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. We provide care to all persons in need of behavioral health services regardless of their location or ability to pay. Our payer source blind approach allows access to best practice care for substance and behavioral health illnesses. Our ability to provide such access to care allows over 50,000 North Carolinians annually to pursue recovery.

BILLY R. WEST, JR., MSW, LCSW
President and CEO
FY23 Accomplishments

- 59,903 patients served
- Certified as a Comprehensive Community Behavioral Health Center (CCBHC) through SAMHSA
- 146,500 Telehealth sessions to 25,400 patients
- 86,006 Psychiatric Prescriber services provided to 19,456 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 Score (MIPS) equals or exceeds peers nationally
- Over 90% of patients feel more in control of their symptoms post-treatment
- Over 12,571 unnecessary visits to local emergency rooms were prevented
- Provided COVID-19 testing to our communities
- Certified as a Care Management Agency
- Successfully launched Care Management to further improve the care of North Carolinians by assuring greater access to fully integrated care for persons with behavioral health and physical health illnesses
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 (BHUC)
- Care Management
- Comprehensive Clinical Assessments (CCA)
- Day Treatment
- Facility Based Crisis (FBC) and detoxification for children and adults
- Drug screening
- DWI
- Grant-funded Care Management programs
- Individual Placement & Support (IPS)
- Indigent medication programs
- Intensive In-Home therapy
- Jail Assessments and Case Management
- Mobile Crisis
- Outpatient Individual and group treatment (models include CBT, DBT, MATRIX, and Seeking Safety)
- Patient engagement
- Peer support
- Psychiatric services (including telemedicine)
- Psychosocial Rehab (PSR)
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Substance abuse residential treatment
- Outpatient treatment program
- Medication Assisted Treatment (MAT)
FY 2023 STATISTICS

Total Unduplicated Patients Served FY 2023: 59,903

Total Walk-Ins by type FY 2023:
- Emergent: 9,660
- Routine: 1,917
- Urgent: 17,461
- Total: 29,038

Total Hospital Diversions in FY 2023: 12,571

Total Unduplicated Patients Served by FY 2023 by Age Group:
- Adult: 47,953
- Child: 8,449
- Older Adult: 3,501

Total Walk-Ins by Disability FY 2023:
- IDD: 11
- MH: 12,864
- MH/IDD: 62
- MH/SA: 9,215
- MH/SA/IDD: 62
- SA: 6,823
- SA/IDD: 1

Total Walk-Ins by MCO FY 2023:
- Alliance: 824
- Cardinal: 178
- Estepointe: 29
- Partners: 9,761
- Sandhills: 13,099
- Trillium: 19
- Vaya: 5,128

Total Walk-Ins by FY 2023 and Age Group:
- Adolescent: 3,165
- Adult: 23,491
- Child: 1,465
- Gero: 917

OUR PEOPLE
Empowering Success: Tailored Care Management

- North Carolina added a new Medicaid Service in 2021 called TCM. Daymark became a TCM provider and is now the largest TCM provider in North Carolina.

- Our TCM Teams may be able to help you. To date, we have helped over 6,835 people coordinate their healthcare and find resources.

- Dedicated workforce: Over 120 full-time TCM staff (including QP Care Managers and Extenders), with a focus on equipping all Daymark personnel with TCM knowledge.

- Streamlined client access: Robust processes are implemented to facilitate seamless connection to TCM services across all Daymark departments, embedding TCM into daily operations.

- Synergistic collaboration: Cross-departmental teamwork to ensure the efficacy and success of the TCM program.

- Future outlook: Optimistic anticipation of ongoing positive impacts of TCM, benefiting clients, communities, and the agency holistically.
Anson Center
704 Lilesville Road
Wadesboro, NC 28170
Phone: 704.694.6588

Ash Center
101 Colvard Street
Jefferson, NC 28640
Phone: 336.246.4542

Avery Center
360 Beech Street
Newland, NC 28657
Phone: 828.733.5889

Buncombe County - FBC (Child)
277 Biltmore Avenue
Asheville, NC 28801
Phone: 877.277.8873

Cabarrus Center
284 Executive Park Dr.
Suite 100
Concord, NC 28025
Phone: 704.939.1100

Cabarrus County - FBC (Adult)
280 Executive Park Drive
Suite 160
Concord, NC 28025
Phone: 704.933.3212

Chatham Center
1105 East Cardinal Street
Siler City, NC 27344
Phone: 919.663.2955

Chatham County - PSR
815 Sanford Road
Pittsboro, NC 27310
Phone: 919.542.0107

Davidson Center
1104-A South Main St
Lexington, NC 27292
Phone: 336.242.2450

Davidson County - FBC (Adult)
1104B South Main Street
Lexington, NC 27292
Phone: 336.300.8826

Davie Center
377 Hospital Street
Suite 100
Mocksville, NC 27028
Phone: 336.751.0517

Forsyth Center
650 North Highland Avenue
Suite 1000
Winston-Salem, NC 27103
Phone: 336.607.8523

Forsyth County - PSR
32 West 32nd Street
Winston-Salem, NC 27105
Phone: 336.722.4000

Forsyth County - BHUC
650 North Highland Avenue
Suite 120
Winston-Salem, NC 27101
Phone: 336.955.8430

Guilford Residential Center
5209 West Wendover Avenue
High Point, NC 27265
Phone: 336.899.1550

Harnett Center
5841 US Highway 421 South
Lillington, NC 27506
Phone: 910.893.5727

Hoke Center
121 East Elwood Avenue
Raeford, NC 28376
Phone: 910.875.8156

Iredell Center
318 Turnersburg Highway
Statesville, NC 28625
Phone: 704.873.1239

Iredell County - FBC (Adult)
524 Signal Hill
Drive Extension
Statesville, NC 28625
Phone: 704.871.1045

Lee Center
130 Carbonton Road
Sanford, NC 27330
Phone: 919.774.6521

Montgomery Center
227 North Main Street
Troy, NC 27371
Phone: 910.572.3681

Moore Center
205 Memorial Drive
Pinehurst, NC 28374
Phone: 910.295.6853

Randolph County – Archdale Outpatient
205 Balfour Drive
Archdale, NC 27263
Phone: 336.431.0700

Randolph County – Asheboro Outpatient
110 West Walker Avenue
Asheboro, NC 27203
Phone: 336.633.7000

Randolph County - FBC (Adult)
110 West Walker Avenue
Asheboro, NC 27203
Phone: 336.633.7240

Randolph County - BHUC
110 West Walker Avenue
Asheboro, NC 27203
Phone: 336.628.3330

Richmond County
523 North US Highway 1
Rockingham, NC 28379
Phone: 910.895.2462

Richmond County - BHUC
523 US-1 North
Rockingham, NC 28379
Phone: 910.719.4335

Rockingham Center
Mailing Address:
PO Box 55
Wentworth, NC 27375
Phone: 910.776.9045

Rockingham Center
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CONTACT DETAILS
24 HOUR CRISIS HOTLINE
866.275.9552

ADMINISTRATION
284 Executive Park Dr. NE
Concord, NC 28025
2023 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, MHA, LCSW, CSWM, Chief Program Officer
Deidra Cook, Strategy & Analytics Director
Cathy Shoaf, CPUC, AIM, Human Resources Director
Lisa Brandyberry, Ph.D., Chief Program Officer

Board of Directors
Dr. Laura Veach, Chairperson
Representative Diamond Staton-Williams, Vice Chairperson
Mark F. Botts, J.D., Treasurer
John M. Duncan, Ed.D.
Lynne Mason
Wendy Taylor
Dr. David Wagner
Felicia Wilson

CONTACT INFORMATION
284 Executive Park Drive NE
Concord, NC 28025
24-Hr Crisis Hotline
866.275.9552
www.daymarkrecovery.org

Contact: Billy R. West, Jr., MSW, LCSW
President and CEO
bwest@daymarkrecovery.org