# Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Mission</td>
</tr>
<tr>
<td>4</td>
<td>Administrative</td>
</tr>
<tr>
<td>5</td>
<td>Locations</td>
</tr>
<tr>
<td>6</td>
<td>Services</td>
</tr>
<tr>
<td>7</td>
<td>Patient Statistics, Demographics and Outcomes</td>
</tr>
<tr>
<td>11</td>
<td>Leadership</td>
</tr>
<tr>
<td>12</td>
<td>Contact Information</td>
</tr>
</tbody>
</table>
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 anyone 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 for children. This expands the total number of beds for Daymark communities to 80.

Awarded
- funding from Federal SAMHSA grant for PIPBHC to address social determinants of health through care management.
- funding from USDA to expand services to rural patients.

Continued
- 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
- integrated whole-person care for more than 29,000 patients within 161 health systems.
- 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 30,000 persons through the crisis walk-in services (Advanced Access), sending less than 2% to a higher level of care.
- more than 20,000 psychiatric visits through tele-health to serve rural communities.
Locations

DAYMARK offers a variety of services in the following counties:

- Alleghany
- Anson
- Ashe
- Avery
- Buncombe
- Cabarrus
- Chatham
- Davidson
- Davie
- Forsyth
- Franklin
- Granville
- Guilford
- 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
- Medication Assisted Treatment
## Patient Statistics and Demographics

### Patients Served During Fiscal Year 2019

<table>
<thead>
<tr>
<th>MCO Catchment Area</th>
<th>Unduplicated Patients</th>
<th>Unduplicated Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardinal Health Innovations</td>
<td>29,065</td>
<td>323,713</td>
</tr>
<tr>
<td>Partners Behavioral Health</td>
<td>5,098</td>
<td>53,982</td>
</tr>
<tr>
<td>Sandhills</td>
<td>11,131</td>
<td>140,080</td>
</tr>
<tr>
<td>Vaya</td>
<td>6,309</td>
<td>125,599</td>
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</table>
Advanced Access Clinics (Walk-Ins)

These numbers do not account for scheduled appointments.

Outcomes

- Out of 32,462 walk-in patients, 9,375 were in acute crisis and diverted from a hospital.
- Less than 2% of all patients coming to Daymark "in crisis" were sent to a higher level of care.
- 95% of patients report better control over life as a direct result of treatment.
- 94% of patients report better quality of life as a direct result of services received at Daymark.
- Centers for Medicaid Quality Payment Program (QPP) and Merit-Incentive Based Payment Systems (MIPS) program score of 85.

By the Numbers

<table>
<thead>
<tr>
<th>Type of Walk-in</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Emergent</td>
<td>6,160</td>
</tr>
<tr>
<td>Urgent</td>
<td>21,378</td>
</tr>
<tr>
<td>Routine</td>
<td>3,442</td>
</tr>
<tr>
<td>Total</td>
<td>30,980</td>
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</tbody>
</table>
### Patient Gender

- Female: 23,875
- Male: 23,918

### Patient Race

- White: 32,044
- African-American: 11,604
- Multi-racial: 1,768
- Hispanic: 1,563
- Indigenous: 655
- Asian-American: 159
**Patient Disability**

<table>
<thead>
<tr>
<th>Disability</th>
<th>Count</th>
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<tbody>
<tr>
<td>IDD</td>
<td>119</td>
</tr>
<tr>
<td>MH</td>
<td>26,090</td>
</tr>
<tr>
<td>MHIDD</td>
<td>1,268</td>
</tr>
<tr>
<td>MHSA</td>
<td>14,215</td>
</tr>
<tr>
<td>MHSAIDD</td>
<td>139</td>
</tr>
<tr>
<td>SA</td>
<td>5,953</td>
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<tr>
<td>SAIDD</td>
<td>9</td>
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</table>

**Patient Age**

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Count</th>
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<tbody>
<tr>
<td>0-5</td>
<td>221</td>
</tr>
<tr>
<td>6-17</td>
<td>6,868</td>
</tr>
<tr>
<td>18-40</td>
<td>21,755</td>
</tr>
<tr>
<td>41-65</td>
<td>16,861</td>
</tr>
<tr>
<td>66-85</td>
<td>2,015</td>
</tr>
<tr>
<td>86+</td>
<td>73</td>
</tr>
</tbody>
</table>
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
**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