



DAYMARKSM

Recovery Services

Enriching Life, Enhancing Lives.



ANNUAL REPORT

FISCAL YEAR 2023





Setting the Standard for Excellence!

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. 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.

A handwritten signature in black ink that reads "Billy R. West, Jr." with a stylized flourish at the end.

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



FY23

Accomplishments

- o 59,903 patients served
- o Certified as a Comprehensive Community Behavioral Health Center (CCBHC) through SAMHSA
- o 146,500 Telehealth sessions to 25,400 patients
- o 86,006 Psychiatric Prescriber services provided to 19,456 patients in the community
- o Achieved highest level CARF accreditation, good standing, and contracted with all public and private payers for Medicaid services
- o Merit-Based Incentive Payment Score (MIPS) equals or exceeds peers nationally
- o Over 90% of patients feel more in control of their symptoms post-treatment
- o Over 12,571 unnecessary visits to local emergency rooms were prevented
- o Provided COVID-19 testing to our communities
- o Certified as a Care Management Agency
- o 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:

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

SERVICES

FY 2023 STATISTICS

Total Unduplicated Patients Served FY 2023

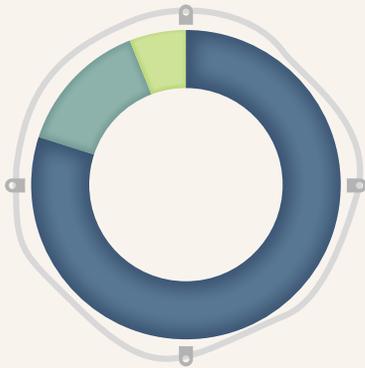
59,903

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

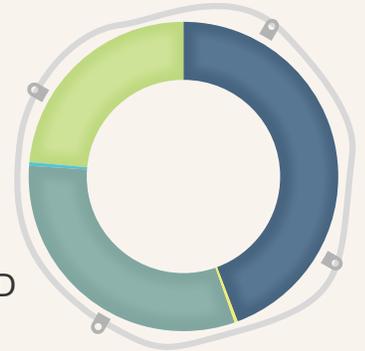


Total Unduplicated Patients Served by FY 2023 by Age Group

47,953	● Adult
8,449	● Child
3501	● Older Adult

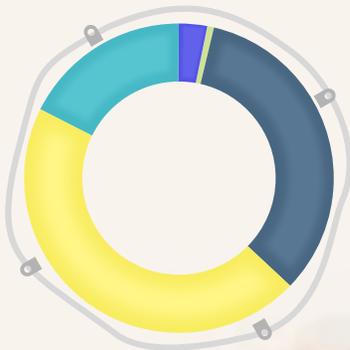
Total Walk-Ins by Disability FY 2023

11	● IDD
12,864	● MH
62	● MH/IDD
9,215	● MH/SA
62	● MH/SA/IDD
6,823	● SA
1	● SA/IDD



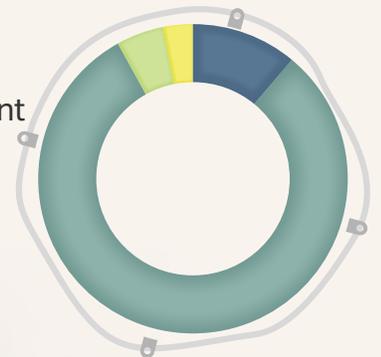
Total Walk-Ins by MCO FY 2023

824	● Alliance
178	● Cardinal
29	● Estepointe
9,761	● Partners
13,099	● Sandhills
19	● Trillium
5,128	● Vaya



Total Walk-Ins by FY 2023 and Age Group

3,165	● Adolescent
23,491	● Adult
1,465	● Child
917	● Gero



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.



LOCATIONS



(Asheboro and Facility Based Crisis Building)

Anson Center

704 Lilesville Road
Wadesboro, NC 28170
Phone: 704.694.6588

Ashe 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 27573
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
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 Carbondon 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 Center

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
Physical Address:
355 County Home Road
Reidsville, NC 27320
Phone: 336.342.8316

Rockingham County - PSR

179 Communications Lane
Reidsville, NC 27320
Phone: 336.342.1611

Rowan Center

2129 Statesville Boulevard
Salisbury, NC 28147
Phone: 704.633.6316

The Smith Family Behavioral Health Urgent Care

616 Colonnade Drive
Charlotte, NC 28205
Phone: 704.273.3942

Stanly Center

1000 North First
Street Suite 1
Albemarle, NC 28001
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
Phone: 336.783.6919

Union Center

701 East Roosevelt
Boulevard
Monroe, NC 28112
Phone: 704.296.6200

Union County - FBC (Adult)

1408 East Franklin Street
Monroe, NC 28112
Phone: 704.283.6040

Vance Center

943-H West Andrews Avenue
Henderson, NC 27536
Phone: 252.433.0061

Watauga Center

132 Poplar Grove
Connector
Suite #B
Boone, NC 28607-5915
Phone: 828.264.8759

Wilkes Center

1400 Willow Lane
West Park C61-2
North Wilkesboro, NC 28659
Phone: 336.667.5151

Wilkes County - PSR

1400 Willow Lane
North Wilkesboro, NC 28659
Phone: 336.667.5151

Yadkin Center

320 East Lee Avenue
Yadkinville, NC 27055
Phone: 336.679.8805

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



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