

ANNUAL REPORT 2024



DAYMARKSM
Recovery Services

Enriching Life, Enhancing Lives.

Setting the Standard for Excellence!

Our Mission

DAYMARK Recovery Services is devoted to inspire and empower people to seek and maintain recovery and health.

Daymark Recovery Services, Inc. is a not-for-profit healthcare provider. We provide care to persons suffering from behavioral health and substance use illnesses, regardless of their ability to pay. Our payer source blind approach allows unprecedented access to best practice care. Our ability to provide such access to care affords approximately 73,000 unduplicated North Carolinians a path to recovery.



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

FY24

Accomplishments

- 73,690 patients served
- Certified as a Comprehensive Community Behavioral Health Center (CCBHC) through SAMHSA
- 165,704 Telehealth sessions to 27,619 patients
- 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 14,877 unnecessary visits to local emergency departments were prevented
- 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
- Opened Behavioral Health Urgent Clinic (BHUC) in Mecklenburg County in partnership with Mecklenburg County Government, Alliance Health and the Steve Smith Family Foundation
- Secured funding and approval to open a BHUC in Rowan County in partnership with Vaya Health, Rowan County Government, NC DHHS and Rowan County United Way for FY 2025
- Secured funding and approval for a BHUC in Harnett County in partnership with Alliance Health, Good Hope Hospital, Harnett County Government and NC DHHS for FY 2025
- Founding Member and co-owner of the Collaborative Health Network (CHN) a Clinically Integrated Network for behavioral health in North Carolina

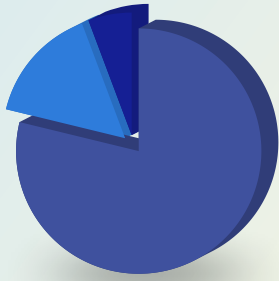
SERVICES

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 (BHUC)
- Tailored Care Management
- Comprehensive Clinical Assessments (CCA)
- Day Treatment
- Drug screening
- DWI
- Facility Based Crisis (FBC) and detoxification for children and adults
- Individual Placement & Support (IPS)
- Indigent medication programs
- Intensive In-Home
- Jail Assessments and Case Management
- Medication Assisted Treatment (MAT)
- Mobile Crisis
- Mobile Outreach, Response, Engagement and Stabilization (MORES)
- Outpatient Individual and group treatment
- Patient engagement
- Peer support
- Psychiatric services (including telemedicine)
- Psychosocial Rehab (PSR)
- Substance abuse residential treatment
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Outpatient treatment program

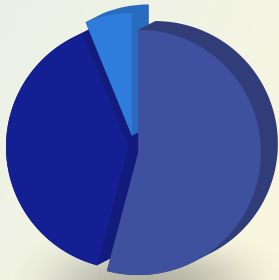


FY 2024 STATISTICS



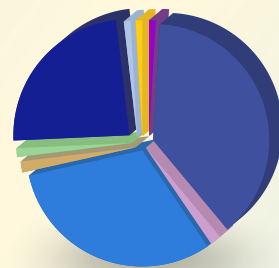
| | |
|--------|-------------|
| 4,222 | OLDER ADULT |
| 58,069 | ADULT |
| 11,399 | CHILD |

Total Unduplicated Patients Served in FY 2024 by Age Group



| | |
|--------|----------|
| 1,882 | ROUTINE |
| 12,123 | EMERGENT |
| 16,520 | URGENT |

Total Walk-Ins by Walk-in Type



| | |
|--------|-----------|
| 15 | IDD |
| 12,424 | MH |
| 46 | MH / IDD |
| 10,141 | MH/SA |
| 45 | MH/SA/IDD |
| 37 | MH/SU |
| 7,802 | SA |
| 1 | SA/MH |
| 14 | SU |

Total Walk-Ins By Disability

30,525

**Total Walk-Ins by type
FY 2024**

| | |
|----------|--------|
| Emergent | 12,123 |
| Routine | 1,882 |
| Urgent | 16,520 |

14,877

**Total Hospital
Diversions
in FY 2024**

73,690

**Total Unduplicated
Patients
Served in FY 2024**



DAYMARK
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LOCATIONS

Alleghany Center

1650 Highway 18 South
Sparta, NC 28675
Phone: 336.372.4095

Alleghany County - PSR

102 Health Services Road
Sparta, NC 28675
Phone: 336.372.8215

Anson Center

Wadesboro, NC 28170-2820
704 Lilesville Road
Phone: 704.694.6588

Archdale Center

205 Balfour Drive
Archdale, NC 27263-3117

Ashe Center, Ashe ACTT

101 Colvard Street, Unit 1
Jeferson, NC 28640-9723
Phone: 336.246.4542

Asheboro Center

110 West Walker Ave.
2nd Floor Asheboro,
NC 27203-6760
Phone: 336.633.7000

Asheboro BHUC

110 West Walker Ave.
1st Floor
Asheboro, NC 27203-6760
Phone: 336.628.3330

Asheboro FBC (Adult)

110 West Walker Ave. 3rd Floor
Asheboro, NC 27203-6760
Phone: 336.633.7240

Avery Center

360 Beech Street
Newland, NC 28657-9670
Phone: 828.733.5889

Buncombe FBC (Child)

Caiyalynn Burrell Crisis Center

277 Biltmore Avenue
Asheville, NC 28801
Phone: 877.277.8873

Cabarrus Center

284 Executive Park Dr
Suite 100
Concord, NC 28025-1833
Phone: 704.939.1100

Cabarrus FBC (Adult)

280 Executive Park Drive, Suite 160
Concord, NC 28025-1841
Phone: 704.933.3212

Chatham Center

1105 East Cardinal Street
Siler City, NC 27344-3300
Phone: 919.663.2955

Chatham PSR Club Insight

815 Sanford Road
Pittsboro, NC 27312-9423
Phone: 919.542.0107

Davidson Center

1104-A South Main St
Lexington, NC 27292-3134
Phone: 336.242.2450

Davidson Day Treatment

200 Biesecker Rd. RM#20
Lexington, NC 27295-1501

Pickett Elementary/ Lexington Academy

100 W Hemstead St
Lexington, NC 27292-2697

Davidson FBC (Adult)

1104-B South Main Street
Lexington, NC 27292-3134
Phone: 336.300.8826

Davie Center

377 Hospital St Suite 100
Mocksville, NC 27028-2191
Phone: 336.751.5636

Forsyth Center

650 Highland Ave., Suite 100
Winston-Salem, NC 27101-4304
Phone: 336.607.8523

Forsyth BHUC

650 Highland Ave., Suite 110
Winston-Salem, NC 27101-4304
Phone: 336.955.8430

Forsyth County - PSR Friendship House

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

Forsyth/Rockingham ACTT

32 W 32nd St
Winston-Salem, NC 27105

Good Hope Psychiatric Hospital

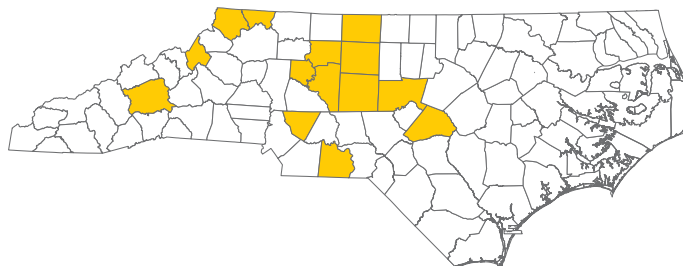
410 Denim Drive
Erwin, NC 28339
Phone: 910.230.4011

Guilford Center

High Point - Residential/SA
5209 West Wendover Avenue
High Point, NC 27265-9177
Phone: 336.899.1550

Harnett Center

5841 US Highway 421 South
Lillington, NC 27546-6713
Phone: 910.893.5727





LOCATIONS

Harnett BHUC

410 Denim Dr
Erwin NC 28339
Phone: 910.517.8408

Hoke Center

121 East Elwood Avenue
Raeford, NC 28376-2947
Phone: 910.875.8156

Iredell Center

913 Carolina Avenue North
Statesville, NC 28625
Phone: 704.873.1239

Iredell FBC (Adult)

524 Signal Hill
Drive Extension
Statesville, NC 28625-4391
Phone: 704.871.1045

Lee Center

130 Carbonton Road
Sanford, NC 27330-4009
Phone: 919.774.6521

Montgomery Center

227 North Main Street
Troy, NC 27371-3058
Phone: 910.572.3681

Moore Center

205 Memorial Drive
Pinehurst, NC 28374-0639
Phone: 910.295.6853

Richmond Center

523 North US-1, Suite A
Rockingham, NC 28379-7771
Phone: 910.895.2462

Richmond BHUC

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

Richmond FBC (Child)

523 North US-1,
Rockingham NC 28379
Phone: 910.719.4320

Rockingham Center

355 County Home Road
Reidsville, NC 27320-9694
Phone: 336.342.8316

Rockingham BHUC

179 Communications Lane
Reidsville, NC 27320-7921
Phone: 336.342.1611

Rockingham County - PSR

179 Communications Lane
Reidsville, NC 27320-7921
Phone: 336.342.1611

Rowan Center

2129 Statesville Boulevard
Salisbury, NC 28147
Phone: 704.633.3616

Rowan BHUC

2129 Statesville Boulevard
Salisbury, NC 28147
Phone: 704.210.1005

Smith Family BHUC (Meck BHUC)

616 Colonnade Drive
Charlotte, NC 28205
Phone: 704.273.3942

Stanly Center

1000 North First Street, Suite 1
Albemarle, NC 28001-2919
Phone: 704.983.2117

Stokes Center

932 Meadowbrook Drive
King, NC 27021
Phone: 336.983.0941

Surry Center

940 West Lebanon Drive
Mt. Airy, NC 27030-2222
Phone: 336.783.6919

Union Center

701 East Roosevelt Blvd
Ste 600
Monroe, NC 28110
Phone: 704.296.6200

Union FBC (Adult)

1408 East Franklin Street
Monroe, NC 28112-5160
Phone: 704.635.2080

Vance Center

943 West Andrews Ave, Suite H
Henderson, NC 27536-2562
Phone: 252.433.0061

Watauga Center, Watauga ACTT

132 Poplar Grove Connector
Suite #B
Boone, NC 28607-6121
Phone: 828.264.8759

Wilkes Center, Wilkes PSR

1400 Willow Lane W. Park C61-2
North Wilkesboro, NC 28659-3551
Phone: 336.667.5151

Yadkin Center

320 East Lee Avenue
Yadkinville, NC 27055-8132
Phone: 336.679.8805

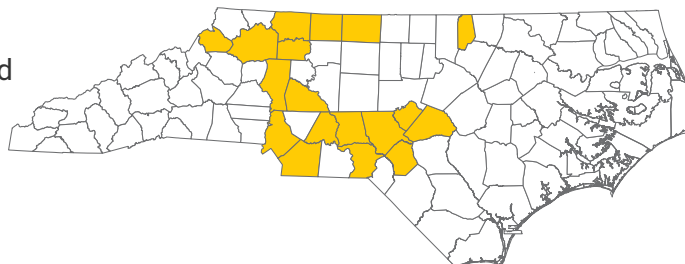
CONTACT DETAILS

24 HOUR CRISIS HOTLINE

866.275.9552

ADMINISTRATION

284 Executive Park Dr NE
Concord, NC 28025



2024 LEADERSHIP TEAM

EXECUTIVE STAFF

President and CEO

Billy R. West, Jr., MSW, LCSW

Medical Director

Philip Nofal, MD, JD

Medical Director

Elizabeth Pekarek, MD

Chief Information Officer

Jerold Greer

Chief Finance Officer

Alan Waller, CPA

Chief Program Officer

Michelle Ivey, MSW, MHA,
LCSW, CSWM

Director of Strategy & Analytics

Deidra Cook

Human Resources Director

Cathy Shoaf, CPUC, AIM

Chief Program Officer

Lisa Brandyberry, Ph.D.

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