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Vaya Health Partnership with Synergy Recovery Leads to Involuntary Commitment Designation

ASHEVILLE, NC – Vaya Health is excited to announce that the [Synergy Recovery](#) facility-based crisis (FBC) center at the Shirley B. Randleman Center in North Wilkesboro is now officially designated for the custody and treatment of individuals under petitions for [Involuntary Commitment](#) (IVC). Synergy’s FBC has certified commitment examiners on staff and began conducting IVC evaluations on Aug. 1. This designation demonstrates Vaya’s longstanding commitment to improve access to behavioral health care in northwestern North Carolina.

Recognizing the critical need for enhanced crisis care, Vaya worked closely with Wilkes County leaders and Synergy to secure the IVC designation, offering a more efficient alternative for law enforcement and healthcare providers to transfer individuals in crisis.

“For over a decade, Wilkes and surrounding counties have needed a facility that will accept involuntary commitments,” said Shirley B. Randleman, Wilkes County Commissioner, former state senator, and namesake of the crisis center. “We are proud to announce that Synergy Recovery is now designated to accept involuntary commitments for residents in need of high-level behavioral healthcare.”

Vaya played a pivotal role in updating Synergy’s FBC center, supporting the facility through every stage of expansion.

“Vaya Health is dedicated to ensuring that individuals in crisis have access to compassionate, high-quality care when they need it most,” said Tracy Hayes, Area Director and CEO. “Our partnership with Wilkes County and Synergy Recovery’s facility-based crisis center is part of our larger mission to strengthen behavioral health services throughout the region, and the IVC designation is an important step toward meeting that goal.”

Initiated in 2019 with \$1.4 million in state funding, the project aimed to modernize Synergy’s North Wilkesboro crisis center into a 16-bed facility capable of providing advanced mental health and

substance use treatment. Despite delays caused by the COVID-19 pandemic, construction was completed in early 2021 and the facility reopened in March 2021.

For more information about Vaya Health, please visit vayahealth.com.

About Vaya Health

Vaya Health is a specialty managed care organization and local government agency that oversees publicly funded health care services across a 32-county region of North Carolina for people with significant behavioral health needs, intellectual/developmental disabilities, and traumatic brain injuries. Vaya manages Medicaid, federal, state, and local funding to meet member and community needs while advancing whole-person health. Together with members, contracted providers, and local partners, we're moving forward to a healthier North Carolina. Vaya Health can be found online at vayahealth.com, on Facebook at facebook.com/VayaHealth/, on X (formerly known as Twitter) [@VayaHealth](https://twitter.com/VayaHealth), and on LinkedIn at linkedin.com/company/vaya-health.

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