



Coastal  
Horizons

# ANNUAL REPORT

2021 · 2022

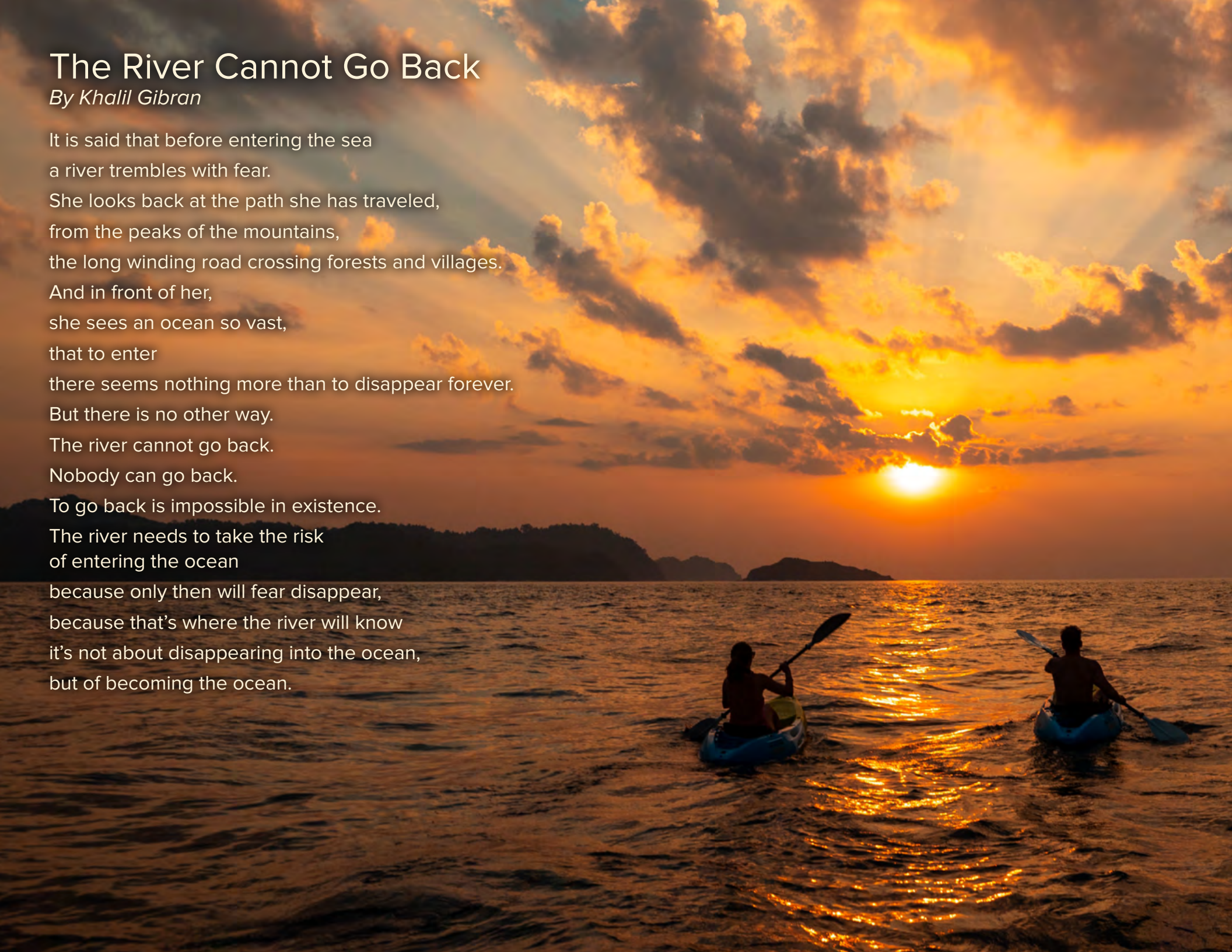
Promoting Healthier Lives, Stronger Families, and Safer Communities



# The River Cannot Go Back

*By Khalil Gibran*

It is said that before entering the sea  
a river trembles with fear.  
She looks back at the path she has traveled,  
from the peaks of the mountains,  
the long winding road crossing forests and villages.  
And in front of her,  
she sees an ocean so vast,  
that to enter  
there seems nothing more than to disappear forever.  
But there is no other way.  
The river cannot go back.  
Nobody can go back.  
To go back is impossible in existence.  
The river needs to take the risk  
of entering the ocean  
because only then will fear disappear,  
because that's where the river will know  
it's not about disappearing into the ocean,  
but of becoming the ocean.





## Our Mission...

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

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## 2022-2023 BOARD OF TRUSTEES

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## BOARD CHAIR MESSAGE

**On behalf of the Officers and Board of Trustees of Coastal Horizons Center, Inc.,** it is a privilege to present the Fiscal-Year 2021-2022 Annual Report.

The dedication and passion of the incredible staff at Coastal Horizons, as well as their unyielding support for the patients and clients we serve is exceedingly evident. What is also evident is the amount of continued growth this organization has experienced in recent years, all while maintaining the vision and mission of the corporation and continuing to strategically position Coastal Horizons as the leading provider for behavioral health services in Eastern North Carolina.

On behalf of the Board of Trustees, we would like to acknowledge the individuals, foundations, grant providers and government agencies that have provided funding to Coastal Horizons. Your support and heartfelt investments have enabled the organization to continue to assist some of the most vulnerable members of our community.

I would also like to express my sincere appreciation to my fellow Trustees who work tirelessly

to support the work of this amazing organization. I thank each of you for your leadership, dedication and counsel. Your willingness to serve and to provide leadership through this continuing dynamic and divergent period of healthcare in North Carolina is not only vital, but critically needed.

Success does not happen by itself. Success is a result of leadership—strong, knowledgeable, passionate and fair leaders of high character are the fundamental basis for every vibrant organization. Coastal Horizons Center is blessed with a large quantity of such talent. It starts with the President and CEO, Margaret Weller-Stargell. Margaret possesses all of these traits and hires and manages a Staff possessing many of the same qualities. It is inspiring to work alongside people who care so much about the people they help every day. We say thank-you! It is an honor to serve as your Board Chair.

Very truly yours,

Colin Hackman  
2022-2023 Chair of Board of Trustees

# PRESIDENT AND CEO MESSAGE

## **As I reflect on the past fiscal year for Coastal Horizons, it provides an opportunity to look**

at what we did well, what we can improve upon, and what our future should look like. It provides an opportunity to think about our incredible Board of Trustees and the enormous amount of time, talent, and resources they gave to our organization this past year. It provides an opportunity to think about our extraordinary staff and all they have done, not only this year but last year as well, to navigate through the pandemic, an unprecedented, unprecedented time in the history of our organization. As I considered the message I would share upon these reflections, I found myself focused not just on this year, but on every year we are of service.

I could share with you the successes and challenges of this past fiscal year, but the pages that follow will provide you with those details. I could elaborate on the public discord and dissension Coastal Horizons endured over the past year, but those facts speak for themselves, and the accountability for those actions will as well. I choose to share with you the reasons Coastal Horizons is an incredible organization, a force to be reckoned with, and why we can and should all be happy Coastal Horizons is in every county it serves.

In these times of constant change and uncertainty, what remains unchanged is our mission, vision, and philosophy. Coastal Horizons has never wavered on its commitment and vision in promoting choices for healthier lives and safer communities.

We should not minimize the importance of those key words. Coastal Horizons has always worked to help improve the lives of those we serve, providing choices which are best for the individual served while simultaneously helping to improve the health and safety of our communities. How we carry out our mission comes from our most valuable resource, our staff.

Coastal Horizons, like many other organizations and companies in recent times, has been challenged by workforce shortages and workplace demands. Yet, the strength, resiliency, and fortitude demonstrated by our employees is unwavering. When necessary, they have stepped up to fill in the gaps left vacant, all while ensuring we would continue to meet the needs of those we serve. In a time of tremendous fluctuation and significant shifts to how we deliver services, our employees have demonstrated they have great agility and skill to pivot with these changes.

The basic belief that employees will be guided by formal/ informal, written/unwritten guidelines on our philosophy and approach to meeting the needs of those we serve is quite simple. Once our basic philosophy crystallizes for our employees, it is no mystery why a few will come and go while the majority will choose to stay at Coastal Horizons. You see, this is not an organization where people just come to work and earn a living. Rather, they come to work knowing they will have an opportunity to positively impact the life of someone walking through our doors every day.

Timing is everything. As I was reflecting on this past year, I had an opportunity to attend the graduation of clients who had enrolled in our RESET/ SOURCE programs under our Justice Services. What I witnessed that day not only impressed me but impressed upon me how vitally important the work of every program we offer helps every person we serve. These individuals who had previously been incarcerated and lived with substance use addiction, were a testament of strength, courage, determination, and pure will. They spoke their truth as they had walked the walk, and unquestionably let it be known, the staff at Coastal Horizons helped them on their journey to hope and recovery. Just like that, I witnessed the chance to see 10 individuals make better choices for themselves which in turn serves to improve the health, safety, and well being of our communities.

As I always conclude, I am enormously proud of our incredible staff. Their compassion and commitment to being present every day to those we serve, is a stellar demonstration of why we can all feel confident and thankful Coastal Horizons is here. I am truly honored to work with our amazing staff and board. Not only do we encourage our clients to speak their truth, I am also so thankful and proud that every person working on behalf of this organization does so with integrity, transparency, and humility.

As always in your service,

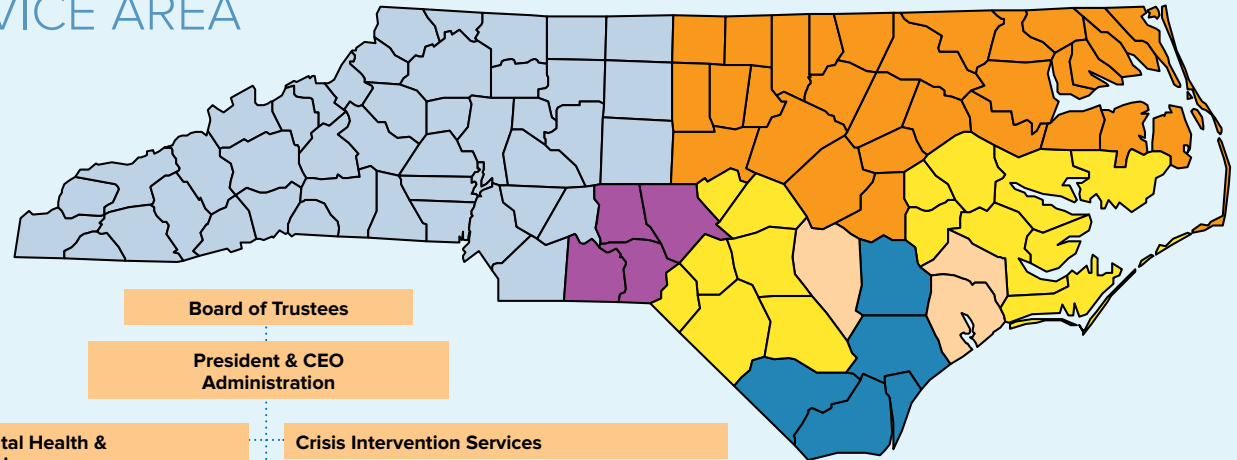


Margaret Weller-Stargell  
President and CEO





# COASTAL HORIZONS CENTER PROGRAM OPERATIONS AND SERVICE AREA



**Board of Trustees**

**President & CEO  
Administration**

## Substance Use, Mental Health & Integrated Care Services

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 (SAIOP)  
Comprehensive Outpatient Treatment (SACOT)  
Jail Diversion Program  
DWI Assessments & a full array of DWI Services  
Clinica Latina  
Mobile Clinics (3 counties)  
Psychiatric Evaluation & Care  
HARRTS Program – Integrated model with recovery homes  
HUD Horizons Housing Program  
Path & ESG  
Adult Treatment for Opioid Dependence  
Medication Assisted Treatment  
Licensed Opioid Treatment Programs (3 counties)  
Office Based Opioid Treatment  
Quick Response Team (QRT) (New Hanover)  
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 4 counties)  
CHILD FIRST (in 4 counties)  
Incredible Years – Parenting program  
Adolescent specific treatment  
Child Mental Health Therapy Services  
PSB (Problematic Sexual Behavior)  
Juvenile Detention Center 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

## Crisis Intervention Services

Open House Youth Shelter  
Open House Transitional Living Program  
Open House Maternity Group Home / 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)  
SOURCE (Survivors of the Opioid/Covid Epidemics, Utilization of Resources and Community Engagement)

## TASC Statewide Training Institute

Training & Curriculum Development  
Creative & Technical Development  
Credentialing Department  
DWI Training & Consultation Services

■ 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  
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NC TASC Training Institute

■ NC TASC Training Institute

# SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

**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 the greatest intensity 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 (SA-COT) – a higher level structured addiction treatment intervention model (Brunswick & Pender)
  - DWI Assessments & a full array of DWI Services
  - Clinica Latina – Specialized Outpatient Services in Spanish
  - Quick Response Team (QRT) to reach overdose survivors & their families
- Medication Assisted Treatment for Opioid Use Disorders
  - Opioid Treatment Program (Methadone & Buprenorphine)
  - Office Based Buprenorphine
- 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
  - HUD Horizons Housing Program
  - Homeless Outreach Services (PATH & ESG) to provide services to homeless individuals in need of mental health, substance use and other related assistance to access community resources
  - Jail Diversion Program
- Community Based Youth Services
  - Programs for Youth & their Families
  - Intensive In-Home services (IIH)
  - Family Centered Treatment (FCT)
  - Intensive Family Preservation Services (IFPS)
  - CHILD FIRST services for Young Children & their Families
  - Day Treatment services
  - Incredible Years (IY)
  - Regional Juvenile Detention Center services
- Child Mental Health Therapy Services
  - Outpatient Individual and Family Therapy for children and youth with behavioral health disorders
  - Medical and Psychiatric Services
  - School-based behavioral health services
- Research & Internship Partnerships
- Co-Responder Services (in partnership with DSS (New Hanover & Brunswick)
- Tele-Health services



## 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
- Education, Diagnostic HIV Testing & Referrals in eastern NC
- 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

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

### New Hanover County

615 Shipyard Blvd • Wilmington, NC 28412  
(910) 343-0145

### Pender County

803 S Walker St • Burgaw, NC 28425  
(910) 259-0668

### Brunswick County

120 Coastal Horizons Dr • Shallotte, NC 28470  
(910) 754-4515

## PPW Client Success Narrative

*“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 substances.*

*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.”*

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## SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

### NEW INITIATIVES for 2021-2022:

Coastal Horizons further expanded our behavioral health services to Bladen, Columbus and Brunswick counties! Coastal Horizons acquired two mobile units, in partnership with Trillium Health Resources, that will serve the underserved counties and provide an array of behavioral health services in fiscal year 2022-23. We will provide assessments, psychiatric evaluations, medication assisted treatment, peer support services, and individual counseling through the mobile units using telehealth services. The mobile units will be stationed at a different site each day to serve the rural counties and will provide ease of access to those experiencing barriers to engage in services.

Coastal Horizons has expanded its Opioid Treatment Program (OTP) to Pender County, beginning late August 2022! This program will provide opioid treatment, individual counseling, SAOP, and peer support services at our new site in Rocky Point.

Coastal Horizons received grant funding through the NCDHHS to serve the opioid use population in New Hanover, Pender, and Brunswick counties. This project will start in Fall of 2022. This grant partners with Novant hospital and DSS in all 3 counties and the jail in New Hanover County, to increase access to treatment.

### Columbus County

#### Pregnant and Postpartum Women's Program

The Pregnant and Postpartum Women's (PPW) program at Coastal Horizons was offered additional funding from the NC Department of Health and Human Service (DHHS) to continue its innovative work providing substance use treatment to pregnant and postpartum women. Moving forward, PPW will be the only program of its kind in NC! The PPW program services are gender responsive, trauma informed and family inclusive. Since October 2019, the program has been offered in partnership with the Department of Health and Human Services (DHHS) and Trillium Health Resources, and through funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Substance Abuse Treatment. The program has enrolled 115 mothers (all time); as of 7/1/2022, there were **50** mothers actively participating in treatment along with **15** fathers and **8** children engaging in services.

In 2021-2022, the PPW Program at Coastal Horizons increased its presence in Columbus and surrounding counties. We have been able to serve mothers and their families who reside in Columbus, Brunswick, Pender, and Robeson counties. PPW promotes the recovery and mental health of pregnant and postpartum women with any substance use disorder through gender responsive, trauma informed, and family inclusive care, and provides individual, group, and family counseling services. In addition, the program offers case management through a dedicated Case Manager as well as Peer Support services through Certified Peer Support Specialists. Services also include medication assisted treatment, family support groups, parenting education, child-care, and transportation assistance, in addition to other resources and supports for participants.

### Accomplishments & Outcomes:

- 15 Mothers completed treatment successfully!
- 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
- We developed partnerships with Columbus and Brunswick County Court Systems and have had staff representation at the Brunswick County Drug 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 offer 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 DHHS Consultant and UNC Faculty, Melissa Godwin, LCSW, to enhance practice and program outcomes.



## SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

# OUTPATIENT TREATMENT

### What Have Outpatient Treatment Services Accomplished In The Past Year?

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

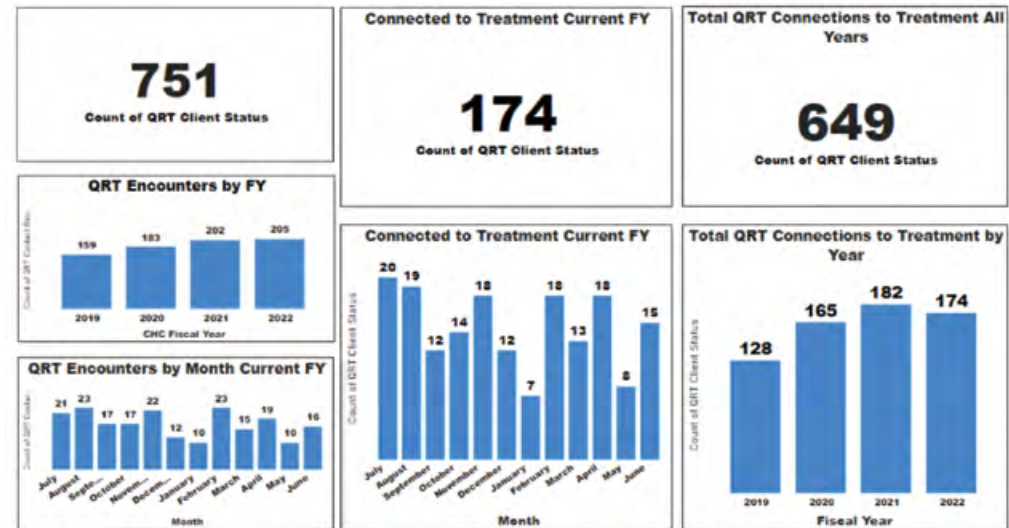
### New Hanover County

#### New Hanover Services & Accomplishments:

- New Hanover County transitioned into the new fiscal year with over **2,600** active patients who receive treatment for mental health and/or substance use disorders. We are admitting, on average, approximately **182** new outpatient patients per month.
- Our Opioid Treatment Program increased our census to **630** patients during this fiscal year. We continued to build our buprenorphine/naloxone (Suboxone) medication assisted treatment option within the Opioid Treatment Program. We continue to admit most patients to the program within 24-48 hours of walking in the door.
- Our Opioid Overdose Quick Response Team served over **200** individuals, providing over **735** contacts, and engaging **84.8%** 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 **71** patients by contract with Federal Probation and Parole.
- We continued to have staff representation on the New Hanover County Drug Court, and newly formed Mental Health Treatment Court programs.
- 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.
- 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.
- In partnership with the New Hanover County Department of Social Services, supported by Trillium funding, The Co-Responder team was created to prevent barriers in access to care and provide immediate treatment to families involved with DSS. This community-based team has responded to **195** calls and provided treatment to **135** families since its April 2021 formation.



Outpatient Treatment Services by the Numbers  
2021-2022



(continued from last page)

## OUTPATIENT TREATMENT

### 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 **28%** in the **30** days prior to admission to **1%** after **12** months of treatment.
  - Illicit opioid/opiate use decreased from **15%** prior to admission to **9%** after **12** months.
  - Use of any substance at all decreased from **85%** at admission to **24%** after **12** months.
  - Unemployment dropped from **46%** at admission to **17.6%** after **12** months of treatment.
  - At the end of one year of treatment, **95.8%** of patients - reported that the program was helpful in improving their quality of life. **95.6%** of patients reported that the program helped to decrease their symptoms. The great majority – **95.6%** – reported that treatment at CHC increased their hope for 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.
- For people with primary mental health disorders:
  - Severity of symptoms decreased – those who rated their symptoms at least “severe” dropped from **14%** at admission to **9.8%** after **12** months.
  - Suicide attempts decreased from **20.4%** to **0%** after **12** months of treatment.
  - Employment increased from **36.9%** to **61.4%**.

- Incarceration rates decreased from **10.58%** to **0.58%**.
- Emergency room visits decreased from **15.2%** to **13.3%** after **12** months of treatment.

### Intensive Outpatient Program (SAIOP)

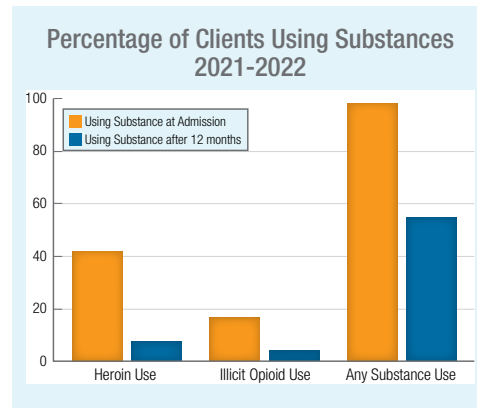
SAIOP is offered in **4** offices over **3** counties, New Hanover, Pender, and Brunswick County. We have been able to serve up to **250** clients at any given time, across our offices. SAIOP is offered every Monday, Wednesday, and Friday without exception (holidays included), for at least **12** weeks – 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 **12** separate sections of SAIOP. New Hanover offers **3** different time frames for SAIOP: 6 am, 9 am, and 6 pm. 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, including transportation incentives, peer support assistance, and coordination with community resources.

### Outcomes:

This past fiscal year, we have served a total of **708** SAIOP clients across our **3** sites – **469** in New Hanover, **71** in Pender, and **169** in Brunswick. We have had **11,802** billable sessions during FY 20-22.

SAIOP outcomes show an overall decrease in substance use during SAIOP. At the end of SAIOP, **87%** of clients reported that they had been abstinent from alcohol and drug use in the last **30** days. Employment increased from **48%** percent of clients reporting having employment at the beginning of SAIOP to **68%** after the completion of SAIOP. Recovery/life satisfaction increased during a client's treatment, from reporting satisfaction on a 1-10 scale at a **6.8** at the start of IOP to **8.7** at the end of their IOP time. Client's ability to cope and manage stressors increased as well on a 1-10 scale from a **5.9** at the beginning of SAIOP to **7.9** at the end of SAIOP. Engagement in self-help groups increased as well from attending **4** meetings every month in the beginning of their IOP time to attending an average of **7.5** meetings a month by the time they completed IOP.



In the NH office, we have a MOMs IOP group, that serves the special population of pregnant and post-partum women. This program has operated via telehealth and treatment outcomes show that after SAIOP, **77%** of clients who completed the MOMs IOP program are still engaged in services at Coastal Horizons Center and **54%** of clients have demonstrated abstinence from alcohol and drug use since completion of SAIOP.

### Substance Abuse Comprehensive Outpatient Treatment (SACOT)

SACOT is offered at two of our locations- Brunswick and Pender County. 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 **40** patients over the past fiscal year and SACOT in our Pender office has served **23** clients this past fiscal year. SACOT outcomes show an overall decrease in substance use during SACOT, and **77%** of patients who completed SACOT have remained abstinent from substance use.

### HUD Horizons Housing (HHH)

We maintain **3-5** residences 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 13th successful year of “Clinica Latina” services – providing treatment services in Spanish and in a culturally comfortable setting for Latinx individuals and their families. Treating the following top five mental health diagnoses: PTSD, Major Depressive Disorders, Anxiety Disorders, Adjustment Disorders, and ADHD. Some of the highlights of these services include:

- Serving **582** active patients, having served over **2,700** Spanish-speaking patients since 2009. We documented **4,677** office visits this fiscal year resulting in a **70%** improvement in symptoms of depression (PHQ-9) and **55%** 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 County, with County Schools, Smart Start, pre-school programs, local pediatricians, judicial system, Carousel Center, and domestic violence shelters to treat trauma related to domestic violence, abuse, and neglect.
- Using evidence based therapeutic approaches, Clinica Latina has been instrumental in preventing at least **48** crisis hospitalizations for children and adolescents referred by their schools due to a mental health crisis: serving approximately **366** children and adolescents often resulting in the prevention of out of home placements due to mental health and behavioral problems.

### HARRTS

The HARRTS program was developed as an innovative treatment approach to engage clients after either acute hospitalizations or inpatient treatment. We serve clients with primary substance use disorders as well as co-occurring mental health, medical and housing issues – linking them with a local network of recovery homes.

#### HARRTS services include:

- Substance Abuse Intensive Outpatient Treatment.
- Individual Counseling & Psychiatric Evaluations / On-going Care.
- Residential placements through local recovery houses in the Wilmington area.
- Case Management for coordinated access to community services such as DSS for food stamps and Medicaid; medical care through our on-site Primary Care / Health services and assistance connecting to Cape Fear Health Net; clothing; Vocational Rehabilitation; prescription assistance. Regular transition planning sessions throughout the program for a smoother transition to community living. Case management also provides access to emergency needs such as food pantries and toiletries.
- Purchase of some psychotropic and other medications, and connection to prescription assistance programs to assure medical and mental health stability.
- Provide transportation to and from treatment and bus tickets to assist in accessing community resources.
- Enrollment with Cape Fear Community College for Back to Work Boot Camp.



#### 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; UNC Wakebrook, Duke Hospital, 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 2021 to June 2022, we received **621** referrals from numerous sources this year with a total of **139** 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 **53%** for the entire fiscal year. For that population, the average length of stay was **76** days. We provided over **15,000** 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 **1,500** 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. We successfully managed over **8,700** visits this year.

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## OUTPATIENT TREATMENT

### Child and Adolescent Services:

- Coastal Horizons has maintained an active partnership with Pender County Schools to offer school-based outpatient counseling across the county. From the East to the West side of the county Coastal Horizons is embedded in all **19** schools. On average our clinicians serve over **400** students each month. In addition, we provide a therapist for our out of county kids. We serve Duplin, Onslow and other surrounding counties.
- 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.
- Pender County now has a Day Treatment program up and running. It is embedded in schools serving Pender County youth.

### Adult Services:

- Our Adult Mental Health population is diverse in age, diagnoses and treatment. We serve transitional young adults to our golden clients who we provide treatment through Medicare Insurance. We provide counseling and medication management as a holistic model to address issues using evidence-based practices and effective treatment with Prescribers.

- 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 **71** patients with a consistently increasing overall SAIOP group census.
- Our newest program Substance Abuse Comprehensive Outpatient Treatment (SACOT) served **23** clients for fiscal year 21-22.
- 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 **75** people monthly.
- Telehealth DWI treatment began in July 2020 and has served **120** clients this past fiscal year. We are now offering DWI groups **4** days a week.

### Brunswick County

This year Brunswick County Outpatient completed the year working with **1,346** active clients and having done **28,254** counseling and provider visits for our clients.

### Adult Services:

- The Brunswick Adult Treatment Office saw **1,219** adult clients this year for both Mental Health and Substance Use Disorder Diagnosis for a total of **19,525** hours of billed time. The Office added Opioid Daily Dosing Treatment Services in August 2021 and has served **87** patients.

- Office Based Buprenorphine (OBOT) Treatment for opioid dependent patients maintained an average caseload of **70** patients in Brunswick County.
- The Brunswick office continues to partner with our Brunswick County Alternative Treatment Courts: Brunswick County Drug Court, Mental Health/Co-Occurring Court and DWI Court and Women's Court, and has been actively involved in providing treatment services. Coastal Horizons staff, through a SAMHSA grant, are imbedded in these programs as Court Coordinators. We have two full time Court Coordinators in this program.
- 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. We have Peer Support Professional and are looking to add up to 2 more within the next calendar year through grants attained by CoC.
- We continue to implement contracts with Brunswick County DSS, Federal Probation, and Brunswick DHHS.

### Child, Adolescent, and Family Services:

- The Brunswick Child and Adolescent Services office at 6-1 Doctors Circle, Supply, serves ages **3-18** and their families.
- The Brunswick Child Services Office served **504** clients last year with a total number of **8,730** visit hours.
- Bolivia Day Treatment Served **8** children during the school year and during the summer of 21/22.
- Adolescent programming included Aggression Replacement Training (ART), a 10-week program, was offered in Brunswick County Middle schools and Bladen County Middle schools and served students in Brunswick and students in Bladen Counties funded by JCPC.

- Child and adolescent individual and family therapy was offered to Brunswick and Columbus County children.
- We continue as the sole provider for In-School Therapy in all **19** Brunswick County schools and recently became the sole provider for all **14** schools in Columbus County! We also serve all Classical Charter Schools in Brunswick and Columbus Counties.





### The Incredible Years (IY)

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 **40** 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.

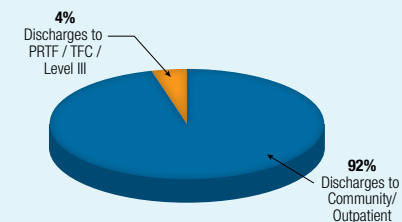
- The data collected for the last year shows an increase in positive parenting practices in all participants. This is represented by an increase in consistent discipline and clear expectations in the home, as well as a decrease in the challenging behaviors exhibited by their children. All participants reported an increase in nurturing and attachment with their children, as well as increasing concrete and social supports within the group. Family functioning and resiliency reportedly increased in all participants throughout the year. Service delivery was rated **6.8** (or higher) out of **7**, which is scored based on Staff Sensitivity, Empowerment, and Supportive Relationship.

### 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. We were also able to provide the service from a virtual platform during the COVID-19 pandemic and transitioned back to face-to-face delivery at the middle of the year.

- Intensive In-Home services has changed at Coastal Horizons over the past year. Due to the state's continued recommendation and support of evidence-based practices, Coastal Horizons has begun a transition of Intensive In-Home teams to Family Centered Treatment.

### IIH Discharge Summary 2021-2022



The team consists of an Assistant Director and **1** Intensive-Home Coordinator to provide clinical and administrative support to the program. Currently, we offer **8** teams that serve New Hanover, Brunswick, Pender, Onslow, and Duplin. The program has continued its great success with continued support of the supervisory team.

- This program served over **504** of the community's most vulnerable families this year. The program has maintained a **96%** 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.
- 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.





## Family Centered Treatment (FCT)

Family Centered Treatment is a comprehensive, evidence-based model of intensive in-home treatment for at risk children and adolescents and their families. Utilizing individualized interventions, it treats the youth by utilizing eco-structural and emotional-focused therapies. It focuses on addressing functions of behavior, including area of problematic family functioning, creating sustainable change, and decreasing chances of recidivism. The FCT therapist works to get the client and family through four phases of treatment, all of which include a trauma informed approach. The four phases of treatment include: Joining and Assessment, Restructuring, Valuing Changes, and Generalization. During the Joining and Assessment phase, the clinician works to quickly build rapport, and utilizes numerous assessments and screeners to identify the area of family functioning that is problematic. During the Restructuring phase, the therapist utilizes interventions to target repetitive interaction patterns that make up the structure of the family. When the family begins to demonstrate changes in their values, they

move into the third phase of treatment, Valuing Changes. The therapist helps the family examine the value of their changed behaviors, while the family also learns and demonstrates the power of giving through the Family Giving Project. In the last phase of treatment, Generalization, the therapist analyzes the changes that have occurred and the family's ability to use strategies independently from the therapist. Discharge is discussed, and typically the identified client steps down to an outpatient level of care. A typical treatment episode lasts six months and entails the therapist providing sessions for a minimum of **2** multi-hour sessions each week.

Provided by a qualified mental health professional for mental health and substance use treatment in the home setting, the service provides crisis management, intensive case management, family therapy, and supports to the entire family to prevent out of home placement for the identified youth. An FCT team consists of **1** supervisor and **9** therapists, who each serve a caseload of **5** families.

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## OUTPATIENT TREATMENT

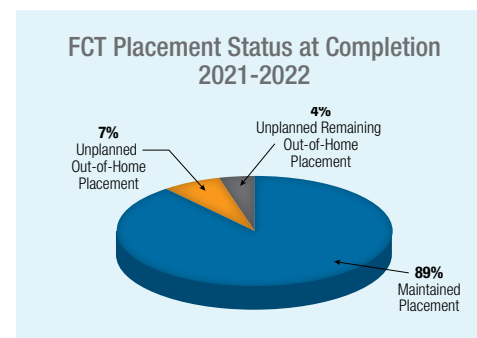
Coastal Horizons implemented FCT in May 2021, and currently has **32** therapists and **5** supervisors. This service is currently provided in New Hanover, Brunswick, Pender, Onslow, Carteret, Bladen and Columbus counties with plans to continue to expand the coverage area.

### Accomplishments & Outcomes:

- The program served **103** families in Fiscal Year 2021-2022.
- Successful completion of services at **89%** for planned placement. Even further, but families that completed all **4** phases of treatment, **100%** maintained placement with the family of origin.

### Intensive Family Preservation Services (IFPS)

We completed our 9th 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 nine (9) county region. This program has maintained a **100%** success rate for keeping families unified at case closure, and **95%** at twelve-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 **90%** at twelve-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 **90%** at twelve-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 **5** IFPS staff members that have become worldwide trainers for the Children's Trust Fund Alliance Protective Factors. Coastal Horizons has had all IFPS staff members trained in Level 3 Primary Care "Triple P" and Level 4 for parents with severe behavioral difficulties that are providing these



parenting services for IFPS cases. All IFPS staff have participated with Naloxone Reversal Training and can provide this service if necessary, with families.

### 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.

- **29** families have been served in a **2** county region (Pender, Onslow) since the start of this program. This program has maintained a **100%** success rate for keeping families unified at case closure, and **89%** at six-month follow-up.
- **89.6%** of cases describe their drug use at discharge as either no use or reduced use.

### 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 2021-2022 a total of **17** 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 reoffending 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, Pender, Brunswick, and Columbus counties via **12** Child First Teams and 3 Clinical Supervisors. The program continues to work toward fidelity of the model through ongoing trainings and quality improvement measures, as well as continues to focus on client outcomes which are measured by standardized and validated assessment measures which are administered with children and families at baseline, 6-months, and discharge to track outcomes.

Child First staff made significant adjustments to meet the needs of young children and families throughout the COVID-19 Pandemic, and increased access to care via use of Telehealth. At mid-year, the program is back in the home with face-to-face sessions. The program will be participating in a Randomized Control Trial to continue contributions to the evidenced base in the upcoming Fiscal Year.

### Accomplishments & Outcomes

- The program served **250** families in Fiscal Year 2021-2022.
- Of the total number of children with baseline problems in communication, social skills, and behaviors, **76%** showed an all-time improvement in communication skills, **52%** reduced

problem behaviors, and **60%** showed an all-time improvement with social functioning.

- In the last year, **89%** of primary caregivers showed a reduction in parent stress as evidenced by the Parent Stress Index-4.
- **70%** of Child First families identified their child's behavior and emotional goals to be met through our Service Needs Inventory for Families Assessment.
- **83%** of Child First Families engage in services for **6** months or more.
- Program staff continue to participate in learning Collaboratives in Child Parent Psychotherapy. This year, our 6th Cohort of clinicians joined their peers as nationally recognized Child Parent Psychotherapy providers. Our 7th, 8th, and 9th Cohorts are 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 was invited again to participate in a Randomized Control Trial supporting the evidence base for the model in the upcoming Fiscal Year.

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## OUTPATIENT TREATMENT

### Day Treatment

The Child and Adolescent 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. Coastal Horizons currently operates **6** Child and Adolescent Day Treatment Programs across **5** counties.

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 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.

Pender Day Treatment is housed at Pender Innovative Learning Academy and will consist of licensed Pender County School teachers and Coastal Horizons qualified mental health professionals serving students Kindergarten through 12th grade. This site saw an increase of **16%** in students served during this past year.

### Accomplishments & Outcomes:

This year, Coastal Horizons Day Treatment programs served a total of **161** students, with a typical length of stay in the program for 6-12 months. Lake Forest Academy served **66** students, **25** students were served at Elizabethtown Middle School, **26** were served at Elizabethtown Primary School, **15** were served at ASPIRE, 21 were served at the Pender Day Treatment, and **8** students were served at Brunswick Day Treatment during the 2021-2022 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 be 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.

### Telehealth

Coastal Horizons understood the growing need to increase access to care to vulnerable and hard to reach populations and began it's telehealth program in 2017, prior to the COVID-19 pandemic. 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. Over the past **6** years Coastal Horizons has expanded our partnership with the Department of Juvenile Justice, providing telepsychiatry to multiple Youth Detention Centers across the state, increased the

number of therapists available to serve school aged students, grown a primary care telehealth program serving ages 6 year old through end of life and continues to partner with national organizations such as the US Department of Agriculture and the Mid-Atlantic Telehealth Resource Center to remain on the cutting edge of best practice telehealth service delivery. This past fiscal year over **33,000** telehealth visits were provided across Southeastern North Carolina.



## SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

# PREVENTION AND OUTDOOR ADVENTURE

### Proven Strategies and Innovative Ideas

Prevention Services provide 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 include public health population level services. Focus areas include strategic planning with community stakeholders, policy education, 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

- Over **100** participants were served through Outdoor Adventure Programs.

COVID 19 did impact the number of families and students served, however CDC safety standards were followed to reduce the risk of transmission. During this down time of service, infrastructure upgrades were made through a Christopher and Dana Reeve Foundation Grant to increase accessibility of the Alpine Tower, parking, and activities area. Updates include a ramp to the Alpine Tower, eco-friendly accessible pavers around key areas of the field, and an accessible parking pad.

#### Prevention Proven Effective Programs

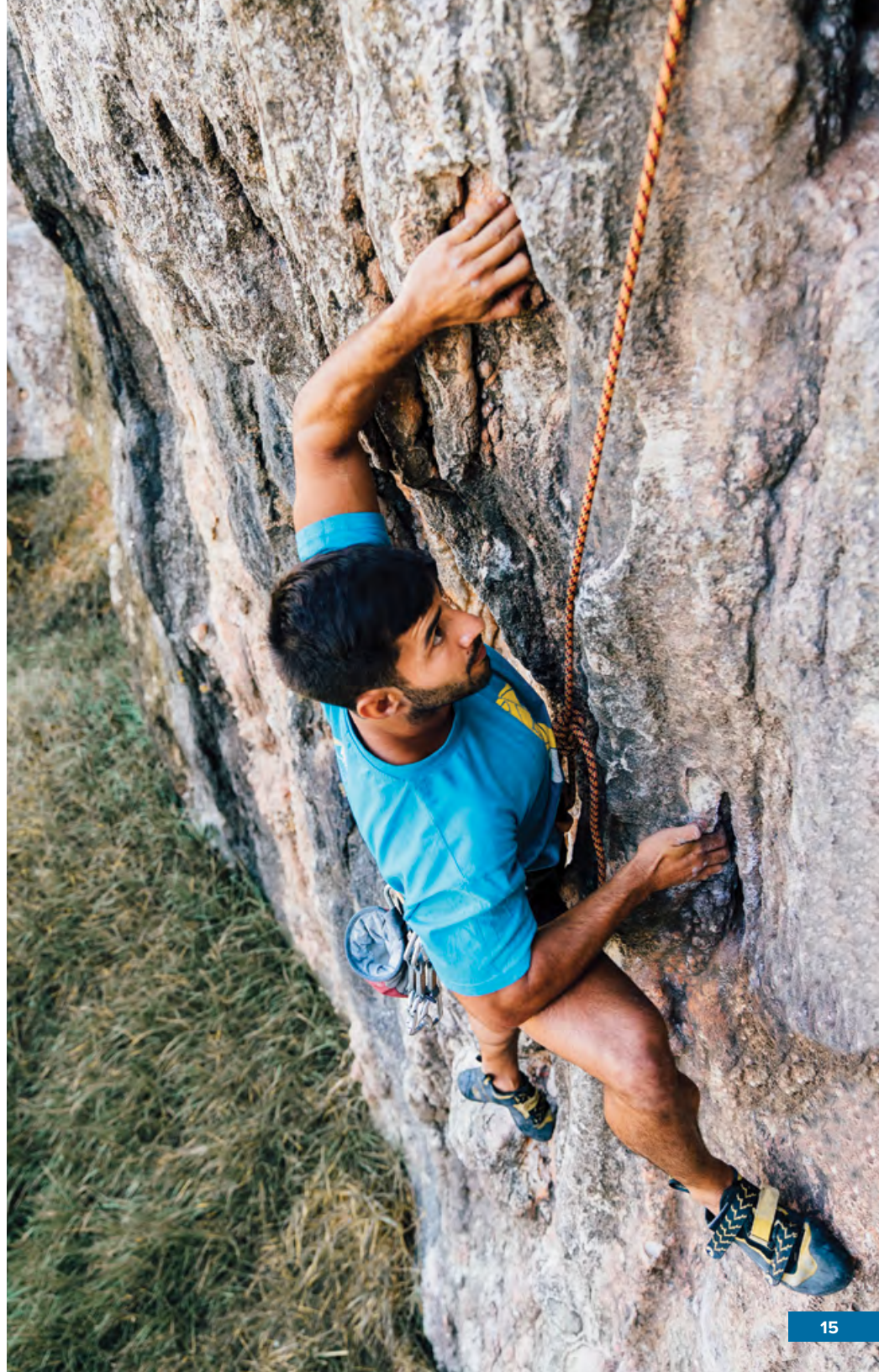
- **25** families were served with Parent Skill Building Programs such as Guiding Good Choices or Systematic Training for Effective Parenting (STEP)/Teen.
- **12** DC Virgo Middle School students successfully completed the year-long Project Venture program. Students planned and implemented a community service-learning project to feed **15** homeless or economically challenged adults a meal of chili and corn bread at a church partner. Students learned about planning, compassion, and kindness.

### Education Outcomes:

Here is a sample of just some of our program outcomes.

#### Parent Programs

- **100%** of families successfully completed the program.
- **100%** of families completing the program demonstrated reduced problem behaviors.
- **100%** of families completing the program demonstrated enhanced family functioning.





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# PREVENTION AND OUTDOOR ADVENTURE

Youth Interventions

- **139** youth received substance use assessments at the Juvenile Detention Center.
- **67** youth were referred to treatment and received Brief Challenges or Seven Challenges. Seeking Safety is a new program added to the treatment options for youth with PTSD and trauma issues.

Strategies to Address Risk Factors

Environmental and Policy Change

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.

- 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 beach access points and other 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 grass-roots level solutions that fit.
- Youth Training was provided to teach teens skills in working with local merchants on un-

derage drinking. Teens then visited local stores to share information about preventing underage drinking and the importance of checking identification prior to making a sale. Teens scanned stores to look for clues on how marketing can promote underage drinking.

- Over **75** Bars, Restaurants, and Retail Stores received merchant education materials to increase age identification checks for the purchase of alcohol and tobacco products.
- **27** Purchase Surveys were completed for alcohol and tobacco sales at stores, restaurants, and bars in New Hanover and Brunswick Counties. These Purchase Surveys use legal-aged, trained volunteers to “secret shop” locations for seller identification checks prior to purchase of age restricted products like alcohol and tobacco. **100%** of Alcohol purchases and **80%** of Tobacco purchases showed merchant compliance with checking identification. After the visits, results were shared with locations and educational materials on fake ids and available free clerk training was provided.
- **46** Alcohol Ordinance Signs and **1** Permanent Medication Drop Box were purchased in partnership with local law enforcement to support their prevention efforts.

Medication Lock Box and Medication Disposal

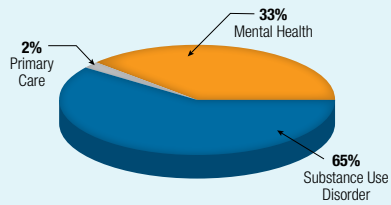
Home Medication Lock Boxes and Medication Disposal Methods prevent unwanted medication misuse and pilferage from persons without permission. Over **944** home medication lock boxes were distributed to households including people in treatment, recovery, and community partner organizations. Over **1,597** medication disposal kits



Regional Priorities (New Hanover, Brunswick & Pender) <i>Root Cause Data collected includes Focus Groups, Surveys, Local/Regional Data and Interviews with Community Leaders</i>				
Community Risk Factors	Easy Access (At Home) (Retail Sales/Events)	Parental Provision (*Rite of Passage) (**Sharing Meds)	Low Perception of Harm (Disregard for Consequences)	Favorable Social Norms (Conditions Promoting Use)
Underage Drinking*	X	X	X	X
Prescription Drug Misuse & Non-Medical Use**	X	X	X	X
Tobacco	X			
Vaping & Electronic Cigarettes	X	X	X	X



## Client Visit Summary 2021-2022



were distributed to people who may be unable to drop off unused medications at permanent 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 print media, social media, geofencing, digital banners, billboards, and radio on Locking Medications for Safety, Disposing of Unused Medications Securely, Monitoring Alcohol and Not Providing to Youth. 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. **24** participants in **6** counties successfully completed the program. Follow up support is available as needed.



### Behavioral Health Equity

An equity lens focus for planning and implementation included increased access to the outdoor adventure course, better office access for visitors, increased access for Spanish speakers, listening sessions with underserved populations including LGBTQ+ stakeholders, native Spanish speakers, people living in public housing, and people with housing insecurity. Results of these listening sessions were shared and are being used in program quality improvement.

### Statewide & National Leadership

- NC Prevention Providers Association (NCP-PA), Secretary and Advocacy Committee
- NC Substance Use Disorder Federation, Advocacy Committee
- Addiction Professionals of NC (APNC) Board of Directors and Southeast Regional VP
- IMPACT Coalition (Statewide Coalition on Substance Misuse)
- 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
- NC Foundation for Alcohol and Drug Studies Board (NCFADS), VP

### 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 2022 Ruthie Trammel Award recipients were Janice Padron, Marcia Bitner, Kebrina Redd, and Jerome Melvin.

# 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 which went live July 1st, 2021. 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 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 **30%** of new patients had an ED visit while only approximately **14%** 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 under-served 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 **3,880** visits to **1,204** 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 care, psychiatric care, and preventative services, which are easily accessible, especially to medically under-served 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 areas 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 care, psychiatric care, 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 provide our services to **8** 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 during emergencies/crises with trained medical and mental health staff on-site.
- Collaborating with schools, local primary care practices, and other community agencies.
- Reducing overall health care costs.

#### Accomplishments:

- WHAT obtained grant support through the North Carolina Office of Rural Health Community Health Grant Program during FY 21-22 which allowed us to continue to work towards increasing access to care for the under-insured 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 pri-

mary care services to high risk, under-funded populations.

- WHAT programs served over **2,404** unduplicated patients during FY 21-22 resulting in the delivery of over **14,290** patient visits. Out of the total unduplicated patients served **1,215** patients received primary care services resulting in the following:
  - **60%** received a brief emotional/behavioral screening (e.g., depression, anxiety, ADHD)
  - **34%** received a substance use screening (CRAFT)
  - **28%** received an annual risk screening (Bright Futures)
  - **27%** received an annual wellness visit
  - **22%** received a BMI (body mass index screening)
  - **30%** received nutrition counseling
  - **26%** received physical activity counseling
- WHAT provided over **8,800** mental health visits collectively across the five locations and over **2,400** 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

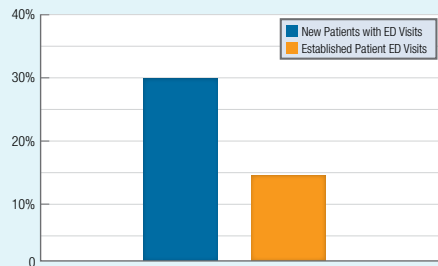
Now, with our SAMHSA Targeted Capacity Expansion (TCE) grant, we are expanding and enhancing services to increase engagement of those with substance use disorders and co-occurring substance and mental disorders who are at risk for HIV or are HIV positive. Through this grant we have **832** individuals that we have en-

rolled into care with our peer support specialists and are continuing to monitor them regularly. Also, our SAMHSA Adult Disaster grant enabled us to provide services to **217** clients that were affected by Hurricane Florence and COVID-19.

- We provided **67** HIV tests (utilizing OraQuick Rapid HIV antibody tests) and 64 Hepatitis C tests (utilizing OraQuick Rapid HCV antibody tests) in the fiscal year. Tests are showing less than **29%** positivity for HCV in the population, with **18** persons testing positively this year. Staffs have found **23** HIV+ persons since grant inception (0 were 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 **3,490** client contact hours via peer support services to **832** individuals (unduplicated).
- 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 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



Percentage of Patients Reporting ED Visits  
2021-2022



behavioral health and substance use issues. Staff interview individuals and set up potential service plans for them upon release. This year **83** individuals have been screened and there have been **36** 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 **216** individuals have made exchanges, and **3,624** 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.
- HIV Early Intervention – The State contin-

(continued from last page)

## HEALTH AND INTEGRATED CARE

ued 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 **87** 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 **610** rapid HCV tests and **298** rapid syphilis tests.
- With the help of Clinica Latina, we were able to reach a **42%** Hispanic client rate in achieving resources through our Adult Disaster Grant.
- We continue to maintain **4** residences 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.
- Coastal Horizons Center has partnered with SAMHSA and the TRIHIC COC to develop a homeless outreach team. This outreach team including Projects for Assistance in Transition from Homelessness (PATH) team which provides outreach services for those chronically homeless individuals with severe and persistent mental illness who are not currently connected to services. And the Short Team Assistance Team (STAT) that utilizes Emergency Solutions Grant Funds to provide outreach services to homeless people in New Hanover County. During the FY 21-22 we provided outreach to **190** homeless individuals, enrolling **12** clients and successfully completing **1** enrollee into their own housing.

*Kenny House, LCAS, CCS*

Vice-President of Clinical Services



## CRISIS INTERVENTION SERVICES

# OPEN HOUSE YOUTH SHELTER AND RESIDENTIAL 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 Social 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 Division of Social 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, the North Carolina Department of Health and Human Services, the United States Department of Health and Human Services Administration for Children and Families – Family and Youth Services Bureau, Cape Fear Collective, Eshelman Foundation, foster care and child/adolescent crisis respite reimbursements from the Department of Social Services, and charitable donations.

### Program Operations FY 21-22:

#### Direct Services

- 32 youth were provided 882 days of shelter.
- Staff facilitated a total of 572 youth/family interactions.
- Youth participated in 519 hours of cultural experiences and recreational activities.
- Youth received 187 hours of health and wellness activities.
- Youth were provided with 176 hours of vocational/educational experiences.
- 2,646 nutritious, family-style meals were served to youth staying at the shelter.

#### Community Outreach and Education

- Staff conducted 49 community education/outreach events, with 105 youth and 1,371 adults in attendance in New Hanover and Pender Counties.
- In total, staff distributed over 1,850 community outreach/education materials, including flyers, brochures and handouts.

### Program Affiliations FY 21-22:

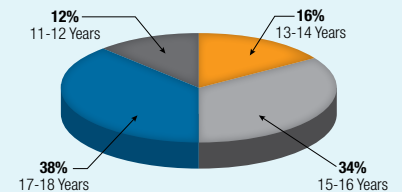
- Community Child Protection Team (Pender County and New Hanover County)
- New Hanover County Child Abuse Prevention Coalition
- Juvenile Crime Prevention Council (Onslow, Jones, Duplin and Sampson Counties)
- National Runaway Switchboard
- FEMA Emergency Food and Shelter Local Board
- Tri-County Homeless Interagency Council
- Community Crisis Response Team (New Hanover County)
- North Carolina Homeless Management Information System
- New Hanover County Resiliency Task Force
- Community Relations Advisory Committee
- New Hanover County Disaster Coalition – Child Welfare Committee



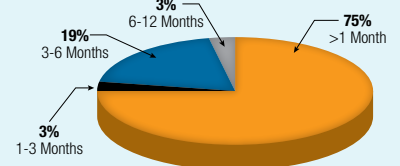
### Program Achievements FY 21-22:

- 87% of youth stated that they had a positive experience while staying at the shelter.
- 90% 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.
- 94% of youth made progress on or met their individual goals while staying at the shelter.
- 100% of youth stated that they felt supported by one or more adults during their time at Open House.
- 100% of 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 Youth Shelter  
Client Age Breakdown  
2021-2022



Open House Youth Shelter  
Client Length of Stay  
2021-2022





“They helped me learn more about community resources and programs, like NCWorks. Also how to vote, I never really cared about voting before that. I liked the zoom and in-person format. Especially the dinners, that was a good bonus.”

– Transitional Living Client

#### Open House Transitional Living Program Annual Board Report 20-21

The Open House Transitional Living Program is the only 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

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## OPEN HOUSE YOUTH SHELTER AND RESIDENTIAL SERVICES

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. The primary goal is that, upon exiting the Transitional Living Program, participants will become productive, successful members of the community for the rest of their lives.

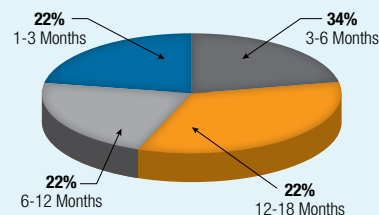
Open House currently provides ten transitional living units in New Hanover County. Referrals are accepted 24 hours a day, 7 days a week from local agencies such as The Departments of Social Services, Coordinated Entry, Trillium, Physicians Alliance, school personnel, and other youth serving organizations 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.

#### Program Operations FY 21-22:

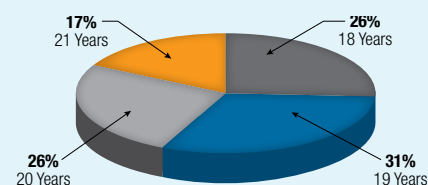
##### Direct Services

- 23 unduplicated youth/young adults were provided with 2,339 days of housing.
- Participants received over 200 hours of case planning services.
- Participants received over 50 hours of life skills instruction.
- Case Manager provided participants with over 50 “Resource Mania Monday” emails containing information on current job opportunities, local academic offerings, program updates and life skills.

Open House Transitional Living Program Length of Stay 2021-2022



Open House Transitional Living Program Participant Age Breakdown 2021-2022

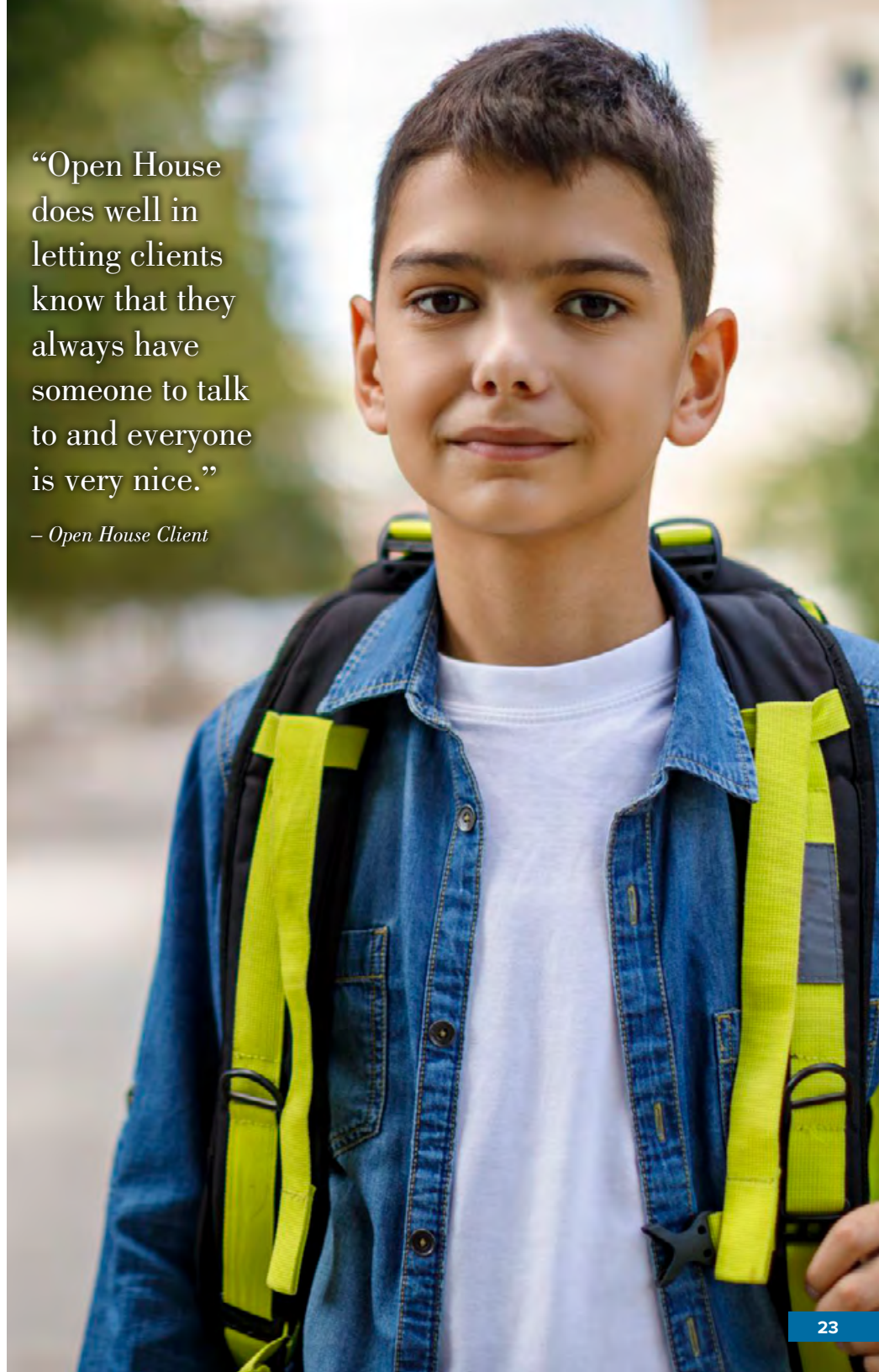






“Open House does well in letting clients know that they always have someone to talk to and everyone is very nice.”

– Open House Client



#### Community Outreach and Education

- Staff conducted **49** community education/outreach events, with **105** youth and **1,371** adults in attendance in New Hanover and Pender Counties.
- In total, staff distributed over **1,850** community outreach/education materials, including flyers, brochures and handouts.

#### Program Affiliations FY 21-22:

- Tri-County Homeless Interagency Council
- Continuum of Care Coordinated Entry/ Homeless Management Information System
- National Runaway Switchboard
- New Hanover County Community Child Protection Team
- New Hanover County Resiliency Task Force
- Youth Villages
- Lifeline

#### Program Achievements FY 21-22:

Upon completing the Transitional Living Program:

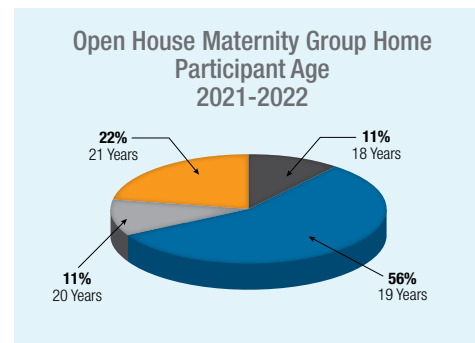
- **100%** of participants exited to a safe and stable destination.
- **87%** of participants had improved composite health scores.
- **100%** of participants indicated there was at least one adult in their life, other than program staff, to whom they could go for advice or emotional support.
- **60%** of participants were attending school or had graduated from high school/obtained a GED.
- **87%** participants were employed or looking for work.

## CRISIS INTERVENTION SERVICES

# OPEN HOUSE MATERNITY GROUP HOME

The Open House Maternity Group Home program is the only youth-focused Maternity Group Home program in the Cape Fear Region, providing safe, stable housing and supportive services for homeless pregnant and/or parenting young people between the ages of 16 and 22 as well as their dependent children. Services provided are provided for up to 21 months or until a young person turns 18 if they entered the program at age 16. Services are accessible 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. The MGH program supports community based, adult supervised, transitional living arrangements for clients as well as skill building in the areas of parenting, child development, family budgeting, and health and nutrition. Family and Youth Services Bureau requires the incorporation of elements of Positive Youth Development and Trauma Informed Care which suggest the best prevention of risk

and trauma is helping young people achieve their fullest potential through strategies focused on leadership, counseling, skill-building, and community involvement. Staff provide intensive support and services to assist youth in becoming independent, functioning members of society. In addition, youth and young adults in this program are engaged in money management and budgeting, consumer education, and credit health education as well as educational advancement, job attainment skills, interpersonal skill building, and receive referrals to social and health care services while in the program. The Caseworker assists participants in reaching their fullest potential by assisting with identifying education goals, completing relevant applications and financial aid forms, identifying transportation solutions, and accessing any specialized assistance opportunities that might apply. The Caseworker helps youth identify strengths and opportunities for professional development as well as provide weekly information on available employment opportu-



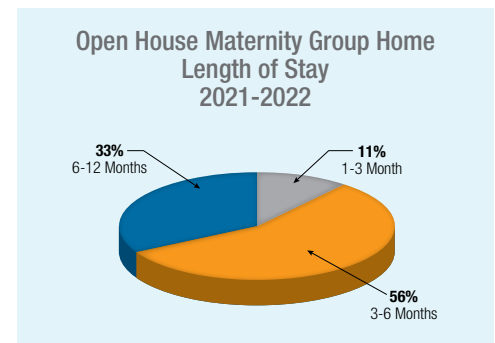
nities. Continuous life skills classes are offered to further professional development, with topics such as: accessing job postings, resume writing, mock interviewing, professional attire, and workplace conflict resolution. The primary goal is that, upon exiting the MGH Program, participants will become productive, successful members of the community long term, economic independence for homeless parenting youth and ensures the well-being of their children long-term.

Open House currently provides **10** 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 Social 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 Maternity Group Home Program are made possible via the support of the Administration of Children and Families-Family and Youth Services Bureau, annual fundraising, and charitable donations.

### Program Operations FY 21-22:

#### Direct Services

- **10** unduplicated youth/young adults were provided with 716 days of housing.
- Participants received over **52** hours of case planning services.
- Participants received ongoing life skills instruction.
- Case Manager provided participants with over **50** "Resource Mania Monday" emails containing information on current job opportunities, local academic offerings, program updates and life skills.



### Community Outreach and Education

- Staff conducted **49** community education/outreach events, with **105** youth and 1,371 adults in attendance in New Hanover and Pender Counties.
- In total, staff distributed over **1,850** community outreach/education materials, including flyers, brochures and handouts.

### Program Affiliations FY 21-22

- Tri-County Homeless Interagency Council
- Continuum of Care Coordinated Entry/ Homeless Management Information System
- New Hanover County Community Child Protection Team
- New Hanover County Resiliency Task Force
- Lifeline Pregnancy Center
- Youth Villages
- Smart Start

### Program Achievements FY 21-22

Upon completing the Maternity Group Home Program:

- **100%** of participants exited to a safe and stable destination.
- **100%** of participants indicated there was at least one adult in their life, other than program staff, to whom they could go for advice or emotional support.
- **100%** of participants were attending school or had graduated from high school/obtained a GED.
- **100%** participants were employed or looking for work.





## CRISIS INTERVENTION SERVICES RAPE CRISIS CENTER

### 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 21-22 the Rape Crisis Center provided services to a total of **546** individuals. All 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, the North Carolina Community Foundation, New Hanover County Schools, and generous financial and in-kind contributions from donors and volunteers in the community. For example, an average of **4** active volunteers a month provided a total of **7,061** hours of volunteer coverage in FY 21-22.

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.

### Program Operations FY 21-22:

#### New Hanover County Direct Services

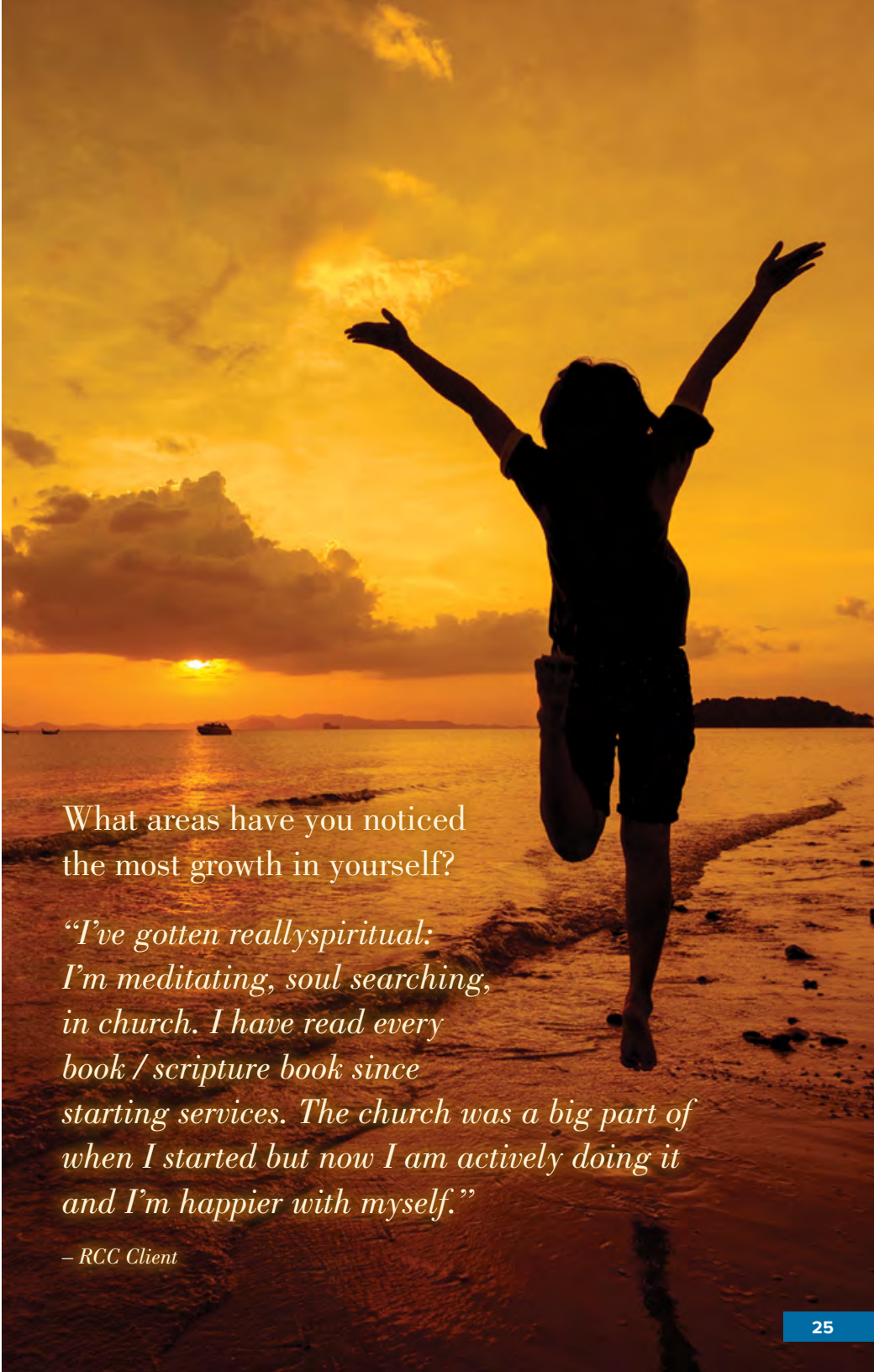
- **330** victims of sexual violence sought services through the Rape Crisis Center.
- **46** family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with **254** instances of advocacy services, including **45** crisis hospital responses.
- Sexual assault victims received **400** hours of individual therapy conducted by licensed clinicians.

#### Brunswick County Direct Services

- **165** victims of sexual violence sought services through the Rape Crisis Center.
- **18** family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with **118** instances of advocacy services, including **8** crisis hospital responses.
- Sexual assault victims received **655** hours of individual therapy conducted by licensed clinicians.

#### Pender County Direct Services

- **38** victims of sexual violence sought services through the Rape Crisis Center.
- **5** family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with **33** instances of advocacy services, including **4** crisis hospital responses.



What areas have you noticed the most growth in yourself?

*“I’ve gotten really spiritual: I’m meditating, soul searching, in church. I have read every book / scripture book since starting services. The church was a big part of when I started but now I am actively doing it and I’m happier with myself.”*

– RCC Client

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## RAPE CRISIS CENTER

- Sexual assault victims received **146** hours of individual therapy conducted by licensed clinicians.

### Duplin County Direct Services

- **13** victims of sexual violence sought services through the Rape Crisis Center.
- **2** family members, friends and spouses/intimate partners of sexual assault victims also received services.
- Staff provided sexual assault victims with **11** instances of advocacy services, including **1** crisis hospital response.
- Sexual assault victims received **4** hours of individual therapy conducted by licensed clinicians.

### Community Outreach, Education & Prevention

- Staff facilitated **125** community outreach events and social media campaigns reaching over **2,214,092** potential victims of sexual assault in New Hanover, Brunswick, Pender and Duplin Counties.
- The RCC staff provided **36** victim response trainings, reaching **535** community professionals.
- **4,463** middle school students in New Hanover County completed the multiple session, evidence-based sexual violence prevention program *Shifting Boundaries*.
- The Rape Crisis Center reached **6,557** high school students through implementation of *Bringing in the Bystander*, a sexual violence prevention program aimed at increasing, among potential bystanders and third-person witnesses, prosocial attitudes and behaviors toward and awareness of risky behaviors and precursors to sexual victimization.

### Program Affiliations FY 21-22:

- North Carolina Coalition Against Sexual Assault
- North Carolina Victim's Assistance Network
- Sexual Assault Response Teams: New Hanover, Pender, Brunswick, Duplin Counties
- UNCW Relationship Violence & Sexual Assault Response Team
- Community Child Protective Teams- New Hanover, Brunswick, Pender Counties
- Multi-Disciplinary Team (Carousel Center)
- Sexual Violence Prevention Task Force
- Domestic Violence Action Coalition
- Adolescent Parenting Program Community Advisory Committee
- Latino Alliance
- New Hanover County Resiliency Task Force
- New Hanover County Schools Title IX Committee
- Human Trafficking Rapid Response Team

### Program Achievements FY 21-22:

- **100%** of surveyed sexual assault victims stated that they were satisfied with the services they received.
- **94%** of sexual assault victims who presented at the hospital filed a law enforcement report and/or participated in the evidence collection process.
- **949** individual therapy sessions were provided across Brunswick, Duplin, New Hanover, and Pender Counties.
- Our trained advocates provided approximately **1,696** hours of case management services to clients.



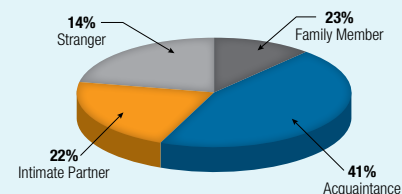
What do you think has been the most helpful?

*“Finding my worth in this situation and getting to put a new claim over myself.”*

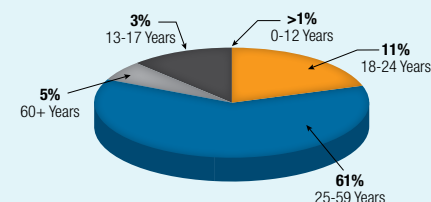
*“The validation and support I received from Michelle.”*

— RCC Clients

Rape Crisis Center  
Relationship of Victim to Offender  
2021-2022



Rape Crisis Center  
Client Age Breakdown  
2021-2022





# JUSTICE SERVICES

**The Justice Services (JS) component of Coastal Horizons Center provides a continuum of services to people involved in the justice system in fifty-three counties of North Carolina.** The primary goals of JS 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 **17,518** referrals in this past fiscal year. Additionally, of the **10,246** individuals that were admitted to TASC this year, **56%** or **5,794** 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 for individuals with no prior justice involvement or 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 high risk and high need.

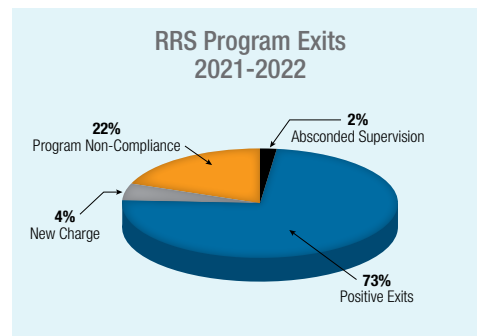
During FY21-22 Coastal Horizons Center, Inc. provided RRS services in **15** counties within Eastern North Carolina these counties are: Brunswick, Craven, Cumberland, Duplin, Greene, Jones, Lenoir, New Hanover, Pamlico, Pender, Pitt, Sampson, Tyrrell, Wake and Wayne County.

RRS staff served **2,420** clients during FY 21-22; this is an **18%** increase from the number of clients served in FY 20-21. In addition, of the **1,433** individuals that completed RRS services this year **73%** were positive program exits.

Of the clients referred for services **26%** were supervised at Level 1 (highest), **50%** Level 2 (high) and **16%** Level 3 (moderate) levels of supervision.

## Re-Entry Systems of Effective Treatment (RESET)

RESET serves adults incarcerated in the New Hanover County Detention Center with high criminogenic risk and substance use or co-occurring disorders. The prioritized population is adult men and women with co-occurring disorders. RESET staff begins collaborating with participants before their release from incarceration. Together they develop an individualized transitional care plan. Staff also provide direct services that tar-





(continued from last page)

## JUSTICE SERVICES

get anti-social behaviors, substance use, and parenting skills. Upon release from incarceration, participants receive an array of behavioral health services and linkage to recovery support programs in the community. RESET also offers housing assistance through a partnership with many different recovery homes in the Wilmington community.

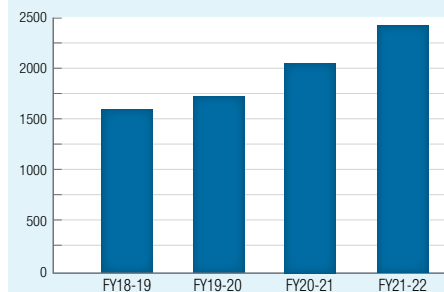
Of the **240** referrals received throughout the fiscal year, **95** unique individuals enrolled in the program. RESET continues to improve outcomes related to supportive recovery, substance use, employment, and housing stabilization.

### Survivors Opioid/Covid Epidemics Utilization Resources Community Engagement (SOURCE)

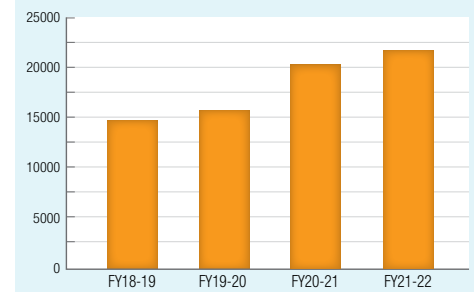
The SOURCE program was developed in response to the COVID-19 epidemic and aims to reduce overdose deaths among the justice-involved population. The prioritized population includes individuals with chronic medical conditions whose immune systems are compromised, those **55** years and older, and those from mar-

ginalized communities. SOURCE staff screen participants while incarcerated. Upon release, enrolled participants are linked to an array of programming to address medical and behavioral health needs. SOURCE staff educates participants on overdose risks and harm reduction services. In February 2022, SOURCE received additional funding to expand and target individuals in New Hanover County diverted from the justice system for low-level offenses or individuals at risk of entering the system. SOURCE staff work with enrolled participants to develop a collaborative plan that includes connection to behavioral health, harm reduction programming, and other community supports, including housing assistance and employment training. Since its inception in June 2021, the SOURCE staff has served **103** unique individuals.

RRS Participants Served  
2021-2022



RRS Cognitive Behavior Intervention (CBI)  
Units Attended 2021-2022







## Our Children's Place

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

Over the past year, OCP conducted **65** workshops for **2,268** professionals. These workshops were a combination of in-person, virtual and hybrid, a trend that will continue for the foreseeable future.

In the fall of 2021, OCP began implementing the FRESH (Family Re-Entry Support and Help) grant from the North Carolina Department of Public Safety. Since that time, OCP staff members have:

- Conducted **14** training sessions (focused on the importance of the parent-child relationships and visits) in **5** locations with **160** staff members from **13** designated re-entry prison facilities across the state as well as regional and statewide office staff.
- Hired the first of **3** care managers who will work in two prisons, with the two future hires to work in three additional prisons.
- Toured the visiting spaces at **13** prisons and developed a checklist of ways to make those spaces more child-friendly.
- Reviewed the visiting policies and procedures for those same **13** prisons, with the next step being to provide feedback on making those more child-friendly.

OCP continues to be involved with the national See Us, Support Us campaign in October organized by the Osborne Association in New York. This year's focus will be supporting the physical health and emotional wellbeing of children with incarcerated parents. In 2021, OCP hosted a virtual panel, Voices and Vision, with youth who shared their experience of having an incarcerated parent. This year the focus will be a "What Can I Do?" pledge and a project with North Carolina Health News giving youth the opportunity to work with a reporter and share their stories.

Melissa Radcliff, OCP Program Director, served on a panel for the PBS North Carolina screening of *Apart*, a film about three incarcerated mothers focused on their relationships with their children. She recorded a podcast for the National Drug Court Resource Center (released in February 2022) and National Child Support Enforcement Association (pending release date).

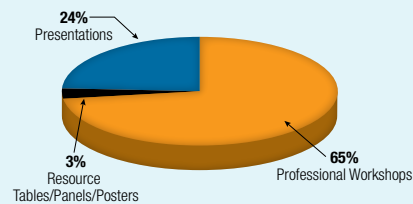
In August OCP launched its second annual "Why Me for OCP?" social media campaign. Each week in August and September there was a post by a new Advisory Board member or community sup-

porter with their picture and answer to the "why?" question. The hope is the campaign will generate additional interest in OCP as a whole and with community members who might be potential Advisory Board members.

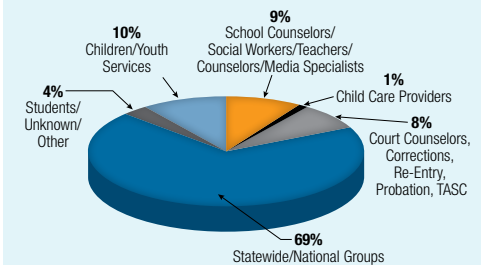
In early 2022, OCP organized a journal, pen, and stamp drive for two school districts (Durham and Pitt). These items were made available to students with incarcerated parents to encourage them to journal and to keep in touch with their parents. The staff also organized Parent Day at Sampson Correctional Institution, the first one since the pandemic caused prison programming to halt in March 2020. This was the first time at this facility, after a professional who attended an OCP workshop introduced OCP to the warden. There have been initial conversations about hosting Parent Day there quarterly.

Melissa continues to serve on both the Local Team for the State Reentry Council Collaborative (SRCC), Orange County Local Reentry Council, and the State Advisory Council for the Healthy & Resilient Communities Initiative (North Carolina Smart Start).

**Our Children's Place – Professional Trainings, Community Presentations & Resource Tables 2021-2022**



**Our Children's Place Professional Participants 2021-2022**



## JUSTICE SERVICES

# REGIONS I AND II – REGIONAL COORDINATING ENTITY (RCEs)

The TASC RCE provides 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 RCE continues to provide administrative and managerial supervision within 53 Counties of North Carolina. The TASC RCE is 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 TASC:

- **10,554** clients were assessed and/or screened by TASC staff during fiscal year 2021-2022. Of those, **10,246** were admitted for TASC services.
- **5,794** or **56%** of clients successfully completed TASC services.

### Accomplishments in Professional Development for TASC Staff:

- All TASC staff are registered either with the NC Addictions Specialist Professional Practice Board or have already received their LCAS, CCS, CADC, or CCJP certification.
- There are **38** staff members who are working toward meeting certification requirements to take the CADC certification test and **4** staff members who are in preparation for the LCAS licensure exam.
- There are **22** staff members who have CADC certifications; **4** staff members who are registered as LCAS-A; **1** staff member who has their CADC certification and is also registered as an LCAS-A; **1** staff member who has CADC and CCJP certifications; **1** staff member who has their CCJP certification;

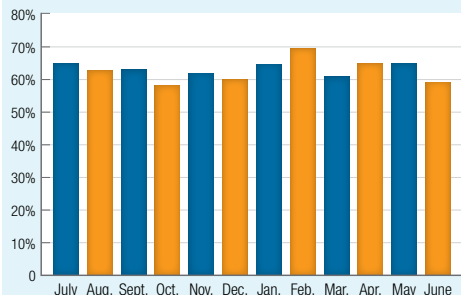


- **1** staff member who has their LCAS certification; **1** staff member who has their LCMHC, LCAS, and CCS certifications; **1** staff member who has their LCSW, LCAS and CCS certifications; **2** staff members who have their LPA, LCAS, and CCS certifications; and **4** who have their PEER Support Specialist certifications.
- TASC Care Managers participated in many trainings offered through the North Carolina TASC Training Institute to include Crimson Letters, The Gas Station Series with Dr. Merrill

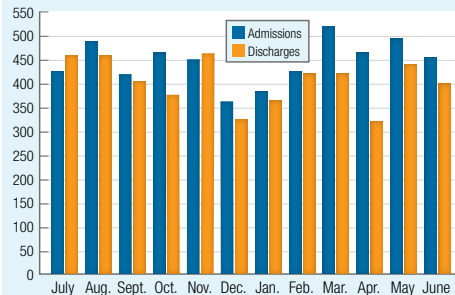
Norton, Ethics and TASC, Why Do We Bang, Street Smart, Narcan and Overdose Reversal, The Neurobiology of Addiction, Acceptance & Commitment Therapy, and Becoming Tobacco Free.

- TASC Care Managers obtained **1,241** training hours through the NC TASC Training Institute during FY 2021-2022. In addition to the TTI trainings, Care Managers completed **1,921** hours of training through Relias.
- The Regional Director and one Assistant Director attended the NCFADS Summer School, July 26 – July 29, 2021. **19** other staff members to include Clinical Team members and an Area Coordinator attended the school as well.
- **12** staff members attended the 2021 APNC Fall Conference (Virtual) - October 25-27, 2021.
- **19** staff members attended the NCFADS Winter School - February 20-23, 2022.
- **8** staff members attended the APNC Spring Conference 2022 (Virtual) - April 20-22, 2022.
- **8** staff members attended the 2022 NCDPS Reentry Conference - April 26-27, 2022.
- **8** staff members attended the NCPPA Training Institute 2022 - June 15-17, 2022.

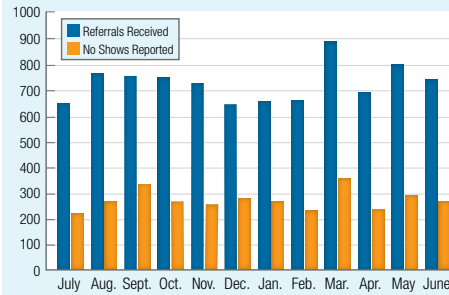
TASC Region I – Successful Completion Rate 2021-2022



TASC Region I – Admissions & Discharges 2021-2022



TASC Region I – Referrals & No Shows 2021-2022



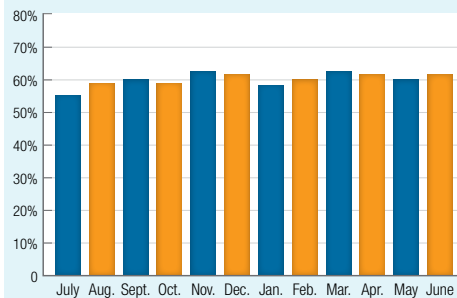


### Accomplishments in Regional Development for TASC:

- Direct supervision of the TASC Care Managers in the **53** counties served by Coastal Horizons Center is provided by Area Coordinators Andrea Scheffler, Nazim Khan, Dawn Robinson, Reginald Edwards, Le'Creasha Brown, and Heidi Wasicki.
- Field Specialists who assist in training TASC Care Managers are Steve Hodge and Sylvia Grooms.
- Clinical Supervision for TASC Care Managers is provided by Justice Services Clinical Director, Candace Small and Clinical Coordinators Brittany Hales, Cortney Tindal and Amanda Young.
- Assistant Directors for TASC are Le'Creasha Brown and Jamie Melvin.
- The Regional Director who oversees TASC operations in **53** counties is Melinda Thompson-King.
- 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 TASC's purpose, policies and procedures to new Probation Officers and update probation officers in regular probation unit meetings.

- Brunswick County staff continue to partner with Brunswick County Drug Treatment Court (DTC) to provide TASC services for the targeted DTC population.
- New Hanover and Cumberland County TASC continues to participate in the Law Enforcement Assisted Diversion (LEAD) program; it has become a key partner in helping the Wilmington and Fayetteville Police Departments access mental health and substance use treatment for at-risk individuals they meet during their daily work.
- Six counties: Nash, Edgecombe, Craven, Pamlico, Cumberland, and Orange are currently participating in a pilot program with the Department of Public Safety and the Local Re-Entry Councils to provide Peer Support Services. The Peer Support Specialists are able to work with individuals who are justice-involved, living with a substance use and/or mental health issue, and need support in one or more of the following areas: housing, medical, employment, education, transportation, or sustenance.

**TASC Region II – Successful Completion Rate 2021-2022**

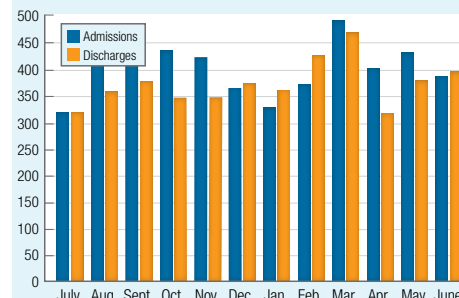


### Statistical Information for TASC:

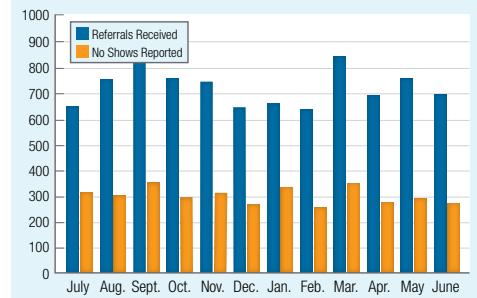
- **83%** of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need levels at intake.
- Of clients referred by Community Corrections **15%** were supervised at Level 1 (extreme), **32%** were supervised at Level 2 (high) and **36%** were supervised at Level 3 (moderate) risk level.

- Of clients enrolled in TASC **55%** were supervised at care management Level 1, **27%** were supervised at care management Level 2 and **15%** were supervised at care management Level 3.

**TASC Region II – Admissions & Discharges 2021-2022**



**TASC Region II – Referrals & No Shows 2021-2022**



## NC TASC Training Institute Training Totals 2021-22

**Total TTI Continuing Ed**  
*Hours Awarded 13,946*

**TASC Online Clinical/Relias Training Modules**  
*5,021 Continuing Ed Hours*

**TASC Live Clinical Education**  
*7,383 Continuing Ed Hours*

**Driving While Impaired Service Provider Training**  
*1,542 Continuing Ed Hours*

**Alcohol and Drug Education Instructors**  
*86 Certified*

**Drug Education School Instructors**  
*29 Certified*

## JUSTICE SERVICES NC TASC TRAINING INSTITUTE

### Treatment Accountability for Safer Communities - TASC Training Institute

- The TASC Training Institute provides evidence-based training to TASC staff statewide, with regional classroom, and online learning in order to improve the delivery of services to the justice involved population across the state of North Carolina.
- The Institute provides TASC Initial and Ongoing Clinical Series Training plans through the TASC/Relias Online Course Library, TASC Continuing Clinical Education live events, NC Drug Education School (DES) Instructor training, DWI Services technical and continuing education training via regional and online learning, and other Institute sponsored events.
- The Institute provides speakers and support for training events and conferences such as:
  - Addiction Professionals of NC Fall and Spring Conferences
  - NC Foundation for Drug and Alcohol Studies Summer and Winter Schools

- Eastern AHEC's Annual Substance Abuse State of the Art Conference
- NC Association for the Treatment of Opioid Dependence Annual Conference
- NC Opioid Misuse and Overdose Prevention Summit
- McLeod Addictive Disease Center's Professional Training Series
- The Institute's websites provide information, online training, training event information and registrations for the NC TASC Network, NC Drug Education Schools, the NC DWI treatment provider community, and online Ethics Education for NC Addictions Specialist Professional Practice Board registrants.
- The Institute administers the Instructor Certification programs for the NC Drug Education School and NC Alcohol and Drug Education Traffic School (ADETS) programs.
- The Institute provides administrative and technical support, training, and consultation for NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services DWI Programs Office, including DWI New Provider Orientation, E508 Certificate of Completion training and administration. The Institute's online DWI Training and Support Center provides a portal for information and training for the State's nearly 500 DWI treatment facilities. Institute staff members help improve education and treatment services to clients statewide through quality improvement consultation to DWI facilities.

### TASC Training Institute Accomplishments During FY 20/21

- All live training events were provided virtually via webinar/meeting applications.
- TTI awarded **5,021** credit hours for the completion of TASC Clinical and Relias online courses in FY 21/22.
- Provided **7,383** credit hours through conference scholarships, and **24** live TASC continuing education events such as Psychopharmacology, ASAM Criteria, Professional Ethics, Motivational Interviewing, Opioids and How They Interact with Other Medications, The Pharmacology of THC, Delta 8 and other Street Drugs, Working with Gang Involved Persons, and others.
- Provided DWI Online Training Modules, and **26** live DWI training events, to include "E 508" DWI Certificate of Completion Web Application, New Provider, and ADETS Instructor training via webinar for **444** participants and awarding **1,542** credit hours.
- TTI certified **17** new NC Alcohol and Drug Education Traffic School Instructors (ADETS) and renewed the certification of **69**.
- TTI certified **10** new NC Drug Education School Instructors (DES) and renewed the certifications of **19**.
- All TTI sponsored training awarded over **13,946** continuing education hours.





## EXTERNAL OPERATIONS

**Coastal Horizons Center continues to be a leader in the provision of evidence-based** practices in social 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.

Medicaid Managed Care transformation efforts are in full swing now. Standard Plans have gone live, while Behavioral Health I/DD Tailored Plans new launch date is December 2022 although definitive decisions on the date will be made in September. Much of this will be directed by the budget process. The state continues to struggle with hiring in all departments.

Kody Kinsley was appointed by the Governor to become the Secretary of the Department of Health and Human Services. The Director of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services position is vacant but the Department is hoping to announce a new Director the end of September.

Medicaid expansion has been a key agenda item for the Department of Health and Human Services. Advocacy continues while multiple bills were introduced during the last session none prevailed in both chambers. Leadership has stated they are ready to expand Medicaid but there are still issues which must be addressed including the Certificate of Need potential adjustments. There is still a feeling among the leadership that a bill will be negotiated and passed during the 2023 session.

General Assembly legislation has now split the Department of Public Safety. There will be a new Department of Adult Corrections which will include all adult services provided by the original Department of Public Safety. The total transformation of the Departments is to occur by January 1, 2023. A Secretary of this new Department has not yet been named. The Department will have three Divisions for Health Care Services, Programming and Reentry and Professional Standards and Compliance. The **21,000** employees of the new Department will transfer from the Department of Public Safety in October.

The Open House Youth Shelter has operationalized their new Maternity Group Home Program. This had been a dream of the team for many years for young women who are pregnant and homeless along with parenting young people between the ages of 16 and under 21. It includes supervised transitional living, parenting skills as well as child development, family budgeting, health, and nutrition skills. The goal is financial stability for all.

The Reentry Systems for Effective Treatment program is back in the New Hanover County Detention Facility for interviews, assessments, and classes. The program is entering its fifth year of federal funding with SAMHSA and will be reviewing additional solicitations for a broad array of Reentry Services for the tri-county area. Justice Services was also awarded a second grant from the Division of Mental Health for the SOURCE program which is to assist in decreasing the overdose rates of individuals being released from the New Hanover County Detention Center.

Treatment services is now utilizing two RVs to provide treatment services in Bladen, Columbus and Brunswick counties. An exciting expansion into areas under-served historically. The Quick Response Team in New Hanover County continues to be recognized by many funding services and leadership for its successes. A federal grant has also been received to implement SBIRT (Screening, Brief Intervention and Referral to Treatment).

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.



Karen V. Chapple  
*Executive Vice President of Operations*



# 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 of Health Service Regulation New Hanover Opioid Treatment Program review, the New Hanover DWI program review, the OPTUM Prepaid Health Plan record review, a Centers for Medicaid and Medi-

care Services Perm audit, DEA on-site review of the Brunswick Opioid Treatment Program following one year of operation, and an Eastpointe Post-Payment review. Coastal Horizons Center (CHC) has demonstrated 5 years of compliance with the Justice Department Memorandum of Agreement which completes that period of heightened oversight.

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:

- Electronic desk audits of Day Treatment Services
- NCTOPPS compliance for Enhanced Services
- Electronic desk audits of Intensive Outpatient Programs

Quality Improvement has been involved in several special projects this year. The most important of those projects was the launch at our Pender office of the Rocky Point Opioid Treatment Program. Standing up this program required coordination with nursing, information technology and treatment staff as well as a multitude of outside regulatory and oversight agencies. Those oversight agencies included: the Drug Enforcement Administration, Substance Abuse Mental Health Services Administration, the State Opioid Treatment Authority, the North Carolina Department of Health and Human Services Drug Control Unit, and the Division of Health Service Regulation. Pender marks the second successful launch of an opioid treatment program in the span of 2 years and it required a tremendous effort from all those involved.

Quality Improvement has overseen the successful completions of **2** CARF accreditations for Coastal Horizons Center programs. The first of those was the accreditation of our already existing Day Treatment programs and the second was the Brunswick Opioid Treatment Program. The Day Treatment accreditation was a partial that will fold into our the 3 year accreditation cycle for existing programs. The Brunswick Opioid Treatment

Program accreditation was a full accreditation for which we received the maximum accreditation interval of 3 years. Brunswick staff really shined and clearly demonstrated the value of that service. Additionally, Quality Improvement is steadily working in preparation for the full accreditation that will occur in March of 2023.

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 continues to save CHC significant funds and allows for training to be more easily coordinated with Program Directors. The RELIAS platform continues to be integrated and the training department has developed a comprehensive on-boarding suite for new employees as well as an on-going set of trainings for current staff. This technology allows Coastal Horizons to ensure our staff receive trainings in a timely manner and that we remain in compliance with the myriad of requirements under which we operate.

Data Science is providing Coastal Horizons Center with powerful, real-time tools to assess the effectiveness of our services. The graphs on the next page provide insights into the services Coastal Horizons Center is offering and the number of people being served.

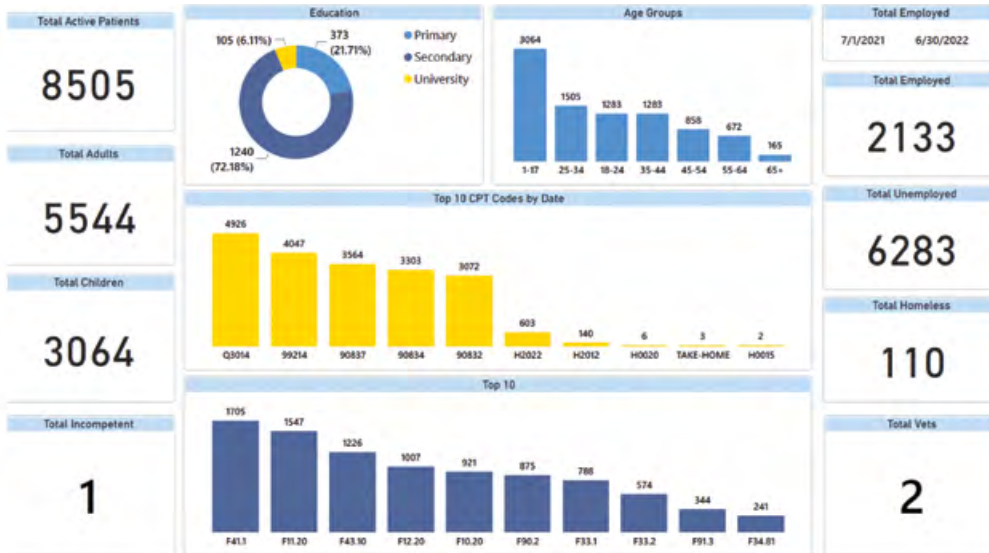
  
Eric Luttmer  
Vice President,  
Medical Services &  
Corporate Compliance

  
T. Lindsay Joines  
Quality Improvement  
Training Director

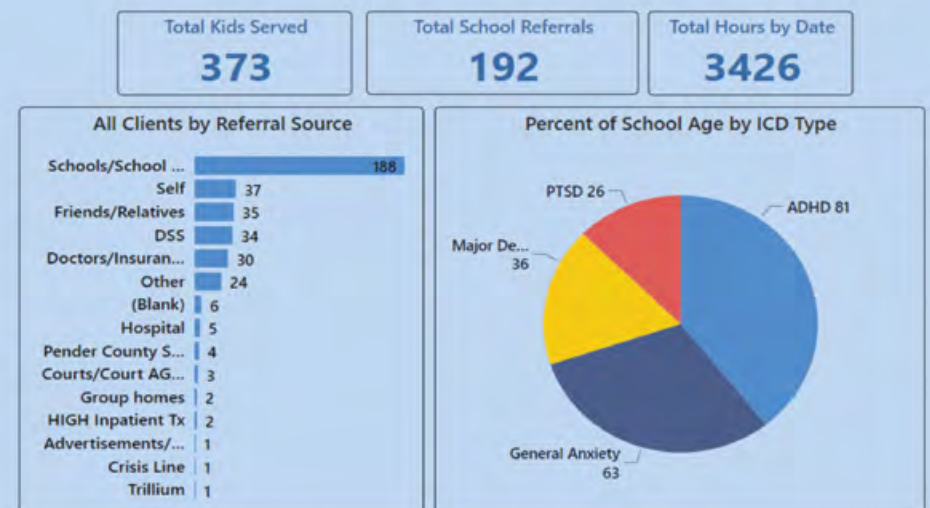




## Quality Improvement by the Numbers 2021-2022



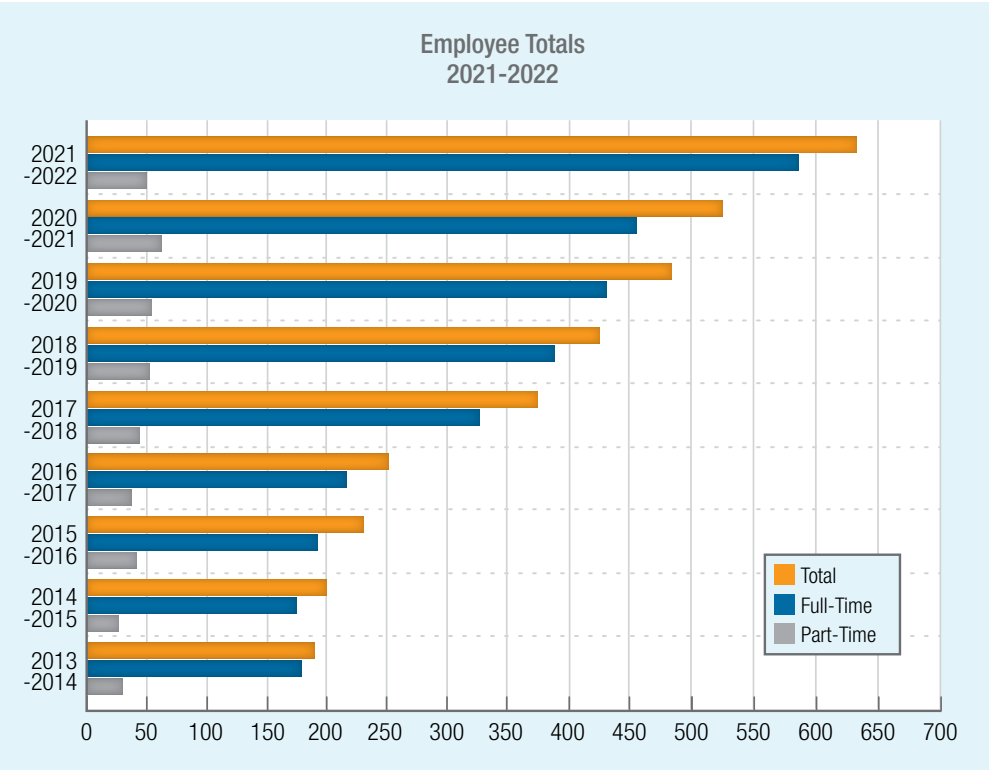
## Pender School Age Referral and Hours Stats



# HUMAN RESOURCES

**Coastal Horizons Center continues our amazing growth in terms of the expanding quality of services and programs** we provide to our communities by each of our highly talented employees and volunteers. This past year has been challenging in so many ways for our organization, and for those we serve, and our staff members have all been incredibly adaptive in their support of our mission in providing choices for healthier lives and safer communities. These important services our Coastal Horizons Center staff members provide make a significant impact on the physical, emotional, and social development of children, adults, and families in our communities.

The Human Resources Department with Coastal Horizons supports multiple department leaders, programs and staff members to successfully recruit, hire, orient and develop our new and existing employee members, in both full and part time employment capacities. Every person who becomes part of Coastal Horizons makes important contributions to our organization. Human Resources will continue to proactively work within the organization of ensuring our employees have the ongoing support they need, to deliver these important services.



Human Resources will continue to report on our significant accomplishments and our ongoing commitment to supporting Coastal Horizons Center’s long-term strategic plan. The staff members within Human Resources will continue to be actively involved in our employee benefits and facilities management development, as well as in establishing and developing our community partnerships. As we continue to look forward, Human Resources will continue to work closely with the leadership of Coastal Horizons and our Board of Trustees 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 Human Resources 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 Human Resources have been successful managing these areas, maintaining plan quality and cost containment, and 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 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. Cristine, Areion 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 within Coastal Horizons for all their day-to-day support. It is because of their dedication, commitment, and support to all of our employees and clients, which in turn, engages those of us in Human Resources every day, in providing you with our best support to them, and to Coastal Horizons.

Bob Jalbert  
*Human Resources Director*



# FINANCIAL AUDIT REPORT YEAR END JUNE 2022

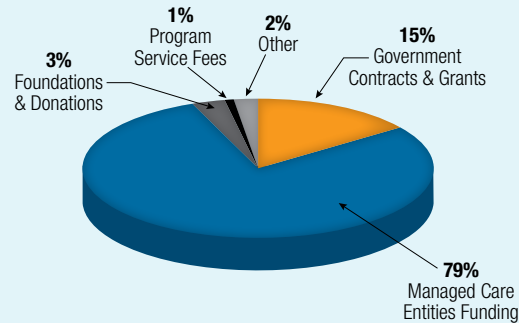
Coastal Horizons Center, Inc.  
Statements of Financial Position  
June 30, 2022 and 2021

	2022	2021
<b>ASSETS</b>		
Current assets:		
Cash and cash equivalents	\$ 4,354,548	\$ 6,778,554
Patient accounts receivables	888,329	1,295,473
Grant receivables	3,040,743	1,798,275
Prepaid expenses	274,080	296,500
Other	91,984	51,323
Total current assets	8,649,684	10,220,125
Property and equipment, net	10,220,811	7,551,897
Total assets	\$ 18,870,495	\$ 17,772,022
<b>LIABILITIES AND NET ASSETS</b>		
Current liabilities:		
Accounts payable and accrued expenses	\$ 966,867	\$ 238,040
Accrued vacation	1,109,007	1,094,439
Refundable advances	878,930	1,244,296
Current maturities of capital leases	57,758	69,318
Current maturities of long-term debt	695,124	318,673
Total current liabilities	3,707,686	2,964,766
Long-term portion of capital leases, less current maturities	23,889	96,789
Long-term debt, less current maturities	2,943,469	1,534,965
Total liabilities	6,675,044	4,596,520
Net assets:		
Without donor restrictions	12,058,113	13,030,353
With donor restrictions	137,338	145,149
Total net assets	12,195,451	13,175,502
Total liabilities and net assets	\$ 18,870,495	\$ 17,772,022

*Bill Van Lew*

Bill Van Lew  
Chief Financial Officer

## Sources of Revenue 2021-2022



Coastal Horizons Center, Inc.  
Statements of Cash Flows  
Years Ended June 30, 2022 and 2021

	2022	2021
<b>Cash flows from operating activities:</b>		
Change in net assets	\$ (980,051)	\$ 3,133,143
Adjustments to reconcile change in net assets to net cash provided (used) by operating activities:		
Depreciation	538,162	387,270
Gain on sale of equipment	-	(63,600)
Grants and contributions restricted	(267,966)	(341,352)
Change in assets and liabilities:		
Patient accounts receivables	407,144	86,776
Grant receivables	(1,242,468)	(31,952)
Prepaid expenses	22,420	(96,024)
Other	(40,861)	(10,330)
Accounts payable and accrued expenses	729,827	(184,596)
Accrued vacation	14,568	116,011
Refundable advances	(365,366)	99,017
Net cash provided (used) by operating activities	(1,185,391)	3,094,363
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(3,207,076)	(324,588)
Proceeds from disposal	-	64,110
Net cash used by investing activities	(3,207,076)	(260,478)
<b>Cash flow from financing activities:</b>		
Proceeds from long-term debt	2,125,000	-
Payments on capital leases	(84,460)	(174,667)
Payments on long-term debt	(340,045)	(288,422)
Proceeds from grants and contributions restricted	267,966	341,352
Net cash provided (used) by financing activities	1,968,461	(121,737)
Net increase (decrease) in cash	(2,424,006)	2,712,148
Cash and cash equivalents, beginning of period	6,778,554	4,066,406
Cash and cash equivalents, end of period	\$ 4,354,548	\$ 6,778,554
<b>Supplemental disclosure of cash flow information:</b>		
Cash paid for interest	\$ 113,800	\$ 84,264
<b>Noncash investing and financing activities:</b>		
Vehicles obtained via capital leases	\$ -	\$ 54,112

## DEVELOPMENT

**In Fiscal Year 2021 - 2022, Coastal Horizons transitioned largely back to normal** after a turbulent 2020 and the impacts of COVID-19. Postponements due to Covid restrictions forced our hand to schedule back-to-back fundraisers and made for a whirlwind second half of the fiscal year. To reduce donor fatigue, we launched our first ever Patron Program, allowing our participating partners to be recognized for their support across all our fundraising events. The enthusiasm we received for this new program exceeded expectations, and it will be back in the new fiscal year.

We kicked off 2022 with our Third Annual **By Kids & Kids at Heart, For Kids Virtual Art Auction** that ran February 14-15, 2022. **96** pieces of art donated by artists young and old raised money to support Our Children's Place of Coastal Horizons, a statewide program committed to the children of incarcerated and returning parents.

Our first in-person event post-Pandemic was held at the Wilmington Convention Center on March 11, 2022, when we welcomed kidnapping and sexual assault survivor **Elizabeth Smart** to the Port City. Her harrowing experience afforded us the poignant opportunity to highlight the life-saving work of our staff at the Rape Crisis Center of Coastal Horizons. In a room of over five hundred people, you could have heard a pin drop as Ms. Smart shared her story. Ms. Smart's resiliency was an inspiration to all in attendance.

Our Annual **Power of the Purse** benefiting Wilmington Health Access for Teens was held in person for the first time since the onset of the pandemic at the Country Club of Landfall on

March 23, 2022. The event was a tremendous success, grossing more than previous Power of the Purse fundraisers. This was due to the hard work of our Power of the Purse Committee, aka our "POP Queens," who tirelessly asked and cajoled friends, neighbors, and local businesses to donate items for auction. Because of them and the generous bids of hundreds of donors, Wilmington Health Access for Teens continues to offer comprehensive primary medical care, mental health and prevention services to children, adolescents, and young adults ages 6-24.

We closed out our fiscal year with the first in-person **Duck Derby** race since 2019 on May 20, 2022. Countless volunteers made this event possible, as they tagged **20,000** rubber ducks in preparation for the race. The expressions of sheer delight which washed over the faces of the children in attendance as they cheered **20,000** ducks down the lazy river at Jungle Rapids was a sight to behold. The first-place finisher won a six-night stay for two at the luxurious Fairmont Orchid in Hawaii; however, the real winners are the individuals served by our Crisis Intervention Services, which the race benefits.

Your support of Coastal Horizons and the people we serve means more than ever. We remained a strong, stabilizing force for individuals and families because of the dedication of our many donors, which you will find listed on the following pages. Our donors ensure there is comfort, healing, and growth to be found here. On behalf of Coastal Horizons and those we serve, thank you for your steadfast support.

*Elizabeth S. Redenbaugh*

Elizabeth Redenbaugh  
Development Director









## Funders/Grantors

American Rescue Plan Act  
Cape Fear Health Net  
Cape Fear Memorial Foundation  
Centers for Disease Control and Prevention  
Child First  
Christopher & Dana Reeve Foundation  
City of Wilmington  
Community Impact NC  
Eshelman Foundation  
Governors Crime Commission  
Health and Human Services Administration  
for Children and Families  
Johnston County  
National TASC  
NC Council for Women  
NC Department of Public Safety  
NCDHHS  
New Hanover County  
NHC ABC  
North Carolina Community Foundation  
Onslow County  
Pender ABC  
Pender County  
Shallotte ABC  
Substance Abuse and Mental Health Services  
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Trillium Health Resources  
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U.S. Department of Housing and  
Urban Development  
U.S. Department of Justice  
Wake Forest University

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