



South Carolina
Department of Mental Health
DMH



JULY 2024 - JUNE 2026

SCDMH

STRATEGIC PLAN

To support the recovery of people with mental illness.

www.scdmh.org

Goal Overview & Mission

To support the recovery of people with mental illness.

1

Goal: Access

Continue to increase access to quality mental health services.



2

Goal: Recruitment/Retention

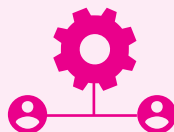
Increase workforce recruitment and retention of qualified employees.



3

Goal: Operations

Continually improve the effectiveness of the agency's administrative operations to support the delivery of clinical services.



4

Goal: Prevention/Intervention

Increase prevention efforts and early intervention services.



1

Goal: Access

Continue to increase access to quality mental health services.

STRATEGY & MEASURES



1.1

Strategy:

Ensure staff are trained in providing evidence-based services and require their use when indicated.

Measure:

The number of adult patients treated, and adult services delivered by SCDMH's Mental Health Centers will be equal to or greater than the average of the previous two fiscal years.

1.2

Strategy:

Conduct periodic reviews of each program to identify trends in utilization and efficiency in meeting patient needs.

Measure:

The number of adult patients treated, and adult services delivered by SCDMH's Mental Health Centers will be equal to or greater than the average of the previous two fiscal years.

1.3

Strategy:

Continue to increase the availability of restoration treatment services.

Measure:

The number of jail-based restoration programs will increase annually by at least 2.

1

Goal: Access

Continue to increase access to quality mental health services.



STRATEGY & MEASURES

1.4

Strategy: Continue to offer new patients timely access to community services.

Measure:

1.4.1: The number of adult patients treated, and adult services delivered by SCDMH's Mental Health Centers will be equal to or greater than the average of the previous two fiscal years.

1.4.2: At least 95% of new patients will be offered an appointment within agency standards: Priority 24/Emergent [24 hours]; Urgent [2 working days]; Routine [one-week].

1.4.3: More than 90% of adults receiving treatment will “agree” or “strongly agree” when responding to *DMH Patient Satisfaction Survey Question 1 [It was easy to get my appointment.]*

1.5

Strategy: Patients will be able to achieve and maintain productive, meaningful employment.

Measure: Continue to exceed national average of Individual Placement and Support (IPS) program in percentage of participants obtaining competitive employment.

1.6

Strategy: Seek funding to purchase sufficient access to psychiatric beds in community and private hospitals for indigent patients.

Measure: Contingent on available funding, continue to assist indigent patients in gaining admission to a community or private psychiatric hospital.

1

Goal: Access

Continue to increase access to quality mental health services.

STRATEGY & MEASURES



1.7

Strategy:

Continue to expand the use of technology in providing mental health services to reach patients in need of services regardless of their location.

Measure:

Implement new outpatient EHR in FY2025 in all community mental health center sites to include a patient portal.

1.8

Strategy:

Partner with other agencies and providers to bring mental health assistance to people in non-SCDMH settings.

Measure:

The number of hospitals utilizing the DMH Emergency Department Telepsychiatry Consultation program will remain constant or increase.

1

Goal: Access

Continue to increase access to quality mental health services.

STRATEGY & MEASURES



1.9

Strategy: Services provided in SCDMH hospitals will minimize the use of seclusion and restraint.

Measure:

1.9.1: Rates of use of seclusion/restraint will continue to be below national benchmarks.

1.9.2: Every use of seclusion/restraint is reviewed by facility leadership and program improvement staff.

1.10

Strategy: Increase the number of evidence-based programs that use individualized treatment plans to care for severely mentally ill patients through a comprehensive community approach.

Measure: Assertive Community Treatment (ACT) teams will be established in 13 of the 16 MHCs by January 1, 2025.

2

Goal: Recruitment and Retention

Increase workforce recruitment and retention of qualified employees.

STRATEGY & MEASURES



2.1

Strategy: Develop data driven, measurable strategies for workforce recruitment and retention.

Measure: Establish data trends to inform agency recruitment and retention strategy development and implementation. Initiate in FY25.

2.2

Strategy: Establish efficient hiring and onboarding workflows.

Measure: Restructure hiring and onboarding workflows for maximum efficiency. Initiate in FY25.

2

Goal: Recruitment and Retention

Increase workforce recruitment and retention of qualified employees.

STRATEGY & MEASURES



2.3

Strategy: Explore career pathways to include compensation and educational elements.

Measure:

2.3.1: Provide array of supervisory and managerial training opportunities for enhanced employee support and job success. Initiate in FY25.

2.3.2: Collaborate with State HR, agency employees, managers, and leadership to identify career pathways in clinical and administrative support areas. Initiate in FY25.

2.4

Strategy: Continue to prioritize and demonstrate that personnel are the agency's greatest and most critical resource.

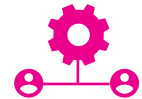
Measure: Develop communication menu for employee input, employee engagement, employee recognition. Initiate in FY25.

3

Goal: Operations

Continually improve the effectiveness of the agency's administrative operations to support the delivery of clinical services.

STRATEGY & MEASURES



3.1

Strategy:

Ensure that a certified Electronic Health Record (EHR) is operational in all community mental health centers, inpatient hospitals, and nursing homes.

Measure:

3.1.1:

Inpatient EHR upgraded in FY25 to provide expanded business tools.

3.1.2:

New outpatient EHR implemented in FY25 in all community mental health center sites.

3.2

Strategy:

Consolidate and centralize agency-wide business operations.

Measure:

Consolidate and centralize revenue collection operations for increased effectiveness by the end of FY25.

3.3

Strategy:

Maximize the use of technology to support agency clinical and business operations.

Measure:

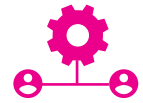
Consolidate and centralize IT end user support for increased effectiveness and cost reductions by the end of FY25.

3

Goal: Operations

Continually improve the effectiveness of the agency's administrative operations to support the delivery of clinical services.

STRATEGY & MEASURES



3.4

Strategy: Expand revenue sources to support delivery of patient care.

Measure: Expand the Grant Office to include grant development and acquisition.

3.5

Strategy: Ensure the agency's website reflects current program information and resources that are accurate, accessible and easy to navigate.

Measure: DMH Internet site continuously provides accessible, relevant, and current information to patients, families, and the public.

4

Goal: Prevention and Intervention

Increase prevention efforts and early intervention services.

STRATEGY & MEASURES



4.1

Strategy:

Continue to offer schools embedded DMH mental health clinicians to identify youth in need of mental health services and provide treatment.

Measure:

The number of patients treated by the Mental Health Centers within contracted School Mental Health (SMH) programs and the number of services delivered will increase each year.

4.2

Strategy:

Continue crisis intervention efforts to divert patients from unnecessary hospitalizations and incarceration.

Measure:

The number of diversions from emergency departments, psychiatric hospitalizations, and arrests due to Mobile Crisis program will increase from the previous year.

4

Goal: Prevention and Intervention

Increase prevention efforts and early intervention services.

STRATEGY & MEASURES



4.3

Strategy: Continue to increase the number of First Episode Psychosis (FEP)/Coordinated Specialty Care (CSC) programs.

Measure: The number of First Episode Psychosis (FEP) and Crisis Stabilization Unit (CSU) programs offered in DMH Mental Health Centers will increase from the previous year.

4.4

Strategy: Increase advocacy and education through community outreach and engagement activities to combat stigma and increase awareness about mental health.

Measure: The number of community outreach activities by DMH (all components - Central, CMHCs and Hospitals) including those in partnership with other organizations will increase from the previous year.



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