



State of South Carolina
Department of Mental Health

MENTAL HEALTH COMMISSION:

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September 12, 2019

Mark Binkley
Interim State Director

The Honorable John Taliaferro (Jay) West, Subcommittee Chair
South Carolina House of Representatives
Legislative Oversight Committee
Healthcare and Regulatory Subcommittee
Post Office Box 11867
Columbia, South Carolina 29211

Re: August 29, 2019 Letter

Dear Chairman West:

Thank you for your letter of August 29, 2019 transmitting a number of requests for information following the August 27, 2019 Subcommittee hearing.

Interim Director Mark W. Binkley, JD, is out of the office, so the attached is being submitted on his behalf. Please let me know if you or other members have any questions about the information provided.

Sincerely,

Debbie Calcote

Debbie Calcote, MA
Deputy Director, Division of Administrative Services
Acting Interim State Director of Mental Health

MISSION STATEMENT

To support the recovery of people with mental illnesses.



SOUTH CAROLINA DEPARTMENT OF MENTAL HEALTH
Answers to Questions from August 29, 2019 Letter of Subcommittee
South Carolina House of Representatives
Legislative Oversight Committee
Healthcare and Regulatory Subcommittee

How does DMH deploy free media (i.e., social media) to recruit staff?

- SCDMH maintains 24 individual Agency Facebook pages: a Main SCDMH account, 16 mental health centers pages, 1 nursing home page, 4 hospital pages, and 2 program pages (Deaf Services and Suicide Prevention).
- The pages, with the exception of 3 (Deaf Services, Suicide Prevention, and Charleston-Dorchester MHC), are managed by the Office of Public Affairs. Public Affairs co-manages the Deaf Services and Charleston-Dorchester accounts.
- SCDMH uses its main page to share information with: those who may be seeking treatment, their families and friends; members of the public; employees; and job seekers. Current follower count as of 9/10/19 is 1,261 users.
- Center and inpatient facility pages are used to share information with: people who are or may be seeking treatment.
- Program pages are used to provide general information and raise awareness about mental health to: the general public/specialized populations.
- One SCDMH Program (Suicide Prevention), maintains Twitter and Instagram accounts as well. It uses these for mental health awareness purposes.
- Following the August 27, 2019 House Legislative Oversight hearing, SCDMH enabled the jobs tab feature on all Facebook accounts that had not yet done so.
- In the spring of 2019, SCDMH attended a training provided by the SC Department of Administration designed to raise awareness of state job openings using social media. SCDMH is in the process of developing posts to participate in this initiative.
- In order to post a position on an Agency Facebook account, Program staff or the SCDMH Office of Human Resources need only provide the relevant information to the Department of Public Affairs (job details, closing date, associated region of the state, etc.), which will then post the job on the SCDMH main account and any others in the applicable region.
- SCDMH also utilizes LinkedIn for recruitment efforts.

SCDMH Facebook Posts Regarding Employment Opportunities
September 2018-September 2019

Page	Date	Content Description	Engagements/Reach
SCDMH Main	6/1/2018 to Present	PAGE BANNER VIDEO: The SCDMH Page's banner features a video ad for recruitment that auto plays when any user visits the page. The two "Cover Video" ads – one for clinical staff and one for Public Safety staff – list state benefits, instructions for application, and more. They are alternated approximately every three months.	All Visitors to Page
SCDMH Main	7/25/19	JOB POST: Transition Specialist – Anderson	147 8 applications
SCDMH Main	7/25/19	JOB POST: Transition Specialist – Berkeley	114 8 applications

SCDMH Main	7/24/19	JOB POST: Hospital Administrator – Anderson	164 9 applications
SCDMH Main	4/18/19	JOB POST: Community Crisis Response & Intervention – Eastover	94 14 applications
SCDMH Main	6/27/19	POST: Honoring Palmetto Gold Nurses & Message RE: hiring	704
SCDMH Main	5/29/19	POST: Highlighting Physical Plant Staff (high need for staff)	397
SCDMH Main	5/17/19	POST: Highlighting Public Safety Officers (high need for staff)	223
SCDMH Main	5/24/19	POST: Honoring Outstanding Employees & Hassenplug Winners	225
SCDMH Main	4/18/19	POST: Roy Stone Pavilion VNH 5-star CMS rating with thanks to employees	329
SCDMH Main	10/17/18	POST: CM Tucker Career Expo Post	116
SCDMH Main	9/27/18	FACEBOOK EVENT: CM Tucker Career Expo w/Eventbrite link, etc.	216
SCDMH Main	9/14/18	POST: SC Government Careers*	296
SCDMH Main	9/13/18	POST: SC Government Careers*	199
SCDMH Main	9/12/18	POST: SC Government Careers*	220
SCDMH Main	9/10/18	POST: SC Government Careers*	288
SCDMH Main	9/8/18	POST: SC Government Careers*	245
SCDMH Main	9/7/18	POST: SC Government Careers*	205
SCDMH Main	9/6/18	POST: SC Government Careers*	233
Spartanburg Area MHC	4/18/19	JOB POST: Community Crisis Response & Intervention – Eastover	20 1 application
Spartanburg Area MHC	4/18/19	JOB POST: Community Crisis Response & Intervention – Upstate	34 1 application
Beckman CMHS	4/18/19	JOB POST: Community Crisis Response & Intervention – Eastover	60 1 application
Greater Greenville MHC	4/18/19	JOB POST: Community Crisis Response & Intervention – Upstate	52 0 applications
CM Tucker	9/27/18	FACEBOOK EVENT: CM Tucker Career Expo w/Eventbrite link, etc.	7
AOP MHC	4/18/19	JOB POST: Community Crisis Response & Intervention – Upstate	34 1 application
Deaf Services	12/16/18	POST: Job – Human Services Coordinator	57
Deaf Services	10/24/18	POST: Job – Interpreter	286
Deaf Services	10/13/18	POST: Job – Regional Counselors	292

*Content provided by Department of Administration

Over the last three years, what percentage of defendants were not restored in under 60 days, but could have been restored in less than 180 days?

Over the last three fiscal years, 49% of defendants were not restored following an order for up to 60 days of restoration. SCDMH cannot determine what percentage of these cases may have been restored within 180 total days; however, according to national data, most defendants can be restored to competency within 180 days.

For each of the last twelve months, what was the percentage of community mental health caseloads that were over the guidelines at any time during that month?

As the requested data can only be pulled as “point in time data,” we chose the dates of March 8, 2019, and June 19, 2019, to look at the percentage of staff per center who were carrying caseloads over the SCDMH guidelines of 60 for child serving staff and 80 for adult serving staff. SCDMH recognizes that staff caseloads will briefly exceed the guidelines when a staff person separates from the agency until that vacancy is backfilled as the caseload from that separated staff must be distributed among other staff in order to continue to meet patients’ needs.

The Percentage and (Number) of Mental Health Center Staff with Caseload Sizes Exceeding the SCDMH Established Guidelines

Mental Health Center	3/8/19 – child serving staff	3/8/19 – adult serving staff	6/19/19 – child serving staff	6/19/19 – adult serving staff
Aiken-Barnwell	30.8%, (4)	37.5%, (6)	29.4%, (5)	35.3%, (6)
Anderson-Oconee-Pickens	9.1%, (3)	12.5%, (4)	3.0%, (1)	16.7%, (5)
Beckman	2.6%, (1)	17.4%, (4)	5.3%, (2)	17.4%, (4)
Berkeley	5.3%, (1)	0.0%	5.3%, (1)	5.9%, (1)
Catawba	0.0%	10.5%, (2)	3.0%, (1)	0.0%
Charleston-Dorchester	1.4%, (1)	7.4%, (4)	1.4%, (1)	9.1%,(5)
Coastal Empire	10.0%, (2)	4.4%, (1)	9.1%, (2)	3.9%, (1)
Columbia	31.8%, (7)	18.0%, (7)	24.0%, (6)	14.6%, (6)
Greater Greenville	7.9%, (5)	19.2%, (10)	8.5%, (5)	23.3%, (10)
Lexington	0.0%	17.2%, (5)	0.0%	26.1%, (6)
Orangeburg	11.8%, (2)	6.3%, (1)	5.6%, (1)	6.3%, (1)
Pee Dee	0.0%	0.0%	0.0%	0.0%
Santee-Wateree	12.0%, (3)	30.8%, (8)	3.6%, (1)	26.7%, (8)
Spartanburg	13.3%, (4)	20.7%, (6)	15.6%, (5)	23.3%, (7)
Tri-County	22.2%, (2)	28.6%, (2)	7.7%, (1)	22.2%, (2)
Waccamaw	6.1%, (2)	24.0%, (6)	8.3%, (3)	25.7%, (9)

*** Note that the numbers shown in parentheses represent the number of staff whose caseloads exceed the maximum caseload size.*

Please provide the agency’s non-psychiatric medical expenditures for the last five years. In addition, similar to the data provided for inpatient services in total, please provide non-psychiatric medical services collection totals and rates for the payor groups noted during the July 8, 2019, meeting.

SCDMH negotiates contracts with outside providers to care for patients’ medical needs. SCDMH pays for these services on behalf of the client based on the charges and services agreed upon with the provider. These charges are never billed to an insurance carrier for payment. Due to the IMD exclusion, outside providers are unable to bill Medicaid for their services. Once SCDMH pays for these services, SCDMH then places the charges on the patient’s ledger in an attempt to collect from the patient. Below, please find the payment amount to the outside provider and the self-pay collections from the patients by year.

**SC Department of Mental Health
Medical Services Provided Outside Inpatient
Facilities**

Year	Outside Charges	Collections
2015	\$ 875,537.00	\$ 217,801.00
2016	\$ 908,657.00	\$ 12,712.00
2017	\$ 933,123.00	\$ 112,204.00
2018	\$ 750,712.00	\$ 132,325.00
2019	\$ 750,000.00	\$ 16,384.00
	\$ 4,218,029.00	\$ 491,426.00

Provide the original monitoring plan related to decreasing the wait time for criminal defendants to be committed for restoration. Provide the current plan.

The requested plans were provided as Attachments 17, 18, and 21 (Forensic Waiting List Elimination Plans) to the “Answers to Questions from August 19, 2019 Letter of Subcommittee, South Carolina House of Representatives, Legislative Oversight Committee, Healthcare and Regulatory Subcommittee, Part 1.”

[End]