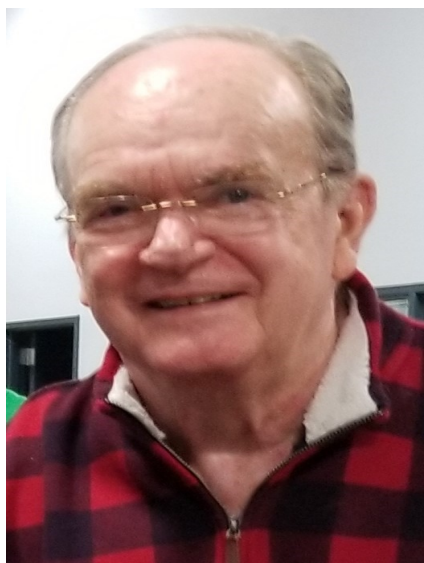




Coastal Enterprises of Jacksonville
2020 Annual Report



FROM THE PRESIDENT



My, What A Year!

FY-2019-2020 was another good year but filled with unprecedented challenges. Thanks to our dedicated team of clients, employees and staff, we continue to grow.

In March, 2020 when the Covid 19 epidemic closed many businesses, the majority of our operation, being essential work, continued to function. We are proud of the people we employ who came to work every day despite the concerns and are thankful that only a few contracted the virus and even more thankful they all overcame the illness.

The hardest hit area was in our Wilmington Division where the virus closed the IDD program in March. The program serves individuals with behavioral health issues. The office then took advantage of the down time to renovate the production warehouse where they work. Renovations were completed by year end and the area took on a fresh new look and was great for morale.

January, 2020, the Wilmington Division employed a sales manager resulting in new work for the production and sewing departments. New equipment was purchased to expand our capabilities and gear up for new opportunities to teach, train, and employ more workers with and without disabilities.

At year end and in light of the continued threat of the pandemic, Coastal Enterprises holds fast to the principals that have sustained us for more than fifty years. We have great people working for us, great customers, dedicated board members, parents and community partners. We remain positive as we continue with our strategic planning, overcome the challenges that may come and navigate our way to the successes we believe are just ahead.

John E. Glover, President

Vocational Training and Employment

Jacksonville and Wilmington

FY 2020

PUTTING PEOPLE TO WORK IN THE COMMUNITY AND AT COASTAL ENTERPRISES

Vocational Rehabilitation began a new service this year called Community Inclusion. The service is designed to assist clients with job preparedness, disability awareness, health and safety and independent living skills.

This year our referrals from Vocational Rehabilitation suffered a major decline due to the pandemic. VR advised us they are seeing a decline in clients looking for assistance across the state.

Our goal this year was to place 64 people in jobs. Our hardworking staff were able to place 37, even with the client shortage. Eighteen (18) employers in the community hired our clients and would have hired more if we had more referrals to work with.

Our goal was to close 62 cases successfully and we closed 28.

We hope the coming year will bring health and healing and we will all return to a normal lifestyle, giving us the opportunity next year to help more people with disabilities to achieve their vocational goals.

Successful Job Placements in the Community



Customer Satisfaction

Referral Agency, Clients, 11 Family Surveys, 7 Employer Surveys—100% Satisfaction

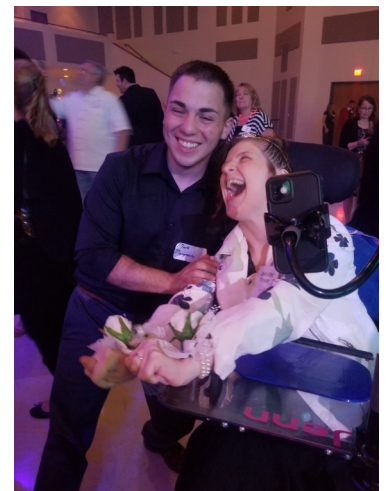
BEHAVIORAL HEALTH PROGRAM WILMINGTON 2019-2020

The program shut down in March 2020 when the local schools closed due to the pandemic. We were able to start some services with individuals when flexibilities and alternate service definitions were put into place. April through June we were slowly able to increase use of these services.

Production work gives participants an opportunity to learn competitive job skills.

Night To Shine

Participants enjoy social opportunities in the community.



Ground Maintenance

Camp Lejeune, New River Air Station, Cherry Point and Outlying Roads

2019-2020



Grounds Maintenance— FY 2020

We are proud that all Coastal's government customers are pleased with our performance. This year we received numerous email accolades from some of them. Our work passed all Inspections, and we received no deductions. We are especially proud of our employees that keep the grounds looking good. Some of them have been with us for years. Our hats off to them and all the newcomers who face the heat and other challenging elements daily, yet they push through. Great Job!

SEVERAL NOTES OF INTEREST -

- Antonio Williams was promoted to Mechanic and Supervisor for Outlying Roads. He does a great job keeping our equipment and big tractors in steady operation.
- Rochelle Castro - "Ro Ro" with her new crew of five keep the memorials looking good with special care given prior to ceremonies.
- Michael Glassey does a great job at Cherry Point. He moved from Quality Control to Supervisor this year.
- Bruce Wilder was promoted to Supervisor at Marsoc and Courthouse Bay.
- OSHA - During a site visit this year, an OSHA inspector advised us we were one of the safest and best prepared contractors he had seen.

IN WILMINGTON - this year several clients learned to paint the fire hydrants for Cape Fear Public Utility Authority. The fire hydrants are spread out over New Hanover County.

Ability One Custodial Contracts Working Through Challenging Times

2019-2020

Custodial Services - FY 2020

We are happy to say FY 2020 was a very good year, despite the fact the Covid virus posed quite a challenge. The challenge was of special concern for our front-line workers at the Hospital who worked with Covid Patients. Infectious Control worked closely with us and gave us all PPE's.

We're happy to report that all our government customers are satisfied with Coastal's performance this year, particularly the hospital. The scope of work increased on all contracts due to Covid including the 140 buildings on our base wide contract. We received no new work but new requirements and detail cleaning. Our employees have done well with the changes surrounding the virus and they wear masks at all sites. In fact, due to the need, our production department is now making masks.

Due to the virus, approximately 25 workers have been reluctant to return to work, and of course we understand. We are educating them about the risks as we strive to do a good job. Fortunately we have been able to get the work done and we are particularly proud of all our employees who came to work during these difficult times. One example of our employees rising to the challenge was when we asked 25 workers to come in on a Saturday to do an extra cleaning job at the mess hall due to the virus. At year end, and even with all the concerns about exposure, we have had very few virus cases.

We are pleased that the required 75% ratio of disabled workers is good on all our custodial contracts.

Many thanks to all our staff and employees who have worked hard and been dedicated to their jobs at Coastal through this very challenging time.

In Wilmington

Sunny Point - Julia and her crew continue to do a great job even during the times she has had limited staff. Our office receives regular letters of appreciation from our customers throughout the year.

Cherry Point - Our team always does a great job at that site. This year we lost a long time staff member when John Horton moved to Virginia. We miss John and wish him the best.

US Army Corps. Of Engineers Facilities - Our employees clean the buildings under the bridge in Wilmington. Their work is sometimes hampered by the rising tides, but they always get the job done.

COMMERCIAL CONTRACTS, City of Wilmington - Agnes and her team do a great job at the City of Wilmington Complex and the Fire Department even during difficult times with limited staff.

Ability One Contracts Production

2019-2020



This year we saw a decrease in sales for belt buckles and blank firing attachments but an increase in panel markers sales.

Wilmington

In Wilmington the production department sales showed a significant decline in small jobs, the woodshop and the sewing department. Efforts are underway to find new customers.

Welcome Bryan Cunningham!



January 2020 we added a new Sales Manager Position in Wilmington to boost sales and create new jobs for people with disabilities. Bryan Cunningham comes to us with years of experience in both business management and sales. We are excited to welcome him to our team.

Annual Christmas Party



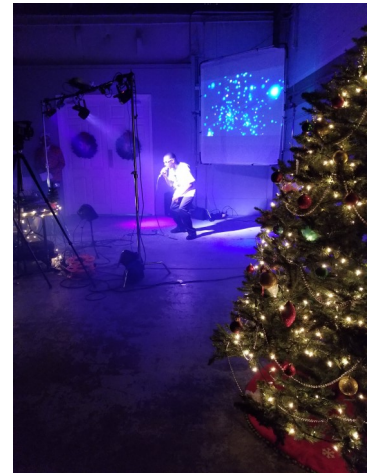
December, 2019

Christmas at **Coastal Enterprises in Jacksonville** is always a delight! Employees and guests enjoyed great food from Scarborough Fare Catering and a chance to spend a little more time with each other.



Annual Christmas Party

Christmas at **Coastal's Wilmington Division** is always a delight as well. This year family, friends and guests helped to celebrate the first year of our TALENT SHOW. Local musician and film maker, Don Johns, who also serves on our Advisory Board, dedicated his time for weeks to practice for the event with our clients. Everyone was AMAZED!!! The show was such a hit it got the attention of SourceAmerica. Realizing the MAGIC music can bring to individuals with disabilities, they would like to visit our program to see firsthand what we are doing.



Santa Claus always comes to the Wilmington Christmas Party. This year the clients not only received gifts from his sleigh but there was an abundance of door prizes. Donations for the food and door prizes (as seen in these photos) were organized by Wilmington's Rehabilitation Director, Wendy Exposito.



Coastal Enterprises Honors

Employee of the Year

December, 2019

Each year at Christmas, we pause to celebrate the season and reflect on the accomplishments of the past year and recognize employees who have gained recognition for their outstanding performance. Each of our job sites nominate an employee who qualifies for this annual award. This year, for the first time, we had a tie for **Employee of the Year**. We are proud to recognize them both.



Ground Maintenance-New River Air Station
Loren Gaffney

Recognized for his performance, he is a role model for all our employees. He comes in early, stays late, fills in for others and never complains. Thank you Loren, for the hard work and dedication to your job. We are proud to have you as an employee.



Jacksonville Production Department
Barbara Mitchell

Barbara has been a great employee for many years. She focuses on quality, is versatile and performs a variety of tasks and is always willing to try new things. She is dependable and an integral part of our core work force. Thank you Barbara for being a great employee.

Nominees for Employee of the Year:

Freddie Duncan-French Creek
Randy Woll-Outlying Roads
Edna Bowker-Cherry Point Custodial
Anaiya Jai-Wiley-Sunny Point
Michael Mosblech-Camp Lejeune
Cleve Price-Commissary -Seymour Johnson
Donna Whitney Robinson-Basewide, Camp Lejeune

Michael Little-Cherry Point Grounds
Debbie Grampre- Mess Hall-MCAS
Destiny Dixon-Clinics
Thaddeus Dorsey-Naval Medical Center
Jaquan Davis-Commissary-MCAS

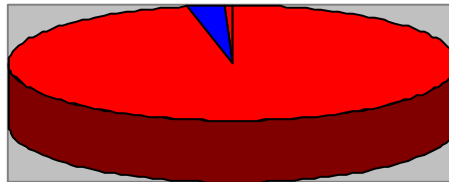
Coastal Enterprises

FACTS AND FIGURES

Coastal Enterprises is a producing agency for Source America in Eastern North Carolina and operates in five counties. Employees on Ability One contracts receive excellent wages and benefits.

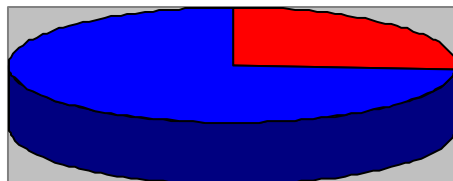
REVENUE & EXPENSES

Revenue Breakdown



■ Sales & Services	96.68%
■ Program Services	2.84%
■ Other	.48%

Expense Breakdown



■ Administrative and Program Expense	26%
■ Cost of Goods Sold	74%

Total Wages and Benefits \$21,438,662

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www.coastalenterprisesinc.org



LIKE US ON FACEBOOK AT
www.facebook.com/CoastalEnterprisesInc

CPA Firm
Steve Scarborough, CPA
Paul Urban, CPA

Board Consultants
Bob Stinson, RLS Focused Solutions

First Aid and CPR Training

68 employees received bloodborne pathogen training.

81 employees were certified or recertified in CPR training.

74 obtained/maintained First Aid training.

Strategic Plan

Sales/Contract Work

Marketing

Community Awareness

Build Training Programs

DHHS Licensed

Many thanks to the Publications Committee and contributors for their assistance in developing this Annual Report.