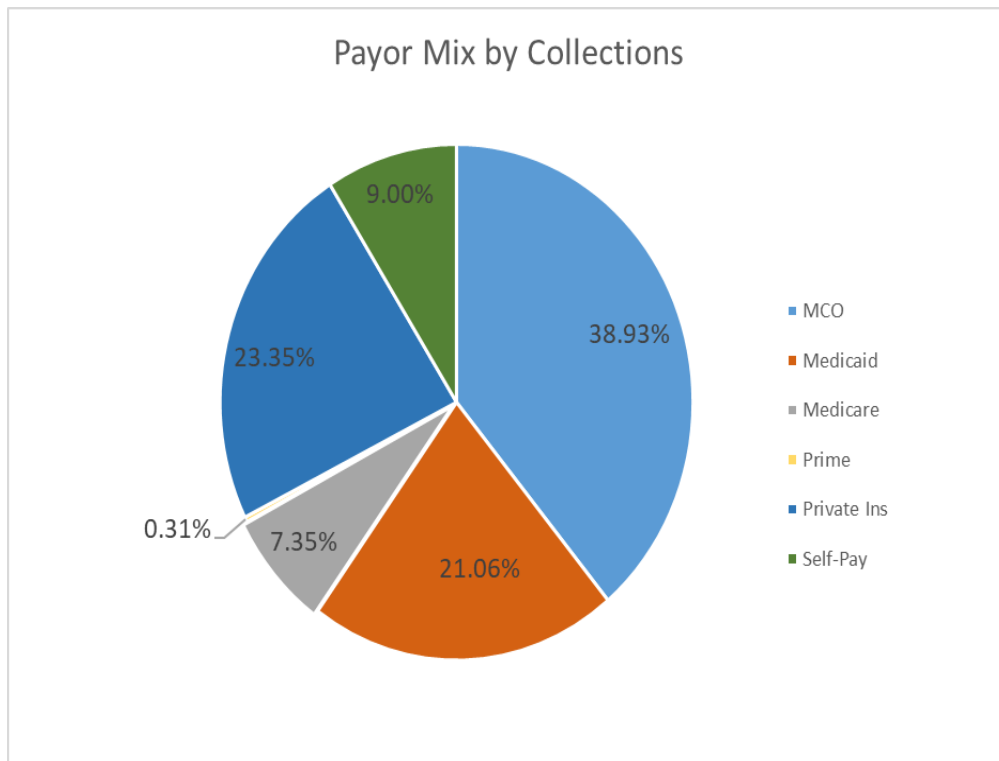
ALLOCATIONS:	FY19 Original Forecast	FY19 Year End Budget
DMH STATE ALLOCATION	\$3,168,686.00	\$3,527,355.00
DISPROPORTIONATE MEDICAID	-	-
PATIENT FEE ACCOUNT	-	-
<b>TOTAL ALLOCATIONS</b>	\$3,168,686.00	\$3,527,355.00
REVENUES:		
MEDICAID REIMBURSEMENT	\$388,275.00	\$313,611.40
MCO OPERATIONS	\$1,664,616.00	\$1,544,112.24
OTHER FEES / INSTITUTIONAL REVENUE	\$631,455.00	\$712,843.00
VETERANS ADMINISTRATION	-	-
DRUG FINES	-	-
COUNTY APPROPRIATIONS	\$1,000.00	\$1,500.00
BLOCK GRANT	\$172,656.00	\$201,589.00
OTHER FEDERAL GRANTS	-	-
EARMARKED FUND GRANTS	-	-
OTHER REVENUES	\$5,000.00	\$2,688.83
MCO SCHIP PRIOR YEAR ADJUSTMENT	-	\$ 22,500.00
PRIOR YEAR CARRY FORWARD	-	-
<b>TOTAL REVENUES</b>	\$2,863,002.00	\$2,798,844.47
<b>TOTAL REVENUES AND ALLOCATIONS</b>	\$6,031,688.00	\$6,326,199.47
EXPENDITURES:		

PERMANENT POSITION SALARIES	\$3,502,959.00	\$3,236,539.51
TEMPORARY GRANT POSITIONS	-	-
TEMPORARY POSITION SALARIES	-	\$13,293.27
OTHER PERSONAL SERVICES	\$100,369.00	\$69,087.15
EMPLOYEE BENEFITS	\$1,477,364.00	\$1,411,315.93
CONTRACT PERSONNEL	\$139,649.00	\$241,438.03
<b>TOTAL PERSONNEL COST</b>	<b>\$5,220,341.00</b>	<b>\$ 4,971,673.89</b>
CONTRACTUAL SERVICES	\$106,000.00	\$179,071.00
SUPPLIES	\$138,000.00	\$152,643.00
FIXED CHARGES	\$109,000.00	\$123,276.24
TRAVEL / VEHICLE EXPENSES	\$40,000.00	\$33,143.75
EQUIPMENT	-	\$25,965.00
UTILITIES	\$87,000.00	\$74,244.22
OTHER EXPENSE	-	-
<b>TOTAL OPERATING EXPENSE</b>	<b>\$480,000.00</b>	<b>\$588,343.21</b>
CASE SERVICES	\$339,347.00	\$334,215.09
<b>TOTAL EXPENDITURES</b>	<b>\$6,039,688.00</b>	<b>\$5,894,232.19</b>
<b>NON-RECURRING FUNDING</b>	<b>\$8,000.00</b>	<b>\$39,816.00</b>
<b>Revenues Over (Under) Expenditures</b>	<b>-</b>	<b>\$ 471,783.28</b>
<b>Return of Unspent Special Awards</b>		<b>(\$241,331)</b>
<b>FY19 Earned Revenue Surplus</b>		<b>\$230,453</b>
<b>Prior Year Carry Forward</b>		<b>\$29,281</b>
<b>Return of funds allocated during FY19 for deferred maintenance</b>		<b>\$(30,951)</b>
<b>FY20 Carry Forward Balance</b>		<b>\$228,783</b>

**Figure 2: Primary Payor Mix**



**Figure 3: Payor Mix by Collections**



## **Growth**

ABMHC continued to track key performance indicators to measure effectiveness and efficiency and to assist in the decision making process. Data was reviewed weekly and monthly to ensure the agency was meeting established outcomes. A Monthly Report Card was provided to all managers as well as staff promoting transparency and engagement in the organization. ABMHC developed several new programs including Intensive Community Treatment, Intensive Family Therapy, and Community Crisis Response Intervention. ABMHC continued to research and offer training on evidence based practices to include Eye Movement Desensitization Reprocessing and Dialectal Behavior Therapy. Clinical staff were provided on-going supervision for the treatment of Co-Occurring Disorders and Trauma. Three staff members completed the Dialectical Behavior Therapy training which includes on-going consultation and supervision. Clinical staff completed the National Adoption Competency Mental Health Training.

ABMHC facilitated two monthly support groups- NAMI Support Group "Connections" for adults diagnosed with mental illness in Aiken and Barnwell counties and NAMI Family Support Group for family members, caregivers and loved ones of individuals living with mental illness. Both support groups were open to the public.

## **Community**

In FY19, ABMHC participated in fifty-six public relation events and opportunities. This included: presentations on ABMHC and mental health topics in general as well as how to access treatment; depression screenings; appearances on radio show; back to school activities; and operating booths at various community events and health fairs such as Western Carolina State Fair, Jack O Lantern Jubilee, Fit4 School, North Augusta Healthy Fair, NAMI Suicide Walk, and many more. ABMHC partnered with Mental Health America of Aiken County and Alpha Kappa Alpha and Zeta Phi Beta Sororities. ABMHC routinely participated in monthly, quarterly and semi-annual community networking meetings and collaborative forums to discuss ways to enhance partnerships, educate about services, identify and remove barriers to services and to serve patients more effectively. ABMHC is a member of the Aiken County Coalition to Prevent Suicide and the Aiken County Homelessness Coalition. The Executive Director and Center Administrator attended County Council meetings and met individually with county council members to educate about ABMHC and services offered to the community.

## **Summary**

ABMHC has been built by numerous dedicated professionals who are passionate about changing the community and the world for the better. ABMHC's foundation is built on recovery and the premise that mental health is essential to overall health. ABMHC's goal is to provide safe, effective and evidence based mental health services to individuals with mental illness to alleviate symptoms, ensure their best level of functioning and prevent relapse. During FY19, ABMHC clearly demonstrated its commitment to the people of both Aiken and Barnwell counties as well as the South Carolina as evident by its outcomes.