



DAYMARKSM
Recovery Services

**ANNUAL REPORT
FISCAL YEAR 2022**



**20
22**





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 illnesses from across North Carolina and neighboring states.

The excellence and dedication of our staff have enabled Daymark to lessen the impact of behavioral health and substance related illnesses for approximately 57,621 people annually, as well as address physical health concerns that may also require attention.

Thank you for taking the time to review our accomplishments.

FY22 ACCOMPLISHMENTS

- Over 57,621 patients served
- Certified as a Comprehensive Community Behavioral Health Center (CCBHC) through SAMHSA
- 138,080 Telehealth sessions provided to 23,133 patients
- 69,284 Psychiatric prescriber services provided to 18,160 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 11,591 unnecessary trips to local emergency rooms diverted
- 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.

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)
- 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 intensive outpatient therapy
- Substance abuse residential treatment
- Outpatient treatment program
- Medication Assisted Treatment (MAT)

FY22 STATISTICS

Total Unduplicated Patients Served FY22

57,621

Total Walk-Ins by type FY 2022

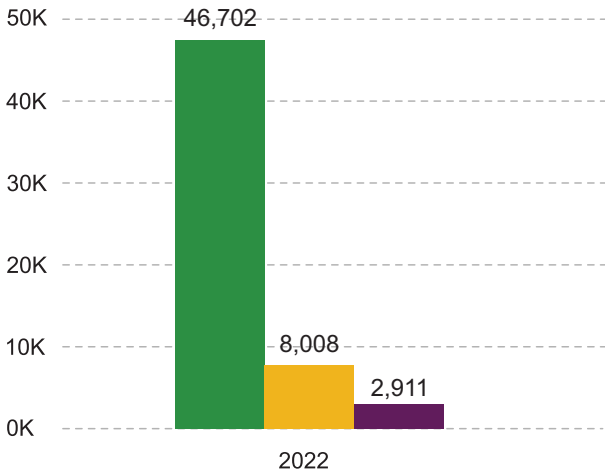
Emergent	8,524
Routine	2,399
Urgent	18,402
Total	29,325

Total Hospital Diversions in FY2022

11,591

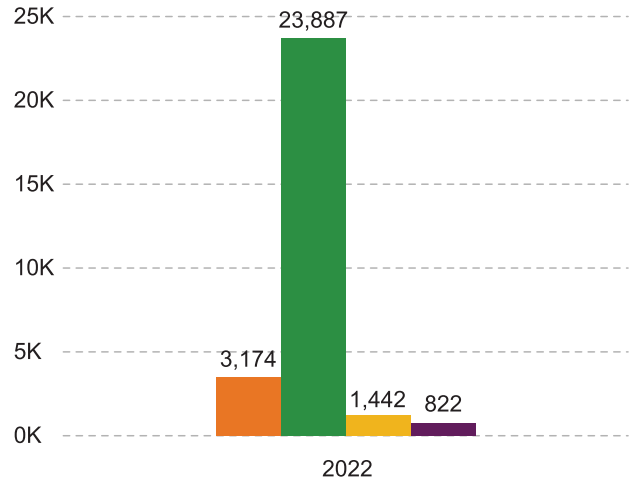
Total Unduplicated Patients Served by FY by Age Group

● Adult ● Child ● Older Adult



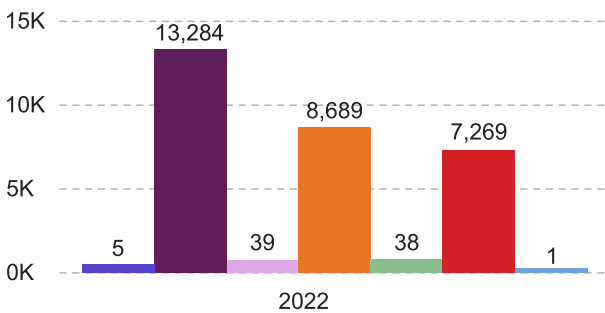
Total Walk-Ins by FY and Age Group

● Adolescent ● Adult ● Child ● Gero



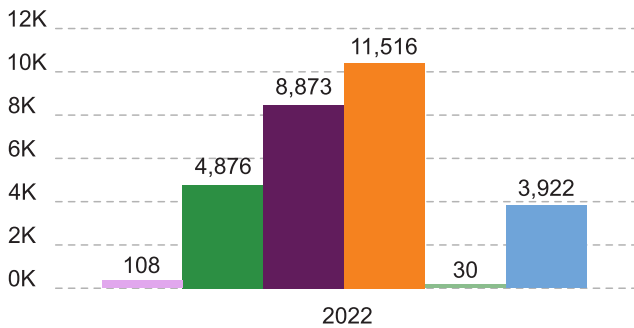
Total Walk-Ins by Disability FY2022

● IDD ● MH ● MH/IDD ● MH/SA ● SA ● SA/IDD



Total Walk-Ins by MCO FY2022

● Alliance ● Cardinal ● Partners ● Sandhills ● Trillium ● Vaya



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**
704 Lilesville Road
Wadesboro, NC 28170
Phone: 704.694.6588
- **Archdale Center**
205 Balfour Drive
Archdale, NC 27263
Phone: 336.431.0700
- **Ashe Center**
101 Colvard Street
Jefferson, NC 28640
Phone: 336.246.4542
- **Asheboro Center**
110 West Walker Avenue
Asheboro, NC 27203
Phone: 336.633.7000
- **Avery Center**
360 Beech Street
Newland, NC 28657
Phone: 828.733.5889
- **Caiyalynn Burrell Child Crisis Center**
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)**
1104-B 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 100
Winston-Salem, NC 27103
Phone: 336.607.8523
- **Forsyth County - BHUC**
650 North Highland Avenue
Suite 120
Winston-Salem, NC 27101
Phone: 336.955.8430
- **Forsyth County - PSR**
32 West 32nd Street
Winston-Salem, NC 27105
Phone: 336.722.4000
- **Guilford Residential Center**
5209 West Wendover
Avenue High Point, NC 27265
Phone: 336.899.1550
- **Harnett Center**
5841 US Highway 421 South
Buies Creek, 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: 704.873.1114
- **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
Asheboro, NC 28374
Phone: 910.295.6853
- **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
- **Richmond County - FBC (Child)**
523 North US-1
Rockingham, NC 28379
Phone: 910.719.4320
- **Rockingham County**
505 NC 65
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 Steve Smith Family Foundation 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**
232 Newsome Road
Pinehurst, NC 28374
Phone: 336.983.0941
- **Surry Center**
940 West Lebanon Drive
Mt. Airy, NC 27030
Phone: 336.783.6919
- **Union Center**
1190 West Roosevelt Blvd
Monroe, NC 28110
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 Ave
Henderson, NC 27536
Phone: 252.433.0061
- **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
- **Watauga Center**
132 Polar Grove Connector
Suite #B
Boone, NC 28607-5915
Phone: 828.264.8759
- **Yadkin Center**
320 East Lee Avenue
Yadkinville, NC 27055
Phone: 336.679.8805

2022 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, Chief Program
Officer

Deidra Cook, Strategy & Analytics Director

Cathy Shoaf, CPUC, AIM, Human Resources Director

2022 Board of Directors

Felicia Wilson, Chairperson

Dr. Laura Veach, Vice Chairperson

Diamond Staton-Williams, Secretary/Treasurer

Mark F. Botts, J.D.

James F. Cook, Jr.

John M. Duncan, Ed.D.

Lynne Mason

Deborah Pershing

Gayle Whitehead

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

