Our Mission...

Coastal Horizons Center, Inc. promotes choices for healthier lives and safer communities by providing a continuum of professional services for prevention, crisis intervention, sexual assault victims, criminal justice alternatives, and treatment of substance use and mental health disorders.

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As Chairman of the Board of Coastal Horizons Center, Inc., I am very pleased to say that we have an outstanding Board of Trustees. Choosing to be a member of this Board and being chosen by this Board are critically important decisions, as we have evolved into a $15.5 million corporation, serving 53 counties in North Carolina. We have a very talented and experienced board that not only understands the mission and purpose of this corporation, but also embraces the core values and principles that have been established over 43 years. This year, we brought on four outstanding new board members and two returning board members. It speaks volumes of an organization and the commitment and passion of the individual when a board member rotates off the board and expresses interest in returning. While bringing on a stellar group of new members, we also said farewell to Howard Loving, Clyde Stunson, Dr. Virginia Adams, Hal Kitchin, and Gaines Townsend. The contributions of each of these individuals was exceptional, especially, with the leadership of our past Board Chairman, Howard Loving. We thank them for their significant and invaluable contributions to Coastal Horizons Center.

Even though the mental health system continues to be faced with financial challenges, Coastal Horizons Center achieved outstanding financial results this year, after struggling the past two years. With the assistance of the CEO and CFO of the corporation, the Finance Committee of the Board has a rigorous and thorough review process of the monthly financials. Our financial results follow generally accepted accounting principles and we undergo an annual independent audit to assure accuracy and compliance. Management and staff have worked diligently to contain expenses while seeking new lines of business. Good corporate governance is good business and I am pleased that we continue to strengthen our financial structure while continuing to be leading edge and utilizing evidenced based best practices. Coastal Horizons Center’s Annual Fundraiser in May was its most successful fundraiser in the history of the organization with both record attendance and contributions.

Under President and CEO’s Margaret Weller-Stargell’s leadership, we are fortunate to have a very competent and dedicated staff whose values and culture embody the mission of this 43 year old organization. As a trustee and Chairman of the Board, I am proud to be part of Coastal Horizons Center, Inc., and am very excited about its future.

Thomas Brown
2013-2014 Board Chair
As Coastal Horizons Center celebrates 43 years in operation, I am reminded of the numerous accomplishments achieved by this extraordinary organization. I am reminded of the amazing staff that are the foundation of its continued success and a commanding board that supports all of these efforts. Mostly, I am reminded of the thousands of clients and patients that have walked through the doors of Coastal Horizons Center and have become better for it. Whether it has been through the help of a rape crisis counselor responding to a call at the emergency room at 4 AM, a clinician providing treatment to an individual struggling with the imperilment of drug addiction, the care manager working with a young person dealing with a first time drug violation, that with guidance and re-direction is able to stay out of the jail and the prison system, or the adolescent who was removed from their home and placed in our care, Coastal Horizons Center is essential to the many communities and individuals we serve in Eastern North Carolina.

While the mission of the organization remains the same, our approach to service delivery is changing rapidly as our industry continues to seek ways to promote choices for healthier lives and safer communities. Coastal Horizons Center has always been on the cutting edge as a provider of behavioral healthcare, while evaluating and implementing emerging trends. Since 2009, we have pioneered efforts to integrate primary care with our mental health and longstanding substance use disorder treatment services. I am proud that this organization became the first behavioral healthcare provider in North Carolina to be approved for Carolina Access Medicaid. This important designation allows Coastal Horizons Center to serve as the “medical home” for those who are most vulnerable, are often at the highest risk, and in need of well-coordinated care. Coastal Horizons Center was awarded a $1.6 million federal grant over four years from the Substance Abuse and Mental Health Services Administration (SAMHSA) to support these continued efforts of behavioral health and primary care integration.

Moreover, we have incorporated new and innovative programming in most departments this year. Coastal Horizons Center has had the opportunity to again partner with the North Carolina Division of Adult Correction and Juvenile Justice to provide a higher level of service for adults on probation in four eastern counties of North Carolina. The Treatment for Effective Community Supervision (TECS) programs are designed to address the criminogenic needs of the clients which include cognitive behavioral interventions, employment, and substance abuse treatment. The Rape Crisis Center has broadened its reach by becoming a leading authority in the state of North Carolina on the topics of human trafficking and assisting individuals with disabilities; to providing trauma informed clinical services.

From fiscal year 2009 to 2013, Coastal Horizons Center has experienced a 47% increase in budget and is currently a $15.5 million corporation. Maximizing and managing growth potential continues to be a top priority. For this fiscal year we achieved outstanding financial results in a rapidly changing federal and state environment. This growth is supported and managed by a strong management team and can also be attributed to the amazing staff who provide direct, quality, and best practice services every day.

We continue to transform our business to address the needs of our patients and clients while also meeting the competitive challenges of our industry. By leveraging our combined business strengths and staff competency, we fulfill our mission while assuring the communities we serve that they benefit by having Coastal Horizons Center. We have for many years and continue to promote choices for healthier lives and safer communities, and I remain enormously proud to be a part of this wonderful organization.

Margaret Weller-Stargell
President and CEO
Sources of Revenue – 2012-2013

Government Contracts & Grants 25%
Program Service Fees 6%
Managed Care Organizations 64%
Foundations & Contributions 4%

Coastal Horizons Center, Inc.

Statements of Financial Position
June 30, 2012 and 2011

Assets
2012 2011
Cash and cash equivalents (notes 2, 5 and 10) $402,258 $580,559
Certificates of deposit (note 16) 255,135 252,913
Receivables (not allowing for doubtful accounts 30/2012 $17,876, 2011 $14,800) 1,401,026 1,380,849
Prepaid expenses 117,046 206,115
Total current assets 2,319,452 2,499,337
Property and Equipment (notes 4, 5, 6 and 7) 8,419,017 9,038,328
Less accumulated depreciation 2,025,892 1,754,390
Total assets $8,705,132 $9,580,938

Liabilities and Net Assets
Current Liabilities
Accounts payable and accrued expenses $52,847 $41,785
Advanced vacation 413,481 395,459
Refundable advances (note 19) 121,762 127,283
Current maturities of long-term debt (note 6) 162,552 194,085
Total current liabilities 749,842 793,501
Long-Term Debt, less current maturities (note 6) 2,899,112 3,009,263
Total liabilities 3,648,954 3,802,764
Commitments and Contingencies (notes 4, 7, 8 and 9)
Net Assets
Unrestricted 3,296,894 3,538,342
Temporarily restricted (notes 2 and 4) 1,226,202 1,734,244
Total net assets 5,521,096 5,272,586
Total liabilities and net assets $8,705,132 $9,580,938

Coastal Horizons Center, Inc.

Statements of Activities
Years Ended June 30, 2012 and 2011

2012 Unrestricted Temporarily Restricted Total
Revenue and other support (note 11)
Government grants (Note 7) $5,467,550 $ - $5,467,550
Contributions (Notes 7 and 9) 666,085 686,385
Client fees 2,154,884 2,154,884
Other 6,004 6,004
Net assets released from restrictions: 39,742 (39,742) -
Total revenue and other support 12,355,383 (39,742) 12,315,641

Expenses and losses
Supporting expenses
Administrations 1,072,974 1,072,974
Program expenses
Outpatient treatment services 4,508,217 4,508,217
Outreach services 75,873 75,873
Prevention 644,047 644,047
Treatment accountability for safer communities (TASC) 4,456,192 4,456,192
Crisis intervention house 188,885 188,885
Placement 443,595 443,595
TASC training institute 586,825 586,825
Penality 163,111 163,111
Legal 62,092 62,092
HUD Housing 91,760 91,760
Day service 116,751 116,751
Rehabilitation 81,575 81,575
Total expenses and losses 12,522,831 - 12,522,831
Change in net assets (167,446) (39,742) (207,188)
Net assets, beginning 2,533,342 1,754,944 5,288,286
Net assets, ending $1,365,894 $1,755,262 $5,121,156

Alan Waller
Chief Financial Officer
Coastal Horizons Center continues to be a leader in the provision of evidence based practices in criminal justice, crisis intervention, substance use and mental health services within an ever evolving behavioral health system. Systemically the changes within the mental health and justice systems have been and continue to be dramatic.

The creation of the Managed Care Organizations (MCO) to oversee service delivery for mental health and substance abuse has created massive changes for both the Local Management Entities (LME) selected as MCOs and providers. East Carolina Behavioral Health (ECBH) began operations as an MCO in April, 2012. Coastal Care, formerly Southeastern Center, began operations as an MCO in January, 2013. The on-going discussion on creating three to four Comprehensive Care Entities (CCE) to oversee the network of behavioral health services statewide may be an additional systemic change in the coming years.

The passage and implementation of the Justice Reinvestment Act has revamped the provision of probation and parole in the state. As part of this revamping Coastal Horizons Center has partnered with the Department of Public Safety in providing a Community Intervention Center (CIC) in New Hanover County and Treatment for Effective Community Supervision (TECS) programs in New Hanover, Pender, Lenoir and Craven counties. The emphasis of these programs is cognitive behavioral interventions, promoting pro-social skills and substance abuse treatment while lowering recidivism.

To maintain our leadership position staff have attended multiple meetings on a local, state and national level. These include North Carolina Legislative Committee meetings, the National TASC Board, the American Association for the Treatment of Opioid Dependence Board, the North Carolina Division’s External Advisory Team and Waiver Advisory Committee, the North Carolina Community Corrections Advisory Board, The North Carolina Substance Abuse Professional Practice Board, the Statewide TASC Leadership Team meetings, plus multiple other boards with state and national scopes.

The North Carolina Legislature developed their biennium budget which resulted in a:
- Reduction in administrative funding to the LME/MCOs for administration by $15 million
- Reduces funding for the Alcohol and Drug Abuse Treatment Centers (ADATC) by 12%
- Assures Medicaid funding at the present level of use – Fiscal Year 2013-14 $434 million and Fiscal Year 2014-15 $557 million
- Provides funding for an estimated 70,000 new Medicaid recipients based on the Affordable Care Act (ACA) – Fiscal Year 2013-14 $49 million and Fiscal Year 2014-15 $114 million
- Provides funding for 175 additional probation officers.

On a local level, Coastal Horizons’ Crisis Intervention Services has also expanded their services by its provision of long term care within the Open House Shelter for children and increased clinical services for the children and their families. The Rape Crisis Center (RCC) staff have become experts often called upon to share their expertise on Human Trafficking. The RCC is the only sexual assault program in the state that receives funding to support an advocate who provides direct services for individuals with disabilities as well as a prevention program that focuses on preventing sexual violence among this population.

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

Karen V. Chapple, Executive Vice President of Operations
The Human Resources function within Coastal Horizons Center, Inc. is primarily responsible for recruitment and selection of employees, partnering with Management Team members on business issues concerning the organization, maintaining compliance on employment laws and requirements for the Agency (FMLA, FLSA, ADA, COBRA, Workers Comp, etc.), managing employee development and performance, benefit administration, relationship management with third party service providers, and as a consultative resource for employee relations management. Through the course of any given year, the emphasis on any one human resource focus area to another can shift, and importance can be provided to the human resources service area which best supports Coastal Horizons Center at the time of need.

During the past fiscal year, Coastal Horizons Center experienced continued growth in terms of our overall employee population. These Coastal Horizons Center employees are providing services throughout central, eastern and southeastern North Carolina. The chart below continues to show the consistent growth of our overall staff members over the past few years, and our projected growth for our next fiscal year.

With the ever changing healthcare environment in which we provide our services, combined with the economic challenges we face each year, Coastal Horizons Center, like other employers, continues to embrace the ongoing challenge of providing rewarding professional opportunities for our dedicated staff. Along with maintaining a strong employee benefit plan, coupled with a generous retirement savings plan, Coastal Horizons Center is doing more to preserve the retention of our valued employees. With that in mind, Coastal Horizons Center has also made advances in the area of employee wellness with the addition of its own employee driven Wellness Team. The Wellness Team develops programs and shares information in support of our staff taking steps towards improved living, eating, and exercising programs for their own well being. Wellness programs offered include quarterly newsletters, nutrition education, walking events, as well as stress management techniques and practices.

Supporting the direction and growth of Coastal Horizons Center falls on those in specific, key leadership roles, as well as on those who's continued years of dedication and service to Coastal Horizons Center, who set the measure and standards for our newer employees. Coastal Horizons Center benefits from both the ability to attract highly qualified candidates, as well as sustain leadership offered by those tenured staff members. The following updated chart reflects the commitment and dedication our staff members bring to the organization over the years.

As Coastal Horizons Center continues forward on its mission to provide choices for healthier lives and safer communities, the new, as well as tenured employees who support this mission, remain key to the success of all we can accomplish.

Bob Jalbert
Human Resources Director

### Employee Totals • 2012-2013

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<th>Year</th>
<th>Full-Time</th>
<th>Part-Time</th>
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<tr>
<td>2014-2015</td>
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Coastal Horizons Center, Inc. Employee Tenure Totals

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<td>25+ years</td>
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The Criminal Justice Services (CJS) component of Coastal Horizons Center provides a continuum of services to people involved in the criminal justice system in fifty-three counties of North Carolina and training statewide for staff providing similar services. The primary goals of CJS are:

- To assist the individual in accessing the treatment and community support services needed in their local community to ultimately reduce recidivism
- To provide advocacy within the criminal justice system
- To provide state of the art training to staff involved in Treatment Accountability for Safer Communities (TASC) programs and their partner agencies.

TASC (Treatment Accountability for Safer Communities)
TASC is a critical link between the criminal justice system and treatment services. TASC provides:

- Screening and assessment for those referred;
- Referral and linkages to treatment services needed;
- Access to wrap around services in the local community;
- Monitoring and reporting treatment progress to the referring agent.

These services are provided in 53 counties in North Carolina.

TASC RCE (Regional Coordinating Entities)
The TASC RCEs serves as the management infrastructure for the effective delivery of substance abuse and other treatment interventions to the offender population in North Carolina. The RCE is responsible for ensuring that standardized TASC services are available throughout the 53 counties served. The RCE’s received 9,908 referrals in this past fiscal year. Additionally, of the 8,764 individuals that completed TASC services this year 62% or 5,442 completed the programs successfully.

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

New Hanover County Community Intervention Center (CIC)
The CIC is a 90 day highly structured program for offenders who have continuing problems abiding by their conditions of probation, are unemployed and testing positive for drugs or alcohol during supervision. The program requires the offender to simultaneously attend daily group sessions including: Cognitive Behavioral Intervention, Substance Abuse Treatment and Job Development classes. The goal is to provide structured evidence based programming to offenders and occupy 40-70% of their time involved in pro-social activities to address the criminogenic needs, develop their skill sets for handling risky situations and promote a positive lifestyle. The program provides the opportunity for the offenders to get back on track to be successful on probation.

Drug Diversion
A 12 month voluntary program for first time felony offenders in need of substance abuse services.

Drug Education School (DES)
DES is a state certified course designed for first time offenders 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).
The Treatment Accountability for Safer Communities (TASC) Regional Coordinating Entities (RCE's) provide an objective and effective bridge between two separate systems: justice and treatment. The justice system's legal sanctions reflect the community's concern for public safety, while the treatment community emphasizes therapeutic relationships as a means for changing behavior and reducing the personal suffering associated with substance abuse and mental illness. Under TASC supervision, community-based treatment is accessed for drug-involved and/or mentally ill offenders. The TASC RCE staff provide clinical substance abuse assessments, mental health screening and access to quality services for drug-involved and/or mentally ill offenders.

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

Accomplishments in Client Services for Region I:
- 5,102 clients were referred to Regional TASC services in fiscal year 2012-13
- 62% or 3,102, of clients completed TASC services successfully.
- The Addiction Severity Index Multimedia Version (ASI-MV) continues with positive results.

Accomplishments in Professional Development for Region I:
- All Region I TASC staff are registered either with the NC Substance Abuse Licensure Board or have already received their LCAS, CCS, CSAC or CCJP certification.
- Care Management staff from the Region have completed the TASC on-line Clinical Series Training.
- The majority of Care Management staff have attended all trainings within the Region offered by the TASC Training Institute.

Accomplishments in Regional Development for Region I:
- Quality assurance procedures continue statewide with quality assurance review performed by RCE Director's and the TASC Training Institute Director.
- The RCE updated its software system to achieve an electronic record for clients.

Accomplishments in Professional Development for Region II:
- All Region II TASC staff are either registered with the NC Substance Abuse Licensure Board or have already received their LCAS, CCS or CCJP certification.
- The majority of Case Management staff have attended all trainings within the Region offered by the TASC Training Institute.
- All Region II TASC staff attended ASIST (Applied Suicide Intervention Skills Training)
- Several Region II counties have begun the Walk-in/Intake system

Accomplishments in Regional Development for Region II:
- Quality assurance procedures have been implemented statewide with quality assurance review performed by RCE Director's and the TASC Training Institute Director.
- Region II has been divided into three (3) areas; Northern, Central and Southern. The Northern Area Coordinator is housed in Durham, NC; the Central Area Coordinator (a new operating complex; new coordinator and office assistant hired) is housed in Raleigh; and the Southern Area Coordinator is housed in Fayetteville.

Regional Statistical Information for Region I:
- 78% of clients referred were supervised at Level 1 (highest), Level 2 (high) or Level 3 (moderate) levels of supervision.
- 80% of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) or Level 3 (moderate) need level at intake.

Accomplishments in Client Services for Region II:
- 3,752 clients were referred to Regional TASC services in fiscal year 2012-13.
- 62% or 2,340, of clients completed TASC services successfully.
- The Addiction Severity Index Multimedia Version (ASI-MV) utilization continues with positive results.

Regional Statistical Information for Region II:
- 86.3% of clients referred were supervised at the Level 1 (highest), Level 2 (high) or Level 3 (moderate) levels of supervision.
- 87% of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) or Level 3 (moderate) need level at intake.

Wes Stewart
TASC RCE Director
Region I

Andy Miller
TASC RCE Director
Region II
Treatment Accountability for Safer Communities - North Carolina TASC Training Institute

- The TASC Training Institute provides evidence-based training to TASC staff statewide, via regional and virtual learning environments in order to improve the delivery of services to the offender population across the state of North Carolina.
- The Institute provides TASC Clinical Series Online Training for new staff, NC Drug Education School (DES) Instructor training, DWI Services technical and continuing education training via regional and state conferences, and other Institute sponsored events.
- The Institute continues to develop distance learning modules including, “TASC Clinical Series Online”, and “TASC Continuing Education” online presentations.
- The Institute’s websites provide information, online training, training event information and registrations for the NC TASC Network and the NC DWI treatment provider community.
- The Institute administers the Instructor Certification programs for the NC DES and NC Alcohol and Drug Education Traffic School ADETS programs.
- The Institute provides administrative and technical support, training and consultation for NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services DWI Programs Office, including DWI New Provider Orientation, E508 Certificate Of Completion training and administration, and quality improvement consultation for DWI treatment providers. The Institute’s online DWI Training and Support Center provides a portal for information and training for the State’s nearly 500 DWI Treatment Providers.

North Carolina TASC Training Institute Accomplishments During FY 12/13

- The NC TASC Clinical Training Series is certified by the National Association of Alcoholism and Drug Addiction Counselors (NAADAC) as an online training series. TASC staff completed 1,697 online courses in FY 12/13 for a total of 4,792.5 credit hours awarded. The Institute is a certified NAADAC Education Provider.
- Continuing education topics such as Motivational Interviewing, Mental Health First Aid, Prescription Drug Abuse Awareness, the NC Justice Reinvestment Act, and Addiction and the Brain were provided to 396 TASC and Criminal Justice partner agency staff awarding 2,657.5 credit hours.
- “E 508” DWI Certificate of Completion Web Application Trainings were held monthly, training 197 participants and awarding 1,083.5 credit hours.
- NC DWI New Provider Orientation Training was provided to 164 participants, awarding 999.5 credit hours.
- 104 NC TASC staff members completed Applied Suicide Intervention Skill Training offered by the Institute in partnership with the NC Department of Health and Human Services and the NC Comprehensive School Health Training Center.

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

Outpatient Treatment
- Services for those with Substance Use and Mental Health Disorders
- Individual, Group, & Family Counseling
  - With Auxiliary Medical & Psychiatric Services
  - Mental Health Counseling
- Substance Abuse Intensive Outpatient Program (SAIOP) – structured group, individual and family addiction treatment activities (New Hanover, Brunswick & Pender)
- DWI Assessments & a full array of DWI Services
- Clinica Latina – Specialized Outpatient Services in Spanish
- Child Mental Health Therapy Services
- Adult Drug-Free Treatment
- Adult Treatment for Opioid Dependence
  - Medication Assisted Treatment
    - Opioid Treatment Program (New Hanover – Methadone & Buprenorphine)
    - Office Based Buprenorphine (Brunswick & New Hanover)
- HUD Horizons Housing Program
- Research & Internship Partnerships (with UNC-W, Duke U, & others)

Health & Integrated Care
- Adolescent Services (for Teens & their Parents)
- Program for Youth & their Families – utilizing Seven Challenges and other evidence based treatment approaches
- Intensive In-Home services
- Horizons Adult Regional Residential Treatment Services (HARRTS) Program
- Integrated model of efficient delivery of coordinated and collaborative services with a network of recovery homes

HIV & Early Intervention
- Education, Diagnostic HIV Testing & Referrals in eastern NC
- HIV & Early Intervention Support Group

Primary Care – Horizons Health Services
- “Medical Home” services provided by mid-level practitioners, to integrate primary care with behavioral health
- Services ranging from physical exams to treatment of acute and chronic illnesses, health education, and wellness coaching

Research & Internship Partnership (with UNC-W, Duke U, & others)

Our Outpatient Treatment facilities are now in three (3) locations:

New Hanover County
615 Shipyard Blvd
Wilmington, NC 28412
(910) 343-0145

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

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

Kenny House, LCAS, CCS
Vice-President of Clinical Services

Substance Use and Mental Health Services

Prevention & Outdoor Adventure
- Mobilizing communities to prevent, reduce, or delay use of alcohol, tobacco, and other drugs
- Serving as the Eastern Center for Prevention Resources (CPR)
- Utilizing Best Practice Strategies and Programs proved effective in delivering quality outcomes
Substance Use and Mental Health Services (continued)

Outpatient Treatment

What Has Outpatient Treatment Services Accomplished In The Past Year?

We provide comprehensive, affordable outpatient treatment for adults, children and youth – in the counties of New Hanover, Pender and Brunswick – including the integration of primary care for adults!

New Hanover County…

New Hanover Services & Accomplishments:

- Our Opioid Treatment Program maintained an average of 170 clients throughout the year.
- We provided treatment for an average of 40 clients by contract with Federal Probation and Parole.
- Our Substance Abuse Intensive Outpatient Treatment Program (SAIOP) has continued to serve up to 72 clients at any given time, with six separate sections of SAIOP. SAIOP is offered every Monday, Wednesday and Friday without exception (holidays included). We modified one section of SAIOP to focus on treating those with the more severe co-occurring mental health and substance use disorders.
- Through our Child and Adolescent services, we continued to provide evidence-based treatment interventions. Staff utilize the Seven Challenges Model of therapy for treatment of adolescents with substance use disorders, and Parent-Child Interaction Therapy for treatment of young children with emotional and behavioral needs.
- We maintained a full census in the 5 apartments of permanent housing as part of our HUD Horizons Housing (HHH) Program for homeless clients from the Opioid Treatment Program. The renewal grant for the 2013-2014 fiscal year will allow us to maintain a census of up to 6 individuals or families, in a total of 5 apartments.
- With a grant from the Cape Fear Memorial Foundation, we were able to continue to support leadership positions in New Hanover, Brunswick and Pender counties.
- We served 123 new Spanish-speaking clients in this past year, bringing our total to 418 Spanish-speaking clients since Clinica Latina opened in May 2009.
- Collaborated with NHRMC as well as Rape Crisis in order to provide services to trauma victims.
- Sustaining and continuing these services beyond grant funding.
- We continue to serve over 575 active substance use and/or mental health disorder clients from our Wilmington office.

HARRTS

The HARRTS program was developed as an innovative treatment approach to engage clients who otherwise do not follow-up with outpatient services after either acute hospitalizations or inpatient treatment. We serve clients with primary substance use disorders as well as co-occurring mental health and medical issues.

HARRTS Services & Accomplishments:

- 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, Medicaid, Services for the Blind, medical care at Coastal Horizons, clothing, Vocational Rehabilitation, prescription assistance, transition planning, and Employment Security Commission classes.
- Purchase of some psychotropic and other medications, and connection to prescription assistance programs to assure medical and mental health stability.
- Provide transportation to and from treatment and bus tickets to assist in accessing community resources.
- Agreements with 6 Recovery and Halfway Houses in the community to provide the residential beds - Hope House of Wilmington, PORT Human Services – Stepping Stone Manor, Full Circle Ministries, LINC, Launch Pad, Tree of Life, and All Family Recovery.
- We have continued to work closely with agencies throughout the Eastern Region for referrals; Wilmington Treatment Center, Walter B Jones ADATC, RHA Harbor Facility Based Crisis, PORT Human Services Detox and Outpatient, local outpatient providers, Pitt Memorial Hospital (Vident), Department of Corrections, and other referral agencies across the state. Throughout the fiscal year, we have received referrals from 30 counties.
- We received 444 referrals from numerous sources this year with a total of 175 admissions. During the last quarter of this fiscal year, we have tracked completion percentages as well as overall length of stay in the program. HARRTS overall completion rate for the 4th quarter of fiscal year 2012-2013 was 54 (50% for the fiscal year). For that population, the average length of stay was 100 days. For the clients that did not complete the program, the average across the quarter was 50 days length of stay. Coastal Horizons Center provided 13,191 hours of services across the year including SAIOP, intake, counseling, psychiatric, and residential
services. We continue to track graduates from the program through recovery houses, ongoing treatment services, and direct contact with graduates. To date, 9 clients from over the last 3 years are now full time recovery house staff.

Brunswick County…

**Brunswick Services & Accomplishments:**

- Substance Abuse Intensive Outpatient Program (SAIOP) grew to three sections - with one section focused on co-occurring disorders;
- Office Based Buprenorphine Treatment for opioid dependent clients – with an ongoing caseload between 75 – 95 patients between Brunswick and New Hanover counties.
- Outpatient therapy – individual and group - to treat both mental health and addictive disorders;
- Adolescent programming included 7 Challenges treatment, Life Skills, individual and family therapy. We have developed a stronger affiliation with Brunswick Schools over the past year. We will be offering (10 week) Aggression Replacement Training (ART) in three Brunswick County Middle schools this year funded by a JCPC Grant.
- Classes offered included Anger Management, Recovery 101, Parenting, and Adult Life Skills. Life Skills is supported by a grant from the Good Shepherd Foundation. Life Skills is a wellness program focused on improving basic social skills - targeting individuals new in recovery who lack basic social skills including decision making, emotional management, planning and anticipating consequences.
- Staff participates in the Brunswick County Drug Court, Mental Health Court and Alcohol Intervention Court staff meetings, and are actively involved in providing treatment services to these clients;
- We are paneled with three Employee Assistance Programs. CIGNA EAP is the program offered to employees of Lowes Foods, and employees of Verizon. Novant EAP covers employees of Brunswick Community Hospital, and medical office affiliates; and Carolinas HealthCare System
- The facility was re-landscaped through a generous grant and human energy provided by the Winding River Garden Club
- We were supported by grants from Department of Juvenile Justice, Good Shepherd and Brunswick County.
- Our Multipurpose Room has served as the site for several community events, including several meetings of the Chiefs of Police of Brunswick County, a Zumba-thon, the annual Chamber of Commerce luncheon, and twice weekly NA meetings;
- Supplies for children’s therapy were purchased with a donation from the children at Virginia Williamson Elementary School and Evelyn Smith Wray Village School.

Brunswick County services continue to grow as we utilize our 7,000 sq. ft. outpatient treatment facility in Shallotte – we served 442 NEW active clients, and served over 800 unique clients this past year.

**Pender County…**

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

**Pender Services & Accomplishments**

- In Pender County there are over 650 active clients who receive treatment for mental health and/or substance use disorders. We continue to provide individual, group, family and couples counseling for all ages, and specialized support groups.
- We provided Intensive In Home services to 110 youth and their families. This service resulted in keeping 80% of these families intact, while all were at risk of the youth being displaced from the home at the onset of services. These families included Pender, Brunswick, and New Hanover County residents, we added two Intensive In Home Teams during the year to accommodate the needs in our area.
- Our partnerships with community stakeholders allow us to meet diversified needs such as forensic screening, involuntary commitment screening, and Anger Management classes.
- The Juvenile Crime Prevention Council funded program, “Solving Conflicts,” continues to allow alternative treatment for youth in the juvenile justice system.
- We provided Hospital Discharge appointments for consumers leaving hospital placements and assisted them in obtaining continued medications, treatment and referrals.

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**Outpatient Treatment Clinic – Treatment of Clients by County 2012-2013**

- Brunswick (601) 31%
- Pender (470) 24%
- New Hanover (872) 45%
Substance Use and Mental Health Services (continued)

Health & Integrated Care

We continue to work with individuals who are already in treatment – in our Tri-County and Regional areas. Our focus remains on individuals at high risk for HIV/AIDS and communicable diseases, and providing free HIV related testing, education and counseling services.

HIV Early Intervention Services & Accomplishments:
- Medical Diagnostic Testing and Counseling for HIV in New Hanover, Brunswick and Pender counties (utilizing the OraQuick Rapid HIV Antibody Test)
- Risk Reduction Counseling and Education
- Referrals for other medical and case management services
- Support group for those living with HIV
- Regional testing and counseling in several SA treatment centers located in eastern North Carolina
- We have reached 596 individuals in the Tri-County area with HIV testing along with pre and post test counseling. Also, we have reached 409 individuals through our regional testing - for a total of 1,005 individuals tested this year.
- Our HIV Early Intervention support group continues to meet weekly and continues to grow with referrals from local case managers and with the help of group members that reach out to people in their communities who are also affected by the HIV virus. We also continue to assist our group participants with accessing various HIV/AIDS workshops, trainings, community events, etc.
- Duke Partners in Caring - Medical Center - Pastoral Services continues to provide regional coordination for the distribution of federal funds made via Part B of the Ryan White Act. We have worked closely with Partners in Caring this year bridging the gap between patients, families, communities and resources.

Primary Care – Horizons Health Services
A New Purpose: In the context of our mission, we have added primary care services at our outpatient treatment locations in New Hanover, Pender & Brunswick counties – with the recent help of federal funding. Our goal is to integrate care with Coastal Horizons patients that are in need of a medical home while receiving our behavioral health outpatient treatment services.

Primary Care Services & Accomplishments
- With funding from the Kate B Reynolds Charitable Trust, we continued our medical home services to address the physical health needs of our patients. This is often referred to as “integrated care”, and since we have mid-level practitioners providing these services at our treatment locations, this is also sometimes referred to as “reverse co-location.” Some of the highlights from our third and final year of that particular grant include:
  - 347 patients were seen throughout the year, with the majority of issues being hypertension, diabetes, and hyperlipidemia (elevated cholesterol).
  - 160 flu vaccines were administered over a 4-day flu clinic period – most of the patients had never before received a flu vaccine.
- With new federal funding from SAMHSA, we have been able to expand our integrated care services to all 3 counties of New Hanover, Pender & Brunswick. This funding gives us 4 years to develop a sustainable model for primary care. We have assembled a team including a Care Integration Coordinator, Mid-level Providers, Wellness Coach, Medical Assistant, and Office Manager to provide a comprehensive care experience for our patients. We have also assembled a Care Integration Advisory Board to assist us as we further develop our model. Our first year goal is to provide primary care services for 200 patients.

New Outpatient Treatment Initiatives:
- We will continue to pursue opportunities to offer comprehensive services to Veterans and their families and obtain training on the special needs of this population.
- We will continue to expand the provision of child & youth services in all 3 counties – such as evidence based Child Mental Health services and Intensive In-Home services. Intensive In-Home services utilize specialized family therapy to prevent out of home placement and support family reintegration for young consumers.
- We will continue to provide trauma-focused counseling services – including integrated treatment of trauma-related issues and substance use disorders – in partnership with the Rape Crisis Center of CHC and the Cape Fear Area United Way.
- We will continue to expand integrated care – delivering primary health care services in a context that allows for behavioral health outcomes to improve.
- We have been selected by Brunswick County Schools to provide all 17 Brunswick County schools with school-based mental health therapy services beginning in Fall 2013. We are already providing these services in 2 Pender County schools, and hope to expand there as well.
- Collaborative partnerships under our Pender County leadership resulted in being awarded a three-year regional federal grant to provide “Intensive Family Preservation Services” for Department of Social Services families. This time-limited service aims to reduce abuse, neglect, and displacement of children from their homes.
- Our Pender services have expanded to provide the enhanced SAIOP services to assist consumers in gaining skills to sustain recovery.
- In New Hanover County, we will implement buprenorphine (medication-assisted) treatment as an option within the Opioid Treatment Program (OTP). This design will allow us to offer supervised Buprenorphine dispensing services, providing increased monitoring and decreased risk of diversion.
Best Practice Strategies and Programs - Proven Effective

Prevention Services provide a wide range of age appropriate, culturally relevant, and research-based programs and strategies designed to promote healthy choices and prevent problems associated with alcohol, tobacco, and other drug use. There are six types of service: 1) information, 2) education, 3) alternatives, 4) problem identification and referral, 5) community based processes, and 6) environmental changes.

There are five “best practice” steps to providing services: 1) needs assessment, 2) capacity development, 3) planning, 4) implementation, and 5) evaluation.

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:

Prevention Best Practice Programs

Youth
- 75 youth were served with Project Venture (Year Long Skill Building Program for Middle School Youth).
- Over 270 youth were served at the Juvenile Detention Center through assessments or with an evidence based program (EBP). Seven Challenges was provided to 259 youth and assessments for 200 youth.
- 177 students were referred from New Hanover, Pender, and Brunswick County schools, juvenile justice, social services, or other sources to the Skills for Success Program. Youth referred for Prevention Services receive Toward No Drug Abuse (TND) and their families receive Staying Connected With Your Teen or Strengthening Families.
- 44% of students received Prevention Services
- 56% of students were referred for Additional Services or Treatment

Adults
- 76 families were served with Parent Skill Building Programs such as Strengthening Families, Guiding Good Choices or Staying Connected with Your Teen.

Prevention Best Practice Strategies

Environmental and Policy Change: Changes to laws, norms, policies, and practices help communities address the root causes of problems such as teen tobacco use, underage drinking, impaired driving, and other drug use.

- Staff worked with the Cape Fear Coalition for a Drug Free Tomorrow to identify youth access to alcohol challenges and survey area merchants using Alcohol Purchase Surveys to determine the rate of merchant compliance with Pre-Purchase Identification Checks (ID Checks); after surveying 139 stores, non-compliant stores were sent a letter about the outcome of the survey and provided information on proper identification confirmation and decals with reminders to check ID. In follow-up surveys with non-compliant stores, the compliance for those stores increased to 92%.
- A Safe Homes Pledge Campaign is underway in partnership with the Cape Fear Coalition for a Drug Free Tomorrow; to date 344 homes have signed the Safe Homes Pledge stating alcohol will not be provided to minors in their home.
- A campaign is underway with the Coalition to prevent youth prescription drug abuse; this year 76 home medication lock boxes have been distributed to help prevent access to prescription medications in the home.
- Media messages were delivered through radio or billboard on Preventing Youth Access, Parent Provision, Parent/Child Communication and Prescription Drop Off Events.
Prevention and Outdoor Adventure (continued)

Community Awareness Campaigns:
- Over 250 people attended the Recovery Month Celebration Awareness Event with music, food and family friendly fun; consumers and community partners were involved in the planning and implementation of the event.
- 2,875 youth attended Alcohol, Tobacco and Other Drug (ATOD) presentations or programs.
- 2,375 people attended local Health Fair Events where ATOD information and resources were distributed.

Outdoor Adventure Best Practices and Programs
- 1,039 participants were served through Outdoor Adventure Programs including:
- 75 youth were served in after-school Teambuilding Programs in Brunswick, Pender, and New Hanover Counties.
- 14 young adults were served through Youth Build sessions with the Wilmington Housing Authority.
- 91 youth were served in Program Elements through a partnership with the New Hanover County Sheriff’s Department.
- 260 individuals in a residential treatment facility were served on the Ropes Course.

Capacity Building and Technical Assistance in the Region:
- 12 e-newsletters were disseminated to professionals throughout the state that provided state news, trainings, resources and opportunities through the NC Centers for Prevention Resources.
- 8 free webinars that qualified for substance abuse professional credit were hosted by the NC Centers for Prevention Resources.
- The NC Centers for Prevention Resources and VISTA VetCorps Volunteer collaborated with the NC National Guard on substance abuse prevention and wellness initiatives.
- 284 NC National Guard Soldiers received the Team Readiness Mini-Modules on Substance Abuse Prevention

Evidence Based Programs (EBPs)

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<tr>
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<th>Protecting Me</th>
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<th>I’m Special</th>
<th>Project Venture</th>
<th>Toward No Drug Abuse</th>
<th>Guiding Good Choices</th>
<th>Staying Connected With Your Teen</th>
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How Prevention Makes a Difference in our Community:
- Brunswick County
  - Community Coalition Building
  - Community Awareness
  - I’m Special
  - No Fumo Tobacco Prevention
  - Outdoor Adventure Programs
  - Reach Out New (Underage Alcohol Prevention)
  - State Incentive Grant (Impaired Driving Initiative)
  - Staying Connected with Your Teen
  - Toward No Tobacco Use
  - TRU Tobacco Prevention
- Pender County
  - Community Coalition Building
  - Community Awareness
  - Guiding Good Choices
  - I’m Special
  - Outdoor Adventure Programs
  - Project Venture
  - Protecting You, Protecting Me
  - Reach Out New (Underage Alcohol Prevention)
  - Staying Connected with Your Teen
  - Toward No Drug Abuse
- New Hanover County
  - Alcohol Purchase Surveys
  - Community Coalition Building
  - Community Awareness
  - Guiding Good Choices
  - I’m Special
  - No Fumo Tobacco Prevention
  - Outdoor Adventure Programs
  - Program Elements
  - Reach Out New (Underage Alcohol Prevention)
  - Staying Connected with Your Teen
  - Toward No Drug Abuse

Statewide and National Leadership:
- NC Substance Abuse Prevention Providers Association (NCSAPPA) Board of Directors, Secretary/Communications Officer; Executive Committee; Policy and Advocacy Committee; Workforce Development Committee.
- NC Substance Abuse Federation representing the NC Centers for Prevention Resources.
- Addiction Professionals of NC (APNC).
- NC Association for the Treatment of Opioid Dependence (NCATOD) Chair.
- American Association for the Treatment of Opioid Dependence (AATOD) Board member.

Counties Served
- Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Green, Halifax, Hertford, Hyde, Jones, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Sampson, Tyrrell, Washington, Wayne and Wilson

Strategies Utilized
- Community Environmental Scans to assess factors contributing to the problem
- Community Mobilization, Training and Empowerment
- Policy Advocacy Work to change laws, policies, or social norms and practices
- Support for Law Enforcement, existing policies or laws
- Community Awareness Campaigns
- Market Tested Media Campaigns through billboards, newspaper, theater slides, and a variety of print
Performance Improvement Teams addressed the following issues during the year:

- Submission and acceptance of Enrollment Applications for Local Management Entity-Management Care Organizations [LME-MCO’s] (CoastalCare and Eastpointe) to have Coastal Horizons Center included as an approved network provider for mental health and substance abuse services required by 1915 b/c Medicaid Waiver for North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

- Implementation of an improved electronic medical records and billing application (AlphaFlex) to manage fee for service events for outpatient substance abuse and mental health records/claims that consolidated operations into a single system utilized by the Wilmington, Shallotte and Burgaw offices.

- Exploration of expanding medication assisted substance abuse outpatient treatment services to include on-site dispensing of Buprenorphine at the Wilmington office.

- Training of clinical staff to incorporate the LOCUS (Level of Care Utilization System -18 years and older) and the CALOCUS (Child & Adolescent Level of Care Utilization System – ages 5 to 17) developed by the American Association of Community Psychiatrists and the American Academy of Child and Adolescent Psychiatry. These assessment tools are used to assess level of care needs for mental health consumers and required for all Service Authorization Requests (SAR) for consumers whose funding (Medicaid & State) is controlled by LME-MCO's.

- Measures were taken to address aspects of Accountable Care. Among the initiatives were backfilling of consumer appointments, staff productivity, monitoring consumer trends and evaluating consumer treatment outcomes to improve efficiency and effectiveness of service.

- The Information Technology department created and implemented an automated-telephonic appointment reminder system originally designed for outpatient mental health/substance abuse consumers that will also be used by the organization’s Primary Care unit.

- Including the Body Mass Index as a feature of the comprehensive clinical assessment for all mental health and substance abuse outpatient treatment consumers.

Dr. David Joseph announced his resignation as Coastal Horizons Center’s Medical Director effective December 2012. Dr. John J. Harris was hired as the new Medical Director as of December 29, 2012.

The Consumer Satisfaction Survey for 2012-2013 from all three locations and Clinica Latina had the following collective responses:

- Of Outpatient Substance Abuse & Mental Health Treatment consumers surveyed:
  - 96% indicated that “employees are sensitive to my ethnic/cultural background”,
  - 95% indicated that “I have felt comfortable asking questions about my treatment”,
  - 98% indicated that “I feel safe in and around this agency when I arrive or leave”,
  - 93% indicated they “would recommend this agency to a friend or family member”,
  - 97% indicated that “I am making progress with recovery”,
  - 93% indicated that “I am able to get the kind of services that I need”,
  - 96% indicated that “I am able to talk to my counselor when I need help”, and
  - 91% indicated that “Staff are responsive to my needs and concerns”.

Eric Luttmer
Vice President, Medical Services & Corporate Compliance
The Rape Crisis Center (RCC) of Coastal Horizons Center is the only stand alone rape crisis center serving victims of sexual violence and their loved ones in New Hanover and Brunswick Counties. The Rape Crisis Center continues to provide free and confidential services to those they serve. Staff and volunteers provide 24-hour crisis response to victims in need at the hospital, and work with those victims from the moment they are in the hospital all the way to the courtroom and beyond. While working with victims and loved ones who have experienced the devastating effects of sexual assault, the Rape Crisis Center staff work closely with clients to seek necessary resources, link to appropriate agencies, and provide support and advocacy with court officials and law enforcement. The groups that are provided at the Rape Crisis Center have been expanded for survivors of sexual abuse, children, teens, and parents of survivors, to include those and even more specialized groups. These specialized groups include but are not limited to; addressing trauma related nightmares, substance abuse and co-occurring sexual assault group, to alternative healing groups. As always, all the services and groups remain a free service to clients of the Rape Crisis Center. Rape Crisis Center continues to depend on dedicated community volunteers to ensure that hospital response is available 24/7/365. In 2012-2013 fiscal year, dedicated volunteers and interns provided over 8,800 hours of on-call coverage.

The Rape Crisis Center of Coastal Horizons Center prides itself on its continued growth and ability to reach out to its community in order to provide free, competent direct services to sexual assault victims. To advertise and promote RCC's fundraising and awareness events, staff created a Support RCC facebook page which has received over 300 “likes.” RCC also created a Friends of RCC E-Blast newsletter which reaches over 150 subscribers. Also during April, which RCC has proclaimed as “Sexual Assault Activism Month”, the following activities took place in both the New Hanover and Brunswick Communities: Proclamations by both the New Hanover County Commissioners, Brunswick County Commissioners and the Wilmington City Council; Teal Tuesdays at UNCW and Brunswick Community College; Jeans for Justice at community agencies as well as a Jeans for Justice Jeans Sale at 10 local boutiques that donated proceeds to RCC; and a Volleyball tournament at Capt n’ Bils Backyard Grille.

Due to the Rape Crisis Center’s growth, services have been expanded to specialized populations, including; individuals with disabilities, the Hispanic population, and those with co-occurring sexual trauma and substance use disorder. This expansion has allowed for even more thorough and effective therapy, advocacy methods and outreach efforts with community partners such as; The Disability Resource Center, Voces Latinas, local area “Walk and Talks” in predominantly Hispanic neighborhoods, as well as the Wilmington Treatment Center. In addition, RCC specialized staff provided clinically competent services to 171 patients in collaboration with the Wilmington Treatment Center. The Rape Crisis Center is dedicated to providing services to populations that are at increased risk of sexual violence and are considered “underserved” due to their circumstances. The Rape Crisis Center’s Underserved Project has provided services to 262 underserved victims.

The Rape Crisis Center was also awarded a grant from the Governor’s Crime Commission for FY 12-13 which allowed RCC to expand already-existing therapy services for survivors of sexual violence. This grant allowed RCC to further establish and promote RCC short-term therapy services with the addition of a new clinician on staff. This grant allowed 369 survivors of sexual assault, with no insurance, to receive free, clinically competent therapy services from clinicians who understand the impact of sexual trauma. The clinical staff provided over 1,000 hours of therapy services as well as received training in evidence based treatments such as Eye Movement Desensitization and Reprocessing (EMDR). With such high demand for mental health services to address sexual trauma, RCC is proud to be able to provide specialized therapy services in an attempt to meet the needs of our communities.
Also, the Rape Crisis Center continues to work with community partners to develop protocols for serving victims of human trafficking who seek services in the area. The RCC advocates who participate on this committee are continuously sought out by local and state partners, including UNCW and the North Carolina Coalition Against Sexual Assault to provide trainings and information on this issue.

The Rape Crisis Center prides itself on the quality of competent and passionate staff who serve the victims of sexual violence in both New Hanover and Brunswick counties. The Rape Crisis Center remains the only victim services agency in Coastal, Southeastern North Carolina comprised of direct services staff certified as Victim Services Practitioners through the NC Victim Assistance Network, and has 4 clinicians on staff. In order to increase the ability of staff to successfully serve victims and remain the experts on sexual violence, the Rape Crisis Center staff participated in 121 professional development trainings. The Rape Crisis Center Supervisor also serves on the North Carolina Coalition Against Sexual Assault Board, serving as Vice Chair on the executive committee and as Co-Chair for the Legislative Committee, allowing Rape Crisis Center to provide valuable input on services and key legislative issues for programs across the state of N.C.

Another component of the Rape Crisis Center is primary prevention education, which has worked its way into all of the local high schools in Pender County and middle schools in New Hanover County. The goal of primary prevention is to prevent sexual violence before it occurs, while educating them on healthy sexuality and relationships. The prevention team works to impart the prevention education initiative through evidenced based curriculums, to ensure the proper methods of education. As prevention education is continually experiencing budget cuts, the prevention education team at the Rape Crisis Center has remained a leader in the Cape Fear area due to their effective education initiatives and community based efforts.

Free and confidential, 24-hour services are made possible through the support of the NC Governor’s Crime Commission, the NC Council for Women/Domestic Violence Commission, United Way, the NC Department of Health and Human Services – Injury and Violence Prevention Branch, The City of Wilmington, New Hanover County, Brunswick County, ATMC, the St. James Community, generous financial and in-kind donors, and volunteers from the Brunswick and New Hanover communities.

RCC Staff Achievements:
FY 2012-2013 was a big year for Rape Crisis Center Staff. As the only stand-alone sexual assault victim service provider in Southeastern North Carolina, RCC is often consulted by other service providers and organizations on the local and state level for their expertise. RCC Staff Julie Ozier and Jessica Green were asked to present at the National Association of Social Workers – North Carolina annual conference on providing services to individuals with disabilities who are victims of sexual violence. Additionally, Katie Vance and Jessica Green presented at the North Carolina Coalition Against Sexual Assault semi-annual conference on RCC’s direct service and prevention efforts among individuals with disabilities. The NC Foundation for Alcohol and Drug Studies at the Winter School for Social Workers statewide conference requested that RCC Staff Julie Ozier and Buffy Hughes present on working with individuals facing co-occurring issues of substance abuse and sexual trauma.

RCC Staff continue to strive to enhance professional development through trainings to provide the best possible services to victims of sexual violence in our community. Most notably, three (3) RCC clinical staff (Julie Ozier, Lauren Slusher, and Judith Knisely) completed Eye Movement Desensitization and Reprocessing (EMDR) training in order to help victims of sexual violence reduce frequency of post traumatic stress disorder (PTSD) symptoms. Additionally, Stacie Kaiser and Judith Knisely completed the week-long Victim Service Practitioner (VSP) certification course through the North Carolina Victim’s. RCC is very proud to announce that RCC Staff, Deanna Stoker, was recognized at the North Carolina Coalition Against Sexual Assault semi-annual conference and received the Anne Fishburne Award for “Invaluable Assistance in Raising Awareness and Initiatives to Support Sexual Assault Services in North Carolina through the Legislative Process” and was elected to serve as Vice-Chair of the Board of Directors for the North Carolina Coalition Against Sexual Assault.

New Hanover – Program Operations Fiscal Year 12-13:

- 435 new sexual violence victims/survivors sought Rape Crisis Center services which is a 19% increase from FY 2011-2012.
- 96% of clients who completed a client satisfaction survey stated that they “Agree” or “Strongly Agree” that they have made progress in coping with their sexual trauma through RCC services.
- 88 family members, friends and/or significant others of victims sought services.
- On average 52 continuing victims/survivors utilized RCC services per month.
- 19% of new victims served were under the age of 18.
- 82 hospital interventions were provided with 84% of victims filing a preliminary law enforcement report and 76% consenting to completing the evidence collection exam.

Rape Crisis Center New Hanover & Brunswick Counties Client Age Breakdown 2012-2013

- 18-25 Years: 25%
- 26-39 Years: 52%
- 40-60 Years: 19%
- 61+ Years: 1%
- 0-17 Years: 23%
- 41-60 Years: 19%
Program Affiliations:
- New Hanover County Sexual Assault Response Team
- Cape Fear Human Trafficking Rapid Response Team
- Domestic Violence Advocacy Council
- Elder Abuse Prevention Network
- Cape Fear Disability Commission
- Adult Protective Services Interagency
- New Hanover County Community Child Protection Team
- Community Crisis Response Team
- UNCW Sexual Assault Response Team
- North Carolina Coalition Against Sexual Assault
- North Carolina Victim’s Assistance Network
- Cape Fear Human Trafficking Rapid Response Team
- New Hanover County Sexual Assault Response Program

Fiscal Year 2012-2013 Achievements:
- The New Hanover County Sexual Assault Response Team (SART) increased participation from local law enforcement agencies within the last year, and maintained active participation from the District Attorney’s Office, hospitals, DSS, and other victim service providers. SART established its first ever mission statement, which is as follows: “The New Hanover County Sexual Assault Response Team (SART) is a collaborative effort between victim service provider agencies, the district attorney’s office, law enforcement, and hospitals. SART strives to improve services for survivors of sexual assault by reviewing protocols for responding to reports of sexual violence, providing support and compassion to survivors by promoting the prosecution of perpetrators, and providing trainings and outreach to maintain appropriate skill and sensitivity while supporting survivors.”
- The Rape Crisis Center provided 28 training sessions for professionals in victim response, reaching 517 future members of law enforcement and current social services/mental health providers.
- In 2012-2013, the Rape Crisis Center offered 116 support groups to adult, child, and adolescent survivors of sexual violence, with a total of 267 participants.
- In 2012-2013, RCC provided 733 hours of FREE therapy services to 457 clients who did not have insurance or were underinsured.
- RCC participated in the annual production of the “Vagina Monologues” sponsored by the UNCW Women’s Studies and Resource Center. RCC Staff, Katie Vance co-directed the show and RCC Director Julie Ozier was among the cast. The show raised $2,000 to benefit the RCC.

BRUNSWICK - Program Operations – Fiscal Year 2012-2013:
- 125 new sexual violence victims/survivors sought Rape Crisis Center-Brunswick services which is a 14% increase from FY 2011-2012.
- 91% of client satisfaction surveys reported that RCC clients either “Agree” or “Strongly Agree” that they are making progress with coping with their sexual trauma.
- 58 family members, friends and/or significant others of victims sought services.
- An average of 27 continuing victims/survivors utilized Rape Crisis services per month.
- 35% of new victims served were under the age of 18.
- 27 hospital crisis interventions were provided with 70% of victims filing a preliminary law enforcement report of the assault.
- RCC Staff provided Court/Trail Accompaniment 17 times which resulted in 3 guilty verdicts.

Program Affiliations:
- Brunswick County Sexual Assault Response Team
- Brunswick County Community Child Protection Team
- Cape Fear Human Trafficking Rapid Response Team
- North Carolina Coalition Against Sexual Assault
- North Carolina Victim’s Assistant Network

Fiscal Year 2012-2013 Achievements:
- The Rape Crisis Center - Brunswick presented 53 community rape awareness programs to 1,540 Brunswick County residents and professionals.
- In 2012-2013, RCC-Brunswick clinical services began providing two open Survivor’s Group that are offered weekly. 71 Survivor’s groups were provided with 151 participants and 100% of group participants reported a rating of “Excellent.”
- The Rape Crisis Center – Brunswick has established partnerships with community agencies to provide regular awareness presentations about sexual violence in our community. These presentations include: Head Start of Brunswick County and Brunswick Community College.
- In the Brunswick County area, 2 Churches and a privately owned establishment have offered space for the Latino/Hispanic Victim Advocate to facilitate groups. Twelve sessions “Awareness and Empowerment” groups were offered in the Shallotte and Leland areas with an average participation of 15 each.
- In honor of April’s Sexual Assault Activism month, the Rape Crisis Center – Brunswick held its fourth annual “Jeans for Justice” awareness campaign and fundraiser. Community partners such as Doshier Memorial Hospital participated in the campaign raising $500 for RCC-B.
- The Rape Crisis Center-Brunswick continues to depend on dedicated community volunteers to provide 24/7/365 hospital response. In 2012-2013, community volunteers provided 2,566 hours of service.

Rape Crisis Center 2012-2013 Relationship of Victim to Offender

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<td>Family Member</td>
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The Rape Crisis Center – Brunswick held the 2nd Annual Zumba-thon® fundraiser in April, in honor of Sexual Assault Activism Month, which raised $1,020, which was considered a major success for RCC-B and our local community.

RCC staff in collaboration with the Oak Island Police Department, offered Camp Thrive for teenage girls. Several community businesses and organizations made donations of food, funding and volunteer time to support the program.

The RCC staff began working with Mental Health Court through a referral process to provide supportive and clinical services to court ordered clients who are survivors of sexual violence.

Rape Prevention 2012-2013 Achievements:

- The Rape Prevention Education Program continued their partnership with University of North Carolina Wilmington’s Health Education Department and New Hanover County Schools in implementing a peer education program using an enhanced version of Safe Dates, a healthy relationship and sexual assault prevention curriculum. This initiative focuses on students improving healthy relationships, conflict resolution skills, and recognizing and challenging the effects of gender stereotyping. It is proven to reduce the risk of sexual violence victimization and perpetration. Over 700 New Hanover County 8th graders benefited from the UNCW mentor facilitated program.

- Through continued collaboration with Pender County Schools, the Rape Prevention Education team of the Rape Crisis Center continued facilitation of Safe Dates to all Pender County High School's 9th grade classes. This project assisted in fulfilling a portion of the Healthy Schools/Safe Students Federal Grant Initiative. Over 550 Pender County 9th graders received the 9 session evidence based curriculum focusing on improving healthy relationships, conflict resolution skills, and recognizing the challenging effects of the media and gender stereotyping. All the students participated in a poster contest focused on healthy relationships. Winners of the contest had their artwork posted in the Pender County District Attorney’s Office.

- Over 300 men, women, and children put on their high heeled shoes again this year and took to the streets of downtown Wilmington to protest sexual assault and gender violence for the 4th annual “Walk a Mile in Her Shoes” Men’s March. The theme for the 2012 event was “I Walk Because…..”. People had the opportunity to tell us why they are walking. Reasons that people listed included; because I want my daughters to walk without fear, every woman deserves to be safe and protected, because of all the women who never got to tell their stories, and because her community is my community. This year’s event raised over $5,000, with all proceeds benefiting the Rape Crisis Center Prevention programs throughout New Hanover, Brunswick, and Pender Counties.

- The Rape Prevention Education team is excited to announce the newest project, developing a prevention program for providers and families working with individuals with disabilities. A committee of dedicated individuals has begun the development of a training program to be used in New Hanover County Schools in partnership with the New Hanover County Schools Advisory Council on the Education of Children with Special Needs.

“The Center and my counselor have brought me back to life, and helped me through the numbness.”

“The Center listens, evaluates and gives methods for quick, effective and easy healing. Thank you for everything.”
Open House Youth Shelter is a 9-bed coed facility focused on improving male and female youth (ages 6 to 18 years of age) safety, well being, personal growth and self sufficiency. We provide a positive peer community and encourage youth’s personal growth through skill building and counseling, providing for basic food, clothing and shelter needs, as well as long-term residential services. Open House accepts referrals from the Departments of Social Services, law enforcement, Juvenile Justice, school officials, other youth serving professionals, as well as through self- and parent/legal guardian referrals. Open House is licensed, every two years, through the North Carolina Division of Social Services for Emergency Foster Care placements as well as regular Foster Care services. This allows for the spectrum of assistance for families and youth in discord, from emergency, temporary and respite care, to long term residential care services. Funding support through the City of Wilmington, New Hanover County, U.S. Department of Health And Human Services – Family and Youth Service Bureau, Federal Emergency Management Assistance, Foster Care, and Child/Adolescent Crisis Respite reimbursements all support shelter services.

Program Operations In Fiscal Year 2012-2013:

- Open House provided 2,287 days of service, for 68 unduplicated youth between the ages of 6 and 18.
- A total of 9 youth returned to Open House within the fiscal year accounting for a total of 77 shelter stays.
- 43% of youth served were female; 57% were male.
- 5 sibling sets were served within the fiscal year.
- The overall average length of shelter stay was 30 days; however, for youth who were in the custody of the Department of Social Services, the average length of stay was 54 days. For youth who were runaway, homeless, and otherwise displaced youth, the average length of stay was 13 days.
- Open House served a total of 18,707 “family style” meals and snacks to youth in care.
- 79% of shelter stays resulted in reunification with family upon discharge when reunification was the plan.
- 3 Youth celebrated their 18th birthdays while in care at Open House.
- Based on self report in an exit survey that each youth has the option to complete upon discharge, 76% rated their overall experience at Open House as “positive”, while only 10% of youth rated their overall experience as “negative” (14% of youth either declined to respond or rated their overall experience as “neutral”).

Program Affiliations:
Open House Residential Team maintains active memberships and participation on:
- New Hanover County Community Child Protection Team
- North Carolina Child Fatality Review Team
- New Hanover County Child Abuse Prevention Coalition
- National Runaway Switchboard
- FEMA Emergency Food and Shelter Local Board
- Tri-County Homeless Interagency Council
- Youth Action Coalition
- Community Crisis Response Team
- Pender County Community Child Protection Team

Fiscal Year 2012-2013 Achievements:

- Open House was selected as a site for the volunteer run program Work on Wilmington. On a Saturday in April 2013, a group of over 35 volunteers descended upon the shelter facility with the singular goal of making it better! The group, which was mostly comprised of students from Wilmington Christian Academy and Cape Fear Community College, plus a handful of lawn care professionals, spent the entire day painting the facility corridors and lobby. Additionally, the group of volunteers installed new sod, pine straw, and a tomato garden in the backyard for Open House youth and staff to enjoy for years to come!
- After more than twelve years in the current facility, many of the large appliances that had served Open House so well for so many years began to show their age. Thanks to a generous grant from the Landfall Foundation, Open House was able to upfit all of the crucial large appliances that are needed to carry out the daily details of shelter life, including a new refrigerator, dishwasher, range, clothes washer and dryer, freezer, and vacuum cleaner. This has aided staff in teaching youth vital daily living skills such as basic home care and cooking.
- In an attempt to better prepare the youth served at Open House for independent living once they age out of care, the GPS (Gaining Practical Skills) curriculum was developed. The curriculum includes fundamental skills such as banking, using public transportation, preliminary car maintenance, interviewing techniques for employment, filing taxes and more. GPS is a college intern-run program and is an example of the symbiotic relationship that Open House shares with the University of North Carolina at Wilmington. In the past fiscal year, Open House benefited from the added support of three Bachelors in Social Work Interns. The interns received weekly supervision from the Open House Clinical Supervisor, and gained invaluable experience working with at-risk youth.
- In these difficult economic times and as part of a nonprofit agency, Open House is thankful for partnerships with Trader Joes, Panera Bread, Great Harvest, Food Bank of NC, Tidal Creek Coop, and Cottle Organics which allow Residential Counselors to stretch the shelter’s food budget. Throughout the year, these local businesses donated fresh high-quality food and products to Open House. At times, Open House received so many consumable donations and was happy to share the abundance of with other partner agency nonprofits in the community.
- Twice a week throughout the summer, youth at Open House participated in Kids Making It, an entrepreneurial program which teaches at-risk youth woodworking and vocational skills. Open House youth have enjoyed this opportunity to gain marketable talents.
- Thanks to an alliance fostered with the Brigade Boys and Girls Club, any youth served by Open House has gained honorary membership to Brigade while they are in care. This allows for youth to enjoy this teen-friendly resource which allows them to socialize with other youth after school and during the summer.
DREAMS of Wilmington supplied Open House with a teaching artist who came to the shelter weekly during the school year and facilitated a variety of arts and crafts activities. To accommodate the fluid nature of the ever-changing shelter population, the teaching artist tailored her lessons to the interests of the youth currently in the shelter. Lessons included crochet, ethnic cooking, drawing and painting, special-effect monster makeup, tie-dye, and many more!

The Rape Crisis Center staff and volunteers facilitated a weekly male-mentoring group with male clients of Open House during the school year. As part of the Our Voice curriculum, the young men learned the essentials of building and maintaining healthy relationships, preventing relationship violence, interviewing skills, and professional conduct.

In Fiscal Year 2012-2013, Open House hosted several Secret Chef Events in which a local celebrity chef cooked a delicious meal for the youth. The ingredients available are a surprise to the celebrity chef, and the specific time and day are a surprise to the youth and shelter staff—why we call it “Secret Chef”! The result is that the youth learn how to make tasty and nutritious meals with little preparation and on a budget!

Health and fitness is a critical aspect of every youth’s overall well-being. For the 4th year in a row, the Wilmington Family YMCA provided reduced rate annual memberships for Open House youth and staff.

Open House has a full time Licensed Clinical Social Worker Associate (LCSWA) on staff. The Clinical Supervisor is available to provide Solution-Focused Brief Treatment and Cognitive Behavioral Therapy in-house for youth and their families while they are in care, and for a period of three months after discharge. In this fiscal year, the Open House Clinical Supervisor provided over 113 hours of completely free therapy to youth and their families.

In June of 2013, Open House received 200 round trip bus passes from the Wave Public Transit Making Waves Foundation. The bus passes will aid in teaching youth how to use public transportation as part of the aforementioned GPS Curriculum. Youth will ride Wave Public Transit buses with Open House Residential Counselors until they feel comfortable and confident enough to do so themselves. Older youth in care will then be able to use public transportation to become self-sufficient, which may include using public transportation to seek employment, and eventually to get to and from their jobs.

Crisis Line Hotline
Many situations leave individuals, couples and families feeling overwhelmed and confused. In Fiscal Year 2012-13, Coastal Horizon Center’s Crisis Line Hotline assisted people 24-hours a day, 7 days a week during their time of crisis. Trained hotline counselors assisted our Cape Fear neighbors struggling with depression, suicidal thoughts, homelessness, emotional distress, PTSD, sexuality and relationship concerns, family conflict, child abuse, sexual and domestic violence, parenting challenges, and alcohol, prescription and other substance use problems. Information and referrals were also provided to facilitate linkages with available, needed resources. Trained crisis hotline specialists and community volunteers maintained Hotline Services, available for the Brunswick, New Hanover and Pender county region, and beyond, in cooperation with additional funding support provided through Cape Fear Memorial Foundation, City of Wilmington, New Hanover County, and United Way of the Cape Fear Area.

Program Operations In Fiscal Year 2012-2013:
- Crisis Line Hotline assisted 1,913 individual and/or households crisis hotline contacts, requesting crisis counseling, or information and referral services.
- Hotline staff and volunteers provided over 458 hours of free crisis intervention counseling and information and referral linkages.

The Top 10 Issues/Reasons that individuals called the crisis hotline in order of call volume were:
1. Depression
2. Interpersonal Issues
3. Financial Issues
4. Housing Issues
5. Psychiatric Issues
6. Shelter for Youth
7. Drugs Involved/Drug Use
8. Domestic Violence
9. Suicidal Thoughts
10. Employment Issues