Our Mission...
Coastal Horizons Center provides a continuum of professional services to promote healthier lives, stronger families, and safer communities.

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Cover Photo Courtesy of Ronnie Holden
A. Farah Boyce Foy, Editor-In-Chief
On behalf of the Officers and Board of Trustees of Coastal Horizons Center, Inc., it is a privilege to present the Fiscal-Year 2019-2020 Annual Report.

In his message accompanying last year’s Annual Report, my predecessor, Jimmy Hopkins, noted that the organization had successfully navigated “unexpected challenges” throughout the 2018-2019 fiscal year. Little did we know this fiscal year would present even more pressing challenges – a global pandemic, another hurricane, social and political unrest, and more. Yet amidst these challenges, Coastal Horizons has endured, continuing to provide essential services that foster healthier lives, stronger families, and safer communities. The pages of this Annual Report show the results of this fiscal year. More than that, however, these pages represent the collective commitment of Coastal Horizons’ staff, volunteers, donors, and community partners through these trying times.

During this fiscal year, Coastal Horizons, and our entire community, was faced with immediate and extraordinary challenges as a result of the COVID-19 pandemic. Coastal Horizons responded to the pandemic with resilience and determination, ensuring that the community continued to receive critical services during a time of significant disruption. Following N.C. Governor Roy Cooper’s Stay-at-Home Executive Order in March, many Coastal Horizons’ staff quickly moved to a virtual platform, providing teletherapy and telemedicine, assuring there were no significant gaps in service delivery. Others, for whom teleworking was unavailable or impossible, secured the appropriate personal protective equipment and continued seeing patients in-person, despite an increased risk of exposure to COVID-19. The commitment and servant leadership demonstrated by the Coastal Horizons’ staff throughout the pandemic reflects the best of our organization.

Despite unprecedented and challenging circumstances, the 2019-2020 fiscal year was a year of incredible growth for our organization. Since the last fiscal year, Coastal Horizons’ employee headcount increased nine percent (9%), from 538 employees to 594. Over the same period, the organization’s budget increased from $32,280,000 to $40,858,000 – a year-over-year increase of twenty-one percent (21%). Even greater, Coastal Horizons is increasingly efficient with each dollar of revenue. Coastal Horizons’ year-over-year net gain increased sixty-seven percent (67%), from $602,000 in the 2018-2019 fiscal year to $1,835,000 in this fiscal year – a record of profitability in the fifty-year history of this organization!

The incredible results of this fiscal year are a direct reflection of the hard work of many. First, of course, the devoted Coastal Horizons staff, under the steadfast leadership of our President and C.E.O., Margaret Weller-Stargell. I am grateful to each of you for your passion, your zeal for service, and your dedication to the life-changing work of our organization. Second, my fellow Trustees. Your enthusiastic service, leadership, and counsel is critical to the continued success of Coastal Horizons. Finally, the individuals, grant providers, community partners, and government agencies that have generously supported the mission of Coastal Horizons. Your heartfelt contributions and investments have enabled the organization to continue to serve the most vulnerable among us.

To all reading these pages – thank you for your support of Coastal Horizons. It is an honor to work alongside you in service of our community.

Very truly yours,
Andrew R. Jones
2019-20 Chair, Board of Trustees
As I reflect on the challenges and opportunities Coastal Horizons experienced in Fiscal Year 2019-2020, I am intensely reminded of the incredible strength, resiliency, and fortitude of those who are the fabric of our amazing organization. I am reminded and made more keenly aware of the fact that in difficult and extraordinary times, Coastal Horizons does not follow the old adage of “desperate times calls for desperate measures.” Rather, it is an organization which consistently demonstrates that exceptional times brings out exceptional people. Without question, we have an exceptional board and staff at Coastal Horizons. The pages that follow will highlight how and why this organization is so important to every county, community, family and individual we serve.

We started this fiscal year like any other, ready to continue our efforts to positively impact and promote healthier lives, stronger families, and safer communities. The staff at Coastal Horizons work daily with diligence and passion to ensure every person seeking help will be helped. Further, it is in managing, forecasting and routinely evaluating our core business practices that we can proudly say that in spite of the numerous challenges we faced, Coastal Horizons ended the fiscal year with record growth and profitability. Thank you to our Board, Management Team and staff for being good stewards with the resources entrusted to us.

On October 2, 2019 we were reminded of the important work that is done at Coastal Horizons and how we can better serve others, by our dynamic Annual Luncheon Speaker, Medal of Honor recipient Sergeant Dakota Meyer. A special thank you to former Board Member and Development Committee Chair, Elle Woods for bringing forward the idea of having him as our guest speaker. Sergeant Meyer shared with us the importance of how we must “own the dash.” He states, “Own the Dash is about owning your life, leaving a legacy and giving back more than you take. It’s about making the most of each day and giving life a true meaning, one without doubt or insecurity. The last legacy you leave this world is a tombstone, and that tombstone reduces your life to two dates: the day you’re born and the day you die, two days that are insignificant in the grand scheme of what you can control. What actually matters is the dash in between.” It was a message to us individually, and it was a message to bolster how we help those we serve be healthier and stronger, reinforcing that their lives matter. Unbeknownst to us at the time, this message would resonate, as our resiliency as well as our acknowledgment and understanding of basic human rights was tested like never before.

Just as we were working through the devastation of Hurricane Florence’s impacts at the start of Fiscal Year 2018-2019, we were hit with yet another weather-related crisis, Hurricane Dorian. Little did we know in the aftermath of yet another hurricane, we would soon have to brace ourselves and prepare for an unprecedented health crisis. On March 11, 2020, one day after we held our annual Power of the Purse fundraiser, we would learn the World Health Organization (WHO) would declare the novel coronavirus (COVID-19) outbreak a global pandemic. On March 27, 2020, Governor Roy Cooper issued an Executive “Stay-at-Home” Order for all residents and non-essential businesses in NC. Like every other business, we at Coastal Horizons had to quickly adjust to navigate our way through this pandemic as an essential business, while also quickly pivoting to a virtual platform for some of our operations, allowing clients to be seen remotely through teletherapy and telemedicine. The manner in which staff immediately responded to this transformation of working and providing services remotely, while others understood and embraced the need to continue their work in person, in spite of the risk to themselves and their loved ones, is the epitome of what Coastal Horizons is made of. The pandemic reinforces that Coastal Horizons can and will deal with extreme disruption and uncertainty, while continuing to stay true to its mission.

On May 25, 2020, while we were all dealing with the challenges of the pandemic, the world witnessed another life changing moment, the death of George Floyd at the hands of a police officer. His tragic death sparked protests across the world and put a global spotlight on racial injustices and inequalities. Coastal Horizons made the critical decision to issue a public statement condemning racial injustices and inequalities and made a firm commitment to intentionally address these issues within our organization. Our statement reads: “Coastal Horizons wants to express its deep sadness and concern for what continues to be disregard for and lack of protection of the rights and lives of Black and Brown citizens. The senseless death of George Floyd and too many others reflect the deeply ingrained racial prejudice and injustice that still exists. We owe it to those we serve, our community and staff to be very clear in condemning these acts of violence. They represent a disregard for basic human rights that has no place in our country. We want to clearly affirm that denying the processes and protections that justice demands to any is a threat to all. The tragic results from such a system are many-such as ill-health, increased trauma and stress, and increases in mental health and substance use disorders-potentially making already existing health disparities even worse. Simply put, we believe we must do better as a society, and we must confront what prevents us from doing so. Coastal Horizons cannot fulfill its mission to promote healthier lives, stronger families and safer communities unless we stand shoulder-to-shoulder with our brothers and sisters in the shared quest for real and meaningful positive community change. We will be grounded in an authentic and abiding commitment to diversity, equity and inclusion and guided by our shared values of respect, services, and peaceful protest.”

While this year has been more challenging than any other in the 50 year history of Coastal Horizons, we have persevered, addressed the needs of our patients and clients, and met and exceeded our goals and strategic initiatives. A key indicator in the success of an organization is in its governing body. I am very grateful for the leadership of our Board Chair, Andy Jones and our Board of Trustees for governing and stewarding this incredible organization. Your time and commitment to Coastal Horizons is immeasurable and my gratitude for each of you is boundless. It is abundantly clear our board, staff, funders, donors, and friends feel a deep sense of pride in and commitment to Coastal Horizons; and as such; I am enormously thankful.

And as I always conclude, I am incredibly proud of our amazing staff. This year has truly illuminated how exceptional and extraordinary they are. They demonstrate with great strength and fervor that they are equipped to quickly move into action when change is needed. It is evident that the qualified individuals employed at Coastal Horizons are so much more than how they respond to the perils of this pandemic. Their compassion and commitment to being present every day to those we serve, whether in person or not, in crisis or not, is proof why we can all feel confident and thankful Coastal Horizons is here to help those in need. I am truly honored to work with this amazing staff and board.

Margaret Weller-Stargell
President and CEO
Prevention & Outdoor Adventure
- Mobilizing communities to prevent, reduce, or delay use of alcohol, tobacco, and other drugs
- Utilizing Best Practice Prevention Strategies and Programs proven effective
- Challenge Course

Outpatient & Community-based Treatment
- Substance Use and Mental Health Services
  - Individual, Group, & Family Counseling
  - Intensive Outpatient Program (IOP)
  - Comprehensive Outpatient Treatment (COP)
  - Jail Diversion Program
  - DWI Assessments & full array of DWI Services
- Clinica Latina
- Psychiatric Evaluation & Care
- HARRTS Program — integrated model with recovery homes
- HUD Horizons Housing Program
- Adult Treatment for Opioid Dependence
- Medication Assisted Treatment
- Licensed Opioid Treatment Program (New Hanover)
- Office Based Opioid Treatment
- Quick Response Team (QRT)
- Research & Internship Partnerships

Child and Adolescent Services
- Program for Adjudicated Youth & their Families
- Intensive In-Home services (in 7 counties)
- Intensive Family Preservation Services (in 27 counties)
- Day Treatment (in 6 counties)
- CHILD FIRST
- Incredible Years — Parenting program
- Adolescent specific treatment
- Child Mental Health Therapy Services

Health & Integrated Care
- HIV Early Intervention & Community Outreach
  - Education, Medical Diagnostic Testing & Referrals
  - HIV & Early Intervention Support Group
  - Safe Syringe Exchange (SSE)
- Peer Support & Medical Care Management
- Hospital Care Integration – partnership with NHRMC
- Integrated Primary Care Clinics
  - Horizons Health for Adults
  - WHAT: Wilmington Health Access for Teens
  - School-Based Health Centers
- Telehealth

Substance Use, Mental Health & Integrated Care Services
- Prevention & Outdoor Adventure
- Challenge Course

Crisis Intervention Services
- Open House Youth Shelter
- Open House Transitional Living Program
- Rape Crisis Center

Justice Services
- TASC (Treatment Accountability for Safer Communities)
- DES (Drug Education School)
- OCP (Our Children’s Place)
- RRS (Recidivism Reduction Services)
- RESET (Re-Entry Systems for Effective Treatment)

TASC Statewide Training Institute
- Training & Curriculum Development
- Creative & Technical Development
- Credentialing Department
- DWI Training & Consultation Services

COASTAL HORIZONS CENTER
PROGRAM OPERATIONS AND SERVICE AREA

Board of Trustees
President & CEO
Administration

Substance Use, Mental Health & Integrated Care Services
Crisis Intervention Services
Community Based Family Services
TASC
NC TASC Training Institute

Crisis Intervention Services
Community Based Family Services
TASC
NC TASC Training Institute

Community Based Family Services
TASC
NC TASC Training Institute

NC TASC Training Institute
The Substance Use, Mental Health & Care Integration Services of Coastal Horizons provide a continuum of prevention, outpatient treatment, and health-related services to individuals in the eastern region of North Carolina – with primary emphasis being in New Hanover, Pender, & Brunswick counties.

**Outpatient Treatment**
- Adult Outpatient Treatment Services
  - Individual, Group, & Family Counseling for those with Substance Use and/or Mental Health Disorders
  - With Auxiliary Medical & Psychiatric Services
  - Co-located behavioral health services at primary care facilities
  - Intensive Outpatient Program (SAIOP) – structured group, individual and family addiction treatment activities (New Hanover, Brunswick & Pender)
  - Comprehensive Outpatient Treatment (SACOT) – a higher level structured addiction treatment intervention model (New Hanover, Brunswick & Pender)
  - DWI Assessments & a full array of DWI Services
  - Clinica Latina – Specialized Outpatient Services in Spanish
  - Medication Assisted Treatment for Opioid Use Disorders
  - Opioid Treatment Program (New Hanover – Methadone & Buprenorphine)
  - Office Based Buprenorphine (New Hanover, Pender and Brunswick)
  - Adult Residential and Community Services
  - Horizons Adult Regional Residential Treatment Services (HARRTS) - Integrated model of providing intensive treatment in collaboration with a network of recovery homes

**Horizons Health & Integrated Care Services**
- Primary Care Clinics – “WHAT” (Wilmington Health Access for Teens) & “Horizons Health”
- "Medical Home" services – team-based approach, with health coaching
- Services ranging from physical exams to treatment of acute and chronic illnesses, health education, and linkage to specialty care
- School-Based Health Centers at several area high schools
- HIV and Hepatitis Outreach, Testing, and Education
- Continuum of Care – Peer Support, Care Management & SAMHSA High Risk Treatment Initiatives
- HIV & Early Intervention Support Group

**Prevention & Outdoor Adventure**
- Mobilizing communities to prevent, reduce, or delay use of alcohol, tobacco, and other drugs
- Utilizing Best Practice Strategies and Programs proven effective in delivering quality outcomes

**NEW INITIATIVES for 2020-2021**

**Pender County**
- Day Treatment Program to be held at Cape Fear Middle School

**Bladen County**
- Child, Adolescent, and Family Services
  - Adolescent programming included Aggression Replacement Training (ART), a 12-week program that teaches anger management, empathy building and social skills to students in a group setting during school hours. This program was offered in all Bladen County Middle schools this year and served 26 students funded by a Juvenile Crime Prevention Council (JCPC) Grant.
  - School-based outpatient services were offered to Bladen County schools that was funded by the Community Partners Grant Program through North Carolina Department of Public Instruction. The goals are to increase school safety by providing evidence-based and evidence-informed crisis services and training to help students develop healthy responses to trauma and stress. This program served over 45 students during the school year.

**Our three largest Outpatient Treatment facilities are in the following locations:**

**New Hanover County**
- 615 Shipyard Blvd • Wilmington, NC 28412
  - (910) 343-0145
  - [Horizons Adult Regional Residential Treatment Services](#)

**Pender County**
- 309 Progress Dr • Burgaw, NC 28425
  - (910) 259-0668
  - [Horizons Adult Regional Residential Treatment Services](#)

**Brunswick County**
- 120 Coastal Horizons Dr • Shallotte, NC 28470
  - (910) 754-4515
  - [Horizons Adult Regional Residential Treatment Services](#)
PPW Services & Accomplishments:
- 4 of our enrolled mothers achieved reunification with their young children and families after children had been placed out of their care.
- Treatment is provided through evidenced based practices, including: Seeking Safety, Beyond Trauma, Nurturing Families, A Women’s Way through the Twelve Steps, and A Healing Journey.
- As a pilot program, we monitor outcomes on an ongoing basis and administer standardized assessments at baseline, 6 months, discharge, and post discharge.
- We developed partnerships with Columbus and Brunswick County Court Systems and have staff representation at the Brunswick County Treatment Court.

We have enhanced existing community relationships and developed new partnerships with Columbus County Department of Social Services, Columbus County Health Department, Columbus County Law Enforcement Agencies, mental and behavioral health providers, and multiple OB/GYN providers in the area.

We offered monthly Advisory Committee Meetings with a diverse group of community participants. Through this council, we have not only solicited community feedback to enhance our practices, but we have also offered guest speakers and trainings to disseminate best practices in topics such as Substance Use Treatment for Pregnant and Postpartum Women, Resilience Skills, and the Addiction Disease Model.

Our staff are participating in an ongoing Learning Collaborative in partnership with the DHHS PPW Pilot Project Program Director, Denise McRae, MSW, LPCN, and DHHS Consultant and UNC Faculty, Melissa Godwin, LCSW, to enhance practice and program outcomes.

During the ongoing COVID-19 state of emergency requiring social distancing, the team has adapted to serving client and family needs through telehealth and socially distanced services. Although we miss seeing our clients face to face, we have found telehealth services has reduced barriers to accessing services while promoting the health needs of our vulnerable population.

PPW Client Success Narratives

“In January of 2020 we received a referral for a new client. This client arrived at her appointment appearing depressed and overwhelmed. We learned how much of a burden this client was carrying. Our team “wrapped” her up and assured her that we were here to help her. She was in need of housing, employment, had a strong desire to obtain her GED and become a nurse. Not too long after, her dreams became reality, she recognized her potential. She is now living independently with her children and is enrolled in school to obtain her GED. She continues to strive, moving forward one step at a time.”

“One young woman, survivor, and mother who is a participant with our Brunswick County Treatment Court Program in conjunction with our PPW program now has over 5 months without use of any substance. She has completed her GED and plans to continue her education at BCC this year. She has reunified with her family and is determined to continue her forward momentum to achieve all of her many goals. It is with great pride in her success story that she utilizes it to build up and quietly mentor others just beginning their journey. She one day hopes to become a NC Certified Peer Support Specialist and everyone at PPW is encouraged by her passion for her life and others. She exemplifies the bravery, courage, and strength that it takes to begin again, knowing she can accomplish anything she sets forth for herself.”
SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES
OUTPATIENT TREATMENT

What Have Outpatient Treatment Services Accomplished In The Past Year?

We provided comprehensive, affordable outpatient & community-based treatment for adults, children and youth – including the integration of primary care for adults and youth!

New Hanover County

New Hanover Services & Accomplishments:

- New Hanover County transitioned into the new fiscal year with over 1,800 active patients who receive treatment for mental health and/or substance use disorders. We are admitting, on average, approximately 150 new outpatient patients per month.
- Our Opioid Treatment Program increased our census to 520 patients during this fiscal year. We continue to build our buprenorphine/naloxone (Suboxone) medication assisted treatment option within the Opioid Treatment Program. We continued to admit most patients to the program within 24-48 hours of walking in the door.
- Our Opioid Overdose Quick Response Team served over 170 individuals, providing over 3,000 contacts, and engaging 87% of overdose survivors in treatment and harm reduction services. The City of Wilmington awarded an extension of our contract – allowing us to continue to utilize special State funding to reach opioid overdose survivors and those close to them.
- We provided treatment for 70 patients by contract with Federal Probation and Parole.
- We continued to provide DWI services and had staff representation on both the New Hanover County Drug Court and DWI Treatment Court teams.

- Outpatient Treatment staff participated in various initiatives at the local hospital, participating as members of multidisciplinary teams to address the opioid epidemic, opioid overdoses, neonatal abstinence syndrome, and endocarditis.
- In response to the opioid overdose crisis in our community, Outpatient Treatment has increased distribution of Naloxone kits – intramuscular, intranasal sprays, and auto-injectors – to clients, family members, and trained overdose responders in the area.
- Successfully building on community partnerships with primary healthcare organizations, we continued relationships with both the hospital (NHRMC) HIV Outpatient Clinic to provide co-located behavioral health counseling services to medical patients.
- We continued the Hospital Care Integration Program, which locates a therapist and peer support specialist in the Emergency Department at NHRMC – to work collaboratively to quickly link and engage some of the most challenging patients into an array of outpatient behavioral health and medical services at CHC.
- Through our Child and Adolescent services, we continued to provide evidence-based treatment interventions. Staff utilize the Seven Challenges Model of therapy for treatment of adolescents with substance use disorders, and Parent-Child Interaction Therapy for treatment of young children with emotional and behavioral needs. Staff trained in Trauma-Focused Cognitive Behavioral Therapy continued use of this evidence-based model in treatment services.

Outcomes

Outcome surveys show that, after 12 months of treatment at Coastal Horizons Center in New Hanover...

- For people with primary substance use disorders:
  - Heroin use decreased from 49.7% in the 30 days prior to admission to 9.6% after 12 months of treatment.
  - I illicit opioid/opiate use decreased from 13.8% prior to admission to 4.2% after 12 months.
  - Use of any substance at all decreased from 98% at admission to 52% after 12 months.
  - Unemployment dropped from 61% at admission to 25.9% after 12 months of treatment.
  - At the end of one year of treatment, 97% of patients reported that the program was helpful in improving their quality of life. 97% of patients reported that the program helped to decrease their symptoms. The great majority – 97% – reported that treatment at CHC increased their hope for...
OUTPATIENT TREATMENT (continued from last page)

the future and increased their control over their own lives. Over one third said that the program was helpful in improving their education status, employment status, or both.
- Homelessness decreased by 64%.
- For people with primary mental health disorders:
  - Severity of symptoms decreased – those who rated their symptoms at least “severe” dropped from 32% at admission to 3% after 12 months.
  - Suicide attempts decreased from 50% to 0% after 12 months of treatment.
  - Arrest rates decreased from 5% to 0% after 12 months of treatment.
  - Employment rates nearly doubled from 26.5% to 50%.
  - Incarceration rates decreased from 7.7% to 2.6%.
  - Emergency room visits decreased from 60% to 10% after 12 months of treatment.

Intensive Outpatient Program (SAIOP)
SAIOP is offered in our 3 office locations, in New Hanover, Pender, and Brunswick County. We have been able to serve up to 190 patients at any given time, across our offices. SAIOP is offered every Monday, Wednesday and Friday without exception (holidays included), for at least 12 weeks – and at times on other days as well. SAIOP consists of group therapy, individual therapy, family therapy and case management to link clients with community resources.

New Hanover offers 13 separate sections of SAIOP and recently added a Tuesday, Thursday, Saturday SAIOP group. New Hanover offers 4 different time frames for SAIOP: 6am, 9am, 4pm, and 6pm. Our Pender location offers two sections of SAIOP, one in the morning and one in the evening and our Brunswick location offers three sections of SAIOP: morning, afternoon, and evening. Our SAIOP program has been able to provide wrap-around services, to include transportation incentives, peer support assistance, and coordination with community resources.

Outcomes:
- This past fiscal year, we have served a total of 1,036 SAIOP clients across our 3 sites – 772 in New Hanover, 104 in Pender, and 160 in Brunswick.
- SAIOP outcomes show an overall decrease in substance use during SAIOP. At the end of SAIOP, 80% of patients reported that they had been abstinent from alcohol and drug use in the last 30 days.
- In order to enhance SAIOP & SACOT programming, Coastal Horizons Center partnered with Dr. Sally Mackain from UNCW to facilitate a 6 month Acceptance and Commitment Therapy collaborative. All SAIOP & SACOT staff across our 3 sites participated in this collaborative in order to strengthen their clinical skills.

Substance Abuse Comprehensive Outpatient Treatment (SACOT)
SACOT is offered at two of our locations – Brunswick and Pender Counties. SACOT is a “step up” from SAIOP level of care service to prevent hospitalization. SACOT consists of group therapy, individual therapy, family therapy and case management to link clients with community resources. SACOT is offered 5 days a week, for 4 hours each day. SACOT in our Brunswick office has served 28 patients over the past fiscal year and SACOT in our Pender office has served 11 patients since November 2019. SACOT outcomes show an overall decrease in substance use during SACOT, and 75% of patients who completed SACOT have remained abstinent from substance use.

HUD Horizons Housing (HHH)
We continue to maintain 5 apartments as part of our HUD Horizons Housing (HHH) Program. We have reduced barriers and expanded access – to provide permanent supportive housing to individuals and families with any behavioral health disorder who are struggling with chronic homelessness.

Clinica Latina
We completed our 11th successful year of “Clinica Latina” services – providing treatment services in Spanish and in a culturally comfortable setting for Latinos and their families. Some of the highlights of these services include:
- Serving 480 new Spanish-speaking patients in this past year, bringing our grand total of patients served since our opening in May, 2009 to 2,682 Spanish-speaking patients.
- We documented 4,500 office visits this fiscal year resulting in an 81% improvement in symptoms of depression (PHQ-9) and 76% improvement in symptoms of anxiety (GAD-7) reported by patients who completed pre and post screening measures.
- Collaborating with New Hanover Regional Medical Center (hospital), Rape Crisis, law enforcement, and lawyers to provide services to victims of sexual trauma and human trafficking.
- Collaborating with Department of Social Services in Brunswick, New Hanover, and Pender counties, with County Schools, Smart Start, preschool programs, local pediatricians,
HARRTS services include:
- HARRTS homes for substance use disorders as well as co-occurring treatment after either acute hospitalizations or inpatient innovative treatment approach to engage clients.
- The HARRTS program was developed as an evidence based therapeutic approaches, Clinica Latina has been instrumental in preventing at least 15 hospitalizations for children and adolescents referred by their schools during a crisis; serving 298 children and adolescents often preventing out of home placements due to mental health and behavioral problems.

Accomplishments:
- Agreements with 4 Recovery House Partners for 6 recovery houses in the community to provide residential beds - Hope House of Wilmington - Men’s House & MAT, LINC - Coed Re-entry facility, Launch Pad Men’s and Women’s House, and Wilmington Recovery-Men and Women’s Houses.
- We have continued to work closely with agencies throughout the Eastern Region for referrals; New Hanover Regional Medical Center/ Behavioral Health & Emergency Department; Wilmington Treatment Center; Walter B Jones ADATC; RHA/ Harbor Facility Based Crisis, PORT Human Services Facility Based Crisis; Dix Crisis Intervention Services, local outpatient providers; Department of Corrections; and other referral agencies across the Eastern Region of the state.
- With some changes to our Partner Network, we have been able to increase the number of Recovery House beds for clients on MAT/ Medication Assisted Therapy.

During the fiscal year July 2019 to June 2020, we received 397 referrals from numerous sources this year with a total of 122 admissions. During the last quarter of this fiscal year, we have tracked completion percentages as well as overall length of stay in the program. Our overall completion rate stands at 45% for the entire fiscal year. For that population, the average length of stay was 123 days. We provided over 16,000 hours of services across the year including SAIOP, intake, case management, counseling, psychiatric services, and residential services. We continue to track graduates from the program through recovery houses, ongoing treatment services, and direct contact with graduates.

Pender County
Pender County services have been operated by Coastal Horizons since 2006!

Pender Services & Accomplishments:
- Pender County transitioned into the new fiscal year with 1,233 active patients who receive treatment for mental health and/or substance use disorders. We continue to provide individual, group, family and couples counseling, and psychiatric medication management, for all ages, and specialized support groups.
- Coastal Horizons has maintained an active partnership with Pender County Schools to offer school-based outpatient counseling across the county and we have expanded to providing this service in all Pender County Schools this year. On average our clinicians serve 400 students each month.
- Coastal Horizons has continued our partnership with Pender Alliance for Teen Health (PATH) as their behavioral health provider in a joint initiative to offer integrated behavioral and medical health care to students in clinics located at their schools. This year we partnered with PATH to provide teletherapy prior to COVID and
this positioned us well when the pandemic occurred. We continue to work closely with PATH leadership, the Pender County Health Department and Pender County School Administration, to provide the most efficient and clinically effective integrated care.

Our Substance Abuse Intensive Outpatient Treatment Program (SAIOP) program emphasizes a ‘wraparound service’ approach through a person-centered care model and careful coordination with key community stakeholders. Peer Support Services provide increased access and supports people may need in the community. During this past fiscal year, the Pender SAIOP program has served over 100 patients with a consistently increasing overall SAIOP group census.

Our newest program Substance Abuse Comprehensive Outpatient Treatment (SACOT) served 11 clients since October.

In response to the opioid crisis in Pender and surrounding Counties, the Pender office has continued to provide an Office Based Opioid Treatment (OBOT) program prescribing Buprenorphine as an additional treatment option for individuals struggling with opioid addiction. During the past fiscal year, we provided this support to over 90 people.

Pender has doubled the amount of psychiatric provider time to increase our timely admission for all new patients within seven days.

The Juvenile Crime Prevention Council (JCPC) has continued to fund the program, “Solving Conflicts,” utilizing the evidence-based Aggression Replacement Training (ART) model, allowing diversion through a treatment for youth in the juvenile justice system. Through collaboration with the Communities in Schools after school program, we were able to continue to provide this service, even with the challenges after Hurricane Florence, in the schools during this past school year. We served 13 youth through this program.

Pender County is eager to begin the Day Treatment program that was awarded earlier in the year. It will be embedded in schools serving Pender County youth.

**Brunswick County**

**Brunswick Services & Accomplishments:**

It has been a banner year in the Brunswick Office! So much has been accomplished despite the many difficulties encountered this year.

In May, the Brunswick County Office celebrated its 10th Anniversary at its current location – 120 Coastal Horizons Drive, Shallotte, NC.

The Brunswick School Services grew significantly by adding Columbus County Schools into their School Services contract, and being awarded the Bolivia Day Treatment Program (which began in August of 2020)!

Brunswick Outpatient, Providers, SAIOP, and SACOT transitioned from office services to 100% virtual services, then back to a hybrid of office and virtual services over a period of months. Yet, they were still able to meet the needs of their clients without missing a beat!

Brunswick County completed last year with 1,706 active patients who receive treatment for mental health and/or substance use disorders.

**Adult Services:**

- Office Based Buprenorphine (OBOT)
  - Treatment for opioid dependent patients maintained an average caseload of **80-100 patients** in Brunswick County.
  - Staff participated in the Brunswick County Drug Court, Mental Health Court and Alcohol Intervention Court staff meetings, and has been actively involved in providing treatment services for them. Coastal Horizons staff are also involved in case management services in these courts through a SAMSHA grant which began in December 2015. These staff also provide case management for two other courts.
  - The Brunswick Office continues to provide access for the onsite Needle Exchange Program, HIV and HCV (Hepatitis C) rapid testing and treatment referrals, and educational programs despite this year’s challenges.
  - With help from a grant that was written by our COC team, the Brunswick Office added a second Peer Support Specialist (PSS). Both our Peer Support Specialists increased patient engagement in services and reached individuals in the county jails and at the New Hope Clinic. They assisted with needle exchange services and other services as needed.
  - We continue to implement contracts with Brunswick County DSS, Federal Probation, and Brunswick DHHS.

**Child, Adolescent, and Family Services:**

- Adolescent programming included Aggression Replacement Training (ART), a 10-week program, was offered in 6 Brunswick County Middle schools this year and 4 Bladen County Middle schools and served 48 students in Brunswick and 61 students in Bladen Counties funded by JCPC.
- Child and adolescent individual and family therapy was offered to 379 Brunswick and Columbus County children.
We continue as the sole provider for In-School Therapy in all 19 Brunswick county schools and 7 schools in Columbus County. Over 2,000 hours of individual therapy and 200 hours of group sessions were provided through the Brunswick and Columbus School’s In-School Therapy programs, which served 143 school children.

**The Incredible Years**

The Incredible Years is a grant funded parent education program that focuses on building and strengthening relationships between caregivers and children through the use of positive parenting strategies. The Incredible Years is funded by the Children’s Trust Fund of North Carolina. We partner with Prevent Child Abuse North Carolina to help provide safe environments and families for children in our community. The Incredible Years program is an evidenced based model with 30 years of research showing its efficacy.

The use of skills learned in The Incredible Years helps decrease challenging behaviors at home, school, and in the community. The program facilitates social connections and support between participants in the program. Additionally, to remove barriers to attendance and participation, transportation assistance, free childcare, and dinner for the family is provided weekly. There is also a monetary incentive for caregivers who complete the 16-week program successfully. Coastal Horizons Incredible Years operates in Pender and New Hanover Counties and has been operating since 2016.

This fiscal year, 33 caregivers and 60 children successfully completed The Incredible Years program.

Upon completion of the program, approximately 100% of participants reported an increase in the use of positive parenting skills. Approximately 75% of participants reported a decrease in the use of inconsistent discipline, approximately 90% of participants reported a decrease in harsh discipline, approximately 85% of participants report an increase in appropriate discipline, approximately 75% reported an increase in the use of clear expectations in the home, and approximately 95% of participants reported a decrease in challenging behaviors exhibited by their children, while approximately 90% of participants reported a decrease in how problematic they viewed their children’s challenging behaviors.

**Intensive In-Home (IIH) Services**

Intensive In-Home of Coastal Horizons offers behavioral health treatment to stabilize youth who are at risk of out-of-home placement. Utilizing a team approach, we offer intensive, comprehensive, and integrated treatment in the home and community through individual and family therapy, case management, and crisis response.

Coastal Horizons Intensive In-Home services continues to be the largest provider of IIH in the area as we currently offer 28 teams that serve New Hanover, Brunswick, Pender, Onslow, Duplin, Columbus, and Bladen counties. The program has continued its great success and growth with continued support of the supervisory team. The team now consists of an Assistant Director and 4 Coordinators to provide clinical and administrative support to the growing program.

This program served over 766 of the community’s most vulnerable families this year. The program has maintained a 92% success rate of keeping youth in the home. At referral all youth were considered at-risk of displacement based on their severe mental health and/or substance use needs.

**IIH Discharge Summary 2019-2020**

- Discharges to Community/Outpatient: 92%
- Discharges to PRTF/TFC/Level III: 8%
OUTPATIENT TREATMENT

■ We offer a system of care approach by coordinating treatment efforts with Social Services, Juvenile Justice, residential placements, acute hospitals, schools, primary care physicians, and other community partners.

■ We have also grown in our coordination with hospitals and IDD providers to grasp a better understanding of the medically fragile and IDD (individuals with Developmental Disabilities) population and their specific needs.

■ Coastal Horizons offers services utilizing nationally and state rostered Trauma-Focused CBT (Cognitive Behavioral Therapy) clinicians and utilizes the Seven Challenges model to adolescents with substance use diagnoses.

■ Coastal Horizons offers IIH in Spanish in all counties that are currently served and has the ability with interpreting services to provide services when there are other language barriers to treatment.

Intensive Family Preservation Services (IFPS)
We completed our 7th successful year of Intensive Family Preservation Services—providing services that include: crisis management, intensive case management, individual and/or family therapy, skills training, behavioral supports and other rehabilitative supports. These services are provided in the home with the family as well as within the community, to prevent the need for out-of-home placements, prevent further abuse and neglect, and enhance social development.

■ This past year, Intensive Family Preservation Services (IFPS) served 3 regions and 276 families.

■ In Region 7, 85 families were served in a 9 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 88.8% at 12-month follow-up – outpacing contractual benchmarks as well as national standards.

■ In Region 9, 109 families were served in an 8 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 91.8% at 12-month follow-up – outpacing contractual benchmarks as well as national standards.

■ In Region 11, 82 families were served in a 10 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 92.4% at 12-month follow-up - outpacing contractual benchmarks as well as national standards. In all regions, the teams served the mandated number of families.

■ Coastal Horizons served 27 counties with IFPS across North Carolina. IFPS coverage includes serving all of Regions 7, 9, and 11: Anson, Beaufort, Bladen, Brunswick, Carteret, Craven, Columbus, Cumberland, Duplin, Greene, Harnett, Hoke, Hyde, Jones, Lee, Lenoir, Montgomery, Moore, New Hanover, Onslow, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, and Scotland Counties.

■ Coastal Horizons now has three IFPS staff members that have become worldwide trainers for the NCFAS Assessment Tool that is used in services delivery with IFPS services. Coastal Horizons has had a total of 16 IFPS staff members trained in Level 3 Primary Care “Triple P” that are providing these parenting services for IFPS cases.

SOR: Intensive Family Preservation Services
Coastal Horizons in conjunction with DHHS and Trillium Health Resources, has started a pilot program SOR-Intensive Family Preservation Services. Services are provided in both Pender and Onslow County. The SOR program is designated for families who are involved in case management with DSS CPS and have parents/guardians who either need to initiate Opiate Use Treatment or could benefit from additional support while in recovery. SOR assists families with starting and maintaining their treatment while also providing services that include: crisis management, intensive case management, individual and/or family therapy, skills training, behavioral supports, and other rehabilitative supports. These services are provided in the home with the family as well as within the community, to prevent the need for out-of-home placements, prevent further abuse and neglect, enhance social development, and maintain Opioid Treatment.

Alternatives to Commitment: Intensive Family Preservation Services
Coastal Horizons provides Intensive Family Preservation Services through additional funding from the Division of Juvenile Justice. Services are provided in both Pender and New Hanover County. The Alternatives to Commitment program is designated for Juveniles returning from Youth Development Centers or other Mental Health facilities with a level II youth at-risk identification. The IFPS specialist provides support for the youth as well as his or her family to assure a safe and productive return. These youth are referred by court counselors. This grant was one of ten competitive grants awarded in the state to provide evidence-based services for the highest offending youth in a community. In 2019-2020 a total of 8 youth and their families were served.

■ Coastal Horizons worked with all youth returning from Youth Development Centers, and initial data supports a significant decrease in both re-offending and the level of severity of future offenses.

■ Typical success not only involves reduction in re-offending but also improvement in employment status, educational advancement, increased involvement in the community and improved family cohesiveness.

Child First
Child First is a nationally recognized, evidenced-based, infant and young child mental health treatment and prevention program that uses a stress and trauma focused approach to support the highest risk families. Child First decreases stress within the home, increases child and family stability, facilitates the child and family’s connection to growth-promoting services and community resources, and supports the development of healthy, nurturing, protective
relationships between children and their caregivers. Services are conducted in the home setting with the child, parents, and/or other primary caregivers. Any child from birth to five-and-a-half years, who has challenges related to their emotional, social, and/or physical development, may be referred to the Child First program. Children are also eligible for services if they have been exposed to a traumatic event(s), caregivers with mental illness, substance use, domestic violence, chronic poverty, incarceration, separation from primary caregivers, or other risk factors that would create chronic, toxic stress for the child and/or family.

The Child First program at Coastal Horizons continues to support vulnerable young children and their families across New Hanover, Brunswick, Columbus, and Pender counties. The program currently has served 293 families in Fiscal Year 2019-2020. Of the total number of children with baseline problems in communication, social skills, and behaviors, 78% showed an all-time improvement in communication skills, 69% showed an all-time improvement with social functioning.

In the last year, 81% of caregivers experiencing Post Traumatic Stress symptoms at baseline displayed a reduction in PTSD symptoms and improvement in functioning by discharge. 71% of primary caregivers showed a reduction in parent stress as evidenced by the Parent Stress Index-4.

Over 97% of children served in the last fiscal year remained in a family setting during their episode of care.

Program staff continue to participate in learning Collaboratives in Child Parent Psychotherapy. This year, our 2nd Cohort of clinicians joined their peers as nationally recognized Child Parent Psychotherapy providers. In addition, our 3rd and 4th Cohorts are ongoing. Our 4th Cohort is training through the North Carolina Child Treatment Program (NC CTP). We are excited to further our relationship with this North Carolina trainer, who has also partnered with Coastal Horizons Center in Learning Collaboratives for Trauma Focused Cognitive Behavior Therapy (TFCBT) and Problematic Sexual Behavior treatment (PSB).

The program continues to train Family Resource Partners in the Abecedarian Approach, to support child development and improved communication skills through language enriched caregiving and conversational reading.

The program continues to contribute to the research base in the area of Infant and Young Child Mental Health through a Randomized Controlled Trial designed to assess the effectiveness of the Child First model.

During the ongoing COVID-19 state of emergency requiring social distancing, the team has adapted to serving client and family needs through telehealth and socially distanced services. Although we miss seeing our clients face to face, we have found telehealth services have reduced barriers to accessing services while promoting the health needs of our vulnerable population.

#### Day Treatment

The Day Treatment Program acts as part of a multidisciplinary team in conjunction with the public-school system to serve students whose mental health or substance use symptoms are leading to serious disruption or withdrawal and preventing them from participating in the educational environment. Students who have had prior interventions by both the school and mental health providers that have not ameliorated symptoms can be referred to Day Treatment.

Lake Forest Academy is run and maintained by New Hanover County Schools. Instruction is provided by licensed New Hanover County school teachers. The program currently has one classroom for each grade starting in Kindergarten going through 8th grade. Class sizes are small and typically average 8 students.

Elizabethtown Primary School and Elizabethtown Middle School Day Treatments are run and maintained by Bladen County Schools. Instruction is provided at the home schools of the student by licensed Bladen County school teachers. The program currently sends mental health professionals into the students regularly attended classes in order to not disrupt the students learning to address mental health behaviors and symptoms.

ASPIRE Day Treatment is run and maintained by Craven County Schools. Instruction is provided by licensed Craven County school teachers, along with Behavioral Technicians. The program currently has 4 classrooms with a capacity of 8 students per classroom, attended by students Kindergarten through 8th grade.
Accomplishments & Outcomes:
This year, Coastal Horizons Day Treatment programs served a total of 130 students, with a typical length of stay in the program for 6-12 months. Lake Forest Academy served 71 students, 27 students were served at Elizabethtown Middle School, 16 were served at ASPIRE during the 2019-2020 fiscal year. The over-arching goal for all students is to learn skills and strategies to manage mental health symptoms so they will be able to succeed back in their community school and classrooms. When school is in session, Day Treatment provides immediate mental health and behavioral support in the classroom to reduce the impact of mental health symptoms on school performance and learning. Staffing is comprised of licensed therapists and direct service staff who are designated as Qualified Mental Health Professionals. School and day treatment staff work closely together to support students.

Day Treatment services are offered 52 weeks a year and when school is not in session, Day Treatment staff continue to provide therapeutic programming. Staff implement Zones of Regulation, an evidenced based cognitive behavioral approach designed to help students become more aware of and independent in controlling their emotions and impulses, manage their sensory needs, and improve their ability to problem solve conflicts. Staff have also completed training in Cognitive Behavioral Interventions for Trauma in Schools and receive additional trainings to be more trauma informed. Despite serving children with significant mental and behavioral health issues, while working within our Day Treatment programs, 82% of students were treated in their home community and did not require emergency psychiatric care such as assessment in the emergency department or placement in an acute psychiatric hospital. Of the young people who have completed treatment during this year, 90% were able to step down to lower level of care and return to a regular school setting.

Telehealth
Coastal Horizons began telehealth services in 2017, offering psychiatric services to children and adolescents in rural, under-served communities through telehealth technology. These services have expanded overtime to adults and children and have resulted in various funding contracts as well as receiving the Breaking Barriers Telehealth Award in 2018 given by the Mid-Atlantic Telehealth Resource Center. In 2020, in response to the Covid-19 pandemic, Coastal Horizons has maneuvered to offering nearly each of our services through a virtual platform across 27 counties for our Treatment Department. Nearly 5,000 clients have been served in this capacity by the 400+ treatment department staff in the last quarter of this fiscal year. This service method is now a cornerstone to our delivery array to balance access to mental and behavioral healthcare for those experiencing concerns or barriers to face-to-face services. Our visionary embrace of telehealth technology allowed for a seamless continuity of care for our clients and services in these unprecedented times. Prior to Covid-19, Coastal Horizons was excited to be expanding our geographical reach with our partnership of using teletherapy to youth at the Stonewall Jackson Youth Detention Center in Concord, NC, and this year starting services in the Wake County Juvenile Detention Center. Additionally, this year Coastal Horizons received a second grant from the U.S. Department of Agriculture to expand access to opioid treatment and physical healthcare to Bladen and Columbus County. In partnership with Pender Alliance for Teen Health (PATH), Coastal Horizons employed two full time telehealth therapists for Pender County Schools. Again, these different initiatives served as the established and expanding foundation to quickly pivot to meet the robust needs of our communities unlike any other healthcare provider in our area.

OUTPATIENT TREATMENT

(continued from last page)
Proven Strategies and Innovative Ideas
Prevention Services provides a wide range of age appropriate, culturally relevant, and proven effective programs and strategies. Programs, such as our parenting education services are designed to support families and promote healthy choices while preventing problems associated with alcohol, tobacco, and other drug use. Community Strategies are chosen based on needs identified through surveys, listening sessions and data. Many strategies are designed to have the greatest impact on the largest number of people in a community by providing support to existing systems. Our merchant education program which supports merchants checking identification for tobacco and alcohol purchases reduces underage access. This wide range of services make our community stronger and healthier.

Prevention priorities have shifted from an individual direct service to a public health population level service. Focus areas include strategic planning with community stakeholders, policy education advocacy, community mobilization and targeted media messaging. This affects how numbers served are counted and how outcomes are measured. Research has shown this approach provides greater long-term impact with limited resources and funding.

Outdoor Adventure programs offer an opportunity for participants to experience a dynamic learning environment that reinforces communication, trust, teamwork, and decision-making skills. Best practice models and industry standards are followed for these programs.

Accomplishments:
Outdoor Adventure Best Practices and Programs
378 participants were served through Outdoor Adventure Programs including:
- 45 youth served in Elements Gang Task Force Program through a partnership with the New Hanover County Sheriff’s Department.

Prevention Proven Effective Programs
- 52 families were served with Parent Skill Building Programs such as Strengthening Families or Systematic Training for Effective Parenting (STEP)/Teen.
- 35 middle school students were served in Project Venture, a nationally recognized year-long Prevention Program focusing on skill building and service projects.

Education Outcomes:
Here is a sample of just some of our program outcomes.

Parent Programs
- 94% of parents/caregivers referred to the program successfully completed the program.
- 98% of families had no new complaints or adjudications after admission.
- 100% of families completing the program demonstrated improvements in target skills.
- 100% of families completing the program demonstrated enhanced family functioning.

Youth Programs
- 92% of youth learned new skills to help them work with others.
- 83% of youth learned new leadership skills to use at home, school, and in the community.
- 83% of youth learned how to set personal goals and work toward achieving them.
- 92% of youth gained a better understanding of needs in the community.
Youth Interventions
- 141 youth received substance use assessments at the Juvenile Detention Center.
- 92 youth were referred to treatment and received Brief Challenges or Seven Challenges.

Strategies to Address Risk Factors
Environmental and Policy Change: Compliance with or changes to laws, policies, and practices help communities address the root causes of problems such as teen tobacco use, underage drinking, impaired driving, and misuse or non-medical use of prescription drugs. Prevention staff provide training and technical support to volunteers such as coalition members or teen advocates. A coalition is not a program, it is a community empowered strategy to mobilize people around central issues that can create positive change and reduce risk factors for substance misuse. Coastal Horizons provides fiscal support and technical assistance for coalitions in New Hanover, Brunswick, and Pender Counties.

- Merchant Education on proper age identification checks was provided to 388 Retail Stores to support local merchants and increase age identification checks for the purchase of alcohol and tobacco products. This prevents underage access to age restricted products.
- Coalition efforts with community partners and volunteers included initiatives such as Alcohol Purchase Surveys to observe store compliance with age identification checks prior to purchase of alcohol; Community Event Scans to determine risk factors for underage drinking at festivals and other public events; and Prevention Education initiatives to encourage parents to monitor alcohol access in the homes of families with children. These community empowered initiatives involve mobilizing and training volunteers to create grassroots level solutions that fit.

Medication Lock Box and Medication Disposal
Home Medication Lock Boxes and Medication Disposal Methods prevent unwanted medication misuse and pilferage from persons without permission. Over 603 home medication lock boxes were distributed to people in treatment, recovery, and community partners as well as 25 medication disposal kits distributed to people who may be unable to drop off unused medications at drop boxes or take back events. These strategies reduce the volume of unused medications available for misuse by persons without a prescription.

Community Awareness Campaigns
Public Service Educational Messages were delivered through shopping carts, ballparks, magazines, billboards, radio, and direct home mailers on Locking Medications for Safety, Disposing of Unused Medications Securely, Monitoring Alcohol and Not Providing to Youth, and Parent/Child Communication. Other media messages include social media posts on alcohol and medication safety, access to services and national awareness campaigns. This broad format has a media reach of over 300,000 regional residents.

Special Initiatives
Anger Management Program
Due to increasing demand from courts, attorneys and Department of Social Services, Prevention Services developed a fee-based program to meet this referral need. This 6-hour program meets the requirements set by the referring agencies with focus topics such as; changing negative self-talk into positive self-talk, identifying physical cues of anger, relaxation exercises, resolving conflict appropriately, appropriate communication skills and general wellness. 10 participants have enrolled in the program with a 100% completion rate. Follow up support is available as needed.

Client Visit Summary 2019-2020
Regional Priorities
(New Hanover, Brunswick & Pender)
Root Cause Data collected includes Focus Groups, Surveys, Local/Regional Data and Interviews with Community Leaders

<table>
<thead>
<tr>
<th>Community Risk Factors</th>
<th>Easy Access (At Home) (Retail Sales/Events)</th>
<th>Parental Provision (*Rite of Passage) (**Sharing Meds)</th>
<th>Low Perception of Harm (Disregard for Consequences)</th>
<th>Favorable Social Norms (Conditions Promoting Use)</th>
</tr>
</thead>
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<tr>
<td>Underage Drinking*</td>
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<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Prescription Drug Misuse &amp; Non-Medical Use**</td>
<td>X</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Tobacco</td>
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<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Vaping &amp; Electronic Cigarettes</td>
<td>X</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

Behavioral Health Equity
Special initiative to increase service inclusivity and responsiveness for special needs in the community, including persons identifying as LGBT+.

Statewide & National Leadership
■ NC Substance Abuse Prevention Providers Association (NCSAPPA), Board of Directors, Secretary and Legislative Advocacy Committee
■ NC Substance Use Disorder Federation, Legislative Advocacy Committee
■ Addiction Professionals of NC (APNC) Board of Directors and South East Regional VP
■ Statewide Coalition Steering Committee
■ NC Association for the Treatment of Opioid Dependence (NCATOD) - Chair
■ American Association for the Treatment of Opioid Dependence (AATOD), Board
■ Statewide Integrated Care Steering Committee, Member
■ NC Opioid and Prescription Drug Abuse Advisory Committee (OPDAAC), Member
■ NC Chapter of National Association of Social Workers, Board
■ NC Addictions Specialist Professional Practice Board (NCASPPB)
■ UNCW Public Health Advisory Board

Ruthie Trammel Award
In honor of a treasured staff member, Ruthie Trammel, who passed away in 2014 after a valiant battle against cancer, we now honor a team of staff members annually as Ruthie Trammel Award recipients. They are selected based on their dedication, passion, and hope that they instill in others every day. The 2020 Ruthie Trammel Award recipients were Candace Scirotto, Christy Pelletier, Jason Myers, Kelly Long and Tyler Keith.
HEALTH AND INTEGRATED CARE

Horizons Health
Primary Care Integration Services & Accomplishments
Coastal Horizons was awarded funding via a State grant (PIPBHC) to promote the integration of primary and behavioral health care services. The goal of this multi-year grant is to support achievement of Advanced Medial Home, Tier 3 status for Medicaid recipients. Our Collaborative Care Model enhances the delivery of services by allowing primary and behavioral health care providers, via a team-based approach, to create care plans that incorporate patient goals. The ability to get both physical and mental health care at a familiar location that is comfortable to patients, enriches their experience, promotes engagement, reduces duplication of services, and promotes better health outcomes, is essential.

Additional funding from the NC Office of Rural Health, and from a partnership with New Hanover Regional Medical Center, has expanded our ability to provide health services to the uninsured, resulting in increased patient volume in terms of both visits and wellness encounters. We offer self-pay/sliding fee for service schedules to assist uninsured patients in receiving medical and wellness services at a reduced rate. We have also contracted with Dominion Labs to provide low cost laboratory testing for our patients that would not be able to afford testing otherwise. To eliminate barriers for our uninsured consumers to be eligible to receive Charity Care, we continue have an Enrollment & Eligibility Specialist from Cape Fear HealthNet in the Primary Care Clinic to provide assistance.

Horizons Health – Primary Care Services Include:
- Physical examinations
- Medical and Diagnostic Testing
- PAP Smears
- Preventive Medicine
- Prescription Assistance
- Specialty referrals
- Health Coaching
- Diabetes Education
- Cholesterol Management
- Weight Management
- Nutrition Workshops
- Tobacco Recovery

Accomplishments:
- Open walk in/ same day appointment slots are available Monday-Friday to improve access for our patients.
- Reducing Emergency Department Services. Our data indicates that established patients have a lower rate of emergency department utilization compared to new patients. On average for the past year, approximately 17% of new patients had an ED visit while only approximately 8% of established patients had an ED visit. ED utilization has consistently shown decreases since the inception of the project.
- Continuing our offering of excellent preventative primary care to the uninsured and underserved patients of Coastal Horizons from New Hanover Regional Medical Center, United Way, and The NC Office of Rural Health funding.
- We are improving health outcomes and the consumer experience with our open access, patient centered integrated care model.
- We provided over 2,500 visits to 1,063 unduplicated patients

Wilmington Health Access for Teens (WHAT)
WHAT of Coastal Horizons Center school-based and school-linked health centers provide comprehensive, culturally competent, quality primary care, mental health and preventative services, which are easily accessible, especially to medically underserved and vulnerable youth and young adults ages 6-24, who may have limited access. Care is coordinated internally and externally across providers. Our approach is patient-centered, working in coordination with our patients and their families – taking into consideration their wants, needs and preferences.

WHAT remains the only integrated school-based health care provider in Wilmington, North Carolina exclusively for adolescents and young adults, serving New Hanover County and the surrounding area and continues to build strong, collaborative relationships within the community, the region and statewide.

WHAT continues to strive for excellence in its delivery of services, participating in the School Based Health Alliance Quality Counts - National Quality Initiative - which challenges school-based health centers to voluntarily adopt and report on five core standardized performance measures (annual well-child visits, annual risk assessment, body mass index (BMI) assessment and nutrition and physical activity counseling, depression screening and chlamydia screening). This set of core clinical performance measures align with national child quality best practices and allows us to compare our performance to SBHCs at the state and national level and identify areas for quality improvement.
WHAT Services
WHAT’s integrated, multi-disciplinary team of providers offers a range of primary medical care, mental health, and prevention services – all under one roof – that is patient and family-centered.

Services are designed to meet the unique needs of the adolescent and young adult population, and include:
- Wellness physicals for sports, school, and employment
- Vaccinations and immunizations
- Mental health counseling
- Nutritional counseling
- Treatment for acute conditions
- Laboratory tests
- Alcohol and substance abuse screening and counseling
- Screening and referral for dental and eye exams
- Chronic disease management (e.g., asthma, diabetes)
- Risk-reduction health education, outreach and prevention
- Referrals for non-medical services to ensure optimal well-being
- Insurance eligibility and enrollment for Medicaid and other public health insurance plans

School-based health care is widely considered one of the most cost-effective strategies for delivering integrated health care, including mental health and prevention services, to adolescents – an often hard-to-reach population with many diverse health needs. Services are convenient – located on school campus – affordable and confidential, minimizing many of the barriers to health care access for students, such as scheduling, transportation, and financial barriers. Coastal Horizons has partnered with New Hanover County Schools, Charter Schools, and community partners to expand our services to 17 campuses.

Our School Based Health Centers (SBHCs) offer numerous benefits to students, families, schools, and communities including:
- Providing convenient, age-appropriate, confidential care in a familiar setting to many adolescents, especially males, who may be reluctant to use traditional medical care.
- Improving access to care for students who may not otherwise receive care elsewhere.
- Connecting students and their families to primary care practices/medical homes.
- Improving students’ academic performance and school attendance, and reducing student discipline referrals.
- Encouraging parental/caregiver participation in their children’s health care.
- Serving as a resource for the health care needs of adolescents.
- Minimizing lost classroom time for students and lost work time for parents.
- Improving follow-up compliance with care.
- Providing an opportunity for adolescents to seek out or take advantage of services, whereas they may not otherwise in traditional settings.
- Providing behavioral risk assessments and ongoing preventive strategies, especially through on-site mental health services, in collaboration with school staff.
- Providing schools with a valuable resource and one in Brunswick County (New Hope Medical Center) has 3 providers in Wilmington (Coastal Family Medicine, MedNorth and Cape Fear Clinic) and one in Brunswick County (New Hope

Accomplishments:
- WHAT obtained grant support through the North Carolina Office of Rural Health Community Health Grant Program during FY 19-20 which allowed us to continue to work towards increasing access to care for the underinsured and uninsured.
- With a grant from United Way of the Lower Cape Fear, as part of the Cape Fear Health Net, we were able to continue providing primary care services to high risk, under-funded populations.
- WHAT programs served over 2,400 unduplicated patients during FY 19-20 resulting in the delivery of over 12,000 patient visits. Out of the total unduplicated patients served, 1,227 patients received primary care services resulting in the following:
  - 95% of patients were screened for tobacco use and those reporting use were provided cessation counseling intervention
  - 62% received a brief emotional/behavioral screening (e.g. depression, anxiety, ADHD)
  - 40% received a substance use screening (CRAFFT)
  - 34% received and annual risk screening (Bright Futures)
  - 30% received an annual wellness visit
  - 28% received a BMI (body mass index screening)
  - 19% received nutrition counseling
  - 19% received physical activity counseling
- WHAT provided over 6,300 mental health visits collectively across the five locations and over 3,000 psychiatric medication evaluation/management visits at the Oleander main school linked health center – highlighting the benefits of our integrated services – facilitating convenient access and promoting continuity of care for our patients receiving mental health/psychiatric services.

Continuum of Care (COC) – including HIV & Hepatitis Outreach, Testing, & Education
Now, with our SAMHSA Targeted Capacity Expansion (TCE) grant, we are expanding and enhancing services to increase engagement of those with substance use disorders and co-occurring substance and mental disorders who are at risk for HIV or are HIV positive. Through this grant we have 425 individuals that we have enrolled into care with our peer support specialists and are continuing to monitor them regularly.
- We provided 273 HIV tests (utilizing OraQuick Rapid HIV antibody tests) and 254 Hepatitis C tests (utilizing OraQuick Rapid HCV antibody tests) in the fiscal year. Tests are showing less than 1% positivity for HCV in the population, with 1 person testing positively this year. Staffs have found 18 HIV+ persons since grant inception (1 was identified this fiscal year).
- Staff continues to provide direct support and care management to individuals diagnosed with HIV, as well as to those in other CHC programs who are HIV and HCV positive, linking them to services and providing information.
- We provided 3,217 peer support services to 970 individuals (de-duplicated).
- The Hepatitis Working Group, comprised of community medical service providers interested in services for HCV treatment at the local level convened by CoC in 2016, now has 3 providers in Wilmington (Coastal Family Medicine, MedNorth and Cape Fear Clinic) and one in Brunswick County (New Hope
HEALTH AND INTEGRATED CARE

Clinic) who are now treating uninsured and under-insured HCV positive persons, where none existed before. CoC provides education and support for individuals in treatment, as well as getting them linked to Charity Care as necessary to help cover the costs of treatment.

- Jail Diversion with the New Hanover County Detention Facility continues to provide weekly screening services for identified individuals who have a history of incarceration for behavioral health and substance use issues. Staff interview individuals and set up potential service plans for them upon release. This year 180 individuals have been screened and there have been 99 successful diversions by getting individuals into treatment.

- The first syringe exchange program in Brunswick County at the Shallotte Office continues to provide clean syringes to individuals who request this. Clients needing these services talk with the nurse care manager; receive clean syringes and “works” kits, personal sized sharps containers, resource lists for community services, as well as an opportunity to have HIV and HCV testing and discuss any health or other issues with a team member. Currently 38 individuals have made exchanges, and 435 syringes have been distributed. We are now also providing this service at the New Hanover Primary Care office.

- Continued partnerships with Cape Fear Community College, UNCW, and Brunswick Community College to offer testing and education events on campus for students and staff.

- Quick Response Team (QRT). A new partnership with the Community Paramedics and the City of Wilmington was started the beginning of July 2018. In the second year the team which consists of Peer Support and Licensed Clinicians have met with 197 individuals and 179 of them successfully entered treatment – bringing their 2-year total to 307, with an engagement rate of 86%. The team continues to provide outreach to overdose survivors and at-risk populations and is actively training different members of the community to increase referrals for assistance.

- HIV Early Intervention – The State continued to provide testing supplies for HIV, HCV and Syphilis. HIV Early Intervention services include:
  - Medical Diagnostic Testing and Counseling for HIV in New Hanover, Brunswick and Pender counties (utilizing the OraQuick and Clearview Rapid HIV Antibody Tests)
  - Risk Reduction Counseling and Education
  - Support group for those living with HIV

Accomplishments:

- We have reached 273 individuals in the Tri-County and regional areas with HIV testing – along with pre and post-test counseling.

- Our HIV/STD education has expanded to include New Hanover and Brunswick MRT classes, which are offered through our Recidivism Reduction Services (RSS).

- Our HIV Early Intervention support group, the longest continuously meeting group of its kind in the area, continues to meet weekly. We continue to welcome new members to the group with referrals from local partners and with the help of existing members who reach out to people in their communities also affected by the HIV virus. We continue to assist our group participants with accessing various HIV/AIDS workshops, trainings, community events, etc.

- Duke Partners in Caring continues to provide regional coordination for the distribution of federal funds made via Part B of the Ryan White Act. We work closely with Partners in Caring, bridging the gap between patients, families, communities, resources and educational opportunities for our clients.

- We work closely with the New Hanover HIV Care Clinic to ensure our group members get comprehensive care beyond medical HIV treatment.

- Since January 2017, staffs have performed over 461 rapid HCV tests and 221 rapid syphilis tests.

Staff within the CoC program have written multiple grants this year and are now actively working on a new initiative with HRSA, it is the RCORP-Planning Grant. The grant is a one-year planning grant to expand opioid services to rural counties including: Pender, Brunswick, Columbus, and Bladen. The team began working in June of 2019 to connect consortium members in the four counties. They will complete a needs assessment in the four counties and then they will work on sustainability and workforce plans with community members.

We continue to maintain 5 apartments as part of our HUD Horizons Housing (HHH) Program. We continue to work to reduce barriers and expand access to provide permanent supportive housing to individuals and families with behavioral health and substance use issues who are also chronically homeless.

Kenny House, LCAS, CCS
Vice-President of Clinical Services
Open House Youth Shelter is committed to improving the safety and well being of displaced abused, neglected and vulnerable youth. Children and adolescents ages 6-18 who are in need of a safe place to stay can receive shelter in the 24-hour, 9-bed facility. This program does more than just meet youth’s basic needs for food, clothing, and shelter. Personal growth is encouraged through counseling services, vocational/educational opportunities, life skill building, and recreational activities. All confidential services are provided at no cost to youth and their families.

Shelter referrals are accepted 24 hours a day, 7 days a week from local agencies such as The Departments of Health and Human Services, law enforcement, Juvenile Justice, school personnel, and other youth serving organizations and professionals. Self-referrals and those from parents/legal guardians are also accepted.

Open House Youth Shelter is licensed biennially through the North Carolina Department of Health and Human Services for temporary emergency foster care placements as well as for long-term residential/foster care services. This specialized dual-licensure allows the shelter to adapt services to the unique needs of each youth. All of the free and confidential services offered through Open House Youth Shelter are made possible via the support of the City of Wilmington, New Hanover County, United Way of the Cape Fear Area, the North Carolina Department of Health and Human Services, local foundations (such as the Cape Fear Memorial Foundation and the Landfall Foundation) and charitable donations.

Program Operations FY 19-20:

Direct Services
- 39 youth (31 unduplicated) were provided with 1,214 days of shelter.
- Staff facilitated a total of 739 youth/family interactions.
- Youth participated in 1,073 hours of cultural experiences and recreational activities.
- Youth received 343 hours of health and wellness activities.
- Youth were provided with 469 hours of vocational/educational activities.
- 3,642 nutritious, family-style meals were served to youth staying at the shelter.

Community Outreach and Education
- Staff conducted 9 community outreach events, with 28 youth and 206 adults in attendance in New Hanover County.
- Staff provided 41 instances of community education, training 47 youth and 1,429 adults in New Hanover, Brunswick, Pender and Sampson Counties.
- In total, staff distributed 2,179 community outreach/education materials, including flyers, brochures and handouts.

Program Affiliations FY 19-20:
- Community Child Protection Team (Pender County and New Hanover County)
- New Hanover County Child Abuse Prevention Coalition
- Juvenile Crime Prevention Council (Onslow, Jones, Duplin and Sampson Counties)
- National Runaway Switchboard
- FEMA Emergency Food and Shelter Local Board

Program Achievements FY 19-20:
- 96% of youth stated that they had a positive experience while staying at the shelter.
- 95% of shelter stays resulted in reunification with family or legal guardian upon discharge when that was the plan and/or it was safe to do so.
- 90% of youth made progress on or met their individual goals while staying at the shelter.
- 93% of youth stated that they felt supported by one or more adults during their time at Open House.

“You guys are the best at everything. Thanks for taking care of me.”

– Open House Client
100% of youth long-term youth stated that they learned three or more life skills (such as cleaning, cooking, doing laundry) while staying at the shelter.

100% of long-term youth reduced truancy (school skipping) behaviors.

0 youth were charged with a crime during their shelter stay.

Open House Transitional Living Program
Annual Board Report 19-20

This year open house was chosen to implement the first youth-focused transitional living program in the Cape Fear Region, providing safe, stable housing and supportive services for youth and young adults, ages 16-21, who cannot live safely with a parent, legal guardian, or relative, and who have no other safe, alternative living arrangement. Services provided are provided 24 hours a day, 7 days a week and include: crisis hotline, housing, individualized service planning, clinical counseling, community resource referrals, transportation, and life skills training.

This program is designed to help at-risk youth who are homeless, or at risk of homelessness, transition to self-sufficient living. Staff provide intensive support and services to assist youth in becoming independent, functioning members of society. Youth must be engaged in educational advancement, job attainment skills, or work activities while in the program. The Caseworker helps participants further their education by assisting with identifying education goals, completing relevant applications and financial aid forms, identifying transportation solutions, and accessing any specialized scholarship or grant opportunities that might apply. Youth also receive substantial support to obtain gainful employment. For those who are not full-time students, this is a primary focus. The Caseworker helps youth identify strengths and opportunities for professional development as well as provide weekly information on available employment opportunities. Monthly life skills classes are offered to further professional development, with topics such as: accessing job postings, resume writing, mock interviewing, professional attire, and workplace conflict resolution.

The Caseworker also provides one-on-one resume building assistance to participants upon request. It is our goal that, upon exiting the Transitional Living Program, participants will become productive, successful members of the community for the rest of their lives.

Open House currently has the capacity to provide up to ten transitional living units in New Hanover County. Referrals are accepted 24 hours a day, 7 days a week from local agencies such as The Departments of Health and Human Services, Coordinated Entry, Trillium, Physicians Alliance, school personnel, and other youth serving organizations and professionals. Self-referrals are also accepted. All free and confidential services offered through the Transitional Living Program are made possible via the support of the Administration of Children and Families-Family and Youth Services Bureau, New Hanover County, and charitable donations.

“The staff lets the kids and everyone else talk about themselves in a positive manner, there is always time made for you if you have something in mind or needed to be done.”

Open House Client

Open House Youth Shelter
Client Age Breakdown
2019-2020

Open House Youth Shelter
Client Length of Stay
2019-2020
Program Operations FY 19-20:

Direct Services
- 7 unduplicated youth/young adults were provided with 465 days of housing.
- Participants received almost 100 hours of Case Planning services.
- Participants received over 25 hours of direct transportation services.
- Case Manager facilitated a total of 6 Life Skills Groups for program participants.
- Case Manager provided participants with a total of 19 “Resource Mania Monday” emails containing information on current job opportunities, local academic offerings, program updates and life skills.

Community Outreach and Education
- Extensive outreach materials were created and distributed for this new program such as housing partnership brochures, program flyers, program brochures and press releases.
- Open House is actively in process of launching a website for the Transitional Living Program.
- Staff presented program education to Clinica Latina and other Coastal Horizons Center departments in addition to multiple outside organizations.
- New program partnerships were created with Youth Villages, the New Hanover County Department of Health and Human Services, LifeSet Program, and local juvenile justice agencies and mental health systems.

Program Affiliations FY 19-20:
- New Hanover County Department of Health and Human Services
- Youth Villages LifeSet Program
- Local Continuum of Care Coordinated Entry
- North Carolina Homeless Management Information System
- Tri-County Homeless Interagency Council
- New Hanover County Schools
- Cape Fear Salvation Army Emergency Shelter
- Local student living apartments including CEV of Wilmington, Lighthouse and Aspire

Program Achievements FY 19-20:
- 100% of participants were connected to general health, mental health, and dental health services.
- 100% of participants obtained medical insurance.
- 100% of participants were connected to resume building and interview resources.
- 100% of participants received weekly or bi-weekly case management services.
- 100% of current participants are permanently housed with no concerns.
- 67% of current participants are employed; the remaining 33% are actively engaged in attaining employment.
- 67% of current participants are enrolled in academic programs including GED and higher education.
The Rape Crisis Center of Coastal Horizons Center is the only stand-alone rape crisis center in Southeastern North Carolina. Serving New Hanover, Brunswick, Pender and Duplin Counties, the Rape Crisis Center provides free and confidential services to victims of sexual violence in our community. Staff, interns, and volunteers provide 24-hour crisis response to victims via the hotline and in person at hospital emergency rooms. Staff also provide criminal justice advocacy for sexual assault victims, offering support through law enforcement interviews, meetings with the district attorney’s office, and throughout the duration of any criminal or civil court proceeding. Additionally, the Rape Crisis Center provides free individual therapy and weekly support groups for sexual violence survivors who would not otherwise have access to these services due to barriers such as being uninsured or having a high co-pay. All therapy services are facilitated by licensed clinicians utilizing evidence-based treatments such as Eye Movement Desensitization and Reprocessing and Cognitive Behavioral Therapy.

In Fiscal Year 19-20 the Rape Crisis Center provided services to a total of 683 individuals. All of these free and confidential services were made possible via the support of the North Carolina Governor’s Crime Commission, the North Carolina Council for Women, the North Carolina Department of Health and Human Services, the City of Wilmington, New Hanover County, the United Way of the Cape Fear Area, St. James Service Club, and generous financial and in-kind contributions from donors and volunteers in the community. For example, an average of 14 active volunteers a month provided a total of 12,939 hours of volunteer coverage in FY 19-20. The Rape Crisis Center would not be able to help the high number of sexual assault victims who seek services each year without the unwavering support of our funders, donors, and volunteers.

CRISIS INTERVENTION SERVICES
RAPE CRISIS CENTER

“After only a few sessions, I’m already noticing massive changes in my life. Rape Crisis is a God send!”

– RCC Client

Program Operations FY 19-20:
New Hanover County Direct Services
- 349 victims of sexual violence sought services through the Rape Crisis Center.
- 84 family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with over 500 hours of advocacy services, including 92 crisis hospital responses.
- Sexual assault victims received over 1,000 hours of individual therapy conducted by licensed clinicians.

Brunswick County Direct Services
- 126 victims of sexual violence sought services through the Rape Crisis Center.
- 32 family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with over 450 hours of advocacy services, including 13 crisis hospital responses.
- Sexual assault victims received over 500 hours of individual therapy conducted by licensed clinicians.
Pender County Direct Services

- 47 victims of sexual violence sought services through the Rape Crisis Center.
- 12 family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with over 50 hours of advocacy services, including 9 crisis hospital responses.
- Sexual assault victims received over 100 hours of individual therapy conducted by licensed clinicians.

Duplin County Direct Services

- The Rape Crisis Center was pleased to be able to expand services into Duplin County for the first time this year!
- 5 victims of sexual violence sought services through the Rape Crisis Center.
- 10 crisis call responses were provided to Duplin County residents.

Community Outreach, Education and Prevention

- Staff facilitated 200 community outreach programs reaching over 19,000 potential victims of sexual assault in New Hanover, Brunswick, Pender and Duplin Counties.
- The RCC staff provided 18 victim response trainings, reaching almost 300 community professionals.
- Over 900 middle school students in New Hanover County completed the multiple session, evidence-based sexual violence prevention program Shifting Boundaries.
- 55 parents and caregivers participated in 6 sexual violence prevention workshops.

Program Affiliations FY 19-20:

- North Carolina Victim’s Assistance Network
- New Hanover & Pender County Sexual Assault Response Team
- Brunswick County Sexual Assault Response Team
- UNCW Relationship Violence & Sexual Assault Response Team
- New Hanover County Community Child Protective Team
- Brunswick County Community Child Protection Team
- Pender County Community Child Protection Team
- Multi-Disciplinary Team (Carousel Center)
- Adult Protective Services Interagency
- Sexual Violence Prevention Task Force
- UNCW Violence Prevention Collaborative
- Domestic Violence Action Coalition
- UNCW Gender Studies & Research Center Advisory Board
- New Hanover County Schools Student Health Action Coalition
- Adolescent Parenting Program Community Advisory Committee
- Coalition for Drug Free Tomorrow
- New Hanover County Partnership for Fatherhood
- Latino Alliance
- New Hanover County Resiliency Task Force
- New Hanover County Schools Title IX Committee
- Human Trafficking Rapid Response Team
- New Hanover County Criminal Justice Advisory Sex Offense Work Group

Program Achievements FY 19-20:

- 100% of surveyed sexual assault victims stated that they were satisfied with the services they received.
- 95% of sexual assault victims who presented at the hospital filed a law enforcement report and/or participated in the evidence collection process.
- 95% of sexual assault victims demonstrated a significant decrease in symptoms of Post-Traumatic Stress Disorder as result of participating in clinical counseling services.
- After receiving Shifting Boundaries, almost 67% of students stated that they had learned new skills that they plan to use in forming healthy relationships.
- After participating in sexual violence prevention workshops, 100% of parents and caregivers reported that they were more likely to initiate discussions about healthy sexuality in an accurate and timely manner.

“The staff is exceptional, they are knowledgeable and professional. The best in kindness, generous with human affection and humor. I’d be a shell of myself without this program and it’s people.”

– RCC Client
JUSTICE SERVICES

The Justice Services (JS) component of Coastal Horizons Center provides a continuum of services to people involved in the criminal justice system in 53 counties of North Carolina. The primary goals of CJS are:
- To assist the individual in accessing the treatment and community support services needed in their local community to ultimately reduce recidivism
- To provide advocacy within the justice system
- To provide state-of-the-art training to staff involved in Treatment Accountability for Safer Communities (TASC) programs and their partnering agencies

TASC (Treatment Accountability for Safer Communities)
TASC is a critical link between the justice system and treatment services. TASC provides:
- Screening and assessment for those referred
- Referral and linkages to treatment services needed
- Access to wrap around services in the local community
- Monitoring and reporting treatment progress to the referring agent

These services are provided by Coastal Horizons Center, Inc. in the eastern 53 counties in North Carolina.

TASC RCE (Regional Coordinating Entities)
The TASC RCEs serve as the management infrastructure for the effective delivery of substance use and other treatment interventions to the justice-involved population in North Carolina. The Region 1 and Region 2 RCEs under Coastal Horizons Center are responsible for ensuring that standardized TASC services are provided throughout the 53 counties served. The RCEs received 15,340 referrals in this past fiscal year. Additionally, of the 9,271 individuals that were admitted to TASC this year, 63% or 7,872 completed the programs successfully.

North Carolina TASC Training Institute
The NC TASC Training Institute provides evidence-based training to TASC staff statewide via regional trainings and virtual learning environments in order to improve the delivery of services to the justice-involved population across North Carolina.

Drug Education School (DES)
DES is a state-certified course designed first-time offenders individuals with no prior justice involvement who have been charged with misdemeanor possession of Schedule I through VI and/or drug paraphernalia or Felony Possession of Cocaine (less than one gram).

Recidivism Reduction Services (RRS)
The RRS programs of Coastal Horizons Center, Inc. provide core services that are comprised of cognitive behavioral interventions (CBI) and a community-based continuum of substance use services. These substance use services include outpatient, intensive outpatient, and aftercare/recovery management services. The eligible populations for these services are adults under supervision of the NC Department of Public Safety and deemed to be at high risk and high need.

During FY19-20 Coastal Horizons Center, Inc. provided RRS services in 15 counties within Eastern North Carolina these counties: Brunswick, Craven, Cumberland, Duplin, Greene, Jones, Lenoir, New Hanover, Pamilco, Pitt, Sampson, Tyrrell, Wake and Wayne County.

Accomplishments in Client Services for RRS:
- 1,818 clients were served during fiscal year 2019-2020.
- Of the 1,228 individuals that completed RRS services this year 75% were positive program exits.

RRS Program Exits 2019-2020

<table>
<thead>
<tr>
<th>Exit Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Exits</td>
<td>75%</td>
</tr>
<tr>
<td>Program Non-Compliance</td>
<td>17%</td>
</tr>
<tr>
<td>Absconded Supervision</td>
<td>4%</td>
</tr>
<tr>
<td>New Charge</td>
<td>5%</td>
</tr>
</tbody>
</table>

RRS Supervision Levels at Admission 2019-2020

<table>
<thead>
<tr>
<th>Supervision Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>L3 (Highest)</td>
<td>30%</td>
</tr>
<tr>
<td>L1 (High)</td>
<td>91%</td>
</tr>
<tr>
<td>L0 (Low)</td>
<td>0%</td>
</tr>
<tr>
<td>L2 (Medium)</td>
<td>0%</td>
</tr>
<tr>
<td>L1 (Moderate)</td>
<td>0%</td>
</tr>
<tr>
<td>New Charge</td>
<td>5%</td>
</tr>
<tr>
<td>Program Non-Compliance</td>
<td>17%</td>
</tr>
<tr>
<td>Absconded Supervision</td>
<td>4%</td>
</tr>
</tbody>
</table>
Of the 157 referrals received throughout the fiscal year, 81 individuals were enrolled into the program. The outcomes indicate that the enrollees improved in areas of supportive recovery, substance use, employment, and housing stabilization.

**Our Children’s Place**

Our Children’s Place of Coastal Horizons is a statewide program committed to the well-being of children of incarcerated and returning parents through advocacy, education, and outreach. The work of Our Children’s Place centers on educating professionals about the impacts of parental incarceration; supporting the relationships between these children and their parents; and identifying and promoting policies, programs, and practices which improve the outcomes for these children.

Over the past year, Our Children’s Place has conducted 51 workshops and presentations for 1,188 professionals and organized Parent Day at Orange Correctional Center. Parent Day was planned at three prisons (Orange and two new sites) across the state this spring. All three were regretfully, but understandably, canceled.

A North Carolina Health News article about Our Children’s Place, Parent Day, and the impact of suspended prison visits ran in July. The piece was picked up by NC Insider, The Charlotte Post, and Blue Ridge Public Radio.

Our Children’s Place also facilitated four parenting sessions with 11 men in the Pitt County Sheriff’s Heroin Addiction Recovery Program and organized Parent Day there, the first Parent Day in a jail setting, in the fall of 2019.
In addition, staff and volunteers organized a 12-session pre-release courses also at Orange Correctional Center for 14 men who were part of the facility’s re-entry initiative.

With the numerous changes resulting from the pandemic, Our Children’s Place has looked at creative ways to encourage organizations that work with children and families to consider opportunities to support children of incarcerated and returning parents in their work and to provide the resources those organizations need. Staff approached 11 organizations that are distributing food and books to families and asked them to let families know that Our Children’s Place can provide materials (printed through the mail or via e-mail) to help support children. A statewide press release was sent to support this effort. Staff has also encouraged libraries and community organizations who are hosting virtual story time to consider reading a book about a child with an incarcerated parent.

Our Children’s Place staff has written several pieces over the past year, including guest blog posts for Book Harvest and the Marcus Harris Foundation (this post was also included in the North Carolina Collaborative for Children, Youth, and Families newsletter and the Children’s Mental Health Network weekly update); short “blurbs” for the North Carolina Department of Public Instruction Digital Teaching and Learning newsletter; and a letter to the editor sent to 11 newspapers across the state reminding the community of the need to support children of incarcerated and returning parents. In addition, Our Children’s Place was invited to write a section on children of incarcerated and returning parents for the North Carolina School Health Program Manual that has been revised and posted to the North Carolina Department of Health and Human Services website. Staff was also invited to review and revise the children’s section in the family handbook being updated by the North Carolina Department of Public Safety.

Melissa Radcliff, Program Director of Our Children’s Place, continues to serve on both the Local Team for the State Re-entry Council Collaborative and the Orange County Local Reentry Council.
The TASC RCEs provide an objective and effective bridge between two separate systems: justice and treatment. The justice system’s legal sanctions reflect the community’s concern for public safety, while the treatment community emphasizes therapeutic relationships as a means for changing behavior and reducing the personal impact of substance use and mental health conditions. The TASC RCE staff provides clinical substance use assessments, mental health screening and access to quality services for individuals diagnosed with substance use disorders and/or individuals who have a mental health condition.

The Coastal Horizons Center TASC RCEs continue to provide administrative and managerial supervision within Region I and Region II. The TASC RCEs are responsible for quality improvement and quality assurance throughout the Region with several key goals that include standardized, clinically sound practice; standardized protocols for treatment access and tracking; utilization management and review; quality and outcomes management; and information management.

Accomplishments in Client Services for Region I:
- 5,078 clients were assessed by Regional TASC staff during fiscal year 2019-2020. Of those, 4,827 were admitted for TASC services.
- 63% of clients or 3,728 clients successfully completed TASC services.

Accomplishments in Professional Development for Region I:
- All Region I TASC staff are registered either with the NC Substance Abuse Professional Practice Board or have already received their LCAS, CCS, CSAC or CCJP certification. During the 2019-2020 fiscal year 1 TASC Care Manager obtained their CADC certification, and 1 TASC Care Manager passed their IC & RC ADC Examination and is continuing to receive the required clinical supervision hours needed to obtain their full certification.
- Region I TASC Care Managers participated in the following trainings offered through the North Carolina TASC Training Institute: TASC online clinical series, Drug Education School Instructor Training, Racial Equity Training by the Groundwater Institute, Safe Zone Training, Trauma-Informed Care, Rational-Emotive Training, Mood Disorder Training, and Self-Care During a Natural Disaster.
- Region I TASC Care Managers attended the NAADAC Conference in Orlando, Florida.

Accomplishments in Regional Development for Region I:
- Region I still maintains four areas to allow for more direct supervision of the care managers within each area. Andrea Scheffler is the Coordinator for the Northern Area which is comprised of Bertie, Camden, Chowan, Currituck, Dare, Gates, Halifax, Hertford, Martin, Northampton, Pasquotank, Perquimans, and Washington Counties; Kris Khan is the Coordinator for the North Central Area which is comprised of Edgecombe, Nash, Pitt, and Wilson Counties; Dawn Robinson is the Coordinator for the Central Area which is comprised of Beaufort, Carteret, Craven, Greene, Hyde, Jones, Lenoir, Onslow, Pamlico, Tyrrell, and Wayne Counties; Jamie Melvin is the Coordinator for the Southern Area which is comprised of Duplin, New Hanover, Pender, and Sampson Counties. Steve Hodge is the Region I Field Specialist. Clinical Supervision is provided by Clinical Coordinator Ed Kornegay and Clinical Director Candace Small. Jennifer Saphara is the Regional Director for Region I TASC.
REGIONS I AND II – REGIONAL COORDINATING ENTITY (RCEs)

Quality assurance procedures continue statewide with quality assurance reviews performed by the RCE Director and the TASC Training Institute Director.

TASC Care Managers and Area Coordinators provide training about TASCs purpose, policies and procedures to new Probation Officers and update probation officers in regular probation unit meetings.

New Hanover County TASC continues to participate in the Law Enforcement Assisted Diversion (LEAD) program; it has become a key partner in helping the Wilmington Police Department access mental health and substance abuse treatment for at-risk individuals they meet during their daily work.

Regional Statistical Information for Region I:
- 84% of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need level at intake.
- Of clients referred by Community Corrections, 13% were supervised at Level 1 (extreme), 32% at Level 2 (high) and 40% at Level 3 (moderate) risk level.

Accomplishments in Professional Development for Region II:
- This year Region II TASC has had 1 staff member receive their Certified Alcohol Drug and Counselor (CADC) certification. There are 5 staff members in Region II that are in active preparation to test for CADC certification and 1 who is in active preparation for their LCAS licensure exam. Staff members attend monthly study groups with their clinical supervisor to assist them in preparing for the test. In addition, there are 22 staff members who are working toward meeting certification requirements in order to take the CADC certification test.
- Region II currently has 8 staff members who have CADC certifications; 2 staff members who have CADC/CCJP certifications; 1 staff member who has their CCJP certification; 1 who is a Licensed Clinical Addictions Specialist (LCAS); 1 who has LCAS and CCS certifications; 1 who has LPA, LCAS, and CSI certifications; and 3 staff members who have LCAS-A licensure.
- All Region II TASC staff are registered either with the NC Substance Abuse Professional Practice Board or have already received their LCAS, CCS, CADC or CCJP certification. 1 TASC Care Manager and 1 Area Coordinator obtained their CADC certification this year.
- Region II TASC Care Managers participated in the following trainings offered through the North Carolina TASC Training Institute: TASC online clinical series, Drug Education School Instructor Training, Racial Equity Training by the Groundwater Institute, Safe Zone Training, NC TASC Standard Operating Procedures Training, Trauma-Informed Care, Rational-Emotive Training, Mood Disorder Training, and Self-Care During a Natural Disaster.

TASC Region II – Successful Completion Rate 2019-2020

TASC Region II – Admissions & Discharges 2019-2020

TASC Region II – Attendance 2019-2020

Accomplishments in Regional Development for Region II:
- Region II still maintains three areas to allow for more direct supervision of the care managers within each area. Le’Creasha Brown is the Coordinator for the Northern Area which is comprised of Caswell, Person, Franklin, Granville, Warren, Vance, Chatham, Durham, Orange and Alamance Counties; Christian Davis is the Coordinator for the Central Area which is comprised of Wake, Harnett, Lee, and Johnston Counties; Varonda Strouth is the Coordinator for the Southern
Area which is comprised of Cumberland, Hoke, Scotland, Robeson, Bladen, Columbus and Brunswick Counties. Sylvia Grooms and Derrick Turner are the Region II Field Specialists. Clinical Supervision is provided by Clinical Coordinators Cortney Tindal and Amanda Young. Melinda Thompson-King is the Regional Director for Region II TASC.

Quality assurance procedures have been implemented statewide with quality assurance reviews performed by the Clinical Coordinator, RCE Director and the TASC Training Institute Director.

TASC Care Managers and Area Coordinators provide training about TASCs purpose, policies and procedures to new Probation Officers and update probation officers in regular probation unit meetings.

Region II continues to partner with Brunswick County Drug Treatment Court (DTC) to provide TASC services for the targeted DTC population.

Cumberland County TASC continues to participate in the Law Enforcement Assisted Diversion (LEAD) pilot program, it has become a key partner in helping the Fayetteville Police Department access mental health and substance abuse treatment for at-risk individuals they meet during their daily police work. Executive Administrative Assistant and part-time Care Manager, Anna Lester, represents TASC in the Cumberland County LEAD Program.

**Regional Statistical Information for Region II:**

- **82%** of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need level at intake.
- Of clients referred by Community Corrections **12%** were supervised at Level 1 (extreme), **29%** were supervised at Level 2 (high) and **41%** were supervised at Level 3 (moderate).
- For FY 2019-2020, clients were supervised at the following Department of Community Corrections Supervision Levels: **12%** at Level 1 (extreme), **29%** at Level 2 (high), and **41%** at Level 3 (moderate).
- Clients admitted to TASC during FY 19-20 were supervised at the following TASC Levels of Care: **29%** were supervised at care management Level 1 (high); **35%** were supervised at care management Level 2 (medium); and **29%** were supervised at care management Level 3 (low).
TASC Training Institute Accomplishments During FY 19/20

- TTI awarded 6,911.25 credit hours for the completion of 3,597 online courses in FY 19/20.
- Provided 4,582.75 credit hours in conference, webinar, and classroom continuing education such as Trauma Informed Care, Racial Equity, Risk Assessment and Case Planning, Self-Care for Clinicians, Current Drug Trends, ASAM, and others.
- "E 508" DWI Certificate of Completion Web Application Training was held monthly, training 120 participants and awarding 535 credit hours.
- NC DWI New Provider Orientation was provided to 69 DWI Treatment Facility owners and operators, awarding 295 credit hours.
- TTI certified 10 new NC Alcohol and Drug Education Traffic School (ADETS) programs, and renewed the certification of 72.
- TTI certified 9 new NC Drug Education School Instructors (DES), and renewed the certifications of 41.
- All TTI sponsored training totaled over 12,000 continuing education hours awarded.

Dale Willets
Director, NC TASC Training Institute
Coastal Horizons Center continues to be a leader in the provision of evidence-based practices in criminal justice, crisis intervention, substance use disorders and mental health services within a continually evolving behavioral health system. Systemically the changes within the mental health and justice systems have been and continue to be dramatic.

And then the pandemic changed the entire world and significantly impacted the services we provide in all our service areas. Coastal Horizons had to quickly gear up in all departments the ability for services to be provided remotely. Given the expansive service area, 57 counties in North Carolina, this was operationally a huge challenge with over 600 staff moving to remote access. This was not just a challenge for the organization but a struggle for the individuals we serve due to their lack of access, especially in rural areas.

As the pandemic continued through 2020 the increased number of overdose deaths, severe anxiety and depression became apparent. As always, Coastal Horizons staff assisted every caller and provided treatment services in every means possible.

The Open House Youth Shelter had to limit the number of beds, but a ray of sunshine came to the Crisis Intervention team when a grant was received for the Transitional Living Program. This had been a dream of the team for many years which has now been implemented and is serving individuals in apartments in the community. These 16-21-year-old youth would otherwise have been homeless but instead are working, attending school and gainfully employed.

The Reentry Systems for Effective Treatment program was halted from going into the New Hanover County Detention Facility which also dramatically affected the number of individuals the program could serve. But, as always, the staff were able to work with staff in the facility to interview individuals via phone and once accepted to provide transportation via their family to recovery homes.

The state also became focused on COVID-19 and Medicaid reform was pushed back. Medicaid Managed Care transformation efforts have restarted now. Standard Plans are scheduled to go live July 1, 2021, while Behavioral Health I/DD Tailored Plans are scheduled to launch July 1, 2022. Until that time, NC Medicaid will continue to operate under the current fee-for-service model administered by the Department. With the increasing number of cases and the emphasis to get the vaccines to as many people as possible it would not be surprising if this is further delayed.

The Governor has also been actively establishing new Task Forces. The Racial Equity in Criminal Justice Task Force is looking at all the issues surrounding this important topic. They have reviewed data which suggests the types of arrests which more often involve a person of color and reviewing systemic changes to alter this. Small quantities of marijuana and decriminalization of course became a topic on their agenda.

The second Task Force he established was the The Andrea Harris Social, Economic, Environmental, and Health Equity Task Force which was to identify best practices to create economic stability, eliminate health disparities, and achieve environmental justice in North Carolina. Coastal Horizons President and CEO, Margaret Weller-Stargell was appointed by the Governor to serve on this Task Force.

As we enter the new fiscal year it is my hope that Coastal Horizons will continue to be a leader locally, statewide and nationally to enable us to enhance our corporate mission.
QUALITY IMPROVEMENT AND CORPORATE COMPLIANCE

The Quality Improvement Training Department continued evaluating and managing organizational risk with efforts focusing on safety, fiscal and regulatory compliance audits, workforce education and preparedness, and employee credentialing.

The Quality Improvement Training Department provided leadership, support, and assistance with the preparation for numerous external audits and reviews encompassing: Division Block Grant audit, Brunswick and Pender DWI program reviews.

The Quality Improvement Training Department also conducted an on-going program of internal audits where paper charts and electronic medical records were reviewed. The intention of these audits is to determine quality and compliance of CHC’s multitude of programs and ensure that senior management is kept informed about achievements and needs for improvement. Internal program audits included:
- Outpatient services at all 3 office locations
- Electronic desk audits of Intensive In-Home Services (IHH)
- NCTOPPS compliance for Enhanced Services
- Medication Management clients
- Substance Abuse Intensive Outpatient Electronic Note Compliance
- Office Based Opioid Treatment - OBOT

Quality Improvement has been involved in several special projects this year. The most important of those was the preparations for and execution of the triennial CARF site visit and review. Although we are always working to ensure compliance with the standards, intensive preparation for the site visit begins approximately 6 months in advance of it. Quality Improvement staff ensure that the staff are prepared, the locations look their best, and our paperwork provides an accurate picture of the efficacy and clinical appropriateness of our services. The outcome of the site visit was that we received 3 year certifications for both Behavioral Health and Opioid Treatment – the highest level of certification possible. Quality Improvement has worked with Operations to implement a new training system called RELIAS. This software and training materials will allow Coastal Horizons to track individual staff training needs more accurately and to design custom on-boarding training regimens based on job functions and requirements. As Coastal Horizons Center has grown so has the Quality Improvement department. This year we added a second position as a Clinical Quality Systems Manager. The Clinical Quality Systems Manager will help us to conduct in more “real time” audits/reviews instead of looking back for 3 or 6 month periods.

Quality Improvement has continued its management of Virtual All Staff Meetings covering a variety of topics such as: The Substance Abuse and Addiction, Confidentiality & HIPAA, Active Shooter training, Community Based Services, Blood Borne Pathogens, and Cultural Competency.

With the addition of new services and many additional staff, Quality Improvement has sought to ensure that all necessary steps are followed so that there will be no interruptions in billing for services. As the need for credentialing continues to grow, Coastal Horizons Center’s credentialing specialist not only maintains records to a high standard, but they also guide clinicians through the complex processes to ensure that they are credentialed and affiliated in as quick a time as
possible. Towards fulfilling those goals Quality Improvement frequently solicits feedback from managers to insure credentialing of staff is proceeding in an efficient and satisfactory manner.

Quality Improvement has provided the following direct trainings: First Aid/CPR, Blood Borne Pathogens, Crisis Prevention Intervention, and Person-Centered Thinking. Provision of these trainings has saved CHC significant funds and allowed for training to be more easily coordinated with Program Directors. Additionally, Quality Improvement has worked with CHC trainers to develop and implement a training calendar that will be posted to the SharePoint. During this period of shut down and social distancing Quality Improvement has used various platforms, Zoom and Microsoft Teams, to provide these trainings and maintain compliance with the service definition and Administrative code training requirements.

All results for the following graphs are either Agree or Strongly Agree with the listed statements.
Coastal Horizons Center continues its growth in terms of the expanding quality of services and programs we provide to our communities, all by our highly talented employees and volunteers. This past year has been another of continued growth for our organization, as we continue to support the mission of Coastal Horizons Center, which provides a continuum of professional services to promote healthier lives, stronger families and safer communities. These services are provided to make a significant impact on the physical, emotional, and social development of children, adults, and families in the communities we serve.

Human Resources works with multiple department leaders to successfully recruit, hire, orient and develop our new and existing employee members of Coastal Horizons in both full and part time employment capacities – each of whom are making important contributions to our organization.

Please see chart to the right for our staffing growth over the past 10 years. We are also pleased to report on significant accomplishments and our ongoing commitment to Coastal Horizons Center’s long-term strategic plan, as we continue to look at our future growth and plans to provide a solid base for expansion. HR will continue to be actively involved in our facilities management development, as well as in establishing and developing our community partnerships. As we continue to look forward, HR will work closely with the leadership of Coastal Horizons to move forward in our strategic direction, as well as improving our performance management and development systems, talent acquisition/succession planning, and improving and updating key human resources’ policies.

Coastal Horizons and HR have continued our support of the importance of being able to offer our staff members the most robust health care benefit plan available, at affordable rates for our employees. Coastal Horizons and HR have been successful managing these areas, maintaining plan quality and cost containment, with our continued commitment in this area in the coming years.

These are just some of the highlights of the year that occurred in addition to performing our regular day to day operational requirements that are vital to all of our employees! I encourage you to read this full report to review some of our highlighted activities for the 2018-2019 year and learn more about our upcoming plans.

We know a lot of work has yet to be accomplished and we are committed to achieving success. Carolyn and I, along with the support of our program administrators, are committed to Coastal Horizons and look forward to working with our employees in providing quality service in the upcoming year. I personally would like to thank our Program Directors, Supervisors, Coordinators, and administrators (including recognizing our New Hanover County front desk staff, Courtney, Delores, Marva, and Rose, who help me every day) within Coastal Horizons for all their support. It is because of their dedication, commitment and support to all of our employees and clients, which engages those of us in HR every day in providing you with what we hope to deliver, which is our very best.

Bob Jalbert
Human Resources Director
In the pages of this Annual Report, you have received an overview of the impact of your investment in Coastal Horizons, which has enabled us to build on the most effective suite of human services in Southeastern North Carolina and beyond.

It’s been a year of tremendous growth: with your support, we’ve engaged tens of thousands of people, meaningfully expanded our programming while taking on new responsibilities, and thoughtfully deepened the ways our services integrate with one another to reinforce the foundation of our model – holistic, accessible support. With your continued partnership, we’re able to innovatively respond to the changing needs of our neighbors, ensuring that all who need us can access a continuum of services that empower them to overcome obstacles and reach their full potential.

It has also been a year of tremendous challenges brought about by the Covid-19 global pandemic. Who knew Coastal Horizons would throw the last in-person fundraising event before the government lock down? We hosted our annual Power of the Purse fundraiser in support of Wilmington Health Access for Teens at Landfall Country Club on March 10, 2020, the very same day Governor Roy Cooper issued an executive order declaring a state of emergency. The next day in-person classes were suspended at all UNC system schools. On March 14, Cooper issued an executive order prohibiting gatherings of 100 or more people, closed public schools, and encouraged social distancing.

Despite stay-at-home orders and the economic hardship resulting from the pandemic, the needs of those we serve could not be placed on hold. Just as our programs at Coastal Horizons had to pivot to a virtual platform, so did our fundraising efforts. Our annual Duck Derby event, scheduled for June 5, was canceled and we instead hosted an online Children’s Art Auction: “By Kids for Kids.” This unique fundraiser gave the children who participated – ages 21 months to 17 years of age from all over North Carolina, as well as Georgia and Chicago – a chance to show off their artistic talents while helping other children in need.

Even though Covid forced the cancellation of one of our three major fundraisers for the fiscal year, we were still able to raise 11% more in fiscal year 2019 - 2020 as compared with fiscal year 2018 - 2019. Coastal Horizons gratefully acknowledges the donors, business sponsors, and foundations who partnered with us to improve lives throughout the year. Thank you to the many people who volunteer their time on our fundraising committees and a special thank you to our Board of Trustees who help guide this wonderful organization.

With sincere gratitude for your generous support,

Elizabeth Redenbaugh
Development Director
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