



ANNUAL REPORT

2025 · 2026

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

Looking back on Fiscal Year 2025–2026, I am proud of how clearly the work of Coastal Horizons reflects our mission: promoting healthier lives, stronger families, and safer communities.

For more than five decades, Coastal Horizons has continued to evolve in response to the changing needs of the people and communities we serve. This year was no exception. Across the organization, we expanded access to care, strengthened programs and partnerships, invested in facilities, and continued building the capacity needed to serve our communities well into the future.

The impact of that mission can be seen throughout this Annual Report. During the year, Family Centered Treatment served 739 families, while more than 15,000 primary care, mental health therapy, and psychiatric medication management services were provided across 12 locations. In Justice Services, 98.6 percent of participants in Re-Entry Systems for Effective Treatment (RESET) remained crime-free while enrolled, 94.4 percent accessed substance use or mental health services, and 74.1 percent demonstrated a reduction in substance use. Our Transitional Living Program also reported that 100 percent of participants exited to a stable destination.

These are just a few examples of the work being done across Coastal Horizons. There are many

more programs, services, and employees making a difference every day than I could possibly speak to here.

Those numbers are significant, but they represent only part of the story.

This year also brought important milestones that strengthened our ability to serve. We opened a new home for the Open House Youth Shelter, providing an improved environment for young people who need safety, stability, and support, and we are especially grateful to the New Hanover Community Endowment for its generous support of this important project. We also opened the Genoa Pharmacy at our Shipyard Boulevard campus, strengthening access to integrated care and making important services more convenient for the people we serve. At the same time, Coastal Horizons continued investing in its future by breaking ground on our new Administration Building at 945 Medical Center Drive and purchasing additional property on Medical Center Drive to support continued growth and future service needs.

Our programs continued to grow and adapt in response to the communities we serve. Intensive outpatient programming expanded through both in-person and virtual options, while family, child, behavioral health, and integrated care services continued to extend their reach. Justice Services strengthened its capacity through a new two-year, \$3.2 million state contract to develop a call center and better serve individuals with serious mental illness. Additional funding was secured to strengthen or develop medication-assisted treatment in the Brunswick, New Hanover, and Pender County jails.

All of this progress took place in a healthcare and human services environment that continued to

require careful attention and thoughtful decision-making. Funding, reimbursement, workforce pressures, and changes in systems of care created challenges throughout the year. Through it all, Coastal Horizons continued moving forward while remaining focused on the people at the center of our mission.

I am grateful for the leadership of our President and CEO, Margaret Weller-Stargell, and the management team she leads. Guiding an organization of this size and complexity requires strong leadership, sound judgment, resilience, and an ability to balance immediate needs with the long-term health of the organization. Their leadership provides the foundation that allows our employees to do what they do best: serve people.

And ultimately, that is where the mission of Coastal Horizons comes to life.

Every day, our employees meet individuals and families during moments of crisis, recovery, uncertainty, and change. They provide treatment, healthcare, shelter, advocacy, guidance, resources, and encouragement. They help people see that a different path is possible and support them as they take difficult steps toward healthier and more stable lives.

The people we serve must ultimately do that work themselves. Our employees cannot do it for them. But they can provide the expertise, support, tools, and encouragement that help make change possible. That work, often taking place quietly and one person at a time, is at the heart of Coastal Horizons.

The programs, facilities, grants, and partnerships highlighted throughout this Annual Report are important because they strengthen our

ability to carry out that mission. Behind every accomplishment are employees who make it meaningful and individuals and families whose lives are affected by their work.

I am also grateful to my fellow Trustees for the time, experience, thoughtful oversight, and commitment they continue to give Coastal Horizons. Their stewardship helps ensure that the organization remains strong, accountable, and focused on the mission we are entrusted to support.

To our donors, funders, government partners, community partners, volunteers, advocates, and friends of Coastal Horizons, thank you. Your support allows this organization to respond when needs change, expand where services are needed, and continue serving people and communities across North Carolina.

There is much to be proud of as we reflect on Fiscal Year 2025–2026, and even more for which to be grateful.

To Margaret and our leadership team, to our Trustees and supporters, and especially to the employees who carry this mission into our communities every day, thank you for all you do.

It is a privilege to present this Annual Report and to celebrate another year of working toward healthier lives, stronger families, and safer communities across North Carolina.

With Gratitude,

Jennifer Cranford
2025-2026 Chair of Board of Trustees

PRESIDENT AND CEO MESSAGE

As I reflect on the past fiscal year, I do so with incredible pride and gratitude. On August 3, 2025 Coastal Horizons celebrated its 55th anniversary, an important milestone that reflects the commitment of our board, the unwavering dedication of our staff, the steadfast support of our community partners, and the resilience of those we serve.

Founded in 1970 as a grassroots response to the emerging drug crisis in New Hanover County, Coastal Horizons has grown into the leading private, nonprofit human services organization in southeastern North Carolina. In fiscal year 2025–2026, Coastal Horizons employed nearly 800 staff and served over 25,000 individuals and families across 68 North Carolina counties. Its work in substance use treatment, mental health services, primary care, crisis intervention, prevention, child welfare, justice services, and more remains truly commendable.

Coastal Horizons, nationally accredited by CARF, fulfills its mission every day because of the resilience, dedication, and commitment of our highly qualified staff. They work tirelessly to meet the critical needs of those we serve, supported by our incredible Board Chair, Jennifer Cranford, and our extraordinary Board of Trustees, whose time, talent, and resources strengthen this organization.

The programs of Coastal Horizons make a difference in people's lives. In FY25-26 Wilmington Health Access for Teens (WHAT) provided 15,331 primary care, mental health therapy and psychiatric medication management across 12 service locations. Coastal Horizons continues to advance whole-person healthcare through the integration of primary care and behavioral health services. Additional funding through the North Carolina Rural Health Transformation Program has enabled

us to sustain and expand physical health services for uninsured individuals, leading to increased return visits and improved management of chronic health conditions. The mobile clinics served 173 patients in Brunswick, Bladen and Columbus Counties. We opened an on-site pharmacy, Genoa Pharmacy, at 615 Shipyard. In late 2025, the Rape Crisis Centers (RCC) provided services at no cost to 492 victims of sexual violence in Brunswick, Duplin, New Hanover and Pender Counties. Thanks to the tremendous support of the New Hanover Community Endowment, a house was purchased in central New Hanover County for the Open House Youth Shelter and Services. Open House provided 31 youth with 1,301 days of shelter in FY25-26 and the Transitional Living Program provided 3,500 days of housing to 23 youth/young adults. Justice Service program Treatment Accountability for Safer Communities (TASC) had 5,433 clients successfully complete the program and 98.6% of those enrolled in Reentry Systems for Effective Treatment (RESET) remained crime-free while enrolled in the program. Coastal Horizons added a Psychosocial Rehabilitation program and a peer support led call center that received 657 calls and successfully connected 55 individuals to treatment services. The Substance Abuse Intensive Outpatient Treatment Program (SAIOP) has virtual services via a service definition change in January 2026 the program has been able to serve 22 individuals virtually. Intensive Family Preservation Services served 3 regions and 147 families, which is an increase of 47% over the previous year. The Day Treatment programs served a total of 118 students, providing immediate mental health and behavioral support in the classroom. Child First, which supports vulnerable young children and their families across 41 counties, grew 57% over the past year and Coastal Horizons' Child First program is now the largest Child First

program in the country.

Coastal Horizons began construction at 945 Medical Center Drive in late 2025 to create space for its administrative operations. Relocating Administration from 615 Shipyard Blvd. will allow New Hanover Treatment operations to continue to expand, an expansion that has been needed since 2019. Special thanks to Senator Michael Lee for his strong support in advocating for this capital funding.

In April, the General Assembly approved an agreement to fund the Medicaid Rebase with \$319 million to keep pace with rising healthcare costs and enrollment. I was honored to join Governor Stein at the Executive Mansion for the signing of the bill into law.

As I always conclude, I remain enormously proud of our staff whose compassion and commitment exemplify the values of Coastal Horizons. It is truly an honor to work alongside such dedicated individuals along with an exceptional board. I am confident in the bright future of this incredible organization, a confidence rooted in the commitment of our employees, board, donors, and stakeholders who continuously strive to support our mission. We will remain the premier provider of integrated healthcare, child welfare, and justice services in North Carolina and beyond, and together, we will continue to fulfill our mission of promoting healthier lives, stronger families, and safer communities for countless years to come

As always in your service,



Margaret Weller-Stargell
President and CEO



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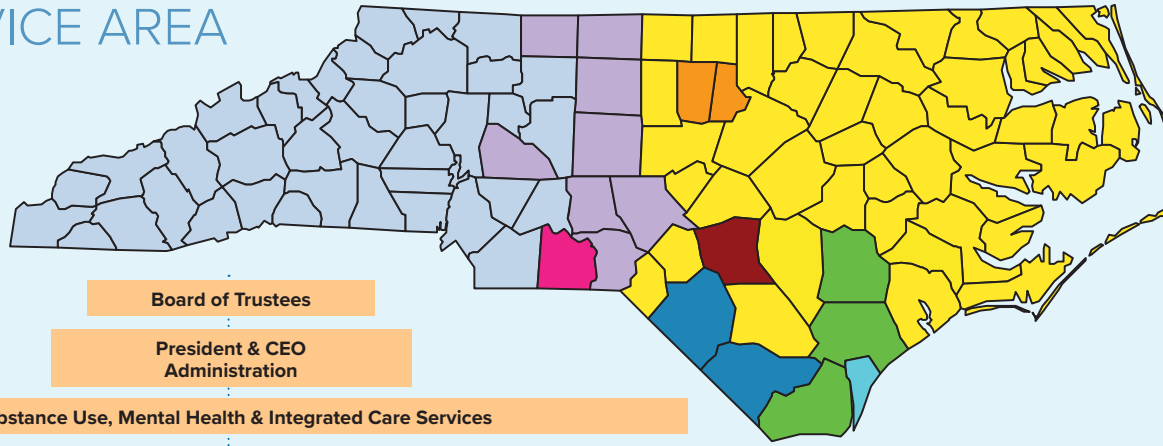
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PROGRAM OPERATIONS AND SERVICE AREA



Board of Trustees

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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
- Family Skill Building Courses

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)
- Psychosocial Rehabilitation
- Flourishing Families (2 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 5 counties)
- Homebuilders (in 42 counties)
- Intensive Intervention Services
- Day Treatment (in 4 counties)
- CHILD FIRST (in 34 counties)
- Adolescent Specific Treatment
- Child Mental Health Therapy Services
- PSB (Problematic Sexual Behavior)
- Juvenile Detention Center Services
- Family Centered Treatment (in 24 counties)

Tailored Care Management

Health & Integrated Care

- Occupational Therapy Services
- 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
- Juvenile Detention Center Health Services

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
- Justice Services - TASC
- NC TASC Training Institute

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

- 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 and central regions 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 and online)
 - DWI Assessments & a full array of DWI Services
 - Pregnant and Postpartum Women's Services, "Flourishing Families" providing comprehensive behavioral supports for mothers and her identified supports.
- Clinica Latina – Specialized Outpatient Services in Spanish
- Quick Response Team (QRT) & Post Overdose Response Team (PORT) 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.
- Psychosocial Rehabilitation (PSR)

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 (HARTS) - Integrated model of providing intensive treatment in collaboration with a network of recovery homes.
- HUD Horizons Housing Program
- Jail Diversion Program
- Community Based Family Services
 - Intensive In-Home services (IIH)
 - Family Centered Treatment (FCT)
 - Intensive Family Preservation Services (IFPS)
 - HOMEBUILDERS®
 - 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", and Brunswick Adult Office
- Services ranging from physical exams to treatment of acute and chronic illnesses, health education, and linkage to specialty care.
- Dietician
- Occupational Therapy
- School-Based Health Centers in the four New Hanover County high schools
- HIV and Hepatitis Outreach, Testing, and Education
- Continuum of Care – Peer Support, Care Management & SAMHSA High Risk Treatment Initiatives
- HIV & Early Intervention
- Hep C and Early Intervention

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

Care Management Service

- Tailored Plan Care Management
- Advanced Medical Home (AMH Tier 3) Medicaid Care Management
- Certified Community Behavioral Health Clinic (CCBHC) Care Management



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SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

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

7910 US-117 Suite 115 • Rocky Point, NC 28457
(910) 623-1096

Brunswick County

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

New Initiatives for 2025-2026:

Coastal Horizons has deepened its reach across our state with the expansion of hallmark programs like our Family Centered Treatment department, Flourishing Families, and Child First. Our team opened new offices in Greensboro, Raleigh, and Southern Pines in the most recent fiscal year while adding over fifty staff serving these communities. Our team is thrilled to bring our high-quality of care and commitment to excellence to these new communities.

Our team added a dietician and occupational therapist as part of our growing array of whole health services. Our organization team is deeply committed to whole person health, and these new team members accelerate health outcomes. These services are part of our Rural Behavioral Health Clinic model.

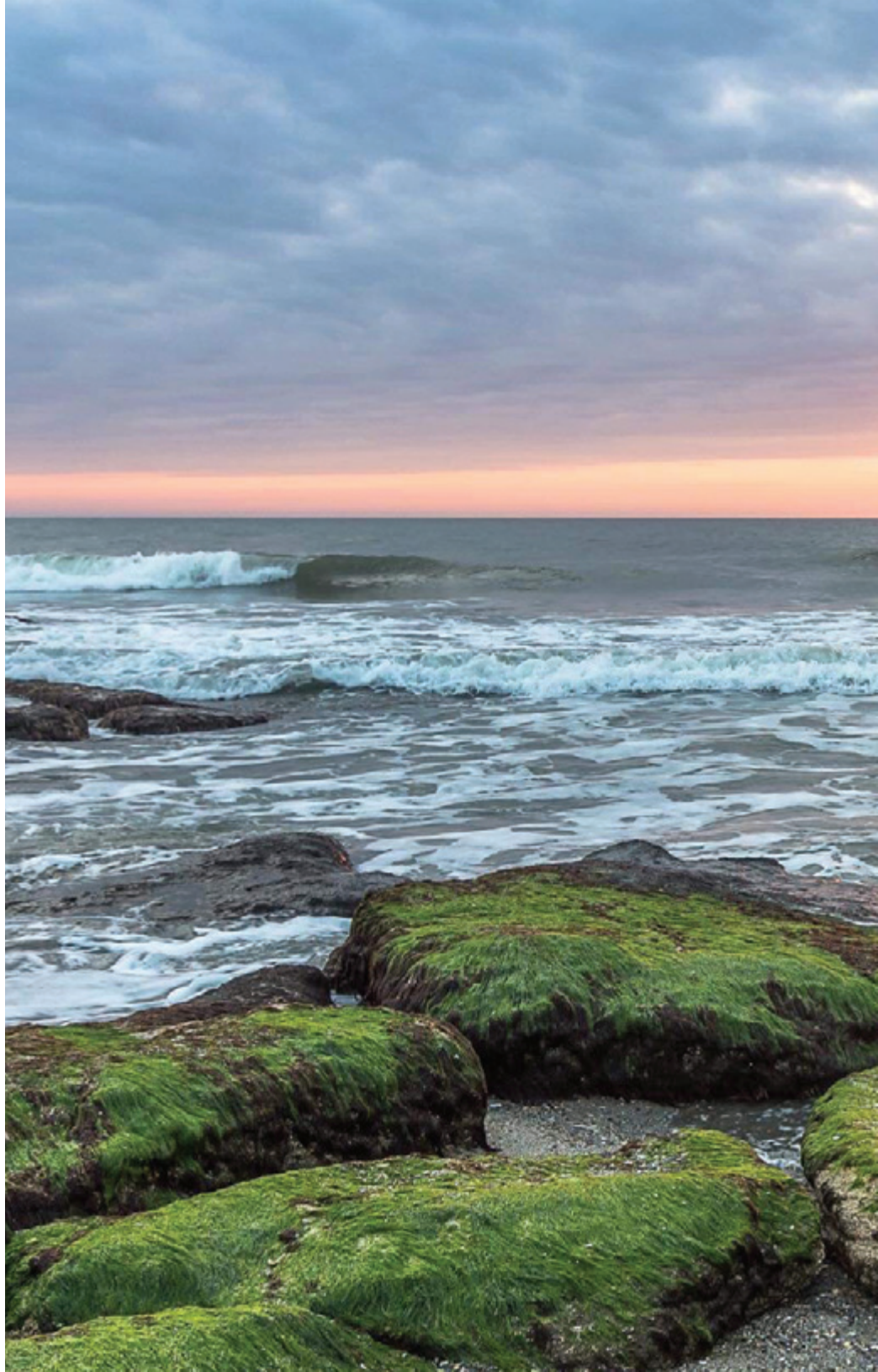
Coastal Horizons has added a Psychosocial Rehabilitation program in our New Hanover campus, expanding evidence-based recovery supports for individuals living with serious mental illness and complex behavioral health needs.

Since launching in August 2025, the program has served **16** individuals through multidisciplinary interventions, including dietary and occupational therapy. Since launching, **671** sessions have been completed, focused on building practical life skills, community integration, and sustained mental health recovery in our region.

In partnership with Genoa Healthcare, Coastal Horizons has added an in-house pharmacy that opened in January. Pharmacy services are available to clients throughout the state, and in-person in Wilmington. This resource functions as an extension of our team and ensures clients can leave their appointments with medications in-hand.

Coastal Horizons now has a Call Center that is peer support led called Coastal Peer Connect. This call center answers calls from potential clients and referring partners to streamline individuals into treatment services. The Peer Connect team consists of a Peer Support Coordinator, Peer Support Specialists, a Family Support Specialist, and a Licensed Clinician. The call center has received a total of **657** calls this past FY and successfully connected **55** individuals to treatment and recovery services. These early outcomes demonstrate the call center's growing impact in improving access to care and helping individuals navigate available behavioral health resources.

Coastal Horizons now has virtual SAIOP services! With service definition changes with this enhanced program effective January 1, 2026, we have been able to serve **22** individuals in virtual SAIOP for FY 25-26 across New Hanover, Brunswick, Pender, Pamlico, and Craven Counties.



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:

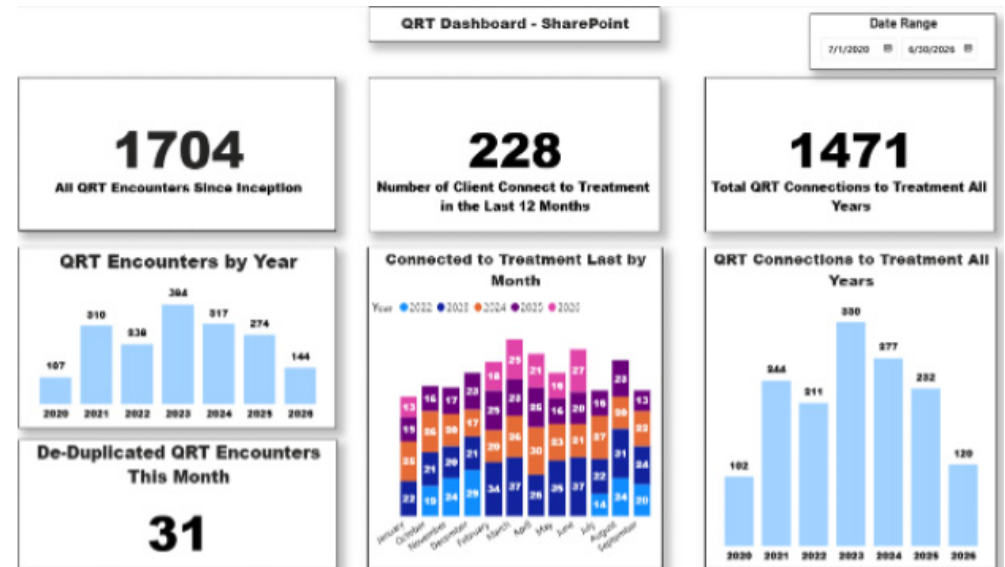
- New Hanover County transitioned into the new fiscal year with over **2670** patients who had received treatment for mental health and/or substance use disorders in the prior year. We are admitting, on average, **168** new outpatient patients per month.
- Our Opioid Treatment Program increased our census to **732** patients during this fiscal year. We remain the first and only evening dosing program in southeastern North Carolina. Services are available now on Saturday, ensuring expanded access to assessment, counseling and medication availability, further reducing barriers to treatment and expands access to treatment.
- Our Opioid Overdose Quick Response Team served over **226** individuals, providing over **1752** contacts, and engaging **85%** of overdose survivors in treatment and harm reduction services. The Quick Response Team continues to be funded by the City of Wilmington, ensuring access to opioid overdose survivors treatment. Our quick Response Team hosted its 4th annual Overdose Awareness Day Event, welcoming over **300** community members to the event.
- Genoa Pharmacy opened on the campus, allowing patients to access timely prescription access and access to a licensed pharmacist for questions and educational needs.

- We provided treatment for **62** patients by contract with Federal Probation and Parole.
- SAMHSA Project for Assistance in Transition from Homelessness (PATH) Provides outreach, engagement, case management, and supportive services to individuals experiencing homelessness who have serious mental illness or co-occurring substance use disorders, helping them access housing, treatment, and essential community resources. We outreached **150** homeless individuals. Enrolled **15** new clients in PATH and were able to find housing for **8** of our enrollees, closing out the year with **12** active individuals still engaged in case management.
- We continued to have staff representation on the New Hanover County Recovery Court, Mental Health Treatment Court and Veterans Treatment Court programs. The licensed clinicians who sit on these teams provide expertise to individuals and the court systems, and support treatment needs.
- 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. Monthly Narcan administration trainings are provided.
- 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 now occur within detention, reducing the risk of overdose upon release.

- Funded by New Hanover County Opioid settlement funds, we began inductions within the New Hanover County Detention Center. This allows individuals to access Medications for the treatment of Opioid Use Disorders, reducing the risk of overdose upon release.
- Successfully building on community partnerships, we strengthen our relationship with the Novant NHRMC hospital HIV Outpatient Clinic to provide co-located behavioral health counseling services to medical patients.
- Our partnership with Cape Fear Clinic expanded, allowing for a therapist to be embedded full time, further expanding access to mental health and substance use services in the community.

- Coastal Horizons maintains a partnership with Cape Fear Community College providing substance use and mental health services. We served 111 students on campus, completing 168 documented clinical sessions and providing **26** referrals to off-site behavioral health services.
- 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.

Outpatient Treatment Services by the Numbers 2025-2026



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OUTPATIENT TREATMENT

Intensive Outpatient Program (SAIOP)

SAIOP is offered in **3** offices over **3** counties, New Hanover, Pender, and Brunswick County. We have been able to serve up to **150** 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 **7** separate sections of SAIOP. New Hanover offers **2** different time frames for SAIOP: **9** am and **6** pm. Our Pender and Brunswick locations offer two sections of SAIOP, one in the morning and one in the evening. Our SAIOP program has been able to provide wrap-around services, including transportation assistance, peer support assistance, and coordination with community resources.

Outcomes:

This past fiscal year, we have served a total of **563** SAIOP clients across our **3** sites - **311** in New Hanover, **132** in Pender, and **120** in Brunswick. In 2026, SAIOP began offering services virtually. Virtual SAIOP services have allowed clients to be served from Pamlico County to Brunswick County with plans to continue to expand throughout the state. A total of **22** clients have been served virtually.

SAIOP outcomes show an overall decrease in substance use during SAIOP. At the end of SAIOP, **98.2%** 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 **6** at the start of IOP to **9** at the end of their IOP time. Engagement in self-help groups showed a **45%** increase from the beginning of SAIOP to the time they completed IOP.

In the NH office, we have a Women's IOP group that provides a structured program focusing on Women's mental health, substance use and support; we have served **49** women during FY 25-26.

Problem Gambling

Coastal Horizons in partnership with NCDHHS is a Problem Gambling approved site as of 2026! In FY 25-26, **15** treatment staff attended the problem gambling training series in order to start implementation of becoming an approved Problem Gambling site. These services will be available in New Hanover, Brunswick, Pender,

Columbus, and Bladen Counties. A total of **5** clinicians and **1** supervisor were identified to participate in the Coastal Horizons Center Problem Gambling team. This team meets monthly to staff Problem Gambling cases and discusses any challenges in service delivery.

HUD Horizons Housing (HHH)

HUD COC funds allow us to provide permanent supportive housing to people with a history of chronic homelessness and a disability diagnosis. HHH provides rental Subsidy allowing residents to only pay **30%** of their income toward their rent. HHH has maintained **22** families as part of our HUD Horizons Housing (HHH) Program. This fiscal year **2** households moved out of HHH into their own independently funded residence. We also added **1** new resident. HHH saw clients increase access to outpatient care, connecting over **60%** of residents to mental health care.

Mobile Clinics

The Mobile Clinic Program continues to expand access to high-quality behavioral health services across Columbus, Brunswick, and Bladen counties through two (**2**) fully equipped mobile outpatient clinics. Each unit is staffed by a dedicated team consisting of a driver, a Peer Support Specialist, and a Certified Medical Assistant (CMA), creating a true outpatient office on wheels that brings care directly into the communities we serve.

The program currently serves **173** active clients, providing comprehensive behavioral health services to children, adolescents, and adults experiencing substance use (SU) and mental health (MH) disorders. Through secure telehealth technology, clients have access to individual therapy, psychiatric evaluations and medication management, and Office-Based Opioid Treatment (OBOT) services. The Mobile Clinic Program currently serves **47** active OBOT clients, providing medication-assisted treatment and recovery support to individuals with opioid use disorder. In addition to behavioral health care, the mobile clinics provide rapid testing and primary healthcare services, allowing clients to receive integrated, whole-person care in a single, convenient location. By bringing these services directly into rural communities, the Mobile Clinic Program helps reduce barriers such as transportation challenges and limited access to healthcare providers.

In early 2026, the program further expanded its collaborative approach to care by partnering with Employment and Independence for People with Disabilities (formerly Vocational Rehabilitation), to provide on-site peer support services at least



once each month. This partnership enhances the continuum of care by connecting clients with vocational resources, employment support, and additional recovery services, helping address social determinants of health and supporting long-term recovery and independence.

Beyond direct clinical services, the Mobile Clinic Program remains committed to strengthening community partnerships and increasing awareness of behavioral health resources. Throughout the year, our team collaborated with community partners to offer substance use and mental health education and services, partnered with local churches to promote awareness and reduce stigma surrounding behavioral health services, and actively participated in Substance Use Task Force committees in Columbus and Bladen counties. By combining behavioral health, primary care, rapid testing, peer support, vocational support, and community outreach, the Mobile Clinic Program continues to improve access to essential healthcare services while addressing the unique needs of underserved and rural populations.

Clinica Latina

Clinica Latina has completed its **17th** 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 **586** active patients, having served over **4,080** Spanish-speaking patients since

2009. We documented **6,125** office visits this fiscal year resulting in an **82%** improvement in symptoms of depression (PHQ-9) and **75%** improvement in symptoms of anxiety (GAD-7) reported by patients who completed pre and post screening measures.

- 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 Child Advocacy Center, and domestic violence shelters to treat trauma related to domestic violence, child abuse, and neglect.
- With funding support from the North Carolina Department of Health and Human Services (NCDHHS), Clinica Latina expanded access to mental health and substance use disorder treatment services for the Latinx community in Brunswick. This funding also provided expansion of services in Pender County increasing availability of services for the Latinx community.

Since the Covid-19 Pandemic, Clinica Latina has been providing Telehealth services and office visits for the Latinx community. This has made it possible for Clinica 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.

Clinica 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.

Clinica Latina participates in over **31** community events and collaboratives to educate and bring awareness to the Latinx community on mental health and substance use diagnoses and treatment options available in their community.

Funding through NC DHHS has allowed Clinical Latina to hire a bilingual, bicultural Peer Support Specialist and Case Manager to address client's social determinants of health and improve their overall quality of life. Through individualized case management services, clients received support in accessing essential resources and overcoming barriers to care. As a result, **60%** of clients who received case management services reported successfully achieving their identified goals.

HARRTS (Horixons Adult Regional Residential Treatment Services)

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

HARRTS services include:

- Substance Abuse Intensive Outpatient Treatment.
- Individual Counseling & Psychiatric Evaluations / On-going Care.
- Residential placements through local recovery houses in the Wilmington area.
- Case Management for coordinated access to community services such as DSS for food stamps and Medicaid; medical care through our on-site Primary Care / Health services

and assistance connecting to Cape Fear Health Net; clothing; Vocational Rehabilitation; prescription assistance. Regular transition planning sessions throughout the program for a smoother transition to community living. Case management also provides access to emergency needs such as food pantries and toiletries.

- Purchase of some psychotropic and other medications, and connection to prescription assistance programs to assure medical and mental health stability.
- Provides transportation to and from treatment and bus tickets to assist in accessing community resources.



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OUTPATIENT TREATMENT

- Enrollment with Step Up & Cape Fear Community College for Back to Work Boot Camp.

Accomplishments:

- Agreements with **3** Recovery House Partners for **5** recovery houses in the community to provide residential beds - Hope House of Wilmington- Men's House & MAT, Launch Pad-Men's and Women's MAT House, and Wilmington Recovery Women's House.
- We have continued to work closely with agencies throughout the State for referrals; Novant New Hanover Regional Medical Center/ Behavioral Health & Emergency Department; Wilmington Treatment Center; Walter B Jones ADATC; JFK ADATC; PORT Human Services; local outpatient providers; Department of Corrections; and other referral agencies across the state.

During the fiscal year July 2025 to June 2026, we received **465** referrals from numerous sources this year with a total of **80** admissions. Our overall completion rate stands at **63%** for the entire fiscal year. For that population, the average length of stay was **90** days and **95%** of clients completing programming were employed at discharge. We provided over **12,000** hours of services across the year including SAIOP, intake, case management, counseling, psychiatric services, and residential services. We continue to track graduates from the program through recovery houses, ongoing treatment services, and direct contact with graduates.

Pender County

Pender County services have been operated by Coastal Horizons since 2006! We are proud to celebrate **20** years of service to the residents of Pender!

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.

Child and Adolescent Services:

- Coastal Horizons has maintained an active partnership with Pender County Schools to offer school-based outpatient counseling across the county. Coupled with our office-based services our clinicians provided over **4,000** visits this year. 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. 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 operates a Child and Adolescent Day Treatment program embedded in schools serving Pender County youth K-12 in a joint therapeutic and academic setting.

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. During this past fiscal year, the Pender SAIOP program has served over **132** 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 use. During the past fiscal year, we provided this support to over **60** people monthly.

- Our Pender County Opioid Treatment Program (OTP) in Rocky Point, NC currently serves **188** patients who are diagnosed with an opioid use disorder.
- We provided treatment for **13** clients by contract with Federal Probation and Parole.
- In 2024, we expanded programming to include a Post Overdose Response Team (PORT). This program serves individuals who are at high risk of overdose or who have recently overdosed. This program is comprised of Licensed Clinicians and Peer Support Specialists, and offer services in the Pender County Detention Center in order to streamline individuals at risk for overdose into services. In FY 25-26, PORT served **62** unique clients and **141** unique clients since the program's inception.
- Pender County also expanded programming to include jail-based inductions for Medication Assisted Treatment (MAT) and daily dosing for individuals in the jail. In FY 25-26, Pender County completed **27** jail inductions and

served **35** individuals on the daily dosing Opioid Treatment Program in Pender County Detention Center.

Brunswick County

Adult Services:

- The Brunswick Adult Treatment Office of Coastal Horizons continues to provide comprehensive, integrated behavioral health services to individuals experiencing Mental Health and Substance Use Disorders (SUDs) throughout Brunswick County. During FY 25-26, the office expanded access to care through a multidisciplinary team of **27** staff members providing outpatient counseling, medication management, Opioid Treatment Program (OTP) services, Office-Based Opioid Treatment (OBOT), SAIOP, peer support, and evidence-based interventions.
- The Brunswick office served **1,608** unduplicated clients during FY 25-26, continuing a three-year trend of increasing access to behavioral healthcare across the county.
- Our clinical team continues to utilize evidence-based practices including Motivational Interviewing (MI), Cognitive Behavioral Therapy (CBT), Trauma-Informed Care, Medication-Assisted Treatment (MAT/MOUD), and Moral Reconnection Therapy (MRT), ensuring clients receive high-quality, research-supported treatment tailored to their individual needs.
- The Brunswick office maintains a comprehensive continuum of care through our daily Opioid Treatment Program, Office-Based Opioid Treatment (OBOT), outpatient counseling, medication management, SAIOP services, and peer support. This integrated

approach allows individuals to receive treatment at the level of care most appropriate for their recovery journey while maintaining continuity of services as their needs evolve.

- Our Peer Support Specialist remains actively engaged throughout the community, assisting individuals in recovery through treatment court participation, community outreach, overdose response support, and linkage to recovery resources.
- The Brunswick office continues to partner closely with Brunswick County Treatment Courts, Brunswick County Health Services, Department of Social Services, Federal Probation, and numerous community organizations to ensure coordinated care and improve access to treatment for residents across Brunswick County.
- Coastal Horizons remains proud to partner with the Brunswick County ARROW Program by providing treatment services and Moral Reconnection Therapy (MRT) within the Brunswick County Detention Center. This collaboration helps prepare incarcerated individuals for successful community re-entry while addressing substance use disorders and criminal thinking patterns.
- Through continued partnerships and grant-funded initiatives, the Brunswick office also provides counseling and medication management services through multiple county and federal contracts, including Brunswick County Treatment funding, Federal Probation, Brunswick Treatment Courts, and services supporting individuals transitioning from the Brunswick EMS PORT program into ongoing opioid treatment.

Child, Adolescent, and Family Services:

- The Brunswick Child and Adolescent Services office at **6** Doctors Circle, Suite 1, Supply, serves ages 3-18 and their families.
- The Brunswick Child Services Office served clients last year with a total number of over **7,500** visits.
- Adolescent programming included Aggression Replacement Training (ART), a 10-week program, was offered in Brunswick County Middle schools and 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 **20** Brunswick County schools and the sole provider for all **13** schools in Columbus County! We also serve all Classical Charter Schools in Brunswick and Columbus Counties. On average we serve over **215** school-based clients per month.

Columbus County

Flourishing Families Program

The Pregnant and Postpartum Women's (PPW) program at Coastal Horizons is now a permanent program through the NC Department of Health and Human Service (DHHS). This allows 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, with funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Substance Abuse Treatment, supported these services. In FY 25-



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OUTPATIENT TREATMENT

26, we served **57** mothers actively participating in treatment, along with **19** fathers/significant others or other family members and **4** children who engaged in services.

From 2025-2026, Flourishing Families at Coastal Horizons has increased its presence in Columbus and surrounding Counties. We have been able to serve mothers and their families who reside in Columbus, Brunswick, Pender, and Bladen counties. 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. Our referral volume has continued to increase because of the strong community relationships we have established and the development of several new collaborative partnerships. These partnerships include Brunswick County Department of Social Services, Columbus Regional Healthcare System, Bladen County Department of Social Services, the Columbus County Opioid Referral Line, Whiteville Police Department, 911 Emergency Services, and Employment and Independence for People with Disabilities (EIPD), formerly known as Vocational Rehabilitation. These collaborations have significantly contributed to the growth of our program's census.

To improve accessibility for clients experiencing transportation barriers, a representative from EIPD provides on-site services in our office

every fourth Wednesday from 10:30 a.m. to 12:00 p.m. This partnership allows clients to receive assistance with employment services, vocational resources, and disability-related support without the need to travel to the EIPD office.

Accomplishments & Outcomes

- Our commitment to evidence-based programming continues to expand. Three staff members have completed training in the Circle of Security model, and we have successfully implemented the Circle of Security parenting group within our program.
- Treatment is provided through Evidenced Based Practices, including Seeking Safety, Beyond Trauma, Nurturing Families, Helping Women Recover, and Helping Men Recover.
- 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. We have 36 active participants who engage!
- 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 Prevent Child Abuse North Carolina to help provide safe environments and families for children in our community. The Incredible Years program is an evidenced based model with **40** years of research showing its efficacy.

The use of skills learned in The Incredible Years helps decrease challenging behaviors at home, school, and in the community. The program facilitates social connections and supports 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 **26** families this year and assisted over **38** families overall, including additional families with financial assistance.
- 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.

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 operated with **2** teams that serve New Hanover, Pender, Onslow, and Duplin. The program has continued its great success with continued support from the supervisory team.
- Coastal Horizons received a contract to serve clients with Healthy Blue Care Together, in addition to already serving Trillium, Alliance, and IPRS.
- This program served over **50** of the community's most vulnerable families this year. The program has a **94%** 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.
- Intensive In-Home added an additional team at the very end of the fiscal year that will serve Brunswick County.

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.

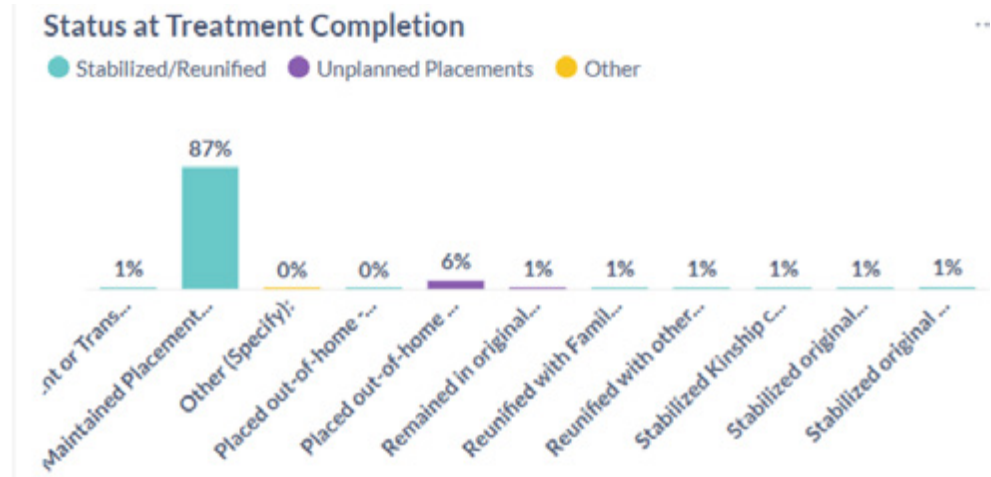
Coastal Horizons has implemented FCT for 5 years now and has grown to be one of the largest providers of FCT in the country with 74 therapists, 12 supervisors, 4 trainers, and 3 Assistant Directors. This service is currently provided in New Hanover, Brunswick, Pender, Duplin, Onslow, Bladen, Columbus, Robeson, Sampson, Craven, Carteret, Jones, Pamlico, Beaufort, Pitt, Lenoir, Guilford, Randolph, Alamance, Rockingham, Cumberland, Harnett, Johnston, and Wake Counties.

Accomplishments & Outcomes

- The program served 739 families in Fiscal Year 2025-2026.
- Significant trauma symptom reduction. We are currently leading the nation for trauma symptom reduction across all FCT providers.
- Successful completion of services at 85% being referred to same or lower level of care.
- Of those completing all four phases of treatment, 100% were successful. There was no decline in the percentage of families that successfully completed treatment.
- All staff participated in trauma informed

training to further enhance their trauma lenses in treatment.

- 91% of our clients are seen within the first 48 hours after completion of the intake.
- 96% of our clients are referred due to mental health/behavioral/emotional health concerns.
- Families presented 97% satisfaction with the quality of services provided.
- 88% of children remained with family or origin or identified placement.
- 93% of children were stabilized at discharge.
- 93% of families reported that what they learned in FCT improved their lives.
- 90% of the families who completed the survey agreed or strongly agreed that FCT created more safety in their home.
- 90% of families reported creating more safety in the home.
- 95.1% of all military families served remained in the home/original placement
- 100% of all Military families who completed all 4 phases of treatment were successful discharges
- 92% of our Military families engaged in treatment.



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OUTPATIENT TREATMENT

- **100%** of stakeholders who responded to the Stakeholder Survey reported that they understand the appropriateness of a FCT referral. Out of those stakeholders, **91%** believed FCT was effective with families.
- **100%** of our stakeholder's report FCT Practitioners are able to engage resistant families.
- **100%** of our stakeholder's report plans to make additional referrals.
- Our stakeholders refer families for a variety of reasons, primarily mental/behavioral health, school problems, and trauma.
- Over the course of FCT Treatment, all CPM trauma scores have decreased throughout the treatment phases.
- A primary tenant of Family Centered Treatment is "the power of giving is greater than the joy of receiving." Our team participated in an FCT Day of Giving by giving back to their local communities. The giving back projects included cleaning up local parks, providing gift baskets to community partners, sorting clothing donations, donating to a soup kitchen, creating and handing out care packages around the community, and writing encouraging messages on rock that were left around the community.

HOMEBUILDERS®

We completed our 2nd 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 unnecessary out-of-home placement of children through intensive, on-site intervention. HOMEBUILDERS® therapists work with 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.

- This past year, Intensive Family Preservation Services (IFPS) served **3** regions and **147** families with an increase of **47%** from the prior year.
- In Region 6, **93** families were served in a **14** county region with an increase of **30%** from the prior year. This program has maintained an **85%** success rate for families completing the program at case closure.
- In Region 5&7, **54** families were served in a **28** county region with an increase of **86%** from the prior year. This program has an **82%** success rate for families completing the program at case closure.

Coastal Horizons serves **42** counties with HOMEBUILDERS® across North Carolina. HOMEBUILDERS® coverage includes serving all of Regions 5, 6, and 7: Beaufort, Bertie,

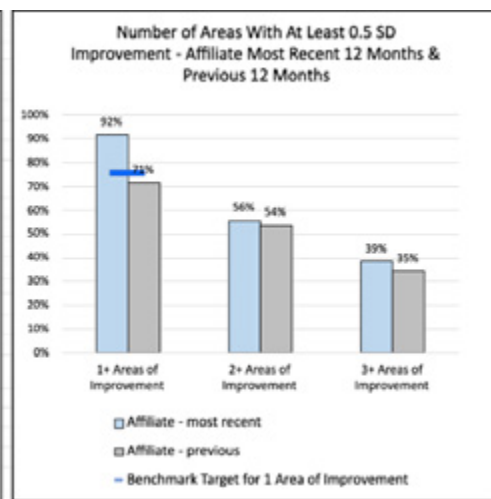
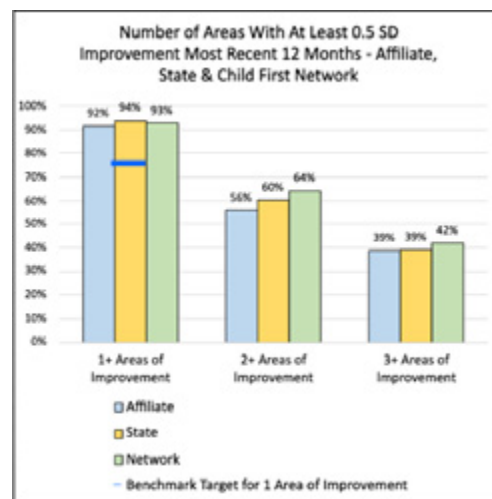


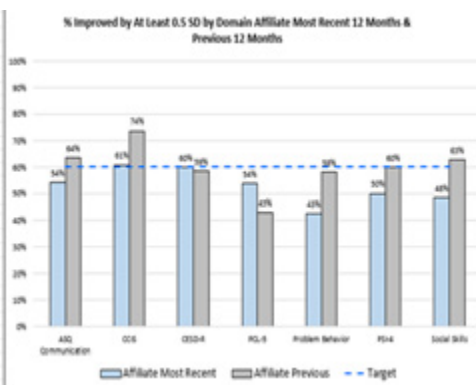
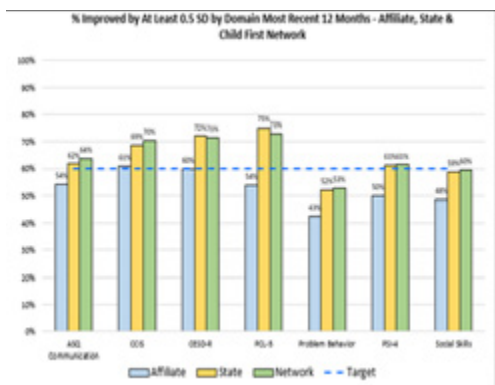
Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Franklin, Gates, Granville, Greene, Halifax, Hertford, Hyde, Johnston, Jones, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Sampson, Tyrrell, Vance, Wake, Warren, Washington, Wayne, Wilson Counties.

Coastal Horizons has been able to host multiple statewide training sessions in our Wake County office with the Institute of Family Development and other providers over the past year.

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

Coastal Horizons provides Intensive Family Preservation Services through additional funding from the Division of Juvenile Justice. Services are provided in both Pender and New Hanover County. The 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 ensure 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 2025-2026 a total of **17** youth and their families were served, and **20** youth and their families were referred.

- 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.
- For next year, we were also awarded complete assessments for District 13 (Brunswick, Columbus, Bladen) as their single case assessor. We participate in Juvenile Justice Behavioral Health Partnership that collaborates with other mental health providers and court counselors. We will complete assessments in their county offices, homes, and Youth Detention Centers of which they are placed.

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 **34** counties via **34** Child First Teams and **9** Clinical Supervisors. The Child First Program has grown nearly **57%** over the past fiscal year thanks to funding opportunities through our local LME/MCO's. Coastal Horizons continued contracts and added others that allow us to serve clients with all Standard and Tailored plans. This growth opportunity will allow us to increase the number of families served throughout the state of North Carolina. 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 **424** families in Fiscal Year 2025-2026.
- Of the total number of children with problems at baseline (communication, social skills, and behaviors, etc.), **92%** showed improvement in **1** or more areas by at least 0.5 SD.
- In the last year, **74%** of families served, stayed in services for **6** or more months, and **80%** identified meeting their treatment goals.
- In the last year, **60%** of primary caregivers showed a reduction in parent stress as evidenced by the Parent Stress Index-4.
- In the last year, **94%** 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 improve communication skills through language-enriched caregiving and conversational reading.



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OUTPATIENT TREATMENT

■ The program successfully completed its participation in the Randomized Control Trial. The resulting data demonstrate the model's effectiveness compared to alternative approaches for this population, which we hope will lead to increased awareness and funding for the service.

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 a 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.

Lake Forest Academy is run and maintained by New Hanover County Schools. Instruction is provided by licensed New Hanover County school teachers. The program currently has one classroom for each grade starting in kindergarten through 8th grade. Class sizes are small and typically average 6 students. Coastal Horizons team supports on average 60 students enrolled in the program year-round. While school is closed in the summer, mental health staff offers summer therapeutic programming to ensure there is no gap in service for students.

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 qualified 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 Day Treatment is located on the campus of Pender Innovative Learned Academy, which completed its construction in August 2022. PILA Day Treatment is supported by Pender County School system and is now serving Kindergarten through 12th grade. This program consists of licensed Pender County School teachers, with qualified mental health professionals located in each room and an onsite therapist. On average, 25 students are enrolled in the program at a time.

Brunswick Day Treatment program operates in three designated classrooms within Bolivia Elementary School after expansion this year. Like our other day treatment programs, licensed Brunswick County teachers provide academic instruction in collaboration with Coastal Horizons Qualified Mental Health Professionals and Licensed Therapist and serve an average of 14 students at a time.

Accomplishments & Outcomes

This year, Coastal Horizons Day Treatment programs served a total of 118 students, with a typical length of stay in the program for 6-12 months. Lake Forest Academy served 60 students, 3 students were served at Elizabethtown Middle School, 13 were served at

Elizabethtown Primary School, 25 were served at the Pender Day Treatment, and 17 students were served at Brunswick Day Treatment during the 2025-2026 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, **98%** 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, 98% were able to step down to a lower level of care and return to a traditional school setting.

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

The Continuum of Care Program has a robust array of services embedded into its infrastructure, including **7** peer support specialists, HIV outreach, community outreach programming, a food pantry, naloxone training, rapid testing, jail diversion, and forensic peer support specialty.

Accomplishments:

Certified Peer Support Specialists (CPSS) are the foundation of the Continuum of Care Program and are embedded throughout New Hanover, Brunswick, and Pender Counties. In FY 25-26, CPSS met with **127** unduplicated clients, in order to provide them with support, resources, and connection to treatment.

We provided **18** HIV tests (utilizing OraQuick Rapid HIV antibody tests) and **18** Hepatitis C tests (utilizing OraQuick Rapid HCV antibody tests) in the fiscal year. Staff have found 0 HIV+ persons this past FY. We provided **15** Syphilis tests using Syphilis Health Check rapid tests.

Staff continue 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. The Continuum of Care Program facilitates a free HIV support group and served 11 individuals this past FY.

The Continuum of Care Program implemented the first food pantry at Coastal Horizons, through a partnership with Eastern and Central Food Bank of NC and has provided food to **103** families for FY 25-26.

Through opioid settlement funding, community outreach groups have been initiated in New Hanover County. These groups are support groups led by peer support specialists. Topics of discussion include recovery concepts, mental health skills, coping skills, and resource acquisition. FY 25-26 served 138 unduplicated individuals in the community outreach program, and 36 individuals were trained in administering naloxone. We have provided 1656 overdose reversal kits.

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 **164** individuals have been screened and there have been **118** successful diversions by getting individuals into treatment.



Since opening in December, the Coastal Horizons Peer Connect Call Center has served as a vital resource for individuals seeking behavioral health support across Brunswick, Pender, Columbus, and New Hanover counties. Staffed by three Certified Peer Support Specialists, including two bilingual peers, the call center provides compassionate, lived-experience-based support to community members.

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 makes 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 Programs - **304** participants were served through Outdoor Adventure Programs including Family Days, Orientation for Schools, and Prevention Programs.

Prevention Proven Effective Programs - **89**

caregivers were served with Family Skill Building Programs such as Incredible Years®, Guiding Good Choices®, or Systematic Training for Effective Parenting© (STEP)/Teen. 45 elementary students completed Unique You©. **61** youth and adults received the Community Resiliency Model™ (CRM) training through community partners in the region, including training a new cohort of instructors.

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. **273** retail stores selling tobacco and alcohol products were visited in New Hanover, Pender, and Brunswick Counties; each store was provided with a merchant education kit to assist clerks in correctly verifying age identification prior to an age restricted product sale. Reducing retail access of age restricted products is a proven strategy to reduce youth substance misuse. **32** Environmental Scans were completed at stores or community events to observe sales practices for alcohol. These scans provide opportunities to recognize gold standard practices or support for



vendors needing more information or resources to reduce youth access to alcohol. The Cape Fear Coalition and Pender SUPP, in collaboration with community partners, sponsored 9 teens to attend the WYLD Youth Leadership Camp. The youth enjoyed leadership skills, connection, and fun.

Medication Lock Box and Medication Disposal: Secure Medication Storage and Safe Medication Disposal Methods prevent unwanted medication misuse from persons without permission. **3,283** home medication lock boxes were distributed to households including people in treatment, recovery, and community partner organizations. **7,420** 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.

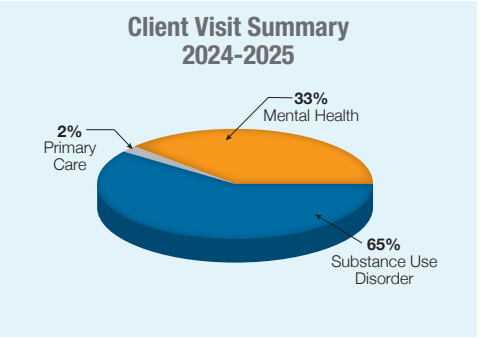
Overdose Prevention Strategies: A by-stander program was implemented to increase readiness to respond to potential emergencies and reduce stigma around naloxone/Narcan use. Nasal naloxone, an opioid reversal drug, and training on use of the medication was provided to community partners for their site location first aid kits. **1,892** nasal naloxone/Narcan® kits were provided to community partners where many people gather to have on hand in case of an emergency. **173** “by-standers” were trained to administer naloxone and respond to an overdose emergency. Innovations- **18** nasal naloxone dispensing boxes called “Community Health Boxes” were provided in New Hanover, Pender, Columbus, and Brunswick Counties to make naloxone and other support resources such as locking pouches, medication disposal kits, and

information about services more accessible to the community. **39** ONEbox® kits were placed in locations where people gather, such as government and community buildings, court, senior center, and churches. ONEbox® contains emergency personal protective equipment, nasal naloxone, and video instructions in Spanish and English for “by-stander” responders to walk them through recognizing and responding to an accidental opioid overdose.

Community Awareness Campaigns: Public Service Educational Messages were delivered through print media, social media, geofencing, digital banners, billboards, and radio on Locking Medications for Safety, Disposing of Unused Medications Securely, Monitoring Alcohol and Not Providing to Youth. Other media messages include social media posts on alcohol and medication safety, access to services and national awareness campaigns. This broad format has a media reach of over **300,000** regional residents.

Statewide & National Leadership:

- NC Prevention Providers Association (NCPA)
- NC Substance Use Disorder Federation, Advocacy Committee
- IMPACT Coalition (Statewide Coalition on Substance Misuse)



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

- NC School Based Health Alliance Board of Directors
- NC Association for the Treatment of Opioid Dependence (NCATOD) - Chair
- American Association for the Treatment of Opioid Dependence (AATOD), Boar
- Statewide Integrated Care Steering Committee, Member
- NC Opioid and Prescription Drug Abuse Advisory Committee (OPDAAC), Member
- National Board of National Association of Social Workers, Board
- NC Social Work Certification and Licensure Board
- NC Child, Board
- UNCW Public Health Advisory Board

Ruthie Trammel Award

In honor of a treasured staff member, Ruthie Trammel, who passed away in 2014 after a valiant battle against cancer, we now honor a team of staff members annually as Ruthie Trammel Award recipients. They are selected based on their dedication, passion, and hope that they instill in others every day. The 2026 Ruthie Trammel Award recipients were Davon Love, Jennifer Schroder, Kelly Purcell, Jean Lozado, April McCoy, and Chris Daniel.

SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES

HEALTH AND INTEGRATED CARE

Horizons Health

Primary Care Integration Services & Accomplishments

Coastal Horizons continues to advance whole-person healthcare through the integration of primary care and behavioral health services. During the past year, we expanded access to care by adding primary care services through our Mobile Clinics and at our Brunswick Adult Services location. We also strengthened our team by adding an Occupational Therapist to provide individual and group interventions, as well as a Licensed Dietitian to offer nutrition counseling and support. These additions improved access to comprehensive, person-centered care, reduced barriers to treatment, and helped improve overall health outcomes for the individuals we serve.

Additional funding through Rural Health initiatives has enabled us to sustain and expand physical health services for uninsured individuals, leading to increased return visits and improved management of chronic health conditions. To reduce financial barriers to care, we offer self-pay and sliding fee scale options that allow uninsured patients to access medical and wellness services at an affordable cost.

We continue to provide low-cost laboratory testing through our partnership with LabCorp, making essential diagnostic services more accessible to patients who might otherwise be unable to afford them. We also continue our collaboration with Cape Fear HealthNet by having an Enrollment and Eligibility Specialist on site weekly to assist uninsured patients with accessing Novant Charity Care, as well as specialty care services

available at no cost or at reduced rates. This partnership helps connect patients to critical healthcare resources and improves access to comprehensive care.

Horizons Health – Primary Care services include:

- Wellness and Acute Care Visits
- Medical and Diagnostic Testing
- Women's Health (pap and cervical cancer screenings)
- HEP C Screening and Treatment
- Preventative Medicine
- Prescription Assistance
- Specialty Referrals
- Health Coaching
- Diabetes Education
- Cholesterol Management
- Weight Management
- Tobacco Recovery
- Dietary and Nutrition Services
- Occupational Therapy Services

Accomplishments:

- Open walk in/ same day appointment slots are available Monday-Friday to improve access to care.
- Added in person Primary Care to the Brunswick Adult site and telehealth visits through the Mobile Clinics.
- Added Occupational Therapy services who saw **144** patients in the first six months of the program.
- Added Licensed Dietician who provided nutritional counseling to **23** patients in the month of service.

Wilmington Health Access for Teens (WHAT)

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

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

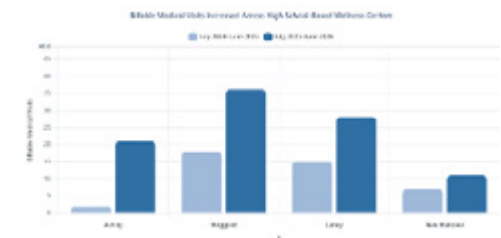
WHAT continues to strive for excellence in its delivery of services, participating in the School Based Health Alliance Quality Counts - National Quality Initiative - which challenges school-based health centers to voluntarily adopt and report on five core standardized performance measures (annual well-child visits, annual risk assessment, body mass index (BMI) assessment and nutrition and physical activity counseling, depression screening and Chlamydia screening). This set of core clinical performance measures align with national child quality best practices and allows us to compare our performance to SBHCs at the state and national level and identify areas for quality improvement.

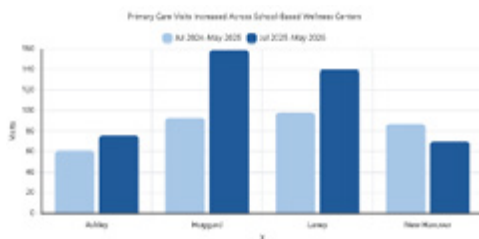
WHAT Services

WHAT's integrated, multi-disciplinary team of providers offers a range of primary medical care, mental health care, psychiatric care, and prevention services – all under one roof – that is patient and family-centered.

Services are designed to meet the unique needs of the adolescent and young adult population, and include:

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





School-based health care is recognized as one of the most effective and cost-efficient approaches to delivering integrated physical, behavioral, and preventive health services to adolescents—an often underserved population with diverse and complex healthcare needs. By providing services directly on school campuses, students have convenient, affordable, and confidential access to care, reducing common barriers such as transportation challenges, scheduling conflicts, and financial limitations.

Through strong partnerships with New Hanover County Schools, local charter schools, and community organizations, Coastal Horizons currently provides school-based health services across **13** campuses. This collaborative approach improves access to care, promotes early intervention, and supports the overall health and well-being of students, helping them remain healthy, engaged, and successful in school.

This year, Wilmington Health Access for Teens launched a partnership with Kids Making It, an after-school woodworking program serving youth in New Hanover County. Through this collaboration, a licensed mental health professional is embedded in the program for **20** hours each week, providing trauma-informed care, individual and group skill-building interventions, and connections to additional community resources. By integrating behavioral health services into a trusted after-school setting, students have greater access to support in a familiar and engaging environment.

Our School-Based Health Centers (SBHCs) provide a wide range of benefits for students, families, schools, and the broader community.

By delivering convenient, age-appropriate, and confidential care in a familiar school setting, SBHCs improve access to essential health services for adolescents, including those who may be hesitant to seek care through traditional healthcare settings.

Key benefits of our SBHCs include:

- Expanding access to primary and preventive healthcare services for students who may otherwise go without care.
- Providing a trusted and convenient setting where adolescents can receive confidential, youth-focused healthcare services.
- Connecting students and families to primary care providers and medical homes to support continuity of care.
- Enhancing student health, which contributes to improved academic performance, increased school attendance, and fewer disciplinary referrals.
- Encouraging parents and caregivers to become active participants in their children's healthcare and wellness.
- Serving as a valuable healthcare resource for adolescents, addressing both physical and behavioral health needs.
- Reducing barriers such as transportation, scheduling challenges, and financial constraints, while minimizing missed classroom time for students and lost work time for parents.
- Supporting improved treatment adherence and follow-up care through ongoing care coordination and accessibility.
- Providing behavioral health screenings, risk assessments, prevention education, and on-site mental health services in collaboration with school personnel.

- Offering trained medical and behavioral health professionals who can assist schools during emergencies, crises, and critical incidents.
- Strengthening collaboration among schools, primary care providers, behavioral health providers, and community organizations to address the comprehensive needs of students.
- Reducing overall healthcare costs through early intervention, prevention, and timely access to appropriate care.

Through these services, Coastal Horizons' School-Based Health Centers promote healthier students, stronger families, and more supportive school environments, helping young people thrive both academically and personally.

Wilmington Health Access for Teens continued its partnership with Novant Health Nunnelee Pediatric Multispecialty Care – Autumn Hall by co-locating a licensed therapist within the practice to serve its pediatric patient population. Children and adolescents managing chronic medical conditions and frequent healthcare appointments often experience emotional and behavioral health challenges. By integrating mental health services into the specialty care setting, families can access both medical and behavioral health appointments in one location, reducing barriers to care, decreasing stress associated with multiple appointments, and expanding access to comprehensive, coordinated services.

Accomplishments:

- Received one-time funding from NCDHHS to expand behavioral health and psychiatric services for children and adolescents, increasing access to timely evaluations,

medication management, and treatment. We were able to provide **96** telehealth medication management visits, reducing barriers to care.

- **96** vaccines were administered across the four high school-based wellness centers, which is more than twice the amount administered in the 2024-2025 school year
- School-based wellness centers completed **445** medical visits during the 2025–2026 school year. Billable medical visits increased by more than **10%** compared to the prior year, while total medical encounters, including non-billable services such as TB test readings, increased by more than **30%**.
- Wilmington Health Access for Teens provided **15,331** visits for primary care, mental health therapy, and psychiatric medication management across **12** service locations. By delivering integrated behavioral and physical healthcare in convenient community-based settings, WHAT continues to improve access to care while promoting continuity of services. This collaborative model enables patients and families to receive comprehensive, coordinated care that supports both their physical and mental well-being.

Care Management

During Fiscal Year 2025–2026, the Care Management Department consisted of three service areas: Tailored Care Management (TCM), Certified Community Behavioral Health Clinic (CCBHC) Care Management, and Advanced Medical Home (AMH) Tier 3 Care Management.

(continued from last page)

HEALTH AND INTEGRATED CARE

Tailored Care Management (TCM) serves Medicaid beneficiaries with complex behavioral health and physical health needs. Through a person-centered, integrated care approach, Tailored Care Managers coordinate care across providers and connect individuals to critical healthcare, community, and social support resources to improve overall health outcomes and quality of life.

Certified Community Behavioral Health Clinic (CCBHC) Care Management focuses on supporting uninsured and underinsured individuals who face barriers accessing needed services such as healthcare and other social determinants of health like housing and food insecurities. CCBHC Care Management helps ensure that physical health and behavioral health needs are integrated and addressed through coordinated care planning.

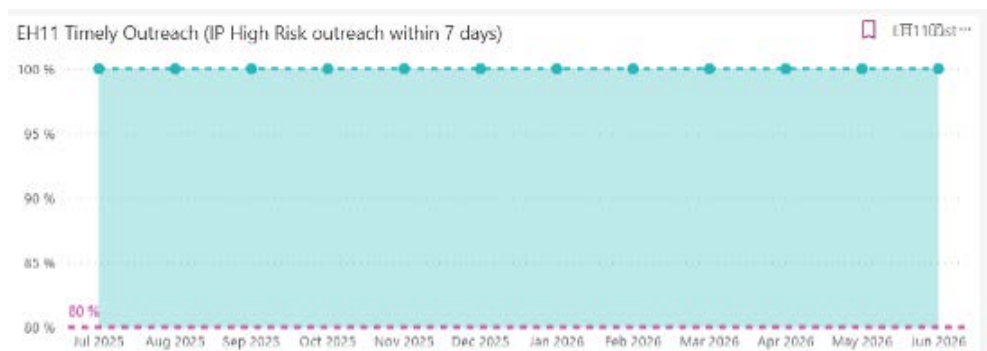
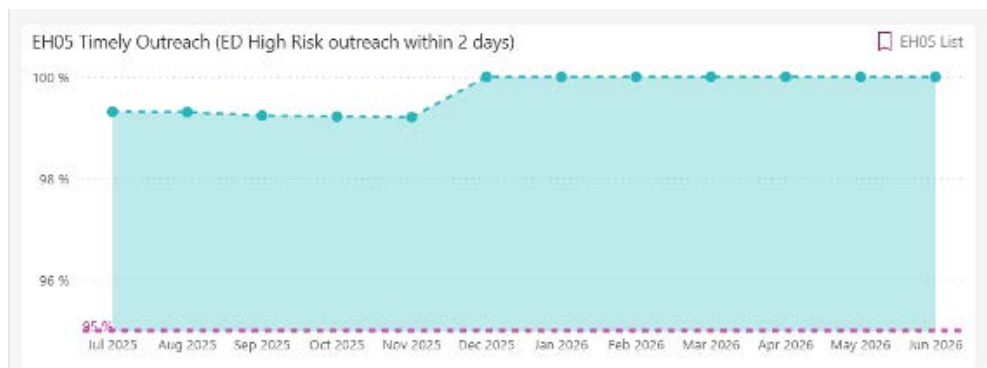
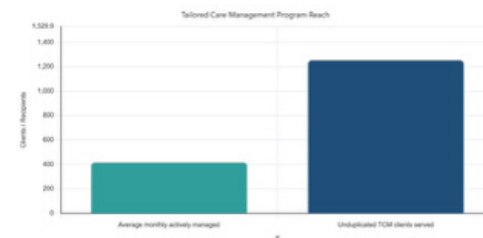
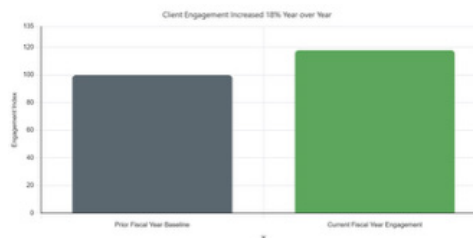
Advanced Medical Home (AMH) Tier 3 Care Management provides care management services for individuals receiving primary care through Coastal Horizons' two primary care practices. Working in partnership with the Coastal Horizons clinically integrated network, CHES, the AMH Tier 3 program supports patients with chronic health conditions and complex healthcare needs by improving care coordination, enhancing access to preventive services, and promoting better health outcomes through integrated, team-based care.

Together, these programs provide a comprehensive continuum of care that addresses medical, behavioral health, and social needs while promoting improved health outcomes, increased access to services, and enhanced

quality of life for the individuals and communities served by Coastal Horizons

Accomplishments:

- TCM program actively managed care for an average of **417** Medicaid recipients each month and provided services to **1,254** unduplicated individuals throughout the year.
- TCM continued to demonstrate strong engagement with the individuals it serves, achieving an **18%** increase in client engagement compared to the previous fiscal year.
- The success of the Coastal Horizons TCM program was recognized by the North Carolina Department of Health and Human Services (NCDHHS), which requested that Coastal Horizons provide training around client engagement to newly established Tailored Care Management programs across the state. This opportunity reflects the program's effectiveness in engaging and supporting individuals with complex needs.
- TCM remained committed to providing culturally and linguistically appropriate services. During the fiscal year, TCM served **33** active Spanish-speaking clients, supported by **2** bilingual TCM staff members, helping ensure equitable access to care and community resources.
- CCBHC Care Management program served **76** unduplicated individuals, assisting many in addressing barriers related to healthcare access and social determinants of health. As part of these efforts, Care Management staff successfully assisted **10** individuals with applying for and obtaining Medicaid coverage.
- AMH Tier 3 Care Management served **1,567**



- unduplicated patients throughout the year.
- AMH Tier 3 Care Management achieved a **100%** engagement rate post Emergency Department (ED) visit for High-Risk patients, exceeding the state performance standard of **95%**.
- AMH Tier 3 Care Management program achieved a **100%** outreach and engagement rate for all identified high-risk patients within seven days, significantly exceeding the state benchmark of **80%**.
- Coastal Horizons partnered with Community Care of the Lower Cape Fear (CCLCF) as one

of **17** Community-Based Organizations (CBOs) selected to participate in the development of a Community Hub for New Hanover County. This collaborative planning initiative focused on creating a coordinated approach to addressing social determinants of health across the community. The planning phase was successfully completed during the fiscal year, and the partnership will move into implementation during the upcoming year under the leadership of NCDHHS and network lead agency CCLCF.

JUSTICE SERVICES

The Justice Services (JS) component of Coastal Horizons Center provides a continuum of services to people and their families involved in the justice system in **54** 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 relevant evidence-based training to staff and partnering agencies.

Treatment Accountability for Safer Communities (TASC)

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.
- Access to wrap-around services in the local community.
- Monitoring and reporting treatment progress to the referring agent.

Coastal Horizons TASC Regional Coordinating Entities (RCEs 1 & 2) provide administrative and managerial oversight across **53** counties in North Carolina. The RCEs maintain the management infrastructure needed to deliver effective substance use and other treatment interventions to individuals involved in the justice system. Each RCE serves as an objective 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. Within its assigned service area each TASC RCE oversees quality improvement and quality assurance efforts to promote consistent, effective service delivery. Core responsibilities include establishing standardized, clinically sound practices, ensuring consistent protocols for treatment access and participant tracking, conducting utilization management and review, monitoring service, quality, and outcomes, and maintaining reliable information management systems.

Accomplishments in Client Services for TASC RCE 1 & 2

- **10,040** clients were assessed and/or screened by TASC staff during FY 2025–26. Of those, **9,770** enrolled in TASC services.
- **5,433** clients, or **56%** of clients successfully completed TASC services.

Statistical Information for TASC:

- **72%** of clients referred by the North Carolina Department of Adult Correction scored at Level 1 (extreme), Level 2 (high), or Level 3 (moderate) need at intake.
- Of clients referred by the North Carolina Department of Adult Correction, **14%** were supervised at Level 1 (extreme), **31%** at Level 2 (high), and **27%** at Level 3 (moderate) risk level.
- Among clients enrolled in TASC, **72%** were supervised at Care Management Level 1, **14%** at Care Management Level 2, and **11%** 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 for one or more

of the following: Licensed Clinical Addictions Specialist (LCAS), Certified Clinical Supervisor (CCS), Certified Alcohol and Drug Counselor (CADC), or Certified Criminal Justice Professional (CCJP).

- TASC staff credentialing reflects the team's extensive qualifications and expertise. The team includes **23** professionals with CADC credentials, **36** with CADC-R credentials, and three with CADC-I credentials, demonstrating competency in alcohol and drug counseling. In addition, **four** professionals hold LCAS-A credentials, **eight** hold LCAS credentials, **two** hold LCMHC credentials, **two** hold LPA credentials, **two** hold LCSW-A credentials, and one holds an LCSW credential, reflecting advanced levels of clinical licensure. **Two** professionals also hold CCJP credentials, highlighting proficiency in justice and addiction treatment. **Two** professional holds a CCS-I credential, and **five** professionals hold CCS credentials, underscoring advanced clinical supervision capabilities.

TASC staff participated in various trainings offered through the North Carolina TASC Training Institute including Acceptance and Commitment Therapy with Rakhee Patel; Human Trafficking 101 with Banesa Brueman; Pharmacology I and II with Amanda Young; Understanding Veterans and Unique Factors Contributing to SUD Confirmation with Garrett Biss; Motivational Interviewing with Laurie Conaty; Brainspotting with Catherine Farmer; Technology and Ethics Unique Challenges to Consider with James Campbell; New Hanover Reentry Simulation with Jennifer Saphara and Candace Small; The Body Remembers: Healing from Generational Trauma

Amidst Systemic Oppression with Patti van Eys; and Bridging Health and Infectious Disease: Practical Approaches for Working with People Who Use Drugs with Scott Luetgenau.

- TASC Care Managers obtained **1,639** training hours through the NC TASC Training Institute and training modules on Relias during FY 2025–26.



(continued from last page)

JUSTICE SERVICES

- **22** TASC staff attended the North Carolina Foundation for Alcohol and Drug Studies Summer School on July 20-25, 2025.
- **9** TASC staff attended the Women Working in Criminal Justice on July 31, 2025.
- **2** TASC staff attended the NC Association for the Treatment of Opioid Dependence Conference on September 11-12, 2025
- **8** TASC staff attended the Recovery Together Eastern North Carolina, October 14, 2025
- **16** TASC staff attended the Addiction Professionals of NC Fall Conference on October 26–29, 2025.
- **1** TASC staff attended the North Carolina Foundation for Alcohol and Drug Studies on February 24-26, 2026.
- **8** TASC staff attended the 2026 North Carolina Reentry Conference on April 7-9, 2026
- **4** TASC staff attended the Addiction Professionals of NC Spring Conference April 14–16, 2026.
- **6** TASC staff attended the NC Training, Instruction, Development and Education Conference April 20-22, 2026.

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, Dawn Robinson, and Yaschia Lindsey. Field Specialists provide training and support to TASC Care Managers throughout both RCE 1 & 2. Brad Williams and Nadine Williamson continue to serve in this capacity and welcome new Field Specialist Nikki Harris, who has served as a TASC Care Manager and an Area Coordinator throughout

her career with TASC. Justice Services Clinical Director Candace Small and Clinical Coordinators Brittany Hester, Cortney Tindal, Amanda Young, and Denotra Winston provide Clinical Supervision for TASC Care Managers and Peer Support Specialists.

- TASC Assistant Directors include Le'Creasha Brown and Varonda Strouth.
- Melinda Thompson-King serves as the Justice Services Assistant Director providing oversight to TASC operations in RCE, 1 & 2.
- Jamie Melvin serves as the Justice Services Director providing oversight to all Justice Services programs, including TASC.
- Quality assurance procedures are implemented through quality assurance reviews performed by the TASC Area Coordinators, Clinical Coordinators, RCE Director, the TASC Training Institute Director and JS Quality Improvement 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 and Robeson County staff partnered

with Recovery Court to provide TASC services to participants during FY 2025–26.

- TASC continues to provide Peer Support Services in the following counties: Alamance, Bladen, Brunswick, Chatham, Columbus, Craven, Cumberland, Duplin, Halifax, Harnett, Johnston, Jones, Nash, Onslow, Orange, Pamlico, Pitt, Wake, Warren, Wayne, and Wilson.

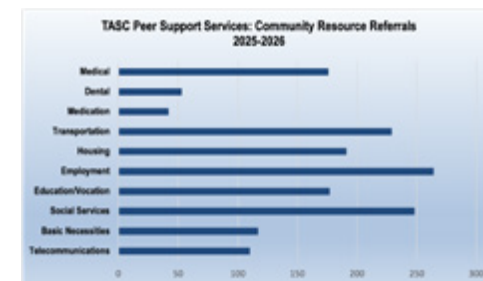
TASC Peer Support Services

TASC Peer Support Specialists are embedded throughout RCEs 1 & 2 to support individuals living with substance use and/or mental health disorders who need assistance in one or more of the following areas: housing, medical care, employment, education, transportation, or basic needs. TASC Peer Support Services continues to expand its reach and impact across North Carolina, with a team of **9** Certified Peer Support Specialists (CPSS) currently serving **21** counties, including Wake County. In Wake County, services are further supported through opioid settlement funding awarded to Coastal Horizons in 2024. This initiative serves justice-involved individuals who report opioid use or have an opioid use

disorder, with the goal of increasing engagement in treatment and providing education on harm reduction strategies.

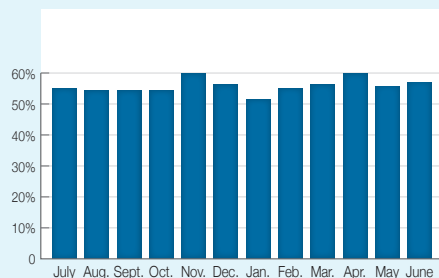
The Peer Support Services team is supervised and supported by the Diversion and Support Services Director, ensuring consistency and quality of care across all service areas.

In FY 2025–26, TASC Peer Support Specialists received **401** referrals and completed **396** enrollments. In addition to peer coaching and recovery support, specialists connected clients with housing, medical care, employment, education, transportation, and other essential resources.

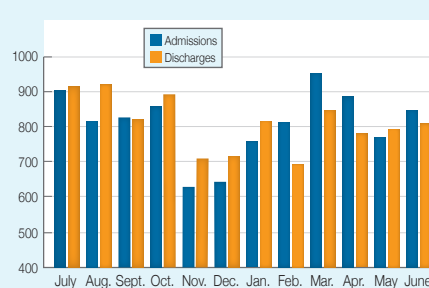


This data highlights the critical role peer support services play in addressing the comprehensive needs of justice-involved individuals with substance use disorders. Through a client-centered, recovery-oriented approach, TASC continues to reduce barriers to treatment and support successful reintegration into the community.

**TASC Regions I & II
Successful Completion Rate
2025-2026**



**TASC Regions I & II
Admissions & Discharges
2025-2026**



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.

During the past year, the TASC Training Institute (TTI) became an approved provider in the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) network. The ASWB ACE program recognizes organizations that have demonstrated the ability to develop, deliver, and evaluate high-quality continuing education that meets nationally established standards for licensed social workers. As an ACE Provider, TTI is authorized to offer continuing education programs that are accepted by various social work licensing boards across the United States, helping professionals meet their ongoing licensure and professional development requirements.

Since becoming an ACE Provider, TTI has expanded its continuing education offerings to include a variety of approved training in ethics, pharmacology, and clinically focused practice topics. These educational opportunities provide social workers and other behavioral health

professionals with current, evidence-based knowledge and practical skills that enhance clinical practice, support ethical decision-making, and improve outcomes for the individuals and communities they serve. Becoming an ASWB ACE Provider reflects TTI's commitment to excellence in professional education and its continued investment in strengthening North Carolina's behavioral health workforce.

The Institute provides TASC staff with access to 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
- NC Association for the Treatment of Opioid Dependence Conference
- Recovery Together Eastern North Carolina
- NC Training, Instruction, Development and Education Conference

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 North Carolina's nearly **400** DWI treatment facilities. Institute staff help improve education and treatment services to clients statewide through quality improvement consultation with DWI facilities.

TASC Training Institute Accomplishments During Fiscal Year 2025–26

- Training events were provided live in regional events or via webinar applications.
- Awarded **4,423** credit hours for the completion of TASC Relias online courses.
- Provided **2,685** credit hours through conference scholarships.
- Awarded **5,193** credit hours through **37** live TASC continuing education events such as Pharmacology, Professional Ethics, Motivational Interviewing Coding, Veterans, Human Trafficking, Harm Reduction/HIV, Acceptance and Commitment Theory, multiple Reentry Simulations, and others. Drug Education Pre-Certification Course awarding **57** credit hours.
- Driving While Impaired Services E508 Application **741** credit hours
- Driving While Impaired Provider Education **457** credit hours
- DWI Services Online Clinical Training **684** credit hours
- TTI sponsored training awarded a total of **14,240** 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 **33** referrals to the program during the fiscal year.

NC TASC Training Institute Training and Certification Totals FY 2025–26

Total TTI Continuing Education
Hours Provided: 14,240

TASC Online Clinical/Relias Training Modules
4,423 Hours

TASC Live Clinical Education
5,193 Hours

TTI Conference Scholarships
2,685 Hours

Driving While Impaired Service Provider Training
1,882 Hours

Drug Education Pre-Certification Course
57 Hours

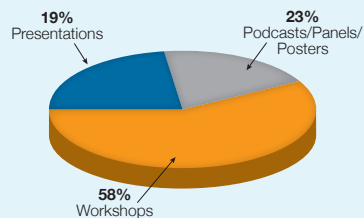
Alcohol and Drug Education Instructors
6 Certified / 22 Recertified

Drug Education School Instructors
8 Certified / 78 Recertified

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JUSTICE SERVICES

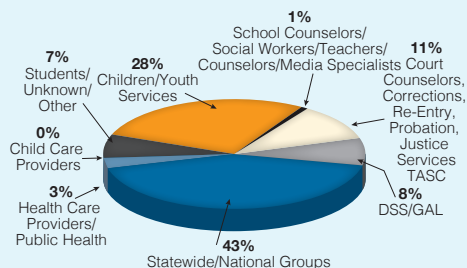
Our Children's Place – Professional Trainings, Community Presentations & Resource Tables 2025-2026



Our Children's Place of Coastal Horizons (OCP)

OCP is the 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.

Our Children's Place Professional Participants 2025-2026



Over the past year, OCP conducted 30 workshops for **1,214** 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 and the Anonymous Trust Foundation.

- FRESH facilitated three cohorts of the 12-session Parenting Inside Out (PIO) class at Anson Correctional Institution, conducted individual case management sessions (“check ins”) with the participants and provided information and referrals for re-entry and other community resources, and connected with their families to schedule “special visits.”
- OCP Program Director Melissa Radcliff continued working with prison leadership on ways to make their visiting spaces more child friendly and provided training to prison staff.
- FRESH was featured in a first-of-its-kind state action plan supporting children and families of incarcerated parents, developed by the Council of State Governments Justice Center, the National Resource Center on Children & Families of the Incarcerated at Rutgers University–Camden, and the Institute for Municipal and Regional Policy at the University of Connecticut (UConn). The plan is publicly available on the Council of State Governments Justice Center website.

OCP continues to be involved with planning the national See Us, Support Us campaign in October organized by the Osborne Association in New York.



In August 2025, OCP launched its 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 Randolph Correctional (September 2025 and May 2026), Southern Correctional (November 2025 and March 2026), Sampson Correctional (November 2025), and Orange Correctional (September 2025 and June 2026). Sanford Correctional was added with a Parent Day taking place in October 2025.

Fall dates for 2026 are confirmed in late August and two other prisons have expressed interest in hosting their own.

Staff also organized a 13-session pre-release course at Orange Correctional in the fall of 2025 and increased it to 14 sessions (new session on mental health) in the spring of 2026.

Melissa Radcliff, Program Director, was invited to serve on panels at Reaching Out From Within’s 2026 Symposium in Kansas City, MO, and the States of Incarceration Convening hosted by the Humanities Lab at Hunter College in NY. She was featured in two podcast episodes:

- The **98%**- Life After Prison, “Parent Day: A Day to Connect”
- JSpeaks, “Our Children’s Place: The Real Reason Behind Supporting Kids of Incarcerated Parents”

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 to have high criminogenic risks/needs.

During FY 2025–26, Coastal Horizons provided RRS in six counties across Eastern North Carolina: Brunswick, Camden, New Hanover, Pamlico, Pender, and Pitt.

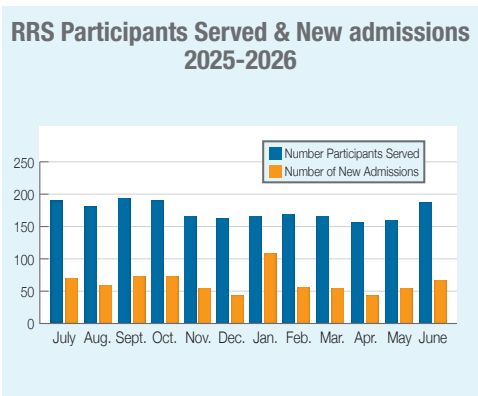
RRS Area Coordinators Deborah O’Neill and Malachi Bennett directly supervise the RRS facilitators. Damion Brewington and Marlon Grier lead group facilitation, while Justice Services Specialist Trisha Murrill provides group facilitation and departmental support. Jennifer Saphara serves as the RRS Program Director.

RRS staff served **655** clients during the FY; of the **424** individuals that completed RRS services during the FY, **77%** were positive program exits.

Of the clients referred to services, 31% were supervised at Level 1 (highest), **49%** at Level 2 (high) and **14%** at Level 3 (moderate) supervision.

Reentry Systems for Effective Treatment (RESET)

RESET serves adults with high criminogenic risks and needs who are living with substance



use or co-occurring disorders and are returning to New Hanover County following 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 accepted referrals from prison facilities and Confinement in Response to Violation (CRV) camps across North Carolina. Staff screen referrals 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) correctional case managers, supervising 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 staff provide transportation to and from community services, ongoing case management, and offer direct 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 2025–26, RESET screened 116 referrals. A total of **42** unique participants were enrolled in the program, with **56** individuals receiving services over the year (including both new and continuing participants). Of those served, **94.4%** accessed clinical services, **97.2%** received education on recognizing an overdose and administering naloxone prior to discharge. Additionally, **74.1%** of participants demonstrated a reduction in substance use, and **98.6%** remained crime-free (no convictions for misdemeanors or felonies) while enrolled in the program. RESET services are provided by Charles Pigford, Kendrick Brown, and Elke Hennecke. Program supervision is provided by Reentry Services Director, Billy McGowan.

RESET programming was supported by funding awarded through the Bureau of Justice

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JUSTICE SERVICES

Assistance (BJA), New Hanover County, Carolina Complete Health (formerly known as WellCare of North Carolina), 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 diversion program designed for individuals who use drugs and are at risk of being charged with low-level, non-violent offenses. The SAMHSA funding specifically targets individuals with diagnosed mental health or co-occurring disorders, aiming to strengthen community partnerships and improve treatment engagement for those who might otherwise become involved in the justice system. LEAD Coordinating Groups meet regularly and include representatives from local law enforcement, behavioral health organizations, Local Management Entities/Managed Care Organizations, and support service agencies. The program also employs staff with lived experience to deliver direct services and foster meaningful engagement with participants.

Since October 2022, the LEAD program has enrolled **85** participants under SAMHSA funding—**30** in Cumberland County and **55** in New Hanover County. Participants receive assistance accessing behavioral health services, transportation support, connections to recovery and harm reduction resources, and financial assistance for safe housing. LEAD services are provided by Shanon Drummond and Amy Miles.

Reentry and Engagement for Alternatives to Crime through Habilitation in North Carolina (REACH-NC)

In February 2025, Coastal Horizons received funding from the Department of Health and Human Services to launch REACH-NC program. REACH-NC is designed to expand LEAD services and support individuals with behavioral health needs who are returning from incarceration or are at risk of entering the justice system in Duplin, Pender, and Cumberland County. During early implementation, the program expanded to support eligible participants in New Hanover County. During FY 2025–26, REACH NC received referrals for **66** clients and successfully activated all referrals into the program.

Additional Justice Services Initiatives

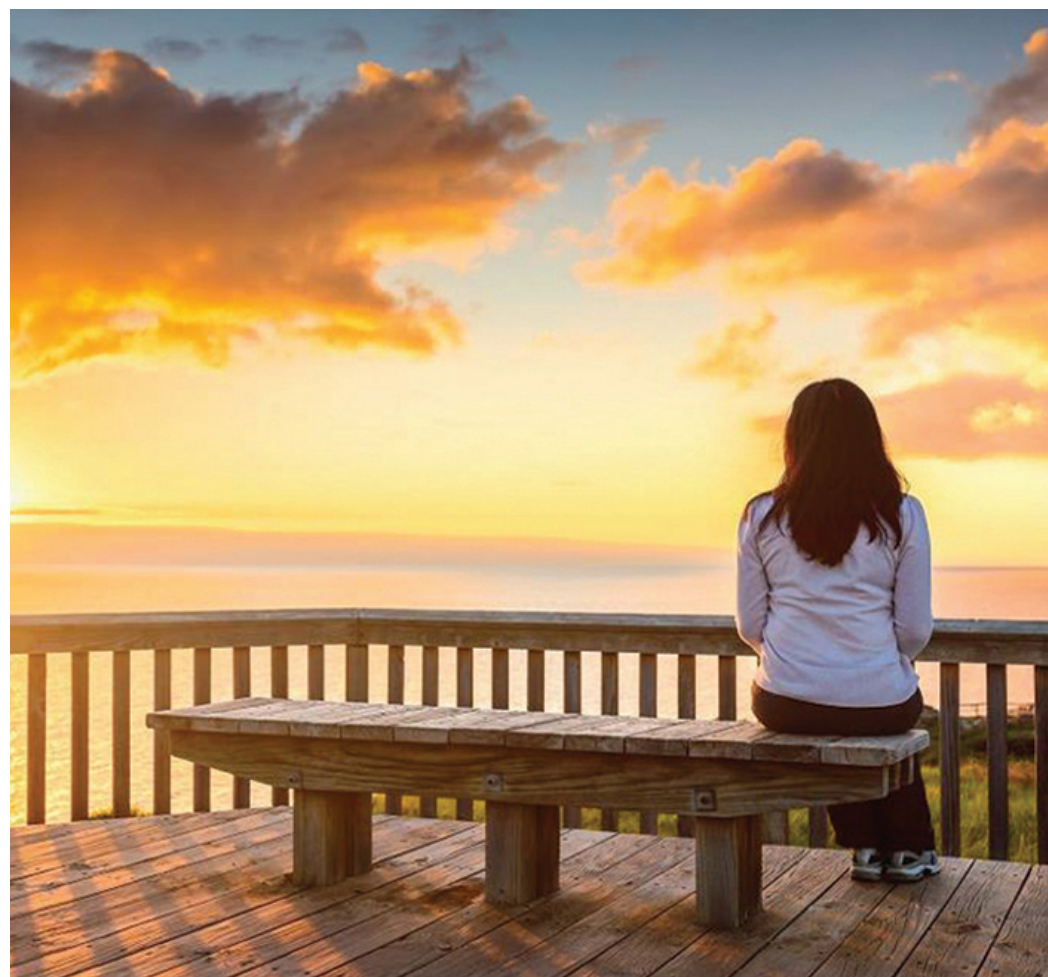
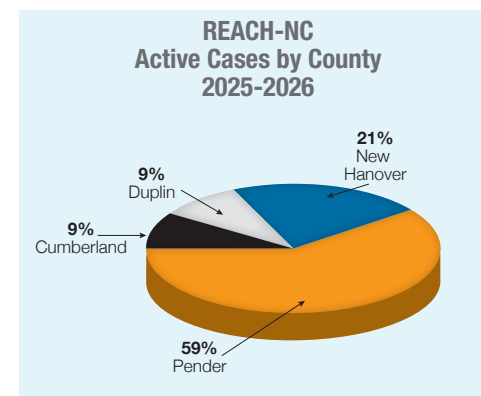
Coastal Horizons Justice Services hosted **five** community graduation ceremonies during the fiscal year to honor the hard work and dedication of participants who successfully completed the RRS, RESET and LEAD programs. These events provide an opportunity for participants to celebrate their accomplishments alongside family, friends, program alumni, staff, and community partners. Graduates are invited to reflect on their reentry and recovery journeys, reinforcing the personal growth and resilience achieved through their participation.

Coastal Horizons Justice Services hosted **five** reentry simulations across North Carolina during the fiscal year. These simulations provide an immersive experience that replicates the barriers and challenges individuals face upon reentry from incarceration. Participants navigate realistic

scenarios involving the pursuit of stable housing and employment, compliance with post-release legal restrictions, and the impact of societal stigma, all of which reflect the complex realities of reintegration.



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



ACCESS AND OPPORTUNITY COMMITTEE

During Fiscal Year 2025–2026, the Access & Opportunity Committee continued to strengthen its role as a collaborative resource for improving the employee and client experience at Coastal Horizons. The committee focused on identifying organizational barriers, elevating employee feedback, strengthening communication, and recommending opportunities for improvement that support Coastal Horizons' mission and strategic priorities.

Throughout the year, the committee used findings from the organizational employee survey to guide its priorities, with particular attention to staff training, hiring and advancement, workplace experiences, employee benefits, and consistency across departments and service areas. This work aligned closely with Coastal Horizons' strategic priorities to Elevate the Client Experience and Enhance Staff Satisfaction and Resiliency.

The committee increased its organizational engagement through regular Town Hall updates, a presentation at the Leadership Summit, and direct collaboration with Human Resources and organizational leadership. The AOC also reviewed personnel policies and submitted recommendations for improvement, including recommendations that were incorporated into the revised Equal Opportunity Policy.

As the committee moved forward, its focus expanded from identifying opportunities to strengthening organizational collaboration and developing actionable recommendations. Priorities included trauma-informed and wellness-focused practices, continued review of policies and procedures, improved opportunities for employee feedback, stronger communication

across departments, and recruitment and advancement practices that support the communities Coastal Horizons serves.

The work completed during FY 2025–2026 established a stronger foundation for the AOC's continued growth. Through collaboration with employees, leadership, Human Resources, and departments across the organization, the committee remains committed to advancing access, opportunity, quality of care, and a respectful and supportive workplace for all.



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 need a safe place to stay can receive shelter in the program's 24-hour, 8-bed facility. In 2026, with support from the New Hanover Community Endowment, the shelter relocated to a new residential home that provides a more welcoming, trauma-informed environment for youth in crisis. The program does more than just meet youth's basic needs for food, clothing, and shelter. Personal growth is encouraged through counseling services, vocational and educational opportunities, life skills development, 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 Hanover County, the North Carolina Department of Health and Human Services, the United States Department of Health and Human Services Administration for Children and Families- Family and Youth Services

Bureau, the Eshelman Foundation, New Hanover Community Endowment, foster care and child/adolescent crisis respite reimbursements from the Department of Social Services, and charitable donations.

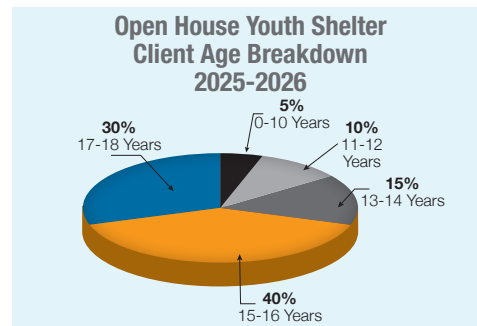
Program Operations FY 25-26:

Direct Services

- **31** youth were provided with **1,301** days of shelter
- Staff facilitated a total of **605** youth/family interactions
- Youth participated in **1,344** cultural experiences and recreational activities
- Youth received **268** health and wellness activities
- Youth were provided with **2,767** 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 over **215** hours of community education/outreach, with over **2,168** youth and adults in attendance in New Hanover County.
- In total, staff distributed over **3,500** community outreach/education materials, including flyers, brochures and handouts



Program Affiliations FY 25-26:

- National Safe Place
- National Runaway Hotline
- 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
- Trillium Heath Resources Crisis Intervention Team
- New Hanover County McKinney Vento
- New Hanover County Schools
- Kids Making It
- New Hanover, Pender, and Brunswick County Department of Health and Human Services

Program Achievements FY 25-26:

- **95%** of youth stated that they had a positive experience while staying at the shelter
- **93%** 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
- **93%** of youth made progress on or met their individual goals while staying at the shelter

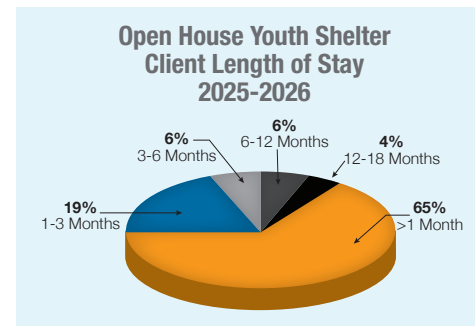
- **95%** of youth stated that they felt supported by one or more adults during their time at Open House
- **90%** of long-term youth stated that they learned three or more life skills (such as cleaning, cooking, doing laundry) while staying at the shelter
- **100%** of long-term youth reduced truancy (school skipping) behaviors
- **0** youth were charged with a crime during their shelter stay

Youth Quotes Fiscal Year 25-26:

- “Ya’ll are very nice, loving, and care for us. Thanks! Ya’ll are very professional”
- “you [make] sure people get what they need and [take] care of people”
- “Safer here than other placements felt”
- “I like it here and wish I could stay here. I don’t know what else to say.”
- “You have improved my goals by helping me accomplish them”

“you [make] sure people get what they need and [take] care of people”

– Open House Client



CRISIS INTERVENTION SERVICES

OPEN HOUSE TRANSITIONAL AND MATERNITY HOUSING PROGRAM

The Transitional and Maternity Housing Program (TMHP) is the only youth-focused transitional living program in the Cape Fear Region,

offering safe, stable housing and 24/7 supportive services for youth and young adults ages 16–21, including those pregnant and parenting. The TMHP serves youth who are experiencing homelessness or at immediate risk of homelessness who cannot safely live with a parent, guardian, or relative and have no alternative housing options. Services provided are 24 hours a day, 7 days a week and include: crisis intervention, housing, individualized service planning, clinical counseling, community resource referrals, transportation, and life skills training tailored to individual needs, such as parenting support, budgeting, child development, and health and nutrition. 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 rooting in Positive Youth Development and Trauma-Informed Care 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 and Maternity Housing Program, participants will become productive, successful members of the community for the rest of their lives.

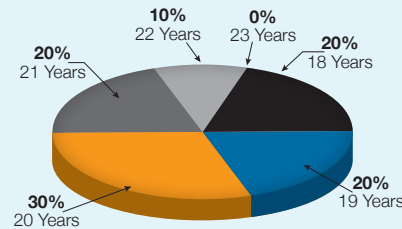
Open House currently offers accommodation for up to twelve TMHP clients in New Hanover County. Referrals are accepted 24 hours a day, 7 days a week from local agencies such as Social Services, Coordinated Entry, Trillium, Physicians Alliance, school personnel, and other youth serving organizations and professionals. Self-referrals are also accepted. All free and confidential services offered through the Transitional and 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, New Hanover County, United Way of Cape Fear Area, City of Wilmington, North Carolina Community Foundation, New Hanover Community Endowment, Landfall Foundation, Blue Cross and Blue Shield Foundation and charitable donations.

Program Operations FY 25-26:

Direct Services

- 23 unduplicated youth/young adults were provided with over 3,500 days of housing
- Participants received over 166 hours of case planning services

Open House Transitional Living Program
Participant Age Breakdown
2025-2026



- Participants attended over 40 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

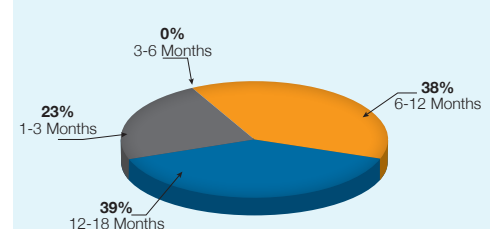
Community Outreach and Education

- Staff conducted over 315 hours of community education/outreach, with over 2,178 youth and adults in attendance in New Hanover County.
- In total, staff distributed over 3,500 community outreach/education materials, including flyers, brochures and handouts

Program Affiliations FY 25-26:

- Tri-County Homeless Interagency Council
- Continuum of Care Coordinated Entry/ Homeless Management Information System
- National Runaway Hotline
- National Safe Place Network
- New Hanover County Resiliency Task Force
- Youth Villages
- Kids Making It
- Lifeline Pregnancy Center
- Smart Start of New Hanover County

Open House Transitional Living Program
Length of Stay
2025-2026



- New Hanover County Department of Health and Human Services

Program Achievements FY 25-26:

Upon completing the Transitional Living Program:

- 100% of participants exited to a safe and stable destination upon completion of the program
- 92% of participants had improved composite health scores upon completion of the program
- 92% 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
- 50% of participants were attending school or had graduated from high school/obtained a GED upon completion of the program
- 100% participants were employed or looking for work upon completion of the program

CRISIS INTERVENTION SERVICES

OPEN HOUSE STREET OUTREACH PROGRAM

Open House Youth Services is 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 and Maternity Housing Program (TMHP). Additionally, the SOP maintains an emergency drop-in center for youth and young adults, adjacent to Coastal Horizons Center's existing 24-hour, 8 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 **2** 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 enrollment in the TMHP 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 TMHP by providing interested youth with applications and conducting the first round of reference checks for TMHP 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 25-26:

Direct Services

- **40** unduplicated youth have received services from the SOP
- **11** youth engaged with the SOP have been enrolled in TLP
- Over **60** emergency/first aid kits were provided to participants.
- Over **190** hours of case planning, aftercare, transportation, food support, and other services have been provided to SOP participants.

Community Outreach and Education

- Staff conducted over **215** hours of community education/outreach, with over **2,150** youth and adults in attendance in New Hanover County.
- In total, staff distributed over **3,500** community outreach/education materials, including flyers, brochures and handouts

Program Affiliations FY 25-26:

- Tri-County Homeless Interagency Council
- Continuum of Care Coordinated Entry/Homeless Management Information System

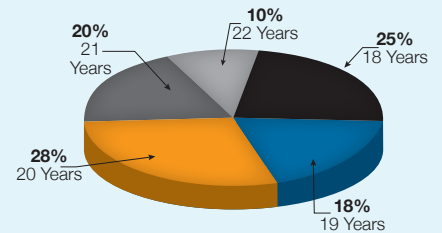
- National Runaway Hotline
- New Hanover County McKinney-Vento
- The Good Shepherd
- Youth Villages
- The Salvation Army
- New Hanover County Schools
- Cape Fear Community College

Program Achievements FY 25-26:

- **100%** of youth SOP eligible youth received the opportunity to access safe, stable housing and supportive services.
- **72%** of youth engaging with the SOP made progress towards obtaining safe and stable 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.
- **85%** made progress on their emotional and social well-being and have increased access to healthcare resources.

- **97%** 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.
- **94%** of youth engaged with the SOP made progress towards improving self-sufficiency.

Open House Street Outreach Program Age Breakdown 2025-2026



CRISIS INTERVENTION SERVICES

RAPE CRISIS CENTER

The Rape Crisis Center of Coastal Horizons is the only stand-alone rape crisis center in

Southeastern North Carolina. Serving Brunswick, Duplin, New Hanover, and Pender 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 through the hotline and in-person support 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 the Fiscal Year 25-26, the Rape Crisis Center provided services to a total of **492** individuals. These services were made possible through the support of the North Carolina Governor's Crime Commission, the North Carolina Council for Women, the North Carolina Department of Health and Human Services, the City of Wilmington, North Carolina Community Foundation-the Louise Oriole Burevitch Endowment, 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, **138** volunteers provided a total of **3,929** hours of volunteer coverage in FY 2025-2026. 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 25-26

Brunswick County Direct Services:

- **89** victims of sexual violence sought services.
- **23** family members, friends, and intimate partners of victims also received services.
- **70** instances of advocacy services, including **39** crisis hospital responses, were provided.
- Licensed clinicians provided **140** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

Duplin County Direct Services:

- **18** victims of sexual violence sought services.
- **7** family members, friends, and intimate partners of victims also received services.
- **18** instances of advocacy services, including **8** crisis hospital responses, were provided.
- Licensed clinicians provided **17** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

New Hanover County Direct Services:

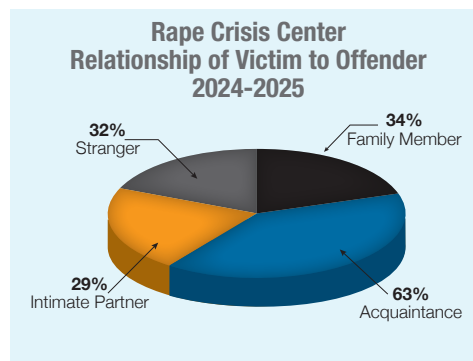
- **320** victims of sexual violence sought services.
- **74** family members, friends, and intimate partners of victims also received services.
- **234** instances of advocacy services, including **107** crisis hospital responses, were provided.
- Licensed clinicians provided **322** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

Pender County Direct Services:

- **65** Victims of sexual violence sought services.
- **20** family members, friends, and intimate partners of victims also received services.
- **50** instances of advocacy services, including **22** crisis hospital responses, were provided.
- Licensed clinicians provided **30** hours of free, confidential counseling to survivors and their non-offending acquaintances, friends, family, and partners.

Community Outreach, Education, and Prevention:

- Staff facilitated **225** community outreach events and social media campaigns reaching victims of sexual assault in Brunswick, Duplin, New Hanover, and Pender Counties.
- RCC staff provided **20** professional trainings, reaching **430** community professionals, and facilitated **26** educational presentations, reaching 285 community members.



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RAPE CRISIS CENTER

Program Affiliations FY 25-26:

- 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 Teams: Brunswick, New Hanover, Pender Counties (Carousel Center)
- Domestic Violence Action Coalition
- Adolescent Parenting Program Community Advisory Committee
- New Hanover County Resiliency Task Force and Community Subcommittee
- Human Trafficking Rapid Response Team
- New Hanover County Community Justice Center Operations Committee
- Duplin County Health Department Coalition
- School Health Advisory Committee: New Hanover and Brunswick Counties
- Duplin/ Sampson Collaborative
- Adult Protective Services Multi-Disciplinary Team
- Adult Protective Services Action Committee
- YWCA Advisory Committee
- Coastal Horizons Access and Opportunities Committee
- New Hanover County Volunteer Leaders Circle

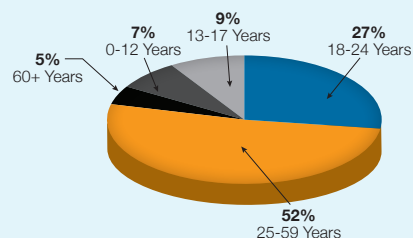
Program Achievements FY 25-26:

- **100%** of surveyed sexual assault victims stated that they were satisfied with the services they received.
- **92%** of sexual assault victims who presented at the hospital filed a law enforcement report and/or participated in the evidence collection process.
- **527** individual therapy sessions were provided across Brunswick, Duplin, New Hanover, and Pender Counties.
- RCC Staff implemented **24** sessions of Support Group.

Client Quotes:

- "I want to say thank you. You two and RCC are the best! You saved my life. (I know, I know, I hear you, haha;... I had a hand in it too, I kept showing up;) Sincerely though, I learned so much about so many things while I was with you two and RCC. It was a journey of true enlightenment, development and growth. You were the ground beneath my feet. You held my life in your hands when I wasn't able to hold it on my own. You didn't just provide therapy and advocacy but you and RCC provided a safe harbor when I was drowning. Thank you for

**Rape Crisis Center
Client Age Breakdown
2025-2026**



creating and providing a space where I didn't have to be "okay" or "perfect" - but where I could be exactly who I was in those moments. I am still in a battle everyday but the reason I am even here to fight that battle is because of the foundation you two helped me build. You didn't treat me like a case number, you treated me as a human worthy of love. You two, and every special person on staff at RCC gave me a place, and the love, to feel safe and understood. Thank you for being the bridge that got me to today. You all do beautiful work. Never under estimate the profound difference you make in peoples lives."

- "Thank you for all of your help and caring throughout this past year. Thank you for having my back in ways that no one else ever has, I really appreciate how much fighting you have done for me and will eternally be grateful. You've cared and helped me more than anyone else in this whole situation and I could never repay you for that."
- Favorite parts of group therapy: "a level of human interaction and connection I've never seen before"
- "RCC has been so supportive and continues to be. For the first time I feel safe and unjudged."
- "I just appreciate you all for taking time to speak with me and just making sure I felt seen and heard. It means more than you all may know. I look forward to see you soon and our next group! Thanks again for today and your encouragement!"
- "I've been growing a lot at Coastal Horizons and I have been trying really hard not to let anything get in the way of that growth. Today could have easily been that but with Amanda and Gracie being so gracious I feel supported.

I'm just constantly impressed by the workers I encounter and I am just very thankful for all you all do for me and the community"

- "Everyone has been beyond AMAZING start to finish. Lauren, I cannot thank you enough!"

Brianne Winterton, MSW, LCSW
Crisis Intervention Services Director



HUMAN RESOURCES

My name is Travis McCracken, and I am honored to introduce myself as Coastal Horizons Center's new Vice President of Human Resources. I joined the organization near the close of fiscal year 2025-2026, bringing with me nearly two decades of experience in Human Resources. I am grateful to the Executive Leadership Team and the Board of Trustees for their trust, and I want to start this report by acknowledging the foundation I inherited. Bob Jalbert spent **19** years along with the Human Resources team to build a department that supports nearly **800** employees across **58** counties with real rigor: a robust benefits program, a growing employee base, and a genuine commitment to the people who deliver our mission every day. I am honored to build on that work.

Coming in at the tail end of the fiscal year gave me a unique vantage point. I spent my first months listening: I met with the key leaders, Program Directors, Supervisors, Coordinators, and Administrators, to learn their pain points with the organization and with Human Resources, I talked with them about what support looks like on the ground, and I heard from employees about what would make Coastal Horizons an even better place to build a career. What I heard confirmed what the numbers already show. Our staff are the reason more than **20,000** individuals and families across North Carolina receive care every year, and Human Resources exists to make sure they have what they need to keep doing that work well.

As we move into fiscal year 2026-2027, I am energized by what is ahead. My priorities for the coming year include:

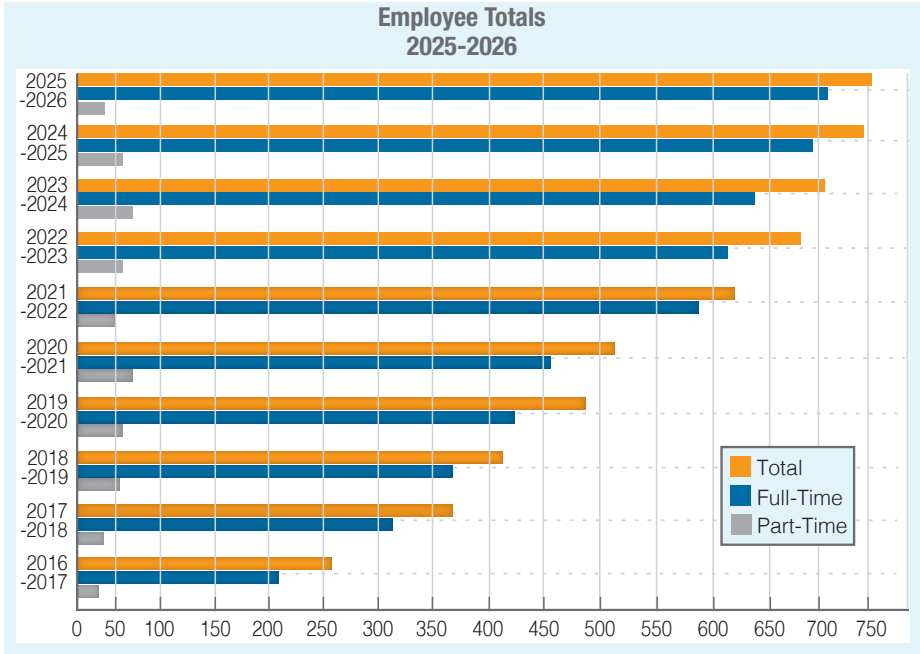
- Strengthening talent acquisition and onboarding, so that new employees feel supported and prepared from day one, particularly as we continue to expand into new counties and service lines.
- Investing in retention and career development, building clearer pathways for growth so that the people who choose Coastal Horizons choose to stay.
- Continuing to protect the quality and affordability of our benefits plan, maintaining the cost containment and plan quality our employees have come to rely on.
- Modernizing our HR systems and processes, building out more workflows and automations within our systems to free up time and increase productivity across the organization.
- Deepening our succession planning, so that as Coastal Horizons continues to grow, our leadership bench grows with it.

None of this happens without the Executive Leadership Team, Program Directors, Supervisors, Coordinators, and Administrators who carry this organization forward every single day. I am grateful for the warm welcome I have received from this team, and I look forward to earning the same trust that this department has built over many years.

The Human Resources team, Angie, Natasha, Chelsea, Meena, and I, will continue to work closely with the leadership of Coastal Horizons and our Board of Trustees on our strategic direction, including performance management and development systems, talent acquisition and succession planning, and updates to key Human Resources policies.



Travis McCracken
Vice President, Human Resources



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 and reviews. The Quality Improvement Training Director has been engaged in 26 inquiries during this year. None of those inquiries resulted in a significant licensure or financial consequence for Coastal Horizons. The main focus of Quality Improvement is to be always forward looking ensuring that we are in compliance and prepared for audits or post-payment reviews; however, when grievances or complaints do arise QI focuses on determining what happened, why it happened, and recommending ways to prevent future occurrences.

Quality Improvement has been involved in several special projects this year, but the one which has occupied most of our energy and time has been the preparations for the largest CARF Accreditation site review in the history of our organization. In this one review all Behavioral Health programs, all Opioid Treatment sites, Community Based Family Services programs, Crisis Services, and much of our Justice Services programs were included. The review over a year in preparation, three days as an on-site, and produced 3 year accreditations, the highest level of accreditation, for all programs reviewed. This was the most comprehensive accreditation of Coastal Horizon's services, and it clearly demonstrated the exceptional level of services that our staff and programs provide.

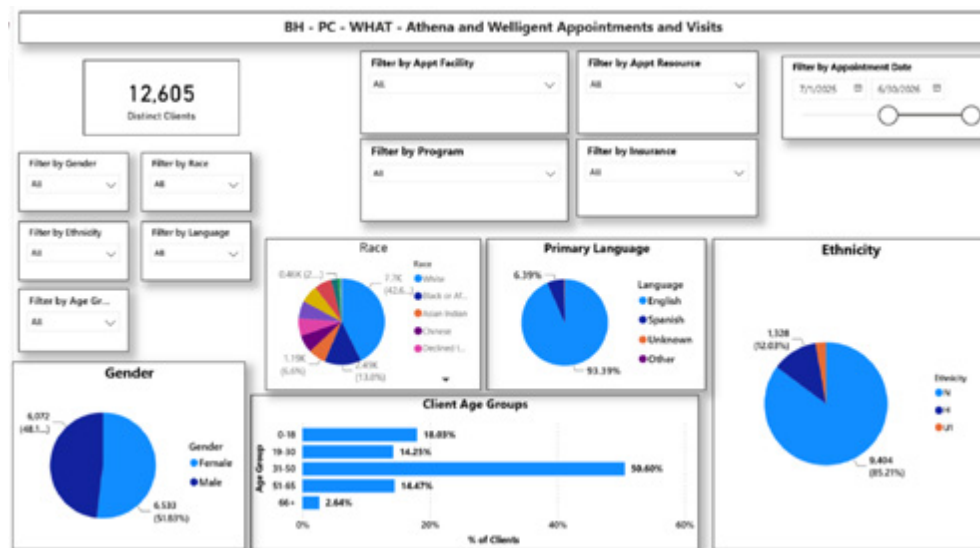
Alexis Sardella led the revision and enhancement of the organization's 210-page Core Policy and Procedure Manual, creating a more comprehensive and user-friendly resource for staff. The updated manual provides clearer guidance, promotes consistency in operations, supports regulatory compliance, and serves as a valuable reference tool for onboarding, training, and day-to-day practice.C

Members of the Quality Improvement Training Department, Nadia White, and Alexis Sardella, 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 the 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:

- NH County Jail OTP clients: June 2025
- CBFS: July 2025
- Employee Review for Notes Compliance (March-July) S.M. - August 2025
- Trillium Annual External Financial Audit - September 2025
- SAIOP- September/October 2025
- Optum WellCare Medicaid - November 2025
- Brunswick OTP- December 2025
- PSS-February 2026
- Trillium PPR - April 2026
- Spring OTP - May 2026
- Day Treatment – May 2026
- CBFS (FCT/Child First) - June 2026

In addition to the reviews, the audit tool we use was revised to mimic Trillium's Audit Tool. Ongoing NCTOPPS compliance reporting and

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maintenance for all staff to ensure conformance to rules.

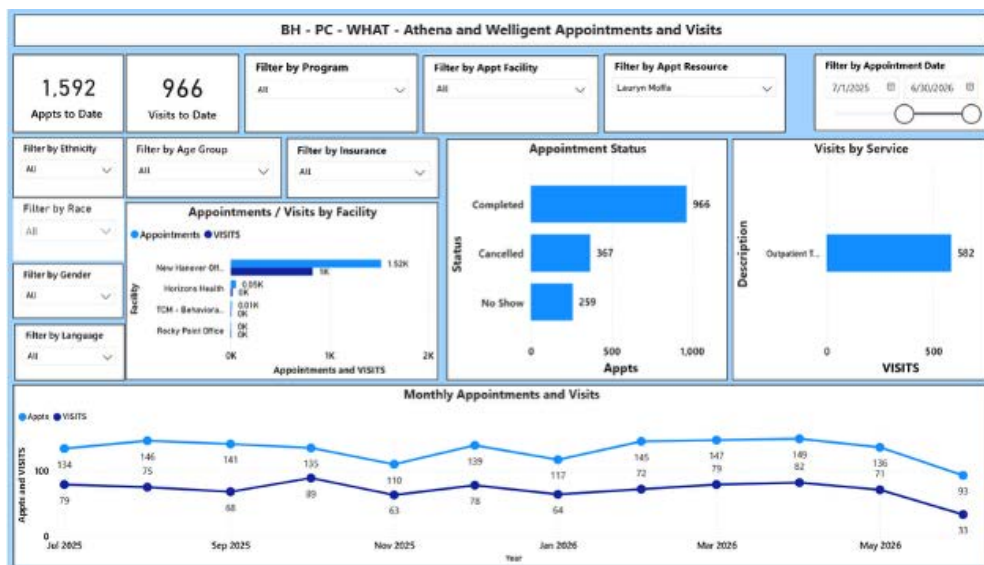
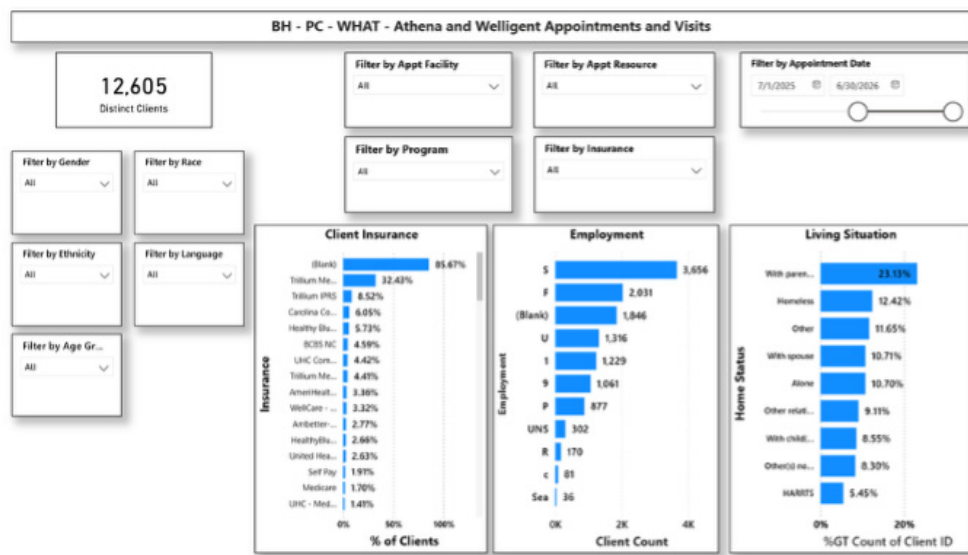
Data Sciences has completed a full-service security review of our internal data warehouse allowing us to house more complete patient data for reporting mechanisms. The data warehouse now enables faster, more complex data analysis resulting in detailed reporting and representation of clinical measures required by the move to outcomes-based reporting. The creation of the data warehouse enabled Coastal to provide space for all data previously held by the previous EMR platform to be processed into our system for archival use. More than 7.4 million records, documents and chart data were processed, one-by-one, into formats usable within our data management and reporting systems. The custom code for transforming the records and converting them of archival use was built by Jim Ayers and required nearly a full month of calendar time to fully collect from Athena, process into our storage, convert, and release for use by staff.

SharePoint access controls have been updated to provide more granular control of permissions to reduce the possibility of inadvertent exposure of client data to more staff than intended by

content owners. The change prevents staff from oversharing individual client data or collections of client data. The process also involved re-hosting of a few older SharePoint sites & collections to the new versions of SharePoint infrastructure allowing access to more integration with offline tools (e.g., Excel Desktop), and more flexible access to data reporting tools.

All members of the Data Team have been involved in transition to the Welligent platform. The lead force standing up the new EMR platform post EMR contract award to Welligent, and primary project integrator was, and continues to be Amy Valimont. From pre-implementation planning of all migration events, governing the inclusion of third-party products, and setting parameters for data transition the project touched in many aspects of Coastal's operations. Months of testing by Coastal and building capabilities into Welligent to support current program requirements for data capture, management, and reporting were handled by various Data Team member throughout the process. Jim Ayers provided a wealth of information to Welligent that informed their refactoring of their underlying database structure - a critical move - to allow Coastal to more completely itemize and consume key data

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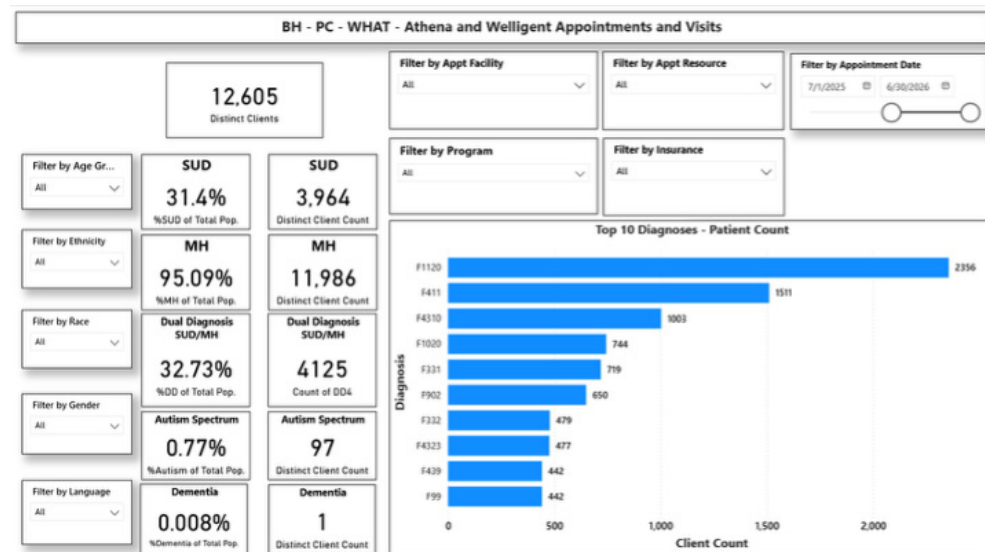
points, but more importantly will disambiguate the data and data table structure to support our demands on Welligent's system.

(See the graphs included).

Quality Improvement continues to make an impactful contribution to Justice Services. We

have provided Justice Services with increased insights into the effectiveness of their services. There has also been better integration of Justice Services data into the overall picture of service interventions into clients' lives.

Quality Improvement team members, Christy Pelletier, Matt Goodnight, and personnel from



other departments, have provided the following direct training: First Aid/CPR, Bloodborne Pathogens, Crisis Prevention Intervention, and Person-Centered Thinking. The provision of these training courses 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 training 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 myriads of requirements under which we operate.

Welligent trainings have gotten staff off to a good start with the new EMR. Additionally, we have expanded the training curriculum so that we now can provide most of the necessary trainings in-house.

The Credentialing team, Celeste Alamond, Susan Hartfield, and Lynn Turner, continue to provide services to current and new employees to ensure that Coastal Horizons Center can submit claims for the services provided. We added two

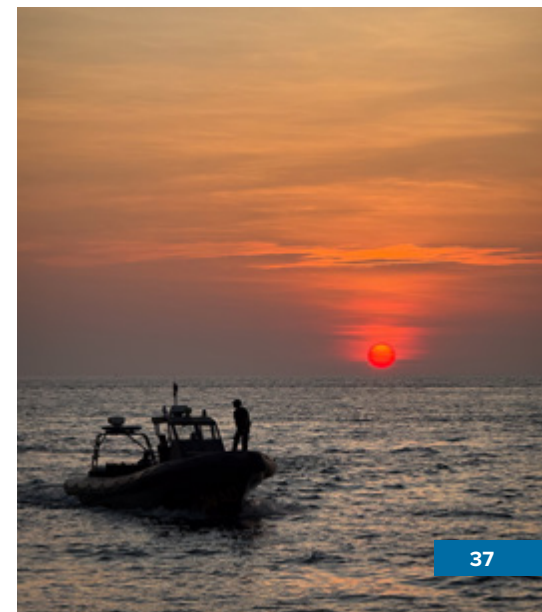
locations and tied those to the location rosters. All CAQH updated for all providers with COI and we credentialed 111 staff with Humana Medicare in addition to the LME/MCO's, Prepaid Health Plans, and third-party insurances.

Eric Luttmer

Eric Luttmer
Vice President,
Medical Services &
Corporate Compliance

T. Lindsay Joines

T. Lindsay Joines
Quality Improvement
Training Director

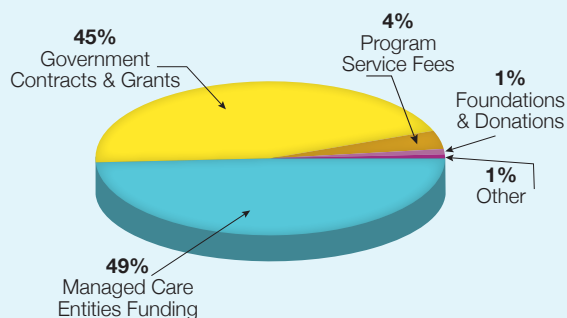


FINANCIAL AUDIT REPORT YEAR END JUNE 2025

Coastal Horizons Center, Inc. Statements of Financial Position June 30, 2025 and 2024

	2025	2024
ASSETS		
Current Assets		
Cash and cash equivalents	\$ 13,908,861	\$ 3,295,761
Patient accounts receivables, net	2,735,021	1,786,883
Grant receivables	4,733,969	5,262,054
Employee retention credit receivable	556,078	-
Prepaid expenses	486,283	359,421
Other	221,015	298,104
Total current assets	22,641,227	11,002,223
Operating right-of-use asset	1,985,447	1,636,564
Financing right-of-use asset	875,859	405,157
Property and equipment, net	12,644,975	9,485,225
Total assets	<u>\$ 38,147,508</u>	<u>\$ 22,529,169</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued expenses	\$ 2,839,385	\$ 791,176
Accrued vacation	1,465,329	1,342,573
Refundable advances	2,123,291	1,560,977
Current portion of operating lease liability	697,929	760,442
Current portion of finance lease liability	305,588	177,147
Current maturities of long-term debt	332,483	424,842
Total current liabilities	7,764,005	5,057,157
Operating lease liability, net of current portion	1,253,531	897,646
Finance lease liability, net of current portion	570,130	226,200
Long-term debt, less current maturities	1,860,190	2,422,270
Total liabilities	11,447,856	8,603,273
Net Assets		
Without donor restrictions	17,138,671	13,752,079
With donor restrictions	9,560,981	173,817
Total net assets	26,699,652	13,925,896
Total liabilities and net assets	<u>\$ 38,147,508</u>	<u>\$ 22,529,169</u>

Sources of Revenue 2025-2026



Coastal Horizons Center, Inc. Statements of Cash Flows Years Ended June 30, 2025 and 2024

	2025	2024
Cash Flows From Operating Activities		
Change in net assets	\$ 12,773,756	\$ 2,704,169
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation	897,429	717,711
Amortization	194,420	169,135
Gain on sale of equipment	(1,330,255)	-
Noncash operating lease expense	918,348	944,577
Grants and contributions restricted	(9,647,553)	(334,690)
Change in assets and liabilities:		
Patient accounts receivable	(948,138)	(549,800)
Grant receivables	528,085	(2,918,383)
Employee retention credit receivable	(556,078)	-
Prepaid expenses	(126,852)	(64,369)
Other	77,089	(166,699)
Accounts payable and accrued expenses	2,048,209	230,456
Accrued vacation	122,756	123,401
Operating lease liability	(973,859)	(923,053)
Refundable advances	562,314	490,950
Net cash provided by operating activities	<u>4,539,661</u>	<u>423,405</u>
Cash Flows From Investing Activities		
Purchase of property and equipment	(4,566,924)	(313,885)
Proceeds from disposal	1,840,000	-
Net cash used by investing activities	<u>(2,726,924)</u>	<u>(313,885)</u>
Cash Flow From Financing Activities		
Payments on finance lease liability	(192,751)	(396,389)
Payments on long-term debt	(654,439)	(404,845)
Proceeds from grants and contributions restricted	9,647,553	334,690
Net cash provided (used) by financing activities	<u>8,800,363</u>	<u>(466,544)</u>
Net Increase (Decrease) in Cash	<u>10,613,100</u>	<u>(357,024)</u>
Cash and Cash Equivalents, Beginning of Period	<u>3,295,761</u>	<u>3,652,785</u>
Cash and Cash Equivalents, End of Period	<u>\$ 13,908,861</u>	<u>\$ 3,295,761</u>
Supplemental Disclosure of Cash Flow Information		
Cash paid for interest	<u>\$ 87,224</u>	<u>\$ 121,623</u>
Noncash investing and financing activities:		
Right-of-use asset obtained in exchange for new operating lease liabilities	<u>\$ 1,267,231</u>	<u>\$ 1,106,541</u>

Jenifer Burns
Chief Financial Officer

DEVELOPMENT

A Year of Momentum, Advocacy, and Community

Fiscal Year 2025–2026 was a remarkable year for Coastal Horizons—one defined by meaningful conversations, record-breaking community support, effective advocacy, and a shared commitment to ensuring that help is available when people need it most.

At our Annual Fundraising Luncheon, we welcomed Patrick J. Kennedy, former U.S. Representative from Rhode Island and author of Profiles in Mental Health Courage. In a compelling conversation moderated by WECT’s Frances Weller, Congressman Kennedy spoke candidly about mental health, substance use, recovery, and the urgent need to eliminate the stigma that too often prevents people from seeking care. His message closely reflected the work Coastal Horizons carries out every day: treating behavioral health needs with compassion, dignity, and the same urgency afforded to physical health.

Community generosity also propelled two of our signature fundraising events to new heights. Our 15th Annual Power of the Purse drew its largest crowd and raised more money than any previous year in support of Wilmington Health Access for Teens. Our 11th Annual Coastal Duck Derby once again brought families together at Jungle Rapids Family Fun Park, which generously donated the use of its water park for the event. Record breaking proceeds supported Coastal Horizons’ Crisis Intervention Services.

This year also demonstrated the power of persistent advocacy. Under the determined leadership of our President and CEO, Margaret Weller-Stargell, Coastal Horizons successfully advocated for essential funding to remain in the North Carolina State Budget. Margaret’s leadership helped ensure that policymakers understood what was at stake: not simply funding, but continued access to services that promote recovery, stability, and safer communities.

These accomplishments were possible because of the generosity of our Patrons, donors, volunteers, community partners, board members, and friends. Your support allows Coastal Horizons to respond to immediate needs while continuing to build lasting solutions. As Vice President of Development and External Affairs, I am deeply grateful for your trust, partnership, and belief in our mission. Together, we are creating opportunities for healing, strengthening communities, and helping people build healthier, more stable futures.

Elizabeth S. Redenbaugh

Elizabeth Redenbaugh
Vice President of Development & External Affairs



(continued from last page)

DEVELOPMENT







COASTAL HORIZONS CENTER CONTRIBUTORS

Funders/Grantors

Alliance Health
American Rescue Plan Act
Anonymous Trust
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Brunswick County
Blue Cross and Blue Shield
Cape Fear Health Net
Centers for Disease Control and Prevention
Child First
City of Wilmington
Community Care of the Lower Cape Fear
Community Impact NC
Eshelman Foundation
Governors' Crime Commission
The Leon Levine Foundation
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 Community Endowment
North Carolina Community Foundation
North Carolina General Assembly
Onslow County
Pender County
Pender County ABC
Shallotte ABC
Southern Regional AHEC Part of NC AHEC
Substance Abuse and Mental Health Services Administration (SAMHSA)
The Landfall Foundation
Trillium Health Resources
United Way of the Cape Fear
US Department of Health and Human Services
U.S. Department of Housing and Urban Development
U.S. Department of Justice
Wake County
Wake Forest School of Medicine

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Natalie-Anne Reinhart	Robin Wicks	Wilmington	Greyson Schmitt	Jennifer Shivar	Cassie Smock	Megan Stead	Summit Logistics
Joe Reuter	Robinson	Foundation	Rosemary Schmitt	Lynn Shoemaker	Debbi Snyder	Flo Stein	Group
Sabria Revader	Stephanie Robinson	Emily Rowe	Wendy Schnerr	Colleen Shomock	Scott Solari	Lee and Deb	Summit Logistics
Joel Rhine	Thomas Robinson	Christine Rowley	Benjamin Schoolcraft	Julie Shouse	Christopher Sollars	Steinmeyer	Group, LLC
Deloris Rhodes	Steve Rockow	Gina Rebekah Rozier	Brittany Schram	Alyssa Shumate	Gina Sorrentino	Stephanie Stephens	Missy Sumrell
Daniel Riazzi	Alyssa Rockwell	Dr. Jonathan S.	Peg Schroeder	Kelly Shusko	Quinn Sosne	William Stephens	Lori Sunseri
Denise Riccobon	Celine Rodriguez	Rubens	Terri Schuchart	Linda Sibik	Mollie Southard	Susan Stern	Chip Susol
Sharon Rice	Rosario Rodriguez	Rosalind Rubens	Diana Schulman	Guy Siegle	Sabrina Southern	Cheryl Stevens	Kathleen Susol
Gabe Rich	Leah Rodzik	Dr. Rudi	Allison Schurr	Kate Silberfeld	Karen Spaid	Nancy Stevens	Victor Susol
Laurian Richards	Teena Roeder	Trisha Ruffini	Wendy Schurr	Tiffany Sills	Laura Spalding	Taylor Stevens	Elizabeth Sutton
Alexandra Richardson	Alison Rogers	Lisa Ruger	Matthew Schwartz	Casey Simmons	Patricia Spare	Barbie Stevenson	Pamela E. Sutton
Amy Richardson	Athena Rogers	Shannon Ruger	Caroline Scorza	Jennifer Simmons	Alexia Sparks	Michael Stevenson	Rob Swaim
Grady Richardson	Charity Rogers	Lydia Runnels	Bill Scott	Tammy Simmons	Toi Sparrow	Isaac Stine	Sterling Swaim
	Charles Rogers	Sarah Rupp	Billie Scott	Simple Generosity	Maryanne Spatola	Veda Wilson and Phil Stine	Megan Swanson

Donna Swartz	Judy Thomas	Naomi Tubia	Peggy Vineyard	Christopher Webb	Church	Stephen Windham	Lori Wright
John Swartz	Julie Thomas	Lauren Tucker	Kelly Vinson	Darlene Webb	Sherman Whites	Tamara Wingfield	Tanya Wright
Paul Sweeney	Lisa Thomas	Brandon Tupper	Cara Vitadamo	Linda Webb	Brady Whitesides	Michael Winstead	Wrightsville United
Samantha Sweeney	Mary Ann Thomas	Jonathan Turkot	Kirti Vithalani	Myra Webb	Jeff Whiting	Angie and Jerry	Methodist Church:
Haley Sweetland	Portia Thomas	Anna Marie Turner	Nikki Vivaldi	Brenda Webster	Elizabeth Whitlock	Winterton	United Women of
Amy Sweyer	Ronnie Thomas	Connie Turner	Tony Vivaldi	Dan Webster	Katharine Whitmore	Blake Winterton	Faith
Laura Sykora	Susan Thomas	Lorie Turner	Jessica Waddell	WECT	Kelly Wickham	Brianne Winterton	Jordan Wurster
Carla Szalewicz	Alyssa Thompson	Michelle and Jeff	Lizzy Wade	Shirley Weeden	Kellie Wiggs	Derek Winterton	Kimberly Wynn
Denise & Joe Szaloky	Cara Thompson	Turner	Zach Wade	Elizabeth Weeks	Suzanne Wilber	Jack and Andrea	David Wynne
Leslie Taft	Dani Thompson	Ryan Twiford	Debra Waggoner	Mary Hannah Weiner	Julia Wiles	Winterton	Xi Online
John Taggart	Lillian Thompson	Mark and Leslie Tyler	Carmen Wagner	Shai Weinstein	Lauren Wilkie	Surojini Winterton	Nancy Yada
Erica Talbert	Lynne Thompson	Julie Tyndall	Ryan Wagoner	Wendy Weis	Kylie Wilkinson	Susan Winterton	Matlynn Yeoman
Tanner Talerico	Michael Thompson	Susan Tyson	Katie Wakeford	Megan Weiskopf	Colby Willetts	John Winterton/	Nina Yokochi-
Bert Taljaard	Patty Thompson	Carl Ulmer	Jennifer Waldrop	Nan Weiss	Harold Willetts	Andrea Winterton	Funkhouser
Donna Talmadge	Roxanne Thompson	U'Nique Community	Jeff Walker	Frances Weller	LaStarr Willetts	Family Foundation	Jennifer Young
Christine Tanhueco	Jennifer Thomson	Fund	Kim Walker	Gary Weller	Ronda Willetts	Angela Wise	Shakeema Young
Ella Tansey	Cj Thomy	United Way of the	Ronda Walker	Margaret	Andrew Williams	Wendy Wisniewski	Marsha Yourkiewicz
Jeanette Tate	Eleanor Thorne	Southern Tier, Inc.	Sharon Walker	Weller-Stargell	Angela Williams	Kristen Wissbaum	Susan Zalewski
Rita Tatum	Steve Thorne	Judy Urbin	Stephanie Walker	Ashley Wells	Bridgette Williams	Elizabeth Witchger	Amy Zeko
Kate Tayloe	Kim Thornlow	Diane Usoff	Tina Walker	Brianna Wells	Cammay Williams	Kathy Witten	Biz (Elisabeth) Zeller
Linda Taylor	Doug Thorp	Keyra Vaillancourt	LeShonda Wallace	Linda Wells	Cristen Williams	Jessica Wizman	Martina Zumpano
Michelle Taylor	Paige Thrana	Sara Valasek	Rainey Wallace	Phil Wells	Crystal Williams	Jessica Wolfe	
Patricia Taylor	Robin Thrana	Lauren Valentino	Ronnie Wallace	Conrad Wessell	Dorian Williams	Carole Wolff	
Sasha Taylor	Karen Thuerk	Christian Van Avery	Rosalyn Wallace	Miriam and Bo	Eric Williams	Carole O Wolff	
Suzanne and George	Shannon Tice	Robert Van Avery	Hope Wallis	Wessell	Jeremy (Gavin)	Amy Womble	
Taylor Endowment	Steve Tiedemann	Dorothy Van Dyne	Shannon Walsh	Connie West	Williams	Abigail Wood	
Fund	Delaney Titus	Bill Van Lew	Brianna Walter	Dillon West	LaMaine Williams	Joseph Wood	
Thomas Tellup	Jessica To'Oto'O	Anna Vancil	Suzanne Walton	Valerie Westerfield	Lena Williams	Melinda Wood	
Staley Temple	Bryan Todd	Helen Vancil	Andrew Wampler	Brenda Westfall	Linda Williams	Nathaniel Wood	
Daysja Terry	Carissa Tolliver	Michael Vancil	Kathryn Waple	Desiree Whalen	Maureen Williams	Tisch Wood	
Justin Terry	Eleanor Tolliver	Dava Vandall	Dee Ward	Laurie Whalin	Teresa Williams	Heather Wood	
Landon Terry	Ann Tomilson	Susan Mary Vanecek	Amy Warmingham	Kelley Wheat-Rivers	Herb Williams III	Snyder	
Shane Terry	Darcy Tomko	Vanessa's Skin	Jamie Warren	Christine Wheelles	Willie Stargell	Timothy Woodard	
The Murchison	Tracey Torello	Studio	Donna Warwick	Michelle Wheelles	Foundation	Juli Woodlock	
Group	Theresa Toth	Sarah Varney	Joy Warwick	Celia Whisnant	Mike Willis	Ron Woodruff	
Melinda Theiss	Christian Toto	Adrienne Vaughan	Susan Wasserman	Scott Whisnant	Nicole Willis	Deborah Woody	
Samantha	Benton Touns	Yaret Vega	Audrey Watson	Jordan Whistler	Carlet Wilson	Kathy Woosley	
Thode-Thiaw	Kelsey Townsend	Leigh & Vic Venters	Audrey Mavis Watson	Cynthia K. White	Jamie Wilson	Cecil Wooten	
Alexander Thomas	Alexa Trebil	Wayne Venters	Donna Watson	Denise White	Jay Wilson	Sameerah Wooten	
Alexis Thomas	Amy Treece	Trisha Ventura	Jack Watson	Kathy White	Kelli Wilson	Gail Workman	
Bridget Thomas	Laura Triphahn	Megan Vergenz	Ellen B Watts	Melissa White	Lori Wilson	Grace Workman	
Donnie Thomas	Lakisha Trottie	Chelsea Vernon	Christine Weaver	Molly & Eric White	Shavonne Wilson	Ray Worrell	
Felisha Thomas	Jessica Troy	Shelby	Gene Weaver	Virginia White	Ebony Wimbs	Susanna Worsley	
Jan Thomas	Mackenzie Trzaski	Vicari-Gonzalez	Ben Webb	White Rock Baptist	Kaya	Joy Wright	
					Winchester-Cardin		



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