



Annual Report

Fiscal Year 2020



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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 behavioral healthcare provider. Our staff provides care to persons with behavioral health and substance abuse illnesses from over 80 North Carolina counties.

The excellence and dedication of our staff have enabled Daymark to lessen the impact of behavioral health and substance related illnesses for approximately 50,000 people annually, as well as address physical health concerns that may also require attention.

Thank you for taking the time to review our accomplishments.

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



Administrative Highlights

Awarded

- funding for a Federal Substance Abuse and Mental Health Services Administration (SAMHSA) grant for Promoting Integration of Primary and Behavioral Health Care (PIPBHC) to address social determinants of health through care management.
- funding from the U.S. Department of Agriculture to expand services to rural patients.
- funding for perinatal grants in Wilkes County.
- funding for our Certified Community Behavioral Health Clinic.

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.
- renovations to the Richmond County office for an additional 24-hour walk-in service, and a 16-bed Facility Based Crisis unit for children and adolescents.

Demonstrated

- integrated whole-person care for more than 44,500 patients. This occurred by coordinating care with 253 physical health systems through technology-assisted care, marking another successful year of using our Federally Qualified Meaningful Use technology platform.

Provided

- care to more than 29,000 persons through the crisis walk-in services (Advanced Access), sending less than 2% to a higher level of care, with more than 25,000 psychiatric visits through tele-health to serve rural communities that would have not otherwise had access to psychiatry.



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 (FBC) 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
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Substance abuse residential treatment
- Medication assisted treatment



Assuring Safety, Choice, Access, Mitigation and Good Health

During the fourth quarter of fiscal year 2020, we were all impacted by the beginning of the COVID-19 pandemic. Now more than ever, healthcare providers need to increase access to care, address all medical concerns and safely promote good health. Daymark developed a three-phase plan to keep patients safe, improve health and mitigate the spread of COVID-19. Our Safety, Access and Mitigation (SAM) Plan was instituted in March 2020 and is expected to remain in place for the near future.

Safety: All Daymark locations have instituted the following safety protocols:

- Mask wearing by staff and patients.
- Limiting visitation to inpatient units.
- Limiting the number of persons in various therapies and increasing individual therapies.
- Robust sanitation plans for every service.
- Limiting staff in the office to treatment personnel or other essential functions.
- Liberal approach to time off, and work from home, to protect everyone from potentially sick persons.

Access: It is imperative that all healthcare services remain open during the pandemic and are accessible to everyone. Therefore:

- All walk-in crisis, outpatient group, individual therapy and psychiatric services remain open. Patients may choose to come to our clinic for a small in-person service session in a large room or access services from the comfort of their own home through tele-health.
- We understand that some patients may not have access to tele-health and for those persons that prefer this type of service with no access, we invite them to visit our clinic and use our tele-health equipment to see their provider, but are required to do so alone so that no COVID-19 exposure is possible.



Mitigation: We all need to do our part to mitigate the spread of COVID-19. Therefore:

- Daymark offers free COVID-19 testing at all service sites.
- All patients that receive care in a Daymark inpatient facility are tested for COVID-19.
- Daymark offers a COVID-19 tracing program where all staff and patients are tested post an exposure. All testing is free of charge.
- Throughout treatment, Daymark continues a strict mask adherence, handwashing and sanitation program.

While avoiding public gatherings and unnecessary activities is a good COVID-19 mitigation plan, it should not include foregoing necessary healthcare. Foregoing emergency and preventative care can actually increase not only risk of exposure to COVID-19, but may worsen symptoms in the event your immune system is compromised. Our SAM measures offer safety, access to care, and mitigation in a manner that will keep everyone healthy.

Patient Statistics

MCO Catchment Area	Unduplicated Patients
Cardinal Health Innovations	29,483
Partners Behavioral Health	4,914
Sandhills	11,139
Vaya	6,115



Advanced Access Clinics (Walk-Ins)

These numbers do not account for scheduled appointments.

Outcomes

- Out of 29,377 walk-in patients, 9,405 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.
- 78% of patients report improved ability to deal with daily problems within days of their first visit.
- Centers for the Medicaid Quality Payment Program (QPP) and Merit-Incentive Based Payment Systems (MIPS) program score of 97.92 out of 100.

By the Numbers

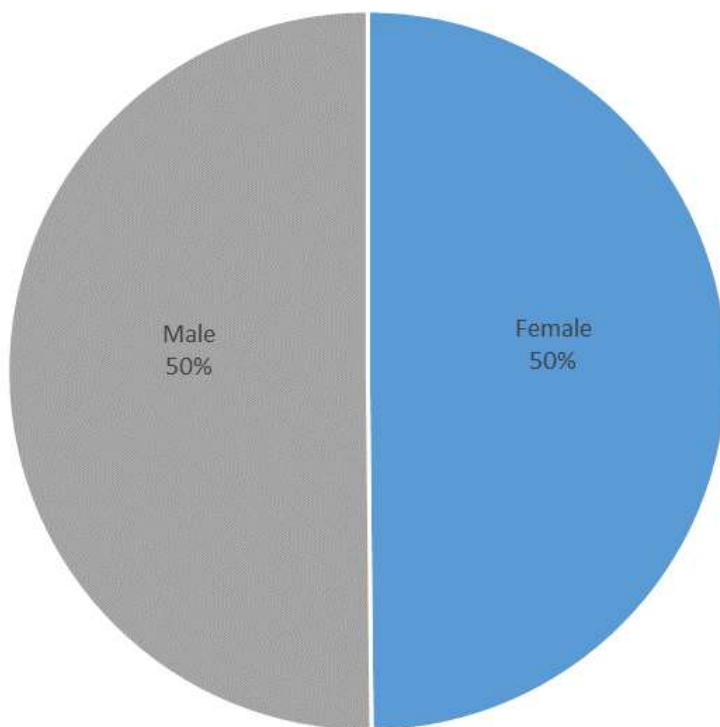
Type of Walk-in

Emergent	6,182
Urgent	19,388
Routine	3,807
Total	29,377



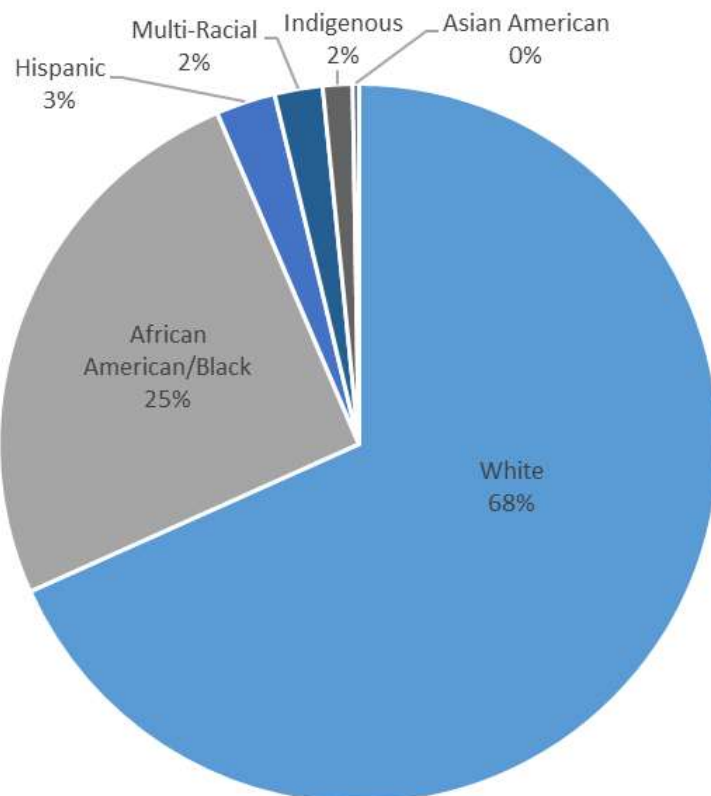
Total Patient Gender

Female	24,972
Male	25,133



Total Patient Race

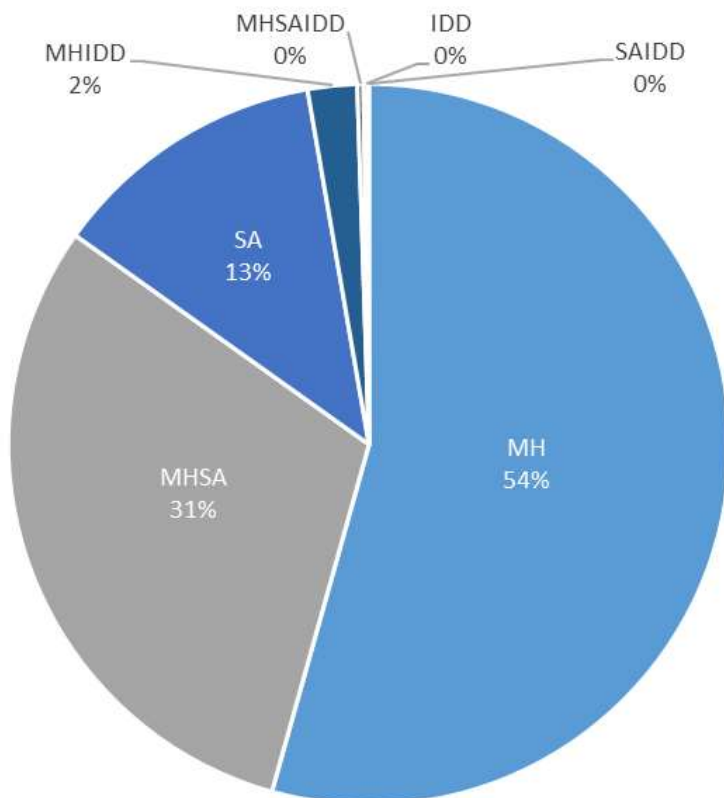
White	34,215
African-American	12,666
Hispanic	1,336
Multi-racial	1,081
Indigenous	670
Asian-American	137





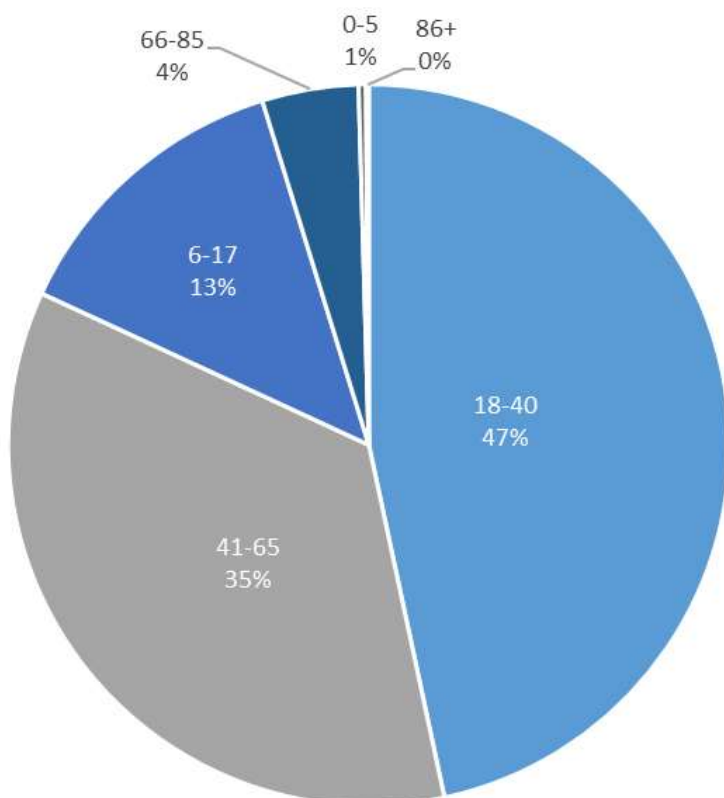
Patient Disability

MH	27,230
MHSA	15,286
SA	6,219
MHIDD	1,109
MHSAIDD	140
IDD	97
SAIDD	25



Patient Age

0-5	165
6-17	6,675
18-40	23,368
41-65	17,668
66-85	2,166
86+	63





2020 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

2020 Board of Directors

Felicia Wilson, Board Chairperson

Dr. Laura Veach, Vice Chairperson

Diamond Staton-Williams, Secretary/Treasurer

Mark F. Botts, J.D.

Daniel Coughlin

James F. Cook, Jr.

John M. Duncan, Ed. D.

Deborah Pershing

Gayle Whitehead

Contact Information

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