

Coastal Enterprises of Jacksonville, Inc

A CARF Accredited Program

Serving Onslow, Pender, New Hanover, Carteret and Brunswick Counties



ANNUAL REPORT
2008-2009



LETTER FROM THE PRESIDENT

To the Citizens of Eastern North Carolina:

On behalf of trainees, employees, staff and board of directors, I am happy to provide the 2009 Annual Report. We have worked hard this year to maintain and to expand training and employment opportunities to severely disabled people in the eastern region of our state. We owe the majority of our success in doing so to the partnership we are so fortunate to have with the N.I.S.H Ability One program. Their support, combined with that of contracting officials at Camp Lejeune, Cherry Point, and Sunny Point Army Base, has enabled Coastal Enterprises to train and employ 43 severely disabled individuals this year. The unstable economy has not affected our government contract workers, while state budget cut-backs resulted in the lay-off 11 of our citizens with disabilities. We greatly regret these losses, but realize we have not experienced the lay-offs many other businesses have in the area.

Creation of jobs and training opportunities for disabled adults is our mission. Efforts to add another Ability One contract in the Wilmington office failed this year, however, the experience it offered drives us as we pursue yet another one into the coming year. Poised to do much, much more, the Wilmington site is more determined than ever to work closely with NISH staff as well as state and local government personnel to seize opportunities that may arise. In the meantime, employees and trainees at the site celebrate other achievements that will appear throughout this report.

The success of our program will continue to be realized with the steadfast commitment of our dedicated staff and employees. Coastal Enterprises extends its sincere appreciation to everyone who has worked relentlessly as we mark another year of growth.

Sincerely,



John E. Glover
President

An Equal Opportunity/Affirmative Action Employer

Coastal Enterprises of Jacksonville, Inc.

Governing Board of Directors



Catherine Aman,
Secretary/Treasurer



Clyde Hurst,
Chairman
Contractor



Mat Raymond,
Member
Ford Dealership
General Manager



David Koonce,
Member
Insurance Agent



Colonel David Jones,
Vice Chairman
USMC Retired

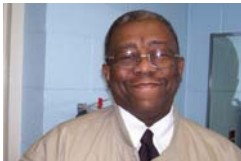
Membership

The Board of Directors is the governing body for the corporation. It is comprised of volunteers who support the Ability One Program and whose goal is to train and employ people with severe disabilities. These individuals have experience and skills in business management, military affairs, education, insurance and finance.



Carl Black, Sr.
Member
Army, Retired

Coastal Enterprises of Wilmington Advisory Board



Jerome Fennel,
New Hanover County
Director of Property



Arena Everett,
Department of Social Services
Adult Service Manager



Charles Horton,
General Electric
Senior Engineer



William Vaughn,
Vice President
RBC Bank



Joshua Padgett,
Cape Fear Community
College
Vocational Dept.

Wilmington's Advisory Board is comprised of individuals in the community who are recognized for their knowledge and experience as it relates to business management, contract procurement and human services to severely disabled citizens in the area.



Cathy Blake,
Pilot Club



Pat Delair,
Former City Council Member



SPECIAL EVENTS

Recognizing Outstanding Performance

Employee of the Year

Coastal Enterprises honors Thomas Dill who has exhibited outstanding job performance and exceptional character as an employee in Coastal's Ability One Program. This program has given Thomas a meaningful job in the production of commodities for the federal government. It has also given those who know him the opportunity to see that he is an excellent worker. Coastal Enterprises congratulates Thomas for his work ethics and top performance.



Thomas Dill receives Employee of the Year award from Sylvia Amick, Vice President, at the annual Christmas social event.

40 Years of Service 1968-2008

At the annual Christmas social this year, Coastal Enterprises celebrated 40 years of serving adults with disabilities in Onslow County. Dedicated to providing training and job opportunities to individuals who need assistance in obtaining employment, Coastal Enterprises takes great pride in the development seen in the past 40 years. Photographs of the company's history were on display at the event. Coastal began as the Onslow County Workshop and was first located in the old two story church building on Ann Street. Trainees in wheelchairs were manually lifted to the second floor where they participate in academic classes and arts and crafts. Coastal became involved with the NISH Ability One Program in the 80's and began realizing dramatic growth. The program was a win-win for the disabled adults at Coastal and for the federal government. Persons who are disabled get training and good jobs, and the government gets quality products and services! Through the partnership of NISH Ability One Program, Coastal now trains and employs 500-600 disabled adults each year.

William James “Papa” Robinson Dedication Ceremony at Wilmington Site



Coastal Enterprises of Wilmington dedicated new conference room furniture for its facility, in the memory of William James ‘Papa’ Robinson, on May 20, 2009. Judge Jay Hockenbury and Coastal Enterprises Vice President, Sylvia Amick conducted the ceremony. Staff, trainees, and community visitors were present, including Laura Padgett, Wilmington City Council Member. This furniture was made possible by monies from Mr. Robinson’s estate donated to Coastal Enterprises of Wilmington, as a Wilmington based rehabilitation program for adults with developmental disabilities. Judge Hockenbury, for many years, befriended William by providing him housing, helping him manage his finances, and including him in outings and family trips. He thought it important to honor William upon his death in this way.

The story of William exemplifies the mission of Coastal Enterprises. Judge Hockenbury and friends shared William’s story with the audience. All who spoke agreed that William was an inspiration to them, especially his concern for others in the community who were developmentally disabled.

Following the ceremony, participants were invited to a light lunch which included Papa’s Taco Soup, a Coastal Enterprises of Wilmington fundraiser whose proceeds will be used to support Coastal Enterprises program for adults who are developmental disabled.

The fundraiser was a first for Coastal in Wilmington. Staff developed the recipe, cooked, packaged and delivered the soup throughout the local area and Jacksonville. The staff sold 98 quarts and 89 pints for a total of \$1,926. In addition, Coastal Enterprises of Wilmington received \$1,055 in donations for the cause.

REHABILITATION SERVICES

2008-2009

NC Division of Vocational Rehabilitation Sponsored Trainees

This year Coastal Enterprises served 218 citizens referred to our training program by Vocational Rehabilitation. These individuals participated in goal planning, counseling, and on the job training as they prepared for competitive employment. By the end of the year, 76 had completed the program and were successfully employed. Coastal Enterprises hired 43 and found jobs for 33 out in the community. These numbers reflect a 35% success rate. The average wage for those finding jobs in Jacksonville was \$8.69 and \$8.34 in Wilmington. These wages exceed the North Carolina average of \$7.81. During the year 162 trainee surveys showed a 99% - 100% satisfaction rate. Almost everyone said they progressed toward their goals and enjoyed working with the staff.

New Staff: Rehabilitation Program Assistant—Sage Venters

Sage Venters joined the Rehabilitation Department at Coastal Enterprises of Jacksonville, Inc. in October of 2009 as the Rehabilitation Program Assistant. She holds a Bachelor of Arts in Health and Applied Human Sciences from the University of North Carolina at Wilmington. Sage has volunteered in the public school system with children with disabilities for over seventeen years. She has also been employed by agencies working with children with disabilities for four years.



NC Division of Mental Health (Developmental Disabilities) Sponsored Trainees

The sting of budget cuts across the country and the uncertain future have not affected the level of services we provide to trainees enrolled in the program. In March, 2009, Don Hoover joined the staff as ADVP coordinator with the goal of building a better program to offer the developmentally disabled trainees already enrolled in the program. He also plans to develop a day program as well as a program for seniors during the coming year.

New Staff: ADVP Coordinator—Donald Hoover

Don holds a Bachelor's degree in Psychology and is a Qualified Professional in Mental Health and Developmental Disabilities. Don is also a Red Cross certified CPR/First Aid instructor. Don has worked in the mental health/substance abuse/developmental disabilities field for 13 years and has experience as a direct care staff, at-risk group home program manager, direct care program manager, psychosocial rehabilitation program regional manager, LME provider relations director, and ADVP coordinator. Don is a retired U. S. Marine with 20 years active duty.



New Hanover County Department of Social Services Sponsored Trainees (Work First)

Eighteen Work First recipients participated in the Work Adjustment training program this year. Trainees receive on-the-job training as they work toward their employment goals.

SUCCESS STORIES

Employer and Trainee Nominated for Disability Employment Awareness Month!

October was Disability Employment Awareness Month. The City of Wilmington Mayor's Committee for People with Disabilities, Vocational Rehabilitation and Division of Services for the Blind sponsored a reception at City Hall on October 21st. It was an event to honor employers who hire people with disabilities and their outstanding employees. CEI of Wilmington nominated employer, Jonathan O'Donnell and trainee/employee, Barry Maree.

Jonathan O'Donnell, manager of Carrabba's Italian Restaurant has a heart for the community. He is especially admired at Coastal Enterprises, of Wilmington, a community rehabilitation program that provides work adjustment and job coaching to individuals with disabilities.

Over the years, Jonathan has hired several CEI participants who are disabled. Barry Maree is the latest of these employees. He had not worked in years before being hired in August 2008, at Carrabba's, as a napkin folder. Over time, Barry's job duties have increased to peeling potatoes and dismantling produce boxes. At Coastal Enterprises, Barry is known as the best napkin folder in Wilmington. Notice the next time you are at Carrabba's, and you will agree!

Barry resides at Sherwood Manor Nursing Home. He has told us how much his job means to him—getting out in the community, being productive, and interacting with a variety of people. We at Coastal have seen positive changes in Barry since his employment. His job has given him confidence, pride, routine, and of course, a paycheck!



(L) Jonathan O'Donnell, Manager of Carrabba's Italian Restaurant (R) Barry Maree, Former Trainee

CONGRATULATIONS!!!!

A PERFECT MATCH FOR THE JOB

Jackie Sutton had been a trainee in the Jacksonville workshop and always exceeded her goals (which she liked to set for herself as motivation). She was very quiet but well liked by staff and other trainees. She was always kind to everyone. Apart from the workshop, she had a very busy life as a single mom to three teenagers. She was an attentive, caring mom and took raising her children seriously. It was evident she placed them first.

We assisted Jackie in finding a job at Southern Cleaners (part of Coastal Cleaners), which was considered a seasonal position. From the first day, Jackie was a natural. She only had to be shown once how to do something and she was off and running. By the second day, she was already taking the initiative to bundle and tie off linen for other folders. She continued on in this fashion and her supervisor “pushed me out the door on day three,” says Job Coach, Trish Colvin. They said Jackie was going to be “just fine.” And, of course, she was!

After only two weeks of working at Southern Cleaners, they called to say they had a full time position at the main cleaners (Coastal Cleaners and Laundry) and had offered it to Jackie. She had accepted.

Jackie, as hard working as ever, is still working at the cleaners and has been promoted several times. She can now run all the big presses. She's still, and most importantly, a full time mom and a TOTAL SUCCESS! Jackie, you are just WOW!!!



CONGRATULATIONS!!!!
TO
A VERY SPECIAL LADY

SERVICE CONTRACTS

2008-2009

The Services Dept. in Jacksonville has continued growth this year and seen the retirement of the director and a new hand at the helm. Mr. Mike Stokes is the new Director and has proven his worth right away, with challenges in expansion, new proposals for solicitations, and everyday situational problems. Mike is from Jacksonville, having graduated from Jacksonville High School and UNC-Pembroke. We are lucky to have him and happy he is aboard.



Commissaries: These contracts with the Defense Contract Agency (DeCA) were some of Coastal's first and today employ over 70 persons with disabilities.

Mess Hall at MCAS New River: The mess hall gained a new Project Manager this year. Mr. Lee retired after 15 years and his assistant, Ms. Pauline Mobley assumed the new role as Manager. Under her guidance, the facility has not missed a beat and continues to serve more meals each year.

Seymour Johnson Switchboard: This service is scheduled to renew, and it looks like the scope will increase to include the Base Locator. This will mean one more full time employee.

Naval Hospital Camp Lejeune: The Services Department has separated the Clinics from Basewide Custodial which means that all Medical and Dental Clinics will now come under the management of the Executive Housekeeper at the Hospital. Approximately 85 employees work full schedules on one of the hospitals three shifts.

Base Wide Custodial: This contract has grown and also increased in scope this year. Project Manager, Rita Carter's facilities have grown from 58 to 78 and are due to increase again in the coming months. Because of the increase in the number of buildings, the Service Director has moved the Medical and Dental Clinics custodial to the Naval Hospital. That is almost a two-fold increase.

Camp LeJeune PX: Coastal started the custodial chores here when the PX was new in 1994 and have proven to everyone that continual good service keeps the facility looking new. Although this is our only non-NISH service contract at Camp Lejeune, the partnership with Marine Corps Community Services has proven to be a win-win for all.

COASTAL ENTERPRISES

STATEMENT OF ACTIVITIES

Sales and Services
June 30, 2009

<u>REHABILITATION SERVICES</u>	<u>Jacksonville</u>	<u>Wilmington</u>
Vocational Rehabilitation	330,067	176,899
Mental Health		72,519
DSS		1,600
Private Client Income		4,075
 <u>OTHER/GRANTS/DONATIONS</u>	 18,068	 26,293
 <u>INTEREST/OTHER</u>	 58,117	 2,555
 <u>ABILITY ONE SALES</u>		
Aircraft Warning Streamers	110,568	
BFA'S	1,455,715	
Belt Buckles	2,063,264	
Panel Markers	1,391,170	
 <u>OTHER SALES</u>		
Recycling	517,770	105,272
Utility Belts/Small Jobs	150,869	
Sale of Scrap	25,033	
Miscellaneous		160
Assembly, Commercial		268,852
 <u>ABILITY ONE SERVICES</u>		
Commissaries	1,431,440	
Switchboard	196,803	
Grounds Maintained	4,658,586	
U.S. Naval Hospital/Clinics	2,880,498	
Basewide Custodial	1,386,158	
Exchange	164,988	
Food Service	1,263,200	
Sunny Point		378,398
 <u>OTHER SERVICES</u>		
NC-DOT		524,034
Interroll		27,884
City of Wilmington		71,013
New Hanover County		64,883

TOTALS

18,102,314

1,724,437

Material Recovery Facility (MRF)

The partnership between Onslow County and Coastal Enterprises to operate the recycling center continues to be a success. Facing the challenge of significant change this year as ABC permit holders adhered to new recycling requirements and unrepresented low material prices, the MRF continued to operate uninterrupted. Not only did it meet the recycling needs of the county, it gave valuable job training opportunities to thirty five (35) adults with disabilities, on their way to competitive employment. The facility processed 5,110 tons of commingled material this year. It also received \$18,068 in state grant funds to purchase equipment.

Tours from the county schools and the community college visit the center regularly to see the recycling process first hand. Visitors are always welcome and may call the facility at 910-455-6903 to schedule a tour.

Total '09 Sales \$517,770 Grants \$ 18,068

MRF Five Year Summary

Tons of Commingled Recyclables Processed	<u>04-05</u>	<u>05-06</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>
	6,867	5,385	5,935	5,703	5,110

COASTAL'S FIVE YEAR SUMMARY					
Revenues	FY '05	FY '06	FY '07	FY '08	FY '09
Rehabilitation Services	\$814,230	\$751,483	\$581,727	\$680, 582	\$585, 160
Sales/Services	\$12,670,405	\$11,564,863	\$14,593,923	\$17,521,142	\$19,136,398
Other	\$20,527	\$78,723	\$60,257	\$157,923	\$105,193
Revenues TOTAL	\$13,505,162	\$12,395,069	\$15,235,907	\$18,359,647	\$19,826,751

COASTAL ENTERPRISES

Coastal Enterprises of Jacksonville
2715 Commerce Road
Jacksonville, NC 28546

Coastal Enterprises of Wilmington
1214 Kidder St.
P.O. Box 3375
Wilmington, NC 28406

Phone: 910-455-2131
Fax: 910-455-7251

Phone: 910-763-3424
Fax: 910-815-0367
Email: ncs1006@bizec.rr.com

WE'RE ON THE WEB!!!

[HTTP://COASTALENTERPRISESINC.ORG/](http://coastalenterprisesinc.org/)

