



SPARC
Services & Programs

2024 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 and Arkansas:

- 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

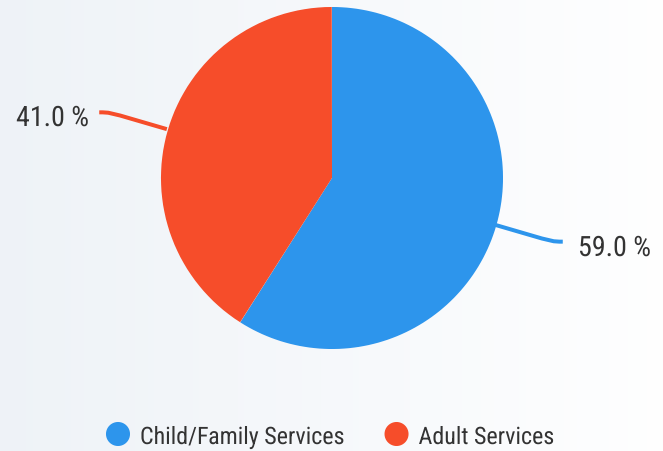
- We have a responsibility to record accurately, timely, with confidentiality, and in a manner that adheres to local, state and federal standards.

2024 SERVICE SUMMARY:

In 2024 We:

- Provided services to over 2400 unique individuals
- Provided a continuum of care for children and adults
- Served clients in two states; Arkansas and North Carolina
- Served clients in 48 Counties
- Completed over 1300 comprehensive clinical assessments
- Completed over 2000 clinical screening tools (DLA-20, GAD7, ASAM, CANS, C-SSRS, ACE, PHQA, PHQ9, Vanderbilt-Parent, Resilience and V-RISK-10)

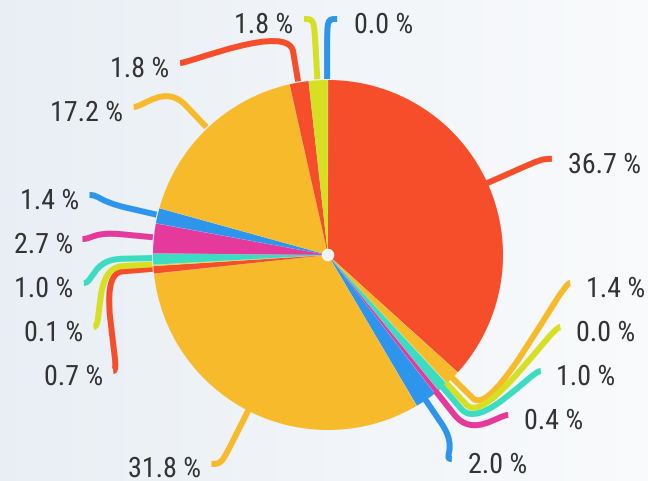
Child and Adult Service Breakdown



We hold contracts with the following:

- Alliance Health (NC)
- Partners Behavioral Health Management (PBHM) (NC)
- Trillium Health Resources (NC)
- Vaya Health (NC)
- All 5 Standard Plans (NC)
- Rutherford County (NC)
- Mecklenburg County (NC)
- New Dimensions (NC)
- Arkansas DHS (AR)
- All 4 PASSEs (AR)

Payer Summary Breakdown



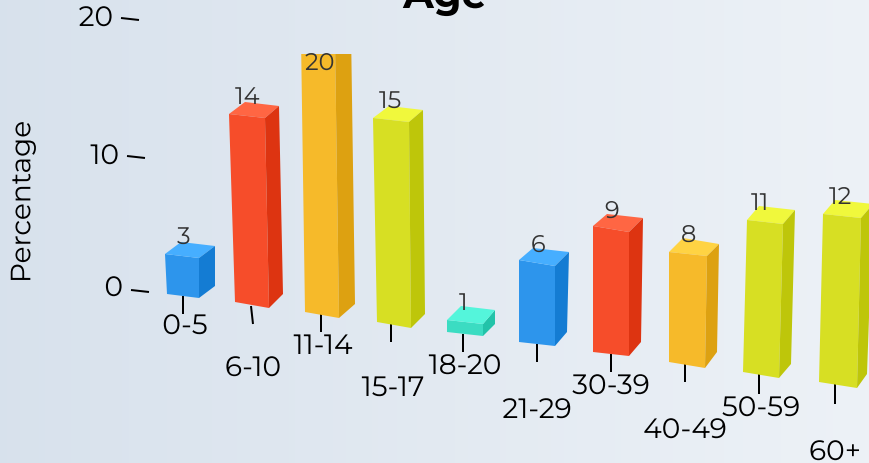
- AETNA
- ALLIANCE
- AMERIHEALTH
- BCBS
- CAROLINA COMPLETE
- FCTF AR
- HEALTH BLUE
- PBHM
- NEW DIMENSIONS
- RCDSS
- SANDHILLS
- TRILLIUM
- UHC/OPTUM
- VAYA
- WELLCARE
- MECKLENBURG COUNTY

80%

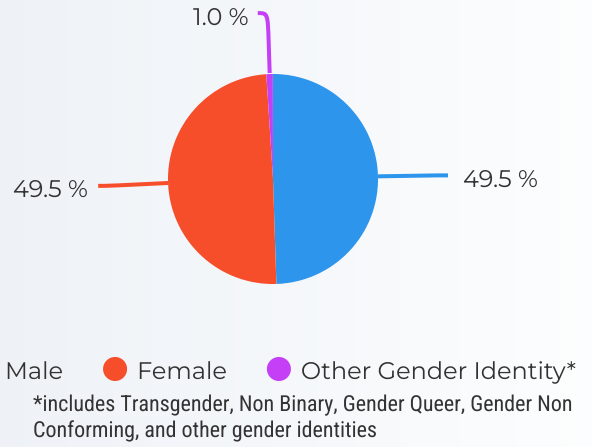
80% of services were delivered face-to-face in the client's homes and in the community

WHO WE SERVED IN 2024:

Age



Gender

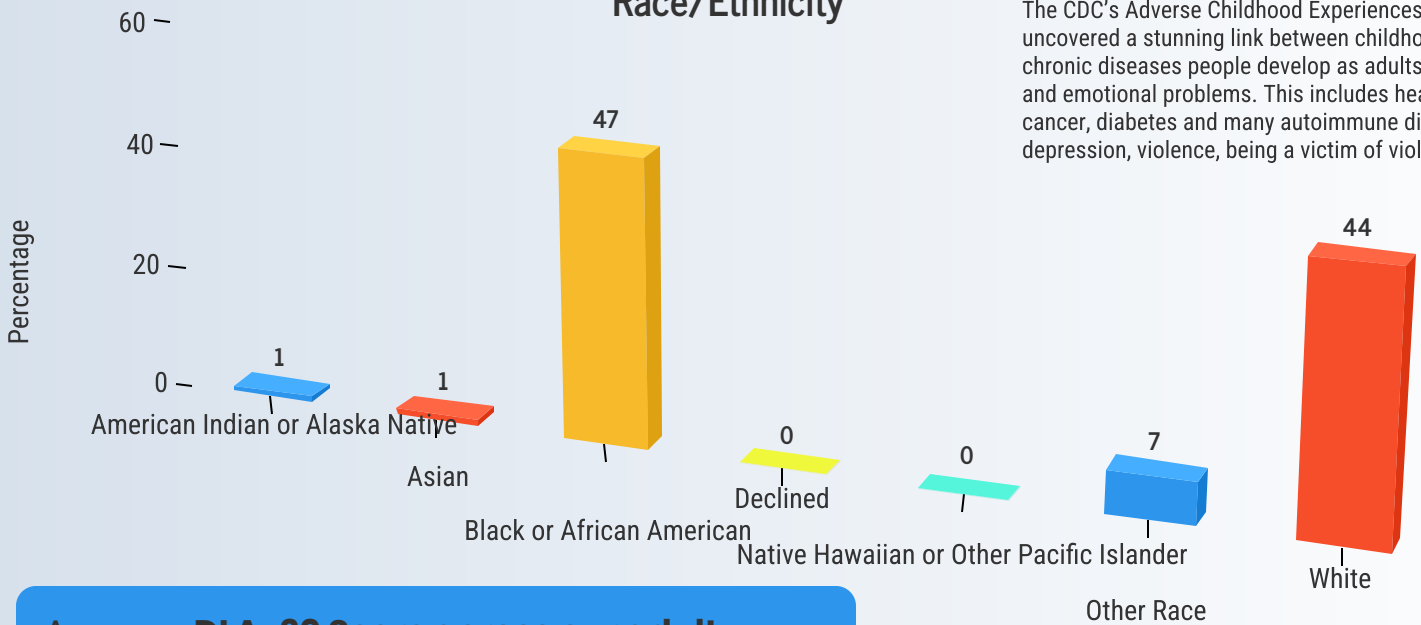


4

— The Average ACE Score —

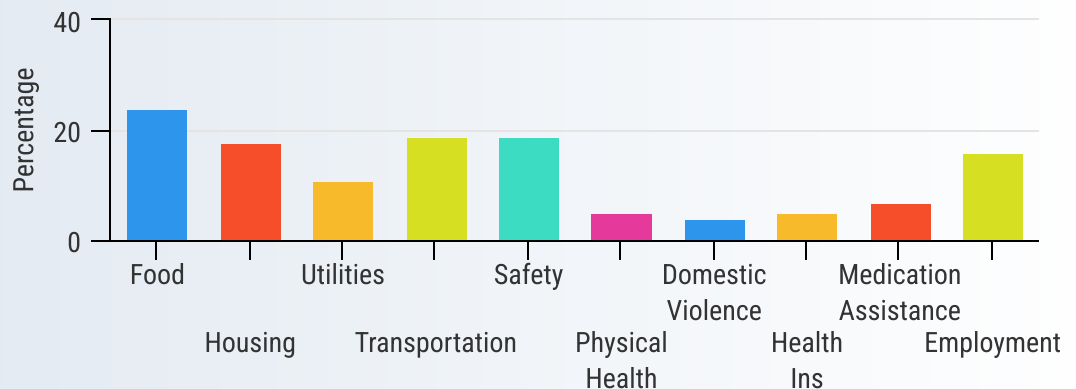
The CDC's Adverse Childhood Experiences Study (ACE Study) uncovered a stunning link between childhood trauma and the chronic diseases people develop as adults, as well as social and emotional problems. This includes heart disease, lung cancer, diabetes and many autoimmune diseases, as well as depression,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

Race/Ethnicity



Average **DLA-20 Score** across our adult population is **85** which translates to an mGAF of 3.9 "serious impairments in functioning"

SDOH Needs Identified



On average, our clients had **4 or more Social Determinants of Health** that we supported them with

SERVICES FOR CHILDREN & FAMILIES

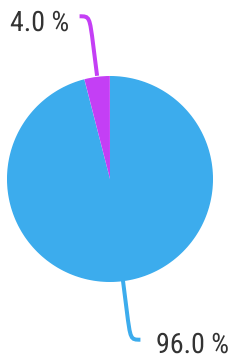


Family Centered Treatment (FCT) is a well supported in-home therapy model designed to work with children and families who have long/complex treatment needs, including multiple episodes of out of home placement and psychiatric hospitalizations.



- 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
- FCT was provided to families in North Carolina and Arkansas

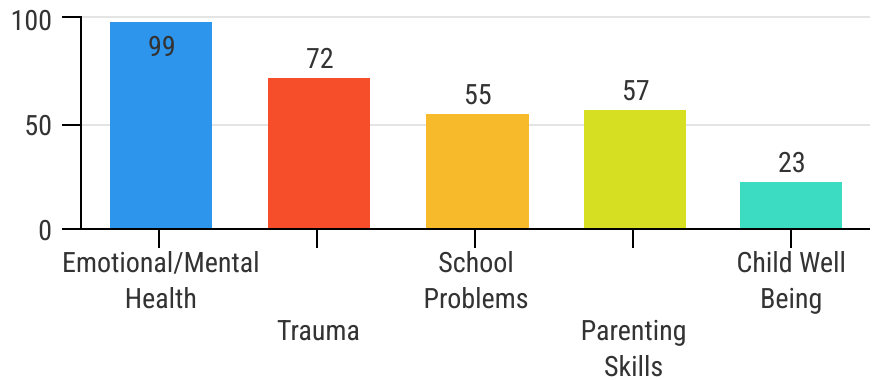
Referral Type



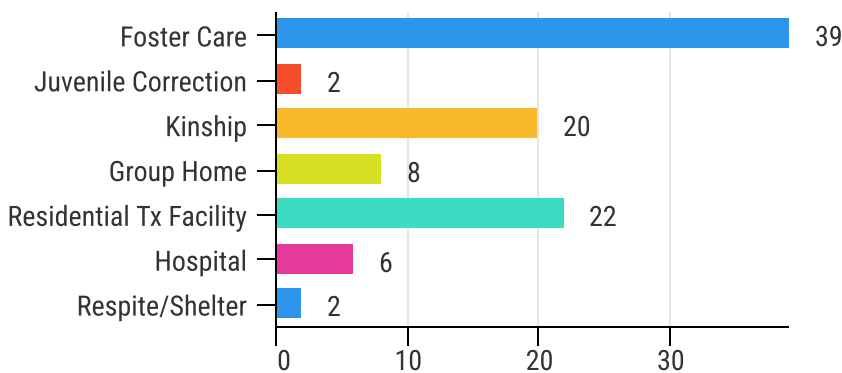
● Stabilization ● Reunification

- 70% of FCT cases had active child welfare involvement
- 88% of FCT cases had active juvenile justice involvement

Top 5 Issues Addressed During FCT



OOH Placement Type at Time of Referral



92% of children were either able to stabilize in their home/family placement or be reunified with family/other caregivers

FCT OUTCOMES CONTINUED

20 Weeks
Average Total Weeks in FCT



Agreed that they were able to create safety in their home

89%



Agreed that FCT improved their family life

89%



Reported improvement in their goals

90%



Had their 1st face-to-face in 2 days of the referral

66%



SERVICES FOR CHILDREN & FAMILIES

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. 2024 was year two 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



224

Referrals/requests for MORES year 2



14

Average Age of Youth



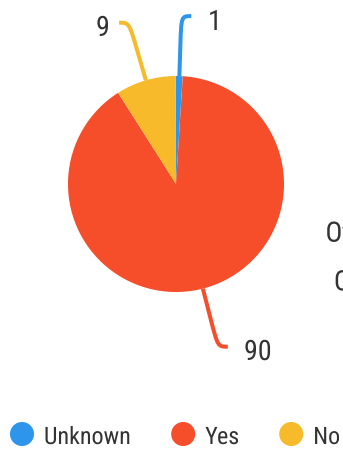
4

Average number of ACEs

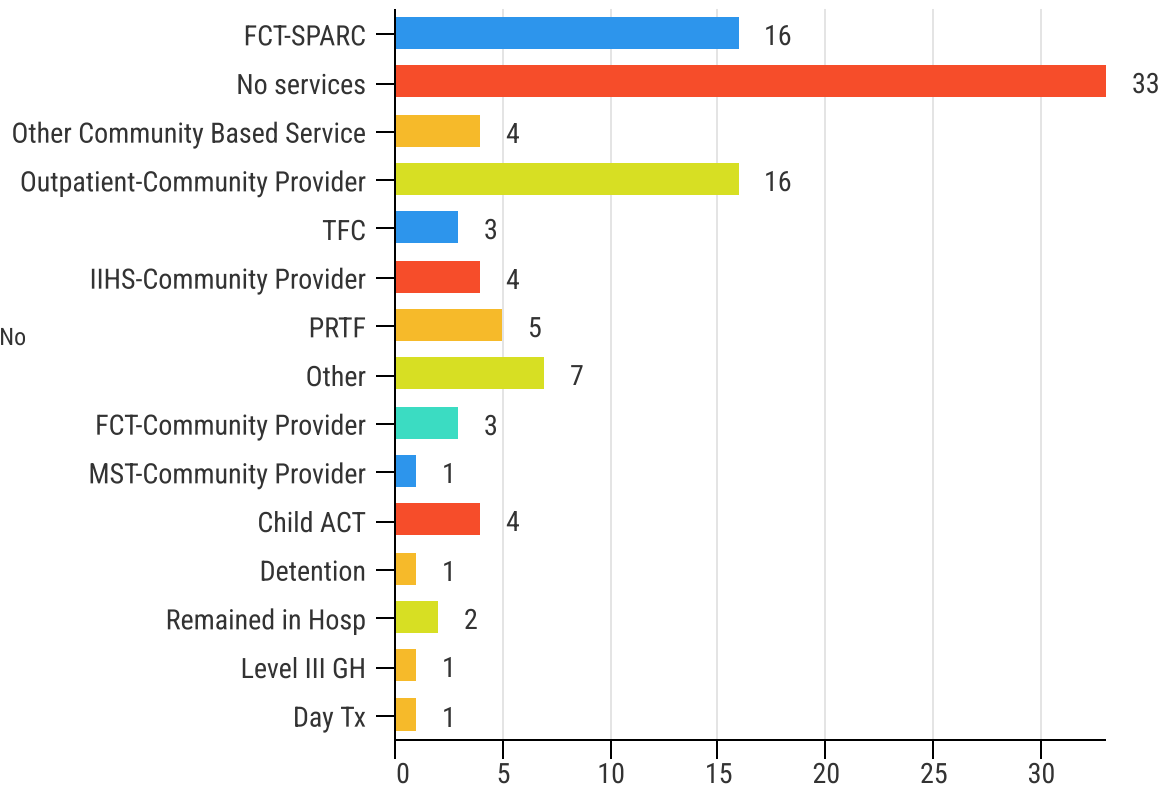


69

69% of families had active child welfare involvement

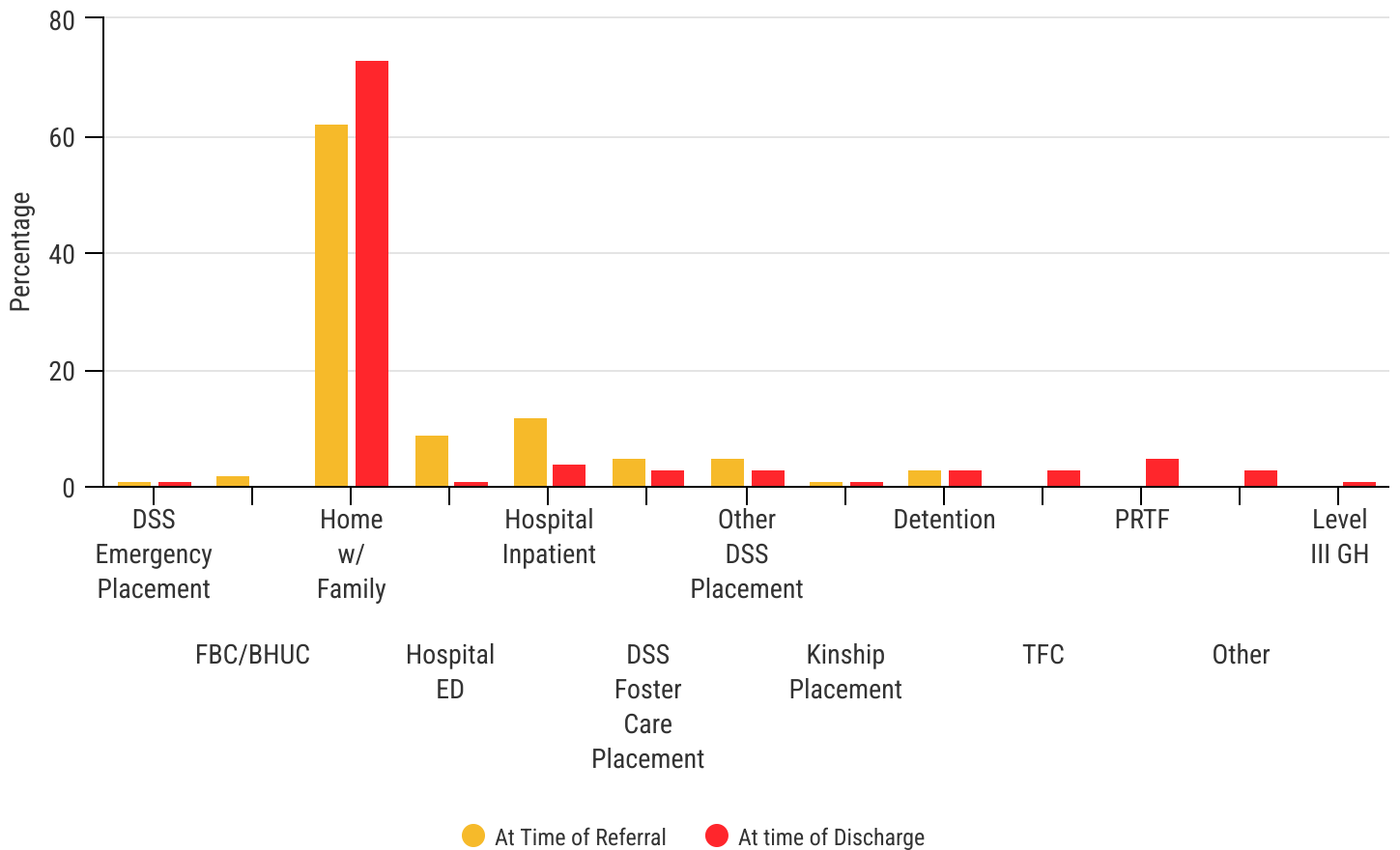


Services at Discharge



Only 1% of children entered into DSS custody during their episode of care


Placement at Referral vs Discharge



SERVICES FOR ADULTS

We offer a rich continuum of care for adults with severe and persistent mental illness and co-occurring substance use disorder.

These services are also 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.

 73% of adults served were enrolled in the TCL Program



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:

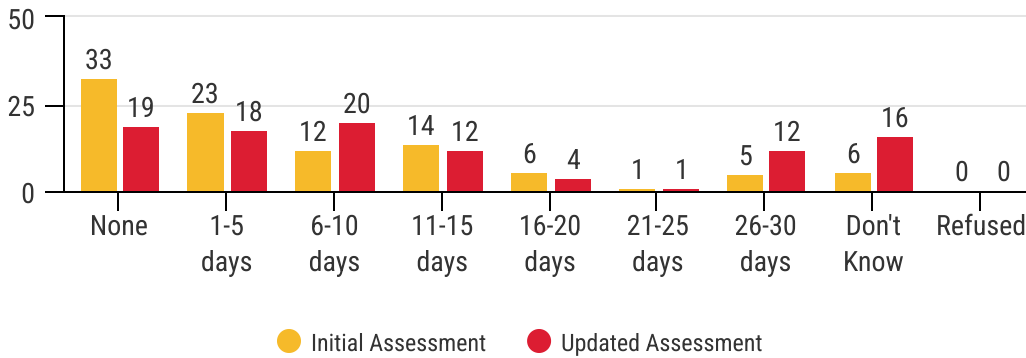
- | | |
|---|--|
| <input checked="" type="checkbox"/> Medical & Health | <input checked="" type="checkbox"/> Legal |
| <input checked="" type="checkbox"/> Vocation & Education | <input checked="" type="checkbox"/> Housing |
| <input checked="" type="checkbox"/> Social & Emotional | <input checked="" type="checkbox"/> Managing Money |
| <input checked="" type="checkbox"/> Accessing the Community | <input checked="" type="checkbox"/> 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.

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.

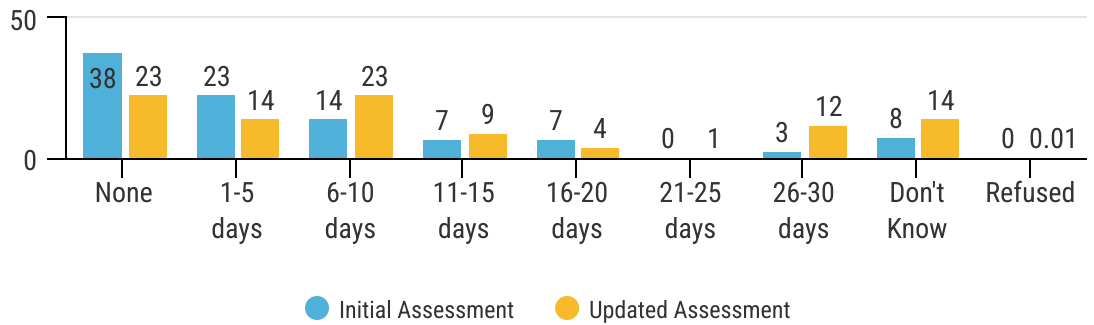
Self Rating Their Mental Health as Not Good in Past 30 Days



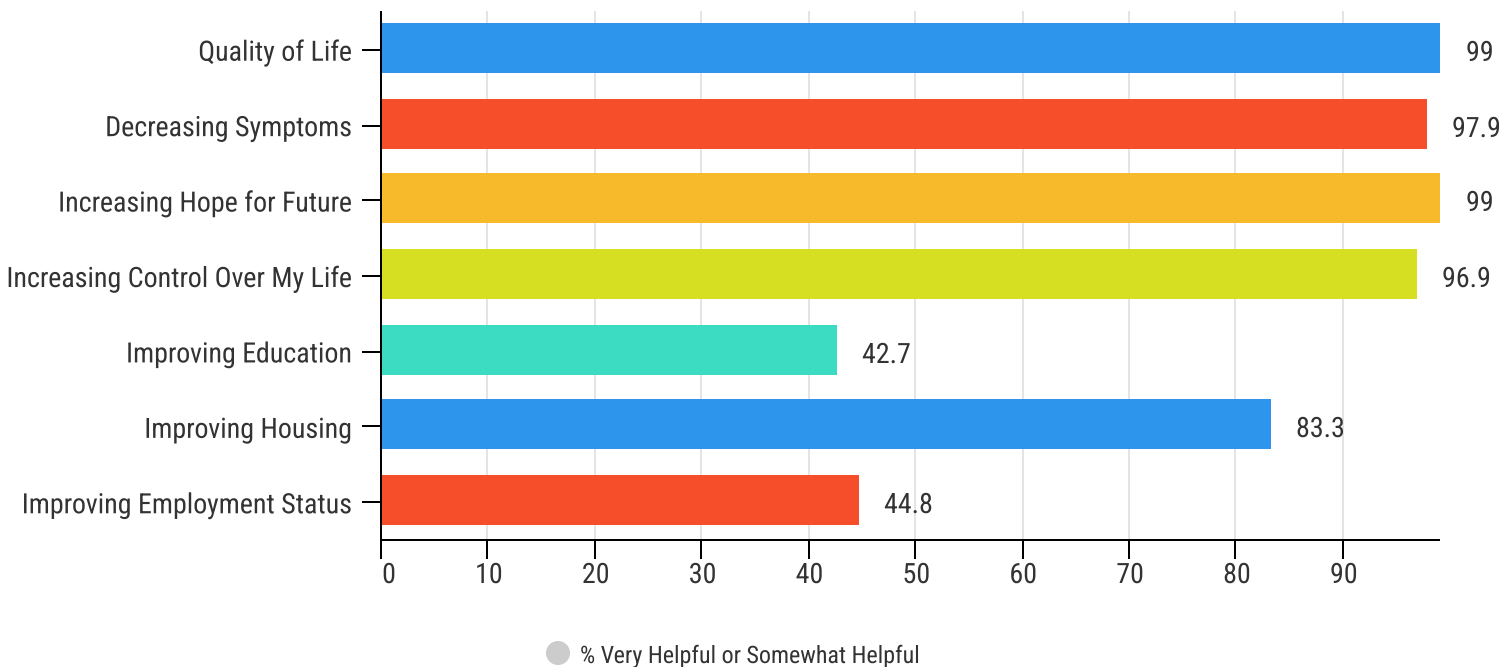
On Average, most adults reported less days as having poor mental health after participating in services

On average, after participating in services, adults reported fewer days with limited activity as a result of poor mental or physical health

Limit Activity Due to Poor Physical/Mental Health Past 30 Days

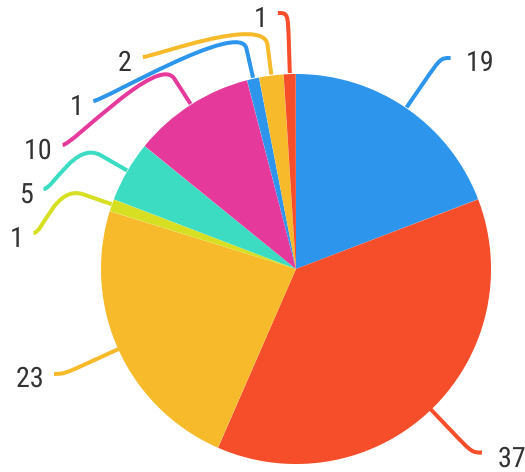


Helpfulness of Program Services



ADULT OUTCOMES CONTINUED

Diagnosis Breakdown



- Psychotic Disorder
- Bipolar Disorders
- Depressive Disorders
- Primary Substance Use
- Anxiety Disorders
- Trauma/PTSD
- Personality Disorders
- Disruptive/ Impulsive/Conduct Related Disorders
- Other

The DLA-20 is a current needs assessment based on the last thirty days that summarizes a person's strengths and needs. SPARC's goal is to improve our client's scores by 10% at each assessment (roughly 2 - 5 points depending on where they start).



3.8

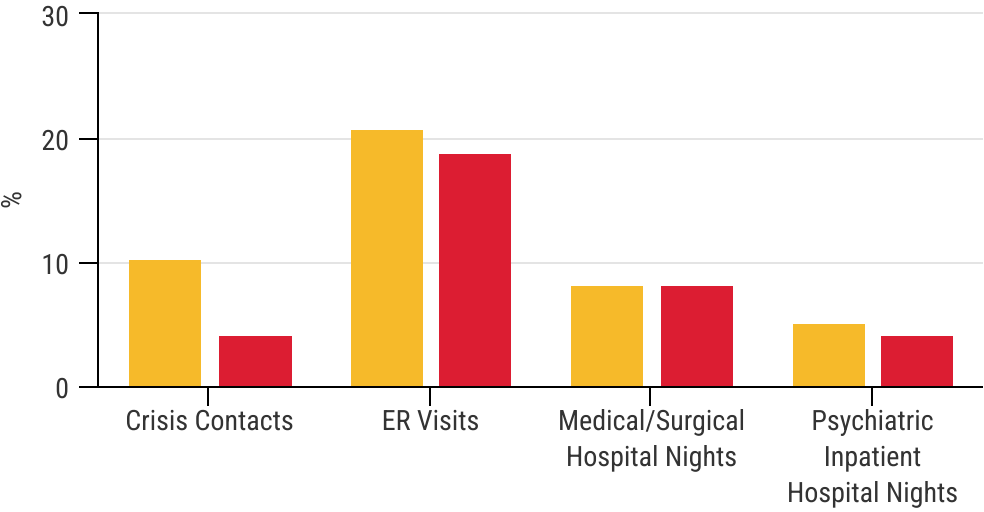
Average score improvement for adults in our CST Programs



3.7

Average score improvement for adults in our Peer Support Programs

Use of Crisis Services/Hospitalizations



- 3 Months Before Treatment
- Past 3 Months While in Tx



60%

Our clients reported a 60% decrease in the use of crisis services once they enrolled in our programs

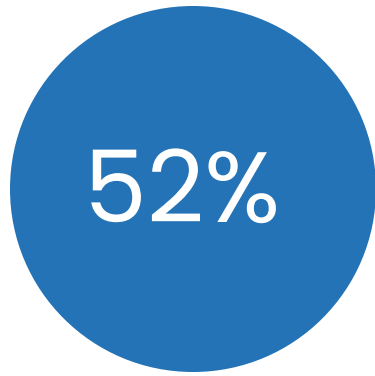
TAILORED CARE MANAGEMENT OUTCOMES



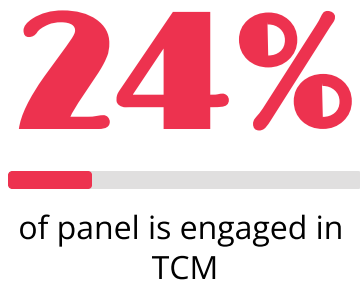
TCM is a service where a Care Manager can help meet the health goals by coordinating medical, social and behavioral health services and by assisting in finding access resources like transportation, healthy food and safe housing. A Care Manager is a specially trained health care worker who works with 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.

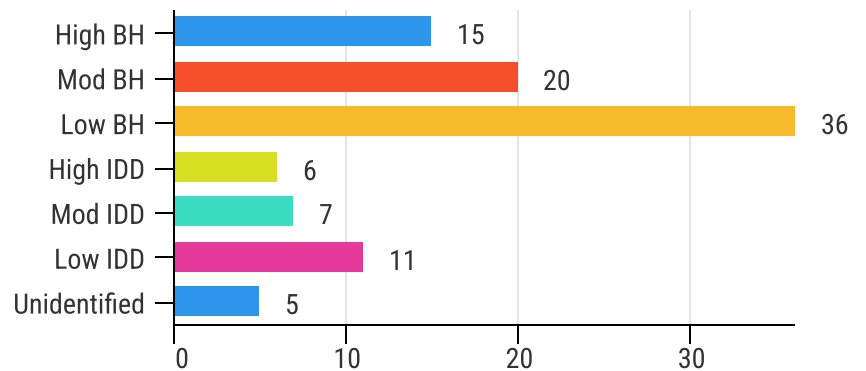
TCM services began in December of 2022. The primary focus for year two was continuing to gain engagement for members in the program, ensure members had good assessments and care plans and were well linked with services and supports.



Over the course of 2023, our team was able to increase member engagement in TCM services by 52%



Acuity Tier Breakdown



18,000+
Care Management
Contacts Made

900
Assessments and Care
Plans Completed

900+
In person care
management contacts

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 focused attention on the 7 and 30 day follow up from a psychiatric hospitalization. Our team received and recorded admissions through the HIE and then supported our clinical/program teams to have an in person visit within 7 days of an admission as well as within 30 days.

Follow Up from
Psychiatric
Hospitalization
Discharge

5.7 Days

Average number of days for follow up MH appointment

73%

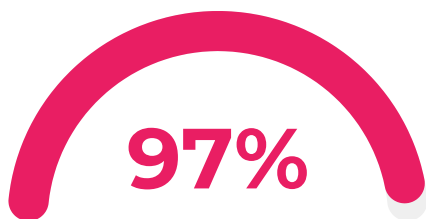
Percentage of members who had a follow up appointment within 7 days

99%

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

We have new data sets that we will be using in 2025 to measure additional HEDIS Measures including well child visits and medication adherence for our Tailored Care Management population.

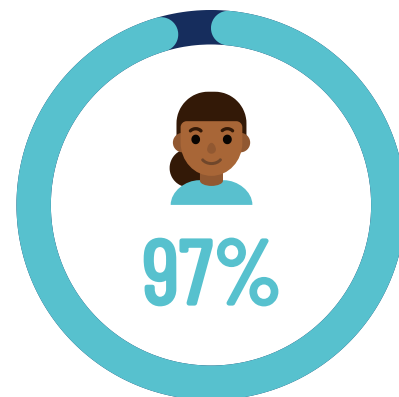
STAFF SATISFACTION SURVEY



of people surveyed said

YES

They are passionate about the work and mission



of employees said their supervisors engaged in culturally appropriate interactions

98% of staff

98

indicated that they have access to supervision when they need it!

Other Areas of Satisfaction:

- 88% expressed satisfaction with the quantity of supervision and 86% expressed satisfaction with the quality of satisfaction
- 94% expressed satisfaction with the quantity and quality of peer/team supervision
- 95% expressed satisfaction in the company's commitment to their professional development
- 91% expressed that feedback received is useful in their professional development
- 88% expressed satisfaction with communication with the Business Office
- 94% expressed satisfaction with eNotes
- 93% expressed satisfaction with being able to get support from their supervisor, trainer, other leadership

Areas of Growth:

- More opportunities for growth within the company
- Increased support when staff are stressed out
- Increase in 401K/401K match
- Increased incentive options and base salary
- Increase in mileage reimbursement
- Increase in soliciting ideas/feedback from staff
- Quicker turn around for SAR entry into eNotes

"I have thoroughly enjoyed working for SPARC this year and look forward to a future with the company. One of the things that I would like to see implemented is some sort of 401k matching program"

CLIENT SATISFACTION SURVEYS

This year, we completed a survey in November and December that went out to all clients/families/members served.



84%

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



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

92%



of respondents indicated our staff honors their cultural beliefs and values

96%



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

95%



of respondents who were impacted by Hurricane Helene in Sept 2024 indicated that they felt supported by SPARC teams in the aftermath and recovery efforts

96%

The top 5 supports/services our clients reported being linked with:

1. Food
2. Services/Supports
3. Relationships with Friends/Family,
4. Housing/Shelter, and
5. Transportation and Obtaining Medications

"My team here was absolutely the best. They listened and gave honest feedback which helped us find a treatment plan for my son and myself."

"They have been helpful with resources in the community with food banks, helping me get my identification for housing and assistance with other community resources"

"The Peer Support Specialist with my team takes the time to listen to my needs and helps link us with any services that she feels may be suitable for my recovery"

"The team is truly amazing and have been very supported. I feel like they are my family. There are things that I feel I could not done without them and I am grateful for their support"

"Above and beyond while having compassionate accountability"

"I am grateful to the team. They always respond to me when I have a question or need help"

"I have already recommended SPARC to my sister and a couple friends"

COLLATERAL & STAKEHOLDER FEEDBACK



8.4★
average rating



We received a **8.4 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

"I would like to Shout out the MORE's program in Charlotte. Layla and her team have been very helpful with some of my difficult cases!"

"I've worked with Fred Ingram since 2016-2021 as a TCL Transition Coordinator with Cardinal. I've worked with Fred since 2021 with Alliance Health as a CM Supervisor, he is great to work with and is excellent at following up. He does what he says he's going to do and works well with his employees and the MCO employees. He is definitely an asset to SPARC-Network. He delivers professional and represents SPARC-Network well"

"I cannot give enough praise for Daniela Lopez on the work she did with the child and family I work with. Without her persevering spirit the child and family wouldn't have made so much progress. I was well informed by her throughout this journey and she participated in meetings that were essential to the case. Her ideas and interactions were always unique. She truly is an outstanding worker. Loves her job, takes pride in her work and the interventions she provides, has a calming soul, and is just fun all around. It was a great pleasure to work with her."

"The TCM and QA departments are consistently reliable, knowledgeable, communicative, dedicated and passionate about the requirements of the TCM program"

In 2024 we continued to expand our mission. We:

- launched FCT services in Arkansas
- Launched Assertive Community Treatment Teams (ACTT)
- Launched School Based Therapy
- Added new teams
- Opened new offices
- Expanded into new counties

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 2400 unique individuals in 2024
- ✓ 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
- ✓ Staff reported high levels of satisfaction with their job and our mission

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:

North Carolina:

- Asheville
- Charlotte
- Greensboro
- Morganton
- Marion
- Gastonia
- Rutherfordton
- Hendersonville
- Newton

Arkansas:

- Little Rock