



SPARC
Services & Programs

2022 ANNUAL OUTCOMES REPORT



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February 2023

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Summary

Our Mission is simple: We work to keep people out of expensive institutional care. We do this adhering to a strong set of Values set inside a strong culture. Our Team is dedicated to our consumers and each other, and we have spent our careers custom designing Programs to meet our mission.

We pride ourselves on being a leader in Behavioral Healthcare in North Carolina by:

- Value Based Purchasing Contracts
- Strong Agency Culture
- Values Driven, Organically Grown Behavioral Health Organization
- Strong and Experienced Leadership
- Efficient Electronic Referral Process
- Innovative, 100% Paperless Electronic Health Record
- Licensed to Provide Family Centered Treatment[®]
- Custom Designed Programs Available

OUR PROGRAMS ARE:

- Designed for individuals and families that have not had success with the traditional array of services available to them
- Able to work with individuals and families who are experiencing imminent crisis
- Mobile. We come to where the individual or family is at. That may be the hospital, crisis center, their home, a shelter, a residential placement, or other locations where the individual and family may feel most comfortable
- Able to start quickly. Our goal is to complete a face-to-face meeting with new referrals within 2 days
- Evidenced Based and Trauma Informed
- Collaborative. We partner with our stakeholders to meet the needs of the individual and family. We include stakeholders and support systems in the treatment process to facilitate the attainment of goals, safety, and stability
- Innovative and customizable. We have a long history of customizing our programs to meet a stakeholder and/or payers needs
- Value Based. We participate in several Value Based Purchasing Contracts for our services

SPARC VALUES:

1. Work to keep people out of institutional care

- People who receive our Programs and Services shall develop hope, a secure base and sense of self, supportive relationships, empowerment, social inclusion, coping skills, and meaning.

2. Be positive and solution-based

- People who work at SPARC shall maintain a solution-based demeanor and view crisis as opportunities. Negativity ruins company cultures.

3. Give and accept feedback appropriately, and grow

- We believe we must make it ok to give and accept feedback appropriately, and then grow from that experience. Gossip is unfair and hurtful.

Support the principles of System of Care

- We accept the principles of System of Care. We are family-driven, community-based, and culturally and linguistically competent. Collaboration is critical.

5. Maintain great customer service

DIGITAL MARKETING

- Great customer service will be achieved through genuine, transparent relationships.

6. Record what we do accurately and timely

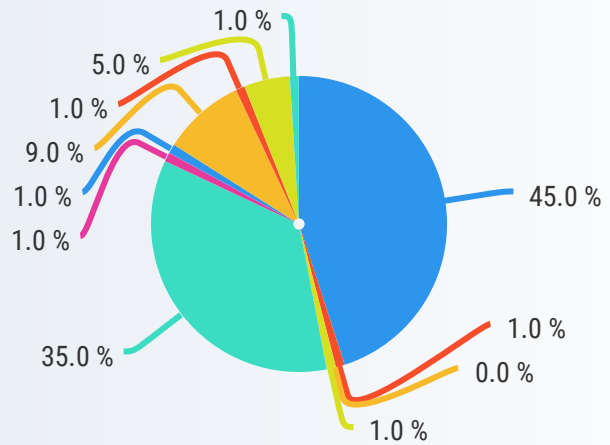
- We have a responsibility to record accurately, timely, with confidentiality, and in a manner that adheres to local, state and federal standards.

2022 SERVICE SUMMARY:

Payer Summary Breakdown

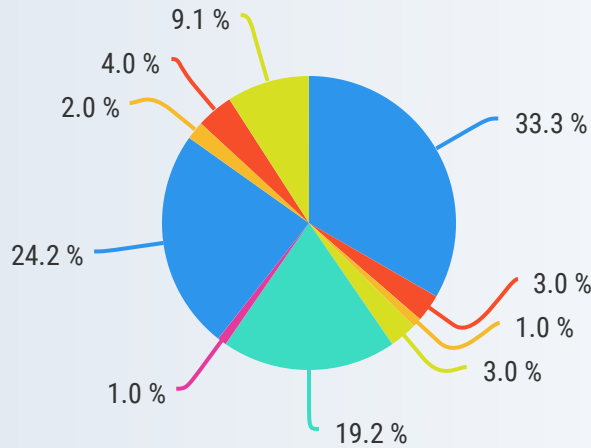
We hold contracts with the following:

- Alliance Health
- Partners Behavioral Health Management
- Sandhills Center
- Vaya Health
- All 5 Standard Plans
- Rutherford County
- Mecklenburg County



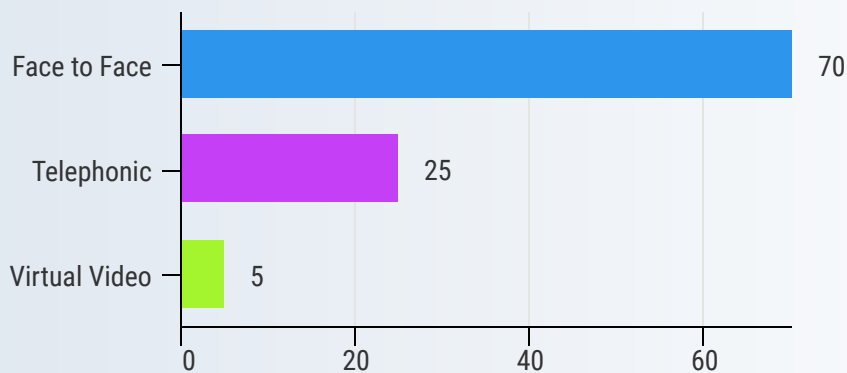
- Alliance Health
- Partners
- Vaya
- AmeriHealth
- Mecklenburg County
- WellCare
- Carolina Complete Health
- RCDSS
- Sandhills Center
- Healthy Blue
- UHC/Optum

Services Delivered in 2022



- CST
- Opt
- DSS Funded FCT
- Ind Supports
- TMS
- Peer Support
- FCT
- ECR
- IHH
- MeckHope Groups

Service Delivery Format

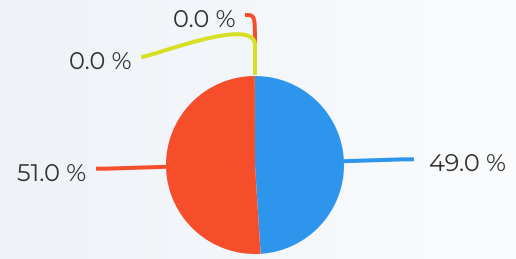


WHO WE SERVED IN 2022:

In 2022 We:

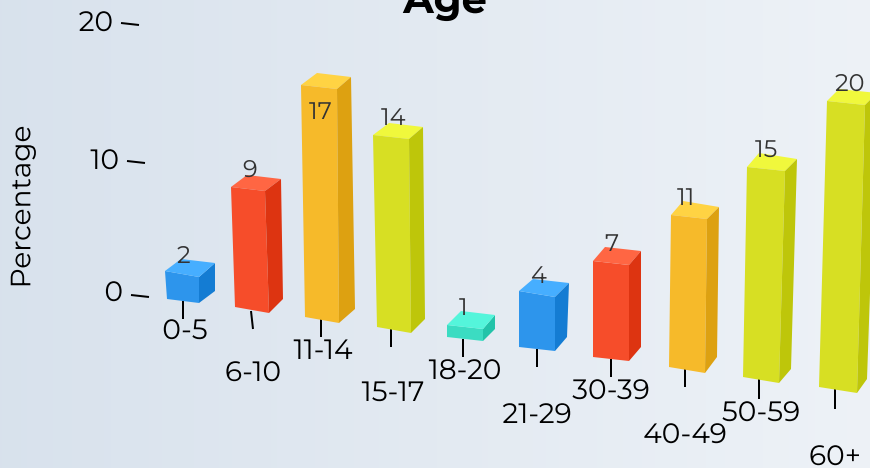
- Provided services to 735 unique individuals
- Served clients in 34 Counties
- Completed 535 clinical assessments, 504 SDOH assessments, and 754 Clinical Screening Tools (ACE, DLA-20, etc)

Gender



● Males
 ● Females
 ● Transgender
● Non Binary or Other

Age

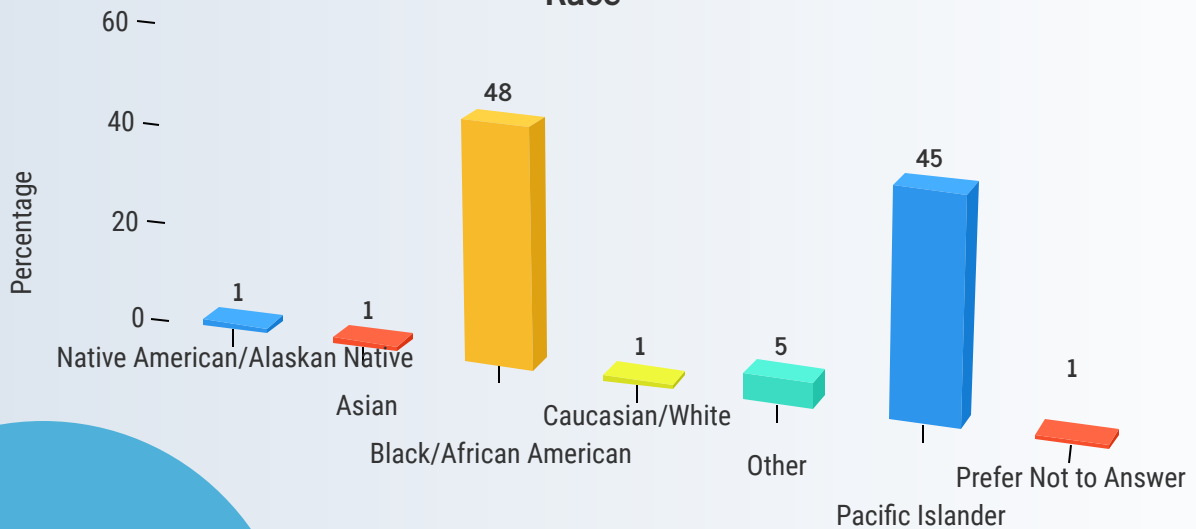


4.9

— The Average ACE Score —

The CDC's Adverse Childhood Experiences Study (ACE Study) uncovered a stunning link between childhood trauma and the chronic diseases people develop as adults, as well as social and emotional problems. This includes heart disease, lung cancer, diabetes and many autoimmune diseases, as well as depression, violence, being a victim of violence, and suicide.

Race



On average, our clients had **3 or more Social Determinants of Health** that we supported them with

Average **DLA-20 Score across CST teams is 78** which translates to an mGAF of 3.9 "serious impairments in functioning"

SERVICES FOR CHILDREN & FAMILIES

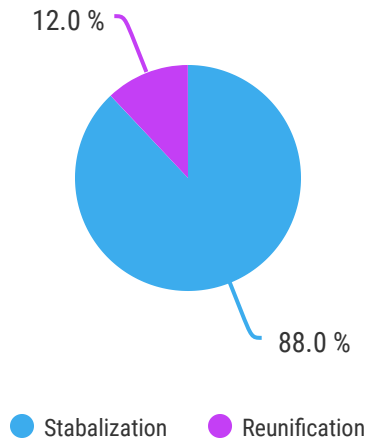


Family Centered Treatment (FCT) is a well supported in-home therapy model designed to work with children and families who have long/complex treatment needs, including multiple episodes of out of home placement and psychiatric hospitalizations.

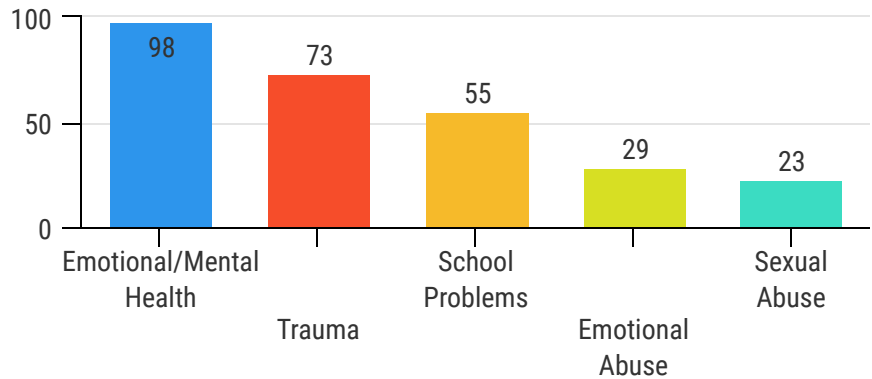
- FCT is one of few home-based treatment models with extensive experience with youth with severe emotional and behavioral challenges, dependency needs, and mental health diagnosis as well as histories of delinquent behavior, otherwise known as crossover youth.
- FCT is extremely cost-effective and stabilizes youth at risk and their families.
- FCT is designed to find simple, practical, and common-sense solutions for families faced with disruption or dissolution of their family. FCT can be utilized to prevent an out of home placement or assist with reunifying the child back home from an out of home placement
- FCT works with the entire family system
- FCT is a trauma treatment and focuses on addressing the systemic dynamics of trauma on the family system as a whole and not just the individual. In 2018, FCT was recognized as a SAMHSA & National-Child Trauma-Stress Network Trauma Treatment model
- Families receive multiple sessions per week and have 24/7 crisis response



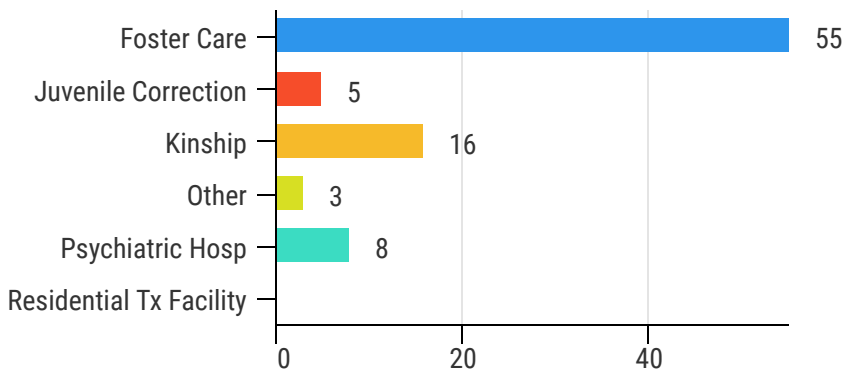
Referral Type



Top 5 Issues Addressed During FCT



OOH Placement Type at Time of Referral



There was an average of 2.8 family members per identified child served, thus expanding the impact across the family system

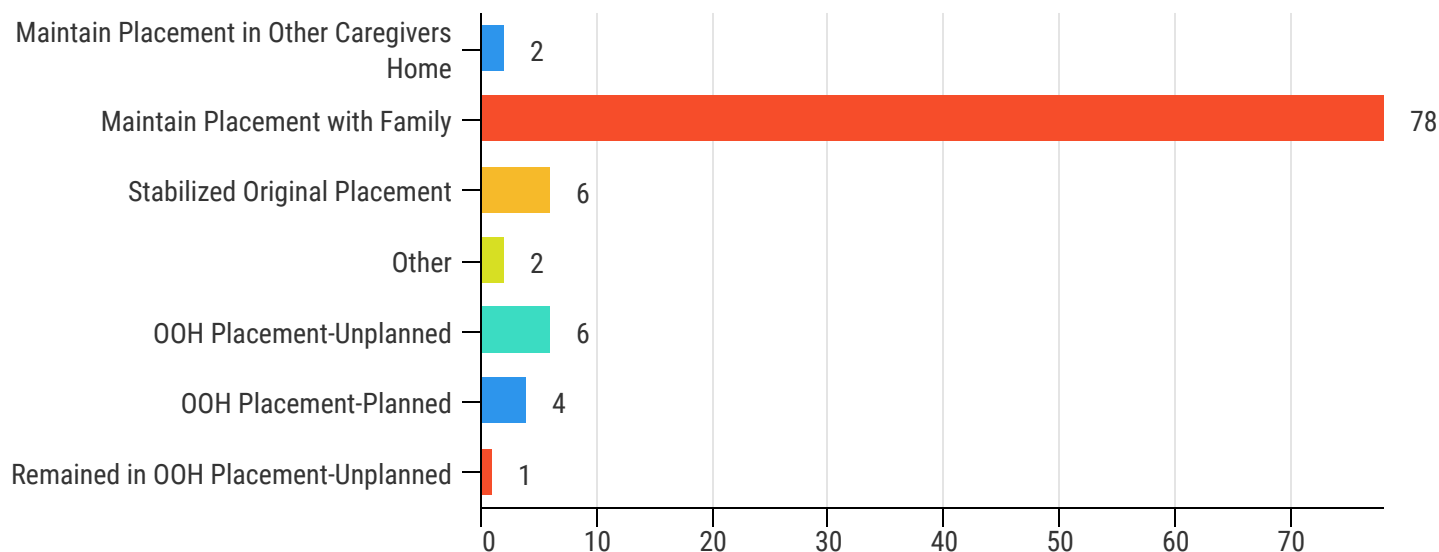
86%

of Children

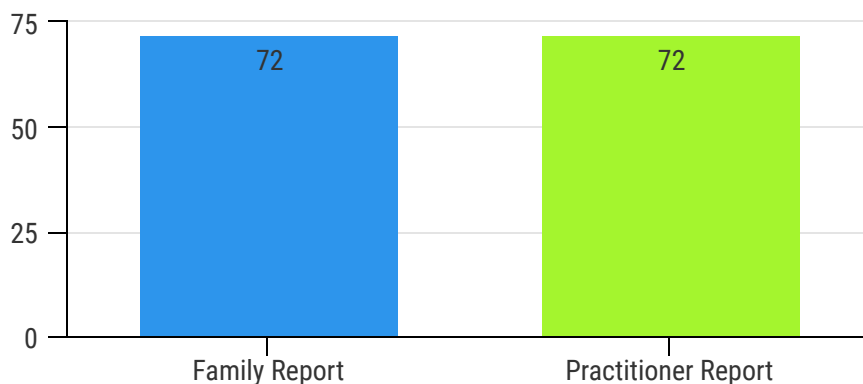
were able to stabilize in their home/original placement

When an out of home placement is determined to be clinically necessary, our goal is to refer to the least restrictive environment possible. In 2022, 57% of the OOH placements, were in a foster care setting.

Status at Treatment Completion



Progress Rating on Primary Behavior Goal



70%

Of families rated improvement on their Area of Family Functioning goal

SERVICES FOR ADULTS



We offer a rich continuum of care for adults with server and persistent mental illness. These services are available to adults enrolled in the Transition to Community Living (TCL) Program. The TCL Program provides eligible adults living with serious mental illnesses the opportunity to choose where they live, work and play in North Carolina. This initiative promotes recovery through providing long-term housing, community-based services, supported employment and community integration.

All of our adult programs provide direct support to adults with a diagnosis of mental illness, substance use, or co-morbid disorder and who have complex and extensive treatment needs.

These services consist of community-based mental health and substance use services, and structured rehabilitative interventions intended to increase and restore a beneficiary's ability to live successfully in the community.

The services are designed to provide:

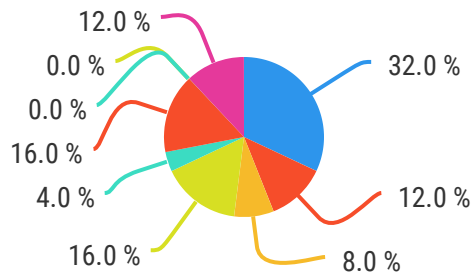
- Symptom stability by reducing presenting psychiatric or substance use disorder symptoms
- Restorative interventions for development of interpersonal, community, coping and independent living skills
- Psychoeducation
- First responder intervention to deescalate a crisis, and
- Service coordination and ensure linkage to community services and resources.
- Support in life domains and ADL's such as:



- ✓ Medical & Health
- ✓ Vocation & Education
- ✓ Social & Emotional
- ✓ Accessing the Community
- ✓ Legal
- ✓ Housing
- ✓ Managing Money
- ✓ Accessing Transportation

Many of these services are delivered by Peer Support Specialists. Peer Support Specialists are people living in recovery with mental illness and / or substance use disorder and whom provide support to others who can benefit from their lived experience.

DSM Diagnostic Breakdown

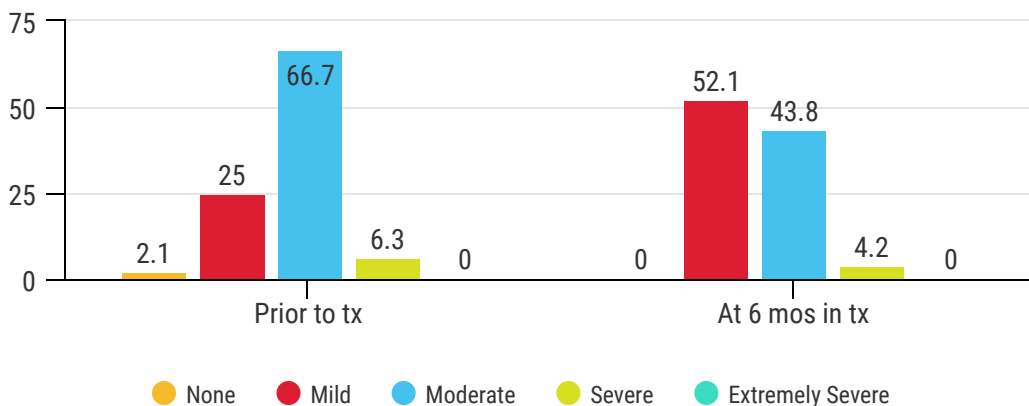


- Major Depression
- Schizophrenia
- Bipolar Disorders
- Anxiety Disorder
- PTSD
- Personality Disorders
- Alcohol Abuse (DSM-IV)
- Alcohol Dependence (DSM-IV)
- Drug Abuse (DSM-IV)
- Drug Dependence (DSM-IV)
- Drug-Related Disorders (DSM 5)

86% of adults served were enrolled in the TCL Program

We reported on aggregate data for all of our adult services, as clients often move between one or more levels of care throughout the year.

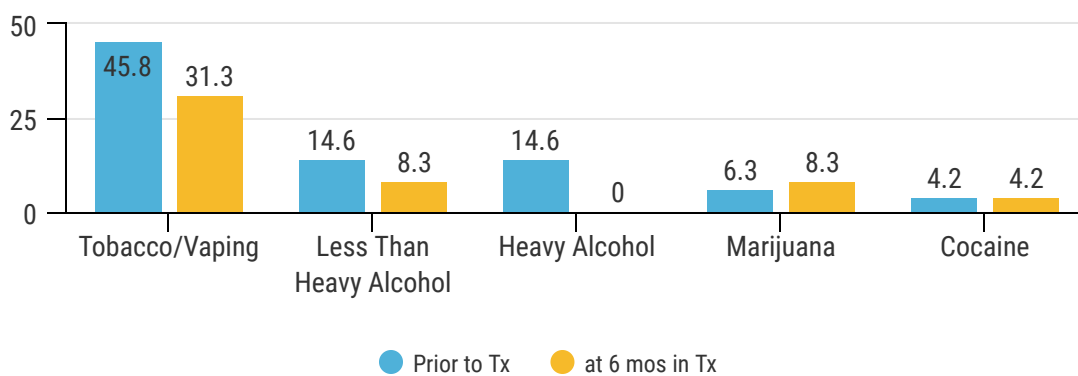
Severity of MH Symptoms



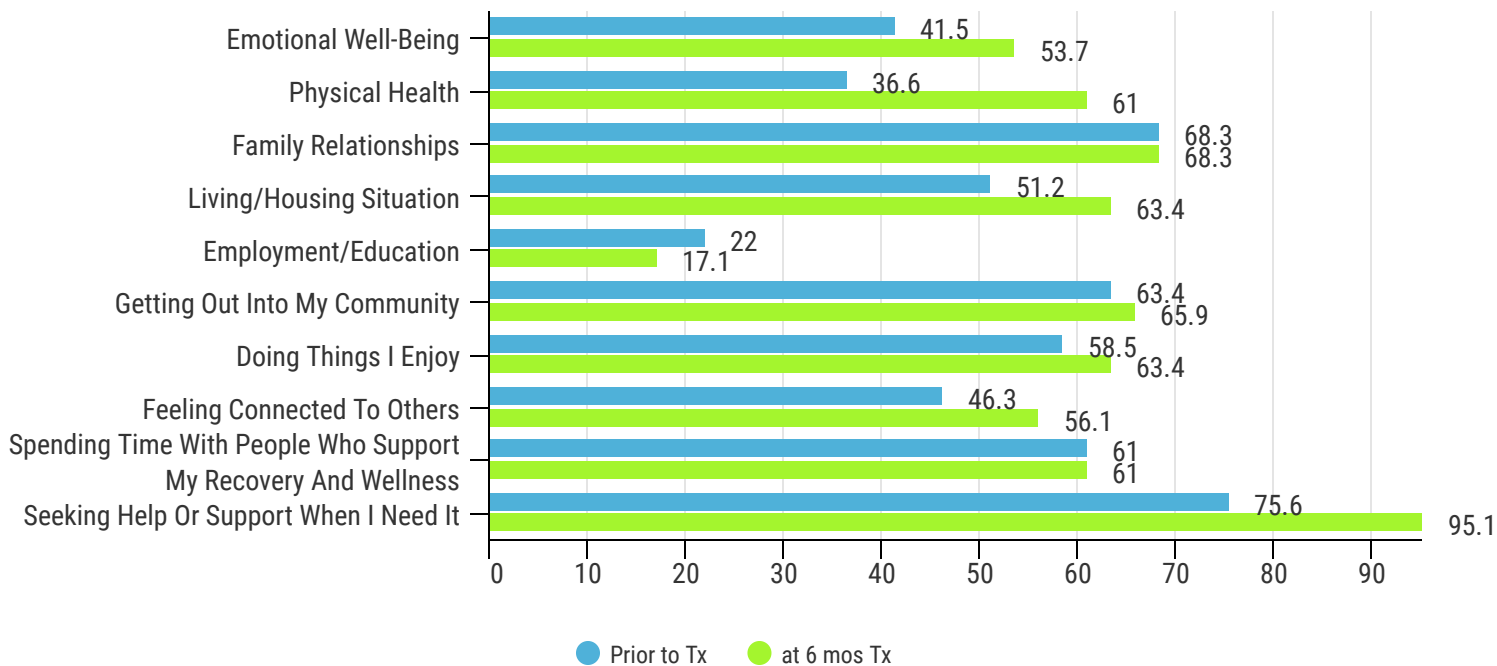
After participating in treatment for 6 mos, our clients expressed a reduction in the severity in their MH symptoms

After participating in treatment for 6 mos, substance use decreased across substances with the exception of marijuana use, which had a small increase in usage.

Substance Use



Quality of Life Improvements



After participating in services for 6 mos, our clients reported improvements across multiple life domains; most notably emotional well-being, physical health, housing, community inclusion, and support in their recovery and wellness.

COLLATERAL & STAKEHOLDER FEEDBACK



4.5★
average rating



Recommend SPARC to a colleague: One of the best measures of how our agency is adhering to our values is if our customers would recommend SPARC to a colleague. We received a **4.5 out of 5 star rating** from our stakeholders.

9.2★
average rating



We received a **9.2 out of 10** from our stakeholders when asked if they would recommend SPARC to other colleagues

When asked about the skills of our staff, here is what was said:

- ✓ Works Collaboratively
- ✓ Is Creative with Treatment Interventions
- ✓ Supports Clients/Families During a Crisis
- ✓ Provides Culturally Informed Services
- ✓ Solution Focused
- ✓ Celebrate the successes of the client/family

"My experience with Shanda Woody, Leighann Ayers, and Sandi York at SPARC has been the best experience I have had with any service providers in my three years at DSS. They all communicate with me about my families and immediately report anything they think I should be aware of or look out for, ask for CFTs to address issues, and partner with both the families and DSS. Shanda and her team are my go-to service provider for any possible FCT case and they also help me brainstorm possible services to meet the needs of families."

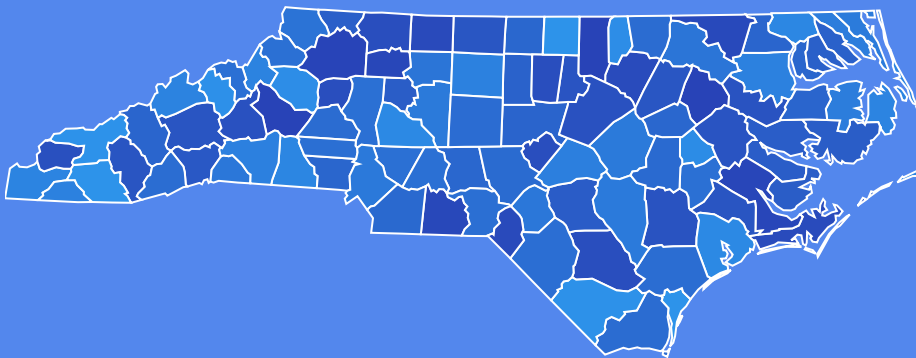
In 2022, we were able to expand our mission to include the development of new services and new service areas. We transitioned from a primary virtual service delivery model in 2020 and 2021 into a hybrid model and then into a primary in-person model of care. Through all of the growth and expansion, one thing held true, our commitment to our mission. We were able to support children, their families and adults with complex MH/SUD needs to be able to live happy, healthy lives in the community.



OUTCOME HIGHLIGHTS

- ✓ SPARC provided services to 735 unique individuals in 2022
- ✓ The majority of clients served across all service lines were able to maintain living in the community or be reunified to community living.
- ✓ Clients/families were very satisfied with the services they received
- ✓ Collaterals and Stakeholders reported high levels of satisfaction

For more information about SPARC, please go to our website at www.sparcprograms.net or call us at 1-888-700-1606, ext 115



SPARC has offices located in:

- Asheville
- Charlotte
- Greensboro
- Morganton