



ncgCARE

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# Annual Impact Report



# 2023

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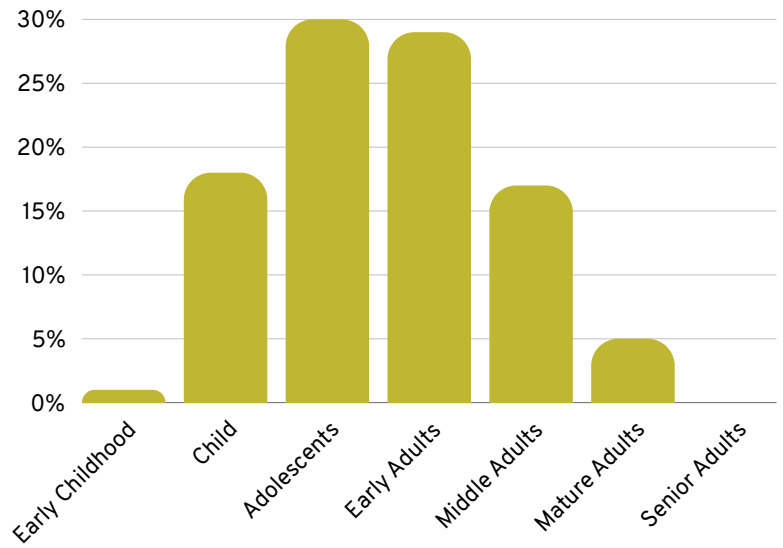
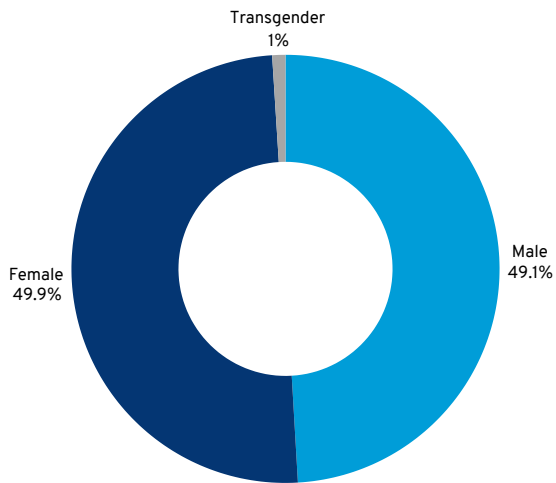
ncgCARE and its network of behavioral health and complementary care providers are dedicated to our shared mission **"To Improve Lives."**

In 2023, ncgCARE provided services to **24,693** individuals and families - a 21% increase compared to the previous year. Our service array included:

- Outpatient and Medication Management
- Substance Use Treatment
- Community and School-Based Services
- Mobile Crisis Response and Stabilization
- Inpatient Adult Recovery Unit
- Treatment Foster Care
- Residential and Community Services for Individuals with Intellectual/Developmental Disabilities

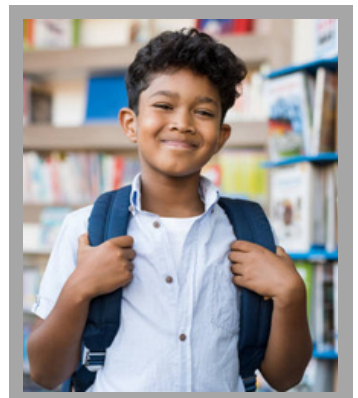
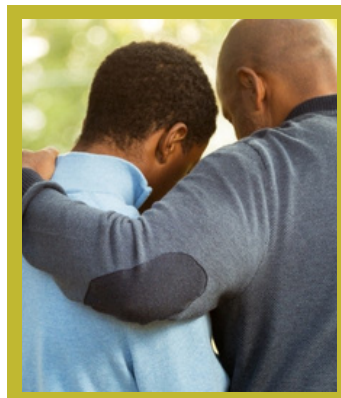
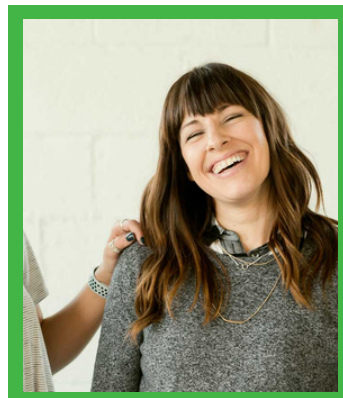
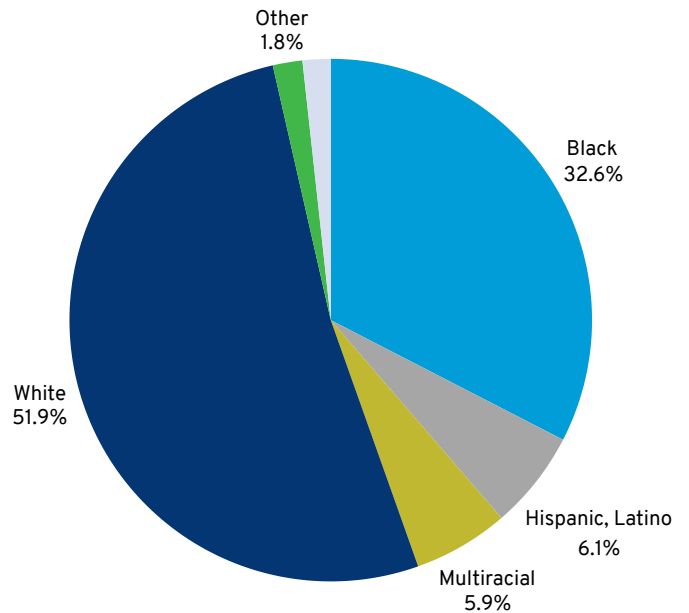


# WHO WE SERVED



## Top 10 Diagnoses

1. Reaction to Severe Stress Disorders
2. Major Depressive Disorders
3. Alcohol-Related Disorders
4. Other Stimulant Related Disorders
5. Other Anxiety Disorders
6. Opioid-Related Disorders
7. Bipolar Disorders
8. Conduct Disorders
9. Schizoaffective & Schizophrenia Disorders
10. Pervasive Developmental Disorders

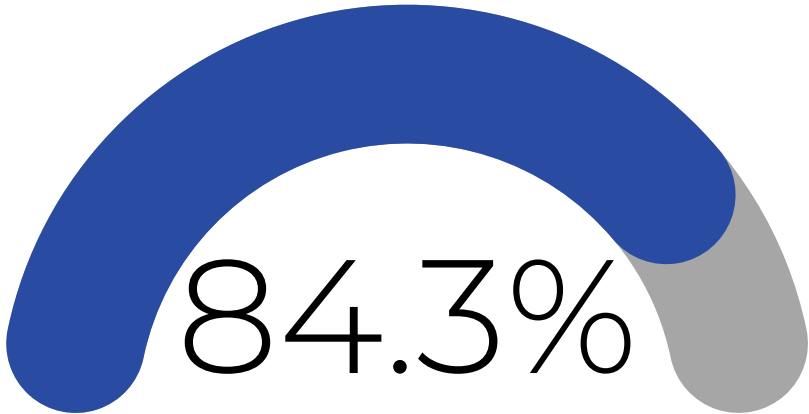






# WHAT PEOPLE ARE SAYING

## NET PROMOTER SCORE



84.3%

Individuals who would recommend us to their friends or family.



”  
We started services during the pandemic while my kids were managing emotional trauma from domestic violence and divorce. In two years, it's like I have completely different children. I highly recommend you and will always be grateful!

# WHAT PROFESSIONALS ARE SAYING

**95% AGREE**

EASY REFERRAL  
PROCESS

**92% AGREE**

TIMELY & MEANINGFUL  
COMMUNICATION

**90% AGREE**

STAFF ARE AVAILABLE  
WHEN NEEDED

**42 NPS**

RECOMMEND OUR  
ORGANIZATION

The Global Benchmark for a Net Promoter Score is 48 with healthcare rating lower as an industry overall.







# FOSTER CARE

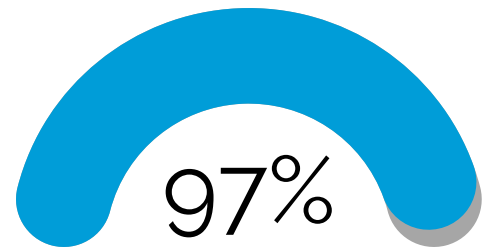
Treatment Foster Care (TFC) is a specialized form of foster care designed for children and adolescents with complex emotional, behavioral, or medical needs. We provide intensive support to youth within a family setting, aiming to stabilize and improve their well-being through a structured and therapeutic environment.

Our foster families receive extensive training and ongoing support to address the specific needs of the children in their care. Our approach includes coordinated efforts among social workers, therapists, medical professionals, and natural supports.

Certified trainers through Presley Ridge, we provide our families with pre-service training and support rooted in evidence-based practices. This approach leads to better outcomes for youth, including increased placement stability and caregiver satisfaction.



16 Adoptions



Youth who had two or fewer placements.



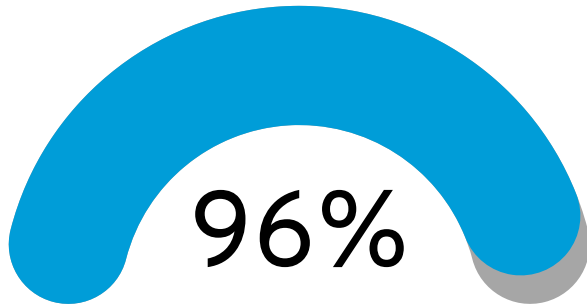
"Embrace employees show a special interest and care for all of the children that come through their office. It's very special to see."

# OUTPATIENT SERVICES

Outpatient therapy is a flexible mental health treatment option designed for individuals who seek support managing issues like anxiety and depression. It offers essential support and strategies for personal growth and improved mental well-being. ncgCARE provides these services both in-office and virtually using telehealth.

## ncgCARE Program Array

- Outpatient Therapy
  - Individual
  - Families
  - Group
- Medication Management
- Federal Probation Program



### Engagement Rate

\*Carolina Outreach & Envision Counseling

Engagement in therapy improves outcomes by fostering a collaborative environment where individuals can actively participate in their healing process.



Virtual therapy improves access by allowing individuals who may have scheduling conflicts, mobility issues, or live in remote areas to receive the support they need.

“

*[My therapist] is wonderful. She guides me, encourages me, and helps me resolve deeply buried issues. I trust her completely.*

”



“I'm so thankful to have a lifeline from here forward.”

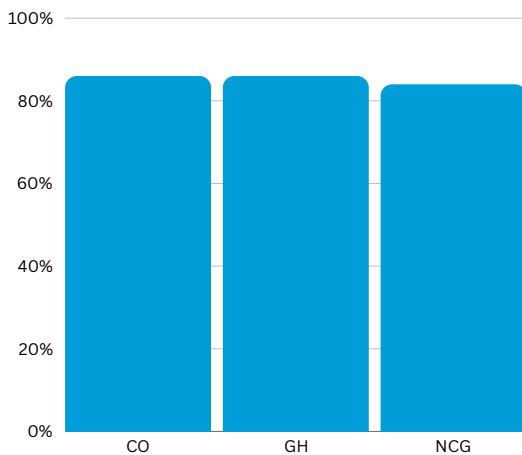


# ENHANCED SERVICES

Enhanced mental health services are often used for individuals who have not responded to traditional treatment modalities, such as outpatient therapy, or who require more intensive care. These services can help individuals better manage their symptoms, remain in their communities, and improve their quality of life.

## ncgCARE Program Array

- Community Support Team
- Intensive In-Home
- Home-Based Services
- Substance Use Intensive Outpatient
- Mental Health Skill-Building
- Peer Support Services
- Therapeutic Day Treatment



Percentage Completed Treatment Successfully



Percentage of Individuals were able to remain in their home.



Our counselor quickly put our daughter at ease, engaged her, and usually got her talking quickly. I am hopeful that our daughter will continue to recover and grow. Thank you!

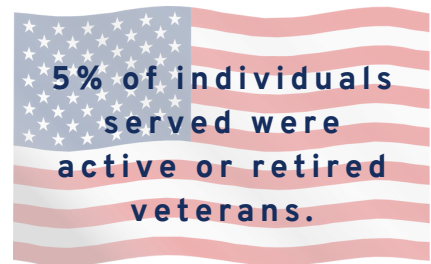
# CRISIS SERVICES

Crisis services provide immediate, short-term intervention and support for individuals experiencing severe emotional distress, acute mental health issues, or traumatic events, making them essential for those in urgent need of stabilization and safety.

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## ncgCARE Programs

- Mobile Crisis Response
- Community Stabilization
- Behavioral Health Urgent Care



**90%** Response in Less than 1 hour



**97%** Successful Hospital Diversion



“Your follow-up calls and check-ins made a significant difference for me, and I couldn't be more grateful for the support.”

“I am so thankful knowing that we have a lifeline if we need it. I don't know how we could have gone through that without you.”

# EVIDENCE-BASED PROGRAMS

Evidence-based programs (EBPs) are interventions that have been rigorously tested through research studies and have been shown to be effective in achieving positive outcomes. These programs or models of care are based on scientific evidence and are designed to address specific issues or problems.

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## **ncgCARE Evidence-Based Programs**

- Aggression Replacement Therapy (ART)
- Critical Time Intervention (CTI)
- Family-Centered Treatment (FCT)
- Functional Family Therapy (FFT)
- Multi-systemic Therapy (MST)
- Parent-Child Interaction Therapy (PCI-T)

**Increased Effectiveness**

**Higher Quality of Care**

**Greater Confidence & Trust**

# Functional Family Therapy (FFT)

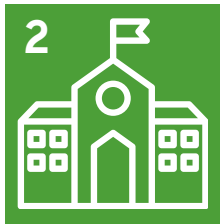
## There Are Five Ultimate Outcomes

FFT is aimed at creating sustainable positive changes that benefit the individual youth, their family, and the broader community. By addressing the underlying issues and strengthening family dynamics, FFT strives to reduce negative behaviors, improve family functioning, and support positive individual development.



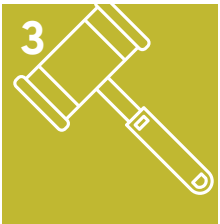
### 100% OF YOUTH REMAINED WITH THEIR FAMILY AT HOME

One of the explicit aims of FFT is to reduce the need for out-of-home placements by providing the family with tools and strategies to manage issues internally.



### 97% OF YOUTH WERE ATTENDING SCHOOL AT DISCHARGE

By improving family support and addressing behavioral issues, FFT helps youth achieve better school outcomes. This can lead to improved attendance, better grades, and higher aspirations.



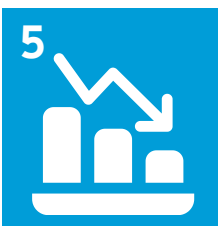
### 92% OF YOUTH HAD NO ADDITIONAL LAW VIOLATIONS

FFT aims to significantly reduce criminal and delinquent behaviors among participating youth. This includes a reduction in arrests, juvenile detention, and involvement in the criminal justice system.



### 96% OF YOUTH HAD NO SAFETY INCIDENTS IN THE FAMILY

By mitigating identified risk factors such as substance use, delinquent behaviors, and mental health issues, FFT helps decrease the likelihood of harmful behaviors and interactions.



### 98% OF YOUTH HAD NO INTENSIFICATION OF REFERRAL PROBLEMS

The structured approach of FFT ensures that families are equipped with the necessary skills and resources to mitigate the reoccurrence or intensification of problems that lead to the referral of services.



# Multi-Systemic Therapy (MST)

MST is a family and community-based treatment program for serious behavioral problems in adolescents. Its holistic and systemic approach ensures that changes are not only immediate but also sustained over time, leading to better overall life outcomes for the adolescents involved.



## 86% Living at Home

MST aims to strengthen family relationships and functioning, enabling families to stay together and reducing the need for out-of-home placements for the child.



## 85% in School/Work

Youth are reengaged in these productive roles through interventions aimed to address underlying issues affecting their performance and motivation.



## 87% No New Arrests

MST consistently shows significant reductions in recidivism rates (e.g. new arrests or engagement in unlawful behaviors).



## 0.75 Model Adherence

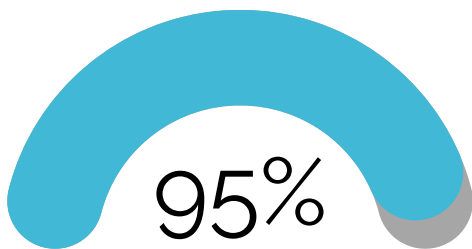
Fidelity to the model ensures the consistent application of evidence-based practices that have been proven to yield the best outcomes for youth and their families.

**MULTI-SYSTEMIC THERAPY HAS DEMONSTRATED SIGNIFICANT AND SUSTAINED IMPROVEMENTS IN FAMILY DYNAMICS, REDUCED JUVENILE DELINQUENCY, AND ENHANCED ACADEMIC AND SOCIAL OUTCOMES FOR AT-RISK YOUTH.**

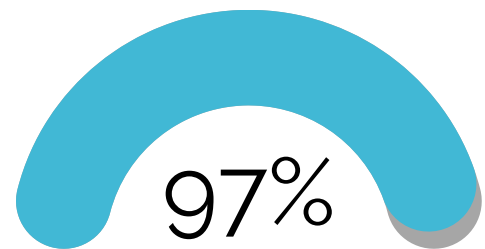


## RESIDENTIAL & PROFESSIONAL SERVICES

Through personalized care plans, engaging activities, and a compassionate team, we strive to create environments where individuals can thrive, feel valued, and achieve their fullest potential.



Feel engaged in their local community and receive the support they need from friends, family, and community members.



Are happy with how they choose to spend their free time and stay active while at home and in the community.

"Staff are helpful! I like the services I get here."



2023

# ncg CARE

*Our Vision is "To be recognized as the most trusted health and human services agency in our communities."*

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ncg CARE

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