

2018



DAYMARKSM
Recovery Services

Annual Report





Table of Contents

3	Mission
4	Administrative
5	Locations
6	Services
7	Patient Statistics and Demographics
11	Patient Comments
12	Leadership



Our Mission

DAYMARK Recovery Services is devoted to inspiring and empowering people to seek and maintain recovery and health.

Setting the standard for excellence!

DAYMARK Recovery Services, Inc. is a not-for-profit provider of behavioral and substance use disorder healthcare services. Our core presence focuses on 50 counties, but we provide on-demand care to any North Carolinian who seeks our services.

The excellence and dedication of our staff have enabled Daymark to lessen the impact of mental illness and substance abuse for approximately 50,000 people each year, as well as address physical health concerns which also may require attention.

Thank you for taking the time to consider our accomplishments.

Billy R. West, Jr., MSW, LCSW
President and CEO



Administrative Highlights

Opened

- a new 16-bed Facility-Based Crisis location in Davidson County. This expands the total number of beds for Daymark communities to 64.
- a new service location in Chatham County. Daymark now accepts walk-ins and appointments in the outpatient clinic and provides a host of enhanced services.

Awarded

- funding from North Carolina to expand services in Wilkes County.
- funding from North Carolina to expand Facility-Based Crisis services for children in the Sandhills area.
- a three-year CARF accreditation and an outstanding CARF review.

Began

- renovations on the Randolph County clinic for the purpose of accepting 24-hour walk-in patients and for 16 additional Facility-Based Crisis beds

Demonstrated

- whole-person care through another successful year of Meaningful Use Operations.
- a commitment to better-trained staff through the completion of a Federally Sponsored Practice Transformation Project.

Provided

- care to more than 28,000 persons through the crisis walk-in services (Advanced Access), sending less than 2% to a higher level of care and diverting over 6,000 people from higher levels of care.

Affiliated

- with Insight and Freedom House, two very strong mental health and substance abuse providers, to form a larger service network. These synergies should decrease healthcare cost and improve services.



Locations

DAYMARK offers a variety of services in the following counties:



Alleghany

Anson

Ashe

Avery

Cabarrus

Chatham

Davidson

Davie

Forsyth

Franklin

Granville

Guilford

Halifax

Harnett

Hoke

Iredell

Lee

Montgomery

Moore

Randolph

Richmond

Rockingham

Rowan

Stanley

Stokes

Surry

Union

Vance

Warren

Watauga

Wilkes

Yadkin



Services

Through evidence-based, best-practices, or literature-based treatment, DAYMARK offers the following services:

- Advanced access (walk-in crisis)
- Assertive Community Treatment Team (ACTT)
- Day treatment
- Facility-based crisis and detoxification
- Indigent medication programs
- In-home therapy
- Mobile crisis
- Outpatient individual and group treatment (models include CBT, DBT, MATRIX and Seeking Safety)
- Peer support
- Psychiatric assessment, evaluation and medication administration
- Psychiatric services (including telemedicine)
- Psychosocial Clubhouse (PSR)
- Substance Abuse Intensive Outpatient Treatment Program (SAIOP)
- Substance abuse residential treatment





Patient Statistics and Demographics



PATIENTS SERVED DURING FISCAL YEAR 2018

MCO Catchment Area	Unduplicated Patients	Unduplicated Services
Cardinal Health Innovations	31,147	284,370
Partners Behavioral Health	4,759	48,060
Sandhills	11,090	119,702
Vaya	5,913	120,448
Other MCO Areas	3	3
Total	52,912	572,583



Advanced Access Clinics (Walk-Ins)

By the Numbers	
Type of Walk-in	Number Served
Emergency	2,187
Urgent	20,862
Routine	5,146
Total	28,195

These numbers do not account for scheduled appointments.

Out of the **nearly 30,000 walk-in patients**, about **6,300 were in acute crisis and diverted to a hospital**. Each hospital diversion represents an avoidance of at least 24 hours in an emergency room or in-patient setting.

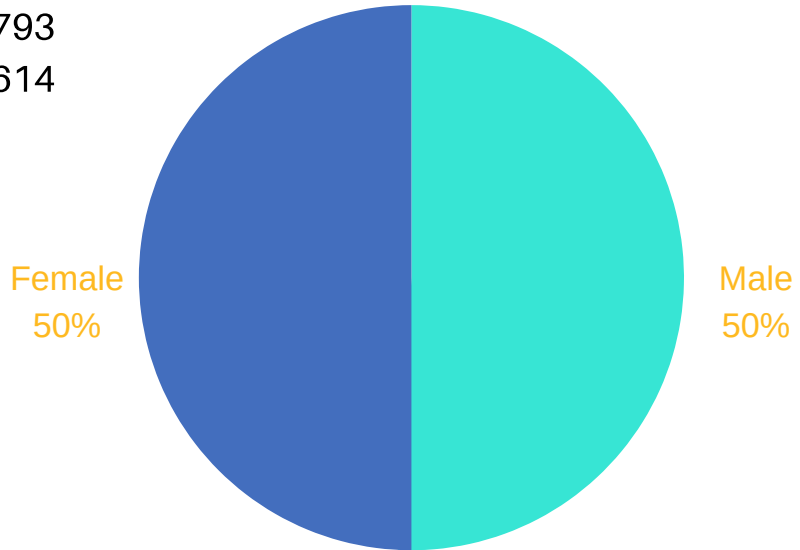
Advanced Access Clinics have proven to be the best place to receive care during a psychiatric emergency and a cost-effective resource for our communities.

**Patients sent to a hospital for medical reasons beyond Daymark's care total 475, or less than 2% of all patients served.*



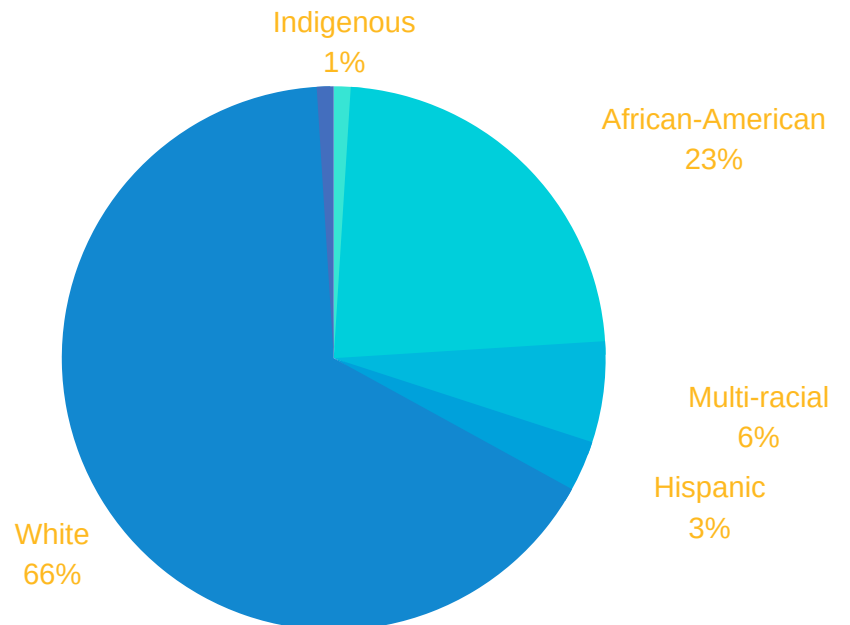
Patient Gender

Female	23,793
Male	23,614



Patient Race

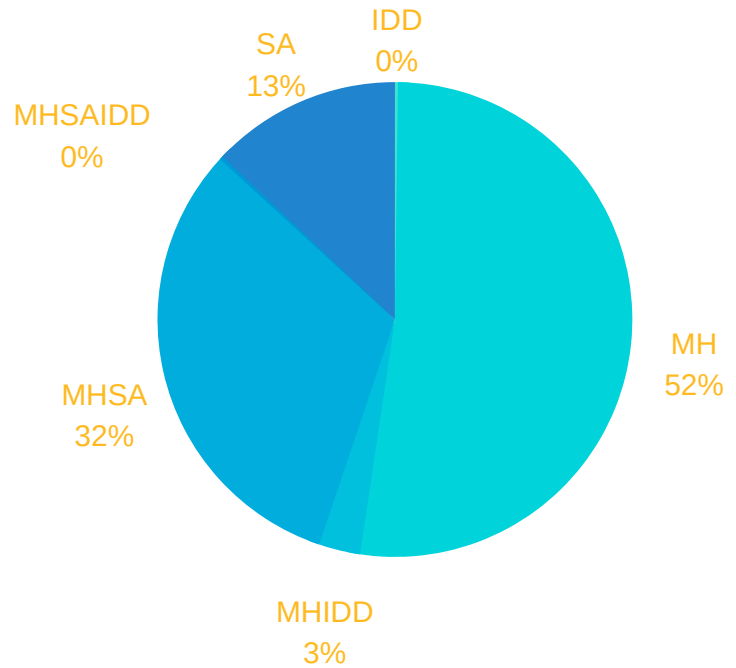
White	66%
African-American	23%
Multi-racial	6%
Hispanic	3%
Indigenous	1%
Asian-American	0%





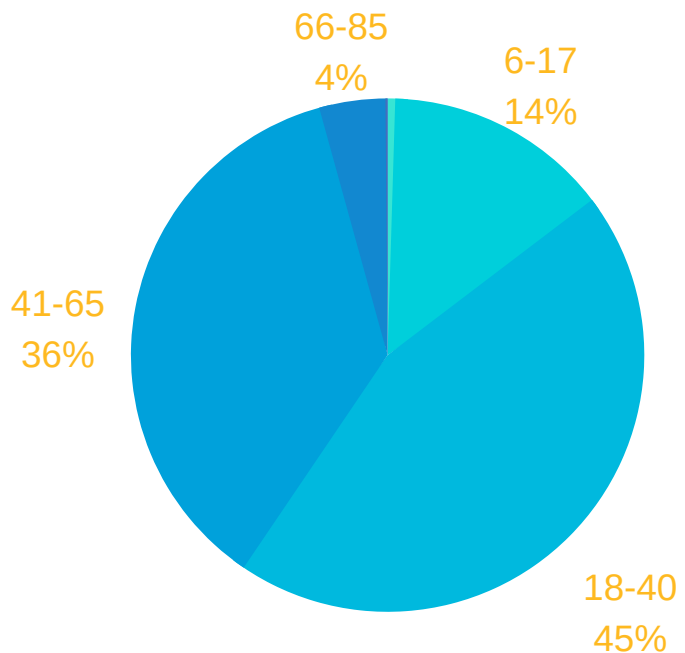
Patient Disability

IDD	96
MH	24,721
MHIDD	1,336
MHSA	14,999
MHSAIDD	117
SA	6,129
SAIDD	9



Patient Age

0-5	226
6-17	6,723
18-40	21,246
41-65	17,176
66-85	1,972
86+	64



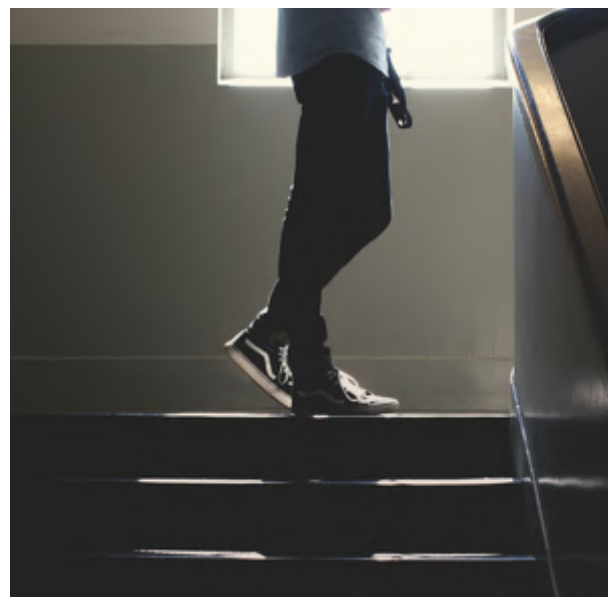


Patient Comments



"Daymark gave
my family hope."

"I have been
sober now for one
year."





Patient Comments



"I was able to go back to work."

"I am no longer taking drugs. My life has been saved."





Leadership Team

Executive Staff

Billy R. West, Jr., MSW, LCSW, President and CEO

Philip Nofal, MD, JD, Medical Director

Elizabeth Pekarek, MD, Medical Director

Michelle Ivey, MSW, LCSW, CSWM, Clinical Operations Director

Pam Rankin, LPC-S, LCAS, CCS, Quality Improvement Director

Jerold Greer, Chief Information Officer

Bonnie Miller, RHIT, Quality Assurance Director

Alan Waller, CPA, Chief Finance Officer

Cathy Shoaf, CPUC, AIM, Human Resources Director

Board of Directors

Deborah Pershing, Board Chair

Felicia Wilson, Vice Chair

Dr. Yogesh Patel, Secretary/Treasurer

Jim Cook

John M. Duncan

Mike Ruffin

Diamond Staton-Williams

Gayle Whitehead



Contact Information



24-hour Crisis Hotline
866.275.9552

Suicide Prevention Lifeline
800.273.8255

Online
daymarkrecovery.org

Administrative Offices located at:
284 Executive Park Drive NE
Concord, NC 28025