



**Amanda Gilchrist**  
**Program Manager I**  
**Division of Community Mental Health Services**

If the Louise R. Hassenplug Outstanding Clinician of the year at SCDMH should be the person who has most greatly positively impacted the lives of those SCDMH serves, Amanda Gilchrist is the absolutely eligible for this award!! As the director of the Community Crisis Intervention and Response Program (CCRI), a 24/7 crisis response team covering every South Carolinian, Amanda's reach is far and wide. The first county roll out was in May of 2018, and by August of 2019, Amanda ensured that all 46 counties of SC had a team of master's prepared clinicians who could see citizens in psychiatric distress anywhere in South Carolina, regardless of where they were and what time it was. Her characteristics of determination, attention to detail, and of never walking away from an unfinished task have allowed her to accomplish a miraculous feat regarding the impressive timeline for this rollout. No one could have imagined that she would have covered every county in just 15 short months. Astonishing!!

In order to accomplish this goal, Amanda has had to negotiate countless relationships with multiple law enforcement agencies, EMS, hospitals, courts, mental health centers, and private practitioners in every county of SC. These relationships can be fragile at times, and must be cultivated carefully so as not to destroy the trust imperative to the success of CCRI. In addition, she has had to collect reams of data to ensure continued funding from the SC Department of Health and Human Services. She has had to continually navigate challenges with human resources, because this program is unlike anything else SCDMH operates, with staff working for different centers across all three shifts. Recruiting and retaining staff for this program has required and continues to require a unique skill set of Amanda, including passion, expertise, and salesmanship.

Despite numerous challenges, barriers, and obstacles, Amanda has always remained positive, clear-headed and focused on the mission. Not once has she given up, been defeated, nor stopped trying. I envy her determination, energy, and optimism.

Amanda's efforts have certainly saved lives across all of South Carolina.