



ANNUAL REPORT

2023 · 2024

Promoting Healthier Lives, Stronger Families, and Safer Communities





Our Mission...

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



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BOARD CHAIR MESSAGE

I am pleased to present the Fiscal-Year 2023-2024 Annual Report on behalf of Coastal Horizons Center, Inc. This report highlights the dedication and hard work of our team, whose commitment to serving others is the foundation of Coastal Horizons. Thanks to their efforts, we've been able to reach more individuals in need than ever before. Our team, now over 700 strong, reflects the growing demand for our services and the positive impact our staff has on the community.

In line with our mission to provide a continuum of professional services to promote healthier lives, stronger families, and safer communities, our team has clarified our strategic objectives to expand our services and footprint, allowing increased accessibility to high-quality care. We aim to elevate the client experience by ensuring a welcoming and affirming environment. Additionally, we are working to broaden communication to cultivate awareness and strengthen relationships in the communities we serve. Enhancing staff satisfaction and resiliency is another priority, as it fosters investment in our mission. Finally, we are focused on strengthening our financial health and stability to ensure long-term impact.

This year, we've also expanded our capabilities by making an offer to purchase 1414 and 1404 Medical Center Drive to enhance our services for Wilmington Health Access for Teens (WHAT). This expansion will help us better meet the needs of our growing community.

We sincerely thank the individuals, foundations, grant providers, and government agencies whose support has been crucial to our growth and ability to serve the community. Our success is rooted in strong leadership, beginning with Margaret Weller-Stargell, our President and CEO. With nearly four decades of dedicated service, Margaret has been instrumental in building a team of top talent. Her leadership and vision have guided Coastal Horizons Center to become a leader in the field, and the dedication of the individuals she has brought into our organization continues to drive our growth and impact.

I also want to thank my fellow Trustees for their ongoing dedication and support. As I pass the torch of Board Chair, I am confident that our incoming Chair, Jennifer Cranford, will continue to lead with vision and commitment. Together, we are embarking on the most expansive growth cycle in the history of this organization.

Very truly yours,

Colin Hackman
2023-2024 Chair of Board of Trustees

PRESIDENT AND CEO MESSAGE

At the close of each fiscal year, Coastal Horizons publishes an Annual Report to summarize and highlight the accomplishments of the organization over the past year. It is a time and opportunity for us to reflect on what we have achieved, what challenges we have powered through, and what we endeavor for the future of this incredible organization.

As I reflect on this past fiscal year, I do so with enormous pride and gratitude. Coastal Horizons celebrated 53 years in operation on August 3, 2023. Magnify those words. Coastal Horizons has served many communities across North Carolina for over five decades and has never wavered in staying true to its mission and purpose, by being a constant conduit in helping improve the lives of others. Whether an employee, board member, donor, community partner, or funder, there is one common goal, to offer hope and help to our most vulnerable citizens.

Fiscal year 2023-2024 is one for the records in achieving strong financial performance, strong operational execution, and incredible growth, both in service delivery and human resources. These successes are attributable to the dedication and commitment of our highly qualified staff, who work passionately to meet the needs of those we serve and fulfill our mission each day. Their work is bolstered and strengthened by our incredible board of trustees, who give of their time, talent, and resources in immeasurable ways. The formula is quite simple. Great people with a great mission achieve great outcomes!

The pages that follow provide a more granular view of the many achievements of Coastal Horizons this past year, and how we have supported the communities in which we live and work. I want to briefly highlight a few areas that drove those successes this year.

Josalin Hunter, Ph.D., our DEI Director, who joined us on July 5, 2023, implemented multiple Employee Resource Groups (ERG) to help identify and meet the diversity, equity and inclusion needs of our staff, while providing them with a safe and supportive environment for candid discussion, collaborative planning, and service.

In January, Coastal Horizons was the first recipient of the state's Family First Prevention Services Act (FFPSA) funding, Homebuilders (formerly Intensive Family Preservation Services), to serve 42 counties. Wake County was the largest and newest county we were awarded, allowing us to add additional services and have a greater presence in Raleigh, with a new office and training facility off Creedmoor Road.

Our Power of the Purse event in March generated a gross revenue of over \$100,000, surpassing our fundraising goal and exemplifying the unwavering support of our donors, volunteers, and participants. Our Duck Derby fundraiser in May grossed over \$125,000, which is a testament to the hard work, dedication, and enthusiasm of everyone involved.

Also in March, with board approval, we entered into a contract with Kim Fabian, CEO of Elevatr Insight to serve as our strategic planning facilitator. Over the last quarter of the fiscal year, the Strategic Planning Committee of our board and Management Team worked diligently to implement a new three-year Strategic Plan. A Strategy Map for FY 2025-2027, identifying strategic objectives, initiatives, and key performance indicators, was approved by the board at our June board meeting. Highlights of this new strategic plan include expanding services and footprint, elevating the client experience, broadening our communications to the communities we serve, enhancing staff satisfaction and resiliency, and strengthening our financial health and stability.

As Coastal Horizons continues to grow significantly, so has our need for additional office space. In February, we identified property to allow expansion of our WHAT operations and began a search for land to build a facility for Administration, thereby allowing our New Hanover County treatment operations to expand and stay central in the Willie Stargell Office Park.

As I always conclude, I am enormously proud of our incredible staff! Their compassion and commitment to be present every day for those we serve is a stellar demonstration of why we can all

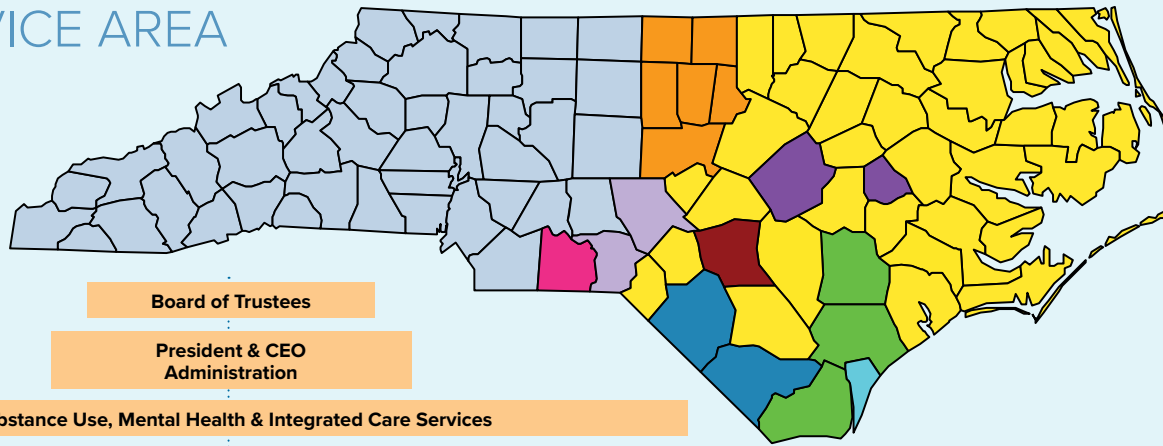


be thankful Coastal Horizons is here. I feel truly honored and privileged to work with an amazing staff and board. I am confident the future of Coastal Horizons is bright. My confidence comes from my confidence in our employees, board, donors, and other stakeholders who believe in and support our mission. We are and will continue to be the premier provider of integrated healthcare, child welfare, and justice services in North Carolina and beyond. Together, we will remain steadfast and committed to promoting choices for healthier lives, stronger families, and safer communities for many more years to come.

As always in your service,

Margaret Weller-Stargell
President and CEO

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
- Certified Community Based Health Clinic
- 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)
- Post Overdose Response Team (Pender)

Research & Internship Partnerships

Child and Adolescent Services

- Program for Adjudicated Youth & their Families
- Intensive In-Home Services (in 4 counties)
- Intensive Family Preservation Services (in 41 counties)
- Homebuilders (in 42 counties)
- Intensive Intervention Services
- Day Treatment (in 4 counties)
- CHILD FIRST (in 5 counties)
- Incredible Years – Parenting program
- Adolescent Specific Treatment
- Child Mental Health Therapy Services
- PSB (Problematic Sexual Behavior)
- Juvenile Detention Center Services

Family Centered Treatment

- Healthy Opportunities Program
- Tailored Care Management

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)
- FRESH (Family Re-Entry Support and Help)
- LEAD (Law Enforcement Assisted Division)

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
- Justice Services - TASC
- NC TASC Training Institute
- LEAD

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

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

- Community Based Family Services
- Justice Services - TASC
- NC TASC Training Institute
- FRESH

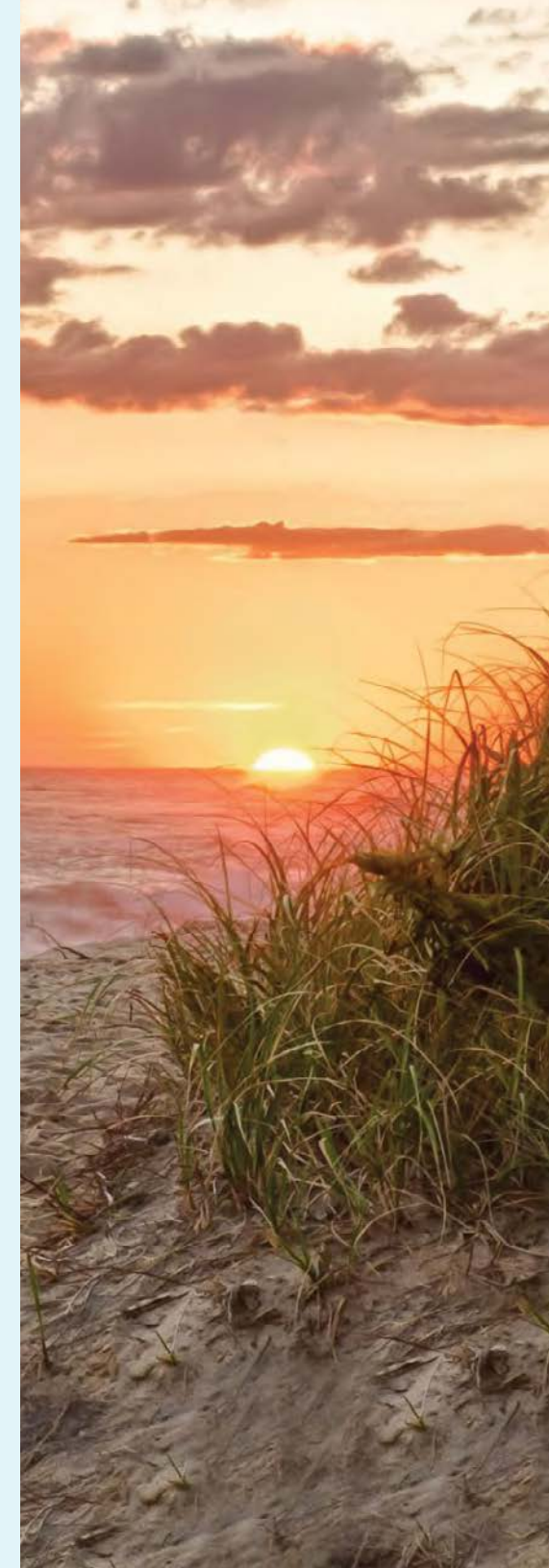
- Community Based Family Services
- Justice Services - TASC
- NC TASC Training Institute

- Justice Services - TASC
- NC TASC Training Institute

- Community Based Family Services
- NC TASC Training Institute
- FRESH

- Community Based Family Services
- 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)
- DWI Assessments & a full array of DWI Services
- Pregnant and Postpartum Women's Services, "Flourishing Families" providing comprehensive behavioral supports for mothers with an infant 0-1 or still pregnant
- Clinica Latina – Specialized Outpatient Services in Spanish
- Quick Response Team (QRT) to reach overdose survivors & their families
- Project for Assistance in Transition from Homelessness (PATH) program to provide services to

homeless individuals in need of mental health and other related assistance to access community resources

- 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
 - Jail Diversion Program
- Community Based Youth Services
 - Programs for Youth & their Families
 - Intensive In-Home services (IIH)
 - Family Centered Treatment (FCT)
 - Homebuilders®
 - Intensive Family Preservation Services (IFPS)
 - Child First services for Young Children & their Families
 - Child and Adolescent 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
- Telehealth 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

- Mobile Clinics in Bladen, Brunswick, and Columbus Counties

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

309 Progress Dr • Burgaw, NC 28425
(910) 259-0668

Brunswick County

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





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SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

New Initiatives for 2023-2024:

Coastal Horizons was awarded SAMHSA's Minority Aids Initiative for High Risk Populations (MAI-HRP) grant that serves to identify individuals who are at high risk for HIV, Hep C, and/or syphilis and provide those individuals with rapid testing, resources, connection to care, and harm reduction kits. This grant serves individuals from New Hanover, Brunswick, Pender, Columbus, and Bladen Counties.

Coastal Horizons was awarded a contract from the NC Division of Social Services to start Homebuilders®, an evidence-based model to support families involved with Child Protective Services. This model is replacing the state's legacy program, Intensive Family Preservation Services. Our new contract provides services in 42 counties, and expands our presence in Wake County.

Coastal Horizons was awarded Opioid Settlement Funding through Pender County to implement a Post Overdose Response Team (PORT). The PORT is comprised of two clinicians, two peer support case managers, and a project coordinator. Through this program, we have staff embedded in the Pender County Detention Center to support individuals after release from jail. With our partnerships with Novant Hospital, Pend-

er EMS, and the Health Department, we will seek to provide services and resources to any individual who has overdosed in the community.

Coastal Horizons has transitioned from being a SAMHSA Certified Community Behavioral Health Clinic (CCBHC) to working directly with the NC Department of Health and Human Services to maintain CCBHC status and continue this national model of excellence. The state model continues to recognize the comprehensive and coordinated care that occurs at Coastal Horizons.

Coastal Horizons started or expanded several programs in New Hanover County through the Opioid Settlement Funds and mental health dollars from the sale of the hospital. These programs included community outreach, expansion of residential services, and most notably expansion of adult services into the evening. Residents now have access to therapy, peer support services, Opioid Treatment Program, and psychiatric services. These services are now available from 5-8pm Monday-Friday.

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 **3200** patients who had received treatment for mental health and/or substance use disorders in the prior year. We are admitting, on average, approximately **173** new outpatient patients per month.
- Our Opioid Treatment Program increased our census to **650** patients during this fiscal year. This year, we expanded our program model to now include same day admissions, further reducing barriers to treatment and

quickly connecting individuals to care. An expansion to program hours now allows for dosing in evenings, further reducing barriers to care.

- A partnership formed with Community Paramedics allows patients who have experienced overdose to be induced by EMS and quickly referred to Coastal Horizons for treatment.
- Our Opioid Overdose Quick Response Team served over **327** individuals, providing over **1282** contacts, and engaging **86.5%** of overdose survivors in treatment and harm reduction services. Funding for this project has been written into the State budget for NC Department of Public Safety. The City of Wilmington has accepted this funding and awarded an extension of our contract allowing us to continue our vital work in the community to reach opioid overdose survivors and those

close to them. Monthly narcan trainings are provided to the community.

- We provided treatment for **71** patients by contract with Federal Probation and Parole.
- We continued to have staff representation on the New Hanover County Recovery Court, Mental Health Treatment Court and the newly formed Veterans Treatment Court programs.
- 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.
- Funded by State Opioid Response funds, access was expanded to provide opioid treatment medications to individuals incarcerated in the New Hanover County Detention center. Inductions can now occur within detention, reducing the risk of overdose upon release. Monthly visits are included to provide Opioid use disorder related care during incarceration.
- Successfully building on community partnerships, we continued relationships with the hospital (Novant NHRMC) HIV Outpatient Clinic to provide co-located behavioral health counseling services to medical patients.
- A new partnership was formalized with Cape Fear Clinic to embed a therapist full time at the clinic, further expanding access to mental health and substance use services in the community.
- Through funding made possible by the New Hanover County ABC board, family and parenting centered programs were offered in Spanish, English, and within the detention center to reduce substance misuse in family systems.
- Through our Child and Adolescent services,

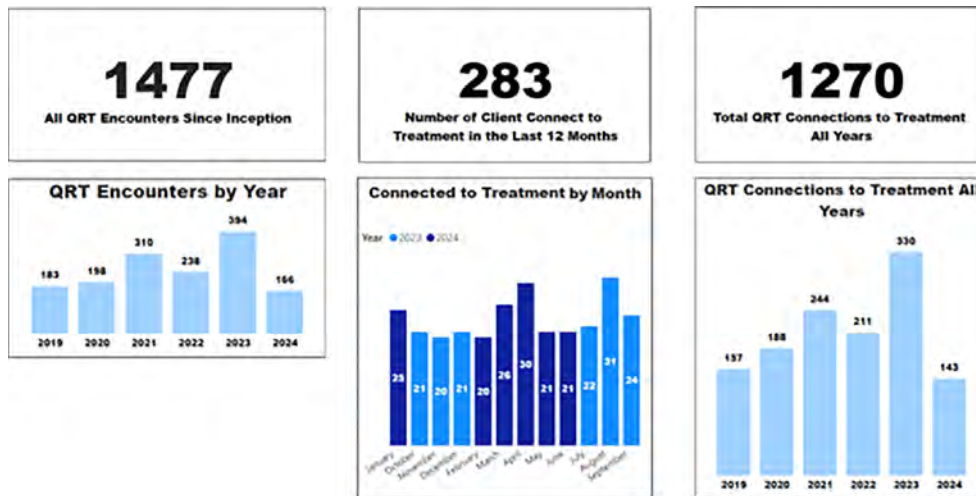
we continued to provide evidence-based treatment interventions. Staff utilize the Seven Challenges Model of therapy for treatment of adolescents with substance use disorders, and Parent-Child Interaction Therapy for treatment of young children with emotional and behavioral needs. Staff trained in Trauma-Focused Cognitive Behavioral Therapy continued use of this evidence-based model in treatment services.

Outcomes:

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

- For adults with primary substance use disorders...
 - Heroin use decreased from **22%** in the **30** days prior to admission to **5%** after **12** months of treatment.
 - Illicit opioid/opiate use decreased from **23%** prior to admission to **10%** after **12** months.
 - Unemployment dropped from **54%** at admission to **21%** after **12** months of treatment.
- At the end of one year of treatment, **94%** of patients - reported that the program was helpful in improving their quality of life. **93%** of patients reported that the program helped to decrease their symptoms. The great majority – **94%** - 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.

Outpatient Treatment Services by the Numbers 2023-2024



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OUTPATIENT TREATMENT

- For adults with primary mental health disorders:
 - Severity of symptoms decreased – those who rated their symptoms at least “moderate” dropped from **77%** at admission to **41%** after **12** months.
 - Suicide attempts decreased from **21%** to **0%** after **12** months of treatment.
 - Unemployment decreased from **50%** to **22%**
 - Incarceration rates decreased from **21%** to **8%**
 - Emergency room visits decreased from **11%** to **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 **51** 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 **08** 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 **725** SAIOP clients across our **3** sites- **513** in New Hanover, **98** in Pender, and **114** in Brunswick.

SAIOP outcomes show an overall decrease in substance use during group treatment. At the end of SAIOP, **98%** of clients reported that they had been abstinent from alcohol and drug use in the last **30** days. Recovery/life satisfaction increased during a client's treatment, from reporting satisfaction on a **1-10** scale at a **7** at the start of IOP to **10** at the end of their IOP time. Engagement in self-help groups increased as well from attending **2** meetings every month in the beginning of their IOP time to attending an average of **3.25** 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 and we served **25** women during FY 23-24.

Substance Abuse Comprehensive Outpatient Treatment (SACOT)

SACOT is offered in Brunswick 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 **13** clients over the past fiscal year. SACOT outcomes show an overall decrease in substance use during SACOT, and **60%** of patients who completed SACOT have remained abstinent from substance use.

Mobile Clinics

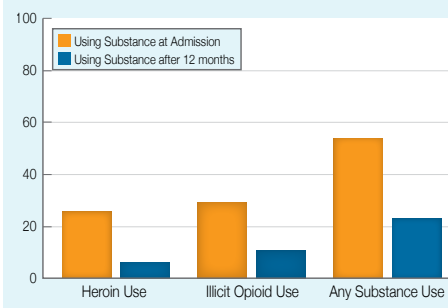
We have two mobile clinics serving Columbus, Brunswick, and Bladen Counties. Our units are equipped with a driver, peer support specialist, and a CMA. It is a true outpatient office on wheels! Since August 2022, we have served **304** clients and we currently have **138** active clients. We serve children, adolescents, and adults with SU/MH disorders by utilizing telehealth individual therapy and telehealth psychiatric services. We are also able to provide telehealth OBOT services through the mobile clinics. We have partnered with the rural counties we serve by providing SU and MH presentations to community colleges, partnering with local churches to increase awareness of services, and partnering with local SU Task Force committees to increase engagement with behavioral health services in Columbus and Bladen counties.

Clínica Latina

Clínica Latina has completed its 15th year providing mental health and substance use 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 **696** active patients, having served over **4,100** Spanish-speaking patients since **2009**. We documented over **4,500** office visits this fiscal year resulting in an **72%** improvement in symptoms of depression (PHQ-9) and **71%** improvement in symptoms of anxiety (GAD-7) reported by patients who completed pre and post screening measures.

Percentage of Clients Using Substances
2023-2024



- Collaborating with Novant (hospital), Rape Crisis Center, local law enforcement, and lawyers to provide services to victims of sexual trauma and human trafficking across the state
- Collaborating with Department of Social Services in Brunswick, New Hanover, and Pender County, with County Schools, Smart Start, preschool programs, local pediatricians, judicial system, Carousel Center and Child Advocacy, and domestic violence shelters to treat trauma related to domestic violence, child abuse, and neglect.
- Using evidence based therapeutic approaches, Clínica Latina has been instrumental in preventing at least **25** crisis hospitalizations for children and adolescents referred by their schools due to a mental health crisis: serving approximately **300** children and adolescents often resulting in the prevention of out of home placements due to mental health and behavioral problems.

Since the Covid 19 Pandemic, Clínica Latina has been providing Telehealth services and office visits for the Latinx community. This has made it possible for Clínica Latina to reach Latinx communities in rural counties across NC. We are currently serving clients from **14** different counties in the Southeastern region of NC.

Clínica Latina continues to offer Padres Efectivos, an evidence-based program that provides Latinx parents with effective communication skills and knowledge to assist them to become active

participants in their children's treatment and teaches them to advocate for their children's mental health needs.

Clínica Latina participates in community events to educate and bring awareness to the Latinx community on mental health and substance use diagnoses and treatment options available in their community.

HARRTS (Horizons Adult Regional Residential Treatment Services)

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.



HARRTS 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. With some changes to our Partner Network, we have been able to increase the number of Recovery House beds for clients on Medication Assisted Therapy (MAT). We have agreements with **3** Recovery House Partners for **5** recovery houses in the community to provide **30** residential beds: Launch Pad, Shipyard Recovery Center, and Wilmington Recovery. All partners are MAT friendly, but **16** beds are specifically dedicated to clients on MAT.

HARRTS Staff continued to work closely with referral agencies, providing quarterly training to new and existing referral sources, which include: New Hanover Regional Medical Center/ Behavioral Health & Emergency Department; Wilmington Treatment Center; Walter B Jones ADATC; Duke Hospital; PORT Facility Based Crisis; Dix Crisis Intervention Services, and local outpatient providers.

During the fiscal year 23-24, we received **563** referrals with a total of **109** admissions. Our overall completion rate stands at **50%** for the entire fiscal year. For that population, the average length of stay was **105** days. We provided over **15,000**

hours of services across the year including SAIOP, individual counseling, assessments, case management, psychiatric services, and residential services.

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.

County Opioid Recovery Housing Project

- In FY 23-24 Coastal Horizons Center was awarded funding from the New Hanover County Opioid Settlement Funds to provide case management and transitional recovery housing to people who have been diagnosed with opioid use disorder. This program is designed to provide sober and stable housing and recovery support to this vulnerable population while helping them find employment and manage finances with the goal of increasing independence.
- **21** clients have been enrolled since the program began (**15** male and **6** female). **13** clients are currently enrolled in the program. Of those, **12** are housed. **7** are in ORHP funded recovery house beds, while

the other **4** are living independently and receiving case management. **5** clients have successfully transitioned out of the program to independence.

Pender County

Pender Services & Accomplishments:

- Pender County provides treatment to individuals with mental health and/or substance use disorders. We continue to provide individual, group, family counseling, and psychiatric medication management, for all ages.

Adult Services:

- Our Adult Client population is diverse in age, diagnoses and treatment. 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 98 patients with a consistently increasing overall SAIOP group census.
- 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 84 people monthly.



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OUTPATIENT TREATMENT

- In August 2022, we opened up our Pender County Opioid Treatment Program (OTP) in Rocky Point, NC. This program currently serves **75** patients who are diagnosed with an opioid use disorder. We have also partnered with local pharmacies in the community to provide a safe syringe program along with harm reduction in the Pender County community.
- Pender County started a Post Overdose Response Team (PORT) in Pender County in June 2024. This program aims to connect clients to treatment who are at risk of overdose or have recently overdosed using opioids. The team consists of **2** part-time therapists and **2** full-time peer support case managers. The goal of this program is to respond to clients within **72** hours and help connect them to treatment.
- Pender County Detention Center has partnered with Coastal Horizons to allow MOUD in the jail. Coastal Horizons is completing jail inductions and continuing treatment for clients who are incarcerated in Pender County Jails.
- Telehealth DWI treatment began in July 2020 and has served **136** clients this past fiscal year. We are now offering DWI groups **4** days a week.
- We provided treatment for 18 clients by contract with Federal Probation and Parole.
- We partnered with Safe Haven of Pender County to receive funding for a co-located therapist to serve **22** clients who experienced domestic violence.

Child and Adolescent Services:

- Coastal Horizons has maintained an active partnership with Pender County Schools to offer school-based outpatient counseling across the county. On average our clinicians serve over **350** 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 a coordinated partnership allowed for the first official Teen Advisory Council to be established, youth led/adult guided initiatives took place at Topsail Highschool. 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's Day Treatment site is now located on the new campus of Pender Innovative Learning Academy (PILA) and completed its third school year in operation. The PILA Day Treatment program serves children and adolescents across Pender County, with a total of **29** students served this year.

Brunswick County

Brunswick Services & Accomplishments:

- Brunswick County provides treatment to individuals with mental health and/or substance use disorders. We continue to provide individual, group, family counseling, and psychiatric medication management, for all ages.

Adult Services:

- The Brunswick Adult Treatment Office saw **1471** adult clients this year for both Mental Health

and Substance Use Disorder Diagnosis.

- Brunswick daily dosing Opioid Treatment Program has served **117** clients with a primary diagnosis of Opioid Use Disorder.
- The Office Based Buprenorphine program also supports those with a diagnosis of Opioid Use disorder but who are stable enough to receive a prescription of Buprenorphine and treatment through our programming. This program served **70** clients in 2023/24.
- 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. Brunswick has been actively involved in providing treatment services to these court programs. 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 Treatment Court Program served **53** participants in 2023/24.
- The Brunswick Office continues to provide access for the onsite Safe Syringe Program, HIV and HCV (Hepatitis C) rapid testing through the agency's harm reduction program. This program distributed approximately **200** harm reduction kits last year.
- Brunswick continues contracts and partnerships with Brunswick County DSS, Federal Probation, and Brunswick DHHS. Through these partnerships, we served **350** clients last fiscal year.
- Coastal Horizons staff (**2** Brunswick and **1** New Hanover) are now trainers for a Brunswick County program to train families of individuals who use substances called enCompass. All **3** have also been trained for "Response to Addiction", a 2-hour training for professionals

(police, firefighters, EMS), which is being tested in 2023/24. Trainings have been provided to partners at DSS/CPS, family members at local churches, and at the recovery center Christian Recovery Center.

- We provided treatment for **14** clients by contract with Federal Probation and Parole.
- In May of 2023, Program Director Jeremy Seamon was appointed to the Brunswick County Substance Use and Addictions Commission advisory board for the Brunswick County Commissioners. As part of this appointment, the BCSUAC, Coastal Horizons Brunswick partnered to bring a SEAHEC training to the Leland Cultural Arts Center in November 2023 on MOUD in Primary Care. **38** local Prescribers and their staff attended the event to hear about changes to the X Waiver and prescribing practices.

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 **496** clients last year with a total number of **2440** visits.
- Bolivia Day Treatment Served **16** children during the school year and during the summer of 23/24.
- 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

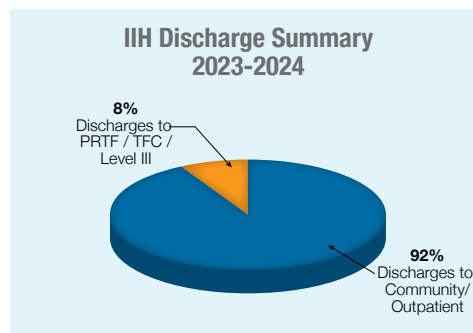
Therapy in all **19** Brunswick County schools and recently became the sole provider for all **12** schools in Columbus County! We also serve all Classical Charter Schools in Brunswick and Columbus Counties.

Columbus County

Pregnant and Postpartum Women's Program - "Flourishing Families"

The Pregnant and Postpartum Women's (PPW) program at Coastal Horizons is no longer a Pilot Program and is now a permanent program through the NC Department of Health and Human Service (DHHS). This will allow the program to continue its innovative work providing substance use treatment to pregnant and postpartum women, while also expanding services to any mother of a child 17 and younger. With the expansion of the program, PPW is now Flourishing Families (FF) as of October 2022. 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 **211** mothers (all time); currently, there are **75** mothers actively participating in treatment along with **5** fathers, **9** Significant Others or other family, and **4** children engaging in services.

Flourishing Families promotes the recovery and mental health of pregnant and parenting 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, medication management with a psych provider, family support groups, parenting education, childcare, and transportation assistance, in addition to other resources and supports for participants.

Accomplishments & Outcomes:

- **21** Mothers completed treatment successfully!
- Treatment is provided through Evidenced Based Practices, including Seeking Safety, Beyond Trauma, Nurturing Families, Helping Women Recover, and Helping Men Recover.
- We developed partnerships with Columbus Regional Health Care.
- 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.

Community-Based family Services Programs

Incredible Years (IY)

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 Positive Childhood Alliance 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 are 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 program graduated **31** families this year and assisted **39** families overall, including additional families with financial assistance.

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■ 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 support within the group. Family functioning and resiliency reportedly increased in all participants throughout the year. Service delivery was rated **6.0** (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.

- Intensive In-Home services have changed at Coastal Horizons over the past few years. Currently, we offer **2** teams that serve New Hanover, Pender, Onslow, and Duplin. The program has continued its great success with continued support of the supervisory team.
- This program served over **139** of the community's most vulnerable families this year. The program has maintained a **92%** success rate of keeping youth in the home. At referral all youth were considered at-risk of displacement based on their severe mental health and/or substance use needs.
- 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 (Individuals with Developmental Disabilities) providers to grasp a better understanding of the medically fragile and IDD 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.

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 areas 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.

Coastal Horizons has implemented FCT for **3** years now and has grown to one of the largest providers of FCT in the country with **53** therapists, **7** supervisors, and **5** trainers. This service is currently provided in New Hanover, Brunswick, Pender, Onslow, Carteret, Jones, Craven, Bladen, Robeson, Columbus. We expanded our service area this year to also include Pitt, Duplin, Lenoir, Beaufort, and Pamlico counties with plans to continue to expand the coverage area.

Accomplishments & Outcomes

- The program served **405** families in Fiscal Year 2023-2024.
- Successful completion of services at **95%** being referred to same or lower level of care.
- Of those completing all four phases of treatment, **100%** were successful.
- All staff participated in trauma informed training to further enhance their trauma lenses in treatment.
- Families presented **95%** satisfaction with the quality of services provided.
- **84%** of stakeholders feel as though FCT was effective with families.



- Our stakeholders refer to families for a variety of reasons, primarily mental/behavioral health, school problems, and trauma.
- A primary tenant of Family Centered Treatment is “the power of giving is greater than the joy of receiving”. Our team participated in FCT Day of Giving by creating “Inspiration Rocks” and bookmarks and placing around town, giving donations to local unhoused persons, picking up trash at local beaches, cleaning up at local parks, donating a basketball goal to Cape Fear Group Homes, and serving food at Onslow County Outreach.
- We are also lucky to have a FCT Supervisor, Renee McLaughlin, we nominated and awarded with the FCT Impact Award in the supervisory category. This is a national award that we are excited and honored to receive.

Intensive Family Preservation Services (IFPS)

We completed our 11th 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 **4** regions and **215** families.
- In Region 7, **65** families were served in a **9** county region. This program has maintained a **100%** success rate for keeping families unified at case closure, and **84%** at **12** month follow-

up - outpacing contractual benchmarks as well as national standards.

- In Region 9, **77** families were served in an **8** county region. This program has maintained a **100%** success rate for keeping families unified at case closure, and **88%** at **12** month follow-up - outpacing contractual benchmarks as well as national standards.
- In Region 10, **11** families were served in a **14** county region. This program maintained a **100%** success rate for keeping families unified at case closure, and **66%** at **12** month follow-up.
- In Region 11, **62** families were served in a **10** county region. This program has maintained a **100%** success rate for keeping families unified at case closure, and **93%** at **12** month follow-up - outpacing contractual benchmarks as well as national standards. In all regions, the teams served the mandated number of families.

Coastal Horizons served **41** counties with IFPS across North Carolina. IFPS coverage includes serving all of Regions **7**, **9**, **10** and **11**: Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Gates, Greene, Halifax, Harnett, Hertford, Hoke, Hyde, Jones, Lee, Lenoir, Martin, Montgomery, Moore, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Richmond, Robeson, Sampson, Scotland, Tyrrell, Washington Counties.

Coastal Horizons has four 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 Lev-



el **4** for parents with severe behavioral difficulties that are providing these parenting services for IFPS cases. All IFPS staff have participated in Naloxone Reversal Training and can provide this service, if necessary, with families. The IFPS State Program Coordinator is also a current member on the Board of Directors for the National Family Preservation Network. IFPS was sunset at the end of the 2023-2024 fiscal year and is being replaced with the evidence-based program Homebuilders®.

Homebuilders®

We are starting our 1st year of providing Homebuilders services in North Carolina. North Carolina’s Homebuilders® program is intended to prevent unnecessary placement of children away from their families by providing in-home services aimed at restoring families in crisis to an acceptable level of functioning. Established in 1974 in Washington State, the Homebuilders® model has been implemented across the United States and internationally. Since 1982, the fidelity management and consultation of the model - including training, certification, and evaluation - has been conducted by the Institute for Family Development (IFD), the program developers. HOMEBUILDERS® provides intensive, in-home crisis intervention, counseling, and life-skills education for families who have children at imminent risk of placement in state-funded care. It is the oldest and best-documented intensive in-

home program in the United States. The goal is to prevent the unnecessary out-of-home placement of children through intensive, on-site intervention. HOMEBUILDERS® therapists work with the high-risk families involved with the child protective system. Child safety is ensured through small caseloads, program intensity, and 24-hour a day service availability.

Coastal Horizons will be serving **42** counties with Homebuilders® across North Carolina. Homebuilders® coverage includes serving all of Regions **5**, **6**, and **7**: Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Franklin, Gates, Granville, Greene, Halifax, Hertford, Hyde, Johnston, Jones, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Sampson, Tyrrell, Vance, Wake, Warren, Washington, Wayne, Wilson Counties.

With the restructuring of regions, including Wake County, we are also excited to share that at the beginning of the calendar year, we opened an office located in Raleigh for these services and help to support statewide trainings.

Intensive Intervention Services (IIS) Alternatives to Commitment: Intensive Family Preservation Services (IFPS)

Coastal Horizons provides Intensive Family Preservation Services through additional funding

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from the Division of Juvenile Justice. Services are provided in both Pender and New Hanover County. The program is designated for Juveniles returning from Youth Development Centers or other Mental Health facilities with a level II youth at-risk identification. The specialist provides support for the youth as well as his or her family to assure a safe and productive return. These youth are referred to 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 2023-2024 a total of **10** 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, Onslow, Brunswick, and Columbus counties via **16** Child First Teams and **4** Clinical Supervisors. Coastal Horizons Center is the largest Child First site across the country. 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.

Accomplishments & Outcomes

- The program served **258** families in Fiscal Year 2023-2024.
- Of the total number of children with problems at baseline (communication, social skills, and behaviors, etc), **82%** showed improvement in **1** or more areas by at least 0.5 SD.
- In the last year, **71%** of families served stayed in services for **6** or more months and **84%** identified meeting their treatment goals.



- In the last year, **67%** of primary caregivers showed a reduction in parent stress as evidenced by the Parent Stress Index-4.
- In the last year, **76%** of Child First families identified treatment goals being met during an episode of care.
- Program staff continue to participate in learning Collaboratives in Child Parent Psychotherapy. We continue participation in training through the North Carolina Child Treatment Program (NC CTP).
- 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's participation in a Randomized Control Trial supporting the evidence base for the model has resumed. We look forward to continuing providing data to support the growth and funding of Child First across the nation.

Day Treatment

The Day Treatment Program acts as part of a multidisciplinary team in conjunction with the public-school system to serve students whose mental health or substance use symptoms are leading to serious disruption or withdrawal and preventing them from participating in traditional educational environment. Students who are referred to Day Treatment have had prior interventions by both

the school and mental health providers that have not ameliorated symptoms. Coastal Horizons operates five day treatment programs in four counties.

- Lake Forest Academy, our largest day treatment, 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 6 student per class in grades kindergarten through second grade and up to 8 students in third through eighth grade.
- Elizabethtown Primary School and Elizabethtown Middle School Day Treatments are run and maintained by Bladen County Schools. Instruction is provided at Elizabethtown Middle School and Elizabethtown Primary, by licensed Bladen County school teachers. The programs send mental health professionals into the students regularly attended classes. These counselors facilitate daily group therapy lessons, check-ins and provide interventions and support to students within their assigned classrooms throughout the school day. Additionally, there is an onsite therapist to provide individual therapy, family counseling and crisis assessment to the Day Treatment students and their families.
- Pender County's Day Treatment Program is

a cooperative alliance between the Pender Innovative Learning Academy and Coastal Horizon's Day Treatment Program staff. This program serves students kindergarten through high school graduation. This program consists of licensed Pender County School teachers, with qualified mental health professionals located in each room and an onsite therapist.

■ Brunswick County's Day Treatment Program is a cooperative alliance between the Brunswick School System and Coastal Horizon's Day Treatment Program staff. This program serves students kindergarten through fifth grade. This program consists of licensed Brunswick County School teachers, qualified mental health professionals, and an onsite therapist.

Accomplishments & Outcomes

This year, Coastal Horizons Day Treatment programs served a total of 136 students, with a typical length of stay in the program for 6-12 months. Lake Forest Academy served 65 students, 15 students were served at Elizabethtown Middle School, 11 were served at Elizabethtown Primary School, 29 were served at the Pender Day Treatment, and 16 students were served at Brunswick Day Treatment during the 2023-2024 fiscal year. Day Treatment's goal is for students to learn skills and strategies to manage mental health symptoms so they will be able to succeed in a traditional classroom setting. 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. The staffing is comprised of licensed therapists, Qualified Mental Health

Professionals and administrators. Day Treatment sites work collaboratively with schoolteachers, administrators and district leaders to support the students enrolled in Day Treatment.

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 cognitive-behavioral therapy techniques and utilize evidenced-based curriculum including the Zones of Regulation to teach students effective coping strategies, emotion regulation, positive replacement behaviors, and to improve their ability to problem solve conflicts. Day Treatment serves as the clinical home for students enrolled in the programs, with case management provided to all families. Monthly, Child and Family Teams meet where Day Treatment staff review treatment goals, link families to needed resources and provide psychoeducation.

Despite serving children with significant mental and behavioral health issues, while working within our Day Treatment programs, 90% of students were treated in their home community and did not require emergency psychiatric care such as assessment in the emergency department or placement in an acute psychiatric hospital. Of the young people who have completed treatment during this year, 94% were able to step down to a lower level of care and return to a traditional school setting.

Tele-Health

Coastal Horizons began telehealth services in 2017, offering psychiatric services to children and adolescents in rural, under-served communities through telehealth technology. These services have expanded overtime to adults and children and have resulted in various funding contracts as well as receiving the Breaking Barriers Telehealth Award in 2018 given by the Mid-Atlantic Telehealth Resource Center. In 2020, in response to the Covid-19 pandemic, Coastal Horizons maneuvered to offering nearly each of our services through a virtual platform across 27 counties for our Treatment Department. This service method is now a cornerstone to our delivery array to balance access to mental and behavioral healthcare for those experiencing concerns or barriers to face-to-face services. Our visionary embrace of telehealth technology allowed for a seamless continuity of care for our clients and services in these unprecedented times. Prior to Covid-19, Coastal Horizons was excited to expand our geographical reach with our partnership of using teletherapy to youth at the Stonewall Jackson Youth Detention Center in Concord, NC; and the Wake County Juvenile Detention Center. These different initiatives served as the foundation to quickly pivot all services during the pandemic and today to ensure that clients have options between virtual and in-person when seeking the care that best meets their unique needs.



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 family skill building 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 community health population level services. Focus areas include strategic planning with community stakeholders, policy education, community mobilization, and targeted media messaging. 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

■ **384** participants were served through Outdoor

Adventure Programs including Family Days, Orientation for Schools, and Prevention Programs.

Prevention Proven Effective Programs

■ **16** families were served with Family Skill Building Programs such as Guiding Good Choices® or Systematic Training for Effective Parenting© (STEP)/Teen.

■ **658** youth and adults received the Community Resiliency Model™ (CRM) training through schools and community partners in the region.

Youth Justice Interventions

■ **126** youth received substance use assessments at the New Hanover Juvenile Detention Center.

■ **193** youth received treatment and participated in Brief Challenges, Seven Challenges, CBT and MET sessions at the New Hanover Juvenile Detention Center.

Strategies to Address Risk Factors

Environmental and Policy Change: Compliance with or changes to laws, policies, and practices help communities address the root causes of problems such as teen tobacco use, underage drinking, 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.





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)	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

- 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 grassroots level solutions that fit.
- Youth Training was provided to teach teens skills in working with local merchants on underage 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 **240** Bars, Restaurants, and Retail Stores received merchant education materials to increase age identification checks for the purchase of alcohol and tobacco products. This prevents underage access to age restricted products.
- 108** Purchase Surveys were completed for alcohol and tobacco sales at bars, restaurants, and stores in New Hanover and Pender 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. **87.5%** showed merchant intent with checking identification prior to sales. After the visits, results were shared with locations and edu-

cational materials on fake ids and available free seller training was provided.

Medication Lock Box and Medication Disposal:

Home Medication Lock Boxes and Medication Disposal Methods prevent unwanted medication misuse and pilferage from persons without permission.

- 1,638** home medication lock boxes were distributed to households including people in treatment, recovery, and community partner organizations.
- 4,665** medication disposal kits 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 people without a prescription.

Outcomes to Reduce Opioid Overdoses:

Medication Secure Storage and Disposal Behavior Increases:

- Secure Storage increased from **10%** in 2019 to **23%** in 2023.
- Secure Disposal increased from **28%** in 2019 to **46%** in 2023.

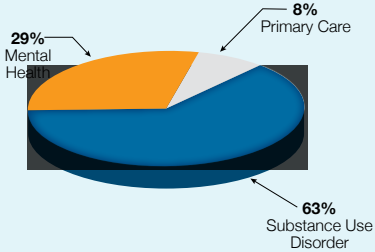
Harm Reduction Strategies: A by-stander program was implemented to increase readiness to respond to potential emergencies and reduce stigma around naloxone/Narcan use. Nasal Narcan, an opioid reversal drug, and training on use of the medication was provided to community partners for their site location first aid kits.

- 832** nasal Narcan® kits were provided to community partners where many people gather to have on hand in case of an emergency.

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PREVENTION AND OUTDOOR ADVENTURE

Client Visit Summary
2023-2024



- **22** By-Stander Narcan Training Events reached **325** people representing community partners.
- Innovations- **7** nasal Narcan® dispensing boxes were provided to community partners in New Hanover and Pender Counties to make Narcan® and other support resources such as locking medication pouches, medication disposal kits, wound care kits, hygiene kits, socks and sunscreen more accessible to people with limited resources. Donations from NHC Health and Human Services and Blue Cross Blue Shield NC help keep the boxes stocked with extra resources.
- **25** prescribers were trained in new CDC opioid prescribing guidelines, X-waiver, screening, and referral to treatment.

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 **250,000** regional residents.

Special Initiatives:

Anger Management Program: **21** participants in **4** counties successfully completed the program. 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.. Follow-up support is available as needed.

Behavioral Health Equity: An equity lens focus for planning and implementation included listening sessions for underserved and historically marginalized communities. Outreach workers with lived experience were recruited and trained to bring resources and information to target communities. Results of these listening sessions were shared and are being used in program quality improvement.

7 Youth were trained in Photo Voice Youth Empowerment Model to teach young people how to photo document strengths and challenges in their community. The youth are working on a photo display of their project.

Statewide & National Leadership:

- NC Prevention Providers Association (NCP-PA), Secretary and Advocacy Committee.
- NC Substance Use Disorder Federation, Vice-Chair and Advocacy Committee.
- NC Association for the Treatment of Opioid Dependence (NCATOD) - Chair.
- American Association for the Treatment of Opioid Dependence (AATOD), Board.
- Statewide Integrated Care Steering Committee, Member.
- NC Opioid and Prescription Drug Abuse Advisory Committee (OPDAAC), Member.
- National Association of Social Workers, Board.

- NC Addictions Specialist Professional Practice Board (NCASPPB).

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 2024 Ruthie Trammel Award recipients were Autumn Alford, Jeffrey Simmons, Heather Black, and Teresa Mobley.



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. Coastal Horizons continues to promote the integrated care model. 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 the 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 Lab Corp Labs to provide low-cost laboratory testing for our patients that would not be able to afford testing otherwise. To eliminate barriers for uninsured consumers to be eligible to receive Charity Care, we continue to have an Enrollment & Eligibility Specialist from Cape Fear HealthNet in the Primary Care Clinic to provide assistance to uninsured patients.

Horizons Health – Primary Care services include:

- Physical examinations
- Medical and Diagnostic Testing
- PAP Smears
- Preventative 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 to care.
- 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 **27.60%** of new patients had an ED visit while only approximately **18.64%** of established patients had an ED visit. ED utilization has consistently shown decreases since the inception of the project.
- Continuing our offering of excellent preventative primary care to the uninsured and underserved patients of Coastal Horizons from New Hanover Regional Medical Center, United Way, and The NC Office of Rural Health funding.
- We are improving health outcomes and the consumer experience with our open access, patient centered integrated care model.
- We provided **4572** visits to **1729** unduplicated patients in Primary Care services at Horizons Health.

Wilmington Health Access for Teens (WHAT)

WHAT of Coastal Horizons 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 underserved and vulner-



able 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 na-

tional 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 use screening and counseling.
- Screening and referral for dental and eye exams.

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HEALTH AND INTEGRATED CARE

- 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 **10** 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 continues to maintain grant support through the North Carolina Office of Rural Health Community Health Grant Program during FY 23-24 which allowed us to continue to work towards increasing access to care for the underinsured and uninsured.

With a grant from United Way of the Lower Cape Fear, as part of the Cape Fear Health Net, we were able to continue providing primary care services to high risk, under-funded populations.

WHAT programs served 2,021 unduplicated pa-

tients during FY 23-24 resulting in the delivery of over **13,691** patient visits. Out of the total unduplicated patients served **955** patients received primary care services resulting in the following:

- **64%** received a brief emotional/behavioral screening (e.g., depression, anxiety, ADHD)
- **46%** received a substance use screening (CRAFTT)
- **38%** received an annual risk screening (Bright Futures)
- **34%** received an annual wellness visit
- **30%** received a BMI (body mass index screening)
- **40%** received nutrition counseling
- **14%** received physical activity counseling

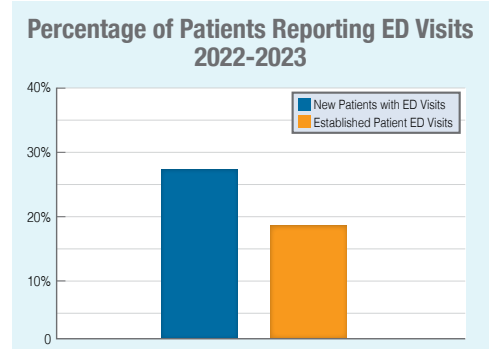
WHAT provided over **8,300** mental health visits collectively across the five locations and over **2,900** psychiatric medication evaluation/management visits at the Oleander main school linked health center – highlighting the benefits of our integrated services – facilitating convenient access and promoting continuity of care for our patients receiving mental health/psychiatric services.

Continuum of Care (COC) – including HIV & Hepatitis Outreach, Testing, & Education

During this year, The Continuum of Care Team facilitated **4** grant projects: McKinsey Opioid Set-

tlement Services, Community Outreach Workers, Peer Support for Substance Use Disorder, and SAMHSA's Minority AIDs Initiative for High Risk Populations. The McKinsey project provides funding from the State's Opioid Settlement funds to combat Opioid Use Disorder. As one of the agencies with access to these funds, we prioritized eliminating barriers to treatment. Our main access points are the Emergency Departments, DSS and the New Hanover County Jail. Peer Support for Substance Use Disorder provided more access points for justice involved clients to obtain Peer Support Services and streamline individuals into treatment. Also, through State Opioid Response funds we funded positions for six peer support specialists. These peer supports work closely with our Opioid Treatment Programs (OTP) and Substance Abuse Intensive Outpatient (SAIOP) programs.

In 2023, we were awarded opioid settlement funding to initiate a Community Outreach Program. This program offers groups in the community led by peer support specialists. These groups



are accessible to any New Hanover County resident and the groups focus on mental wellness and relapse prevention. Also, we were awarded SAMHSA's Minority Aids Initiative for High Risk Populations (MAI-HRP) grant to serve individuals who are at risk for contracting Hep C, HIV, and syphilis. Through this grant, we provide free rapid testing, connection to medical treatment, and connection to behavioral health services. We serve NH, Brunswick, Pender, Columbus, and Bladen County through this SAMHSA grant.

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. In this fiscal year we provided peer support services to 1085 clients in Bladen, Brunswick, Columbus, New Hanover and Pender Counties.

Jail Diversion with the New Hanover County Detention Facility continues to provide weekly screening services for identified individuals who have a history of incarceration for behavioral health and substance use issues. Staff interview individuals and set up potential service plans for them upon release. This year 279 individuals have been screened and there were 113 successful diversions. Diversions include release from incarceration and into treatment, recovery housing, outpatient treatment and forensic recovery programs.

Our Safe Syringe Services program continues to provide harm reduction kits to individuals throughout our service area. People needing these services speak with peer support specialist; receive "harm reduction" kits, personal sized sharps containers, resource lists for community services, opportunities to have HIV and HCV testing and discuss any health or other issues with a team member. Currently 421 individuals have made exchanges, and 1562 harm reduction kits have been distributed. We provide Harm Reduction services at our offices in Brunswick, New Hanover and Pender Counties. We partnered with Rocky Point Pharmacy to have a satellite exchange site in Pender County. Through harm reduction services and community outreach programs we have provided 115 individuals with Narcan training.

HIV Early Intervention – The State continued to provide testing supplies for HIV, HCV, and Syphilis. HIV Early Intervention services include:

Medical Diagnostic Testing and Counseling for HIV in New Hanover, Brunswick, and Pender counties (utilizing the OraQuick and Clearview Rapid HIV Antibody Tests)

Risk Reduction Counseling and Education
Accomplishments:

We have reached 130 individuals in the Tri-County and regional areas with HIV testing - along with pre and post-test counseling.

Our HIV Early Intervention support group, the longest continuously meeting group of its kind in the area, continues to meet weekly. We contin-

ue 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.

We have added new partnerships to expand the reach of services for our community outreach groups, HIV groups, and Narcan training.

These partnerships include:

- LINC Incorporated
- The Columbus County Dream Center
- New Hope CDC
- Eden's Village
- Seeds of Healing



JUSTICE SERVICES

The Justice Services (JS) component of Coastal Horizons Center provides a continuum of services to people involved in the justice system in 55 counties of North Carolina. The primary goals of JS are:

- To provide evidence-based programming for justice-involved populations;
- To assist individuals in accessing treatment and community support services needed in their local community to reduce recidivism;
- To provide advocacy within the justice system;
- To deliver relative, evidence-based training to staff and 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.

Coastal Horizons TASC Regional Coordinating Entities (RCE 1 & 2) continue to provide administrative and managerial supervision within 53 counties of North Carolina. The TASC RCE is the management infrastructure responsible for delivering effective substance use and other treatment interventions to the justice-involved population. Acting as an objective and effective bridge between the justice system, which enforces legal sanctions reflecting community concerns for public safety, and the treatment community, which emphasizes therapeutic relationships to change behavior and reduce the impact of substance use and mental health conditions, each TASC RCE is responsible for quality improvement and assurance throughout the assigned service area. They focus on critical goals such as standardized, clinically sound practices, standardized treatment access and tracking protocols, utilization management and review, quality and outcomes management, and information management.

Accomplishments in Client Services for TASC RCE 1 & 2

- 10,048 clients were assessed and/or screened by TASC staff during FY 2023-24. Of those, 9,755 enrolled in TASC services.
- 5,821, or 60% of clients successfully completed TASC services.

Statistical Information for TASC:

- 82% of clients referred by the North Carolina Department of Adult Correction scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need levels at intake.
- Of clients referred by the North Carolina Department of Adult Correction 15% were



supervised at Level 1 (extreme), 33% were supervised at Level 2 (high) and 35% were supervised at Level 3 (moderate) risk level.

- Of clients enrolled in TASC 60% were supervised at Care Management Level 1, 24% were supervised at Care Management Level 2, and 14% were supervised at Care Management Level 3.

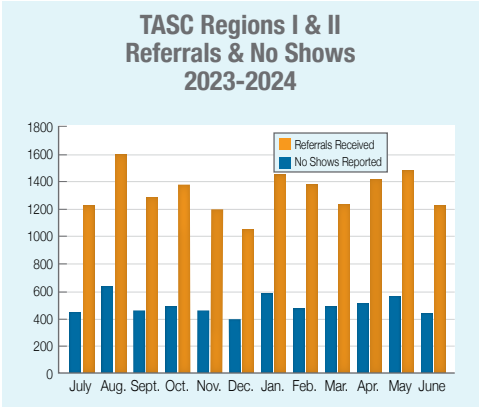
Accomplishments in Professional Development for TASC Staff

- TASC staff are registered or fully credentialed with the North Carolina Addictions Specialist Professional Practice Board as one or more of the following: LCAS, CCS, CADC, or CCJP.
- 35 staff members are working toward earning their CADC certification, and four are preparing for the LCAS licensure exam.
- The credentialing of TASC staff members highlights their extensive qualifications and expertise in the field. Our team includes 19

professionals who hold CADC certifications, demonstrating their competency in alcohol and drug counseling. Three staff members hold LCAS-A credentials and one LCAS-R, reflecting their advanced levels of licensure in clinical addiction specialization. One individual holds dual certifications in CADC and CCJP, and another possesses the CCJP certification alone, showcasing proficiency in justice and addiction treatment. 2 of our staff members have earned their LCAS certification, while four others hold both LCAS and CCS certifications, underscoring their advanced clinical supervisory capabilities. TASC is proud to have added 9 staff members certified as Peer Support Specialists, emphasizing their ability to provide valuable peer support and advocacy. The diverse range of credentials among TASC staff ensures a comprehensive and multi-faceted approach to our services, allowing TASC to meet the varied needs of the justice-involved population effectively.

TASC Care Managers participated in various trainings offered through the North Carolina TASC Training Institute including Implicit Bias with Candace Small; Ethics for Substance Use Disorder Professionals with Dale Willetts; Tranq: The Deadly Combination of Xylazine and Fentanyl with Dr. Merrill Norton; Understanding Veterans and Unique Factors Contributing to SUD Confirmation with Garrett Biss; Motivational Interviewing with Laurie Conaty; Intimate Partner Violence with Mandy Houvouras; HIV and Substance Use Disorders with Dr. LeShonda Wallace; New Hanover Reentry Simulation with Jennifer Saphara; and Problem Gambling Screening and Intervention with Tiffany Reddick.

- TASC Care Managers obtained **3,201** training hours through the NC TASC Training Institute and training modules on Relias during FY 2023-24.
- **20** TASC staff attended the North Carolina

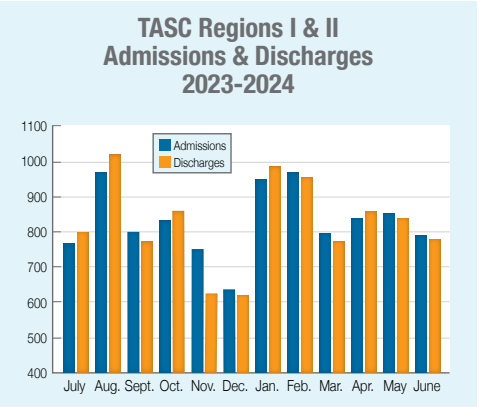


Foundation for Alcohol and Drug Studies Summer School on July 24-27, 2023.

- **24** TASC staff attended the Addictions Professionals of NC Fall Conference on October 23-25, 2023.
- **3** TASC staff attended the Addictions Professionals of NC Spring Conference on April 24 – 26, 2024.
- **13** TASC staff attended the 2024 North Carolina Reentry Conference on April 24-25, 2024

Accomplishments in Regional Development for TASC:

- Direct supervision of the TASC Care Managers in the **53** counties served by Coastal Horizons is provided by Area Coordinators Roberta Battle-Sessoms, Teresa Dutton, and Dawn Robinson. TASC staff promoted to serve as Area Coordinators in the coming year include former TASC Field Specialist Steve Hodge and former TASC Care Managers Nikki Harris and Yaschia



Lindsey.

- Field Specialists provide training to TASC Care Managers throughout both RCE 1 & 2. Sylvia Grooms continues to serve in this capacity and welcomes new Field Specialists Crystal Burroughs, Nadine Williamson, and Kalyn Tripp, all former TASC Care Managers, to the team.
- 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. Denotra Winston joined the clinical team in the last quarter of FY 2023-24 and will provide clinical supervision in the Northern area of RCE 2.
- TASC Assistant Directors include Le’Creasha Brown and former Area Coordinator Varonda Strouth, who was promoted to Assistant Director late in FY 2023-24. Jamie Melvin, formerly TASC Assistant Director for RCE 1 and Reentry Services Director, was promoted to Director of Justice Services in 2024.
- Melinda Thompson-King was promoted to Assistant Director of Justice Services in 2024. In addition to her new responsibilities, she will continue to oversee TASC operations in 53 counties as TASC Director for RCE 1 & 2.
- Quality assurance procedures have been implemented statewide, with quality assurance reviews performed by the JS Clinical Coordinator, RCE Director, the TASC Training Institute Director and newly added JS Quality Improve-

ment Associate.

- TASC Care Managers and Area Coordinators provide training about TASC’s purpose, policies, and procedures to new probation officers and update probation officers during regular probation unit meetings.
- Brunswick County staff continue to partner with Brunswick County Drug Treatment Court to provide TASC services for participants. Additionally, TASC staff across RCEs 1 and 2 complete Adult Recovery Court assessments for those participants referred to DART Center or Black Mountain Substance Abuse Treatment Center for Women.
- TASC continues to provide Peer Support Services in the following counties: Alamance, Caswell, Person, Orange, Chatham, Cumberland, Jones, Pamlico, Craven, Onslow, Duplin, Bladen, Columbus, Nash, Wilson, and Edgecombe. PSS Supervisors Letrecia Edwards and Joseph Euler provide direct supervision of the TASC Peer Support Specialists. TASC Peer Support Specialists work with justice-involved individuals living with substance use and/or mental health issues and need support in one or more of the following areas: housing, medical, employment, education, transportation, or sustenance. Program goals in the upcoming fiscal year include seeking a dedicated TASC Peer Support Services Program Coordinator to enhance and expand services across TASC RCE 1 & 2.

**NC TASC Training Institute Training and Certification Totals
FY 2023-24**

Total TTI Continuing Ed
Hours Provided: 14,982

TASC Online Clinical/Relias Training Modules
5,550 Continuing Ed Hours

TASC Live Clinical Education
4,932 Continuing Ed Hours

TTI Conference Scholarships
2562 Continuing Ed Hours

Driving While Impaired Service Provider Training
1,938 Continuing Ed Hours

Alcohol and Drug Education Instructors
73 Certified

Drug Education School Instructors
23 Certified

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JUSTICE SERVICES

The North Carolina TASC Training Institute (TTI)

TTI provides evidence-based training to TASC staff statewide via regional training and virtual learning environments to improve the delivery of services to the justice-involved population across 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

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 the

North Carolina Addictions Specialist Professional Practice Board registrants.

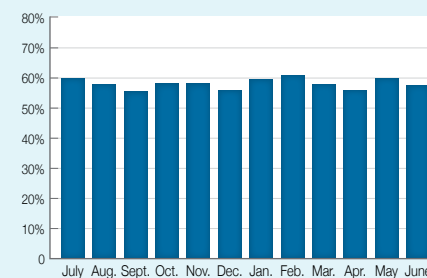
The Institute administers the Instructor Certification programs for the NC Drug Education School and NC Alcohol and Drug Education Traffic School (ADETS) programs.

The Institute provides administrative and technical support, training, and consultation for the NC Division of Mental Health, Developmental Disabilities, and Substance Use 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 with DWI facilities.

TASC Training Institute Accomplishments During Fiscal Year 2023-24

- Training events were provided live in regional events or virtually via webinar/meeting

TASC Regions I & II Successful Completion Rate 2023-2024



applications.

- Awarded **5,551** credit hours for the completion of TASC Relias online courses.
- Provided **7,494** credit hours through conference scholarships and **27** live TASC continuing education events such as Pharmacology, Professional Ethics, Motivational Interviewing, Veterans Issues, Human Trafficking, Fentanyl and Xylazine, and others.
- Provided DWI Online Training Modules and **26** live DWI training events, including "E 508" DWI Certificate of Completion Web Application,



DMV Substance Use Evaluator Certification, New Provider, and ADETS Instructor training via webinar for **567** participants and awarding **1,864** credit hours.

- TTI certified **67** NC Alcohol and Drug Education Traffic School Instructors.
- TTI certified **28** NC Drug Education School Instructors.
- All TTI sponsored training awarded a total of **14,982** continuing education hours.

Drug Education School (DES)

DES is a state-certified course designed for individuals with no prior involvement in the justice system 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). Coastal Horizons received **135** referrals to the program during the fiscal year.

Our Children's Place of Coastal Horizons (OCP)

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 that improve the outcomes for the children.

Over the past year, OCP conducted **31** workshops for **1,129** professionals—workshop formats included in-person, virtual, and hybrid, a trend that started during the pandemic.

Throughout the year, OCP continued implementing FRESH (Family Re-Entry Support and Help) with grant funding from the North Carolina Department of Adult Correction.

- Three FRESH Care Managers have facilitated the Parenting Inside Out (PIO) parenting class at five prisons, conducted individual case management sessions with the participants, and begun connecting with their families to schedule “special visits.”

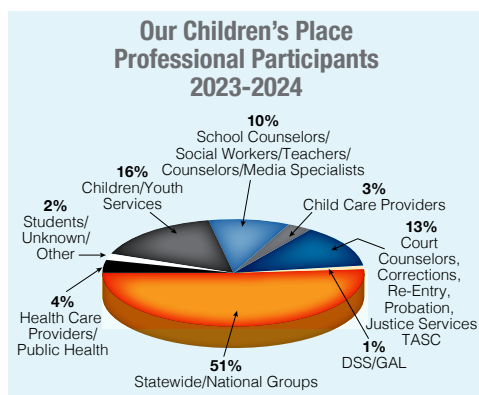


- OCP Program Director, Melissa Radcliff, has continued working with prison leadership on ways to make their visiting spaces more child friendly. OCP's work was covered in the NC Health News article by Rachel Crumpler and published in late September 2023.
- A grant application for a second round of funding has been submitted, and a decision is expected this fall.

In August 2023, OCP launched its fourth annual “Why Me for OCP?” social media campaign. Each week in August and September, OCP shares a community supporter’s testimony with their photo and answer to the “Why?” question. This campaign aims to generate additional interest in OCP and with community members who might be potential Advisory Board members.

Parent Day continues to build momentum with OCP hosting them at Sampson Correctional in December 2023 and June 2024 (with the warden again grilling lunch for the families!), Orange Correctional in December 2023 and March 2024, Randolph Correctional in November 2023, and Southern Correctional in April 2024 (first time there). Three other prison facilities and one jail have expressed interest in hosting their own. Parent Day at Orange was the topic of an NC Health News article by Rachel Crumpler in mid-April 2024.

OCP continues to be involved with planning the national See Us, Support Us campaign in October organized by the Osborne Association in New York. As part of that campaign, OCP is again working with the Governor’s staff to recruit youth for Page Week in late October. This year, Page Week “...will be reserved for 1 in 2 people who have or have had an incarcerated family member. Pages will learn about the impact state government has on the justice system, and how to effectively advocate for policy change.”



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JUSTICE SERVICES

Staff also organized a 12-session pre-release course at Orange Correctional in late spring 2024 with **15** participants completing the course.

Melissa Radcliff, Program Director, continues to serve on 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).

Recidivism Reduction Services (RRS)

RRS of Coastal Horizons provides core services comprised of cognitive behavioral interventions (CBI) and a community-based continuum of substance use disorder services. Substance use disorder services include outpatient, intensive outpatient, and aftercare/recovery management services. The eligible populations for these services are adults under the supervision of the North Carolina Department of Adult Corrections and deemed as having high criminogenic risks/needs.

During FY 2023-24, Coastal Horizons provided RRS services in **14** counties within Eastern North Carolina these counties: Brunswick, Craven, Cumberland, Duplin, Greene, Jones, Lenoir, New Hanover, Pamlico, Pender, Pitt, Sampson, Wake, and Wayne County. Direct supervision of the RRS facilitators is provided by RRS Area Coordinators: Atabaa Goodman, Deborah O'Neill, Malachi Ben-

nett, and Trisha Murrill; the RRS Program Director is Jennifer Saphara.

RRS services also collaborated with two community partners to expand program operations. By partnering with District 8 Adult Recovery Court (ARC), MRT services are now offered to ARC participants in Greene, Lenoir, and Wayne Counties. Collaboration with the United States Probation Department also provides MRT services to probationers under community supervision in Eastern North Carolina.

RRS staff served **2,526** clients during FY. Of the **1,610** individuals that completed RRS services this year, **72%** were positive program exits.

Of the clients referred for services **28%** were supervised at Level 1(highest), **49%** Level 2 (high) and **14%** Level 3 (moderate) levels of supervision.

Reentry Systems for Effective Treatment (RESET)

RESET serves adults screened as having high criminogenic risk and needs who are living with substance use or co-occurring disorders, who are returning to New Hanover County after incarceration. Participants housed in the New Hanover County Detention Center begin collaborating with RESET staff before their release to develop individualized transitional care plans. They may also receive direct services targeting anti-social behaviors, substance use, and parenting skills. During the fiscal year, RESET expanded to include

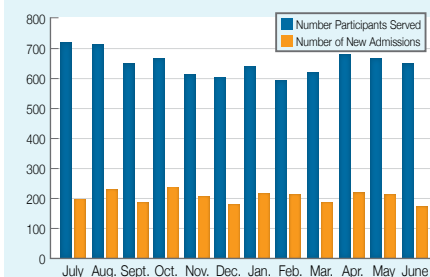


referrals from prison facilities and Confinement in Response to Violation (CRV) camps across North Carolina. These referrals are screened for eligibility before release, and the transition from the assigned facility to New Hanover County is coordinated with the North Carolina Department of Adult Corrections (DAC) case managers, su-

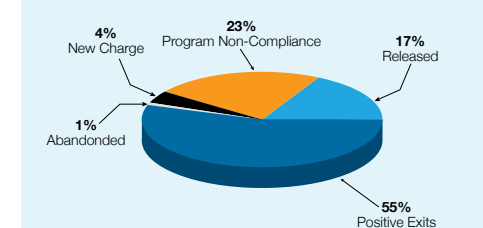
pervising probation/parole officers, and natural support systems.

Upon release, RESET participants access various behavioral health services, linkages to community recovery support programs, and financial assistance for safe and sober housing. RESET

RRS Participants Served & New admissions 2023-2024



RRS Program Completions 2023-2024



staff provide transportation to and from community services, ongoing case management, and support from individuals with lived experience. The Coastal Horizons Reentry Services Advisory Board includes representatives from community-based service entities, the District Attorney and Public Defender's offices, program alums, and local recovery homeowners.

During FY 2023-24, RESET received and screened **109** referrals, **30** participants enrolled in the program, and **51** participants received services (the combination of active and newly enrolled participants at the start of the fiscal year). **60%** of participants had zero positive urinalysis screens indicating new use for any substance following enrollment into the program, **96.1%** of participants remained crime-free while enrolled in the program and all participants received information on the use & administration of Narcan before discharge.

RESET programming was supported by funding awarded through the Substance Abuse and Mental Health Services Administration (SAMHSA), the Bureau of Justice Assistance (BJA), New Hanover County, and the Leon Levine Foundation.

Law Enforcement Assisted Diversion (LEAD)

In October 2022, Coastal Horizons received funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) to support existing LEAD programs in Cumberland and New Hanover Counties. LEAD is a pre-arrest criminal justice diversion program for individuals

in the community who use drugs and are at risk of being charged with low-level offenses. The funding received from SAMHSA is specifically targeted at individuals with diagnosed mental health or co-occurring disorders, aiming to build community partnerships that enhance treatment engagement for participants who might otherwise enter the justice system.

LEAD Coordinating Groups meet regularly, including local law enforcement, behavioral health organizations, Local Management Entities/Managed Care Organizations (LME/MCO), and support service entities. Additionally, LEAD employs staff with lived experience to provide direct services to participants.

Since October 2022, the LEAD program has enrolled **10** participants (**5** in Cumberland County and **5** in New Hanover County) under SAMHSA funding. Participants are provided assistance accessing behavioral health services, transportation support, linkage to recovery and harm reduction services, and financial assistance for safe housing.

Survivors of the Opioid/Covid Epidemics Utilization of Resources & Community Engagement (SOURCE)

The SOURCE program operated through temporary funding from June 2021 through March 2024 in response to the COVID-19 epidemic. SOURCE aimed to reduce overdose deaths among the justice-involved population by prioritizing individuals returning from incarceration with chronic medical

conditions that compromise their immune systems, those aged 55 and older, and those from marginalized communities. Participants were screened while incarcerated and, upon release, connected to various programs addressing medical and behavioral health needs. SOURCE staff provided education on overdose risks and harm reduction services while also distributing naloxone to participants and community partners. During FY 2023-24, SOURCE enrolled **31** participants to end programming with **177** enrollments.

Coastal Horizons JS hosted three graduation ceremonies during the fiscal year to honor the hard work and dedication of participants who

completed the RESET, LEAD, and SOURCE programs. Graduation ceremonies allow participants to fellowship with family, friends, current and former program participants, staff, and community partners. Participants are invited to reflect on their reentry and recovery experiences.

In April 2024, Coastal Horizons JS hosted its first Reentry Simulation in New Hanover County. The Reentry Simulation offers an immersive experience replicating the barriers and challenges to successful reentry, including securing stable housing and employment, navigating post-release legal restrictions, and confronting societal stigma.

Ryan Estes MBA, MSW, LCSW, LCAS, CCS
Chief Operating Officer



DIVERSITY, EQUITY & INCLUSION

Despite the state of Diversity, Equity, and Inclusion (D.E.I.) work, Coastal Horizons continues to forge forward with its' commitment to equity, access, and inclusivity for our staff and the community we serve. D.E.I. efforts have a long history dating back to the 1960s and emerging over time to address workplace issues, education, and current policies and practices in the workplace.

In the wake of George Floyd's death in May 2020, many companies began to develop positions within their organization that recognized the need for staff to feel seen, heard, valued, and as if they belong. However, D.E.I. initiatives have faced many challenges nationally and statewide over the past few years.

A few notable challenges include a trickle-down of policy changes in education; these changes include the restrictions of social-emotional learning and critical race theory, and most recently, a repeal (May 23, 2024) to the policy of "fostering an inclusive environment" across the UNC system. It is undeniable that these decisions will have a deleterious effect on the minoritized and marginalized in the Coastal community, but we remain steadfast in our efforts as a premier provider of healthcare striving to promote "healthier lives, stronger families, and safer communities" for all in our service communities.

During this past 2023-2024 fiscal year, we have worked hard to establish the presence of D.E.I. work at Coastal Horizons. Firstly, leadership established a vision for D.E.I. at Coastal Horizons that can now be found on our website. Our ef-

forts were communicated through a combination of newsletters and regular e-mails to staff. Broadly, some of our goals have supported a previous D.E.I. strategic plan that focused on 1. supporting staff with dialogue, addressing challenges that arise in the workplace and in client care, and proactive learning around difference and inclusivity; 2. beginning to review and improve policies, protocols, and practices; 3. develop and facilitate D.E.I. internal and external trainings; and finally, 4. participate in organizational strategic planning.

In addition, after completing assessments, the D.E.I. department worked to develop an initiative called Coastal Connections which includes Employee Resource Groups (ERGs) and Coastal Horizons Mentoring Program. These programs were developed in response to a need noted by our growing staff and include ERGs for over 75 staff who they themselves identified or indicated support for Mothers/Parents, LGBTQIA+ and Allies, Hispanic/Latinx, and Black/African American/African Diaspora. Additionally, our mentoring program originally identified 25 staff who desired a one-on-one mentor outside their current department.

This summer, we welcomed 4 of our first ever State Employee Credit Union Public Fellow Interns who focused specifically on D.E.I. efforts and worked to support the Duck Derby fundraiser, and created a D.E.I. library for staff. Further, this upcoming Fall, we intend to expand and provide mentoring to student interns and provisionally licensed staff who contribute to a considerable amount of work

that we do at Coastal Horizons. Further, we hosted departmental training on Inclusive Leadership and Mentoring, Equity and Resilience, and Integrative Approaches to Cultural Humility, as well as promoted and sponsored community events for Juneteenth and Pride months.

We look forward to championing work in the D.E.I. sphere in the coming years. This work will include more data-driven D.E.I. decisions including an organizational-wide assessment, intentional striving for developing a foundation of cultural humility across the organization's 50+ county offices and departments, community engagement and outreach, expansion of our Coastal Connections initiatives, and addressing racial/ethnic disparities in mental health and substance use through scholarship and collaboration. Coastal has been a leader in providing care for decades, and despite the challenges- together, we persevere.

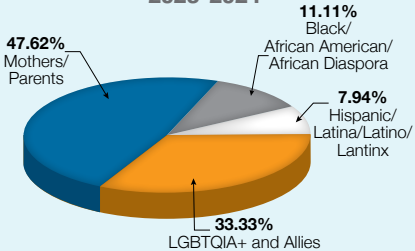
"There is always light, if only we're brave enough to see it. If only we're brave enough to be it." - Amanda Gorman



Josalin J. Hunter, PhD
Director of Diversity, Equity, and Inclusion



DEI Percentage of ERG Survey Respondents Expressing Interest in Joining 2023-2024



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 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 Department of Health and Human Services for temporary emergency foster care placements and 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 Ha-

nover 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, the Cape Fear Memorial Foundation, the Eshelman Foundation, foster care and child/adolescent crisis respite reimbursements from the Department of Social Services, and charitable donations.

Program Operations FY 23-24:

Direct Services

- **41** youth were provided with **1,531** days of shelter
- Staff facilitated a total of **852** youth/family interactions
- Youth participated in **709** of cultural experiences and recreational activities
- Youth received **102** of health and wellness activities
- Youth were provided with **409** hours of vocational/educational experiences
- **4,593** nutritious, family-style meals were served to youth staying at the shelter

Community Outreach and Education

- Staff conducted **22** community education/outreach events, with **1,025** youth and **1,164**

adults in attendance in New Hanover and Pender Counties

- In total, staff distributed over **1,917** community outreach/education materials, including flyers, brochures and handouts

Program Affiliations FY 23-24:

- Community Child Protection Team (Pender County and New Hanover County)
- New Hanover County Child Abuse Prevention Coalition
- National Safe Place
- National Runaway Switchboard
- FEMA Emergency Food and Shelter Local Board
- Tri-County Homeless Interagency Council
- Community Crisis Response Team (New Hanover County)
- Continuum of Care Coordinated Entry/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 23-24:

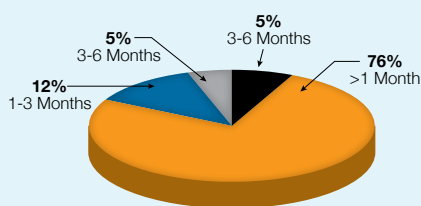
- **88%** of youth stated that they had a positive experience while staying at the shelter

- **92%** 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
- **92%** 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
- **88%** of long-term youth stated that they learned three or more life skills (such as cleaning, cooking, doing laundry) while staying at the shelter
- **62%** of long-term youth reduced truancy (school skipping) behaviors
- **0** youth were charged with a crime during their shelter stay

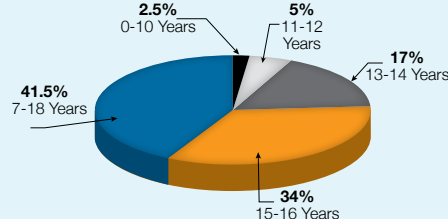
Youth Quotes Fiscal Year 23-24:

- "I think you are all doing amazing at your jobs. You helped me succeed and helped me get ready for the real world."
- "The time management and sticking to a schedule [was good], and it is very clean."
- "I had a great experience."
- "Ya'll are very inclusive."
- "Ya'll have been very reliable and been wonderful role models."

Open House Youth Shelter
Client Length of Stay
2023-2024



Open House Youth Shelter
Client Age Breakdown
2023-2024



CRISIS INTERVENTION SERVICES

OPEN HOUSE TRANSITIONAL LIVING PROGRAM

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 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

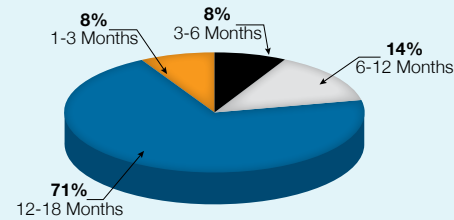
are not full-time students, this is a primary focus. The Caseworker helps youth identify strengths and opportunities for professional development as well as provide weekly information on available employment opportunities. Monthly life skills classes are offered to further professional development, with 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 offers accommodation for up to ten Transitional Living Program clients in New Hanover County. Referrals are accepted **24**

“The staff here make you forget all your problems by making you laugh/smile.”

– Open House Client

Open House Transitional Living Program
Length of Stay
2023-2024



hours a day, **7** days a week from local agencies such as 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 United States Department of Health and Human Services Administration of Children and Families-Family and Youth Services Bureau, New Hanover County, and charitable donations.

Program Operations FY 23-24:

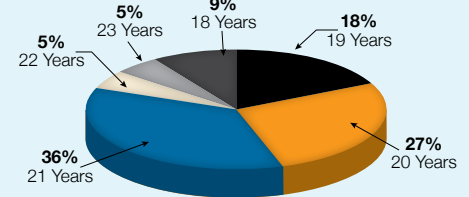
Direct Services

- **22** unduplicated youth/young adults were provided with **3,219** days of housing
- Participants received over **220** hours of case planning services
- Participants attended over **34** hours of program class activities including life skills training.
- Case Managers provided participants with over **50** weekly digital newsletters containing information on current job opportunities, local academic offerings, program updates and life skills

Community Outreach and Education

- Staff conducted **22** community education/outreach events, with **1,025** youth and **1,164** adults in attendance in New Hanover and Pender Counties

Open House Transitional Living Program
Participant Age Breakdown
2023-2024



- In total, staff distributed over **1,917** community outreach/education materials, including flyers, brochures and handouts

Program Affiliations FY 23-24:

- 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 Pregnancy Center

Program Achievements FY 23-24:

Upon completing the Transitional Living Program:

- **93%** of participants exited to a safe and stable destination upon completion of the program
- **93%** of participants had improved composite health scores upon completion of the program
- **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 upon completion of the program
- **93%** of participants were attending school or had graduated from high school/obtained a GED upon completion of the program
- **93%** participants were employed or looking for work upon completion of the program



CRISIS INTERVENTION SERVICES

OPEN HOUSE STREET OUTREACH PROGRAM

This year, Open House Youth Services was chosen to implement a youth-focused Street Outreach Program (SOP) in the tri-county region

for individuals under **21** experiencing homelessness or at immediate risk of homelessness. Services are provided **24** hours a day, **7** days a week and include: weekly street-based outreach events, transportation, linkages to emergency shelter, safety/first aid kits, gateway services, assessment and coordinated case management through outside partnering agencies or internally through Coastal Horizon's Center's Transitional Living Program (TLP) or Maternity Housing Program (MHP). Additionally, the SOP maintains an emergency drop-in center for youth and young adults, adjacent to Coastal Horizons Center's existing **24**-hour, **9** bed emergency shelter facility. The drop-in center provides vulnerable youth with access to food/drink, day shelter, and community resources through the SOP Case Manager. The SOP uses a Comprehensive Youth-Centered Service model and operates with a framework of Positive Youth Development, trauma-informed care, evidence informed policies and social support, and relationship capacity building. This program is designed to identify and engage directly with youth experiencing homelessness by conducting at least **5** outreach events a week in areas where youth congregate to reduce immediate risks associated with homelessness and provide youth with the most comprehensive wraparound services including enrolment in the TLP and MHP for interested and eligible youth. The SOP Case Manager acts as the first

point of contact for youth seeking further services through Coastal Horizons Center's TLP and MHP by providing interested youth with TLP/MHP program applications and conducting the first round of reference checks for TLP/MHP eligible youth.

Open House Youth Services aim to serve at least **60** unduplicated youth annually through the Street Outreach Program in New Hanover, Brunswick, and Pender counties. Referrals are accepted **24** hours a day, **7** days a week from internal and external local agencies such as WHAT, Open House Youth Shelter, NHC Department of Social Services, Coordinated Entry, and school personnel. All free and confidential services through the Street Outreach Program are made possible via the support of the Administration of Children and Families – Family and Youth Services Bureau, and charitable donations.

Program Operations 23-24:

Direct Services

- **43** unduplicated youth have received services from the SOP
- **10** youth engaged with the SOP have been enrolled in TLP/MHP
- **32** emergency/first aid kits were provided to participants since direct outreach began in March 2024
- Over **140** hours of case planning, aftercare, and other services have been provided to SOP participants.

Community Outreach and Education

- Staff conducted **22** community education/outreach events, with **1,025** youth and **1,164** adults in attendance in New Hanover and Pender Counties
- In total, staff distributed over **1,917** community outreach/education materials, including flyers, brochures and handouts

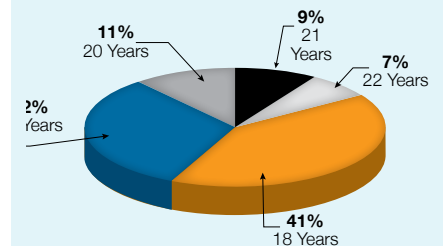
Program Affiliations FY 23-24:

- Tri-County Homeless Interagency Council
- Continuum of Care Coordinated Entry/Homeless Management Information System
- National Runaway Hotline
- New Hanover County McKinney-Vento
- The Good Shepard
- Youth Villages

Program Achievements FY 23-24:

- **100%** of youth SOP eligible youth received the opportunity to access safe, stable housing and supportive services.
- **81%** of youth engaging with the SOP made progress towards obtaining safe and stable

Open House Street Outreach Program
Age Breakdown
2023-2024



housing.

- **97%** of youth engaged with the SOP have reported that there is at least one adult in their life, other than RHY program staff, to whom they can go to for advice or emotional support.
- **97%** made progress on their emotional and social well-being and have increased access to healthcare resources.
- **83%** of youth engaged in the SOP were attending school, graduated from high school, or obtained a GED/pursuing higher education, or if age appropriate, were employed or looking for work.



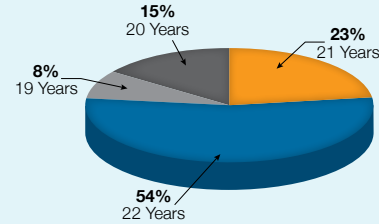
CRISIS INTERVENTION SERVICES

OPEN HOUSE MATERNITY HOUSING PROGRAM

The Open House Maternity Housing Program (MHP) is the only youth-focused Maternity Housing 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 MHP supports community-based, adult supervised, transitional living arrangements for clients and skill building in parenting, child development, family budgeting, and health and nutrition. The 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 po-

tential 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 opportunities. Continuous life skills classes are offered to further professional development, with topics such as: accessing

Open House Maternity Housing Program
Participant Age
2023-2024



job postings, resume writing, mock interviewing, professional attire, and workplace conflict resolution. The primary goal is that, upon exiting the Maternity Housing Program, participants will become productive, successful members of the community long term, economic independence for homeless parenting youth and ensure the well-being of their children long-term.

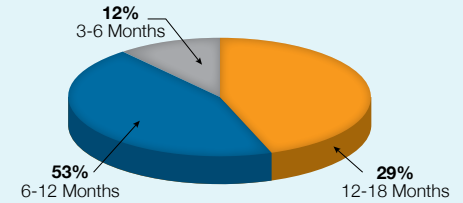
Open House currently offers accommodation for up to ten Maternity Housing Program clients in New Hanover County. Referrals are accepted **24** hours a day, **7** days a week from local agencies such as Social Services, Coordinated Entry, Trillium, Physicians Alliance, school personnel, and other youth serving organizations and professionals. Self-referrals are also accepted. All free and confidential services offered through the Maternity Housing Program are made possible via the support of the United States Department of Health and Human Services Administration of Children and Families-Family and Youth Services Bureau, and charitable donations.

Program Operations FY 23-24:

Direct Services

- **13** unduplicated youth/young adults and their dependent children were provided with **2,795** days of housing
- Participants received over **190** hours of case planning services
- Participants received **45** hours of ongoing life skills instruction
- Case Managers provided participants with over **50** weekly digital newsletters containing information on current job opportunities, local academic offerings, program updates and life

Open House Maternity Housing Program
Length of Stay
2023-2024



skills

Community Outreach and Education

- Staff conducted **22** community education/outreach events, with **1,025** youth and **1,164** adults in attendance in New Hanover and Pender Counties
- In total, staff distributed over **1,917** community outreach/education materials, including flyers, brochures and handouts

Program Affiliations FY 23-24:

- 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
- Diaper Bank of NC Lower Cape Fear

Program Achievements FY 23-24+:

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 to for advice or emotional support
- **78%** 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. They also provide criminal justice advocacy, supporting victims through law enforcement interviews, meetings with the district attorney's office, and throughout any criminal or civil court proceedings. Additionally, the Rape Crisis Center offers free individual therapy and weekly support groups for survivors who may face barriers such as being uninsured or having a high co-pay. All therapy services are facilitated by licensed clinicians using evidence-based treatments such as Eye Movement Desensitization and Reprocessing (EMDR) and Cognitive Behavioral Therapy (CBT).

In Fiscal Year 23-24, the Rape Crisis Center provided services to a total of **340** individuals. These services were made possible through the support

What do you think has been the most helpful?

"I like how we broke down the event into different parts and assessed it that way. That way the memory wasn't one big thing all at once."

– RCC Clients

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, New Hanover County Schools, the NC Human Trafficking Commission, and generous financial and in-kind contributions from donors and volunteers. For instance, **73** volunteers provided a total of **2,077** hours of volunteer coverage in FY 23-24. The Rape Crisis Center would not be able to help the number of sexual assault victims who seek services each year without the unwavering support of our funders, donors, and volunteers.

Program Operations FY 23-24

New Hanover County Direct Services:

- **202** victims of sexual violence sought services.
- **50** family members, friends, and intimate partners of victims also received services.
- **98** instances of advocacy services, including **82** crisis hospital responses, were provided.
- Licensed clinicians provided **288** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

Brunswick County Direct Services:

- **45** victims of sexual violence sought services.
- **13** family members, friends, and intimate partners of victims also received services.
- **22** instances of advocacy services, including **17** crisis hospital responses, were provided.
- Licensed clinicians provided **145** hours of free, confidential counseling to survivors and their



non-offending acquaintances, friends, family, and partners.

Duplin County Direct Services:

- **7** victims of sexual violence sought services.
- **3** instances of advocacy services, including **1** crisis hospital response, were provided.

Pender County Direct Services:

- **16** victims of sexual violence sought services.
- **8** family members, friends, and intimate partners of victims also received services.
- **21** instances of advocacy services, including **12** crisis hospital responses, were provided.
- Licensed clinicians provided **25** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

Community Outreach, Education, and Prevention:

- Staff facilitated **124** community outreach events and social media campaigns reaching victims of sexual assault in Brunswick, Duplin, New Hanover, and Pender Counties.
- RCC staff provided **9** professional trainings, reaching **187** community professionals, and facilitated **17** educational presentations, reaching **189** community members.
- **1,196** middle school students in New Hanover County completed the multiple-session, evidence-based sexual violence prevention program Shifting Boundaries.

(continued from last page)

RAPE CRISIS CENTER

Program Affiliations FY 23-24:

- North Carolina Coalition Against Sexual Assault
- North Carolina Victim's Assistance Network
- Sexual Assault Response Teams: Brunswick, Duplin, New Hanover, and Pender Counties
- UNCW Relationship Violence & Sexual Assault Response Team
- Community Child Protective Teams: Brunswick, New Hanover, 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 23-24:

- **100%** of surveyed sexual assault victims stated that they were satisfied with the services they

received.

- **85%** of sexual assault victims who presented at the hospital filed a law enforcement report and/or participated in the evidence collection process.
- **439** individual therapy sessions were provided across Brunswick, Duplin, New Hanover, and Pender Counties.

Client Quotes:

What do you think has been the most helpful?

- "EMDR therapy, having a nice and understanding therapist to help me!"

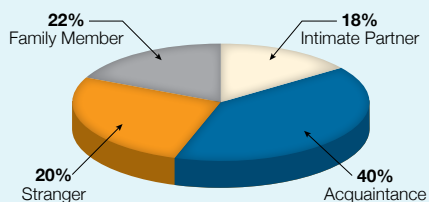
General Comments:

- "Lauren has been amazing. I felt like she cared about me and helping me through my trauma. I never felt scared to open up to her, she was warm and very inviting! If anything wasn't working for me, she had other options and I felt comfortable to stop and start new! Thank you Lauren!"
- "RCC is amazing!!"

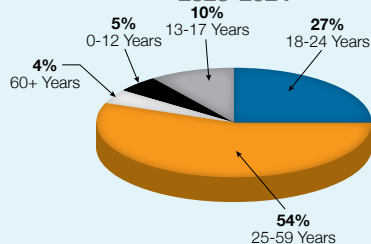


Brianne Winterton, MSW, LCSW
Crisis Intervention Services Director

**Rape Crisis Center
Relationship of Victim to Offender
2023-2024**



**Rape Crisis Center
Client Age Breakdown
2023-2024**



What areas have you noticed the most growth in yourself?

I am happier because I am not always thinking about the event. I am way more confident; I feel more in control of my life.

– RCC Client

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 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.

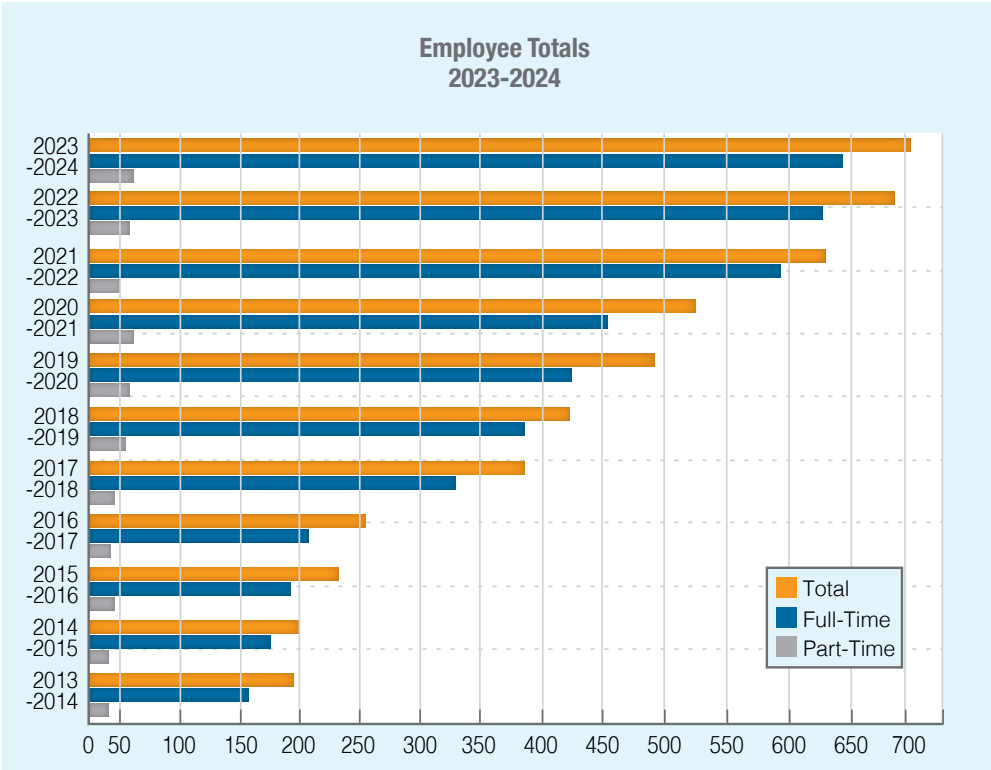
The Human Resources Department with Coastal Horizons supports multiple department leaders, programs and staff members to successfully recruit, hire, orient and develop our new and existing employee members, in both full and part time employment capacities. Every person who becomes part of Coastal Horizons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

employees have the ongoing support they need, to deliver these important services.

This chart shows our employee growth over the past 10 years:

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. Chelsea, Natasha 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



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: Eastpointe Block Grant Audit, State Opioid Treatment Authority (SOTA) site visit for Brunswick OTP, Sandhills post-payment review, a Trillium Desk review/post-payment review, and a DEA Rocky Point review.

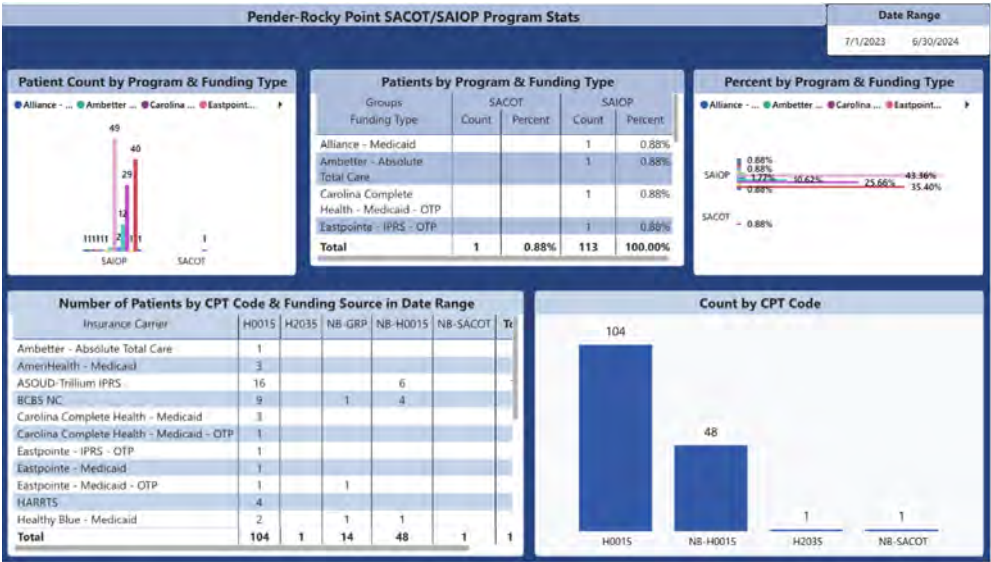
The Quality Improvement Training Department, in partnership with Health Information Management and Compliance, also conducted an on-going program of internal audits where paper charts

and electronic medical records were reviewed. The intention of these audits is to determine quality and compliance of Coastal Horizons Center's multitude of programs and ensure that senior management is kept informed about achievements and needs for improvement. Internal program audits included:

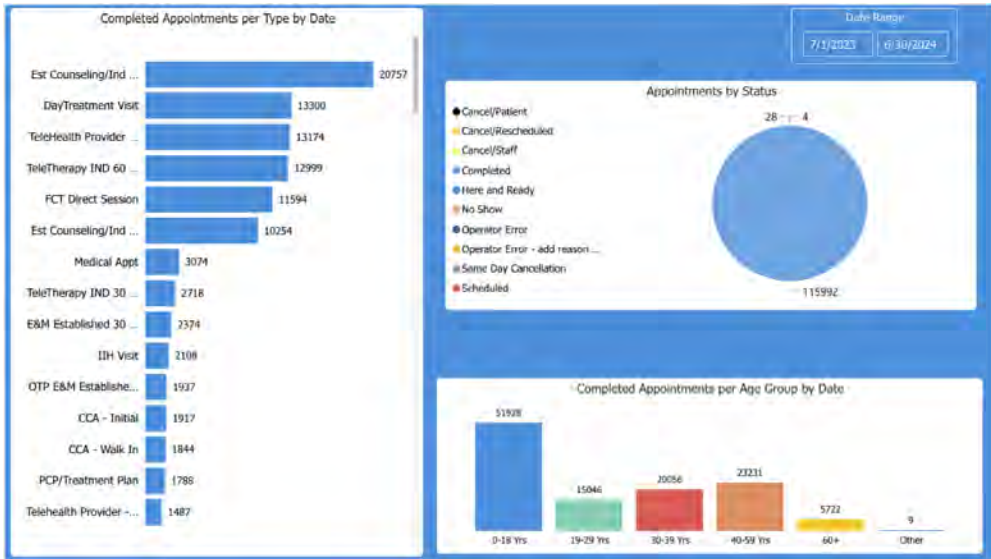
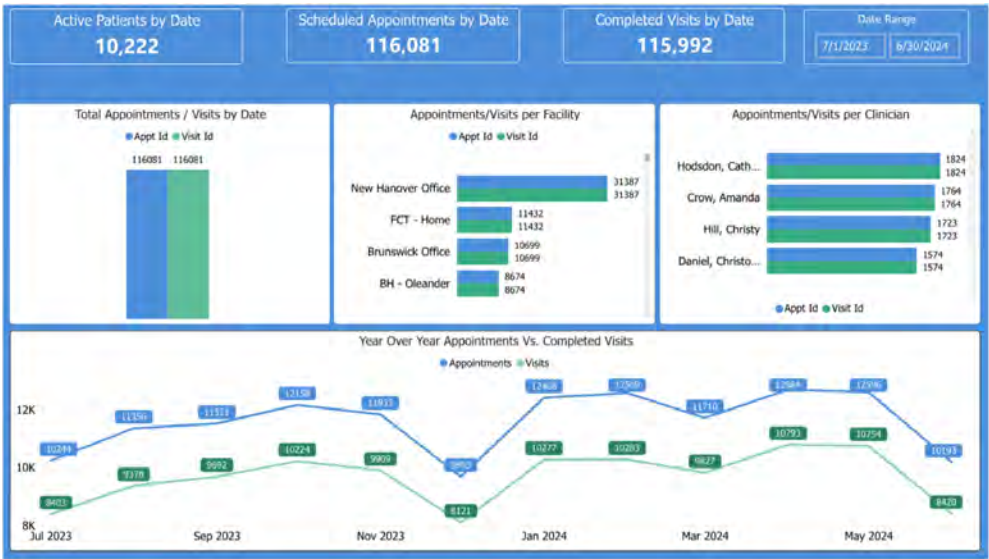
- Electronic desk audits of Substance Abuse Intensive Outpatient Program (SAIOP) and Opioid Treatment Program (OTP) Services,
- NC-TOPPS (NC Treatment Outcomes and Program Performance System) compliance for Enhanced Services,
- Electronic desk audits in preparation for Day Treatment and Substance Abuse Intensive Outpatient (SAIOP) services

Quality Improvement has been involved in several special projects this year. One is the continued

Program Statistics 2023-2024



Athena Health Appointments 2023-2024



expansion of our use of the RELIAS workforce training system. We have increased the number of and refined the focus of the training groups, e.g., onboarding, on-going, and training specific to individualized services. Another project is the expansion of data analytics through the continued development of Power BI reports by the Data Sciences department. This has allowed departments across Coastal Horizons Center to better understand the impact of their services through real time data analysis. (See the included graphs).

Quality Improvement continues to work in support of the CARF accreditations we have received in the last three (3) years. We continue to monitor and ensure that Quality Improvement Plans are being implemented as submitted and that staff are reminded that CARF is a continuous process that lasts the entirety of the accreditation period and does not just start up just before the next site survey.

Quality Improvement has added another staff person, and they are tasked with providing improvement services to Justice Services. This is the first time a dedicated QI staff person has been embedded with Justice Services. Allison Schurr has already begun providing useful data to this department and we know that they will benefit from her skills and abilities.

Quality Improvement has provided the following direct trainings: First Aid/CPR, Bloodborne Pathogens, Crisis Prevention Intervention, and Person-Centered Thinking. Provision of these trainings continues to save Coastal Horizons Center 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 training in a timely manner and that we remain in compliance with the myriad of requirements under which we operate.

Credentialing continues to provide services to current and new employees to ensure that Coastal Horizons Center can submit claims for the services provided. Over the course of the past year Credentialing has been refining its use of data analytics to decrease the time interval between when a staff person is onboarded and fully credentialed. They have modified their workflow so that paperwork flows with less interruptions.

Credentialing has also sought to improve communications with supervisors to keep them more in the loop about credentialing status and time frames. Additionally, the shared staff position has been made a full time credentialing associate to fully delegate her time credentialing functions.


Eric Luttmer
Vice President,
Medical Services &
Corporate Compliance


T. Lindsay Joines
Quality Improvement
Training Director

FINANCIAL AUDIT REPORT YEAR END JUNE 2023

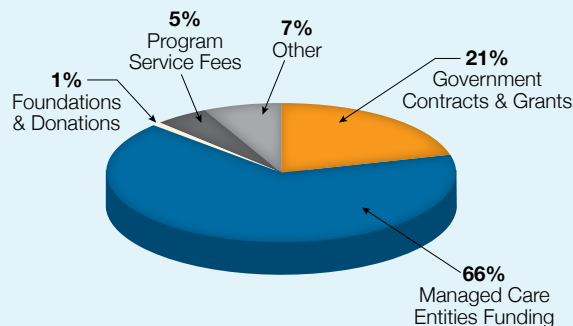
Coastal Horizons Center, Inc. Statements of Financial Position June 30, 2023 and 2022

	2023	2022
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 3,652,785	\$ 4,354,548
Patient accounts receivables	1,237,083	886,329
Grant receivables	2,343,671	3,540,743
Prepaid expenses	295,052	274,080
Other	131,405	91,984
Total current assets	7,659,996	8,649,684
Operating right-of-use asset	1,474,600	-
Financing right-of-use asset	130,781	-
Property and equipment, net	9,689,051	10,220,811
Total assets	<u>\$ 19,154,428</u>	<u>\$ 18,870,495</u>
LIABILITIES AND NET ASSETS		
Current liabilities:		
Accounts payable and accrued expenses	\$ 560,720	\$ 966,867
Accrued vacation	1,219,172	1,109,007
Refundable advances	1,070,027	878,030
Current portion of operating lease liability	729,866	-
Current portion of finance lease liability	135,368	57,758
Current maturities of long-term debt	409,737	606,124
Total current liabilities	4,124,980	3,707,686
Operating lease liability, net of current portion	744,644	-
Finance lease liability, net of current portion	220,857	23,889
Long-term debt, less current maturities	2,842,220	2,943,469
Total liabilities	7,932,701	6,675,044
Net assets:		
Without donor restrictions	10,936,386	12,058,113
With donor restrictions	285,341	137,338
Total net assets	11,221,727	12,195,451
Total liabilities and net assets	<u>\$ 19,154,428</u>	<u>\$ 18,870,495</u>


 Bill Van Lew
 Chief Financial Officer


 Jenifer Burns
 Deputy Chief Financial Officer

Sources of Revenue 2023-2024



Coastal Horizons Center, Inc. Statements of Cash Flows Years Ended June 30, 2023 and 2022

	2023	2022
Cash flows from operating activities:		
Change in net assets	\$ (873,724)	\$ (980,051)
Adjustments to reconcile change in net assets to net cash used by operating activities:		
Depreciation	561,278	538,162
Operating lease expense	1,474,600	-
Finance lease expense	(130,781)	-
Grants and contributions restricted	(576,524)	(267,966)
Change in assets and liabilities:		
Patient accounts receivable	(348,754)	407,144
Grant receivables	697,972	(1,242,468)
Prepaid expenses	(20,972)	22,420
Other	(38,421)	(40,661)
Accounts payable and accrued expenses	(406,147)	(28,527)
Accrued vacation	110,165	14,568
Operating lease liability	1,474,600	-
Finance lease liability	274,578	-
Refundable advances	181,097	(385,365)
Net cash used by operating activities	<u>(662,133)</u>	<u>(1,186,391)</u>
Cash flows from investing activities:		
Purchase of property and equipment	<u>(329,616)</u>	<u>(3,207,976)</u>
Cash flow from financing activities:		
Proceeds from long-term debt	-	2,125,000
Payments on capital leases	-	(84,460)
Payments on long-term debt	(386,836)	(340,345)
Proceeds from grants and contributions restricted	<u>576,524</u>	<u>267,966</u>
Net cash provided by financing activities	<u>189,688</u>	<u>1,968,461</u>
Net decrease in cash	<u>(701,763)</u>	<u>(2,424,005)</u>
Cash and cash equivalents, beginning of period	<u>4,354,548</u>	<u>6,778,554</u>
Cash and cash equivalents, end of period	<u>\$ 3,652,785</u>	<u>\$ 4,354,548</u>
Supplemental disclosure of cash flow information:		
Cash paid for interest	<u>\$ 128,819</u>	<u>\$ 113,600</u>

DEVELOPMENT

Our donors are the driving force behind our mission. Your generosity transcends financial support; it embodies a profound commitment to the well-being of the individuals and families who rely on us. Your contributions are essential for funding programs that lack necessary resources, ensuring that we can provide the level of care our clients not only need but also deserve. As we look back on the past fiscal year, we are deeply grateful for the remarkable support that has fueled our progress.

The Annual Luncheon on October 4, 2023, at the Country Club of Landfall marked an inspiring beginning to a year filled with achievements. Keynote speaker Dr. John “Push” Gaines moved 220 attendees with his powerful message about the life-changing impact a single adult can have on a child. This event generated significant support for our Crisis Intervention Services, highlighting the resilience of the youth at our Open House Youth Shelter.

In November, our art auction celebrated creativity for a cause, benefiting children of incarcerated parents through Our Children’s Place. The event showcased the community’s dedication to ensuring these children receive the care and opportunities they deserve.

On March 20, 2024, the Power of the Purse event emerged as a highlight of the year, thanks to our devoted ‘POP Queens.’ Held at the Country Club of Landfall and led by professional auctioneer Susan Andrews, the event achieved a remarkable milestone by raising over \$100,000 for Wilmington Health Access for Teens—set-

ting a new record. This extraordinary accomplishment was driven by the exceptional turnout and the steadfast support of our community.

The fiscal year concluded with the exhilarating Duck Derby on May 31, 2024, where **20,000** ducks raced to spread joy and raise funds. Hosted at Jungle Rapids, this event also shattered previous fundraising records and supported our Crisis Intervention Services. We are deeply thankful to Jungle Rapids for their generous donation of the water park each year, which allows us to hold this fantastic event.

To our donors, volunteers, Patrons, staff, and Board Members, we extend our heartfelt gratitude. Your contributions enable Coastal Horizons to serve as a beacon of hope for individuals and families. Together, we have made a meaningful difference, and together, we will continue to inspire change and bring hope to our community and beyond.

With deepest appreciation,



Elizabeth Redenbaugh
Vice President of Development & External Affairs



(continued from last page)
DEVELOPMENT







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Cape Fear Health Net
Cape Fear Memorial Foundation
Centers for Disease Control and Prevention
Child First
Christopher & Dana Reeve Foundation
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Community Care of the Lower Cape Fear
Community Impact NC
Eshelman Foundation
Federal Emergency Management Agency
Governors Crime Commission
Johnston County ABC
The Leon Levine Foundation
National TASC
NC Council for Women
NC Department of Public Safety
NC Department of Health and Human Services
New Hanover County
New Hanover County ABC
New Hanover County Board of Education
New Hanover Community Endowment
North Carolina Community Foundation
North Carolina Human Trafficking Commission
Onslow County
Pender County ABC
Pender Alliance for Teen Health
Pender County
Shallotte ABC
Smart Start
Substance Abuse and Mental Health Services Administration (SAMHSA)
Trillium Health Resources
United Way of the Cape Fear
UNC-Greensboro
US Department of Health and Human Services
U.S. Department of Homeland Security
U.S. Department of Housing and Urban Development
U.S. Department of Justice
Wake Forest University

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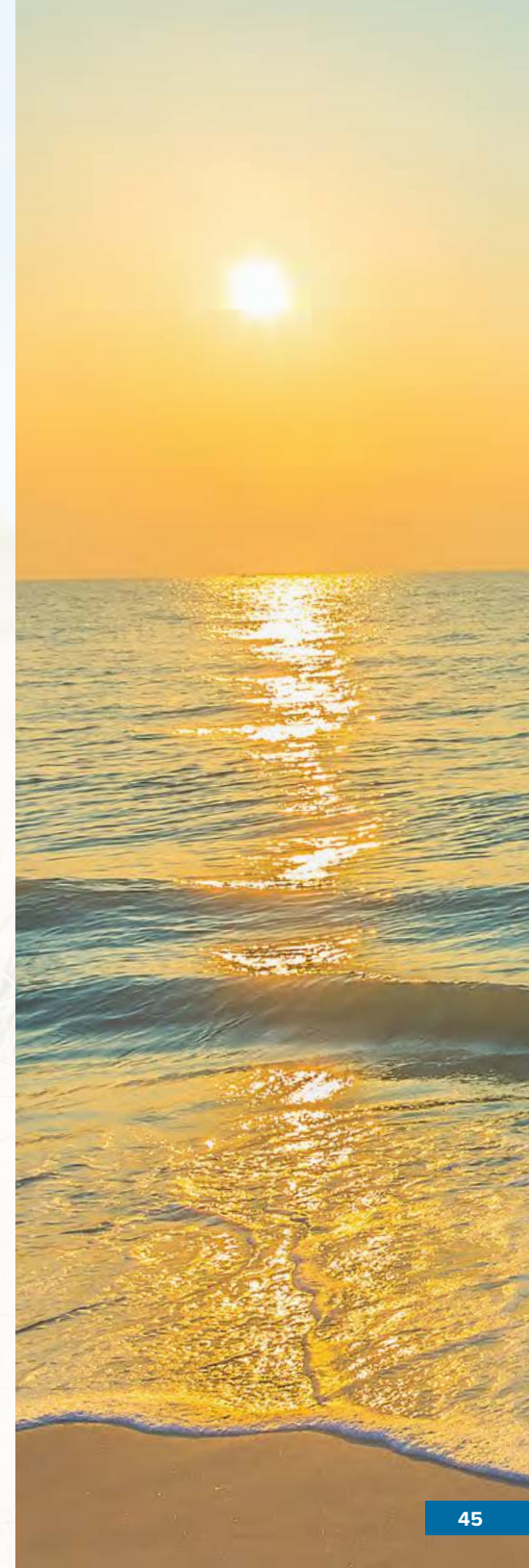
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