



Coastal Enterprises of Jacksonville, Inc.

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



**ANNUAL REPORT
2009-2010**



LETTER FROM THE PRESIDENT

To Coastal Enterprises Stakeholders:

Because of you, we have seen another very successful year in the life of our rehabilitation program. In spite of federal and state funding cutbacks, our program experienced growth in three service contracts. With the addition of the new baler for the recycling center, our operation at the Onslow County Material Recovery Facility (MRF) saw a 43% increase in volume over the last year and a major increase over the last five years. Many thanks to the county for participating with us to serve disabled men and women in Onslow County. Sadly, after many years we lost the custodial contract at the Camp Lejeune PX. However, we increased the overall number of jobs at Camp Lejeune this year.

With the continued support of the Ability One Program, and our community leaders, we continue to offer training and employment opportunities and are one of the leading employers in our community.

We extend our thanks and gratitude to our trainees, our dedicated staff and everyone who contributed to another very successful year.

Sincerely,



John E. Glover
President

Coastal Enterprises of Jacksonville, Inc. Board of Directors

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.



Colonel David Jones,
Vice Chairman
USMC Retired



Clyde Hurst,
Chairman
Contractor



Catherine Aman,
Secretary/Treasurer



Mat Raymond,
Member
Ford Dealership
General Manager



David Koonce,
Member
Insurance Agent



Carl Black, Sr.
Member

Coastal Enterprises of Wilmington Advisory Board

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.



Joshua Padgett,
Cape Fear Community
College
Vocational Dept.



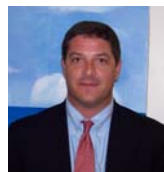
Arena Everett,
Department of Social Services
Adult Service Manager



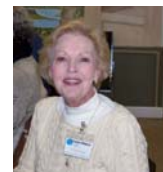
Charles Horton,
General Electric
Senior Engineer



Pat Delair,
Former City Council Member



William Vaughn,
RBC Bank



Cathy Blake,
Pilot Club

REHABILITATION SERVICES 2009-2010



Becca McCoy
Jacksonville Rehabilitation Director



Mary B. Rea-Poteat
Wilmington EDS Coordinator



Don Hoover
Wilmington IDD Coordinator

NC Division of Vocational Rehabilitation

Vocational Rehabilitation sends men and women to our program who need assistance in preparing for competitive employment. This year resulted in the following successful outcomes:

	<u>Jacksonville</u>	<u>Wilmington</u>	<u>Totals</u>
Individuals Served	114	85	199
Individuals Who Found Jobs	42	24	66
Individuals Still Working After 90 Days	35	17	52

The average hourly wage these individuals are earning is \$9.03 in Jacksonville and \$9.70 in Wilmington. The North Carolina state average is \$8.21.

Satisfaction Rating

Upon completion of the rehabilitation program individuals fill out a satisfaction survey. In Jacksonville of the 81 individuals who responded to our survey, 80 said they were happy with the service. In Wilmington the 37 surveyed were all happy with the services received at Coastal Enterprises.

Carolina Psychological Healthcare Services

Coastal's Jacksonville office recently completed it's first year in a successful partnership with Carolina Psychological Healthcare Services (CPHS). Coastal refers employees to this office to receive psychological assessments and disability documentation when employees with mental health, developmental disabilities or substance abuse concerns need to update their disability documentation in order to remain NISH qualified and working on Coastal's Ability One contracts.

Southeastern Center for Mental Health, Developmental Disabilities and Substance Abuse Services

This program served 16 participants this year in adult basic education classes and production work. A day program for this group and a senior program has been developed for interested participants who no longer want to remain in the production department. Some participants combine activities to include work, academic classes and fun.

New Hanover County Department of Social Services

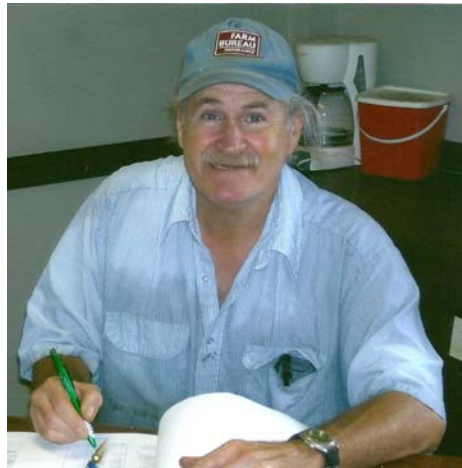
This program sponsored 40 participants in the Work Training Program this year as they worked toward their employment goals.



REHABILITATION PROGRAM SUCCESS STORIES

2009-2010

Every year Coastal Enterprises has many successful employees. Through their hard work and dedication the 2009-2010 employees chosen as three of our Success Stories are Brent Smith, Mitchell Schaefer, and Linda London. Brent and Mitchell came to us through Vocational Rehabilitation as trainees and have achieved the position of supervisor. Linda received job coaching services and obtained a good job in the community. Let us tell you about these STARS!!!



Mitchell Schaefer

Mitchell Schaefer first entered Coastal Enterprises of Jacksonville's Employee Development Services (EDS) program in December 2008, and began his training at the Materials Recovery Facility (MRF). After an injury that sidelined him for a while, he returned to Coastal Enterprises and the MRF in April of 2009. Mitchell progressed swiftly through the EDS program and was referred for Job Coaching services in June, 2009. He did such a good job at the MRF that he ultimately was hired there as a supervisor in September 2009.

Mitchell, who had just gotten out of prison before coming to Coastal Enterprises, says, "I would probably be in jail right now if it weren't for Coastal Enterprises. The job's made a real difference in my life. It's helped me stay away from drugs and alcohol. My family's proud of me now, and it's improved my self-confidence and self-esteem." Mitchell stated that he enjoys watching people develop and grow as they work with Coastal Enterprises and the various rehabilitation programs. His job has helped him develop better people skills, increased his ability to appreciate people for who they are, and he enjoys the opportunity to help people who can't help themselves. Furthermore, says Mitchell, "The job's great! It's educational and helps the environment, too."

Friendly and always willing to help those in need, Mitchell is a wonderful example of someone who, with Coastal Enterprises' assistance, has been able to turn his life around and become a true success story.



Brent Smith

When Brent Smith first entered the Employee Development Services (EDS) program in March of 2009, he thought he would just be getting some good training. Little did he know that just ten short months later, after taking part in the Job Coaching program, he would be working for Coastal Enterprises as an employee on the fast track to becoming a supervisor at the Materials Recovery Facility (MRF) in Jacksonville.

“I was just drinking beer and looking for work before Coastal Enterprises,” says Brent. “My background problems kept me from getting jobs, but Coastal gave me a chance and I’m grateful for that. I would be back in the streets if it weren’t for Coastal and this job.”

Brent’s job as a MRF supervisor motivates him, and he says that the training he’s received has helped him to develop better job skills and patience with others. It has also given him confidence that he is able to work and bring home a steady paycheck. “This is as long as I’ve ever held down a job,” says Brent. “It feels real good, and I like what I’m doing.”



REACHING HER GOAL – A JOB!



Linda London

You can often find Linda London near the deli area at Wilmington’s Sam’s Club at a booth demonstrating tasty treats to shoppers. She speaks to each customer with enthusiasm and with a smile. Linda is employed by Advantage Marketing Sales, who subcontracts to Sam’s Club to do marketing demonstrations on a variety of food products. Linda is required to cook and serve food products to shoppers in hopes of their purchasing the product.

Linda has come a long way: from experiencing difficult personal challenges that kept her out of work for several years, to becoming an excellent employee. She is nearing her one year anniversary with AMS and sees herself with newly gained confidence. She gives credit to the Division of Vocational Rehabilitation and Coastal Enterprises, Inc. of Wilmington, where she received job coaching with Wendy Exposito. When telling her story, Linda is quick to say there are wonderful people at VR and Coastal.”

Wendy, Coastal’s job coach, nominated Linda for the 2010 New Hanover County Disability Employment Awareness Award. Both Linda and her employer were awarded certificates of special recognition!

Linda says she is looking ahead to achieving more goals, such as enrolling in a program of study at Cape Fear Community College. She smiles as she talks about the future, and you can hear the determination in her voice.

SERVICE CONTRACTS

2009-2010

The Services Department has continued to gain new jobs.

Commissaries: The commissaries at Seymour Johnson AFB, Camp Lejeune, and the Air Station at New River, continue to perform in an excellent manner. Their hard work with stocking, inventory control, warehousing, and custodial tasks are reminders for customers on a daily basis of just what our employees are capable of performing. The Commissary at MCAS New River was nominated for Commissary of the Year again this year.



Mike Stokes, Jacksonville Services Director

The Mess Hall at MCAS New River: At the present time, the United States Marine Corps is completing negotiations for a new contract. Three companies are submitting bids and Coastal Enterprises has talked to all three and given our proposals which were accepted by all. Customer satisfaction in the food business is what this team is all about. They continue to shine daily in their endeavors.

Seymour Johnson Switchboard: We have been informed that our service in the contract will be increased this year (October) to include the Base Locator. This new tasking will add another full time employee to the existing contract. The operators for the switchboard continue to answer more calls every year.

Naval Hospital at Camp Lejeune: Our high standards of performance at the Naval Hospital continue to be the subject of praise and commendations on a regular basis. The Medical Clinics have increased the number of jobs this year as the scope of work has increased; we believe this is due to their good performance and the dedication of our employees.

Base Wide Custodial: This contract has grown from 78 to over 125 buildings and seems to increase in scope monthly. The future continues to look very good for this contract as the base is growing in the population of Marines and civilian workers.

Camp Lejeune PX: Sadly, as this 2010 report is submitted, the Marine Corps has decided to take this contract back “in house” for the Marine Corps Community Services to perform with their civilian workers. This has been a long standing contract which we have performed for 16-plus years with due diligence. The workers performing this contract will be placed to other contracts without delay and will continue their custodial duties for Coastal Enterprises.

MATERIAL RECOVERY FACILITY (MRF)



Thanks to our partnership with Onslow County, the MRF has had a successful year. ABC permit holders have adhered to new recycling requirements and the facility has seen a 43% increase in recyclable material this year. We are happy to report that the job of keeping recyclable material out of the Onslow County Landfill has provided job training and employment opportunities to forty (40) county residents with disabilities. Two individuals moved quickly from training and employment status to supervisory positions. We celebrate their success. Their success stories can be seen in this report. This facility continues to be a win-win for everyone involved: the environment, the county and the people with disabilities - the largest unemployed population in the country.

Tons of Commingled Recyclables Processed	<u>05-06</u> 5,385	<u>06-07</u> 5,935	<u>07-08</u> 5,703	<u>08-09</u> 5,110	<u>09-10</u> 7,309
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TOTAL SALES: \$995,859

EMPLOYEE OF THE YEAR



Wanda Rosdahl receives Employee of the Year award from John Glover, President, at the annual Christmas social event.

Every year Coastal Enterprises selects an employee that has demonstrated outstanding job performance and dedication to their job. This year we have chosen Wanda Rosdahl from the Commissary at Seymour Johnson Air Force Base in Goldsboro, North Carolina. Wanda has been with us since May 2003 and is the perfect role model for her coworkers. Ms. Rosdahl is a day stocker/custodian. She stocks shelves during the day and at the same time performs any custodial task necessary to keep the store clean. She performs these duties in an outstanding manner. She has brought stocking to a new level. Past performances for day stocking has been at best 10 cases per hour. Ms. Rosdahl has stocked from 16 to 25 cases per hour since her assignment to this position. Her job knowledge and personality enables her to assist customers in finding product and with special requests. Ms. Rosdahl is a tremendous asset to the Project and Coastal Enterprises of Jacksonville, Inc. We congratulate her on those achievements.

STAFF MEMBER RETIRES

FROM COASTAL'S HOME OFFICE IN JACKSONVILLE



After serving the disabled trainees in Onslow County for 18 years as a Vocational Evaluator and former Job Coach, Mickey McCall retires. Over the years, Mickey was dedicated to working with unemployed trainees and assisting them in countless ways on their journey to competitive employment. Everyone loved Mickey, who was a tireless advocate for people with disabilities.

On April 1, 2010 trainees, employees, staff and friends gathered to thank Mickey for her many years of service and wish her well in the future. Mickey's plans are to move to West Virginia's countryside and spend more time with her family. Everyone will truly miss this vivacious, hard working lady who contributed so much to the success of the rehabilitation program in Jacksonville and the people it serves.

STATEMENT OF ACTIVITIES

Sales and Services
June 30, 2010

<u>REHABILITATION SERVICES</u>	<u>JACKSONVILLE</u>	<u>WILMINGTON</u>
Vocational Rehabilitation	\$357,334	\$147,221
Mental Health		\$82,717
Dept. of Social Services		\$10,000
Private Client Income		\$850
 <u>ABILITY ONE SALES</u>		
Aircraft Warning Streamer	\$72,576	
BFA's	\$1,564,646	
Chrome Buckles	\$585,633	
Gold Buckles	\$2,072,833	
Panel Marker	\$781,936	
Arch Case		\$61
 <u>OTHER SALES</u>		
Recycling	\$995,859	\$166,641
Utility Belts / Small Jobs	\$52,502	\$34,017
Assembly Area		\$124,748
 <u>ABILITY ONE SERVICES</u>		
Commissary	\$1,363,126	
Switchboard	\$200,928	
Grounds Maintenance	\$4,799,200	
US Naval Hospital / Clinics	\$3,389,758	
Basewide Custodial	\$1,391,711	
Exchange	\$168,733	
Food Service	\$1,332,983	
Sunny Point		\$419,620
Misc.	\$92,025	\$7,362
 <u>OTHER SERVICES</u>		
NC DOT		\$488,845
New Hanover County		\$66,775
City of Wilmington		\$71,013
 TOTALS	 \$19,221,783	 \$1,619,870

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WWW.COASTALENTERPRISESINC.ORG



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