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

Aiken Barnwell Mental Health Center has provided essential behavioral services to the residents of Aiken & Barnwell counties since July 1, 1965. ABMHC is one of 17 community mental health centers providing behavioral services to families, adults, and children who are diagnosed with mental illness. Intervention, prevention and recovery services may include: Assessment, Therapy, Care-Coordination, Psychosocial Rehabilitation, Peer Support, and Community Collaboration. ABMHC serves the residents of Aiken and Barnwell counties, SC, rural communities.

ABMHC has three convenient locations:
- Main Center, 1135 Gregg Hwy, Aiken SC, 29801
- Hartzog Center, 431 W Martintown Rd, North Augusta, SC 29841
- Polly Best Center, 916 Reynolds Rd, Barnwell, SC, 29812

A three-year CARF Accreditation was awarded to Aiken-Barnwell for the following programs/services through November 2015: Outpatient Treatment for Adults, Children & Adolescents; and Community Integration – Psychosocial Rehabilitation Services-Adults.

Our Mission
Aiken Barnwell Mental Health Center (ABMHC) aspires to be the premier provider of behavioral services to support the recovery of families, adults and children living in Aiken and Barnwell counties.

Our Core Values
In order to best serve our clients and remain true to our employees, ABMHC embraces the following core values:

Celebrating Diversity - “Respecting the rights, differences, and dignity of others.”

Recovery - “Achieving a high quality, self-directed, satisfying life integrated in the community.”

Quality - “Commitment to Excellence.”

Public Awareness - “Dedicated to increasing the understanding of mental illness and eliminating stigma.”

Collaboration - “Partnering with clients and stakeholders to create healthy communities.”

Technology - “Embracing Technology” to improve efficiency and quality of care.”
The Six Pillars of Excellence

ABMHC adopted 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 (clients, 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 clients. 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 clients 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 clients are getting great care and the clients 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 clients.

**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 show how an organization, by focusing on employee satisfaction, can improve client 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

- Participated in Inter-Agency Team Meetings In Aiken, Barnwell and North Augusta (Quality of Life, North Augusta Community Service Network, Aiken Community Service Network & Barnwell Community Service Network) to promote continuity of care for clients and avoid duplication of resources and maximize resources.

- Networked with Local Legislative Representatives and local county officials to advocate for mental health services to include participation in town-hall meetings and community forums.

- Coordinated and/or Participated in the following public relations and community outreach activities:
  
  **August 2013**
  National Health Center Week at FQHC- MJWCHC
  Collected school supplies to provide MJWCHC for back to school drive
  Stress Management Seminar provided at Barnwell Co Schools
  Assisted with Open House at Williston-Elko Schools

  **September 2013**
  National Alcohol & Addiction Month- provide brochures/info to clients
  Prostate Health Month- provided info to clients re free Prostrate exams in local community
  Participated in Senior Health Fair- Odell Weeks 9/18/13

  **October 2013**
  Coordinated presentation for ABMHC staff re Suicide Prevention 10/3/13
  Provided supplies to call attention to Breast Cancer and provided info on free screenings to clients
  Facilitated booth at Western Carolina State Fair- provided over 700 brochures/info to patrons re MH center/treatment

  **December 2013**
  Participated in Hometown Pride Event in Wagener SC- provided over 250 brochures/info to patrons re MH center/treatment

  **February 2014**
  Participated in USC College of Social Work Career and Field Placement Fair on 2/7/14
  Participated in GRU Career Fair on 2/21/14
  Participated in North Augusta Family Health (y) Fair Expo on 2/22/14

  **March 2014**
  Rotary Club Presentation with Mr. Magill
  Participated in Kids Career Fair- Macedonia Baptist Church-Barnwell 3/14/14
  Participated in USC Aiken Career Fair on 3/26/14
  Participated in Child Advocacy Fundraiser on 3/20/14 – CAF Staff
  Participated in Barnwell County Town Hall meeting on 3/31/14

  **April 2014**
  ABMHC Peer Support Program awarded “Outstanding Program of the Year” by MHA- SC on 4/4/14
  Participated in Health Fair @ SCDHEC Barnwell County on 4/4/14- PB Staff
  Participated in Taste of Blackville on 4/19/14- PB Staff
Facilitated Collaborate Meetings with Stakeholders at ABMHC on 4/29 and 4/30/14 (Legal/Law Enforcement, Human Services, Healthcare, Education, Faith-Based, Advocacy, Government)

**May 2014**
- Participated in Children’s Advocacy Statehouse Rally 5/7/14
- Free MH Activity Books to Children- 5/8/14
- Presentation @ Aiken Baptist Association 5/13/14
- Radio Presentation @ WAAW 5/13/14
- Relay for Life @ South Aiken High School 5/16/14
- Panel Discussion @ Cumberland AME Church 5/17/14
- Healthfair @ Bamberg Church of God 5/18/14
- Barnwell Walmart 5/20/14 and 5/27/14 staff on site to provide info about ABMHC
- Free Bulletins to Churches (6000 provided)
- Participated in Health Fair at Aiken Center 5/29/14

**June 2014**
- Participated in Aiken’s Cookin (MHA Fundraiser) 6/6/14
- Won Best Dessert Award for Aiken’s Cookin 6/6/14
- Presentation to Aiken Technical College (Counselor & Dr. Burdette)
- Participated in Almond Branch Baptist Church Healthfair 6/7/14
- Participated in Summer Institute (Aiken County Schools) 6/11/14
- Presentation to Community Service Network 6/17/14
- Participation in Lower Savannah Medical Collaborative 6/26/14

- Provided internship opportunities & placements at ABMHC. (USC School of Social Work)
- 77 % of clinical staff are licensed/licensed interns by the SCLLR
- Provided largest number of Peer Support Services in South Carolina/SCDMH system.
- Conducted Community Needs Assessment, Stakeholder’s Satisfaction Survey, Employee Needs Assessment and Employee SWOT meetings
- Employee Development Program initiated to recruit, develop and retain a competent, culturally diverse, motivated and productive workforce.
- Participated in Aiken County Suicide Coalition
- Received $1000 from Aiken County Council- utilized for transportation for indigent to have access to mental health and medical appointments
- Expanded Medical Services to include hiring a medical director and nurse.
- Expanded School Based Services in Aiken County (Wagener, Aiken Elementary and Aiken Middle)
ABMHC Executive Leadership Team

Richard L Acton served as the Executive Director at Aiken Barnwell Mental Health Center and Lexington Community Mental Health Center during FY14. Rick has thirty plus year’s executive and operational experience in private/non-profit and public community based family service and behavioral health. He has extensive knowledge and experience in the areas of Program Development & Implementation in Mental Health, Alcohol and Substance Abuse, Family Preservation Services, and Chronic Mental Illness- Needs/Treatment. In addition, Rick has provided consultation to State Legislators (South Carolina and Ohio) and their staff regarding public policy crafting and statutory initiatives. He has served on numerous state-wide task forces (SC & Ohio) regarding various family service and behavioral healthcare issues. He has hands-on knowledge of national accreditations (COA, CARF), state licensure, and certification issues and the organizational aspects of a successful certification team effort. Rick has also worked as a Therapist with diverse populations in a variety of therapeutic settings. He has served as a Graduate Instructor/Adjunct Field Instructor with the College of Social Work at Ohio State University. He also served as an instructor with Urbana University. Rick currently works with a variety of organizations/affiliations including the South Carolina Department of Mental Health Executive Advisory Council; Chairperson Region “A” Mental Health Directors; & Instructor/Mentor for the South Carolina Department of Mental Health Mentoring/Succession Program. Rick has a Master of Social Work from Ohio State University.

Edwin “Larry” Elledge, MSW, served as the Program Director at the Polly Best Center in Barnwell (ABMHC) for FY14. He is responsible for providing individual and family therapy, supervising therapists and administrative personnel, coordinating mental health services in the community, and working on enhancing the collaboration with other service agencies in the Barnwell community. Larry retired from the U.S. Army after serving 24 years. He holds a Bachelor of Arts degree on Experimental Psychology from the University of South Carolina (1997) and a Master of Social Work from that same university (1999). Larry previously worked at William S Hall as a Mental Health Specialist; Lexington Community Mental Health Center as a school based therapist and Aiken Barnwell Mental Health Center as a Clinical Coordinator in the Child, Adolescent and Family Unit. He has extensive experience providing individual, family and group therapy. In 2001, Larry began working with Lexington Medical Center as Medical Social Worker in the emergency department. Larry has seventeen and a half years of experience in the field of behavioral and mental health. As of 8/29/14, Larry retired from ABMHC.

April Kitchens, LPC served as the Program Coordinator II for Hartzog Center in North Augusta (ABMHC) for FY14. She is responsible for overseeing daily clinical and administrative operations, and ensuring that the staff at Hartzog Center is able to successfully and efficiently meet the mental health needs of our clients and the surrounding community. April’s past experience at ABMHC includes: Crisis Services, Adult Outpatient and Quality Assurance. As a therapist in Adult Services, she gained experience with a wide variety of diagnoses, from Adjustment Disorder to PTSD to Schizophrenia, as well as Personality Disorders. She provided assessment, crisis intervention, individual, group, and family therapy. In August of 2006, she accepted a position as Program Coordinator I in Quality Assurance. During her time in QA, she gained vast knowledge and experience in SC DHHS and SCDMH requirements for services and documentation. While working in QA, she supervised Medical Records for several years. She was able to gain much knowledge and experience in working with the EMR and served as Client Advocate for ABMHC for several years.

Phyllis Leverett, LPC-I, LAPC, served as Quality Assurance Coordinator for FY 14 starting April 2014. She received her MA in Counseling from Webster University in 2002 and a Graduate certificate in Psychiatric Vocational Rehabilitation from University of Maryland. Phyllis has been employed by SCDMH and Georgia Department of Behavioral Health. She has an array of experiences in mental health services ranging from therapist, case expeditor, surveyor and psychiatric program director. Phyllis is currently employed with ABMHC as the QA Director. Her primary function is to ensure the quality of services given as well as education and
training of staff. She also works as a clinician facilitating a DBT group here at the center. Phyllis enjoys being part of the team and works effortlessly to help all staff stay abreast of new standards.

Cindy Foster Motycka, LPCS, served as Program Manager for Adult Services for FY 14. She received her MS in Clinical Psychology from Augusta State University in 1993 and immediately was employed as a clinician in the Eating Disorders Program at the Medical College of Georgia. At MCG she developed a strong foundation in Cognitive Behavioral Therapy and Gestalt Therapy. She was also introduced to Dialectical Behavioral Therapy during this time. In 1999 she was hired at ABMHC as a Mental Health Counselor and was then chosen to fill the position of the Program Director of Adult Outpatient Services in 2000. As a supervisor she has continued to see clients for individual therapy while challenging her staff to excel. While most of her training and her mentors have been in the field of Cognitive Behavioral Therapy, she also utilizes Dialectic Behavioral Therapy, Gestalt Therapy and Experiential Therapy. As a member of the senior management team at ABMHC she is very involved in numerous ventures to assure all clinicians are licensed in their respective fields, to promote the excellence of services at ABMHC and to provide clients with rewarding and satisfying therapeutic experiences. She is also certified as an Equine Assisted Psychotherapist through EAGALA and she is interested in integrating these services at ABMHC in the future.

Bianca Otterbein, LPC, CACII served as the Program Coordinator II for Child, Adolescent and Family Services at ABMHC for FY14 starting Dec. 2013. She earned her B.A. degree in psychology from Coastal Carolina University in 2006 and her M.Ed. in Community Counseling from Winthrop University in 2009. Her internships have included experience in a school setting, a mental health setting, and Hospice. She launched into a professional career by serving as a case manager for Shoreline Behavioral Health Services in Conway, SC and soon became an adolescent counselor. Her experience as a counselor focused mostly on group and individual work, as well as assessment. In February of 2011, as the Adolescent Coordinator, she provided clinical supervision to a team of 4 adolescent counselors and months later, as the Coordinator of Outpatient Services led a team of 17 adolescent and adult counselors. She began work as a therapist at Aiken-Barnwell Mental Health Center in May of 2012. Her experience includes work with children, adolescents, adults, couples, and families, although most experience has focused on working with children and adolescents. She has extensive experience and training in the areas of grief, child abuse, and substance abuse. She involves many different theories into practice and supervision. She typically follows a cognitive-behavioral, dialectical behavioral, reality, and Adlerian mindset, however also pull from client-centered, gestalt, behavioral, motivational enhancement, and others to fully meet the client where they are. She currently holds a license in South Carolina as a Professional Counselor and two certifications, one as a National Certified Counselor by the National Board for Certified Counselors and one as a Certified Addictions Counselor II. She is also certified in Equine Assisted Psychotherapy by the O.K. Corral Series.

Gregory E. Smith MD is a psychiatrist who has been doing telepsychiatry, seeing patients by computer and high definition video, for the last four years. He also sees patients in a community mental health. In mid-October 2013, he re-started his old job which was serving as Medical Director for the Aiken-Barnwell Mental Health Center. He continues to do telepsychiatry half time as well. He has been practicing psychiatry for twenty seven 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 those 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.
Tamara L Smith, LISW-CP served as the Assistant Executive Director at Aiken Barnwell Mental Health Center and the Program Manager for the Community Based Rehabilitative (CRS) Programs for FY 14. CRS includes Psychosocial Rehabilitation, Peer Support and Housing. Tamara holds a Master of Social Work Degree from the University of South Carolina, 1999. She has worked with Aiken Barnwell Mental Health Center since 1992 primarily in Psychosocial Rehabilitation, Peer Support Services, Case-Management Services and Supported Employment. From February 2006-March 2009, she coordinated the Mental Health Treatment Study at ABMHC. ABMHC was one of 22 sites nationwide to participate in this study in conjunction with Westat/Rockville MD. Tamara is the ABMHC Liaison with SCDMH for Integration. As Assistant Director, she assists with day to day operations of the agency and chairs the following committees: Public Relations, Grants and Performance Improvement. Tamara has twenty-three years of experience in the field of behavioral and mental health.

Elaine Van Patten began serving as the Business Administrator at ABMHC June 2, 2014. She is an accomplished operations administrator with over 8 years of operations and program management experience. She received her M.S. in Science, Technology, Society and Public Policy from the Rochester Institute of Technology, and began her professional career managing grants and contracts for non-profits. Over the years, she has gained valuable experience in public, private and corporate financial and programmatic positions. Prior to joining the ABMHC team, Elaine managed regional corporate projects and operations for a national solar corporation. It was during Elaine’s tenure serving as an operations manager for a veteran’s homeless shelter, that her passion for assisting the community was realized. This coupled with her experiences working with individuals living with and impacted by HIV/AIDS and under-served native Hawaiians, solidified Elaine's passion and desire to serve the community. As ABMHC Center Administrator, Elaine is responsible for daily operations and fiscal management for the center to ensure clients receive the best possible assistance and experience. She is thrilled to be a part of the ABMHC team and proudly promotes the numerous excellent services available to the community.

Jeff Waddell, MS served as the Program Manager for Integration for FY14. He graduated from Emory and Henry College in 1993 with a MS in Clinical Psychology. 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. This included expansion of services from 3 hours to 22 hours for persons with developmental disabilities. Jeff has been with ABMHC since 2002 where he has served in a variety of positions. He worked as a Mental Health Counselor with the Crisis and ACT teams. He has served as liaison to the Aiken County Detention Center, SCDMH State Hospitals and Community Residential Care Facilities. He previously supervised Community Based Services, Case-Management Services and Housing. Currently Jeff is the Program Director for Integration which includes liaison with Aurora Pavilion and assisting with Designated Exams via Probate Court. In addition, he is the Behavioral Health Consultant assigned to work with MJWCHC.
**ABMHC Board of Directors**

Aiken Barnwell Mental Health Center has an advisory board consisting 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**

<table>
<thead>
<tr>
<th>Member Name</th>
<th>County Served</th>
<th>Appointed</th>
<th>Expiration Date</th>
<th>Seat Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Young-Board Chair</td>
<td>Barnwell</td>
<td>2/10</td>
<td>2/16</td>
<td>1</td>
</tr>
<tr>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Dr. Rosa Ishmal</td>
<td>Aiken</td>
<td>1/13</td>
<td>1/17</td>
<td>4</td>
</tr>
<tr>
<td>Cheryl Azouri-Long</td>
<td>Barnwell</td>
<td>4/89</td>
<td>5/17</td>
<td>5</td>
</tr>
<tr>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Lisa Tindal</td>
<td>Aiken</td>
<td>12/13</td>
<td>9/16</td>
<td>7</td>
</tr>
<tr>
<td>Dr. W. Gaines Entrekin</td>
<td>Aiken</td>
<td>1/12</td>
<td>9/15</td>
<td>8</td>
</tr>
<tr>
<td>James Baggott, Jr.</td>
<td>Aiken</td>
<td>12/12</td>
<td>4/14</td>
<td>9</td>
</tr>
<tr>
<td>Mary Head</td>
<td>Aiken</td>
<td>1/12</td>
<td>4/18</td>
<td>10</td>
</tr>
<tr>
<td>Rachel Ryan-Vice Chair</td>
<td>Aiken</td>
<td>1/12</td>
<td>1/15</td>
<td>11</td>
</tr>
<tr>
<td>Liz Neal</td>
<td>Aiken</td>
<td>3/14</td>
<td>7/15</td>
<td>12</td>
</tr>
<tr>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>Marion Gary</td>
<td>Aiken</td>
<td>9/10</td>
<td>1/18</td>
<td>14</td>
</tr>
<tr>
<td>Janie Key</td>
<td>Aiken</td>
<td>8/10</td>
<td>1/18</td>
<td>15</td>
</tr>
</tbody>
</table>
**County Data**

Aiken County is the fourth largest South Carolina County by land area with a total of 1,073 square miles. It is located near the mid-point of SC’s 250 mile border with Georgia. Barnwell County has a total area of 548 square miles and is located along US route 278. Population data for Aiken and Barnwell counties is outlined in Table 1.

<table>
<thead>
<tr>
<th>Table 2: Population Data for Aiken and Barnwell Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
</tr>
<tr>
<td>Population</td>
</tr>
<tr>
<td>Persons under 18 years</td>
</tr>
<tr>
<td>Persons 65 years and over</td>
</tr>
<tr>
<td>Female persons</td>
</tr>
<tr>
<td>Minority persons</td>
</tr>
<tr>
<td>Median household income 2008-2012</td>
</tr>
<tr>
<td>Persons below poverty level 2008-2012</td>
</tr>
</tbody>
</table>

**ABMHC Client Data**

From July 1, 2013-June 30, 2014 (FY 14), Aiken Barnwell MHC served a total of 4082 people. A total of 58,996 clinical client contacts were provided in regards to the following clinical services: Crisis intervention services, Mental Health assessment, Psychiatric Medical Services, Case-Management, Individual Therapy, Peer Support Services, Psychosocial Rehabilitation Services, Group Therapy, Nursing Services, School Based Services and Family Support.

<table>
<thead>
<tr>
<th>Table 3: Summary of Client Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Persons Served</td>
</tr>
<tr>
<td>Total Number of Admissions</td>
</tr>
<tr>
<td>Total Number of Discharges</td>
</tr>
<tr>
<td>Total Number of Clinical Contacts</td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td>Ages 0-17</td>
</tr>
<tr>
<td>Ages 18+</td>
</tr>
<tr>
<td>Active caseload as of June 30, 2014</td>
</tr>
<tr>
<td>Total Contacts provided to Non-opened Stakeholders (Meetings, PR Events)</td>
</tr>
</tbody>
</table>
Aiken Barnwell Mental Health Center (ABMHC) is a community mental health center providing behavioral health services to families, adults and children who are diagnosed with a mental illness. Intervention, prevention and recovery services may include: Assessment, Therapy, Care-Coordination, Psychosocial Rehabilitation, Peer Support & Community Collaboration. ABMHC serves the residents of Aiken and Barnwell counties, South Carolina, rural communities.

**Intake Services**

As part of the intake process persons seeking services meet with a Master Level Clinician for a clinical assessment to help determine the best way to meet needs. After the assessment, the case is discussed with the treatment team to determine an appropriate course of treatment. If the case is opened at ABMHC, the client will be contacted in writing with follow-up appointments with a therapist and psychiatrist. We do require that all clients see the therapist prior to the psychiatrist. It may be determined that someone would be best served by another agency or co-served by another agency. In these circumstances the client will be contacted in writing with the appropriate referrals. Quality services depend on the close working relationship between the therapist, staff, physician and client. All clients have certain responsibilities. A client orientation handbook is provided upon intake for review.

Urgent Clients are clients presenting in crisis or with mental health emergencies. Services are provided immediately and on the same day they present for treatment. Emergent clients are clients presenting with mental health issues that need to be addressed within 2 business days. Clients will be scheduled with follow-up appointments with a therapist within 2 business days. Routine clients are clients presenting with routine mental health issues that can be addressed within 7 business days. A follow-up appointment with a therapist is scheduled within 7 business days.
• Walk-ins are seen on a first come, first served basis. Persons interested in services should arrive to ABMHC no later than 3pm Monday-Friday to be seen that day. Waiting times will vary. Walk-ins should bring proof of identification, discharge paperwork (if being discharged from the hospital, jail, substance abuse program or referred by a private provider), proof of income, insurance card and immunization record (Children-only).

• If someone has private insurance contact, ABMHC will refer back to the insurance company.

• We do not complete disability paperwork even if referred by an attorney.

• Clients should not expect to see a psychiatrist on the first visit or to receive medications from ABMHC on your first visit. NO benzodiazepines (e.g. Xanax, Klonopin, Ativan) will be given until client is evaluated by the ABMHC Psychiatrist and ONLY if the ABMHC Psychiatrist feels this is the most appropriate medication.

• Urine Drug Screens may be required upon intake and as part of the treatment process.

A total of 3082 persons were screened for services at ABMHC during FY 14.

**Adult Outpatient Services**

Adult Outpatient provides services to clients who are in need of long term and/or short term psychotherapy. The Adult program offers individual therapy and group sessions by appointment. All adult programs service clients who are 18 years of age and older. Adult Outpatient provides services to clients who are in need of short-term psychotherapy. The Adult program offers individual, group and family therapy. Clients can expect to be seen for up to 12-24 sessions depending on need. Harmony is the co-occurring disorders program operating under Adult Outpatient Services. It is designed for clients diagnosed with both a mental illness and substance abuse disorder. This program offers group therapy several times per week aimed at substance reduction and management of mental illness. ABMHC served a total of 2754 adults during FY 14. In addition, a total of 24,037 contacts were provided to adults served via the Adult Outpatient Program.

**CRISIS INTERVENTION (CI) AND EMERGENCY SERVICES**

CI provides services during regular office hours and after hours. This program services adults, adolescents and children who are experiencing a psychiatric emergency or in need of evaluation for involuntary emergency chemical / psychiatric treatment. These services are provided in the Center as well as other locations in the community. During FY 14, ABMHC provided a total of 380 crisis contacts during business hours and 131 contacts after hours.

**Community Rehabilitative Services (CRS)**

The overall goal of the CRS programs is to provide opportunities for recovery for clients 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 & Shelterplus).
Psychosocial Rehabilitation Services-Aiken (PRS) is offered in the clinic and in the community utilizing direct skills teaching and social skills training. Clients 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 would benefit from this service.

Peer Support Services (PSS) are offered in the clinics and community utilizing a person centered approach. The purpose of this service is to allow clients the opportunity to direct their own recovery and advocacy processes while promoting skills for coping with and managing symptoms while utilizing natural resources and the preservation and enhancement of community living skills. Clients diagnosed with severe mental illness and/or substance abuse disorders would benefit from this service.

**Summary of CRS Data FY14**

During the FY 2014, there were a total of ninety-seven clients receiving PRS services in the Aiken PRS program with a total of 5995 contacts provided. As of July 1, 2014 the PRS program is currently serving fifty-six clients.

ABMHC Peer Support Program is recognized as the best in the state of South Carolina. In April 2014, the program received the Champions in Mental Health Outstanding Program of the Year Award. The program previously received, the “Creative Program of the Year” Award at the Heroes in the Fight Awards Banquet 2007. Currently ABMHC employs seven peer support specialists (five in Aiken, two in Barnwell).

During this time-frame, the PSS program received one hundred sixteen referrals and provided a total of 14,663 contacts. This included referrals to the PSS DIC’s in Aiken, Double Trouble Support Groups and for individual WRAP (Wellness Action Recovery Planning) assistance.

Shelterplus provided sixteen placements for clients with very limited income and/or no income. There was one new placement in Shelterplus during this time-frame. There are currently a total of fourteen Shelterplus placements in Aiken County and two in Barnwell County. There are a total of eight Homeshare providers in the Homeshare program (six in Aiken County and two in Barnwell County). There are five clients currently residing in the Homeshare Program. Nine housing placements were made in Aiken & Barnwell counties via Community Integration (three placements for a single dwelling, one placement for a family dwelling, 1 placement for Shelterplus, 3 placements for Northgate, and 1 placement for Homeshare). Multiple interventions to develop housing opportunities, maintain current placements, and/or assist with evictions and other housing problems were provided on a consistent basis.

**CARE-COORDINATION SERVICES**

Care-Coordination Services are designed to help clients gain access to needed medical, social, educational and other services. Components of this service include: Assessment, Care Planning, Referral and Linkage and Monitoring and Follow-Up. Examples of care-coordination may include referrals to: Legal resources, Transportation resources, Employment resources, Educational Resources, Medical Providers and much more. Care-Coordination Services are offered in the clinic and community via SCDMH.

Care-Coordination Services is encompassed into South Carolina Department of Mental Health’s supervision. Services are centralized with SCDMH and supervised locally by a Regional Care Coordinator. All clients are asked about needs and referred to a Care-Coordinator for an assessment as needed. In addition, ABMHC staff can make referrals to Care-Coordinators for children and adults when needed. During FY 14, Care Coordination served a total of 374 clients providing 419 total contacts meeting conventional needs such as 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. Due to growth and a high demand for Care Coordination, SCDMH will place a third Care Coordinator at ABMHC in August 2014.

**THE INTEGRATED HEALTHCARE PROJECT**

The Integrated Healthcare Project is a partnership with Aiken Barnwell Mental Health and Margaret J. Weston Community Health Center to enhance overall access to primary health care services and behavioral healthcare services and to reduce health disparities. This project includes the delivery of primary healthcare services on site at Aiken Barnwell’s main office location and the delivery of behavioral health consultations on site at Margaret J. Weston facilities.

As of January 2012, ABMHC provided part-time behavioral healthcare consultant (BHC) to the FQHC in Aiken County. In August 2012, ABMHC hired a full-time BHC to be located at the FQHC with approximately 37.5 hours of face to face services provided at FQHC weekly. ABMHC continues to provide both the part-time BHC and full-time BHC positions at the FQHC. A total of 359 contacts were provided during FY14 at MJWCHC. Clients are being treated at primary care facility (no wrong door) and are demonstrating stability with short-term treatment and medication provided by PCP.

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

CAF provides a multi-faceted approach to children 0-18. The parents/guardians along with the child, clinician and psychiatrist form an important team who work together to set goals for treatment. Services include: Group Therapy, Individual Therapy, Family Therapy, Multiple Family Group Therapy, Multi-systemic Therapy (MST) and School Based Services (SBS). Multi-systemic therapy is a service for youth, ages 12-17, at risk of out-of-home placement. Intensive guidance to children and their families is provided in the home several days a week for up to 5 months. Clients are referred as appropriate. CAF served a total of 1348 clients aged 0-18 at ABMHC during FY 14. A total of 11,742 clinical contacts were provided during FY 14.

**OUTCOME MEASURES**

ABMHC collects outcome data designed to measure the effectiveness and efficiency of services as well as client and stakeholder satisfaction with services. Some of the data instruments utilized include:

**GAF (Global Assessment of Functioning)**

GAF is conducted at the onset of treatment, during treatment and upon discharge. For FY 14, an average of 91.9% clients were assessed upon admission; 92.1% were assessed as part of on-going treatment and 46% were assessed upon discharge. Approximately 24% of clients surveyed saw an increase of 6+ points in the GAF score while 24% of clients surveyed saw an increase of 1-5 points in the GAF score. ABMHC did see a 30% increase in the number of clients assessed upon discharge from FY13.

**Stakeholder’s Survey**

A five-point Likert item survey was utilized to obtain information regarding the following areas: quality of services, access to care, and competency of staff. Respondents were also asked to identify how ABMHC could score “Strongly agree” on each item. 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.
Aiken Barnwell MHC mailed out 140 Stakeholder Satisfaction Surveys along with a self-addressed stamped envelope during the month of May 2014. In addition, the survey was emailed to the Aiken Community Service Network, the North Augusta Service Network and Aiken Quality of Life Group to forward to members for completion via email. Stakeholders included the following organizations/individuals: Education, Family/Youth, Clergy/Faith-based; Legal/Law Enforcement; Social Services; Elderly, Employment, ABMHC Board Members; Policy Makers; Healthcare Providers, Treatment Providers, Caregivers and State/Local Government. The overall Stakeholder Satisfaction Rate was 92%.

**Client Satisfaction Survey**

During the week of 4/21-4/28, all clients at each site (MC, Hartzog and PB) were offered the opportunity to complete a Client Satisfaction Survey. Upon completion, clients were asked to place the completed survey in the locked survey box. ABMHC received a total of 139 responses (22 from Main Center, 46 from Hartzog Center and 71 from Polly Best Center). In FY15, surveys will be conducted quarterly. The overall Client Satisfaction rate was 96%.
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<tr>
<th>Revenues</th>
<th>FY14 Budget</th>
<th>YTD Actual</th>
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<tbody>
<tr>
<td>Medicaid Reimbursement</td>
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<td>Other Fees/Institutional Revenue</td>
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<td>State Appropriations</td>
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<td>Block Grant</td>
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<td>Other Revenues</td>
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<td>FY14 Carry Forward Earmarked</td>
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<td><strong>TOTAL REVENUES</strong></td>
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<td><strong>$5,833,915</strong></td>
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<th>Expenditures</th>
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<tr>
<td>Permanent Position Salaries</td>
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<td>Temporary Position Salaries</td>
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<td>Other Personal Services</td>
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<td><strong>TOTAL PERSONNEL COST</strong></td>
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<td>Equipment</td>
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<td><strong>TOTAL OPERATING EXPENSE</strong></td>
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<td><strong>TOTAL EXPENDITURES</strong></td>
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| Revenues Over (Under) Expenditures           | $791,572    | $362,159   |
| Over (Under) Including One-Time Funding      | 0           | $362,159   |
Figure 2: Payor Sources at ABMHC

- Medicaid: 44%
- Medicare: 5%
- Private Insurance: 12%
- Self-Pay: 5%
- Other: 38%