

2019



DAYMARKSM
R e c o v e r y S e r v i c e s

Annual Report





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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.

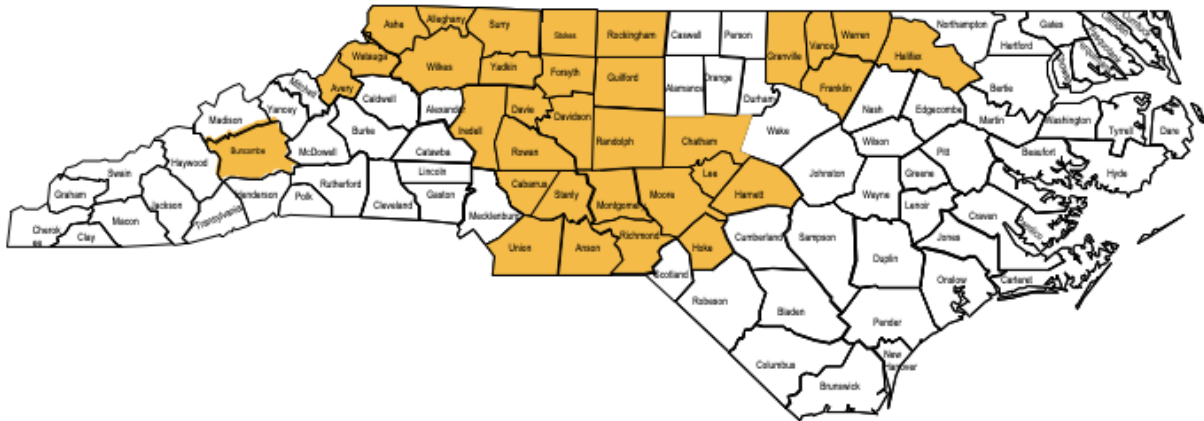
Provided

- 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

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
- Medication Assisted Treatment





Patient Statistics and Demographics



PATIENTS SERVED DURING FISCAL YEAR 2019

MCO Catchment Area	Unduplicated Patients	Unduplicated Services
Cardinal Health Innovations	29,065	323,713
Partners Behavioral Health	5,098	53,982
Sandhills	11,131	140,080
Vaya	6,309	125,599



Advanced Access Clinics (Walk-Ins)

These numbers do not account for scheduled appointments.

Outcomes

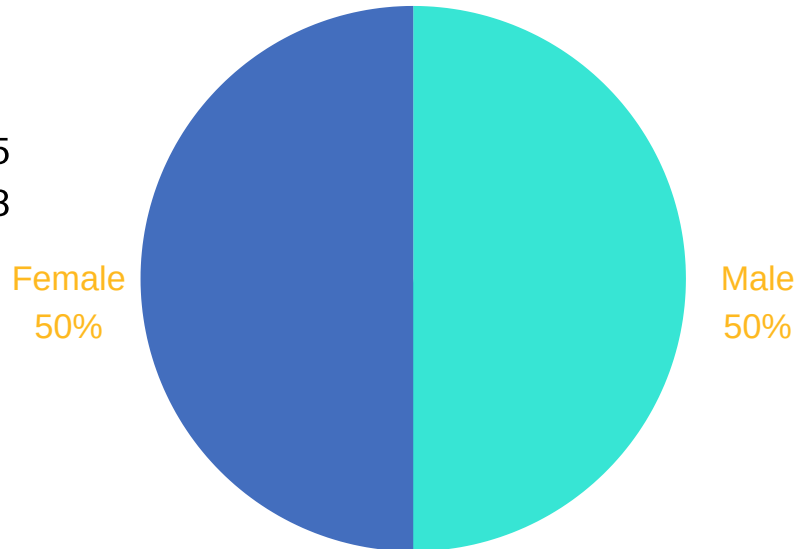
- Out of **32,462** walk-in patients, **9,375** were in acute crisis and diverted from a hospital.
- Less than **2%** of all patients coming to Daymark "in crisis" were sent to a higher level of care.
- **95%** of patients report better control over life as a direct result of treatment.
- **94%** of 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	
Type of Walk-in	
Emergent	6,160
Urgent	21,378
Routine	3,442
Total	30,980



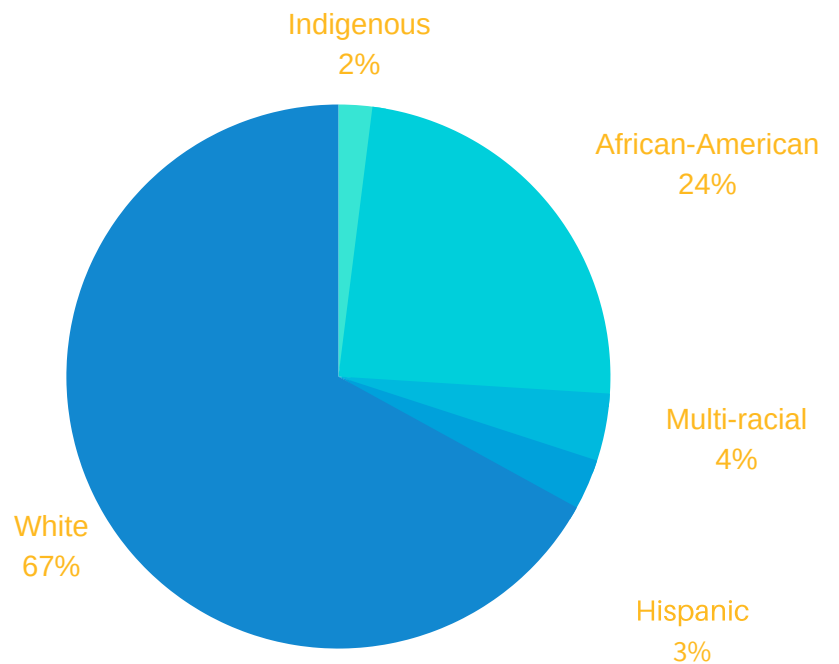
Patient Gender

Female	23,875
Male	23,918



Patient Race

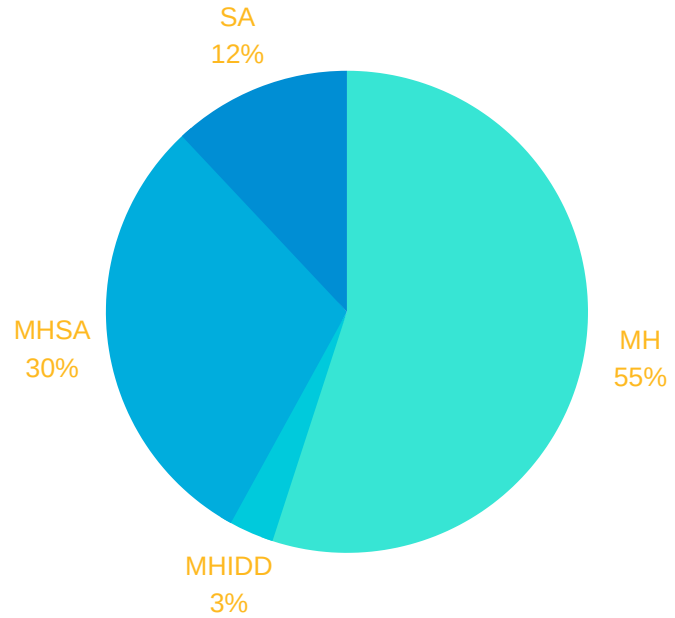
White	32,044
African-American	11,604
Multi-racial	1,768
Hispanic	1,563
Indigenous	655
Asian-American	159





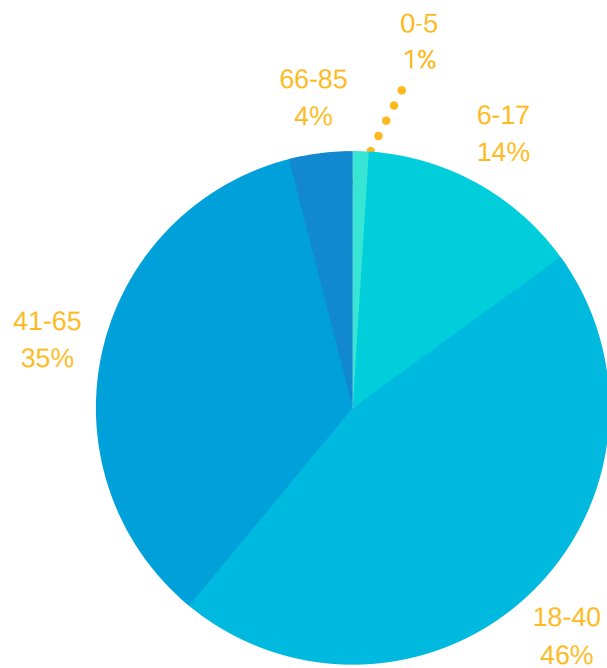
Patient Disability

IDD	119
MH	26,090
MHIDD	1,268
MHSA	14,215
MHSAIDD	139
SA	5,953
SAIDD	9



Patient Age

0-5	221
6-17	6,868
18-40	21,755
41-65	16,861
66-85	2,015
86+	73





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