



**SPARC**  
Services & Programs

# 2025 ANNUAL OUTCOMES REPORT

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**January 2026**

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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<sup>®</sup>
- 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.

# 2025 SERVICE SUMMARY:

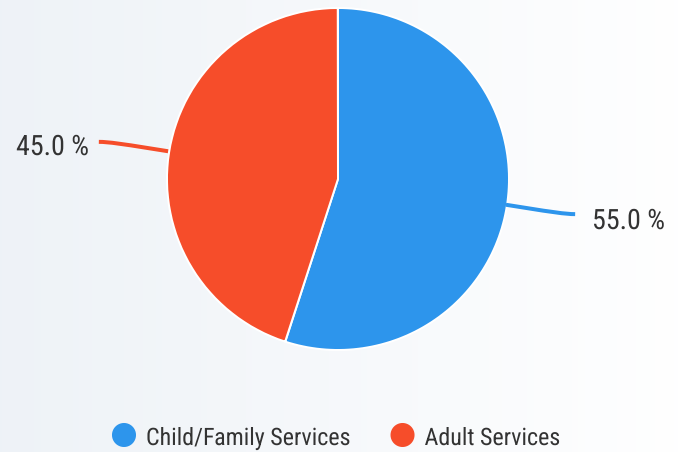
## In 2025 We:

- Provided services to over 3324 unique individuals
- Provided a continuum of care for children and adults
- Served clients in two states; Arkansas and North Carolina
- Were awarded a contract with Virginia DJJ to expand our FCT Program into a third state
- Received a contract with Burke County to deliver Family Centered Treatment-Recovery through the Opioid Settlement Grant
- Served clients in 69 different Counties
- Completed over 2200 comprehensive clinical assessments
- Completed over 2700 clinical screening tools (DLA-20, GAD7, ASAM, CANS, C-SSRS, ACE, PHQA, PHQ9, Vanderbilt-Parent, Resilience and V-RISK-10)

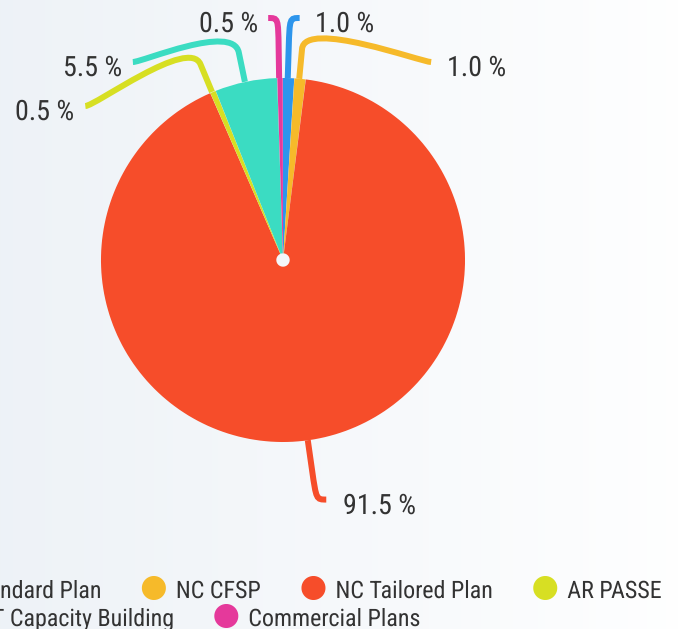
## We hold contracts with the following:

- All 4 NC Tailored Plans
- All 5 NC Standard Plans
- NC Child and Family Speciality Plan
- All 4 AR PASSEs
- Multiple Commercial Plans

## Child and Adult Service Breakdown



## Payer Summary Breakdown

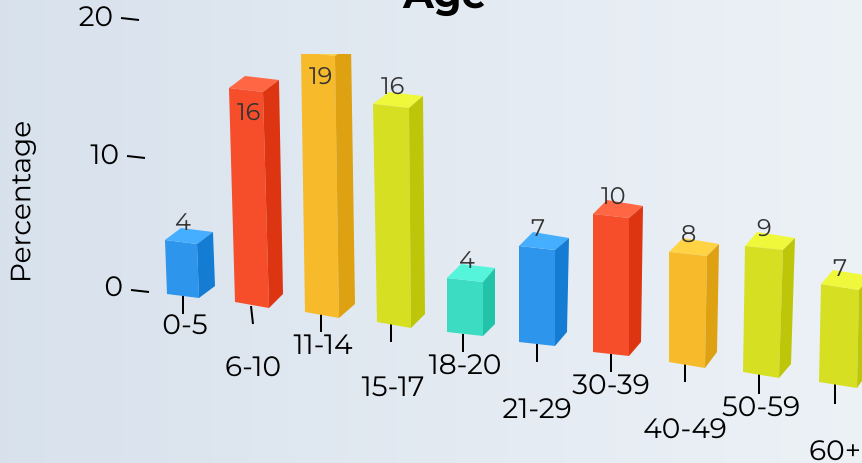


72%

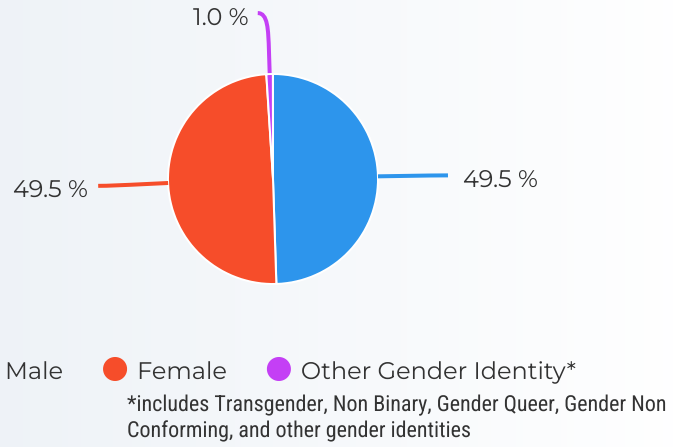
72% of services were delivered face-to-face in the client's homes and in the community

# WHO WE SERVED IN 2025:

## Age



## Gender

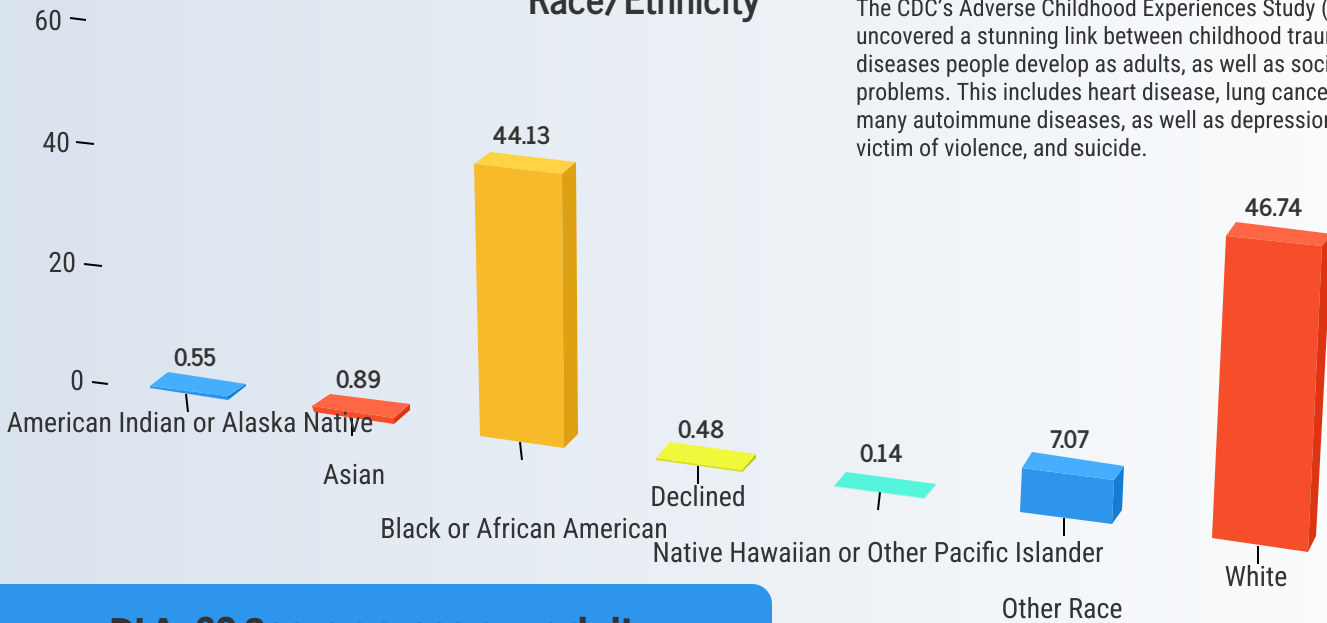


**4**

— The Average ACE Score —

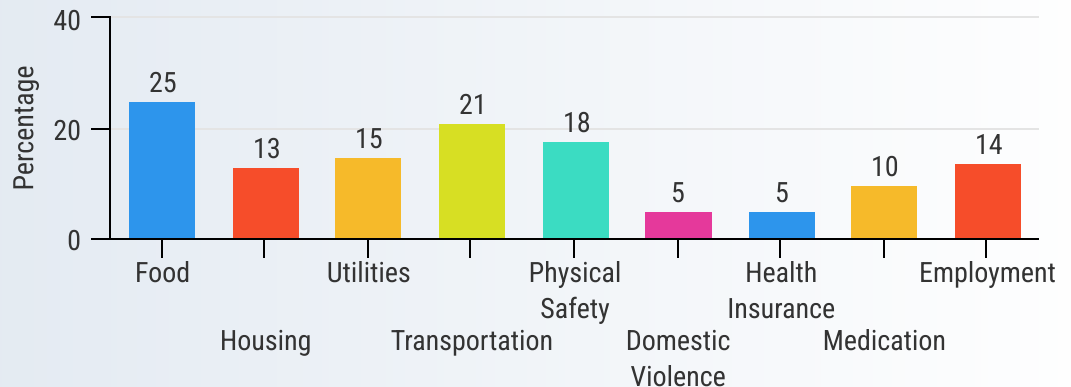
The CDC's Adverse Childhood Experiences Study (ACE Study) uncovered a stunning link between childhood trauma and the chronic diseases people develop as adults, as well as social and emotional problems. This includes heart disease, lung cancer, diabetes and many autoimmune diseases, as well as depression,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

## Race/Ethnicity



Average **DLA-20 Score** across our adult population is **87** 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

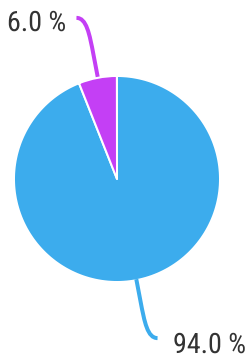
# SERVICES FOR CHILDREN & FAMILIES



**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

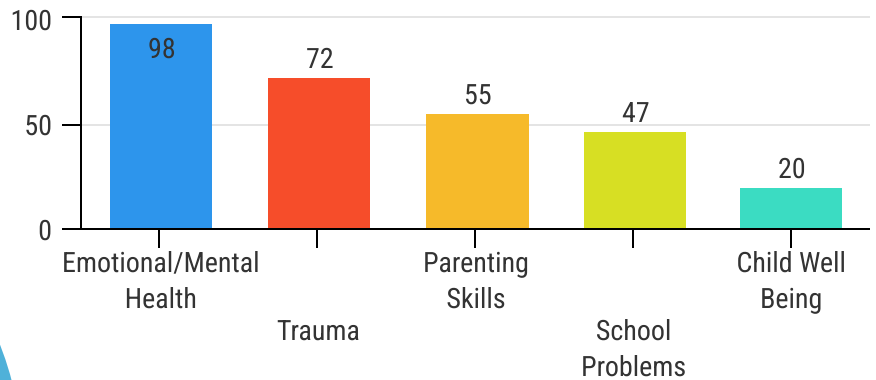
## Referral Type



● Stabilization ● Reunification

90% of children were either able to stabilize in their home/family placement or be reunified with family/other caregivers

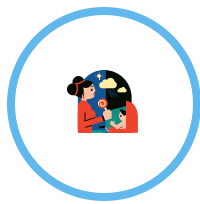
## Top 5 Issues Addressed During FCT



**21 Weeks**

*Average Total Weeks in FCT*

# FCT OUTCOMES CONTINUED



12% of FCT cases had active child welfare involvement



15% of FCT cases had active juvenile justice involvement



93% of FCT cases were at imminent risk for out-of-home placement at time of referral



Reported improvement in their goals

88%



Agreed that they were able to create safety in their home

92%



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

71%



Agreed that FCT improved their family life

93%



## 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

# MORES OUTCOMES CONTINUED



334

Referrals/requests for MORES year 3



14

Average Age of Youth



4

Average number of ACEs



51

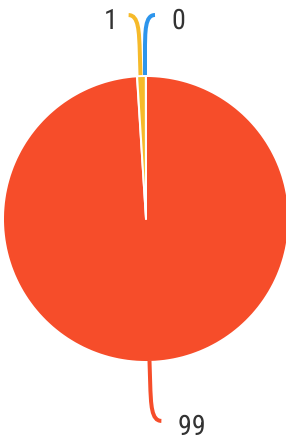
51% of families had active child welfare involvement



8

8% of families had active juvenile justice involvement

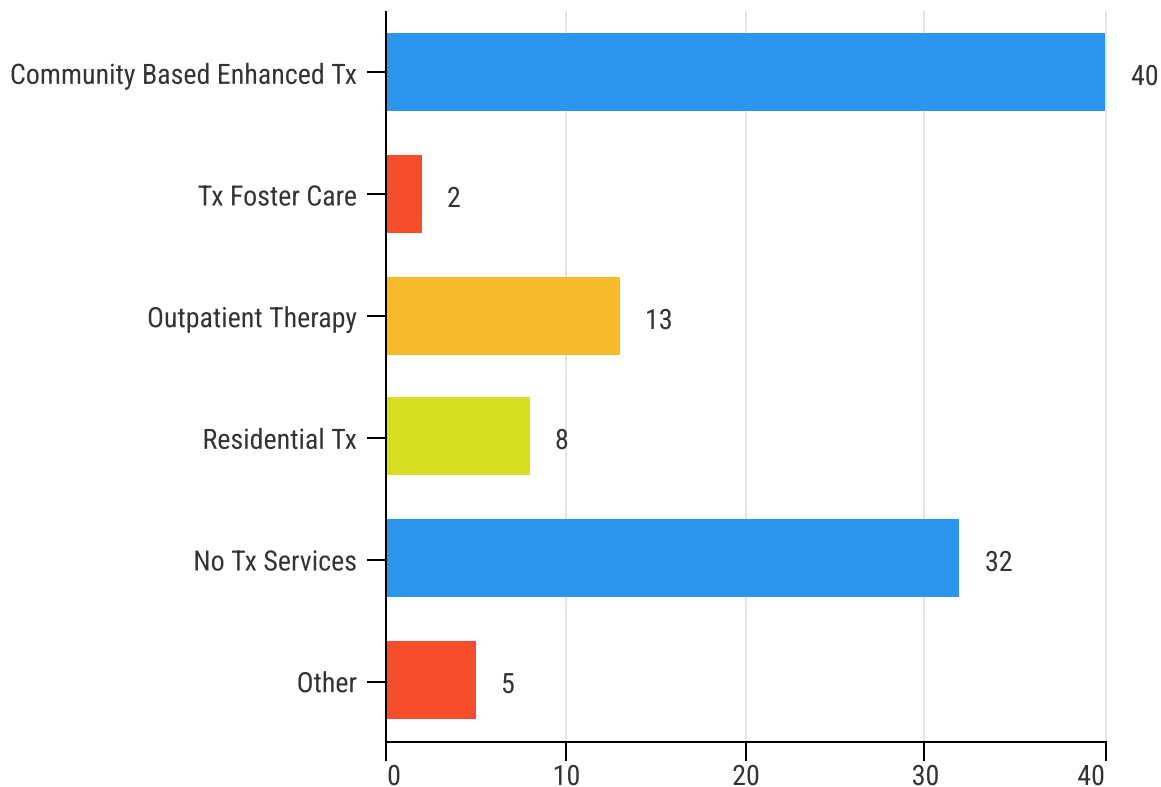
## Did Placement Stabilization Occur?



Unknown Yes No

No children entered into DSS custody during their episode of care

## Services at 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.

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.

 73% of adults served were enrolled in the TCL Program

- 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

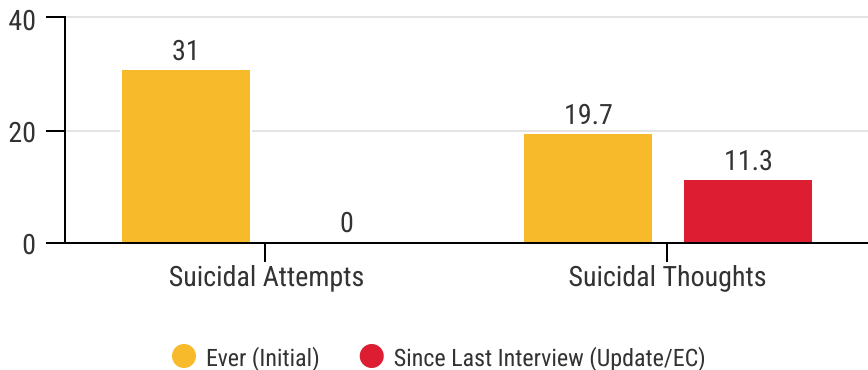


Many of these services are delivered by Peer Support Specialists. Peer Support Specialists are people living in recovery with mental illness and / or substance use disorder and whom provide support to others who can benefit from their lived experience.



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.

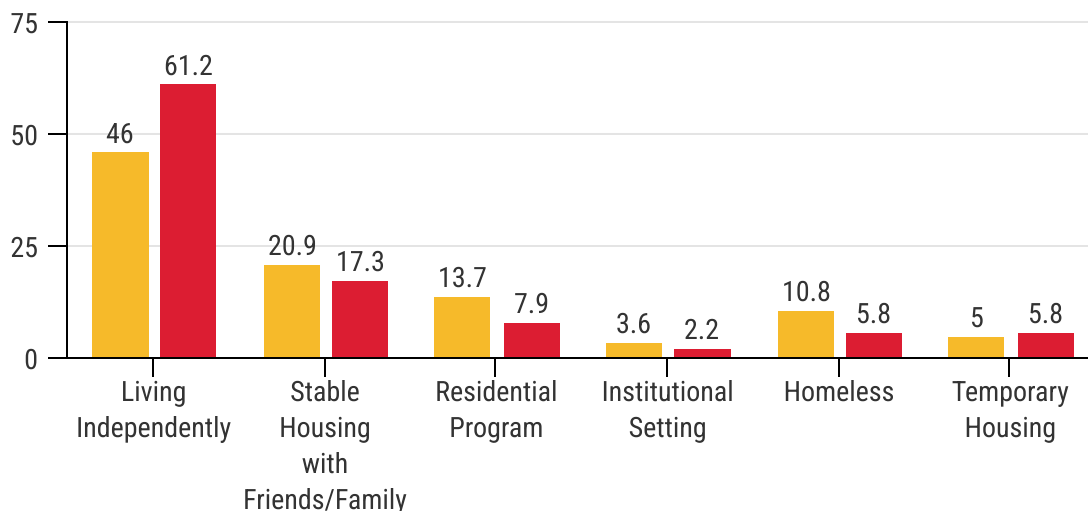
## Suicidal Ideation and Attempts



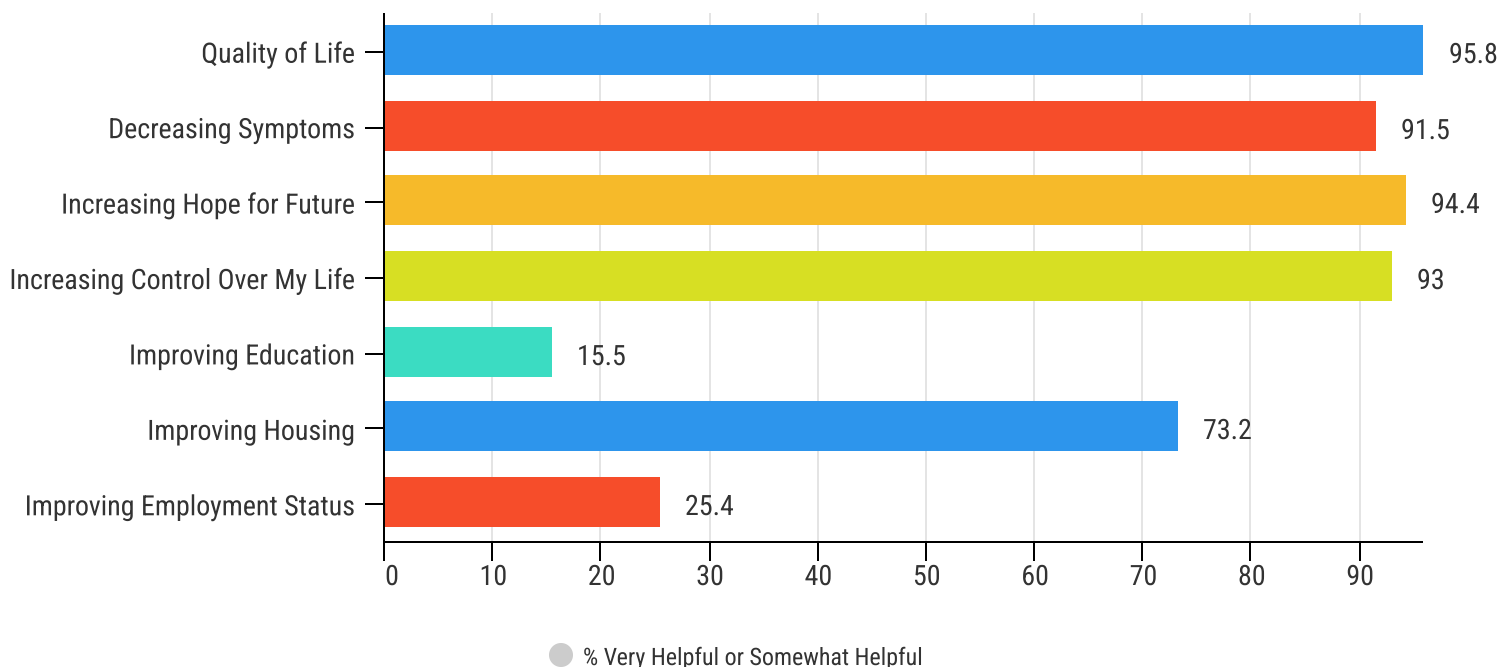
Individuals reported a 100% decrease in suicide attempts with treatment and a 43% decrease in suicidal thoughts with treatment

Individuals reported a 33% increase in independent living, 42% decrease in living in a treatment facility and 27% decrease in homelessness/temporary housing

## Living Situation



## Helpfulness of Program Services



# ADULT OUTCOMES CONTINUED



7%

Obtained their GED/HS Diploma



70%

increase in individuals who obtained employment



71%

Had routine visit with PCP



Individuals reported a 29% decrease in their "problems" interfering with their activities of daily living with treatment

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).



3.6

Average score improvement for adults in our CST Programs



10.2

Average score improvement for adults in our ACTT Programs

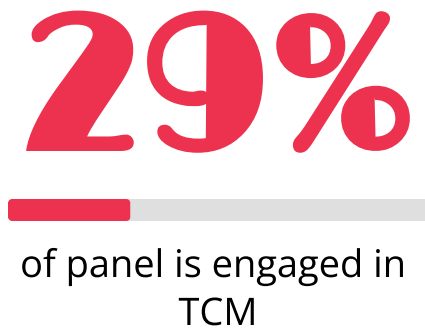
# TAILORED CARE MANAGEMENT OUTCOMES



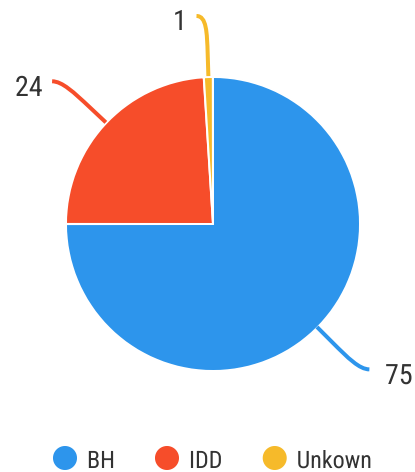
TCM is a service where a Care Manager can help meet the health goals by coordinating medical, social and behavioral health services and by assisting in finding access resources like transportation, healthy food and safe housing. A Care Manager is a specially trained health care worker who works with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



TCM Panel Acuity Tier



**17,000+**

Care Management Contacts  
Made

**600+**

Assessments and Care  
Plans Completed

**1000+**

In person care management  
contacts

# HEDIS MEASURES

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

**FUH- HEDIS® Follow-Up After Hospitalization for Mental Illness (FUH):** The measure assesses the percentage of inpatient discharges for a diagnosis of mental illness or intentional self-harm among patients age 6 and older that resulted in follow-up care with a mental health provider within 7 days.

Follow Up from  
Psychiatric  
Hospitalization  
Discharge

5 Days

Average number of days for follow up MH appointment

79%

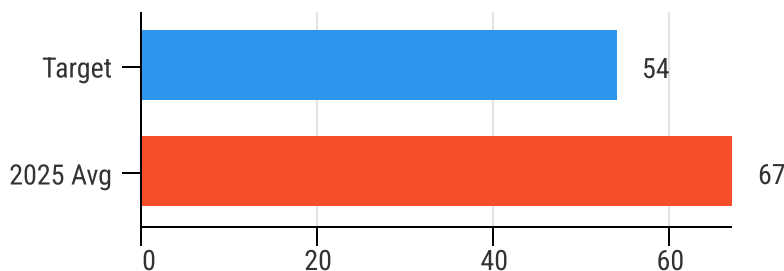
Percentage of members who had a follow up appointment within 7 days

\*FUH Data represents clients across SPARC in North Carolina

**SAA-HEDIS® Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)**

It's a measure of medication adherence for individuals with schizophrenia who were prescribed an antipsychotic medication who had an at least one acute inpatient encounter or at least two visits in an outpatient, intensive outpatient, partial hospitalization, ED or non-acute inpatient setting.

## SAA Performance



### Areas for Performance Improvement:

**SSD- HEDIS® Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are**

**Using Antipsychotic Medications (SSD)** Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications:

Assesses adults 18–64 years of age with schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

25%

of members had this screening

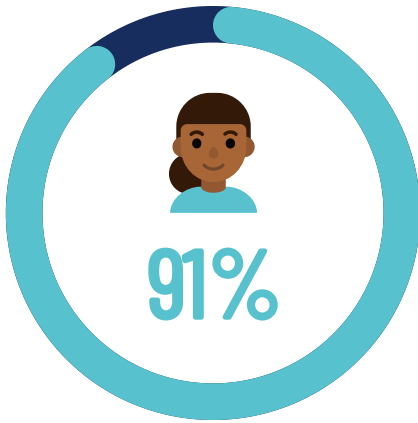
**WCV- HEDIS® Child and Adolescent Well Care Visit:** The percentage of members 3–21 years of age who had at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

14%

of members met this metric

\*SSD, SAA, and WCV measures are for members enrolled in TCM Program

# STAFF SATISFACTION SURVEY



of employees said they were satisfied with quantity and quality of supervision

## Other Areas of Satisfaction:

- 85.4 % indicated satisfaction with supervision and training
- 74.16% indicated satisfaction with salary and benefits
- 82.6% indicated satisfaction with professional growth opportunities
- 81.75% indicated satisfaction with the Business Office
- 80.78% indicated satisfaction with Tech/IT

Henderson FCT Team – "I absolutely love how we do the assessments as a team the same as we do with our families. I feel truly honored to be part of a high functioning team and I absolutely love the values of this agency and the services that we provide"

Mountain Region Adult Services – "Great agency, excited for more growth. I hope to continue to bring more consistency in our region and be able to have an impact on other regions, so there can be more growth and stabilization."

## Areas of Growth:

- More opportunities for growth within the company
- Increase 401k Match and Reduced Timeline for Eligibility
- Increase in Mileage Reimbursement/Car Stipend for Wear and Tear
- Increased Incentive Options and Base Salary
- More Time Off/Paid Holidays/Maternity Leave
- Better and Cheaper Benefits/Fitness Incentives
- Technology upgrades for community based staff

## You Asked, We Listened – Some areas we've improved over the last year

- Technology Upgrades - Implementation of iPads for easier completion of documentation with clients and families in the field. Consolidation of benefits, time off, and training documentation into one system with app accessibility for easier access in the field
- Better Health Insurance – Increase in benefit options for SPARC employees, SPARC now offers 4 Plans to choose from
- Fitness and Health Incentives – SPARC's EAP now offers nutrition assistance and BCBS Anthem offers wellness incentives accessible with any of SPARC's BCBS Anthem Plans
- Increased Incentive Options – SPARC now has a bonus policy with metrics in place to reward our team members who go above and beyond to meet the needs of the communities we serve

# CLIENT SATISFACTION SURVEYS



Feel satisfied with the amount of services they received

**97%**



Agreed that their staff was sensitive to their culture and ethnicity and honored their personal values

**94%**



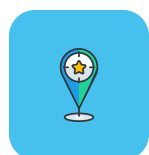
of respondents indicated that they would recommend a friend/family to SPARC to receive services

**100%**



Agreed that their staff treated them/their family with respect, empathy, and understanding

**100%**



Felt that their team helped them a great deal with goals and needs that were important to them

**97%**



**97%**

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

"We are learning better ways to deal with a difficult child. Things I never would have thought of on my own and we have a therapist that I feel like really cares about our family's success. In all of the services my child has ever received, SPARC puts the client at the forefront while ensuring the family takes the journey alongside them. It has been the best approach to treating the whole child I've seen yet"

"We are amazed at the depth of the therapy and we have a therapist that is perfect for us!"

"This has been an excellent experience for me and my family. Love our sessions!"

"Addressed in the family meeting and 100% acknowledged the differences in our home. Staff was non-judgmental. Extremely respectful towards our religious beliefs and acknowledged the importance of that in our family system."

"Our experience with SPARC has been life changing in the Best ways! Our therapist has connected with our family and helped our boys feel safe and open up in therapy. It's our first successful attempt at therapy and we are forever grateful for what she has done and for SPARC being a valuable resource to this county."

"I am Very Pleased with my SPARC representative. I have developed a relationship with her, I TRUST her & I have issues with trusting people from past experiences. I can talk to her about anything & if she can help me, she Always finds a way. It's nice to just have her company when I'm feeling alone."

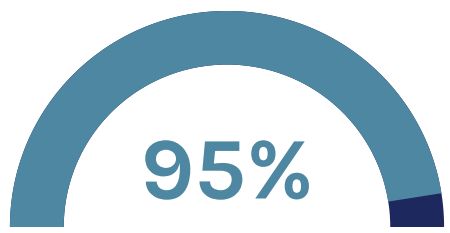
"My team has been very dependable and I would recommend services to others."

"Most helpful program I've ever had the opportunity to receive. I am just very grateful They understand me and don't judge on my mistakes."

# COLLATERAL & STAKEHOLDER FEEDBACK

Stakeholders Rated These Skills at 90% or Above for our Staff:

- ✓ Works in Collaboration with Client/Family
- ✓ Builds Rapport with Client/Family
- ✓ Are Creative with Strategies/Supports for the Client/Family
- ✓ Are Professional in Conduct
- ✓ Solution Focused
- ✓ Advocates for the Needs of the Client/Family
- ✓ Assists the Client/Family with Meeting Their Treatment Goals



**Reported receiving a referral status update in 48 hours**

"There are several different staff that I deal with for both of my individuals who do great jobs. I am pleased to say that overall, I am satisfied with the services provided by SPARC. One staff that really stands out is Mandy, she goes above and beyond. Thank you all for jobs well done"

"Daniela Lopez has been the BEST!!!!"

"Mecklenburg ACT team is very responsive and patient centered. Kudos to Molly, Mandy and Alison in addition to other team members and supports."

"Layla Hicks and her team are great!"

In 2025 we continued to expand our mission. We:

- Received a contract with Burke County, NC to deliver Family Centered Treatment-Recovery via Opioid Settlement Dollars
- We were awarded a contract to expand our FCT program into Virginia by Virginia DJJ
- Expanded all child and adult service continuums in NC
- Expanded our TCM Program in NC
- Expanded our Value Based Contracts in NC
- Expanded our FCT service delivery area in AR

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 3300 unique individuals in 2025
- ✓ 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](http://www.sparcprograms.net) or call us at 1-888-700-1606, ext 115

SPARC has offices located in:

North Carolina:

- Asheville
- Charlotte
- Conover
- Flatrock
- Gastonia
- Greensboro
- Hickory
- Morganton
- Raleigh
- Rutherfordton
- Salisbury

Arkansas:

- North Little Rock

Virginia:

- Richmond