On the Cover (left to right, top to bottom):

610 Market Street
Crisis Line/Open House location in the early 1970's

3333 Wrightsville Avenue
Coastal Horizons Center Administration, Crisis Line/Open House and Prevention location in the mid to late 1990's

315 Walnut Street
Crisis Line/Open House Youth Shelter, and Rape Crisis Center location in the early to mid 1980's

721 Market Street
Cape Fear Substance Abuse Center (Prevention and Treatment), Administration, TASC, and Rape Crisis Center location in the 1990's

415 Chestnut Street
Crisis Line/Open House Youth Shelter and TASC location in the mid to late 1980's

615 Shipyard Boulevard
Current campus of Coastal Horizons Center in Wilmington (all programs)

415 Grace Street
Crisis Line/Open House Youth Shelter and Rape Crisis Center in late 1980s and early 1990s; and New Hanover Drug Abuse Committee (Prevention and Treatment) was also located at 1002 Grace Street Crisis Line/Open House Youth Shelter in the late 1970's

215 North Greene Street, Snow Hill
Current location of the Greene County CHC TASC Program

801 Princess Street
Cape Fear Substance Abuse Center (Prevention and Treatment) and TASC location in the late 1980's

Crisis Line/Open House Youth Shelter Serenity Garden
Current location at 615 Shipyard Boulevard renovated in 2010

803 South Walker Street, Burgaw
Current location of Coastal Horizons Center (Pender Program) Mental Health and Substance Abuse Treatment and TASC

16 South 7th Street
Crisis Line/Open House Youth Shelter location in the late 1970's

202 North Fifth Street
Cape Fear Substance Abuse Center (Administration, Prevention and Treatment) location in the early 1980's

207 West Main Street, Clinton
Current location of the Sampson County CHC TASC Program

2805 Trent Road, New Bern
Current location of CHC TASC RCE Region 1 office

120 Coastal Horizons Drive, Shallotte
Current location of Coastal Horizons Center (Brunswick Program) Mental Health and Substance Abuse Treatment and Rape Crisis Center

(All locations are in Wilmington unless otherwise indicated)
(Coastal Horizons Center currently has 35 locations. All are not represented on the cover)
Our Mission...

Coastal Horizons Center, Inc. promotes choices for healthier lives and safer communities by providing professional assistance to those in need of prevention, crisis intervention, criminal justice alternatives, community outreach and substance abuse and mental health treatment services.

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A. Farah Boyce, Editor-In-Chief
It is never routine “steaming as before” for Coastal Horizons Center. This year was no exception. Challenges, and opportunities, are the norm in the rapidly changing environment associated with the State’s mental health system. The Board of Trustees clearly recognized this and provided thoughtful and relevant guidance and support to assist the organization in successfully meeting its mission, and more.

In the midst of quick reaction to significant mandated institutional reforms Coastal Horizons enhanced its mission in several critical areas. The Board of Trustees established several key objectives to assist the organization as it achieved certification as a Critical Access Behavioral Agency (CABHA), received significant new grant funding, expanded its service provision and began successful operation of the new facility in Brunswick County.

The Board of Trustees actively supported Coastal Horizons Center in meeting these critical objectives:

- Establish a current Strategic Plan. Our strategic plan requires us to take an open, inclusive and farsighted look at Coastal Horizon’s programs and associated financial structure. Over a five-month period, The Board and the Staff created this new Strategic Plan which thoughtfully and proactively examines expansion of Coastal Horizons Center. This effort began with a complete organization self analysis of current operations and practices and culminated in a joint Board and Management Team Saturday retreat. The result is a relevant long-range outline which we will use as a guide to remain a preferred service provider.

- Conducted a major fundraising event. The first Annual Coastal Horizons Center breakfast was held in February. A Board of Trustees breakfast fundraising committee coordinated all aspects of this successful event which raised $40,000. This was a significant opportunity to inform our guests that the lack of substance abuse and mental health treatment and access to crisis intervention for our citizens has a financial impact to the region by increased health care, social service and criminal justice costs. Generous sponsors, community partners and guests invited by volunteer table hosts enthusiastically supported this new fundraising initiative which increased the region’s understanding of Coastal Horizons’ goals and the diversity of services provided to area residents.

- Hosted a breakfast briefing for elected officials from the City of Wilmington, New Hanover County and members of the New Hanover Delegation to the North Carolina General Assembly. It is vitally important that government bodies which provide financial support to the organization clearly understand current agency professional challenges and our active intentions to sustain agency expertise in new technologies and methodologies. There is no better way for elected officials to remain current with all facets of Coastal Horizons and to emphasize the importance of sustained financial support than to have a meaningful informal conversation with our leadership.

- Expanded the Coastal Horizons presence in Brunswick County by opening a new state of the art facility in Shallotte. In the few months since its official opening the organization has developed a strong presence throughout the county. The diverse services provided by the Brunswick facility are critical to those in need of crisis intervention, substance abuse and mental health treatment.

- Achieved the CABHA certification. This is a very significant milestone for Coastal Horizons Center. This successful CABHA attainment was absolutely essential for the Agency to continue to enhance patient services, expand physical infrastructure and remain a preferred regional provider. This certification required significant additional effort by the staff.

Most importantly, a thoroughly professional leader and respected manager is absolutely essential for Coastal Horizons Center to retain its exceptional reputation and continue to seek diverse methods to serve those in need in our communities. We are fortunate to have Margaret Weller-Stargell as the President and CEO of Coastal Horizons Center.
As Coastal Horizons Center, Inc. celebrates forty years, it is not surprising that it is revered as one of the most outstanding behavioral health agencies in the state. While several changes have occurred over the years, the vision of this organization has remained constant, to promote choices for healthier lives and safer communities. Clients walking through the doors of any of our agency locations can be assured they will be met with a dedicated, qualified staff, committed to providing a continuum of quality services. The foundation of this agency is predicated on that position.

As I reflect on this past year, I am amazed at all that has been accomplished in the midst of these uncertain times. First, and foremost, the opening of our Brunswick County Facility was truly a highlight of the year. It had been a long time coming, following the very generous donation made by the Williamson family in 2006. The grand opening in Shallotte was made especially grand by the attendance of Mrs. Virginia Williamson and her family. Marnie Williamson, who worked previously with Coastal Horizons Center as a substance abuse clinician, was on hand to see the day she and her grandmother had envisioned, a day that Brunswick County residents would have their own facility for substance abuse, mental health, and rape crisis services.

The year has also been filled with new opportunities and challenges. As the state conducted an assessment of its current mental health system, several changes were imminent. The one of greatest impact to providers was the requirement to receive certification as a Critical Access Behavioral Health Agency (CABHA). This three year certification is based on an adult substance abuse continuum of: Medication Management, Comprehensive Clinical Assessment, Outpatient Therapy, Substance Abuse Intensive Outpatient Program and Outpatient Opioid Treatment. The certification authorizes Intensive Outpatient Program and Outpatient Assessment, Outpatient Therapy, Substance Abuse Medication Management, Comprehensive Clinical based on an adult substance abuse continuum of: Medication Management, Comprehensive Clinical Assessment, Outpatient Therapy, Substance Abuse Intensive Outpatient Program and Outpatient Opioid Treatment. The certification authorizes Intensive Outpatient Program and Outpatient Assessment, Outpatient Therapy, Substance Abuse Medication Management, Comprehensive Clinical based on an adult substance abuse continuum of: Medication Management, Comprehensive Clinical Assessment, Outpatient Therapy, Substance Abuse Intensive Outpatient Program and Outpatient Opioid Treatment.

Coastal Horizons Center constantly explores ways to stay on the cutting edge in our industry and thanks to funding received by the Kate B. Reynolds Charitable Trust, we will be in a position to respond to the growing trend in the substance abuse and mental health field of providing primary care to the unreached population of clients that we serve. Coastal Horizons Center was awarded funding from the Trust to provide on-site services of primary healthcare, case management and referral to a medical home for individuals with substance abuse and/or co-occurring mental health disorders. In what the Institute of Medicine (IOM) refers to as “co-location” of services, this project will enhance the existing recovery-oriented system of care in our area by creating a collaborative network of care in partnership with Cape Fear HealthNet. Additionally, a Family Nurse Practitioner and Case Manager will provide direct healthcare services to those in need, while connecting them to a medical home. Priority will be given to those with chronic conditions such as high blood pressure, diabetes, high cholesterol, hypertension, arthritis, and chronic obstructive pulmonary disease (COPD). This funding will provide a tremendous opportunity for Coastal Horizons Center to ensure we meet the full continuum of needs of our clients, as we provide both behavioral and primary healthcare services.

I am also very excited to share that we have been notified by East Carolina Behavioral Health (ECBH) that we have been awarded the contract to operate the Region 2 TASC RCE, effective October 1, 2010. Since 2004, Coastal Horizons Center has enjoyed a great working relationship with ECBH through our contract to operate Region 1 TASC RCE, which serves 33 counties. TASC, which stands for Treatment Accountability for Safer Communities, provides a bridge between justice and treatment. Coastal Horizons Center has been providing criminal justice alternative services since 1985. The TASC RCE staff provide clinical substance abuse assessments and mental health screenings while community based treatment is offered as an alternative to incarceration for eligible clients. With this contract, we will provide TASC services to an additional 20 counties. We will also employ approximately twenty (20) additional staff, and this funding will increase our budget by twenty percent (20%) over our current FY 2010-2011 budget.

Overall, it has truly been an exciting year for Coastal Horizons Center. This good fortune is the result of a dedicated and talented staff, who truly believe in the mission of this agency. Our staff work tirelessly to assure the needs of every client is met, including Prevention, Substance Abuse and Mental Health, Crisis Intervention Services, Sexual Assault Services, and Criminal Justice Alternative Services. The staff is supported by a very dedicated Board of Trustees, comprised of individuals who believe in what we do for the health and safety of our community. Their support is evident in a multitude of ways, both financially and in their tremendous giving of time, demonstrated for example through their continued acts of kindness to our Open House Youth Shelter clients.

As I celebrate twenty five years with Coastal Horizons Center, Inc., I remain firm in saying that I feel honored and proud to be a part of such a phenomenal organization. Congratulations Coastal Horizons Center on forty years!

President’s Message

Margaret Weller-Stargell
President and CEO
Coastal Horizons Center, Inc.

Statements of Financial Position
June 30, 2009 and 2008

Assets

Common Assets
Cash and cash equivalents (Notes 5 and 12) $ 974,442 $ 473,687
Certificates of deposits (Note 12) 213,122 200,100
Receivables (less allowance for doubtful accounts 2009 57,687; 2008 85,937) (Note 13) 938,705 842,595
Prepaid expenses 97,729 92,445
Total current assets $2,243,918 $2,218,824

Assets Limited to Use for Construction of Facilities (Notes 4 and 8)
Cash and cash equivalents (Note 12) - 224,405
Investments (Note 3) 337,655 772,677
Total assets limited to use for construction of facilities 337,655 797,082

Property and Equipment (Notes 4, 5, 6 and 7)
987,086 5,299,828
Less accumulated depreciation 1,528,186 1,526,433
Total assets 4,409,800 4,277,423

Liabilities and Net Assets

Current Liabilities
Accounts payable and accrued expenses $ 67,842 $ 506,439
Rent expense payable 45,975 113,070
Accounts payable 254,297 247,293
Other liabilities 76,675 -
Current portion of capital lease payable (Note 7) 53,875 50,181
Current portion of long term debt (Note 6) 125,041 114,587
Total current liabilities 404,899 1,051,077

Capital Lease Payable, less current portion (Note 7) 23,610 27,481
Long Term Debt, less current portion (Note 6) 1,612,229 1,753,805
1,635,939 1,781,286
Total liabilities 2,130,808 2,808,456

Commitments and Contingencies (Notes 4, 8, 10 and 11)

Net Assets
Unrestricted 1,585,761 3,395,101
Temporarily restricted (Note 2) 1,549,617 1,059,873
Total net assets 4,435,378 4,455,974

Total liabilities and net assets $7,566,186 $7,264,430

Coastal Horizons Center, Inc.

Statements of Activities
Years Ended June 30, 2009 and 2008

2009
Unrestricted Temporarily Restricted Total

Revenue and Other Support (Note 10)
Government grants (Note 8) $ 7,502,703 $ - $ 7,502,703
Contributions (Note 11) 347,454 - 347,454
Charitable trust 1,289,224 - 1,289,224
Other 12,763 12,764 25,527
Net assets released from restrictions:
Satisfaction of program use note due 123,190 (123,190) -
Total revenue and other support 8,938,771 (123,190) 8,815,581

Expenses and losses
Supporting organizations:
Administrative 716,261 - 716,261
Program expenses:
Outpatient treatment services 3,491,799 - 3,491,799
Outreach activities 245,311 - 245,311
Prevention and education 571,311 - 571,311
Terminal services for frail elderly 2,875,669 - 2,875,669
Crisis intervention 111,449 - 111,449
Rape crisis 333,932 - 333,932
TASC Training Institute 566,420 - 566,420
Transportation 280,764 - 280,764
Other 125,215 - 125,215
HIV /AIDS Housing 80,968 - 80,968
Day housing 156,399 - 156,399
Rape prevention 45,714 - 45,714
Total expenses and losses 6,308,014 - 6,308,014
Change in net assets (70,443) (110,255) (180,698)
Net assets, beginning 3,366,184 1,659,871 5,026,055
Net assets, ending $ 1,295,741 $ 1,519,616 $ 4,815,357

Alan Waller
Chief Financial Officer

Financial Audit Report
Year End June 2009

Sources of Revenue – 2009-2010

- Foundations & Donations 4%
- Program Service Fees 5%
- Government Contracts & Grants 19%
- Local Management Entities Funding 71%
- Other 1%
- Program Service Fees 5%
Coastal Horizons Center, Inc.
Program Operations and Service Area

- Substance Abuse and Mental Health Services / Crisis Intervention Services / Eastern Center for Prevention Resources / TASC / NC TASC Training Institute
- Eastern Center for Prevention Resources / TASC / NC TASC Training Institute
- Eastern Center for Prevention Resources / NC TASC Training Institute
- TASC / NC TASC Training Institute
- NC TASC Training Institute Only

Board of Trustees
President & CEO Administration

Substance Abuse & Mental Health Services
- Prevention
- Outdoor Adventure
- HIV Early Intervention
- H.U.D. Horizons Housing
- HARWTS
- Outpatient & Medical
- Adolescent Treatment & Department of Juvenile Justice
- Adult Treatment
- Adult Opioid Treatment
- Clinica Latina
- DWI Services
- Intensive In-Home Services
- Jail Division
- Research & Clinical Trials
- Substance Abuse Intensive Outpatient Program

Crisis Intervention Services
- Hotlines (Crisis Line/First Call for Help and NC 2-1-1 Database Management)
- Open House Youth Shelter
- Rape Crisis Center

Criminal Justice Services
- TASC (Treatment Accountability for Safer Communities)
- Drug Testing
- Day Sentencing Center

TASC Statewide Training Institute
- Training & Curriculum Development
- Creative & Technical Development
- Credentialing Department
Coastal Horizons Center continues to be a leader in the provision of evidence based practices in criminal justice, substance abuse, crisis intervention and mental health services inside an ever changing landscape within our state. The dramatic changes we have seen in my tenure with Coastal Horizons have been immense. During the past nine years the agency has doubled its number of employees, tripled the agency budget and expanded services to 30 additional counties. This year we added to our accomplishments attaining certification as a Critical Access Behavioral Health Agency (CABHA) which will be an important designation in the future of substance abuse and mental health services. Coastal Horizons Center is currently one of sixty-one agencies statewide that have attained this designation.

To maintain our leadership position the staff have attended multiple meetings on a local, state and national level. These include the Legislative Oversight Committee meetings, the Statewide TASC Leadership Team meetings, the Street Safe Task Force meetings and committees, plus multiple boards with state and national scopes.

The North Carolina General Assembly responded to the needs of mental health, developmental disabilities and substance abuse services during the short session by returning the forty million dollars that was cut from the Division’s budget last session. These funds will be funneled through the Local Management Entities and it is hoped that Coastal Horizons Center will see restoration of the funding lost during last fiscal year.

On the local level, expansion of services continued to be the key to success during this fiscal year. The major local service expansion has been to operationalize the new facility in Brunswick County for mental health, substance abuse and rape crisis services. Staff have been hard at work developing relationships within the community while expanding the number of clients receiving services and the staff providing these services.

On a regional level, Coastal Horizons Center was notified on August 18th that the proposal to become the Regional Coordinating Entity for Treatment Accountability for Safer Communities (TASC) services in Region 2 was accepted. This will increase the agency’s budget by two million dollars, add approximately 20 additional staff and services in twenty additional counties. The total counties served will then be fifty-two – over half of the state.

The 2009 National Treatment Accountability for Safer Communities conference was held in Charlotte where I completed my tenure as a board member of the organization and passed this responsibility on to Wes Stewart, the TASC Region 1 RCE Director. Coastal Horizons Center was actively involved as the host of the 2009 conference. The North Carolina TASC Training Institute team was responsible for the agenda, committee process, registration and technology needs. Dale Willetts, the Training Institute Director served as the Host State Chair of this national event.

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 further enhance our mission.

Karen V. Chapple,
Executive Vice President of Operations
Throughout its forty year history, Coastal Horizons Center has recognized the value of its employees, and the work and dedication they deliver to those we serve. It has been a long held understanding within the Agency that without employees who truly care, the Agency could never have become what it is today. As a continuation of that understanding, the Human Resources function within the Agency was centralized in 2007, and continues to play an important role in both the day to day, as well as in the strategic growth of the Agency.

To summarize, the Human Resources function is primarily responsible for recruitment and selection of employees, partnering with Management Team members on business issues concerning the Agency, maintaining compliance on employment laws and requirements for the Agency (FMLA, FLSA, ADA, COBRA, AFLAC, 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 job focus to another can shift, and importance can be provided to the HR service area which best supports the Agency at the time of need.

The chart below continues to show the consistent growth of our staff over the past few years. The Agency also utilizes unpaid staff, including volunteers, interns, and practicum training staff.

Supporting the direction and growth of the Agency falls on those in Agency leadership, as well as on those who’s continued years of dedication and service to the Agency set the measure and standards for 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 chart reflects the commitment and dedication our staff members bring to the Agency 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 that mission, remain key to the success of all we can accomplish.

Bob Jalbert
Human Resources Director

| Coastal Horizons Center, Inc. 
Employee Tenure Totals |
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<tbody>
<tr>
<td>0 – 5 years</td>
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<tr>
<td>6 – 10 years</td>
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<tr>
<td>11 – 15 years</td>
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<tr>
<td>15 – 25 years</td>
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<td>25+ years</td>
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Employee Totals • 2009-2010
Criminal Justice Services

Correctional Alternative Programs

The Criminal Justice Services (CJS) component of Coastal Horizons Center provides a continuum of services to people involved in the criminal justice system within eastern 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 currently provided in 33 counties in Eastern North Carolina and Durham.

TASC RCE (Regional Coordinating Entity)

The TASC RCE serves as the management infrastructure for the effective delivery of substance abuse and other treatment interventions to the offender population in eastern North Carolina. The RCE is responsible for ensuring that standardized TASC services are available throughout the eastern region. The RCE received 5,105 referrals in this past fiscal year. Additionally, of the 3,397 individuals that completed TASC services this year 51.8% or 1,758 completed the program 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 Day Sentencing Center

The New Hanover County Day Sentencing Center is a highly structured, intermediate punishment program designed to provide risk control, punishment as well as rehabilitation opportunities to substance abusing offenders.

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).

Alcohol and Drug Education Training School (ADETS)

ADETS is a state certified course designed for individuals who have been convicted of driving while under the influence. Assessments are provided for this level of offender prior to referral for ADETS and/or treatment.
The TASC RCE provides an objective and effective bridge between two separate institutions: 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 provides clinical substance abuse assessments and mental health screening and access quality services for drug-involved and/or mentally ill offenders.

The Coastal Horizons Center TASC RCE continues to provide administrative and managerial supervision within Region 1. The TASC RCE is responsible for quality improvement and quality assurance throughout the Region with several key goals which 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:
- 5,105 clients were referred to Regional TASC services in fiscal year 09-10.
- 51.8%, or 1,758, of clients completed TASC services successfully.
- The Addiction Severity Index Multimedia Version (ASI-MV) utilization continues with positive results.

Accomplishments in Professional Development:
- All Region 1 TASC staff are either registered with the NC Substance Abuse Licensure Board or have already received their LCAS, CCS or CCJP certification.
- Care Management staff from the Region have completed the TASC on-line Clinical Series Training.
- The majority of Case Management staff have attended all trainings within the Region offered by the TASC Training Institute.

Accomplishments in Regional Development:
- Quality assurance procedures have been implemented state wide with quality assurance review performed by RCE Director's and the TASC Training Institute Director.

Regional Statistical Information:
- 50.6% of all admissions were Intermediate level offenders.
- 48.6% of clients were employed at discharge.

Wes Stewart
TASC RCE Director – Region 1
Criminal Justice Services

NC TASC Training Institute

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 400 DWI Treatment Providers.

North Carolina TASC Training Institute Accomplishments During FY 09-10

- The NC TASC Training Institute sponsored 122 NC TASC staff to the 2009 National TASC Conference in Charlotte, North Carolina, who earned 1,894 hours. All NC TASC Training Institute staff participated on the Conference Host Committee.
- The NC TASC Clinical Training Series is certified by the National Association of Alcoholism and Drug Addiction Counselors (NAADAC) as an on-line training series. TASC staff completed 1,248 online courses in FY 09/10 for a total of 5,441.5 credit hours awarded.
- Four new online courses, ASAM Patient Placement Criteria, Care Management Planning, The Client’s Voice, and Co-Occurring Disorders, were developed and approved by NAADAC.
- Continuing education in NC TASC Standard Operating Procedures, Pharmacology, Clinical Supervision, Treatment Planning and Strength Based Practices was provided to 697 TASC and Criminal Justice partner agency staff awarding 3,356.5 credit hours.
- North Carolina Drug Education School Instructor Pre-Certification Trainings were held, training 71 participants and awarding 319.5 credit hours.
- “E 508” DWI Certificate of Completion Web Application Trainings were held, training 237 participants and awarding 1,233 credit hours.
- NC DWI New Provider Orientation Training was provided to 117 participants and awarding 760.5 credit hours.

Dale Willetts
Director, NC TASC Training Institute
The Substance Abuse and Mental Health Services of Coastal Horizons provides a continuum of outpatient treatment, HIV early intervention, and prevention services to individuals in the eastern region of North Carolina – with primary emphasis being in New Hanover, Pender, & Brunswick counties. The purpose of our services is threefold, to:

- Engage with professional services individuals with substance use and mental health disorders (and those individuals and communities at high risk);
- Equip them with skills and resources needed for healthier living; and
- Encourage those individuals and their families in the recovery process.

### Outpatient Treatment

- **Substance Abuse and Mental Health Services**
  - Individual, Group, & Family Counseling
    - With Auxiliary Medical & Supportive Services
    - Mental Health Counseling
  - Substance Abuse Intensive Outpatient Program (SAIOP) – structured group, individual and family addiction treatment activities (New Hanover and Brunswick)
  - Jail Diversion Mental Health Services (New Hanover)
  - Clinica Latina – Specialized Outpatient Services in Spanish (New Hanover and Pender)
  - Primary Care Services (New Hanover)
  - Other Supportive Services
  - Adult Drug-Free Treatment
  - Adult Treatment for Opioid Dependence
    - Medication Assisted Treatment
      - Opioid Treatment Program (New Hanover)
      - Office Based Suboxone (New Hanover and Brunswick)
    - HUD Horizons Housing Program

- **Research & Internship Partnerships:**
  - Clinical Trials Network (CTN) of the National Institute on Drug Abuse (NIDA)
  - UNCW – Psychology Department and School of Social Work
  - Adolescent Services (for Teens & their Parents)
    - Program for Adjudicated Youth & their Families – utilizing Seven Challenges, Cannabis Youth Treatment (CYT) and other evidence based treatment approaches
    - Intensive In-Home services (Pender)
    - Adolescent specific treatment
  - Horizons Adult Regional Residential Treatment Services (HARRTS) Program
  - Integrated model of efficient delivery of coordinated and collaborative services to address the problems of homelessness, substance abuse, and co-occurring mental illness.

### HIV Early Intervention

- Education, Medical Diagnostic Testing & Referrals in eastern North Carolina
- Rapid & Standard HIV Testing

### Prevention & Outdoor Adventure

- Mobilizing communities to prevent, reduce, or delay illegal use of alcohol, tobacco, and other drugs
- Serving as the Eastern Center for Prevention Resources (CPR)
- Utilizing Best Practice Strategies and Programs proven effective in delivering quality outcomes

---

**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

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

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**Source of Referrals – New Hanover Clients • 2009-2010**

- TASC/Probation: 23%
- Family/Other: 19%
- Mental Health/STR: 30%
- Self: 28%
Substance Abuse and Mental Health Services (continued)

Outpatient Treatment

What Has Outpatient Treatment Services Accomplished In The Past Year?
We are a comprehensive, affordable outpatient treatment program for adults and adolescents – fully operational in the counties of New Hanover, Pender and Brunswick!

New Hanover Services & Accomplishments:
- We were designated as a Critical Access Behavioral Health Agency (CABHA) by the State, recognizing us as a comprehensive provider of quality services, and allowing us to move forward as a leader in the redesigned State system of care.
- Dr. David Joseph took on responsibilities as our CABHA Medical Director for New Hanover and Brunswick.
- Our Opioid Treatment Program maintained an average client population of 150 throughout the year.
- We received the exclusive contract with Federal Probation and Parole to provide Substance Abuse assessment and treatment services to their clients. Our caseload of Federal Probation and Parole clients has grown from 35 up to 100 clients.
- We increased our Office-Based Suboxone program, to serve nearly 100 clients between New Hanover and Brunswick Counties – the maximum for one Physician. Offering Suboxone has also increased our clientele with Blue Cross/Blue Shield and other private insurance.
- Our Substance Abuse Intensive Outpatient Treatment Program (SAIOP) has grown beyond its original capacity and now serves up to 60 clients at any given time, with five separate sections of SAIOP. SAIOP is offered each Monday, Wednesday and Friday without exception (holidays included).
- The Screening, Intake, Assessment and Admission processes continued to be streamlined to allow for better flow between Comprehensive Clinical Assessments and Person Centered Plans – through a coordinated effort between Clinical/Intake, Medical Records and Information Technology staff.
- Staff members were involved as reviewers for the Independent Peer Review Process, coordinated by the UNC-Chapel Hill Behavioral Healthcare Resource Program and as part of the Substance Abuse Prevention and Treatment Block Grant (SAPTBG) review.
- Through a cooperative effort among Clinical, Medical Records, and Information Technology staff, we designed and implemented a new electronic system of communication between SAMH Services and Criminal Justice Services – allowing for immediate reporting of attendance and critical issues.
- We continued to offer two classes, “Recovery 101” and “Motivating Change”. These affordable classes allow clients to engage quickly in services that will enhance readiness for change and help them be better prepared for their treatment experience.
- Licensed therapists added to the variety of groups that we offer, including groups in Dialectical Behavior Therapy (“Emotional Regulation”), Women’s Circle, Healthy Relationships, and Pregnant Moms on Methadone and Suboxone, in addition to Relapse Prevention, Recovery, and other ongoing Support Groups.
- Through our Adolescent services, we continued to provide evidence-based treatment interventions for adolescents. Staff completed training and began implementing the Seven Challenges Model of therapy.
- With the support of Reckitt-Benckiser, we sponsored trainings on medication assisted treatments and collaborative community-building meetings jointly between CHC and East Coast Solutions. These meetings served to reduce stigma, increase knowledge and understanding of various treatment approaches, bridge gaps, and increase communication between our respective programs.
- 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 2010-2011 fiscal year will allow us to maintain a census of up to 6 individuals or families, in a total of 5 apartments.
- We continued our relationship with various treatment programs, including groups in Dialectical Behavior Therapy (“Emotional Regulation”), Women’s Circle, Healthy Relationships, and Pregnant Moms on Methadone and Suboxone, in addition to Relapse Prevention, Recovery, and other ongoing Support Groups.
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- All staff members are Licensed, Certified or Registered with either the North Carolina Substance Abuse Professional Practice Board or with another discipline (NC Psychology Board; NC Board of Licensed Professional Counselors; NC Social Work Board).
- 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.
- With a grant from the Kate B Reynolds Charitable Trust, we successfully launched “Clinica Latina” – providing professional substance abuse and mental health treatment services in Spanish and in a culturally comfortable setting for Latinos and their families. Some of the highlights of these services include:
  - We have served over 120 Spanish-speaking clients since May 2009
  - Have represented CHC at local and state levels with regard to Latino issues
  - Bilingual-Bicultural staff consisting of an MD, PsyD, LCAS, LCSW and others to serve clients
  - Liaised with NHRMC as well as Rape Crisis Center in order to provide services to trauma victims
  - Established partnerships with other agencies in need of Latino Services
- Our quality services continue to be recognized by CARF, as evidenced by maintaining our accreditation.
- We have served over 580 active substance abuse clients.

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 include:
  - Substance Abuse Intensive Outpatient Treatment
  - Residential placements
• Coordinating access to community services (DSS for food stamps, Medicaid, Services for the Blind, medical care – local clinics, clothing, Vocational Rehabilitation etc.)
• Psychiatric Services
• Purchase psychotropic medications, and connect client 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.

Accomplishments:
- We maintained Memorandum’s of Understanding and Business Associates agreements with 7 recovery and halfway houses in the community to provide the residential beds - Hope House of Wilmington (one male and one female house), East Coast Solutions – Stepping Stone Manor, Full Circle Ministries, LINC, Launch Pad, and All Family Recovery.
- We have built strong relationships for referrals with regional programs such as – Wilmington Treatment Center, Cherry Hospital, Walter B Jones ADATC, ATC in Raleigh, local outpatient providers, RJ Blackley ADATC, Pitt Memorial Hospital, Department of Corrections, and other sources around the state. We added three additional counties/ LME agencies over the course of the last 6 months.
- We received 487 referrals from numerous sources this year, and admitted 160 to the program – with 73 successful completions and 39 of them who we continue to have contact with that remain clean and sober.
- We provided 12,626 hours of services to clients enrolled in the HARRTS program.
- We have improved therapeutic service delivery by quicker engagement and longer treatment stays.
- We have assisted the State MH/DD/SAS to provide consultation with other agencies developing similar programs.

Brunswick County...
- Our new 7,000 square foot outpatient treatment facility opened quietly in November of 2009, and built staffing, capacity, and community connections until our Grand Opening in May of 2010.

Brunswick Services & Accomplishments:
Coastal Horizons Center Brunswick is now recognized as an important community resource, and serves 200 active clients every month. We grew over the last three months of the fiscal year to a work force of seven full time members, three part time staff, and two volunteer interns - thanks to the support of Southeastern Center and other grant entities.
- An endorsed and approved Substance Abuse Intensive Outpatient Program (SAIOP);
- An Office Based Suboxone Treatment Program for opioid dependent clients;
- Outpatient therapy and groups to assist individuals to maintain sobriety;
- Adolescent programming which included two contracts with the Department of Juvenile Justice and Delinquency Prevention. We offered a Teen Intervention Program which provided treatment to 17 youth through Cannabis Youth Treatment Groups and Anger Management Groups, with attached Family Therapy sessions, and a Life Skills Coaching program which was developed through a two year grant to perform Gang Prevention/ Intervention in the county;
- Classes offered at the facility include Anger Management, Recovery 101, and Parenting;
- We are fully approved to provide DWI assessment, treatment, ADETS classes, and Drug Education School to clients;
- Staff participates in the Brunswick County Drug Court, Mental Health Court and Alcohol Intervention Court staff meetings, and is actively involved in providing treatment resources to these clients;
- We are paneled with two Employee Assistance Programs. CIGNA EAP is the program offered to County employees and employees of Verizon. Novant EAP covers employees of Brunswick Community Hospital;
- We participate, along with Prevention services, as a member of the Alcohol Fatality Grant committee to bring Alcohol / DWI education to the community;
- We engage interns from UNCW, Capella, Webster, and Francis Marion;
- We are paneled with Medicaid, Medicare, Tricare, Blue Cross, and CIGNA;
- We were supported by grants from Department of Juvenile Justice, and ATMC.

Pender County...
Pender County services have been operated by Coastal Horizons Center for 4 full years!

Pender Services & Accomplishments
- In Pender County we now serve 544 active clients receiving substance abuse, mental health, medication management services or various classes.
- We continue to provide individual, group, family and couples counseling for mental health and substance abuse clients, a women’s support group, and an adolescent male substance abuse group.
- We offer a “one stop shop” where consumers can get comprehensive treatment from counseling and psychiatrist appointments to medication and linkage to community resources.
- We have added Intensive In Home Services offering specialized family therapy to families in the community in order to prevent out of home placement for young consumers or assisting them as they transition back into their homes. We anticipate being at full capacity (8 families) for our first team by the Fall of 2010.

Continued on next page

Outpatient Treatment Clinic – Treatment of Clients by County 2009-2010
HIV Early Intervention

We continue to work with individuals who are already in treatment — in our Tri-County area. Our focus has been on individuals at high risk for HIV/AIDS and communicable diseases, and to provide free HIV related testing and counseling services.

HIV Early Intervention services include:
- Medical Diagnostic Testing and Counseling for HIV, TB, and Syphilis
- Risk Reduction Counseling and Education
- Referrals for other medical services
- RV (Mobile Field Station) services
- Early Intervention HIV support group
- Regional testing and counseling in various other SA treatment centers located in eastern North Carolina.

Accomplishments:
- We have reached 733 individuals in the Tri-County area with HIV testing along with pre and post test counseling. Also, we have reached 820 individuals through our regional testing which totals 1,553 individuals reached this year.

Outpatient Treatment (cont.)

We offer services including DWI services, in Spanish with a bilingual therapist and work with the Health Department and other agencies to assist with Community Activities/Fairs for the Latino population.
- We provide Recovery 101 and Anger Management classes to the community.
- We are growing the DWI program, providing assessments, short term and long term therapy and are planning to add a Saturday class.
- We work with DSS and Pender County Jail providing assessments, brief and crisis counseling.
- We provide the Hospital Discharge Clinic for Pender County residents.
- We work with SEC to provide psychiatric treatment, including psychiatric evaluations and medication management services.
- We work with Pender County Schools to provide Crisis Risk Assessments to help determine when a child is safe to go back to school and the child/family’s further needs as part of the SSHS grant.
- We now assist Pender County Schools by participating on the Core Management Team for the Safe Schools Healthy Students grant.
- We offer internships and practicums to graduate and undergraduate students of various disciplines, ensuring quality supervision and a variety of experiences/training.
- We work with PSC Med Supply to allow clients to access affordable medications and comprehensive seamless treatment.
- We help clients connect to housing, food, transportation, and employment services at no cost to clients.
- We serve on several committees in the Pender Community - coordinating with other agencies and the Health Department to assess the needs of the community and provide for these needs.

New Outpatient Treatment Initiatives:
- We received funding from the Kate B Reynolds Charitable Trust to launch a new primary care clinic for our clients!
- We will be fully implementing the Avatar computer system, to move from integrated electronic scheduling to client records and billing.
- Adolescent services going forward this fiscal year will offer a variety of services, including Seven Challenges, Cannabis Youth Treatment (CYT), Intensive In-Home Services, basic (individual, group, and family) therapy, case management, and psychiatric care.
- 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 further develop opportunities to provide services to Spanish speaking (Latino) consumers.
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
- 1,992 youth were served with Protecting You, Protecting Me (3rd grade Skill Building Program) or I’m Special (4th grade Skill Building Program) through the Pender County Safe Schools Healthy Students Grant.
- 86 youth were served with Project ALERT (Refusal Skills Program for 6th graders).
- 70 youth were served with Project Toward No Drug Abuse (Skill Building Program for 8th-12th graders).
- Over 325 youth were served at the Juvenile Detention Center during 80 education and skill-building sessions.
- 17 youth were served through the Pender County Delinquency Prevention Initiative (Diversion Program).
- 133 students were referred from New Hanover, Pender, and Brunswick County Schools through the School Policy Violation Program.
- 44% of students received Prevention Services
- 47% of students were referred for Additional Services or Treatment
- 9% of students chose Other Options (non-compliance, own provider network, etc.)

Adults
- 23 families were served with Guiding Good Choices (Parent Skill Building Program).
- 65 families were served with Staying Connected with Your Teen (Parent Skill Building Program).
- 8 families were served with Guiding Good Choices (Parent Skill Building Program) through the Pender County Safe Schools Healthy Students Grant.

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 141 stores, 79% of stores were compliant with the law and 21% of stores surveyed were non-compliant; compliant merchants were thanked for their efforts to reduce youth access to alcohol; Coalition members and staff will continue to work with non-compliant stores to improve compliance rates.
- Provided training, technical assistance and guidance for Youth Empowerment Groups in the region to present at local and statewide legislative forums on tobacco free beaches, ABC Commission Hearings, alcohol free family events and other policy work.

Community Awareness Campaigns:
- Over 398 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. A Jazz Music Fund Raiser helped cover the cost of the event.
- Over 1,645 youth at local area schools attended Red Ribbon Celebration presentations or programs.
- Over 345 youth attended Alcohol Awareness Month events with media coverage and partnerships.
Prevention and Outdoor Adventure (continued)

Outdoor Adventure Best Practices and Programs

- 1,742 participants were served through Outdoor Adventure Programs including:
- 815 youth served in after-school Teambuilding Programs in Brunswick, Pender, and New Hanover Counties.
- 32 youth completed Project Venture- the year long leadership, adventure, and service learning program. Activities included family outings, service learning and Eco-Adventure Summer Camp.
  - 83% of the students participated in youth planned and implemented service learning projects
  - 62% of students participated in Family Day events, shown to increase family bonding
  - 74% showed an increase in academic performance and positive behavior at home or school
- 150 youth were served through a partnership with the New Hanover County Gang Task Force Governor’s Crime Commission Grant.
  - Outcomes from participant and group leader surveys included:
    - 77% reported an increase in problem-solving skills
    - 74% reported improved peer communications and interactions

- 48% reported an increase in self-esteem and teambuilding skills
- 45% reported an increase in positive attitude
- 100% reported that they would recommend this program to others

- 35 youth and adult participants worked together in adventure based family bonding programs such as GET REAL (Growing and Experiencing Together through Ropes and Experiential Adventure Learning).

Capacity Building and Technical Assistance in the Region:

- Staff from the Eastern Center for Prevention Resources (CPR) received training in specialized strategies for addressing Teen Prescription Drug Abuse and Fetal Alcohol Spectrum Disorders; strategies to address these issues include media campaigns, presentations and training for professionals.
- Staff were trained and certified to facilitate the best practice Strengthening Families Program curriculum for 10-14 year olds and their families. (program to be implemented in the current fiscal year)
- The Eastern Center for Prevention Resources Staff worked with Brunswick County stakeholders to build community capacity by developing a comprehensive strategic plan for addressing the problem of impaired driving.
- The Eastern Center for Prevention Resources (CPR) gave out 73 scholarships to statewide conferences and training for professionals, community coalitions and youth empowerment training (50 of those scholarships were for youth).
- In conjunction with the NC Centers for Prevention Resources, the Eastern CPR hosted training portals for 8 free webinars that qualified for professional credit.

Statewide Leadership:

- NC Substance Abuse Prevention Providers Association (NCSAPPA) Board of Directors, Secretary/Communications Officer; Executive Committee; Policy and Advocacy Committee Co-Chair; Quality Assurance and Standards Committee Co-Chair.
- Addiction Professionals of NC (APNC) Board of Directors, Prevention/Education/Intervention Committee Chair and Medication Assisted Treatments Ad Hoc Committee Chair.
- NC Substance Abuse Federation Vice-Chair.
- NC Cooperative Agreement Advisory Board (CAAB).
- NC State Epidemiological Workgroup (SEW).
- NC Sustainability Leadership Team.
- NC Partnerships, Alliances, Coalitions, and Collaboratives (PACC) Coordinating Committee.
- Governor’s Academy of Prevention Professionals Leadership Institute Mentor.
- NC Association for the Treatment of Opioid Dependence (NCTOD) Chair
- American Association for the Treatment of Opioid Dependence (AATOD) Board member

Special Note: Our Prevention Director, Deeanna Hale-Holland, was awarded a well-deserved Sabbatical grant from the 2 Smith Reynolds Foundation. Her Sabbatical Leave will be taken during a portion of the 2010-2011 fiscal year. Congratulations, Deeanna!

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<th>Counties Served</th>
<th>Strategies Utilized</th>
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| 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 | 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 of existing policies or laws  
Community Awareness Campaigns  
Market Tested Media Campaigns through billboards, newspaper, theater slides, and a variety of print |

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<tr>
<th>Counties Served</th>
<th>Strategies Utilized</th>
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</table>
| New Hanover County | All Stars  
Community Coalition Building  
Community Awareness  
Guiding Good Choices  
I’m Special  
No-Fumo Tobacco Prevention  
Outdoor Adventure Programs  
Project Venture  
Reach Out Now (Underage Drinking Initiative)  
State Incentive Grant (Impaired Driving Initiative)  
Toward No Tobacco Use  
Pender County | Community Coalition Building  
Community Awareness  
I’m Special  
Outdoor Adventure Programs  
Project Venture  
Staying Connected with Your Teen  
Strengthening Families  
Toward No Drug Abuse |
From the days when community physician’s volunteered on Thursday evenings to run a weekly free clinic in the 1970’s at our Grace Street location, then starting an opioid treatment program in 1990 with slow beginnings, and the twenty-four years of extraordinary dedication which Dr. Thomas B. Reid III MD served as the agency Medical Director, to where we are today with such a strong emphasis on a patient’s general health and a ever increasing reliance on technology to manage our operations, this agency’s medical services momentum of progress has not faltered.

Today, each Coastal Horizons Center employee has a dedicated individualized training and supervision plan which is available to the employee and the supervisor confidentially on a customized computer system. The system keeps up with every credential held by an employee and accrues the necessary education credits for renewal and alerts the employee and supervisor via email when the renewal date approaches. The system also maintains imaged copies of all course certificates and credentials to eliminate the need for paper copies.

Attributed in large part to the efforts of the newly hired Quality Management & Training Director, as this organization pursued certification as a Critical Access Behavioral Health Agency, the Quality Management Plan was redesigned to follow the principles of Continuous Quality Improvement (CQI). This is in line with Coastal Horizons Center’s commitment to excellence and our dedication to building a quality culture. Our dedication to quality involves each and every employee, with Performance Improvement Teams being formed to improve our processes. All of this activity is focused on providing the best treatment possible to our consumers.

The Consumer Satisfaction Survey for 2009-2010 from all three locations had the following collective responses:

- **83%** indicated that “employees are sensitive to my ethnic/cultural background”,
- **95%** indicated that “I have felt comfortable asking questions about my treatment”,
- **96%** indicated that “I feel safe in and around this agency when I arrive or leave”,
- **95%** “would recommend this agency to a friend or family member”,
- **90%** indicated that “I am making progress with recovery”,
- **92%** indicated that “I am able to get the kind of services that I need”,
- **91%** indicated that “I am able to talk to my counselor when I need help”, and
- **92%** indicated that “Staff are responsive to my needs and concerns”.

“**When I was referred to Coastal Horizons, I did not have to wait long to get services**”
- Pender County Facility = **91%**,
- Brunswick Facility = **96%**,
- New Hanover Facility = **76%**

**Eric Luttmann**
Vice President,
Medical Services & Corporate Compliance
During the 1970s, several employees of the existing Crisis Line Hotline voluntarily offered services specific to victims of rape and sexual assault. In 1980, the NC Council on the Status of Women provided $15,000 to the newly formed Rape Task Force, to ensure 24-hour services to victims of sexual violence and to provide community education. In 1985, the name was officially changed to the Rape Crisis Center and an Advisory Board was formed. In 1991, the Rape Crisis Center moved to its offices on 721 Market Street and for the first time, had separate office space and a specific Rape Crisis Hotline. Rape Crisis Center moved to its current location in October 2001, and NC’s sole coastal stand-alone, specialized Center moved to its current location in October 2001, and NC’s sole coastal stand-alone, specialized rape crisis service provider continues to evolve and grow to meet the needs of sexual violence victims in the community. Recognized by the state victim service organizations, such as NC Coalition Against Sexual Assault and NC Victim Assistance Network as a premier victim service provider, Rape Crisis Center of Coastal Horizons Center is frequently consulted by other rape crisis service providers for technical assistance and guidance to replicate the success of its expanding regional services.

The Rape Crisis Center provides free and confidential, 24-hour crisis response, follow-up individual counseling, information and referrals, court/law enforcement advocacy and accompaniment, and support groups for victims of rape, sexual assault and child sexual abuse. Community awareness and primary rape prevention education is promoted through school and community-based programming, and victim response training for professionals. The Rape Crisis Center remains on the forefront of statewide primary prevention initiatives, representing one of only 13 funded programs, and is developing effective strategies to reduce sexual violence in the Cape Fear area. 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, the NC Department of Health and Human Services – Injury and Violence Prevention Branch, the City of Wilmington, New Hanover County, and generous financial and in-kind donors and volunteers from the Brunswick, New Hanover and Pender communities.

NEW HANOVER – Program Operations in Fiscal Year 2009-2010:
- 339 new sexual violence victims/survivors sought Rape Crisis Center services - a 32% increase from FY 08-09
- 89 family members, friends and/or loved ones of victims received services
- 27% of new victims served were under the age of 18
- Nearly 10% of new victims served were male
- 17 Latina/Hispanic victims through collaborations with Clinica Latina and the addition of a bilingual advocate/counselor
- Over 1,400 hours of clinically competent services were provided to community victims/survivors
- Rape Crisis Center staff or trained volunteers responded to 82 victims at local hospitals to provide information, advocacy and support.
- 85% of these victims reported the crime to law enforcement; 76% of these victims had forensic evidence exam

Program Affiliations:
- Community Child Protection Team – New Hanover and Pender Counties
- Community Crisis Response Team
- New Hanover Sexual Assault Response Team
- UNCW Relationship Violence and Sexual Assault Response Team
- Domestic Violence Advocacy Council
- National and NC Association of Social Workers
- NC Coalition Against Sexual Assault
- NC Victims’ Assistance Network
- NC Sexual Violence Prevention Team
- New Hanover High School Student Support Team
- New Hanover County Child Watch
- New Hanover Community Sexual Violence Prevention Task Force
- Blue Ribbon Commission Violence Prevention Committee
- Leading Into New Communities (UNC) Roundtable
- Partnership for a Drug Free Tomorrow

Fiscal Year 2009-2010 Achievements:
- Rape Crisis Center remains the only victims’ services agency in Coastal, Southeastern North Carolina with direct services staff certified as Victim Services Practitioners, through the NC Victim Assistance Network.
- Rape Crisis Center provided 18 training sessions for professionals in victim response, reaching 325 future members of law enforcement and current social services/mental health providers.
- Over 1,700 youth and adults received sexual violence awareness programming in cooperation with: New Hanover High School, M.C. Williams Elementary School, Noble Middle School, Hillcrest Resource Center, the WIRE Community Center, the Salvation Army, Good Shepherd Center, New Visions Women’s Program. An estimated 1,500 additional community members received information about our services at area health fairs.
- Rape Crisis Center continues to depend on dedicated community volunteers to provide 24/7/365 hospital response. In 2009-2010, program volunteers provided over 3,000 hours of on-call coverage.
- Rape Crisis Center actively reaches out to underserved populations - populations at increased risk of sexual violence - who are often not able to access services, due to their circumstances. These victim outreach efforts include: programming for clients of New Hanover County Juvenile Detention Center, Salvation Army Homeless Shelter, and Wilmington Treatment Center.
Our own Crisis Intervention Services Director, Julie Ozier, LCSW, VSP, completed a 10-month intensive training program in Trauma-Focused Cognitive Behavioral Therapy. This is a short-term, evidenced-based treatment model proven to be effective with children suffering from Post Traumatic Stress Disorder symptoms due to sexual abuse. Rape Crisis Center is now able to offer this clinically appropriate treatment to children in the Cape Fear community at no cost, regardless of insurance status.

The Rape Crisis Center revived its program newsletter publication, “RCC Read,” under the editorial efforts of Advocate/Educator, Lindsay Husch. Articles about current sexual violence issues are featured, including current information about Rape Crisis Center groups and services, fundraisers, prevention efforts and ways to volunteer and support the Rape Crisis Center.

Our own Crisis Intervention Services Director, Amy Feath, was the director of the 2010 “Vagina Monologues”, sponsored by the UNCW Women’s Studies and Resource Center. This was the 9th performance at UNCW, celebrating V-DAY 2010 in February, with proceeds benefiting the Rape Crisis Center and Domestic Violence Shelter and Services. The Rape Crisis Center received $2,129 from this annual fundraiser.

The 8th Annual Port City Rock Against Rape was a success again this year, raising $5,000 and increasing awareness about sexual violence. This benefit music festival included 27 music acts at 16 different venues across town, over 3 evenings. This year, the Rock Against Rape planning committee sold t-shirts and wrist bands in advance, for access to all venues. Each venue had Rape Crisis Center volunteers and staff, displaying information about sexual violence, services, and someone available to answer questions. This event would not have been possible without support from Moe’s Southwest Grill, The Penguin radio station and Sunrise Broadcasting, Eye Associates of Wilmington, Modern Music, Gravity Records, Techniques in Motion and the Cape Fear Roller Derby Girls.

Other Sexual Assault Awareness Month activities in April included: Proclamations by both the New Hanover County Commissioners and the Wilmington City Council; “Hip Hop: Beyond Beats and Rhymes” Viewing and Reception at UNCW, co-sponsored by CARE and the Women’s Studies & Resource Center, and the 3rd Annual Teal Ribbon Mailing.

Rape Prevention 2009-2010 Achievements:

The Rape Prevention Education Program is excited to announce that the first semester of their partnership with University of North Carolina Wilmington’s CARE Office and New Hanover County Schools in implementing a new peer education program using Safe Dates, a healthy relationship curriculum, was very successful. Over 170 New Hanover County 8th graders benefited from the nine week, UNCW mentor facilitated program.

The Rape Prevention Education Program Coordinator, Lauran Arledge, M.Ed., Prevention Educator/Advocate, Lindsay Husch, and the Domestic Shelter and Services, Inc. Violence Prevention Specialist, Rick Houston, are excited to present the curriculum “Our Voice: Redefining Masculinity and Power” a young men’s mentoring program. This program pairs an adult male leader with young men, ages 14-18 and provides a safe way to discuss issues surrounding health masculinity. The pilot of this program is scheduled to begin late fall of 2010.

Through a collaborative partnership with Pender County Schools, the Rape Prevention Education arm of Rape Crisis Center is expanding. Lindsay Husch joined the Rape Prevention Program in the fall of 2009 to facilitate Safe Dates with (Rape Crisis Center-developed) Enhancements to Trask High School in Pender County, to fulfill a portion of the Healthy Schools/Safe Students Federal Grant initiative. This initiative, a 9-session curriculum, 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. The resounding success of this effort led to a new contract with Pender County Schools to increase the current contract to all Pender County High Schools for 2010-2011.

The current RPE Coordinator, Lauran Arledge, M.Ed., has been working with the Community Sexual Assault Prevention Task Force in developing a comprehensive plan to prevent sexual violence in the Cape Fear region. The task force recently unveiled its new mission statement: “The New Hanover County Community Sexual Violence Prevention Task Force gathers individuals from diverse local populations to increase knowledge and reframe social norms around sexual assault prevention through education, media advocacy, and community partnership and outreach.”

Lauran Arledge, M.Ed., has been invited to participate in the North Carolina Sexual Violence Prevention Team. This committee is developing the strategic primary rape prevention plan for the entire state of North Carolina, to ensure a cohesive plan to eradicate sexual violence across the state.

“I am amazed at how well I was treated by everyone I dealt with. I was very scared too. If other victims of rape knew how together these people (RCC) are, and how well you are treated, more would come forward...”
Rape Crisis Center (continued)

If you were in downtown Wilmington on the morning of Saturday, November 7 2010, you might have been surprised to see men walking down the street in high heels! “Walk a Mile In Her Shoes – Men’s March Against Rape and Gender Violence”, organized by Lauran Arledge and a dedicated planning committee, brought out over 200 men, women and children, including UNCW students, New Hanover County Sheriff Ed McMahon, District Attorney Ben David, Mayor Bill Saffo, and Councilman Kevin O’Grady Coastal Horizons Center employees, and other community members who walked one mile in women’s high-heeled shoes (or wore them around their neck) to protest rape, sexual assault & gender violence. This annual awareness/fundraiser continues to successfully show the community that men are involved in the movement, with over $5,000 in proceeds raised to support Rape Crisis Center's Prevention Education Program.

The ever-expanding Rape Prevention Education Program learned it was selected by Z. Smith Reynolds Foundation to be the recipient of a one year $30,000 grant to expand Safe Dates prevention programming in Pender and Brunswick counties.

RAPE CRISIS CENTER – BRUNSWICK
Rape Crisis Center – Brunswick provides 24-hour victim response services for Brunswick County rape victims/survivors and continues to expand program services. Rape Crisis Center – Brunswick offers free and confidential rape crisis services for victims of sexual violence, of any age, as well as their families, friends and loved ones, who struggle to provide victims with support and care. Rape Crisis Center- Brunswick began providing services in 2007 and since that time has seen growth in services and also in community support. Rape Crisis Center – Brunswick partners with Hope Harbor Home, Inc. and the Office of the NC 13th Prosecutorial District Attorney to facilitate services in Leland and Supply. 2010 marked a very special year for the Rape Crisis Center-Brunswick as the new facility officially opened in Shallotte allowing victims even more convenient access to services and support. As the Rape Crisis Center – Brunswick continues to expand services and to build community partnerships, Brunswick County victims now have rape crisis services accessible across Brunswick County, including services and programs in Leland, Supply, Sunset Beach, Oak Island, and Shallotte.

BRUNSWICK - Program Operations In Fiscal Year 2009-2010:

- 58 new sexual violence victims/survivors sought Rape Crisis Center-Brunswick services.
- 30 family members, friends and/or significant others of victims sought services.
- 30 continuing victims/survivors utilized Rape Crisis services.
- 38% of new victims served were under the age of 18.
- 23 hospital crisis interventions (a 35% increase from 08-09) were provided with 100% of victims filing a preliminary law enforcement report of the assault.

Program Affiliations:
- Brunswick County Resource Coalition
- Brunswick County Sexual Assault Response Team
- North Carolina Coalition Against Sexual Assault
- North Carolina Victim's Assistant Network

Fiscal Year 2009-2010 Achievements:

- The Brunswick County Sexual Assault Response Team (SART), with participation from the Rape Crisis Center-Brunswick, established protocols to ensure a coordinated response for victims of sexual violence, their families and loved ones. Hosted in the Office of the District Attorney for the 13th Prosecutorial District, Brunswick County SART boasts members from Brunswick Community Hospital, Dosher Memorial Hospital, Leland Police Department, Oak Island Police Department, Boiling Springs Police Department, Brunswick Department of Social Services, The Carousel Center for Abused Children and Brunswick County Sheriff’s Department. The protocols were enthusiastically signed by community leaders in March 2010 and will be evaluated on a yearly basis to guarantee all victims of sexual violence receive comprehensive victim-centered services. It is the Rape Crisis Center-Brunswick and SART's hope that through these protocols more victims will continue to come forward to receive Rape Crisis services and cooperate with law enforcement and prosecution.

- Rape Crisis Center – Brunswick has established partnerships with community organizations and schools to ensure access to services throughout the county. A Teen Girls’ Group has been established at the Leland Family Resource Center in collaboration with Brunswick County's DSS L.I.N.C. program. An additional Teen Girls’ Group was started at Brunswick County Academy and took place every Thursday through out the spring semester.

- Rape Crisis Center - Brunswick presented 38 community rape awareness programs presented to 685 students in Brunswick County, in cooperation with the following schools: Roger Bacon Academy, Bolivia Elementary, North Brunswick High School and Brunswick Academy.

- In honor of April's Sexual Assault Awareness month, the Rape Crisis Center – Brunswick held its first ever “Jeans for Justice” awareness campaign and fundraiser. Community partners embraced this fundraiser with agencies such as Dosher Memorial Hospital and the 13th Judicial District Attorney's Office participating. This marked the first successful fundraising effort for the Brunswick program and $650 was raised.

Rape Crisis Center 2009-2010 Client Age Breakdown
Cape Fear & Brunswick County Volunteer Tri-County Homeless Interagency Council

Community Crisis Response Team

community contact for:

- maintain active membership in, and the primary Crisis Line & First Call for Help Hotlines

Coastal Horizon Center’s Crisis Line & First Call for Help Hotlines

provide 24-hour crisis, suicide intervention/prevention hotline counseling services. Information and referrals are also provided to facilitate linkages with available, needed resources, with walk-in crisis intervention counseling and pregnancy testing offered. Trained crisis intervention/information and referral specialists and community volunteers maintain 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 and New Hanover County.

Program Operations In Fiscal Year 2009-2010:

- Crisis Line Hotline processed 3,187 crisis hotline contacts, requesting crisis counseling, or information and referral services. This represents an increase from fiscal year 2008-2009 of nearly 11%.
- First Call for Help Information and Referral Hotline provided services for 1,544 citizens in the tri-county area. This total represents a call increase of over 300%, due to the implementation, in collaboration with the 10-Year Plan to End Chronic Homelessness – A United Way of the Cape Fear Area, of the Homelessness Prevention / Rapid Re-Housing federal grant initiative.
- Hotline staff and volunteers provided over 1,094 of free crisis intervention counseling and information and referral linkages.

Program Affiliations:

- Crisis Line & First Call for Help staff and volunteers maintain active membership in, and the primary community contact for:
  - Community Crisis Response Team
  - Interagency Council of New Hanover County
  - Tri-County Homeless Interagency Council
  - Cape Fear & Brunswick County Volunteer Centers

- Brunswick Resource Coalition
- North Carolina 2-1-1
- Southeastern Center for MH/DD/SA – Community Crisis Collaborative

Fiscal Year 2009-2010 Achievements:

- Hotline Services maintain after-hours crisis intervention support and on-call dispatch services for Domestic Violence Shelter and Services, Families First, Inc., Coastal Horizon’s Mental Health and Substance Abuse programs’ first responder duties for Brunswick, New Hanover and Pender facilities, as well as for Rape Crisis Center – New Hanover & Brunswick Counties.
- In partnership with United Way of the Cape Fear Area, Hotline Services serve as primary database manager for NC 2-1-1 human services agencies and programs serving in Brunswick, New Hanover, and Pender counties, and just expanded coverage this year to include Columbus county. In addition to citizens dialing, 2-1-1 to access Information & Referral specialists, citizens and community partners can access human service program information and referral services via the NC 2-1-1 database through the CommunityPoint feature at www.nc211.org. The local four-county NC 2-1-1 service area netted 2,282 calls to the state’s 2-1-1 Call Center for access to agency information and linkages to available services.
- First Call for Help began contracting services, in partnership with the 10-Year Plan to End Chronic Homelessness, Brunswick Family Assistance, The Salvation Army, Good Shepherd Center, and Pender Housing Department to implement the Homelessness Prevention/Rapid Re-Housing federal grant. HPRP is designed to assist qualifying citizens and families in New Hanover, Brunswick and Pender counties, when they are nearly homeless or recently homeless. Once interviewed and accepted into the HPRP program, case managers from the community partner agencies work on a comprehensive plan toward preventing the family from becoming homeless OR to quickly assist the family to obtain housing and successfully achieve long-lasting self-sufficiency. First Call For Help Hotline provides the initial screening of potential HPRP candidates to assist community partners with identifying those individuals and families meeting federal grant criteria, thus increasing partners’ capacities to interview and accept appropriate candidates.
- Hotline Services maintain participation/facilitation of community efforts for the New Hanover County Emergency Management, and Community Crisis Response Team, to maintain seamless services for community response to weather events, mass casualties or other disasters, in cooperation with United Way of the Cape Fear Area.

Amy L. Feath
Director, Crisis Intervention Services

**First Call for Help 2009-2010 Information & Referral Hotline Issues**

- Woodlot Program 16%
- Financial Concerns 5%
- Phone Number Assistance 3%
- Housing Issues 2%
- Other Issue 2%
- Domestic Violence 1%
- Frequent Callers 1%
- Shelter for Adults 1%
- Psychiatric Concerns 1%

Homelessness Prevention & Rapid Re-Housing Program (HPRP) 17%

**Crisis Hotline 2009-2010 Crisis Line Hotline/Walk-In Issues**

- Substance Abuse Issues 6%
- Other issues 6%
- Domestic Violence 6%
- Sexual Violence 6%
- Alcohol Issues 5%
- FPH Issues 5%
- General Medical 4%
- Depression 4%
- Parent/Child Issues 3%
- Housing Issues 3%
- Psychotic Concerns 2%
- Financial Issues 2%
- Other issues 1%
Open House Emergency Youth Shelter provides 24-hour access to temporary, emergency shelter for runaway, homeless, street, displaced, abused and neglected youth ages 6 to 18. Providing for basic food, clothing and shelter needs through referrals from 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’s nine-bed, co-ed facility is licensed, every two years, through the North Carolina Division of Social Services for Emergency Foster Care placements for periods of up to 90 days. Funding support through 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 all shelter services.

Program Operations In Fiscal Year 2009-2010:
- Open House provided 1,592 days of shelter service, for 105 unduplicated youth, aged 8-18; facilitating 120 Intakes and 116 discharges.
- 75% of youth served were 14 through 17 years of age.
- 53% of youth served were female; 47% were male.
- Average length of shelter stay was 15.2 days, with 37% of youth utilizing Open House shelter for 10 days or longer.

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
- WIRE Center for youth
- Youth Action Coalition

Fiscal Year 2009-2010 Achievements:
- From January 2010, Open House Shelter’s new Clinical Supervisor, a Provisionally Licensed Marriage and Family Therapist, provided 125 individual and family therapy sessions, thus affording shelter youth and their families with nearly 150 hours of free and confidential clinical services in a 6 month period.
- A Bi-monthly Teen Girl’s Rape Awareness and Education Group are facilitated by in-house Rape Crisis Center staff.
- Substance Abuse Prevention Group and substance abuse assessment and treatment plans are facilitated through Coastal Horizons’ Adolescent Substance Abuse and Prevention services.
- New Hanover County Gang Task force partnered with Open House to educate the staff about how to identify and refer youth to their services for prevention and intervention.
- In Spring 2010, due to the generosity of Landscapes Unique donating time, materials, labor and creative energies, Open House Emergency Youth Shelter received a “Extreme Recreation Yard Makeover” including, new grass, waterfall and a very “serene” patio area for reading, relaxing, having a nice outdoor meal. Thanks to Transplanted Garden for accent potted plants for around the patio area, to give it that “homey” feel.
- In order to make their stay at Open House Emergency Youth Shelter a bit more like home, residential staff works tirelessly to identify and obtain various cultural and special recreational activities for the youth to experience. This is no small feat with little to no budget for recreations for up to 9 youth. Again, the Cape Fear community rose to the call and afforded Open House youth with a variety of donated goods, services and activity tickets to allow the days to pass with a bit more adventure. Ten Pin Alley, Jelly Beans, Carmike and Mayfaire Cinemas, Johnnie Mercer’s Fishing Pier provided an annual fishing pass (2nd YEAR!!), and Sweetwater Surf Shop graciously provided Open House Shelter with an array of girls’ swimsuits, so that they won’t miss out on summer fun at the beach and Legion Stadium pool.
- Youth helping youth – After completing a school project on “Homeless and at Risk Youth,” with information his interview of one of the Residential Counselors from Open House Emergency Youth Shelter, Bradley Burleson, a student at Myrtle Grove Middle School, was inspired to help the youth that would be spending a summer away from family and friends. He rallied his classmates, collecting enough money to purchase all-day tickets to Jungle Rapids, as well as purchasing $100.00 in tokens with his own money. This young man is an inspiration to youth in the Cape Fear community, who want to make a difference in the lives of those less fortunate than themselves.
In the stressed economy this past fiscal year, Open House Emergency Youth Shelter looked for every way to stretch their food budget to the limit to make sure growing teenagers have sufficient nutritious food available. The Open House Shelter residential team would like to thank the following “food & meal benefactors” for donating yummy, and often home-grown and home-made, goodies for the youth: Holy Trinity Episcopal Church of Hampstead, Beth Quinn, Thom Potratz, Dr. Kate Wiese, Cindy Henry.

According to research completed by the Obesity Prevention Initiative, 30.8% of persons 2-18 years of age in New Hanover County are obese or a risk of becoming obese (compared to 17% nationally). The Open House Emergency Youth Shelter is committed to educating the youth on fun and easy ways to avoid obesity. Over a 6-month period, Open House Youth Shelter’s new health and wellness program: “An Apple-A-Day” provided over 433 hours of health and wellness activities. “An Apple-A-Day” exposes and educates the youth to a variety of healthy activities including: yoga on the beach, weight lifting, laser tag, tai-chi in the park, swimming, ice-skating, karate and basketball as well as meal planning and preparation (some meals include; grilled stuffed peppers, eggs frittata, chicken enchilada and spinach smoothies).

Open House Emergency Youth Shelter has been developing ongoing collaborations with multiple community agencies to increase the youth’s exposure to the arts and humanities. Throughout January, February and March; Dreams of Wilmington joined the youth at the shelter weekly to teach everything from sculpture, weaving cloth and painting. The youth, along with a professional art therapist learned the different artistic trades while learning a bit more about themselves.

The more positive role models the better… Open House Emergency Youth Shelter has increase its “people power”, (from 0 to 7 volunteers, allowing one additional adult per day) providing more supervision, support, and interactions for the youth.

In January 2010, Celine Adair, MFTA, Clinical Supervisor embarked on a “greener” and more efficient operational and records management system. A complete system upgrade, she and Coastal’s IT Manager, Jim Ayers, designed, implemented and trained the residential team on a whole new Microsoft’s Share Point and Office Access system. Share Point provides a platform for improved communication among employees as well as a secure system to organize and manage shelter information such as; client appointments, contact information, medications, community resources, regularly used files, templates and documents as well as between. By documenting the daily activity of clients on Microsoft Access (rather than pen and paper), the shelter has improved continuity of care as well as the accuracy and ease of collecting monthly performance statistics.
Contributors

Businesses
16 Taps
A Boxed Event
A Tent Event
A Mark Catering Services at UNCW
Al’s Place Band
Amber Ocean Photographic
Arab Shrine’s Club
Aussie Island Surf Shop
Beach Billy Brothers
Beau Rivage Golf & Resort
Bibis & Black
Black Mambas
Blivet
Bridge Builders Pastoral Counseling & Psychotherapy
Brinker International
Browncoat Pub
Brunswick Electric
Cape Fear Community College
Cape Fear Roller Girls
Carmike Cinema 4
Carmike Cinemas
Centro Hispano – Hispanic Latino Multicultural Center
Cici’s Pizza
City Club at de Rosset
Coldwell Banker Seacoast
Costello’s
Davis Funeral Home – Jordan Memorial Chapel
Diversified Bio Mass Co.
Domestic Violence Shelter & Services, Inc.
Dorothy’s Originals
Dosher Memorial Hospital
Dragon Seeks Path
El Cerro Grande Mexican Restaurant
Elijah’s Restaurant
Enemy of Mine
EVLUTION Salon & Spa
Fairy Circle Consignment
Family Works Psychological Center
Farmer’s Supply
Firebelly Lounge
First Citizens Bank
Fred Flynn & the Stones
Hedrick Gardner
Garris & Gregory
Green Baby Diaper Service
Hanover Rehabilitation Services
Hello Sugar
Hell’s Kitchen
Holy Trinity Episcopal Church
Home Depot- #3629
Honda Parts Unlimited
Hope From Helen, Inc.
Hot Pink Cake Stand
iBest.net, LLC
Icehouse Skating Rink
Indochine Thai – Vietnamese Restaurant
Ingram Planetarium
Insiders Guide to Wilmington and the Crystal Coast
Insight Wellness Services
Jellybeans Skating Rink
Johnnie Mercer Fishing Pier
Jungle Rapids
Just Dogs! Gourmet
Kat’s Great Eats
Keli’s
Kendrick Karaoke
Bob King Automall
Kitchen & Lighting Designs
Landscapes Unique
Leadership Initiatives
Magnolia Family Medicine
Mellow Mushroom
Midtown Deli & Grill
Miller-Motte College
Mist & Madness
Modern Music
Music Loft of Wilmington
Nature of the Game Paintball
Never Forever
New Hanover Community Health Center
New Hanover County Sheriff’s Office
New Hanover Regional Medical Center
NTR Group, LLC
OUTImpact Magazine
Palm Room
pattersonvehn, LLC
Pawt USA, Inc.
Riedmont Natural Gas
Pomegranate Books
Port City Java
Possum Creek
PPD
Progressive Energy Service Company, LLC
Progressive Gardens
Rafaela’s
Reel Café
Reggie’s
Regional Acceptance Corp.
Rountree, Losee and Baldwin, LLP
RSN McCladrey
Schreiner’s Restaurant
Scooter’s Skating Rink
Scott Electric Company, Inc.
Sew Perfect
Perry Smith & TANSTRUM
South Paw Sports Bar
T & E Management
Ten Pin Alley
Tex’s Tackle
The Bra Shoppe
The Carolina Lounge @ Ramada Inn
The Cellar
The Charleston Group
The Chick’s Nest
The Lighthouse Film Company
The New Dinosaurs
The Pampered Chef
The Postcard Society
The School Boys
The Transplanted Garden
Two Guys Grill
UNCW – Campus & Catering
UNCW – CARE Program
UNCW – Counseling Center
UNCW – Department of English
UNCW – Honors Scholars Program
UNCW – Phi Gamma Delta Fraternity
UNCW – Psi Chi Fraternity
UNCW – Reservations
UNCW – Upperman African American Cultural Center
UNCW-Women’s Studies & Resource Center
US Marine Aircraft Group 29 – 2D Marine Aircraft Group Wing
Velocity Solutions
War Sox
Wal-Mart Super Center- Leland
WECT TV-6
Ken Weeden & Associates, Inc.
Where’s My MidWife?
Wilmington Athletic Club
Wilmington Health Associates
Wilmington Machinery
Wilmington Police Department
Wilmington Roller Derby, LLC
Winner Boats
Ziabird

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Amy Thompson
Janet Toedt
Dave Tomo
Kristi Toney
Mr. & Mrs. William E. Tomlinson
Randy Tomsic
Benton Toups
Gail Townsend
Kyle Trivett
Mr. & Mrs. Thomas Trivett
Les Turlington
Amanda Turner
Cedric Turner
USMC - SGT Tucker
USMC - CPL. Castroverde
USMC - LCPL Barber
USMC - PFC Perez
Thomas Varnum
Rachel Wade
Brad Walker
Mr. & Mrs. Walker
Pat Walker
R. Alan Waller
Melissa Walton
Mr. & Mrs. Walton
David Ward
Kay Warren
Jessica Watson
Dr. Barbara Frey Waxman
Rabbi Robert Waxman
Bambi Weavil
Ken Weeden
Emily Weidemann
Kate Weise, MD
Jonathan Weiss
Frances Weller
Mrs. Katherine Weller
Margaret Weller-Stargell
Harold Wells
Linda Wert
Katrin Wesner
Jane Wessell
Patsy West
Georgia Whatley
Lucille Whedbee
Pat Wheeler
Scott Whisnant
Cecil Whitehurst
Robin Wicks Robinson
Susan Willets
Tammy Winner
Megan Winters
Mr. & Mrs. Wolff
Adam Wood
Lara Wooten
Mr. & Mrs. Chick Young
Herb & Ronna Zimmer
Mark Zimmerman