



DAYMARKSM
Recovery Services

**ANNUAL REPORT
FISCAL YEAR 2021**



**20
21**





SETTING THE STANDARD FOR EXCELLENCE!

**BILLY R. WEST, JR.,
MSW, LCSW**
President and CEO

OUR MISSION

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

DAYMARK Recovery Services, Inc. is a not-for-profit behavioral healthcare provider. Our staff provides care to persons with behavioral health and substance use disorders 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 43,000 people annually, as well as address physical health concerns that may also require attention.

Thank you for taking the time to review our accomplishments.

FY21 ACCOMPLISHMENTS

- Over 43,000 patients served from 81 North Carolina counties
- Certified as a Comprehensive Community Behavioral Health Center (CCBHC) through SAMHSA
- 137,534 Telehealth sessions provided to 24,842 patients
- 20,030 Psychiatric prescriber services provided to 8,248 patients in the community
- Achieved highest level CARF accreditation, good standing and contracted with all public and private payers for Medicaid services
- Merit-Based Incentive Payment (MIPS) Score equal to or higher than peers nationally
- 90% plus patients report feeling more in control of symptoms post treatment
- Over 8,000 unnecessary trips to local emergency rooms diverted
- Provided COVID-19 testing to our communities



In addition to the accomplishments listed above, Daymark added significant enhancements to our Electronic Health Record/Care Management platform to enhance our providers' abilities to improve our patients journeys through their healthcare challenges.

Whether our patients are beginning or continuing treatment for cardiac disease, cancer, asthma, stroke, diabetes or many other conditions, Daymark's real-time communications with other health care providers will assist our Care Managers in helping patients maximize their success not only in their treatment programs, but also in their overall life experiences.

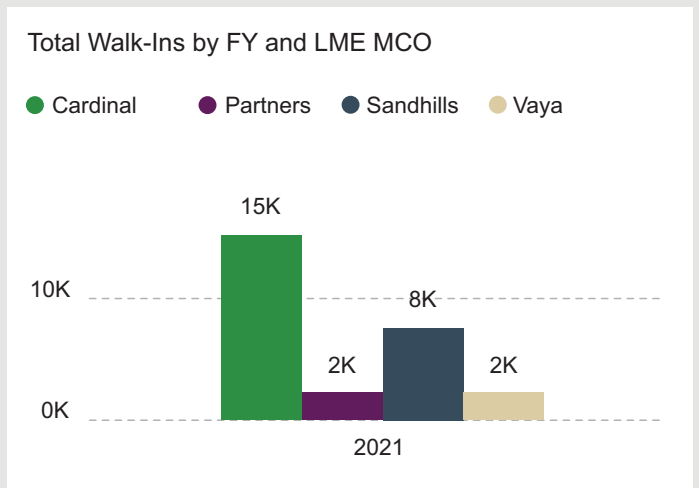
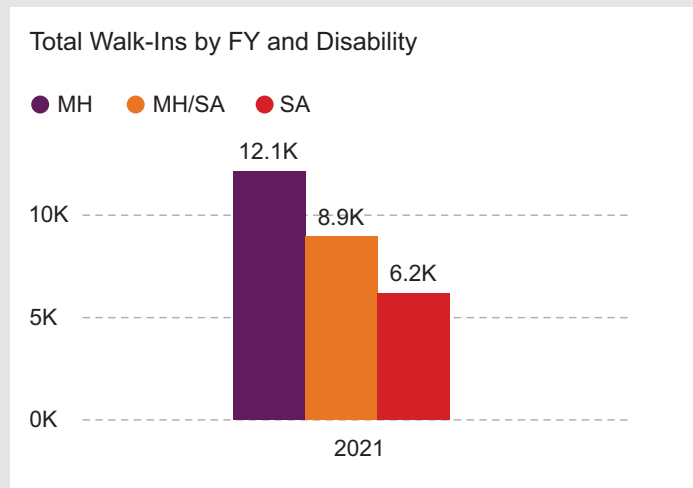
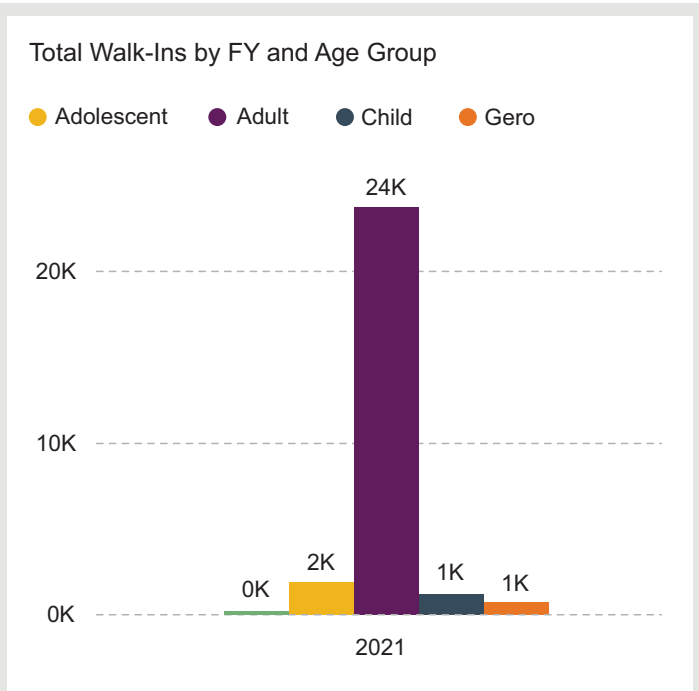
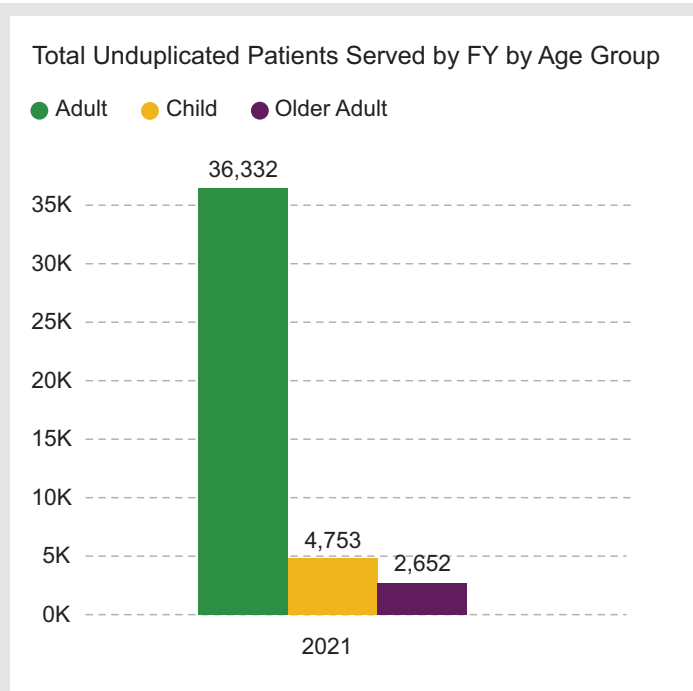
SERVICES

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

- Advanced Access (walk-in crisis)
- Assertive Community Treatment Team (ACTT)
- Behavioral Health Urgent Care
- Comprehensive Clinical Assessments (CCA)
- Day Treatment, Facility Based Crisis (FBC) and detoxification
- Drug screening
- DWI
- Grant-funded Care Management programs
- Individual Placement & Support (IPS)
- Indigent medication programs
- In-home therapy
- In-jail therapy
- Mobile Crisis
- Outpatient individual and group treatment (models include CBT, DBT, MATRIX and Seeking Safety)
- Patient engagement
- Peer support
- Psychiatric assessment, evaluation and medication administration
- Psychiatric services (including telemedicine)
- Psychosocial Clubhouse (PSR)
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Substance abuse intensive outpatient therapy
- Substance abuse residential treatment
- Outpatient treatment program
- Medication Assisted Treatment (MAT)

FY21 STATISTICS

<p>Total Unduplicated Patients Served FY21</p> <hr/> <p style="font-size: 24px; font-weight: bold; color: white;">43,737</p>	<p>Total Walk-Ins by type FY 2021</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Emergent</td> <td style="text-align: right; padding: 5px;">5,776</td> </tr> <tr> <td style="padding: 5px;">Routine</td> <td style="text-align: right; padding: 5px;">2,926</td> </tr> <tr> <td style="padding: 5px;">Urgent</td> <td style="text-align: right; padding: 5px;">18,644</td> </tr> <tr> <td style="padding: 5px;">Total</td> <td style="text-align: right; padding: 5px;">27,346</td> </tr> </table>	Emergent	5,776	Routine	2,926	Urgent	18,644	Total	27,346	<p>Hospital Diversions by FY</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Fiscal Year</th> <th style="padding: 5px;">Total Hospital Diversions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">2021</td> <td style="text-align: center; padding: 5px;">8,883</td> </tr> </tbody> </table>	Fiscal Year	Total Hospital Diversions	2021	8,883
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2021	8,883													



LOCATIONS

- Alleghany Center**
1650 Highway 18 South
Sparta, NC 28675
Phone: 336.372.4095
- FBC Cabarrus (Adult Inpatient)**
280 Executive Park Drive
Suite 160
Concord, NC 28025
Phone: 704.933.3212
- Iredell Center**
318 Turnersburg Highway
Statesville, NC 28625
Phone: 704.873.1114
- Stokes Center**
232 Newsome Road
King, NC 27021
Phone: 336.983.0941
- Anson Center**
704 Lilesville Road
Wadesboro, NC 28170
Phone: 704.694.6588
- FBC Davidson (Adult Inpatient)**
11048B South Main Street
Lexington, NC 27292
Phone: 336.300.8826
- Lee Center**
130 Carbondon Road
Sanford, NC 27330
Phone: 919.774.6521
- Surry Center**
940 West Lebanon Drive
Mt. Airy, NC 27030
Phone: 336.783.6919
- Archdale Center**
205 Balfour Drive
Archdale, NC 27263
Phone: 336.431.0700
- FBC Iredell (Adult Inpatient)**
524 Signal Hill Drive
Statesville, NC 28625
Phone: 704.871.1045
- Montgomery Center**
227 North Main Street
Troy, NC 27371
Phone: 910.572.3681
- Union Center**
1190 West Roosevelt Blvd
Monroe, NC 28110
Phone: 704.296.6200
- Ashe Center**
101 Colvard Street
Jefferson, NC 28640
Phone: 336.246.4542
- FBC Randolph (Adult Inpatient)**
110 West Walker Avenue
Asheboro, NC 27203
Phone: 336.633.7240
- Moore Center**
205 Memorial Drive
Pinehurst, NC 28374
Phone: 910.295.6853
- Vance Center**
943-H West Andrews Ave
Henderson, NC 27536
Phone: 252.433.0061
- Avery Center**
360 Beech Street
Newland, NC 28657
Phone: 828.733.5889
- FBC Union (Adult Inpatient)**
1408 East Franklin Street
Monroe, NC 28112
Phone: 704.283.6040
- PSR - Chatham Center**
815 Sanford Road
Pittsboro, NC 27573
Phone: 919.542.0107
- Watauga Center**
132 Polar Grove Connector
Suite #B
Boone, NC 28607-5915
Phone: 828.264.8759
- Cabarrus Center**
284 Executive Park Dr.
Suite 100
Concord, NC 28025
Phone: 704.939.1100
- Forsyth Center**
650 North Highland Avenue
Suite 1000
Winston-Salem, NC 27103
Phone: 336.607.8523
- PSR - Person Center**
211 Webb Street
Roxboro, NC 27312
Phone: 336.597.2115
- Wilkes Center**
1400 Willow Lane
West Park C61-2
North Wilkesboro, NC 28659
Phone: 336.667.5151
- Davidson Center**
1104-A South Main St
Lexington, NC 27292
Phone: 336.242.2450
- Guilford Residential Center**
5209 West Wendover
Avenue High Point, NC 27265
Phone: 336.899.1550
- Rockingham County**
505 NC 65
Reidsville, NC 27320
Phone: 336.342.8316
- Davie Center**
377 Hospital Street
Suite 100
Mocksville, NC 27028
Phone: 336.751.0517
- Harnett Center**
5841 US Highway 421 South
Buies Creek, NC 27506
Phone: 910.893.5727
- Rowan Center**
2129 Statesville Boulevard
Salisbury, NC 28147
Phone: 704.633.6316
- FBC Buncombe (Child / Adolescent Inpatient)**
277 Biltmore Avenue
Asheville, NC 28801
Phone: 887.277.8873
- Hoke Center**
121 East Elwood Avenue
Raeford, NC 28376
Phone: 910.875.8156
- Stanly Center**
1000 North First Street
Suite 1
Albemarle, NC 28001
Phone: 704.983.2117

2021 LEADERSHIP TEAM

Executive Staff

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

Philip Nofal, MD, JD, Medical Director

Elizabeth Pekarek, MD, Medical Director

Jerold Greer, Chief Information Officer

Alan Waller, CPA, Chief Finance Officer

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

Deidra Cook, Strategy & Analytics Director

Cathy Shoaf, CPUC, AIM, Human Resources Director

2021 Board of Directors

Felicia Wilson, 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



284 Executive Park Drive NE
Concord, NC 28025



24-Hr Crisis Hotline
866.275.9552



www.daymarkrecovery.org

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President and CEO
bwest@daymarkrecovery.org

