ANNUAL REPORT
2017-2018

Promoting Choices for Healthier Lives and Safer Communities
Our Mission...

Coastal Horizons Center provides a continuum of professional services to promote healthier lives, stronger families, and safer communities.
On behalf of the Officers and Board of Trustees of Coastal Horizons Center, Inc., it is a privilege to present the Fiscal Year 2017-2018 Annual Report.

As you all know, our annual meeting is quite a bit delayed this year due to the devastation caused by Hurricane Florence. While the storm certainly will affect Coastal Horizons Center financially, it also has affected many of our clients and staff. But in the midst of this horrible disaster, it also further has shown the dedication and passion of the incredible team at Coastal Horizons Center. I, along with our entire board, are in awe of their perseverance and passion even in the middle of facing personal struggles brought on by the storm. From making sure our clients had the necessary care during the storm to helping with their needs afterwards, the team rallied to serve. The Board’s “thank you” seems woefully inadequate in expressing the respect we have for each of the team.

That same advocacy and unyielding support for the patients and clients we serve is exceedingly evident in the pages that follow. What is also evident is the amount of continued growth that Coastal Horizons Center has had in recent years. I can tell you that this growth has been rapid but incredibly strategic. All while maintaining the vision and mission of the corporation and continuing to strategically position Coastal Horizons as a major provider for behavioral health services in Eastern North Carolina and criminal justice services throughout North Carolina.

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

I would also like to express my sincere appreciation to my fellow Trustees who work tirelessly to support the work of this incredible organization. I thank each of you for your leadership, dedication and counsel to me and to this incredible organization. Your willingness to serve and to provide leadership through this continuing dynamic and divergent period of mental health reform in North Carolina is not only vital, but critically needed.

Again, I also speak for the entire Board of Trustees when I say we are continually in awe of the passion, dedication and sustained professionalism of the entire Coastal Horizons Center Staff. And, especially, the dedicated and inspiring leadership provided by President and CEO Margaret Weller-Stargell. We thank you! It is an honor to serve as your Chairman of the Board of Trustees.

In your service,

Jimmy Hopkins
Chair, Board of Trustees
Coastal Horizons Center continues to be an amazing organization. From program expansions to adjustments in funding, we continue to persevere with absolute resolve to do whatever is needed to ensure we fulfill our mission in meeting the needs of those we serve. I am very pleased to say that Fiscal Year 2017-2018 was our fiscally strongest year in the history of the organization. We ended the year in the black with a record profit. That is not to say it was not a challenging year financially, as indeed it was and is every year. We can always count on the fact that where some business lines will show profit, others will show major losses. It is in properly managing these funds and making necessary budget adjustments when required that we can say without question that Coastal Horizons Center is a great steward of the funds to which this nonprofit organization has been entrusted.

Evaluating all operations while continuously strengthening our core businesses and business practices has always been the foundation of our success. And, let me be clear. When I say our, I am referencing Coastal Horizons Center’s greatest resource, our human resources...our incredible staff and board.

As a leading provider in our industry, Coastal Horizons Center was approached many times this year to respond to the growing behavioral health and primary care needs in our community. Whether it was for an adult dealing with opioid dependence or a child in need of shelter or psychiatric services, Coastal Horizons Center was a first responder. Opioid addiction has long been an issue in our community, as it has been for many other communities across the country, yet it has more recently been declared a national epidemic. Addressing opioid addiction through Medication Assisted Treatment (MAT) since the early 1990’s, Coastal Horizons was equipped to respond to these growing needs. In the pages that follow, you will see how Coastal Horizons Center addressed the needs of the clients we serve by the dedicated management and staff within each respective department. You will see why you can be glad Coastal Horizons Center is in our community.

Coastal Horizons Center continued to increase its geographic presence and visibility in other communities. Specific to substance use and mental health services, we served more clients and provided more enhanced services (Outpatient Treatment, Intensive Outpatient Treatment, and Intensive In Home) than any prior fiscal year. Moreover, Day Treatment was a new service for us last year and has resulted in an expansion of this service delivery into next fiscal year.

As part of our board’s strategic planning, we determined the need to focus more attention and resources on implementing newer technology in our business. A new Electronic Medical Record (EMR) system was implemented to allow us to share information between our primary care, mental health, and substance use services. The new EMR provides better reporting capabilities while also eliminating much of the paper based workflows. We also moved our email system to an industry standard platform, with stronger network security. The new system adds secure email within the organization along with Microsoft Office tools to allow our employees to communicate more efficiently. One of the Microsoft Office tools we implemented was the use of SharePoint, which allows our staff to work anywhere geographically and still have access to files they need to share.

While Coastal Horizons Center has experienced rapid growth in this past year, we too have recognized the critical need to be strategic in evaluating the pace and direction of that growth. We are very fortunate to have a very dedicated, committed and formidable Board of Trustees to oversee this strategic process. They not only have committed their time and expertise to Coastal Horizons Center, they too have committed their own resources to ensuring we meet our financial goals.

I am very thankful to work with a tremendous staff and board, and because of their dedication and commitment, our clients can be assured their needs will be met. We can all be thankful Coastal Horizons Center is here.

Margaret Weller-Stargell
President and CEO
Prevention & Outdoor Adventure
- Mobilizing communities to prevent, reduce, or delay use of alcohol, tobacco, and other drugs
- Utilizing Best Practice Prevention Strategies and Programs proven effective
  - Challenge Course

Outpatient & Community-based Treatment
- Substance Use and Mental Health Services
  - Individual, Group, & Family Counseling
  - Intensive Outpatient Program (SAIOP)
  - DWI Assessments & a full array of DWI Services
  - Clinica Latina
- Adult Drug-Free Treatment
- HARRTS Program – Integrated model with recovery homes
- HUD Horizons Housing Program
- Adult Treatment for Opioid Dependence
  - Medication Assisted Treatment
  - Licensed Opioid Treatment Program (New Hanover)
  - Office Based Opioid Treatment
- Research & Internship Partnerships
- Child and Adolescent Services
  - Program for Adjudicated Youth & their Families
  - Intensive In-Home services (in 7 counties)
  - Intensive Family Preservation Services (in 27 counties)
  - Day Treatment (Lake Forest Academy K-8)
  - CHLD FIRST
  - Incredible Years – Parenting program
  - Adolescent specific treatment
  - Child Mental Health Therapy Services

Health & Integrated Care
- HIV Early Intervention & Community Outreach
  - Education, Medical Diagnostic Testing & Referrals
  - HIV & Early Intervention Support Group
- Peer Support & Medical Care Management
- Hospital Care Integration – partnership with NHRMC
- Integrated Primary Care Clinics
  - Horizons Health for Adults
  - WHAT - Wilmington Health Access for Teens
  - School-Based Health Centers

Crisis Intervention Services
- Open House Youth Shelter
- Rape Crisis Center
- TASC (Treatment Accountability for Safer Communities)
- DES (Drug Education School)
- OCP (Our Children’s Place)
- RRS (Reentry Reduction Services)
- RESET (Re-Entry Systems for Effective Treatment)

TASC Statewide Training Institute
- Training & Curriculum Development
  - Creative & Technical Development
  - Credentialing Department
  - DW Training & Consultation Services
The Substance Use, Mental Health & Care Integration Services of CHC provides a continuum of prevention, outpatient treatment, and health-related services to individuals in the eastern region of North Carolina – with primary emphasis being in New Hanover, Pender, & Brunswick counties.

Outpatient Treatment
- Adult Outpatient Treatment Services
  - Individual, Group, & Family Counseling for those with Substance Use and/or Mental Health Disorders
  - With Auxiliary Medical & Psychiatric Services
  - Co-located behavioral health services at primary care facilities
  - Substance Abuse Intensive Outpatient Program (SAIOP) – structured group, individual and family addiction treatment activities (New Hanover, Brunswick & Pender)
  - DWI Assessments & a full array of DWI Services
  - Clinica Latina – Specialized Outpatient Services in Spanish
- Medication Assisted Treatment for Opioid Use Disorders
  - Opioid Treatment Program (New Hanover – Methadone & Buprenorphine)
  - Office Based Buprenorphine (New Hanover, Pender and Brunswick)
- Adult Residential and Community Services
  - Horizons Adult Regional Residential Treatment Services (HARRTS) – Integrated model of providing intensive treatment in collaboration with a network of recovery homes
  - HUD Horizons Housing Program
- Hospital Care Integration – services based at NHRMC Emergency Department
- Jail Diversion Program
- Community Based Youth Services
- Programs for Youth & their Families
- Intensive In-Home services
- Intensive Family Preservation Services
- CHILD FIRST services for Young Children & their Families
- Day Treatment services at Lake Forest Academy
- Incredible Years
- Child Mental Health Therapy Services
  - Outpatient Individual and Family Therapy for children and youth with behavioral health disorders
  - Medical and Psychiatric Services
  - School-based behavioral health services
- Research & Internship Partnerships

Horizons Health & Integrated Care Services
- Primary Care Clinics – “WHAT” (Wilmington Health Access for Teens) & “Horizons Health”
  - “Medical Home” services – team-based approach, with health coaching
  - Services ranging from physical exams to treatment of acute and chronic illnesses, health education, and linkage to specialty care
- Carolina Access Medicaid Provider
- School-Based Health Centers at several area high schools
- HIV and Hepatitis Outreach, Testing, and Education
- SAMHSA Continuum of Care & High Risk Treatment Initiatives
- HIV & Early Intervention
  - Education, Diagnostic HIV Testing & Referrals in eastern NC
  - HIV & Early Intervention Support Group

Prevention & Outdoor Adventure
- Mobilizing communities to prevent, reduce, or delay use of alcohol, tobacco, and other drugs
- Utilizing Best Practice Strategies and Programs proven effective in delivering quality outcomes

NEW INITIATIVES for 2018-2019:
- SACOT Brunswick County – Comprehensive Outpatient Treatment, a more intensive “step up” from SAIOP level of care service to prevent hospitalization.
- Bladen County - Day Treatment in 2 schools and a new JCPC funded Aggression Replacement Training (ART) program.
- Quick Response Team – awarded a contract with the City of Wilmington – to utilize special State funding to reach opioid overdose survivors and those close to them and engage them in treatment and harm reduction services.
- CHILD FIRST expanding to Columbus County.

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
SUBSTANCE USE, MENTAL HEALTH AND CARE INTEGRATION SERVICES
OUTPATIENT TREATMENT

What Have Outpatient Treatment Services Accomplished In The Past Year?
We provide comprehensive, affordable outpatient & community based treatment for adults, children and youth – including the integration of primary care for adults and youth!

New Hanover County
New Hanover Services & Accomplishments:

- New Hanover County transitioned into the new fiscal year with over 1,300 active clients who receive treatment for mental health and/or substance use disorders. We are admitting, on average, at least 75 new patients per month in outpatient treatment.
- Our Opioid Treatment Program maintained an average of 275 clients throughout the year. We continued to build our buprenorphine/naloxone (Suboxone) medication assisted treatment option within the Opioid Treatment Program. We continue to admit most patients to the program within 24-48 hours of walking in the door.
- We provided treatment for 115 clients by contract with Federal Probation and Parole.
- We continued to provide DWI services and had staff representation on both the New Hanover County Drug Court and DWI Treatment Court teams.
- Outpatient Treatment staff participated in various initiatives at the local hospital, participating as members of multidisciplinary teams to address the opioid epidemic, opioid overdoses, neonatal abstinence syndrome, and endocarditis.
- In response to the opioid overdose crisis in our community, Outpatient Treatment has increased distribution of Naloxone kits – intramuscular, intranasal sprays, and auto-injectors – to clients, family members, and trained overdose responders in the area.
- Successfully building on community partnerships with primary healthcare organizations, we continued relationships with both the hospital (NHRMC) HIV Outpatient Clinic to provide co-located behavioral health counseling services to medical patients.
- We continued the Hospital Care Integration Program, which locates a therapist and peer support specialist in the Emergency Department at NHRMC – to work collaboratively to quickly link and engage some of the most challenging patients into an array of outpatient behavioral health and medical services at CHC.
- We partnered with Cape Fear Community College to provide brief screening and therapy services on campus, and to provide targeted prevention initiatives.
- Through our Child and Adolescent services, we continued to provide evidence-based treatment interventions. Staff utilize the Seven Challenges Model of therapy for treatment of adolescents with substance use disorders, and Parent-Child Interaction Therapy for treatment of young children with emotional and behavioral needs. Staff trained in Trauma-Focused Cognitive Behavioral Therapy continued to use of this evidence-based model in treatment services.
- Outcomes – outcome surveys show that, after 12 months of treatment at Coastal Horizons Center in New Hanover...
  - Heroin use decreased from 36% in the 30 days prior to admission to 4% after 12 months of treatment.
  - Illicit opioid/opiate use decreased from 31% prior to admission to 18% after 12 months.
- Use of any substance at all – including nicotine – decreased from 95% at admission to 41% after 12 months.
- Other Outcomes:
  - Unemployment dropped from 61% at admission to 29% – more than half.
  - At the end of one year of treatment, ALL – 100% of patients – reported that the program was helpful in improving their quality of life. 100% of patients reported that the program helped to decrease their symptoms. The great majority – 96% - reported that treatment at CHC increased their hope for the future and increased their control over their own lives. Over one third said that the program was helpful in improving their education status, employment status, or both. Homelessness decreased by two thirds.
- For consumers with primary mental health disorders:
  - Severity of symptoms decreased – those who rated their symptoms at least “moderate” or “severe” dropped from 70% at admission to 46% after 12 months.
  - Involvement in positive community activities increased from 8.2% at intake to 20% after 12 months.
  - Suicidal thoughts, suicide attempts and intentional self harming behaviors were all decreased to zero recent attempts, after 12 months.
  - Employment nearly doubled – from 31% to 64%.
- For consumers with primary mental health disorders, 100% reported that the program’s services were helpful in improving their quality of life and decreasing their symptoms, and 95% reported increased hope for the future,
and increased their own control over their lives.

### Intensive Outpatient Program (SAIOP)
SAIOP is offered in our 3 office locations, in New Hanover, Pender, and Brunswick County. We have been able to serve up to 120 clients at any given time, across our offices. SAIOP is offered every Monday, Wednesday and Friday without exception (holidays included), for at least 12 weeks.

New Hanover offers six separate sections of SAIOP and will be adding in another section in the weeks.

Brunswick locations offer two sections of SAIOP, and will be adding in another section in the weeks.

\[ \text{Outcomes:} \]

- SAIOP outcomes show an overall decrease in substance use during SAIOP. At the start of SAIOP, 56% of clients reported they had used alcohol or drugs in the last 30 days before entering treatment. At the end of SAIOP, 88% of clients reported that they had been abstinent from alcohol and drug use in the last 30 days.
- Unemployment dropped from 64% at admission to 24% at the end of a client’s SAIOP treatment.
- Client satisfaction in recovery increased from 0-36 sessions, from 6.9 to 8.7, on a 1-10 scale, 1 being with being very weak, and 10 being very strong. Client’s attendance to recovery related support groups in the past 30 days doubled, from 10 days at the beginning of SAIOP to 20 days after 36 sessions of SAIOP.
- We continue to maintain 5 apartments as part of our HUD Horizons Housing (HHH) Program. We have reduced barriers and expanded access — to provide permanent supportive housing to individuals and families with any behavioral health disorder who are struggling with chronic homelessness.
- Outpatient Treatment was in full compliance on the annual Federal/State Block Grant Audit, with no corrections needed.
- In honor of a treasured staff member, Ruthie Trammel, who passed away in 2014 after a valiant battle against cancer, we honored one staff member as our fourth annual Ruthie Trammel Award recipient. This staff member was selected based on their dedication, passion, and hope that they instill in others every day. Staff recognized New Hanover Outpatient Therapist Caitlin Garner as this year’s Ruthie Trammel Award recipient.
- With a grant from United Way of the Lower Cape Fear, as part of the Cape Fear Health Net, we were able to continue providing primary care services to high risk, under-funded populations.

### Clinica Latina

We completed our 9th successful year of “Clinica Latina” services — providing treatment services in Spanish and in a culturally comfortable setting for Latinos and their families. Some of the highlights of these services include:
- Serving 275 new Spanish-speaking clients in this past year, bringing our grand total to 1,979 Spanish-speaking clients served since Clinica Latina opened in May 2009.
- Collaborating with NHRMC (hospital) as well as Rape Crisis to provide services to victims of trauma;
- Collaborating with Department of Social Services in all Brunswick, New Hanover, and Pender counties, with County Schools, Smart Start, preschool programs, local pediatricians, judicial system, Carousel Center, and domestic violence shelters; and,
- Through the use of evidence based therapeutic approaches, Clinica Latina has been instrumental in preventing at least 35 hospitalizations for clients in crisis, preventing at least 44 out of home placements for children and adolescents, and decreasing incidents of domestic violence for families referred by Department of Social Services or courts.

### HARRTS

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

### HARRTS services include:

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

### Accomplishments:

- Agreements with 5 Recovery House Partners for 6 recovery houses in the community to provide residential beds – Hope House of Wilmington-Men’s House, LINC-Coed Reentry facility, Launch Pad-Men’s House, Tree of Life, and Wilmington Recovery-Men and Women’s Houses.
- We have continued to work closely with agencies throughout the Eastern Region for referrals; New Hanover Regional Medical Center/ Behavioral Health & Emergency Department; Wilmington Treatment Center; Walter B Jones ADATC; RHA/ Harbor Facility Based Crisis, PORT Human Services Facility Based Crisis; local outpatient providers; Department of Corrections; and other referral agencies across the Eastern Region of the state.
- With some changes to our Partner Network, we have been able to increase the number of Recovery House beds for clients on MAT/ Medication Assisted Therapy.

### Clinica Latina

- We completed our 9th successful year of “Clinica Latina” services — providing treatment services in Spanish and in a culturally comfortable setting for Latinos and their families. Some of the highlights of these services include:
- Serving 275 new Spanish-speaking clients in this past year, bringing our grand total to 1,979 Spanish-speaking clients served since Clinica Latina opened in May 2009,
During the fiscal year July 2017 to June 2018, we received 328 referrals from numerous sources this year with a total of 134 admissions. During the last quarter of this fiscal year, we have tracked completion percentages as well as overall length of stay in the program. Our overall completion rate continues at 50% for the entire fiscal year. For that population, the average length of stay was 100 days. We provided over 15,565 hours of services across the year including SAIOP, intake, case management, counseling, psychiatric services, and residential services. We continue to track graduates from the program through recovery houses, ongoing treatment services, and direct contact with graduates. One graduate with over 5 years of sobriety is now the full-time manager of one of our Recovery House Partners.

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

Pender Services & Accomplishments:
- Pender County transitioned into the new fiscal year with 1,274 active clients who receive treatment for mental health and/or substance use disorders. We continue to provide individual, group, family and couples counseling for all ages, and specialized support groups.
- Coastal Horizons has maintained an active partnership with Pender County Schools to offer school-based outpatient counseling across the county and are currently working to provide this service in all Pender County Schools.
- Coastal Horizons has continued to work in conjunction with Pender Alliance for Teen Health (PATH) as their behavioral health provider in a joint initiative to offer integrated behavioral and medical health care to students in clinics located at their schools. We continue to work closely with PATH leadership, and the NC Rural Health Leadership Alliance to provide the most efficient and clinically effective integrated care.
- In response to the opioid crisis in Pender County, the Pender office has grown the Office Based Opioid Treatment (OBOT) program prescribing Buprenorphine as an additional treatment option for clients struggling with opioid addiction. During the past fiscal year, we provided this support to 54 people.
- The Juvenile Crime Prevention Council (JPC) has continued to fund the program, “Solving Conflicts,” utilizing the evidence-based Aggression Replacement Training (ART) model, allowing diversion through a treatment for youth in the juvenile justice system. Through collaboration with the Communities in Schools after school program, we were able to continue to provide this service in the schools during this past school year. We served 20 youth through this program.

Brunswick County

Brunswick Services & Accomplishments:
Brunswick County services have been operated by Coastal Horizons Center since 2009. This year Coastal Horizons expanded the site to meet the growing need for additional services and clinical staff. We did so by remodeling our facility to add 2 additional offices for counseling staff and to prepare for a new service in our building. Substance Abuse Comprehensive Outpatient Treatment. SACOT is a 20 hour per week enhanced service offered to individuals who struggle with their recovery or who have frequent relapses on alcohol or drugs.
- Brunswick County completed last fiscal year with 1,381 active clients who receive treatment for mental health and/or substance use disorders.

Adult Services:
- Office Based Buprenorphine (OBOT) Treatment for opioid dependent clients maintained an average caseload of 70-80 clients in Brunswick County.
- Staff participated in the Brunswick County Drug Court, Mental Health Court and Alcohol Intervention Court staff meetings, and have been actively involved in providing treatment services for them. Coastal Horizons staff are also involved in case management services in these courts through a SAMSHA grant which began in December 2015. These staff also do case management for two other courts.
- During 2017-18 the Brunswick Office provided continued increasing access for the onsite Needle Exchange Program, HIV and HepC rapid testing and treatment referrals, and educational programs.
- During 2017-18 the Brunswick Office added a Peer Support Specialist. The PSS works with client engagement for SAIOP, in our court programs, in the county jails and at New Hope Clinic weekly.
- We continue to implement contracts with Brunswick County DSS, Federal Probation, and Brunswick DHHS.

Child, Adolescent, and Family Services:
- Adolescent programming included Aggression Replacement Training (ART), a 10-week program, was offered in 6 Brunswick County Middle schools this year and served 52 students funded by a JCPC Grant.
- Child and adolescent individual and family therapy was offered to 190 Brunswick County children.
- We have completed our third full year as the sole provider of In- School Therapy in all 19 county schools; Over 1,900 hours of individual therapy and 200 hours of group sessions were provided through the Brunswick School’s In-School Therapy program, which served 94 school children at school sites.
- Our Multipurpose Room continues to serve as the site for weekly Families Anonymous meetings, open to the community.

The Incredible Years
The Incredible Years is a grant funded parent education program that focuses on building and strengthening relationships between caregivers and children through the use of positive parenting strategies. Funded by the Children’s Trust Fund of North Carolina, we partner with Prevent Child Abuse North Carolina to help provide safe environments and families for children in our community. The Incredible Years...
The program is an evidenced based model with 30 years of research showing its efficacy.

The use of skills learned in The Incredible Years helps decrease challenging behaviors at home, school, and in the community. The program facilitates social connections and support between participants in the program. Additionally, to remove barriers to attendance and participation, transportation assistance, free child care, and dinner for the family is provided weekly. There is also a monetary incentive for caregivers who complete the 16-week program successfully.

Accomplishments & Outcomes:
Incredible Years operates in Pender and New Hanover Counties and has been operating since 2016.
- This past year, 31 caregivers and 64 children successfully completed The Incredible Years program.
- Upon completion of the program, 90% of participants reported an increase in the use of clear expectations at home, and 83% of participants reported a decrease in challenging behaviors exhibited by their children.

Intensive In-Home (IIH) Services
Intensive In-Home of Coastal Horizons offers behavioral health treatment to stabilize youth who are at risk of out-of-home placement. Utilizing a team approach, we offer intensive, comprehensive, and integrated treatment in the home and community through individual and family therapy, case management, and crisis response.
- Coastal Horizons Intensive In-Home services continue to be the largest provider of IIH in the area as we currently offer 23 teams that serve New Hanover, Brunswick, Pender, Onslow, Duplin, Columbus, and Bladen counties. This program served over 600 of the community’s most vulnerable families this year. The program has maintained an 88% success rate of keeping youth in the home. At referral all youth were at-risk of displacement based on their severe mental health and/or substance use needs.
- We offer a system of care approach by coordinating treatment efforts with Social Services, Juvenile Justice, residential placements, acute hospitals, schools, primary care physicians, and other community partners.
- We have also grown in our coordination with hospitals and IDD providers to grasp a better understanding of the medically fragile and IDD (Individuals with Developmental Disabilities) population and their specific needs.
- Coastal Horizons offers services utilizing nationally and state rostered Trauma-Focused CBT (Cognitive Behavioral Therapy) clinicians and utilizes the Seven Challenges model to adolescents with substance use diagnoses.
- Coastal Horizons offers IIH in Spanish in all seven counties that are currently served.

Intensive Family Preservation Services (IFPS)
Intensive Family Preservation Services include: Crisis management, intensive case management, individual and/or family therapy, skills training, behavioral supports and other rehabilitative supports. These services are provided in the home with the family as well as within the community, to prevent the need for out-of-home placements, prevent further abuse and neglect, and enhance social development.
- This past year, Intensive Family Preservation Services (IFPS) served 3 regions and families. In Region 7, 70 families were served in a 9 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 88.5% at six-month follow-up – outpacing contractual benchmarks as well as national standards.
- In Region 9, 85 families were served in an 8 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 96% at six-month follow-up – outpacing contractual benchmarks as well as national standards.
- In Region 11, 60 families were served in a 10 county region. This program has maintained a 100% success rate for keeping families unified at case closure, and 97% at six-month follow-up – outpacing contractual benchmarks as well as national standards. In all regions, the teams served the mandated number of families.
- Coastal Horizons served 27 counties with IFPS across North Carolina. IFPS coverage
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includes serving all of Regions 7, 9, and 11: Anson, Beaufort, Bladen, Brunswick, Carteret, Craven, Columbus, Cumberland, Duplin, Greene, Harnett, Hoke, Hyde, Jones, Lee, Lenoir, Montgomery, Moore, New Hanover, Onslow, Pamilco, Pender, Pitt, Richmond, Robeson, Sampson, and Scotland Counties.

Coastal Horizons has added two new IFPS staff members to the team of three previously trained as trainers in the Strengthening Families Protective Factors Frameworks national model. Training has been provided in various counties and venues to include DSS agencies, Community Collaboratives, Trauma Focus Forums and for Child Care Providers.

Alternatives to Commitment: Intensive Family Preservation Services

Coastal Horizons provides Intensive Family Preservation Services through additional funding from the Division of Juvenile Justice. Initially serving only New Hanover County, services are now provided in Pender County as well. The Alternatives to Commitment program is designated for Juveniles returning from Youth Development Centers or other Mental Health facilities with a level II youth at-risk identification. The IFPS specialist provides support for the youth as well as his or her family to assure a safe and productive return. These youth are referred by court counselors. This grant was one of ten competitive grants awarded in the state to provide evidence-based services for the highest offending youth in a community. In 2017-18 a total of 14 youth and their families were served.

Coastal Horizons worked with all youth returning from Youth Development Centers, and initial data supports a significant decrease in both re-offending and the level of severity of future offenses.

This program has been selected as a part of a pilot continuum of care that shows promise with working with this population and was presented to key local and state stakeholders for potential replication.

Typical success not only involves reduction in reoffending but also improvement in employment status, educational advancement, and improved family cohesiveness.

Child First

Child First is a nationally recognized, evidenced-based, infant and young child mental health treatment and prevention program that uses a stress and trauma focused approach to support the highest risk families. Child First decreases stress within the home, increases child and family stability, facilitates the child and family’s connection to growth-promoting services and community resources, and supports the development of healthy, nurturing, protective relationships between children and their caregivers. Services are conducted in the home setting with the child, parents, and/or other primary caregivers. Any child from birth to five-and-a-half years, who has challenges related to their emotional, social, and/or physical development, may be referred to the Child First program. Children are also eligible for services if they have been exposed to a traumatic event(s), caregivers with mental illness, substance use, domestic violence, chronic poverty, incarceration, separation from primary caregivers, or other risk factors that would create chronic, toxic stress for the child and/or family.

The Child First program at Coastal Horizons has now been in place since July 2016 and has showcased continued growth and development. In July 2018, the program expanded by adding two new Child First teams and a fourth county. This brings the program to 10 total Child First teams across New Hanover, Pender, Brunswick and Columbus counties. Our Child First program is honored by continued recognition from Trillium Health Resources and the National Program Office at Child First as a leading service provider in the Child First affiliate network. Within the Child First program, standardized and validated assessment measures are administered with children and families at baseline, 6-months and discharge to track outcomes.

Accomplishments & Outcomes

As of this report, the Child First program is serving 102 families in New Hanover, Brunswick, Columbus and Pender counties, and the program has served 262 families since the inception of the program in July 2016.

In May 2018, seven of the program’s eight founding clinicians completed the vigorous, implementation level, learning collaborative and training program, and have successfully become rostered Child Parent Psychotherapy providers. This evidenced-based treatment is central to, and embedded within, the Child First Model.

In June 2018, the entire program staff began the learning collaborative for the Abecedarian Approach, which is an evidenced-based program focused on enhancing child development and parent-child interactions through communication and learning games.

Children treated within the Child First program have displayed an all-time significant
improvement in child social skills (70% of children treated showed improvement in social emotional functioning) and an all-time significant reduction in problem behaviors (67% of children treated showed reduced problem behaviors, such as disruptive behaviors and aggression).

- Of the total number of children with baseline problems in social skills and behaviors, 87% showed improvement in social functioning with a 74% reduction in problem behaviors.
- 74% of caregivers experiencing depression at baseline displayed a reduction in depressive symptoms and improvement in functioning by discharge. 88% of primary caregivers showed a reduction in parent stress as evidenced by the Parent Stress Index-4.

As a result of meticulous dedication to collecting data and providing Child First services with high fidelity to the model, our Child First program has been invited to participate in a Randomized Controlled Trial to substantiate effectiveness. The program is appreciative of the opportunity to contribute to such important work.

Day Treatment
The Day Treatment Program acts as part of a multidisciplinary team in conjunction with the public school system to serve students whose mental health or substance abuse symptoms are leading to serious disruption or withdrawal and preventing them from participating in the educational environment. Students who have had prior interventions by both the school and mental health providers that have not ameliorated symptoms can be referred to day treatment.

Lake Forest Academy is run and maintained by New Hanover County Schools. Instruction is provided by licensed New Hanover County school teachers. The program currently has one classroom for each grade starting in Kindergarten going through 8th grade. Class sizes are small and typically average 8 students.

Accomplishments & Outcomes:
This year, Lake Forest Day Treatment served a total of 93 students, with a typical length of stay in the program for 6-12 months. The overarching goal for all students is to learn skills and strategies to manage mental health symptoms so they will be able to succeed back in their community school. When school is in session, Day Treatment provides immediate mental health and behavioral support in the classroom to reduce the impact of mental health symptoms on school performance and learning. Staffing is comprised of licensed therapists and direct service staff who are designated as Qualified Mental Health Professionals. School and day treatment staff work closely together to support students.

Day Treatment services are offered 52 weeks a year and when school is not in session, Day Treatment staff continue to provide therapeutic programming. Staff have begun implementing Zones of Regulation, an evidenced-based cognitive behavioral approach designed to help students become more aware of and independent in controlling their emotions and impulses, manage their sensory needs, and improve their ability to problem solve conflicts. Staff have also completed training in Cognitive Behavioral Interventions for Trauma in Schools.

Despite serving children with significant mental and behavioral health issues, while at Lake Forest 86% of students were treated in their home community and did not require emergency psychiatric care such as assessment in the emergency department or placement in an acute psychiatric hospital. Of the young people who have completed treatment during this year, 84% were able to step down to lower level of care and return to a regular school setting.

Tele-Health
Coastal Horizons began a new initiative this year offering psychiatric services to children and adolescents in rural, underserved communities through telehealth technology. Beginning in late September 2017, Psychiatric Nurse Practitioners were able to complete psychiatric evaluations and medication management services to children and adolescents enrolled in our Community Based Family Services Programs both in Jacksonville, NC and Elizabethtown, NC. With the success of this pilot, services were expanded through partnership with the Department of Juvenile Justice to offer the same telehealth services to individuals at the Stonewall Jackson Youth Detention Center in Concord, NC. In the upcoming year, telehealth services will expand into primary care services as well. Efforts in increasing access to care through this program were recognized when Coastal Horizons was awarded the Breaking Barriers through Telehealth Award given by the Mid-Atlantic Telehealth Resource Center.
Best Practice Strategies and Innovative Ideas
Prevention Services provide a wide range of age appropriate, culturally relevant, and proven effective programs and strategies. Programs, such as our parenting education services are designed to support families and promote healthy choices while preventing problems associated with alcohol, tobacco and other drug use. Community Strategies are chosen based on needs identified through surveys, listening sessions and data. Many strategies are designed to have the greatest impact on the largest number of people in a community by providing support to existing systems, such as our merchant education program which supports merchants checking identification for tobacco and alcohol purchases to prevent underage access. This wide range of services from individual information and education to county wide system support make our community stronger and healthier.

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.

Prevention priorities are shifting from an individual direct service to a public health population level and community capacity building service. Focus areas include strategic planning with community stakeholders, policy advocacy, community mobilization and targeted media messaging. This affects how numbers served are counted and how outcomes are measured. Research has shown this approach provides greater long-term impact with limited resources and funding.

Accomplishments:
Outdoor Adventure Best Practices and Programs
- 617 participants were served through Outdoor Adventure Programs including:
  - 484 individuals from area schools,
  - 54 youth served in Elements Gang Task Force Program through a partnership with the New Hanover County Sheriff’s Department, and
  - 29 middle school students in the Project Venture program, a nationally recognized year-long Prevention Program focusing on skill building and service projects.

Prevention Proven Effective Programs
- 33 families were served with Parent Skill Building Programs such as Strengthening Families or Systematic Training for Effective Parenting (STEP)/Teen.

Education Outcomes:
Here is a sample of just some of our program outcomes.

Parent Programs
- Over 80% of parents/caregivers significantly reduced problem behaviors in youth.
- Over 70% of parents demonstrated improvements in targeted parenting skills.
- Over 70% of families demonstrated enhanced family functioning at program completion.

Targeted Reach of over 350,000 area residents through media messaging, programs, strategic planning and technical assistance.
Comments from Parents:
- “There was a huge improvement in my youth’s behavior at the house and out in places. This program helped us learn and grow together as a family. Thank you so much.”
- “Thank you so much for sharing and giving us options to deal with situations differently and in a more loving way.”

Youth Lessons Learned:
- Reaching Goals
- Avoiding Trouble
- Dealing with Problems
- Dealing with Stress

Youth Interventions
- 188 youth were served at the Juvenile Detention Center through substance use assessments or with an evidence-based program (EBP).

Brief Challenges was provided to 86 youth and substance use assessments for 188 youth.

Strategies to Address Risk Factors
Environmental and Policy Change: Compliance with or changes to laws, policies, and practices help communities address the root causes of problems such as teen tobacco use, underage drinking, impaired driving, and misuse or non-medical use of prescription drugs. Prevention staff provide training and technical support to volunteers such as coalition members or teen advocates. A coalition is not a program, it is a community empowered strategy to mobilize people around central issues that can create positive change and reduce risk factors for substance misuse. Coastal Horizons provides fiscal support and technical assistance for coalitions in New Hanover, Brunswick and Pender Counties.

- Merchant Education on proper age identification checks was provided to 170 Retail Stores to support local merchants and increase age identification checks for the purchase of alcohol and tobacco products. This prevents underage access to age restricted products.
- Coalition efforts with community partners and volunteers included initiatives such as Alcohol Purchase Surveys to observe store compliance with age identification checks prior to purchase of alcohol; Community Event Scans to determine risk factors for underage drinking at festivals and other public events; and Prevention Education initiatives to encourage parents to monitor alcohol access in the homes of families with children. These community empowered initiatives involve mobilizing and training volunteers to create grassroots level solutions that fit.
- A Youth Leadership Summit was held last Spring to train and empower high school students on creating positive community change through youth action. 24 teens and youth leaders attended an all-day summit leaving with action plans to do good works in the community. Examples of their youth led projects included a teen art contest, social media awareness, and community education initiatives. The Youth Leadership Summit will be repeated this Fall for new recruits and returning students.
- Needs Assessments were conducted in communities to determine Drug Trends, Consumption Patterns, Consequences of Misuse and Community Attitudes about Acceptance or Disapproval of Drug Misuse. This information guides program development and prevention strategies to build family and community protective factors. Data summaries are shared with other key planning leaders in the community.
- For example, in Brunswick County 942 youth surveys and 133 young adult surveys increased understanding of alcohol, tobacco and prescription drug use attitudes in the 12-24 year old population.
- Listening sessions with community members provided more information. This data helped prioritize which factors to address for maximum community impact.
- Surveys showed 67% of people who misuse prescription medications get them from family and friends, which led to strategies such as Home Lock Box Distribution to reduce access to unused prescriptions.

Regional Priorities
(New Hanover, Brunswick & Pender)
Root Cause Data collected includes Focus Groups, Surveys, Local/Regional Statistics and Interviews with Community Leaders

<table>
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<tr>
<th>Community Risk Factors</th>
<th>Easy Access (At Home Retail Sales/Events)</th>
<th>Parental Provision (*Rite of Passage)</th>
<th>Low Perception of Harm (Disregard for Consequences)</th>
<th>Favorable Social Norms (Conditions Promoting Use)</th>
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<tbody>
<tr>
<td>Underage Drinking*</td>
<td>X</td>
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<tr>
<td>Prescription Drug Misuse &amp; Non-Medical Use**</td>
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<td>Tobacco</td>
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<td>Vaping &amp; Electronic Cigarettes</td>
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Special Initiatives:

Medication Lock Box and Medication Disposal:
Home Medication Lock Boxes and Medication Disposal Methods prevent unwanted medication misuse and pilferage from persons without permission. Over 500 home medication lock boxes were distributed to community partners such as health departments, social services, senior centers, recovery homes, and care coordinators. Over 300 medication disposal bags were distributed to community partners such as end of life caregivers, home meal delivery, and burial/cremation services, serving people who may be unable to drop off unused medications at drop boxes or take back events.

Higher Education Support for Young Adults:
Campus events and faculty training to promote Safer Holiday Celebrations with festive non-alcoholic beverage events and responsible drinking guidelines; faculty training on drug trends and resources available; community resource events for students and faculty.

Inclusivity Initiative:
Service Provider Training to increase service inclusivity and responsiveness for special needs in the community, including persons identifying as LGBT+

Community Awareness Campaigns:
Public Service Educational Messages were delivered through shopping carts, movie theaters, magazines, billboards, radio and television on Locking Medications for Safety, Monitoring Alcohol and Not Providing to Youth, Parent/Child Communication and Prescription Take Back Events. Other media messages include Website Blogs and Facebook posts on alcohol and medication safety, access to services and national awareness campaigns. This broad format has a media reach of over 350,000 regional residents.

Statewide & National Leadership:
- NC Substance Abuse Prevention Providers Association (NCSAPPA), Board of Directors, Legislative Advocacy Committee.
- NC Substance Use Disorder Federation, Legislative Advocacy Committee.
- Addiction Professionals of NC (APNC) Board of Directors and Secretary.
- NC Association for the Treatment of Opioid Dependence (NCATOD) - Chair.
- American Association for the Treatment of Opioid Dependence (AATOD), Board.
- Statewide Integrated Care Steering Committee, Member.
- NC Opioid and Prescription Drug Abuse Advisory Committee (OPDAAC), Member.
- NC Chapter of National Association of Social Workers, Board of Directors.
- NC Substance Abuse Professional Practice Board (NCSAPPB).

These strategies reduce the volume of unused medications available for misuse by persons without a prescription. Additional medication lock boxes and disposal bags were ordered for distribution next fiscal year.

Anger Management Program:
Due to increasing demand from courts, attorneys and Department of Social Services, Prevention Services developed a fee-based program to meet this referral need. This 6-hour program meets the requirements set by the referring agencies with focus topics such as: changing negative self-talk into positive self-talk, identifying physical cues of anger, relaxation exercises, resolving conflict appropriately, appropriate communication skills and general wellness. Since starting this innovative program 3 years ago, 71 participants have enrolled in the program with a 100% completion rate. The program is finished in two intensive evening sessions and provides opportunities to practice new skills. Follow up support is available as needed.
Horizons Health
Primary Care Integration Services
Coastal Horizons utilized funding in part from Trillium Health Resources (MCO) to provide integrated, team based primary health care services over the past year. Additional funding from United Way and from a partnership with New Hanover Regional Medical Center and the Duke Endowment Fund have allowed us to provide health services to uninsured individuals, resulting in increased patient volume in terms of both visits and wellness encounters. We offer a Self-Pay Fee for Service schedule to assist non-CHC insured/uninsured patients the opportunity to receive medical and wellness services at a reduced rate. To eliminate barriers for our uninsured consumers to be eligible to receive Charity Care, we now have an Enrollment & Eligibility Specialist from Cape Fear Health Net in the primary care clinic.

Horizons Health – Primary Care Services
Include:
- Physical examinations
- Medical and Diagnostic Testing
- PAP Smears
- Preventive Medicine
- Prescription Assistance
- Specialty referrals
- Health Coaching
- Diabetes Education
- Cholesterol Management
- Weight Management
- Nutrition Workshops
- Tobacco Recovery

Accomplishments:
- Creating walk-in hours Monday-Friday to improve access for our patients.
- Continuing Friday access.
- Improved patient quality measures, including blood pressure control, diabetic management and preventative cancer screenings.
- Reducing Emergency Department Services. Our data indicates that established patients have a lower rate of emergency department utilization compared to new patients. On average for the past year, approximately 60% of new patients had an ED visit while only approximately 20% of established patients had an ED visit. These are the outcomes we have seen since the inception of the project.
- Having grant funds awarded to continue offering excellent preventative primary care to the uninsured and underserved patients of Coastal Horizons from New Hanover Regional Medical Center (in partnership with the Duke Endowment Fund), United Way, Trillium and The Office of Rural Health.
- We are improving health outcomes and the consumer experience with our open access, patient centered integrated care model.

Wilmington Health Access for Teens
WHAT remains the only integrated school-based health care provider in Wilmington, North Carolina exclusively for adolescents and young adults, and continues to build strong, collaborative relationships within the community, the region and statewide. We currently have school-based health centers at each of the New Hanover County high schools (Ashley, Laney, New Hanover and Hoggard).

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

Services are designed to meet the unique needs of the adolescent and young adult population, and include:
- Wellness physicals for sports, school and employment.
- Vaccinations and immunizations.
- Mental health counseling.
- Nutritional counseling.
- Treatment for acute and chronic conditions (e.g., asthma, diabetes).
- Laboratory tests.
- Alcohol and substance use screening and counseling.
- Screening and referral for dental and eye exams.
- Chronic disease management (e.g., asthma, diabetes).
- Risk-reduction health education, outreach and prevention.
- Referrals for non-medical services to ensure optimal well-being.

- Insurance eligibility and enrollment for Medicaid and other public health insurance plans.

School-Based Health Centers (SBHC) are widely considered one of the most cost-effective strategies for delivering integrated health care, including mental health and prevention services, to adolescents – an often hard-to-reach population with many diverse health needs. Services are convenient – located on school campus – affordable and confidential, minimizing many of the barriers to health care access for students, such as scheduling, transportation and financial barriers.

Our SBHCs offer numerous benefits and potential benefits to students, families, schools and communities including:
- Providing convenient, age-appropriate, confidential care in a familiar setting to many adolescents, especially males, who may be reluctant to use traditional medical care.
- Improving access to care for students who may not otherwise receive care elsewhere.
HEALTH AND INTEGRATED CARE

- Connecting students and their families to primary care practices/medical homes.
- Improving student academic performance - including improved school attendance and reducing student discipline referrals.
- Encouraging parental/caregiver participation in their children’s health care.
- Serving as a resource for the health care needs of adolescents.
- Minimizing lost classroom time for students and lost work time for parents.
- Improving follow-up compliance with care.
- Providing an opportunity for adolescents to seek out or take advantage of services, whereas they may not otherwise in traditional settings.
- Providing behavioral risk assessments and ongoing preventive strategies, especially through on-site mental health services, in collaboration with school staff.
- Providing schools with a valuable resource during emergencies/crises with trained medical and mental health staff on-site.
- Collaborating with schools, local primary care practices, and other community agencies.
- Reducing overall health care costs.

Accomplishments:
- The New Hanover County Commissioners office approved funding in the amount of $100,000 towards the establishment of a new school-based health center (SBHC) at John T. Hoggard High School which became fully operational in September 2017.
- We obtained grant support through the North Carolina Office of Rural Health Community Health Grant Program during FY 17-18 – allowing us to continue to work towards increasing access particularly to the underinsured and uninsured as well as enhancing our quality improvement work.
- WHAT Programs served over 2,300 unduplicated patients during FY 17-18 resulting in the delivery of over 11,200 patient visits. Of those patients seen cumulative across all sites:
  - 22% received a BMI (body mass index) screening
  - 35% received an annual risk screening
  - 62% received a mental health/depression screening
  - 97% of patients ages 12-20 with a medical visit were screened for tobacco use and, if identified as using, were provided a clinically proven effective intervention (counseling and/or medication)
- Psychiatric nurse practitioner services were added at our Oleander location in July 2016 allowing for enhanced medication management as well as continuity of care for our patients receiving mental health services. During July 1, 2017 - June 30, 2018 we were able to expand access by adding an additional part-time psychiatric physician assistant and a total of 1,051 additional visits were provided.
- Our Wilmington Health Access for Teens locations are meeting the needs of those ages 6-24 in New Hanover County. We meet the students where they are, in the schools and after school hours at our school linked health center. We work as an integrated team to meet their psychosocial and medical needs.

HIV and Hepatitis Outreach, Testing, and Education

With our SAMHSA Continuum of Care Minority AIDS Initiative grant (CoC), we have expanded our tri-county reach to bring persons at highest risk for HIV and hepatitis into a system of care. Engaged in developing stronger community partnerships and expanding testing to more locations, the goal is to promote integrated care and improve service delivery for communities at highest risk for chronic disease. Since its inception in the first quarter of 2015, the CoC team has enrolled and kept data on 649 persons, in line and slightly ahead of the overall grant goal.

With our SAMHSA Targeted Capacity Expansion (TCE) grant, we are expanding and enhancing services to increase engagement of those with substance use disorders and co-occurring substance and mental disorders who are at risk for HIV or are HIV positive.

- Provided 222 HIV tests (utilizing OraQuick Rapid HIV antibody tests) and 222 Hepatitis C tests (utilizing OraQuick Rapid HCV antibody tests) in the fiscal year. Tests are consistently showing @ 11%-14% positivity for HCV in the population, with 14 persons testing positively this year. Staffs have found 11 HIV+ persons since grant inception (3 were identified this fiscal year) and in conjunction with the SABT Block Grant testing program.
- Staff continues to provide direct support and case management to clients diagnosed with HIV, as well as to clients in other CHC programs who are HIV and HCV positive, linking them to services and providing information.

- Provided 1,479 peer advocate services to 972 individual persons since data recording began for this specific service in March 2016.
- CoC continues to have positive relationships with multiple agencies within the community and we have MOU’s with multiple agencies which allows us to work together to provide care to CHC clients in the community.
- Continue monthly services at the first satellite HIV clinic in Pender County, in conjunction with our partners from the Care Team and Duke Partners In Caring, providing medical management, case management, counseling services, and support group services in one location. Have expanded the team to include peer wellness coaching services through Horizons Health.
- The Hepatitis Working Group, comprised of community medical service providers interested in services for HCV treatment at the local level convened by CoC in 2016, now has 3 providers in Wilmington (Coastal Family Medicine, MedNorth and Cape Fear Clinic) and one in Brunswick County (New Hope Clinic) who are now treating uninsured and
underinsured HCV positive persons, where none existed before. CoC provides education and support for clients in treatment, as well as getting clients linked to Charity Care as necessary for treatment.

- Jail Diversion with the New Hanover County Detention Facility continues to provide weekly screening services for identified individuals who have a history of incarceration for behavioral health and substance use issues. Staffs interview clients for needs and set up potential service plans for them upon release. This year 63 individuals have been screened and there have been 14 successful diversions by getting individuals into treatment.

- The first syringe exchange program in Brunswick County at the Shallotte office continues to provide clean syringes to individuals who request this. Clients needing these services talk with the nurse care manager; receive clean syringes and “works” kits, personal sized sharps containers, resource lists for community services, as well as an opportunity to have HIV and HCV testing and discuss any health or other issues with a team member. Currently 74 individuals have made exchanges, no needle count is kept.

- Continued partnerships with Cape Fear Community College, UNCW, and Brunswick Community College to offer testing and education events on campus for students and staff.

- A new partnership with the Community Paramedics and the City of Wilmington was started the beginning of July 2018. The Quick Response Team (QRT) will partner with the Community Paramedics to visit individuals who were treated for an overdose to offer treatment and harm reduction options.

**HIV Early Intervention**

State funded to provide education and testing services to treatment clients regionally through MOUs with service providers, we continue to work with individuals who are in treatment—in our Tri-County and Regional areas. Our focus remains individuals at high risk for HIV/AIDS and communicable diseases, and providing free HIV related testing, education and counseling services. This program ended June 30, 2018 but the State is willing to continue to provide testing supplies for HIV, HCV and Syphilis.

**HIV Early Intervention services include:**

- Medical Diagnostic Testing and Counseling for HIV in New Hanover, Brunswick and Pender counties (utilizing the OraQuick and Clearview Rapid HIV Antibody Tests).
- Risk Reduction Counseling and Education.
- Support group for those living with HIV.
- Regional testing and counseling in several SUD treatment centers located in eastern North Carolina.

- In January 2017, DHHS authorized the addition of rapid Hep C and rapid syphilis testing.

**Accomplishments:**

- We have reached 1,179 individuals in the Tri-County and regional areas with HIV testing - along with pre and post-test counseling.
- Our HIV/STD education has expanded to include New Hanover and Brunswick MRT classes, which are offered through our Recidivism Reduction Services (RSS).
- Our HIV Early Intervention support group, the longest continuously meeting group of its’ kind in the area, continues to meet weekly. We continue to welcome new members to the group with referrals from local partners and with the help of existing members who reach out to people in their communities also affected by the HIV virus. We continue to assist our group participants with accessing various HIV/AIDS workshops, trainings, community events, etc.
- Duke Partners in Caring continues to provide regional coordination for the distribution of federal funds made via Part B of the Ryan White Act. We work closely with Partners in Caring, bridging the gap between patients, families, communities, resources and educational opportunities for our clients.
- We work closely with the New Hanover HIV Care Clinic to ensure our group members get comprehensive care beyond medical HIV treatment.
- Since January 2017, staffs have performed over 607 rapid HCV and 303 rapid syphilis tests.

Kenny House, LCAS, CCS

Vice-President of Clinical Services
Open House Youth Shelter is committed to improving the safety and well being of displaced abused, neglected and vulnerable youth. Children and adolescents ages 6-18 who are in need of a safe place to stay can receive shelter in the 24-hour, 9-bed facility. Open House does more than just meet youth’s basic needs for food, clothing, and shelter. Personal growth is encouraged through counseling services, vocational/educational opportunities, life skill building, and recreational activities. All confidential services are provided at no cost to youth and their families.

Referrals are accepted 24 hours a day, 7 days a week from local agencies such as The Departments of Social Services, law enforcement, Juvenile Justice, school personnel, and other youth serving organizations and professionals. Self-referrals and those from parents/legal guardians are also accepted. Open House is licensed biennially through the North Carolina Division of Social Services for temporary Emergency Foster Care placements as well as for long-term Residential/Foster Care services. This specialized dual-licensure allows Open House to adapt services to the unique needs of each youth. All of the free and confidential services offered through Open House are made possible via the support of the City of Wilmington, New Hanover County, United Way of the Cape Fear Area, Federal Emergency Management Assistance, the North Carolina Department of Health and Human Services, the North Carolina Department of Public Safety, Family and Youth Services Bureau, the Department of Social Services through foster care and Child/Adolescent Crisis Respite reimbursements, and by local foundations and charitable donations.

CRISIS INTERVENTION SERVICES
OPEN HOUSE YOUTH SHELTER AND RESIDENTIAL SERVICES

Program Operations FY 17-18:
- 75 unduplicated youth were provided with 2,228 days of service
- 49% of youth served were male; 51% were female
- 70% of shelter stays resulted in reunification with family or legal guardian upon discharge
- 0 youth were charged with a crime during their shelter stay at Open House
- 79% of youth made progress on or met their individual goals while staying at the shelter
- 89% of youth stated that they had a positive experience while staying at Open House
- 60% of discharged youth stated that they learned three or more life skills (such as cleaning, cooking, doing laundry) while staying at the shelter
- 96% of youth stated that they felt supported by one or more adults during their time at Open House

“When school started and through the summer, Open House made sure we had everything we needed and made sure we had fun.”
Program Affiliations FY 17-18:
- Community Child Protection Team (Pender County and New Hanover County)
- New Hanover County Child Abuse Prevention Coalition
- Juvenile Crime Prevention Council (Onslow, Jones, Duplin and Sampson Counties)
- National Runaway Switchboard
- FEMA Emergency Food and Shelter Local Board
- Tri-County Homeless Interagency Council
- Community Crisis Response Team (New Hanover County)
- North Carolina Homeless Management Information System

Program Achievements FY 17-18:
- The Open House shelter experienced some much-needed renovations in Fiscal Year 2017-2018. A huge thank you goes out to the Live Oak Grants Committee for enabling us to finally renovate the youth bedrooms! These renovations included all new furnishings and bedding in addition to re-painting. Open House staff also completed the installation of an herb and vegetable garden in the shelter’s courtyard which provides seasonal fresh produce for youth to enjoy.
- Open House has always emphasized the importance of education as a core element of the program. The result was that in FY 2017-2018 100% of youth receiving long-term residential services improved their grades and took shelter youth on a variety of educational and recreational outings. This included trips to the State Capitol, Airlie Gardens, the NC Museum of History, Carowinds Amusement Park, the NC Zoo, Ripley’s Believe it or Not Museum, Broadway shows and local gourmet dining experiences. In total, youth staying at the shelter this year participated in over 1,100 hours of cultural experiences and recreational activities this year.
- Open House was chosen by New Hanover County Schools to be the recipient of free tutoring services through Exceptional Educators. Youth staying at the shelter received 4-5 hours a week of professional tutoring services throughout the 17-18 school year. Additionally, youth were granted free admission to Exceptional Educator’s academic tutoring camps during the summer break.
- Thanks to generous support from the community in the form of foundation grants and in-kind donations, such as the Eshelman Foundation and Broadway for a Better World, staff at Open House were able to take shelter youth on a variety of educational and recreational outings. This included trips to the State Capitol, Airlie Gardens, the NC Museum of History, Carowinds Amusement Park, the NC Zoo, Ripley’s Believe it or Not Museum, Broadway shows and local gourmet dining experiences. In total, youth staying at the shelter this year participated in over 1,100 hours of cultural experiences and recreational activities this year.
- Open House is enormously grateful for partnerships with FEMA, Live Oak Bank, St. Jude’s MCC and the Food Bank of Central & Eastern NC, which allowed Residential Counselors to provide healthy snacks and serve 6,684 nutritious, family-style meals to shelter youth in Fiscal Year 2017-2018. With a weekly grocery budget of only $170 to feed up to 9 youth, these partnerships are crucial to the program.
- Open House is fortunate to have a full-time Licensed Clinical Social Worker on staff. The Crisis Intervention Services (CIS) Director was available around-the-clock this year to provide Solution-Focused Brief Treatment and Cognitive Behavioral Therapy on site for Open House youth and their families. In addition to therapy provided during their stay at Open House, the CIS Director also sees youth and their families for a period of three months after discharge. In this fiscal year alone, the CIS Director provided almost 500 hours of free and confidential counseling to youth and their families.
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“All the staff here are really nice to the clients and care about the kids. They mean well with everything they do.”
“This program has helped me learn coping skills and brought me back to my true self. I look forward to coming and using the advice that I receive in my daily life.”

— RCC Client

The Rape Crisis Center of Coastal Horizons Center, Inc. is the only stand-alone rape crisis center in Southeastern North Carolina. Serving New Hanover, Brunswick and Pender Counties, the Rape Crisis Center provides free and confidential services to victims of sexual violence in our community. The RCC staff, interns, and volunteers provide 24-hour crisis response to victims via the hotline and in person at hospital emergency rooms. The RCC staff also provide criminal justice advocacy for sexual assault victims, offering support through law enforcement interviews, meetings with the district attorney’s office, and throughout the duration of any criminal or civil court proceeding. Additionally, the RCC provides free individual therapy and weekly support groups for sexual violence survivors who would not otherwise have access to these services due to barriers such as being uninsured or having a high co-pay.

CRISIS INTERVENTION SERVICES
RAPE CRISIS CENTER – NEW HANOVER AND BRUNSWICK

All therapy services are facilitated by licensed clinicians utilizing evidence based treatments such as Eye Movement Desensitization and Reprocessing (EMDR) and Trauma Focused Cognitive Behavioral Therapy (TFCBT).

In Fiscal Year 17-18 the RCC provided services to a total of 690 survivors of sexual violence. All of these free and confidential services were made possible via the support of the NC Governor’s Crime Commission, the NC Council for Women, the NC Coalition Against Sexual Assault, the United Way of the Cape Fear Area, the NC Department of Health and Human Services, the City of Wilmington, New Hanover County, the St. James Foundation, and generous financial and in-kind contributions from donors and volunteers in the community. For example, the RCC had an average of 7 active volunteers on any given month who provided a total of 14,680 hours of on-call coverage in FY 17-18. The RCC would not be able to help the high number of sexual assault victims who seek services each year without the unwavering support of our funders, donors, and volunteers.

Program Operations FY 17-18: New Hanover County

- 234 new victims of sexual violence sought services through the Rape Crisis Center.
- The RCC served 82 new family members, friends and spouses of rape victims.
- 79 crisis hospital responses were provided with 81% of victims filing a preliminary law enforcement report and 76% participating in the evidence collection process.
- 106 sexual assault victims received over 650 hours of individual therapy conducted by licensed clinicians.

- The RCC clinicians facilitated 77 support groups for child, adolescent and adult survivors of sexual violence.
- An average of 74 individuals per month utilized the RCC’s services.

Brunswick County

- 95 new victims of sexual violence sought services through the Rape Crisis Center.
- The RCC served 28 new family members, friends and spouses of rape victims.
- 21 crisis hospital responses were provided with 94% of victims filing a preliminary law enforcement report and 79% participating in the evidence collection process.
- 65 sexual assault victims received over 450 hours of individual therapy conducted by licensed clinicians.
- The RCC clinicians facilitated 70 support groups for child, adolescent and adult survivors of sexual violence.
- An average of 44 individuals per month utilized the RCC’s services.

Pender County

- 45 new victims of sexual violence sought services through the Rape Crisis Center.
- The RCC served 20 new family members, friends and spouses of rape victims.
- 9 crisis hospital responses were provided with 100% of victims filing a preliminary law enforcement report and participating in the evidence collection process.
- 17 sexual assault victims received over 80 hours of individual therapy conducted by licensed clinicians.
- The RCC clinicians facilitated 15 support groups for child, adolescent and adult survivors of sexual violence.
- An average of 12 individuals per month utilized the RCC’s services.
Rape Prevention Education
- Over 900 middle school students from 5 schools in New Hanover County completed the multiple session, evidence-based sexual violence prevention program Shifting Boundaries.
- 63 parents and caregivers participated in sexual violence prevention workshops.
- 5 UNCW students were trained to become health educators. These health educators in turn delivered almost 100 hours of FREE classroom instruction on sexual violence prevention in New Hanover County Schools.

Program Achievements FY 17-18: Direct Victim Services
- The RCC received funding this year to expand its provision of sexual assault services to include Pender County in addition to New Hanover and Brunswick Counties.
- 98% of surveyed victims stated that they were satisfied with the services they received at the RCC.
- 94% of surveyed victims felt that they made progress in coping with their sexual trauma through utilization of the RCC’s services.
- 100% of surveyed victims said that they would recommend the RCC to a friend or family member if they needed help.

Active community participation was maintained on the Sexual Violence Prevention Task Force, which is currently comprised of 25 members representing a diverse range of local agencies and organizations.

Sexual Assault Prevention and Outreach
- The RCC staff facilitated 187 community outreach programs reaching almost 4,500 potential victims of sexual assault in New Hanover, Brunswick and Pender Counties.
- The RCC staff provided 16 victim response trainings, reaching a total of 236 community professionals.

“I now feel like I’m not alone and other people have gone through the same thing.”
- RCC Client
The Criminal Justice Services (CJS) component of Coastal Horizons Center provides a continuum of services to people involved in the criminal justice system in fifty-three counties of North Carolina and training statewide for staff providing similar services. The primary goals of CJS are:

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

CRIMINAL JUSTICE SERVICES

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

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

These services are provided in the eastern 53 counties in North Carolina.

TASC RCE (Regional Coordinating Entities)
The TASC RCEs serve as the management infrastructure for the effective delivery of substance abuse and other treatment interventions to the offender population in North Carolina. The Region 1 and Region 2 RCEs under Coastal Horizons Center are responsible for ensuring that standardized TASC services are provided throughout the 53 counties served. The RCEs received 19,652 referrals in this past fiscal year. Additionally, of the 13,702 individuals that were admitted to TASC this year, 64% or 7,781 completed the programs successfully.

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

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).

Recidivism Reduction Services (RRS)
RRS provides core services that are comprised of cognitive behavioral interventions (CBI) and a community based continuum of substance abuse services. These substance abuse services include outpatient, intensive outpatient, and aftercare/recovery management services. The eligible populations for these services are adult offenders under supervision of the NC Department of Public Safety and deemed to be high risk and high need. During FY17-18 Coastal Horizons Center, Inc. provided RRS services in thirteen counties: Brunswick, Craven, Duplin, Greene, Jones, Lenoir, New Hanover, Pamlico, Pender, Pitt, Sampson, Tyrell and Wayne County.

Re-Entry Systems of Effective Treatment (RESET)
RESET serves adult women over 18 years old who are assessed as having a Co-occurring disorder and who are incarcerated in the New Hanover County Jail or a North Carolina prison. The prioritized population is adult women with co-occurring disorders. RESET offers housing assistance through partnership with LINC for transitional housing, and several sober living houses within the Wilmington community. This fiscal year RESET received 79 referrals, of these 43% were admitted into the program. Of the 36 discharges during the fiscal year 42% were successfully discharged.
Our Children's Place

Our Children’s Place of Coastal Horizons Center is a statewide program that serves as North Carolina’s leading advocate and education resource focused on children of incarcerated and returning parents. The work of Our Children’s Place centers on educating professionals about the impacts of parental incarceration; supporting the relationships between these children and their parents; and identifying and promoting policies, programs, and practices which improve the outcomes for these children.

Over the past year, Our Children’s Place has conducted 64 workshops and presentations with 1,057 professionals and community members, provided more than 460 Sesame Street kits (a resource for young children with incarcerated parents) across the state, published the program’s fall and spring newsletters, hosted a spring Lunch & Learn to re-engage with past donors, and begin working with UNC-Wilmington to collect data about children whose parents are in local jails.

In addition, staff and volunteers have worked with prison staff to host two Parent Days and a six-week pre-release course (which will double in the number of sessions this fall) at Orange Correctional Center, welcomed staff from six other prison facilities who are interested in hosting their own Parent Day, and began planning a Parent Day at Lincoln Correctional Center for early 2019.

This fall staff will begin presenting a pilot of Parenting Inside Out, an evidence-based parenting program for justice-involved parents.

In June Our Children’s Place was awarded a grant from the Kenan Charitable Trust to support expansion of professional trainings and Parent Days.

Melissa Radcliff, Program Director of Our Children’s Place, was invited to serve on both the Family Reunification and Support Workgroup for the State Re-entry Council Collaborative and the Orange County Local Reentry Council.

Recidivism Reduction Services (RRS)

The RRS programs of Coastal Horizons Center, Inc. provide core services that are comprised of cognitive behavioral interventions (CBI) and a community-based continuum of substance abuse services. These substance abuse services include outpatient and aftercare/recovery management services. The eligible populations for these services are adult offenders under supervision of the NC Department of Public Safety and deemed to be high risk and high need.

During FY 17-18 Coastal Horizons Center, Inc. provided RRS services in 13 counties within Eastern North Carolina these counties: Brunswick, Craven, Duplin, Greene, Jones, Lenoir, New Hanover, Pamlico, Pender, Pitt, Sampson, Tyrell and Wayne County.
Accomplishments in Client Services for RRS:
- **1,702** clients were served during fiscal year 2017-2018, this represents a **23%** increase in the number of clients served.
- Of the **1,172** individuals that completed RRS services this year **71%** were positive program exits.

Statistical Information for RRS:
- Of the clients referred for services **31%** were supervised at Level 1 (highest), **46%** Level 2 (high) and **15%** Level 3 (moderate) levels of supervision.

Re-Entry Systems of Effective Treatment (RESET)
RESET serves adult women over 18 years old who are assessed as having a Co-occurring disorder and who are incarcerated in the New Hanover County Jail or a North Carolina prison. The prioritized population is adult women with co-occurring disorders. RESET offers housing assistance through partnership with LINC for transitional housing, and several sober living houses within the Wilmington community.

This fiscal year RESET received **79** referrals, of these **43%** were admitted into the program. Of the 36 discharges during the fiscal year **42%** were successfully discharged.
CRIMINAL JUSTICE SERVICES

REGIONS I AND II – REGIONAL COORDINATING ENTITY (RCEs)

The TASC RCEs provide an objective and effective bridge between two separate systems: justice and treatment. The justice system’s legal sanctions reflect the community’s concern for public safety, while the treatment community emphasizes therapeutic relationships as a means for changing behavior and reducing the personal suffering associated with substance abuse and mental illness. Under TASC supervision, community-based treatment is accessed for drug-involved and/or mentally ill offenders. The TASC RCE staff provides clinical substance abuse assessments, mental health screening and access to quality services for drug-involved and/or mentally ill offenders.

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

Accomplishments in
Client Services for Region I:
- 9,698 clients were referred to Regional TASC services in fiscal year 2017-2018.
- 63%, or 3,905 of clients successfully completed TASC services.

Accomplishments in
Professional Development for Region I:
- All Region 1 TASC staff are registered either with the NC Substance Abuse Professional Practice Board or have already received their LCAS, CCS, CSAC or CCJP certification. One (1) TASC Care Manager obtained their CSAC certification this year.
- Region I TASC Care Managers participated in the following trainings offered through the North Carolina TASC Training Institute: TASC on-line clinical series, Drug Education School Instructor, DSM 5, ASAM Placement, Treatment Planning and Motivational Interviewing.
- Region 1 TASC Care Managers obtained 1,832 training hours through the NC TASC Training Institute.

Accomplishments in
Regional Development for Region I:
- 2 TASC Care Managers and one 1 Clinical Director from Region 1 TASC attended the National TASC Conference in St. Petersburg, FL.
- Regional Director Jennifer Saphara was elected to serve as a member on the National TASC Board of Directors.
- New Hanover County TASC continues to participate in the Law Enforcement Assisted Diversion (LEAD) program; it has become a key partner in helping the Wilmington Police Department access mental health and substance abuse treatment for at-risk individuals they meet during their daily work.

Regional Statistical Information for Region I:
- 84% of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need level at intake.
- Of clients referred by Community Corrections 12% were supervised at Level 1 (extreme), 29% at Level 2 (high) and 59% at Level 3 (moderate) risk level.
Of clients enrolled in TASC 51% were supervised at care management Level 1, 37% were supervised at care management Level 2 and 10% were supervised at care management Level 3.

**Accomplishments in Client Services for Region II:**
- 9,954 clients were referred to Regional TASC services in fiscal year 2017-18.
- 66% or 3,876 clients completed TASC services successfully.

**Accomplishments in Professional Development for Region II:**
- This year Region II TASC has had 2 staff members receive their Certified Substance Abuse Counselor certification. There are 13 staff persons in Region II that are in active preparation to test for CSAC certification. These staff members attend monthly study groups with their clinical supervisor to assist them in preparing for the test. In addition, there are 8 staff persons who are working toward meeting certification requirements in order to take the CSAC certification test. Region II currently has 14 staff members who are certified CSAC/CCJP and 2 Licensed Clinical Addictions Specialist (LCAS) staff members.
- All Region 2 TASC staff are registered either with the NC Substance Abuse Professional Practice Board or have already received their LCAS, CCS, CSAC or CCJP certification. One (1) TASC Care Manager and 1 Area Coordinator obtained their CSAC certification this year.

The majority of Care Management staff have attended all trainings within the Region offered by the TASC Training Institute. TASC Care Managers earned a total of 2,317 hours of TTI sponsored training during FY17-18. In addition to the TTI trainings, Region II Care Managers completed 626 hours of training through Relias.

- 2 Care Managers and one (1) Area Coordinator from Region II attended the National TASC Conference in St. Petersburg, Fl.
- 5 Region II staff members attended the North Carolina School for Alcohol and Drug Studies in Wilmington, NC.

**Accomplishments in Regional Development for Region II:**
- Region II still maintains three areas to allow for more direct supervision of the care managers within each area. Latoya Dumas is the Coordinator for the Northern Area which is comprised of Caswell, Person, Franklin, Granville, Warren, Vance, Chatham, Durham, Orange and Alamance Counties; Christian Davis is the Coordinator for the Central Area which is comprised of Wake, Harnett, Lee, and Johnston Counties; James Varela is the Coordinator for the Southern Area which is comprised of Cumberland, Hoke, Scotland, Robeson, Bladen, Columbus and Brunswick Counties. Melinda Thompson-King, former Field Training Specialist for Region One TASC, was promoted to Interim Regional Director for Region II TASC in May of 2018.
- Quality assurance procedures have been implemented statewide with quality assurance reviews performed by the Clinical Coordinator, RCE Director and the TASC Training Institute Director.
- TASC Care Managers and Area Coordinators provide training about TASCs purpose, policies and procedures to new Probation Officers and update probation officers in regular probation unit meetings.
An additional Care Manager position has been added in Brunswick County in order to provide services for an increasing population.

Region II continues to partner with Brunswick County Drug Treatment Court (DTC) to provide TASC services for the targeted DTC population.

Area Coordinators and Staff attended JDM, Chiefs and Unit meetings to develop and maintain communication and coordination of TASC services with probation.

Cumberland County TASC continues to participate in the Law Enforcement Assisted Diversion (LEAD) pilot program, it has become a key partner in helping the Fayetteville Police Department access mental health and substance abuse treatment for at-risk individuals they meet during their daily police work. Former Probation Officer, and current TASC Care Manager, Randall Besser, represents TASC in the LEAD Program.

Cumberland County TASC has provided additional office for Coastal’s Intensive Family Preservation (IFP) program for a Child Parent Psychotherapy Clinician.

Regional Statistical Information for Region II:

- 84% of clients referred by Community Corrections scored in the Level 1 (extreme), Level 2 (high) and Level 3 (moderate) need level at intake.
- Of clients referred by Community Corrections, 9% were supervised at Level 1 (extreme), 23% Level 2 (high) and 52% Level 3 (moderate) levels of supervision.

Clients admitted to TASC during FY 17-18 were supervised at the following TASC Levels of Care: 22% were supervised at care management Level 1 (high); 35% were supervised at care management Level 2 (medium); and 43% were supervised at care management Level 3 (low).
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, with regional classroom and online learning, 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, the TASC/Relias Online Course Library, NC Drug Education School (DES) Instructor training, DWI Services technical and continuing education training via regional and online learning, and other Institute sponsored events.
- The Institute provides speakers and technical support for training events and conferences including:
  - Addiction Professionals of NC Fall and Spring Conferences,
  - NC Foundation for Drug and Alcohol Studies Summer and Winter Schools
  - Relias Impact Nation Conference
  - Eastern AHEC’s Annual Substance Abuse State of the Art Conference
  - NC Association for the Treatment of Opioid Dependence Annual Conference
  - NC Opioid Misuse and Overdose Prevention Summit
  - McLeod Addictive Disease Center’s Professional Training Series
  - National TASC Conference on Drugs, Crime and Reentry
- The Institute provides certified curriculum trainers for Motivational Interviewing, Child and Adult Level Of Care Utilization System (LOCUS), Adult, Rural, and Law Enforcement Mental Health First Aid, and How Being Trauma-Informed Improves Criminal Justice System Responses for Law Enforcement and Case Managers, and facilitators for NC local government Sequential Intercept Mapping.
- 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, and online Ethics Education for NC Substance Abuse Professionals.
- The Institute administers the Instructor Certification programs for the NC Drug Education School and NC Alcohol and Drug Education School ADETS programs.
- The Institute provides administrative and technical support, training and consultation for NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services DWI Programs Office, including DWI New Provider Orientation, E508 Certificate Of Completion training and administration. The Institute’s online DWI Training and Support Center provides a portal for information and training for the State’s nearly 500 DWI treatment facilities. Institute staff members help DWI facilities improve education and treatment services to clients statewide through quality improvement consultation to DWI facilities. Consists focus on implementation of DWI facility best practice standards and promotion of Alcohol and Drug Education School curriculum fidelity.

North Carolina TASC Training Institute Accomplishments During FY 17/18
- The NC TTI awarded 5,223 credit hours for the completion of 2,578 online courses in FY 17/18.
- Provided 5,904 credit hours in conference and continuing education such as ASAM Patient Placement Criteria, Principles of Care Management, Motivational Interviewing, Principles of Treatment for the Criminal Justice Population, Treatment Planning and others.
- NC TTI provided Drug Education School Pre-Certification training to an additional 44 instructor candidates.
- “E 508” DWI Certificate of Completion Web Application Training was held monthly, training 131 participants and awarding 720 credit hours.
- NC DWI New Provider Orientation and “Rewind” Provider Update Training was provided to 215 DWI Treatment Facility owners and operators, awarding 967 credit hours.
- All NC TTI sponsored training totaled over 12,000 continuing education hours awarded.

Dale Willets
Director, NC TASC Training Institute
The Quality Improvement Training Department continued evaluating and managing organizational risk with efforts focusing on safety, fiscal and regulatory compliance audits, workforce education and preparedness, and employee credentialing.

The Quality Improvement Training Department provided leadership, support, and assistance with the preparation for numerous external audits and reviews encompassing: Division Block Grant audit, New Hanover and Pender DWI program reviews, Trillium Post-Payment Clinical Review, Division of Health Service Regulation Opioid Treatment Program review, Eastpointe CHC Office Reaccreditations – New Hanover, Pender, Brunswick, WHAT, and Lake Forest Academy.

The Quality Improvement Training Department also conducted an on-going program of internal audits where paper charts and electronic medical records were reviewed. The intention of these audits is to determine quality and compliance of CHC’s multitude of programs and insure that senior management is kept informed about achievements and needs for improvement. Internal program audits included:

- Outpatient services at all 3 office locations
- Electronic desk audits of Intensive In-Home Services (IHH)
- NCTOPPS compliance for Enhanced Services
- Medication Management clients
- SAIOP Electronic Note Compliance

Quality Improvement has been involved in several special projects this year. One of those was the initial licensing steps for two new day treatment programs in Bladen County. A second project was assisting with the implementation of CHC’s new Electronic Medical Record. And as part of its Opioid Treatment responsibilities Quality Management was responsible for the purchase, successful delivery, and installation of a new class 5 safe to store Medication Assisted Therapy drugs. This was a process that from start to finish required four months of effort to bring to completion.

Quality Improvement has continued its management of Virtual All Staff Meetings covering a variety of topics such as: The Nature of Addiction, Sexual Violence 101, Confidentiality & HIPAA, Active Shooter training, Early Intervention Services, Blood Borne Pathogens, and Cultural Competency.

With the addition of new services and many additional staff, Quality Improvement has sought to ensure that all necessary steps are followed so that there will be no interruptions in billing for services. As the need for credentialing continues to grow, Coastal Horizons Center’s credentialing specialist not only maintains records to a high standard, but they also guide clinicians through the complex processes to ensure that they are credentialed and affiliated in as quick a time as possible. Towards fulfilling those goals Quality Improvement has increased its staffing so that there are now three full time credentialing staff.

Quality Improvement has provided the following direct trainings: First Aid/CPR, 110 staff; Blood Borne Pathogens, 23 staff; Crisis Prevention Intervention, 63 staff; Person Centered Thinking, Program Directors; 29 staff; and Narcan/Naloxone Training to Intervention, 63 staff; Person Centered Thinking, Program Directors; 29 staff; and Narcan/Naloxone Training to nursing staff. Provision of these trainings has saved CHC significant funds and allowed for training to be more easily coordinated with Program Directors.
Coastal Horizons Center continues to be a leader in the provision of evidence-based practices in criminal justice, crisis intervention, substance use and mental health services within an ever evolving behavioral health system. Systemically the changes within the mental health and justice systems have been and continue to be dramatic.

The legislature, due to frustrations with Medicaid overruns in the past, required the Department of Health and Human Services to move towards managed care with a Medicaid overhaul. A waiver was submitted by the Department to the federal Centers for Medicare and Medicaid Services. The state has yet to have a final ruling on the waiver by a request for proposals and guidelines is expected to be issued soon.

The Governor established a Task Force on Reentry Services with a report due in August 2018. Several of Coastal Horizons staff have served on committees within the Task Force. The focus is to:
- Create a State Reentry Council Collaborative
- Develop detailed implementation of the Reentry Action Plan
- Provide Capacity Building and Technical Support for local Reentry Councils
- Expand and formalize faith-based and community engagement
- Resolve Warrants and Pending Charges prior to release
- Address Major Reentry Barriers such as housing, transportation, employment, and substance misuse and mental health

The reentry effort within Coastal Horizons has been bolstered by a $2.123 million grant from the Substance Abuse and Mental Health Services Administration and additional funding from New Hanover County for women’s services. The federal funding will enhance the expansion of the successful Reentry Systems for Effective Treatment (RESET) program to include men with co-occurring disorders and the county funding is assisting with much needed services including transportation.

Locally, statewide and nationally there has been a focus on opioid addiction due to the ever increasing number of deaths related to the disease. Locally a rapid response team has been developed with assistance from the state and city of Wilmington. Our city has often been targeted with the number one or two highest prevalence rates of death.

The Department of Public Safety is expected to issue bids for the Recidivism Reduction Services programs statewide in early 2019. Coastal Horizons currently operates these programs in thirteen counties in eastern North Carolina and placed bids for an additional seven counties. Our Children’s Place (OCP) is further expanding the services provided. OCP is entering into a pilot program with the Department of Public Safety to provide Parenting Inside Out, an evidence based practice, in prisons. OCP is also expanding the number of Parent Days within prison due in part to the generous contribution by the William R. Kenan, Jr. Charitable Trust.

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

Karen V. Chapple
Executive Vice President of Operations

COASTAL HORIZONS CENTER
EXTERNAL OPERATIONS

The reentry effort within Coastal Horizons has been bolstered by a $2.123 million grant from the Substance Abuse and Mental Health Services Administration and additional funding from New Hanover County for women’s services. The federal funding will enhance the expansion of the successful Reentry Systems for Effective Treatment (RESET) program to include men with co-occurring disorders and the county funding is assisting with much needed services including transportation.

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

Karen V. Chapple
Executive Vice President of Operations
Coastal Horizons Center continues its growth of the expanding quality services and programs we provide to our communities, all by our highly talented employees and volunteers. This past year has been another fulfilling one for us in Human Resources, as we continue to support the mission of Coastal Horizons Center, which is to provide a continuum of professional services to promote healthier lives, stronger families, and safer communities. These services are provided to make a significant impact on the physical, emotional, and social development of children, adults, and families in the communities we serve.

Human Resources continues to support our employees, Program Directors, Department Supervisors, and team leads. We were excited to be able to provide significant support in the growth and development of our child services programs, with the inclusion of the Day Treatment Program at Lake Forest Academy this past year. Over 25 qualified professionals joined Coastal Horizons in our Day Treatment program, and HR assisted in their integration into our employee community.

HR was called upon throughout the year for their support to each of our other mental health/child/family and criminal justice service programs. In fact, during the past year, HR worked with multiple department leaders to successfully recruit, hire, orient and develop our new and existing employee members of Coastal Horizons in both full and part time employment capacities – each of whom are making important contributions to our organization.

The chart to the right shows our staffing growth over the past 10 years.

We are also pleased to report on significant accomplishments and our ongoing commitment to Coastal Horizons Center’s long-term strategic plan, as we continue to look at our future growth and plans to provide a solid base for expansion. HR will continue to be actively involved in our facilities management development, as well as in establishing and developing our community partnerships. As we continue to look forward, HR will work closely with the leadership of Coastal Horizons to move forward in our strategic direction, as well as improving our performance management and development systems, talent acquisition/succession planning, and improving and updating key human resources’ policies.

Coastal Horizons and HR have continued our support of the importance of being able to offer our staff members the most robust health care benefit plan available, at affordable rates for our employees. Coastal Horizons and HR have been successful managing these areas, maintaining plan quality and cost containment, with our continued commitment in this area in the coming years.

These are just some of the highlights of the year that occurred in addition to performing our regular day to day operational requirements that are vital to all of our employees! I encourage you to read this full report to see some of our highlighted activities for the 2017-2018 year and learn more about our upcoming plans.

We know a lot of work has yet to be accomplished and we are committed to achieving success. Carolyn and I, along with the support of our program administrators, are committed to Coastal Horizons and look forward to working with our employees in providing quality service in the upcoming year.

I personally would like to thank our Program Directors, Supervisors, Coordinators, and administrators (including recognizing our New Hanover County front desk staff, Carrie, Delores, Marva, and Rose, who help me every day) within Coastal Horizons for all their support. It is because of their dedication, commitment and support to all of our employees and clients, which engages those of us in HR every day in providing you with what we hope to deliver, which is our very best.

Bob Jalbert
Human Resources Director
Coastal Horizons Center, Inc.

Statement of Financial Position
June 30, 2017

Assets
Current Assets
Cash and cash equivalents (Notes 3 and 9) 1,046,170
Receivables (less allowance for doubtful accounts ($20,327) (Note 10) 2,305,067
Prepaid expenses 314,530
Total current assets 3,665,767
Property and Equipment (Notes 4 and 5) 10,573,232
Less accumulated depreciation 7,551,752
Total assets 11,217,519

Liabilities and Net Assets
Current Liabilities
Accounts payable and accrued expenses 179,625
Accrued vacation 691,679
Refundable advances (Note 6) 78,050
Current maturities of long-term debt (Note 5) 283,919
Total current liabilities 1,233,273
Long-Term Debt, Less Current Maturities (Note 5) 2,683,785
Total liabilities 3,917,058
Net Assets
Unrestricted 7,300,461
Total net assets 7,300,461
Total liabilities and net assets 11,217,519

See notes to financial statements.

Sources of Revenue
Year End June 30, 2017

<table>
<thead>
<tr>
<th>Percent</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>72%</td>
<td>Managed Care Entities Funding</td>
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<tr>
<td>18%</td>
<td>Government Contracts &amp; Grants</td>
</tr>
<tr>
<td>5%</td>
<td>Program Service Fees</td>
</tr>
<tr>
<td>4%</td>
<td>Foundations &amp; Donations</td>
</tr>
<tr>
<td>1%</td>
<td>Other</td>
</tr>
</tbody>
</table>

Coastal Horizons Center, Inc.

Statement of Operations and Changes in Net Assets
Year Ended June 30, 2017

<table>
<thead>
<tr>
<th>Temporary</th>
<th>Permanent</th>
<th>Total</th>
</tr>
</thead>
</table>

See notes to financial statements.
What an incredible year for our development efforts! We had a record breaking Power of the Purse that has now made this event for WHAT a signature event in Wilmington. It was such a busy year with many new community lead initiatives and we look forward to continue to educate, and engage our region in new and inspiring ways! Below is a “snapshot of our year” for more information on our development efforts visit www.coastalhorizons.org and check out all the great photos on our facebook page. Please make sure to take a look at the incredible list of donors in this report as well. We are honored by the number of individuals and businesses that have supported us this year. Please make sure to support the local businesses that are always there when we need them!

As we continue to plan and grow in 2019 and beyond, I want to again thank our donors, our volunteers and the incredible team at Coastal Horizons Center for embracing our development program! I can’t wait to share our successes with you again next year.

Power of the Purse
To benefit
Wilmington Health Access for Teens (WHAT)

Over 400 people came together to raise $55,000 this March, all to benefit our work to ensure teens have access to the mental health and primary care they need to succeed. Thanks to all our sponsors, donors, attendees, and volunteers. Please join us on March 19, 2019 for another fun evening to benefit WHAT.

Chaired by Denise Szaloky and Elle Woods
Special thanks to the WHAT Development Committee

Power of the Purse 2018 Sponsor List

Presenting Sponsors
Jennifer & Draughon Cranford

Host Sponsors
Acupuncture Associates
Denise & Joe Szaloky
Parkway of Wilmington
Elle & Dr. Jonathan Woods

Evening Bag Sponsors
Belk at Independence Mall
BOSS: Business Operations Services Solutions
Monkee’s
Party Suppliers & Rentals Inc.
Cynthia Pierson
Keith & Leanne Strawn

Friends & Supporters
Azalea Limousine
James Britt
John W. Davis, III
L.S. “Bo” Dean, Jr.
Ashlea Kosikowski
Port City Java
StarNews Media
United Way of the Cape Fear Area
Lindsay Waltz

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On May 31, 2018, we came together for a powerful event that not only raised critical funds but brought our community together for a common goal, access to mental health treatment for our region’s youth.

Nicole Hockley, Founder of Sandy Hook Promise, shared how she has dedicated her life to preventing violence after the tragic death of her son Dylan at Sandy Hook Elementary. It was a powerful message and raised $73,000 to support our programs.

“Every smile, every act of kindness, every intervention, every time we start with ‘Hello’, these all have meaning and can change someone else’s life.”

Nicole Hockley, Founder & Managing Director of Sandy Hook Promise

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(continued from last page)}
Everyone loves a rubber duck right? That was our hope when we launched the duck derby 4 years ago. And our lucky duck idea paid off again and raised over $65,000 to benefit Open House Youth Shelter and The Rape Crisis Center. This fun event could happen without all the dedicated partners, volunteers, adoption teams, Open House and RCCC staff, and duck adopters.

- **15,000** ducks were adopted by 6:30pm on Saturday June 23, 2018
- **1,780** people donated and adopted ducks
- Over **80** volunteers helped during duck season and at the Duck Derby
- Thank you to Hopkins & Associates, The Forrest Firm, and Roost Building for again hosting our duck adoption kickoff
- Team #QuackAttack was the again the top-adopting team of 2018. They also volunteered their time to sell ducks at pre-events and volunteered the week/day of the race.
- The Corning Quack Pack again was a true duck ambassador for us!

You are QUACKtastic!
We hope to see you back in Summer 2019!

www.coastalduckderby.org
COASTAL HORIZONS CENTER

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