



SPARC
Services & Programs

2023 ANNUAL OUTCOMES REPORT



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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
- CARF Accredited

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.

4. 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

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

6. Record what we do accurately and timely

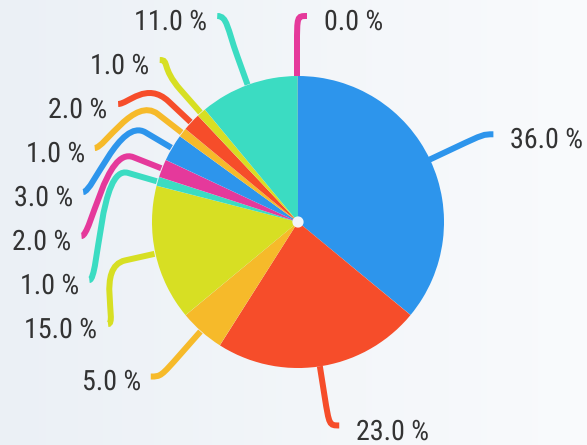
- We have a responsibility to record accurately, timely, with confidentiality, and in a manner that adheres to local, state and federal standards.

2023 SERVICE SUMMARY:

We hold contracts with the following:

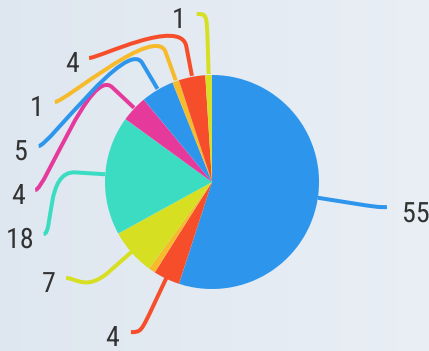
- Alliance Health
- Partners Behavioral Health Management
- Sandhills Center
- Vaya Health
- All 5 Standard Plans
- Rutherford County
- Mecklenburg County

Payer Summary Breakdown



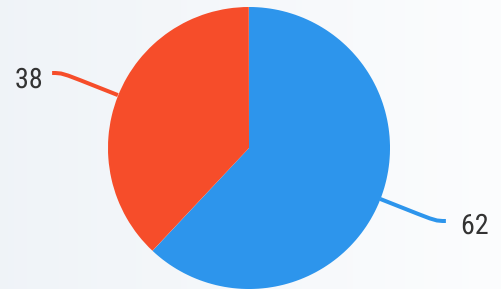
- Alliance
- Partners
- Sandhills
- Vaya
- Amerihealth
- WellCare
- Healthy Blue
- Carolina Complete Health
- United/Optum
- Probono
- Meck Co
- Rutherford Co

Service Breakdown by Revenue



- FCT
- MORES
- Meck Hope
- TMS
- CST
- IS/IS-TCL
- PS/PS-TCL
- AE
- TCM
- Opt/CCAs

Child and Adult Service Breakdown



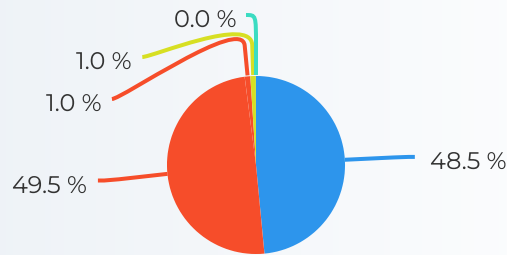
- Child/Family Services
- Adult Services

75%

75% of services were delivered face-to-face in the client's homes and in the community

WHO WE SERVED IN 2023:

Gender

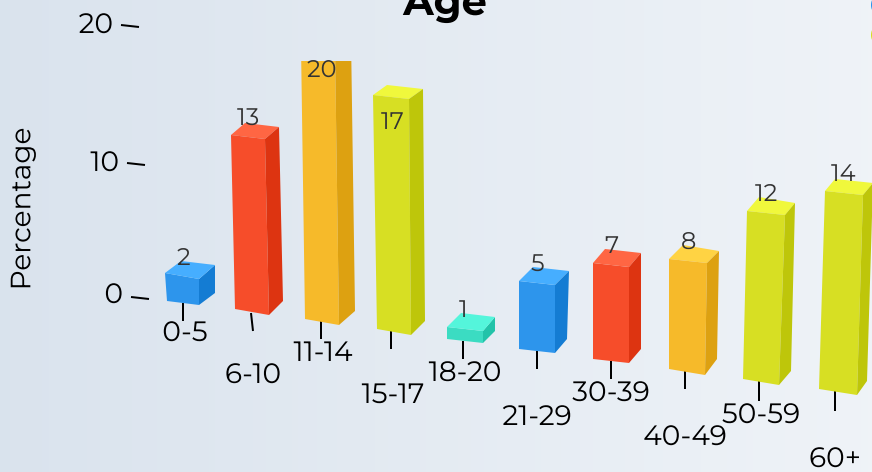


● Male
 ● Female
 ● Non Binary
● Transgenderer
 ● Pre Not to Answer

In 2023 We:

- Provided services to over 1000 unique individuals
- Served clients in 37 Counties
- Completed 567 clinical assessments, 498 SDOH assessments, and 1009 Clinical Screening Tools (ACE, DLA-20, etc)

Age

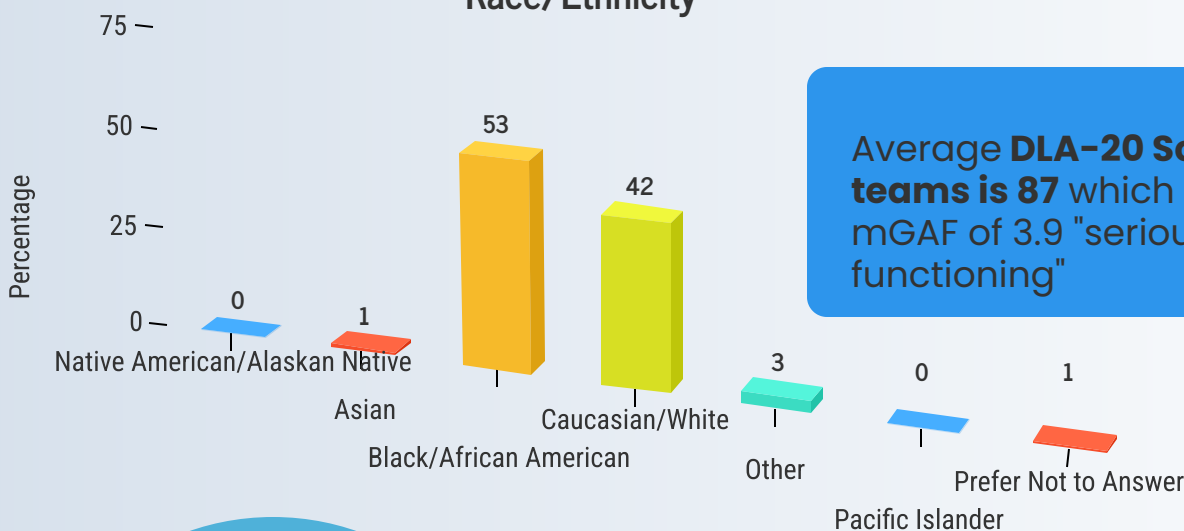


4.5

— 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.

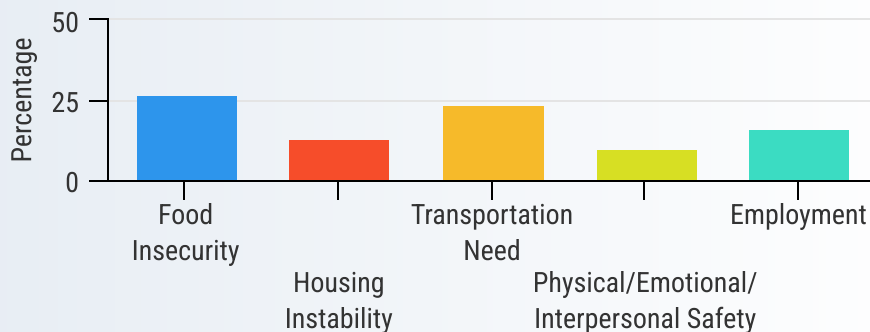
Race/Ethnicity



Average **DLA-20 Score** across **CST teams is 87** which translates to an mGAF of 3.9 "serious impairments in functioning"

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

SDOH Needs Identified



SERVICES FOR CHILDREN & FAMILIES



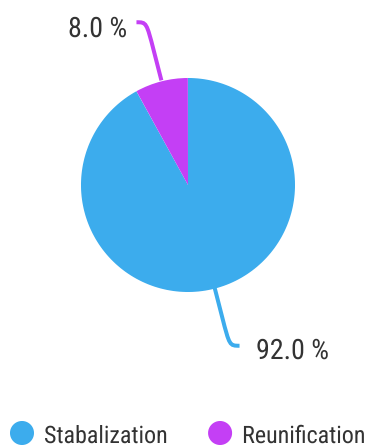
Family Centered Treatment (FCT) is a well supported in-home therapy model designed to work with children and families who have long/complex treatment needs, including multiple episodes of out of home placement and psychiatric hospitalizations.

- 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

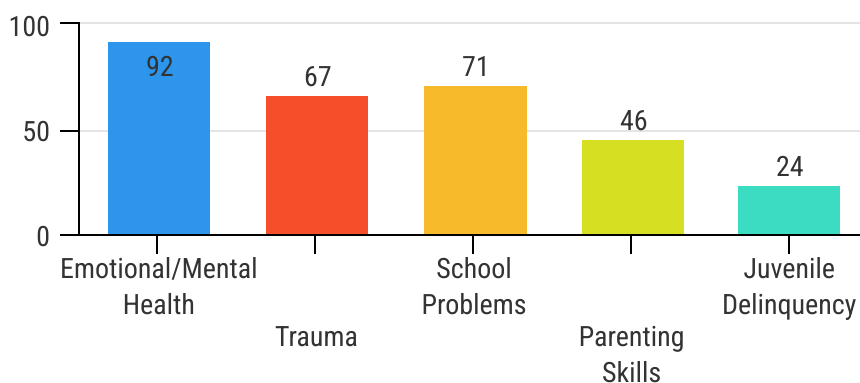


**FAMILY
CENTERED
TREATMENT®**

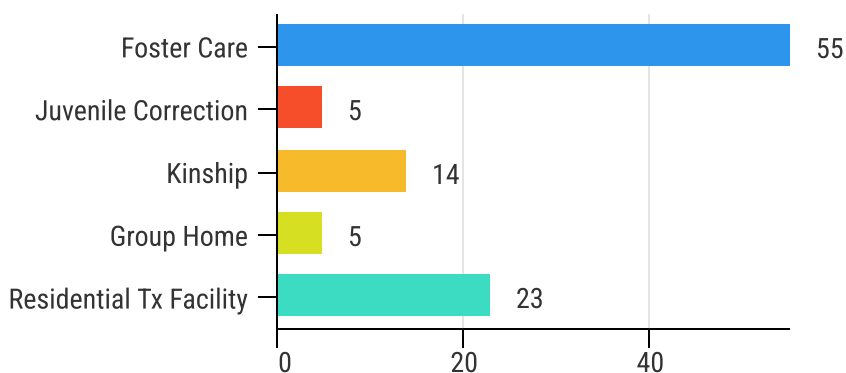
Referral Type



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

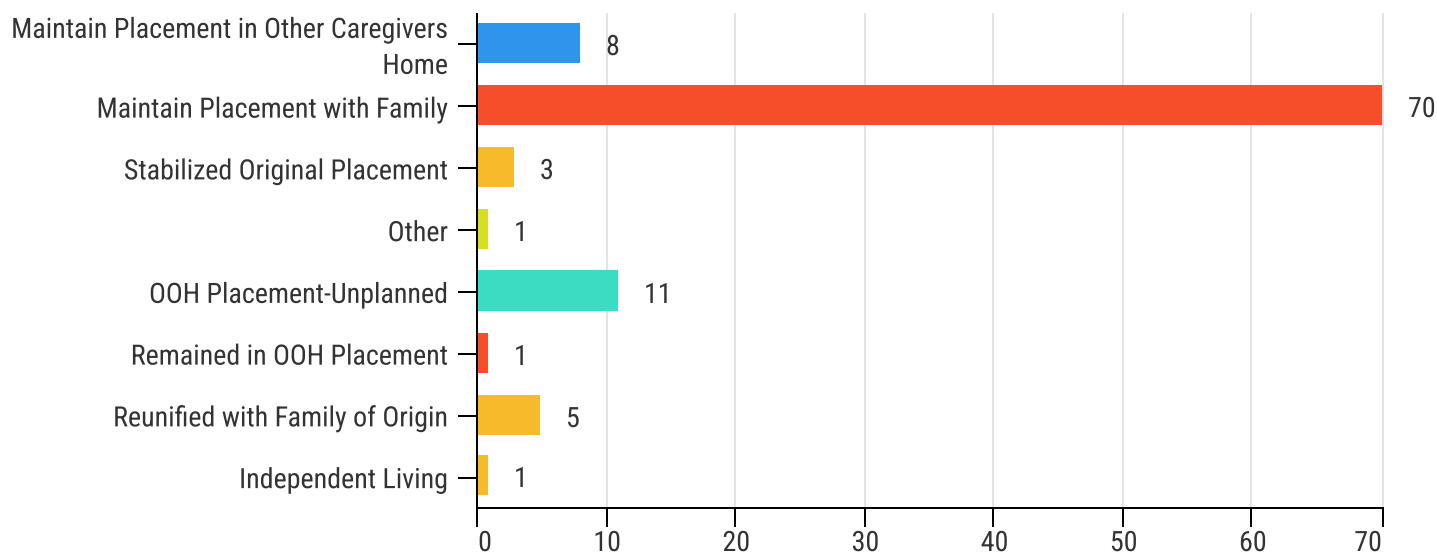
87%

of Children

were able to stabilize in their home/original placement or reunify with their family

When an out of home placement is determined to be clinically necessary, our goal is to refer to the least restrictive environment possible. In 2023, 35% of the OOH placements, were in a foster care setting.

Status at Treatment Completion



Youth at risk for out of home placement at the time of referral to FCT

73%



Youth with Child Welfare Involvement

21%



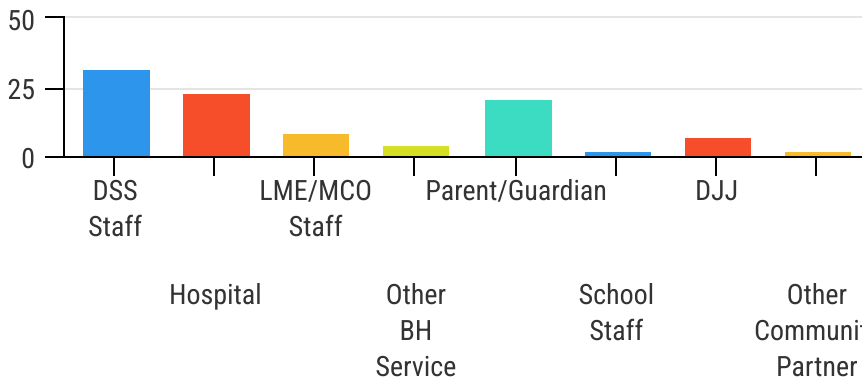
Youth with Juvenile Justice Involvement

7%

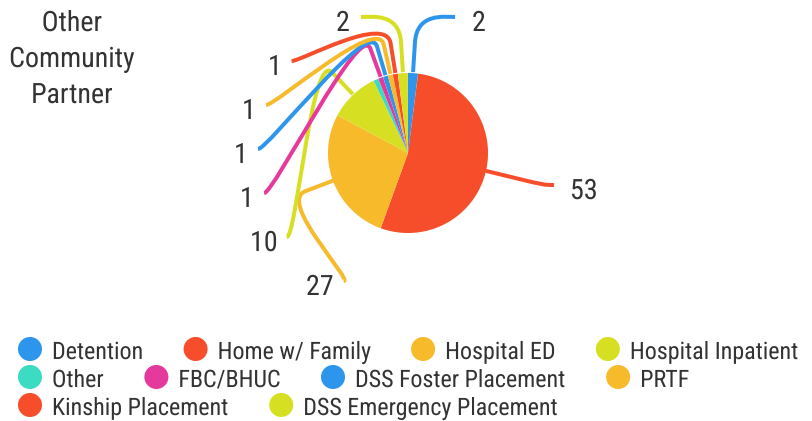
MORES is a service available to children and families residing in Mecklenburg County who are experiencing an emotional or behavioral crisis; a crisis defined by the family. MORES can be used to support children and their families across the crisis continuum. 2023 was year one for this program.

- MORES services may be initiated by the family calling and requesting support or by a stakeholder calling
- The duration of a MORES episode of care can be up to eight weeks.
- The immediate face-to-face response is designed to better address the needs children and families in their homes, schools, and communities.
- MORES Interventions and Support can include:
 - Crisis response, intervention and de-escalation
 - Counseling
 - Behavioral assistance
 - Stabilization
 - Advocacy
 - Skill building
 - Medication management
 - Caregiver and youth engagement/support/stabilization services
 - Referral and linkage to services/supports

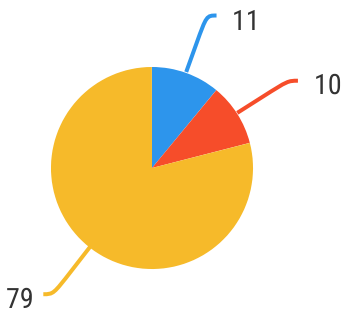
Referral Sources



Placement/LOC at Time of Referral



Custody of Youth in MORES Program



● DSS ● Other Family Members ● Parent(s)



146

Referrals/calls in pilot year 1



15

Average Age of Youth

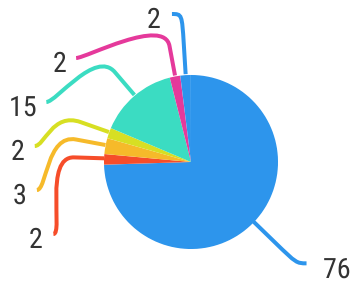


4

Average number of ACEs

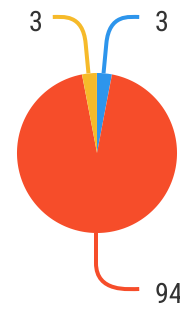
MORES Outcomes Continued

Services at Discharge



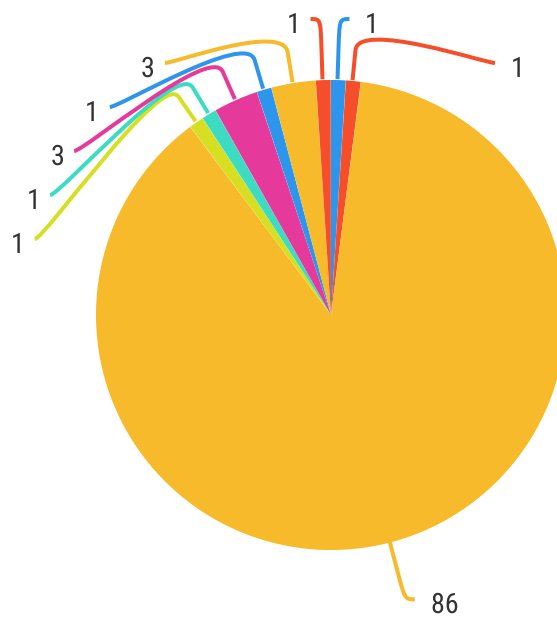
● Community Based Services
 ● TFC
 ● Level III GH
 ● PRTF
 ● Other
● No Services
 ● Tarheel Challenge

Did Placement Stabilization Occur?



● Unknown
 ● Yes
 ● No

Placement at Discharge from MORES



● DSS Emergency Placement
 ● DSS Foster Care Placement
 ● Home w/ Family
 ● Hospital ED
● Kinship Placement
 ● Level III GH
 ● Other
 ● PRTF
 ● TFC

- 86% of youth were at home with family at the time of discharge
- 76% of youth were linked to a community based treatment service at the time of discharge
- 94% of youth had a placement stabilization

SERVICES FOR ADULTS



We offer a rich continuum of care for adults with severe 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:



Community Support Team



Peer Support Services



TMS
Transition Management Services

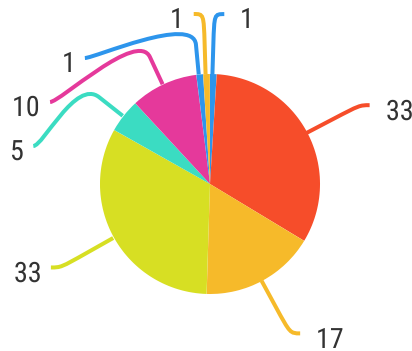


Individual Supports

- ✓ 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.

Diagnosis Breakdown

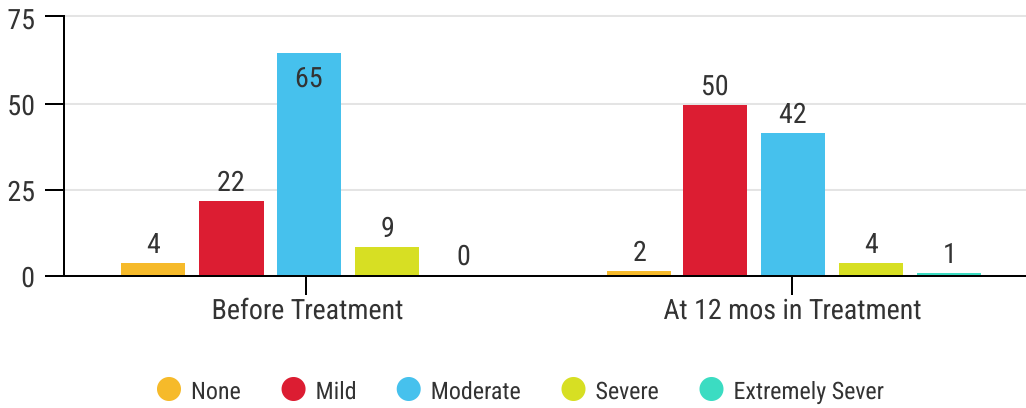


- Other
- Psychotic Disorders
- Bipolar Disorders
- Depressive Disorders
- Anxiety Related Disorders
- Trauma and Other Stressor Related Disorders
- Personality DC
- Neurodevelopmental

67% 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.

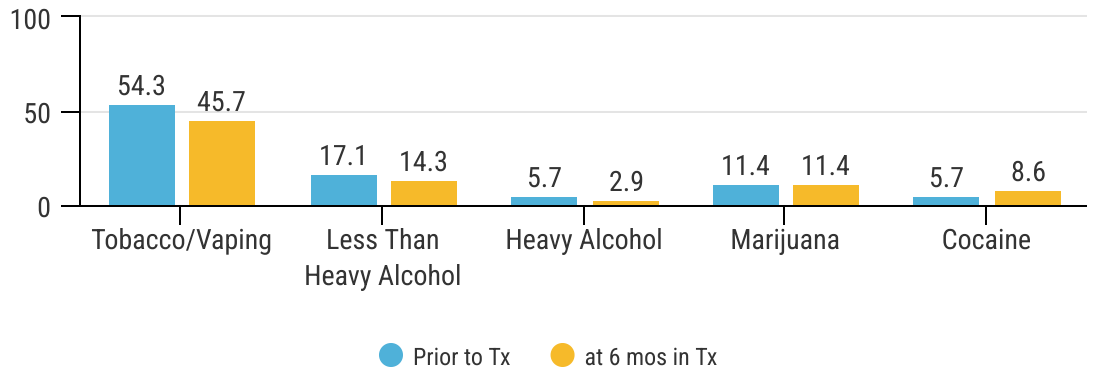
Severity of MH Symptoms



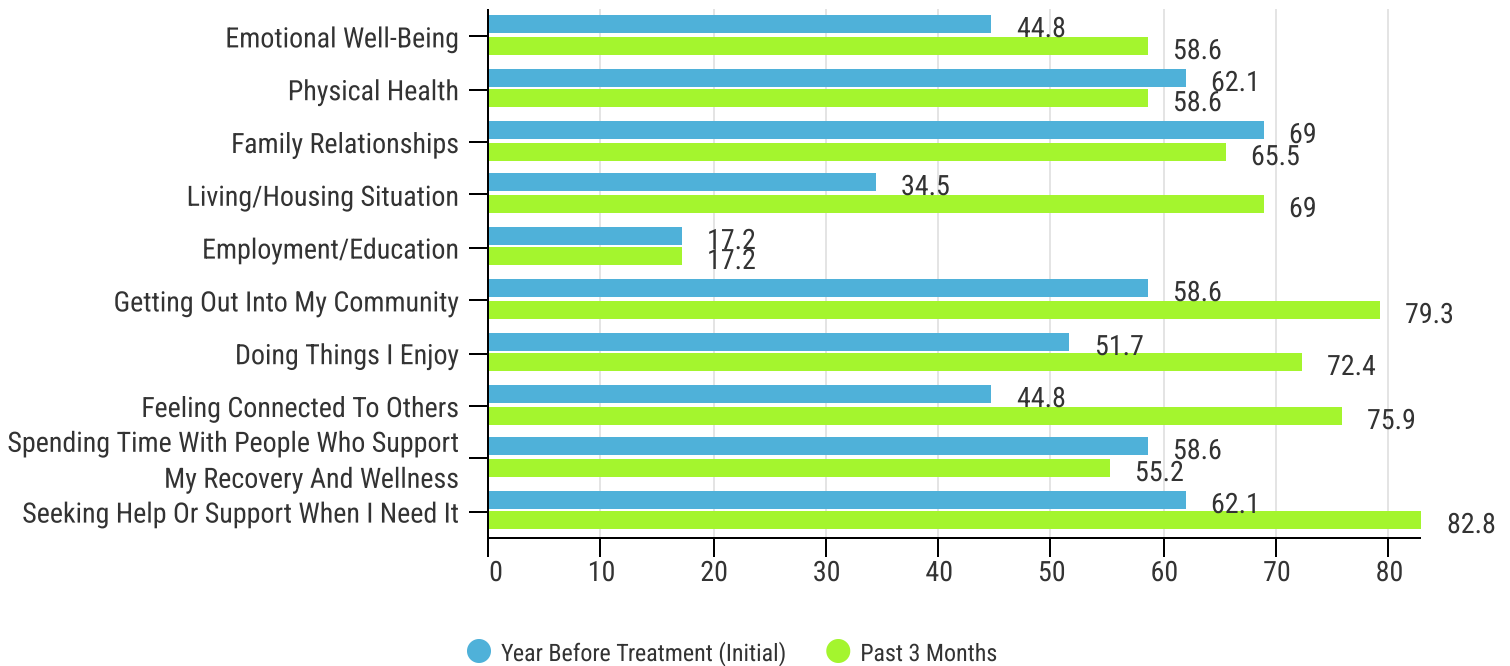
After participating in treatment for 12 mos, our clients expressed a reduction in the severity in their MH symptoms

After participating in treatment for 12 mos, substance use decreased across substances with the exception of marijuana use, which remained flat and a slight increase in cocaine use.

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.

Tailored Care Management Outcomes



TCM is a service where a Care Manager can help meet the health goals by coordinating medical, social and behavioral health services and by assisting in finding access resources like transportation, healthy food and safe housing. A Care Manager is a specially trained health care worker who works with the client and all health care providers, including doctors, to make sure clients get the right care when and where they need it. The Care Manager knows what resources are available in the community and will work with local providers.

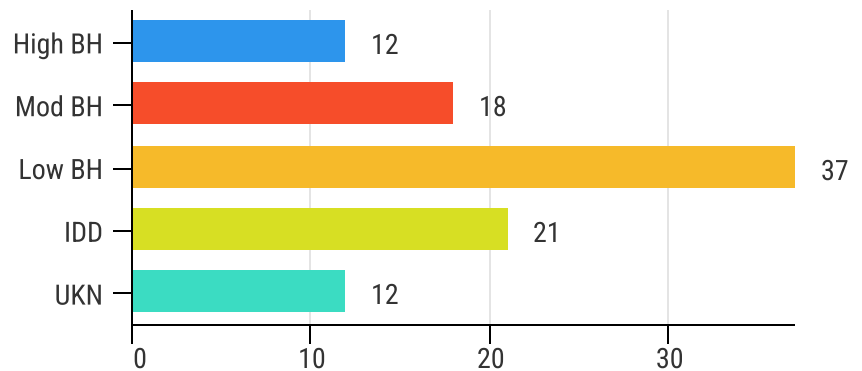
SPARC is a proud member of the Collaborative Health Network as a participating provider in the Clinically Integrated Network that will allow us to deliver high quality care management services.

TCM services began in December of 2022. The primary focus for year one was gaining engagement for members in the program.

313%

Over the course of 2023, our team was able to increase member engagement in TCM services by 313%

Acuity Tier Breakdown



10,000+
Care Management
Contacts Made

200
Assessments and Care
Plans Completed

90
Average # of days to
complete assessment

HEDIS Measures

Performance Improvement

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools. HEDIS® includes more than 90 measures across 6 domains of care:

- Effectiveness of Care.
- Access/Availability of Care.
- Experience of Care.
- Utilization and Risk Adjusted Utilization.
- Health Plan Descriptive Information.
- Measures Reported Using Electronic Clinical Data Systems

We have been collecting HEDIS Data for 3 areas:

- 7 and 30 day follow up from a Psychiatric Hospitalization
- Annual Well Child Visits with Doctor
- Annual Diabetes Screening for Individuals with a Diagnosis of Schizophrenia or Bipolar who are Prescribed an Antipsychotic Medication

*This data is a combination of self report from our clients, data from the HIE, and Care Management Record

5.6 Days

Average number of days for follow up MH appointment

80.75%

Percentage of members who had a follow up appointment within 7 days

98.5%

Percentage of members who had a follow up appointment within 30 days

Follow Up from Psychiatric Hospitalization Discharge

86.5%

Percentage of youth who had a well child visit with their doctor

Annual Well Child Visits

Diabetes Screening

82%

Percentage of members who had a diagnosis of Schizophrenia or Bipolar and were prescribed an antipsychotic, who had a diabetes screening

Client Satisfaction Surveys

This year, we completed a survey specific to our child/family programs and one specific to our adult programs. Below are the results for each.

Child/Family Survey Results



98%

of respondents rated the quality of their services as high/very high



of respondents indicated that their staff/team is working on the goals and needs that are important to their family

98%



of respondents indicated our staff honors their cultural beliefs and values

93%



of respondents indicated that they would recommend a friend/family to SPARC to receive services

96%

"Mandy has been an absolute saving grace for our family and they are always willing to work with us as a family or individuals as needed. Mandy has been a calming presence in our chaotic lives. We truly do not know where we would be without Mandy's help and support!"



of respondents indicated that their staff/team supports them in getting their needs/goals met

92%



of respondents indicated our staff honors their cultural beliefs and values

100%



of respondents indicated that they would recommend a friend/family to SPARC to receive services

96%



100%

of respondents rated the services they receive as high/very high quality



Adult Survey Results

"MY TEAM IS A STRONG AND BLESSED. TEAM THEY'RE LIKE MY FAMILY WHEN IN NEED THEY'RE ALWAYS THERE FOR ME IN MY TIME OF NEED AND I WOULD LIKE TO THANK THE SPARC PROGRAM FOR THE TEAM THAT I HAVE AND MANY BLESSINGS TO THEM. ALL AMEN. KEEP THEM AND GET MORE PEOPLE LIKE THEM I REALLY THINK IT REALLY WILL HELP THE PROGRAM THANK YOU VERY MUCH FOR MY TEAM."

COLLATERAL & STAKEHOLDER FEEDBACK



9.4★

average rating



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

We received a **9.4 out of 10** from our stakeholders when asked if they would recommend SPARC to other colleagues

100%

of respondents indicated they received timely response/follow up to their referral submission

"I have ongoing contact with SPARC staff and have never had any negative experiences. Staff are always respectful, engaging, communicative, and professional."

"My experience with SPARC has been great. Staff is engaging and supportive to both the school and family. Communication has been great"

In 2023 we continued to expand our mission. We:

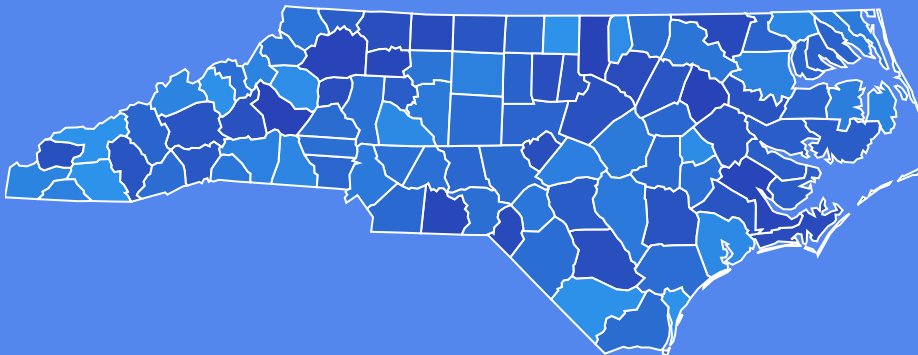
- Launched 2 new programs/service lines
- Added new teams
- Opened new offices
- Expanded into new counties
- Received another 3-year CARF Accreditation

Throughout all of the growth, we stayed true to our Values and Mission of Keeping People out of Institutionalized Care.



- ✓ SPARC provided services to over 1000 unique individuals in 2023
- ✓ 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
- Gastonia
- Rutherfordton
- Hendersonville
- Newton
- Marion