

2020

ANNUAL REPORT

Stronger Together



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STRONGER

Who could have ever known what 2020 would bring? And who could have guessed how quickly we can adapt, absent a choice.

2020 was something different for each person. It was a scary, unpredictable, heart wrenching, tragic, inspiring, hopeful, and (fill in the blank with your own word) kind of year.

Something I have always believed in is the strength of the human spirit. With resolve, anything is possible. At the onset of the pandemic, our team never considered failure as an option. Our plan was crystal clear - self, family, and patient safety came first, keep every staff member employed, keep services going, communicate constantly, work smart and fast, and pursue every opportunity to assist in our success. There weren't lengthy strategy discussions. The teams instantly mobilized, with militant precision. Leading them through the worst of times turned out to be perhaps one of the most fulfilling moments of my career.



I am grateful for the resilience and dedication of the Horizon team, for all of the healthcare professionals and other necessary front line workers that literally helped us all to survive. There is no doubt - we all learned a lot about ourselves and others from the lock down, from the politics of the pandemic and mask wearing, the Black Lives Matter movement, and the intensity regarding the election. As we look forward, I have no doubt we are wiser, stronger, more empathic, committed, and optimistic about what is possible and the role that we can play to make our community better.

Turns out we didn't need to know what 2020 would bring, we had all we needed - the right people.

Anne Constantino

ANNE D. CONSTANTINO
PRESIDENT AND CEO



What would have you told yourself in March of 2020 if you knew what was to come? Enjoy your last meal out? Hug your mom and grandkids? If you knew, would you have stockpiled toilet paper, or instead made a point to cherish the simple joys of an ordinary Tuesday just a little more?

As we begin the re-entry we notice things are different. There is a mix of elation to be back out, yet sadness things aren't the same. There are joyful reunions, yet residual anxiety, and for some - painfully empty chairs at the family table. Each day is a gradual revelation that we are not going back to our old life, but a new version of it.

I am honored to help lead the company through the re-entry mission into this new atmosphere. Through the haze, three things have become clearer to me: our mission has never been more vital, there is no team more capable of handling a global pandemic than the Horizon team, and no Tuesday will ever be ordinary again.

With enormous gratitude and optimism -

TOGETHER

Erin Digirolamo

ERIN DIGIROLAMO
CHIEF OPERATING OFFICER
AND CFO

STRENGTH IN TEAMS

“ You never know how strong you are until being strong is your only choice. ”

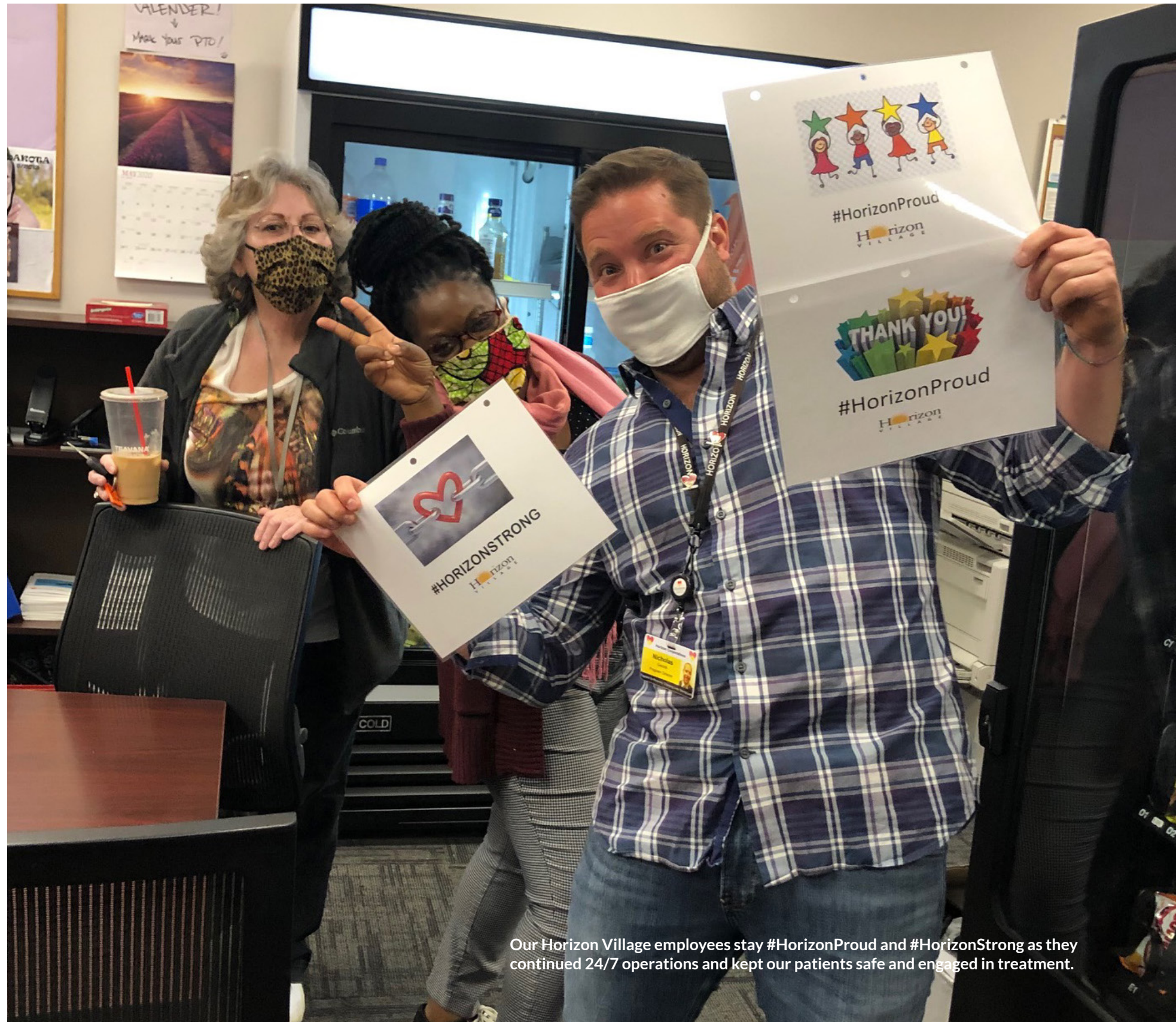
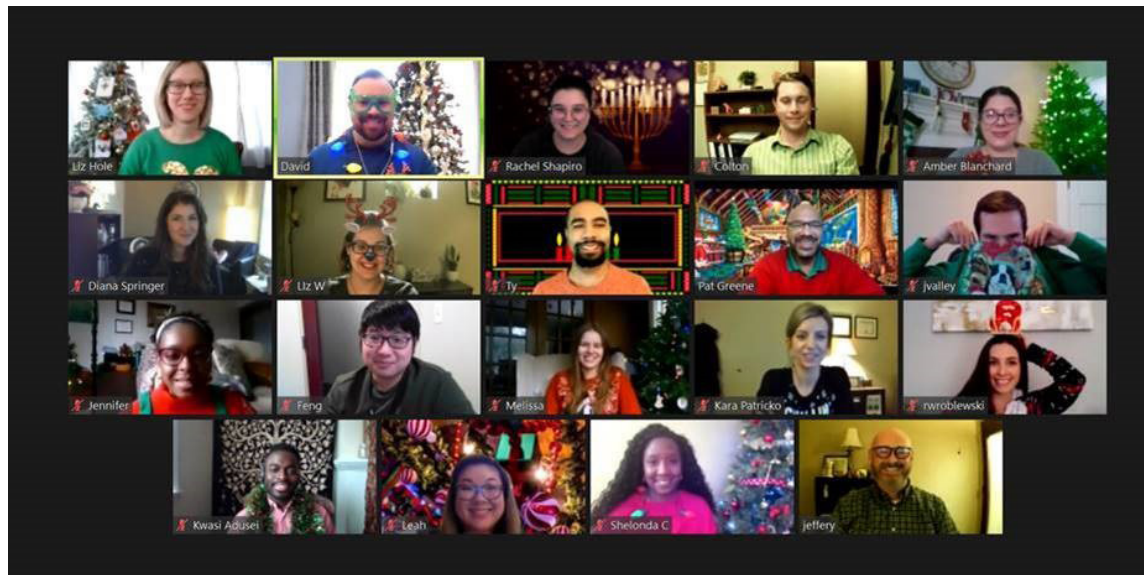
2020 provided ample opportunity to test these wise words of Bob Marley and strength is indeed what we saw! Despite fear and uncertainty, the Horizon team showed up, putting our patients' needs before their own. They demonstrated their commitment to live out our mission through their work.

COVID-19 certainly presented additional challenges that we could have never imagined. All resources were immediately directed toward swiftly operationalizing a plan that would keep our workforce employed and as safe as possible and treatment accessible to the community. It required us to navigate a remote world for outpatient services while maintaining inpatient operations in

a 24/7 face-to-face environment.

Our IT team moved hundreds of team members to a virtual, at-home setting nearly overnight. Team members were granted remote access, requiring Horizon to purchase, configure, and deploy new technology.

We cannot express how proud and grateful we are for our committed team. All 750 staff answered the call of the community when it was most needed.



Our Horizon Village employees stay #HorizonProud and #HorizonStrong as they continued 24/7 operations and kept our patients safe and engaged in treatment.



Jennifer Loughran, who began her career at Horizon in 2010 as a counselor was promoted to DEIB Coordinator in 2020.



Horizon employees show their support and commitment to our *Stronger Together* campaign.



This year the nation demanded a call to action against racism. Horizon acknowledged our responsibility to raise the bar on accountability and identify real solutions as an organization. To assist us in achieving our goals, we hired Jennifer Loughran as the Coordinator of Diversity, Equity, Inclusion, and Belonging (DEIB). Our DEIB team created a **Stronger Together** campaign to cultivate a new era of awareness, civility, respect, understanding, and inclusion in our workplace and community. We believe this is an ongoing conversation that involves education, advocacy, and action in order to continually support our patients and community.

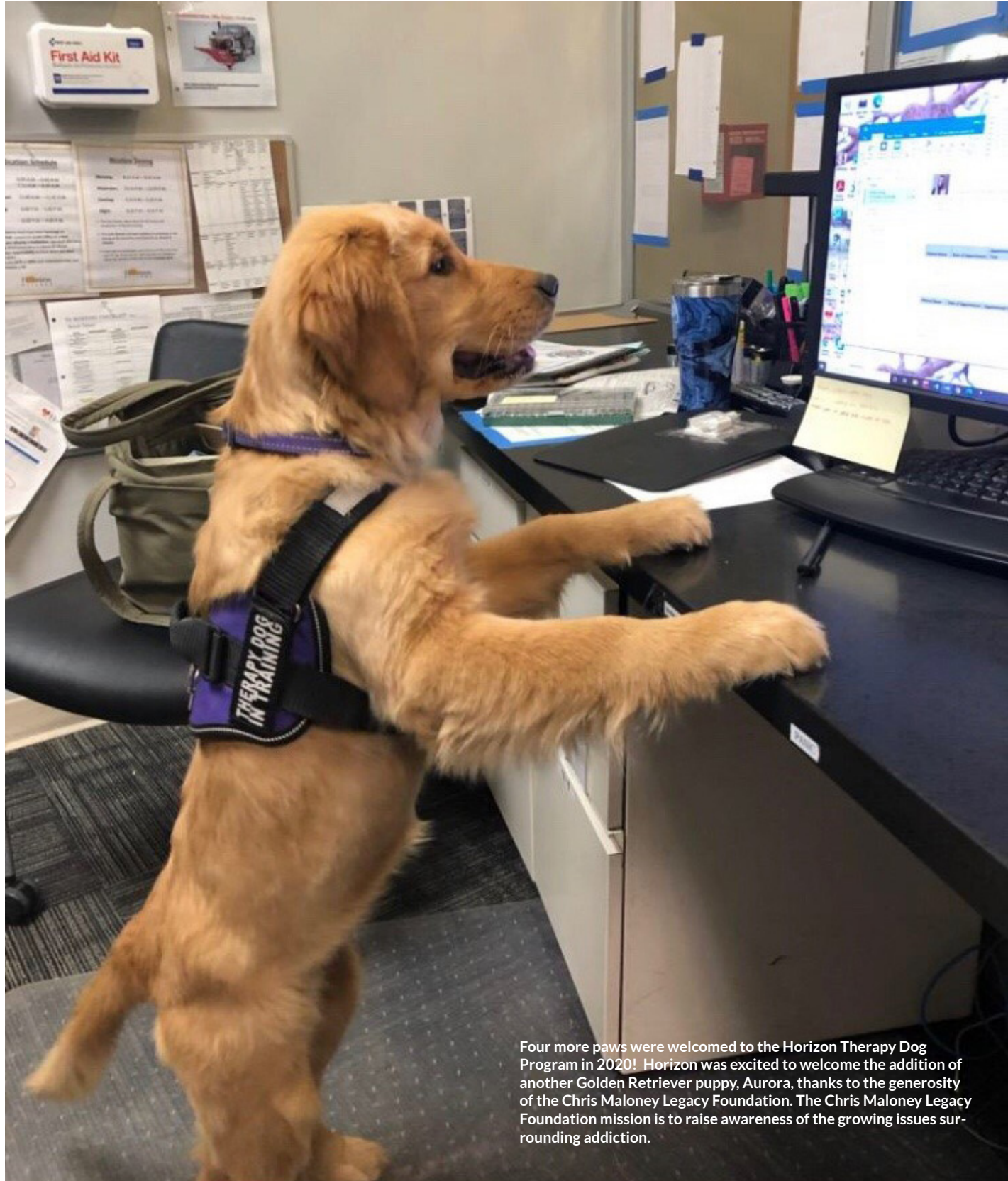
There is no tolerance for racism, discrimination, or harassment at our organization. Whereas these are global problems, we acknowledge our responsibility to provide a local, company-level response. We will work together toward a solution as it is integral to our mission of recovery for all.

STRENGTH IN DIVERSITY, EQUITY, INCLUSION, AND BELONGING

Horizon commits to being an anti-racist, diverse, equitable, and inclusive organization. Through self-reflection and the following actions, we pledge to advance equity, racial justice, and equal opportunity for all. We can and will do better.

We will hold ourselves accountable to measurable results and real change.

We envision a future where every individual, including employees, patients, families, and the community, can see and feel a sense of belongingness at Horizon because of the anti-racist, diverse, inclusive, and equitable values exhibited in our words and actions. Through training and development, hiring and retention, advancement opportunities, and diversity represented at all levels, every Horizon employee will know and understand that a DEIB culture is a core value and commitment of Horizon.



Four more paws were welcomed to the Horizon Therapy Dog Program in 2020! Horizon was excited to welcome the addition of another Golden Retriever puppy, Aurora, thanks to the generosity of the Chris Maloney Legacy Foundation. The Chris Maloney Legacy Foundation mission is to raise awareness of the growing issues surrounding addiction.

STRENGTH IN COMMUNITY RESPONSE

Working with community partners, we expanded our reach in the community this year by launching a Virtual Speakers Bureau. These training programs were developed to address mental health and substance use challenges and allowed organizations, schools, and individuals expedited access and vital resources. Additionally, Independent Health partnered with Horizon to create a “Mental Health Toolkit” intended to help employers recognize the signs of mental illness, understand challenges facing employees, and respond appropriately during what may be uncomfortable conversations.



The best of our WNY community shone brightly through the pandemic! Our frontline workers were overwhelmed with gratitude for the community supporters who provided thousands of donated meals and well wishes. From ice cream trucks to coffee drop-offs to full course meals, our employees were treated with incredible kindness and wish to extend their sincerest thanks.



Terrace House employees enjoy coffee and breakfast delivered from Fueling the Frontlines, a program that treated essential workers in WNY.



STRENGTH IN NUMBERS

2020 GRANTS

SAMHSA	\$4,000,000
Millennium Innovation Incentive	\$912,500
CARES Act Provider Relief Fund	\$893,608
CARES Act Provider Relief Fund	\$535,563
MCC DSRIP	\$286,208
Blue Fund	\$249,938
Millennium Innovation Incentive	\$221,005
Catholic Medical Partners	\$166,000
WNY COVID-19 Community Response Fund	\$125,000
MCC DSRIP	\$59,500
United Way of Buffalo & Erie County	\$45,825
Millennium Patient Data Incentive	\$30,000
Fierle Foundation	\$5,000

DONORS AND COMMUNITY SUPPORTERS

Thanks to the generosity of foundations, our staff and community donors, we were able to not only sustain operations but also expand our resources to meet the growing community need. On behalf of the staff, and Board of Directors, we wish to sincerely thank all our supporters.

Mark Alterio
Amherst Motivational Services
American Legion Frederick F Cadillac Post 1664
Linda Amico
Anthony Amigone
Kristine Ancio
Phyllis Baldo
Patricia Barrett
Ronald Barrett
Bruce Benten
Tom Binh
Blackbaud Giving Fund
William Bly
Marie Browne
Tracy Butler
Kelly Caito
Diane Cameron
Cindy Carlson
Deborah Carr-Hoagland
Phillip & JoAnn Catanese
Celine Charleson
Mary Jo Coniglio
Anne Constantino
Warren Cole
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Crowley Webb
Susan Currey
Emily Depasse
Erin DiGirolamo
Donut Kraze
The Eatery
Karen & Carl Eddy
Emily Eisenbaum
Elderwood Administrative Services
John & Julie Fago
Sahar Fathi
Lauren Ferranti
Fidelity Charitable
Amber Fischer
Frank Gourmet Hot Dogs
Franco's Pizzeria
Caitlin Fronczek
Frontstream
Susan Fumanti
Anne Gardner

Brian Ginnane
Philip Glinski
Robert & Marianne Glover
Claudia Granelli
Darcy Gray
Karen Gross
Michael & Deborah Hanes
Rhonda Holler
Maureen Holme
International Papers
Tara Irish
Thomas Ivancic
Patrick Keating
Janet Keller
Gene Kennelley
Christina Khushalani
Susan Kinson
Lynne Kolivoski
John Kramer
Mr. & Mrs. Randall Krolewicz
Gina, Dave and David Kuchta
Lawley Insurance
Frances L. Lochocki
Deanna Machtel
Joanne Bartlett MacLeod
Robert Madden
Stephanie Marchese
Raymond McCarty
Nora McGuire
Michael & Lisa Maxwell
Jack & Patti Mehlretter
Dr. Joseph Mure
Brittany Napierala
National Fuel
Network for Good
Kathleen Niggli
O'Connell Electric Company, Inc.
Kevin O'Leary
Janet Orser
Charles & Theresa Palmieri
Kathleen Passage
Perks Buffalo
Lori Perna
Amy Pikula
Pita Gourmet

Phil Quilliard
Rosalie Radoccia
Razi LLC
Kenneth Rogers
Paula Romano
Dr. Jeffrey Rubin
Michelle Santigo
Hayley Schmidt
SEFA
Jay Seidel
Curt & Diane Simonsen
Smith Family Foundation
Songin CPAs CVAs PLLC
Julia Spitz
Spree Magazine
Carrie Spyra
Steven Sugarman
Lynne Sulecki & Kathleen O'Bryan
Owen Sullivan
Thomas & Colleen Switala
Jeffrey & Kathleen Taber
Target
Elizabeth Thibault
Paul Thompson
Tipico Coffee
Paul & Catherine Toms
Towne Cleaners
Stephen Turkovich
Ultimate Kronos Group
United Way Buffalo & Erie County
United Way of Central NY
United Way Combined Employee Contributions
Donald Warnick
Siobhan G. Whalen
Maureen Wheeler
Christine Whitman
The Facilities Mechanics from
Williamsville Central School
Dwayne Wisbey
Timothy Young
Brian Zuccaro

We make every effort to maintain accurate, up-to-date records, and apologize for any errors or omissions. Please advise us of any oversight so that we may acknowledge you in our next publication.

STRENGTH IN HOPE

We know hope is an essential element in the pursuit of recovery from behavioral health disorders. So many families and patients say hope is what they found for the first time at Horizon. Many wish to donate in honor of their journey or loved ones.

As such, we have developed **Horizon's Hallway of Hope** campaign. This campaign will allow individuals or companies to purchase an individualized plaque that will become a beautiful art installment on the Horizon Village campus in the Wellness Center.

The purchase of a plaque will help Horizon promote opportunities of healing and recovery for people who are struggling with mental health or substance use disorders. The funds will provide additional resources such as wellness and fitness programming, family programming, alumni programming, community education, and advocacy.

We have enclosed an envelope with this publication with instructions on how to create a plaque or learn more about the campaign.



Work from home opportunities allowed Horizon parents to spend time with their smiley loved ones during the pandemic.

HORIZON'S HALLWAY OF HOPE CAMPAIGN CREATE YOUR PLAQUE TODAY!

We invite you to support the services that Horizon provides with a personalized plaque in our front entryway at our Horizon Village campus. Choose to engrave your plaque with your name, in memory or in honor of another individual, with a personalized message. You may also leave a message of hope and support to the Horizon community with your company logo. For those wanting to pay by check or credit card, please fill out the envelope enclosed. You may also visit horizon-health.org/hallway-of-hope/ for more information and visual examples of the plaques.



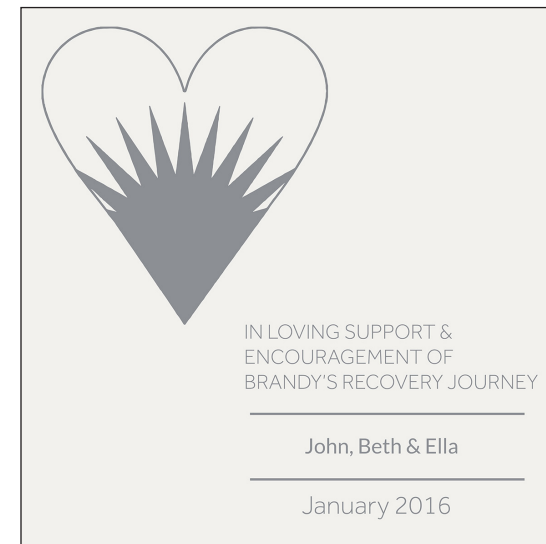
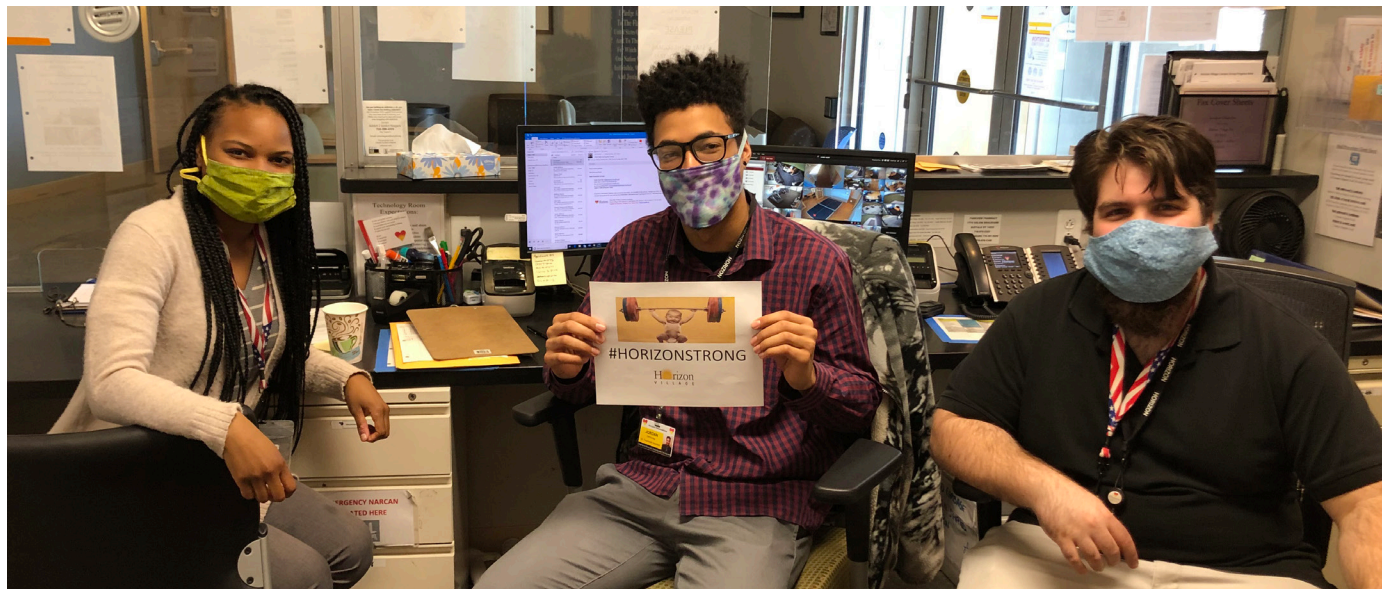
An example of the \$250 donation tier; a 6"x6" plaque.



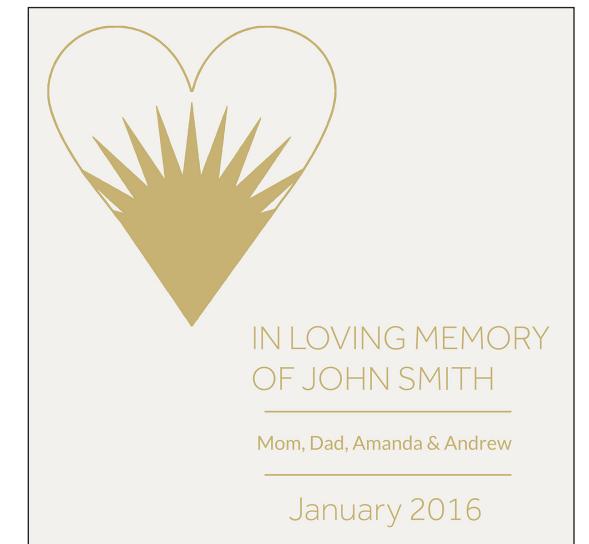
An example of the \$500 donation tier; a 12"x12" plaque.



An example of the \$1,000 donation tier; a 16"x16" plaque.



An example of the \$5,000 donation tier; a 24"x24" plaque.



An example of the \$10,000 donation tier; a 36"x36" plaque.

STRENGTH IN BOARD COMMITMENT

The members of our distinguished Board of Directors give their time, passion, and expertise to ensure that individuals throughout Western New York receive high-quality care for substance use and mental health disorders. We would like to spotlight our three Board Chairs to hear more about what brought them to their board roles and what excites them about the direction of Horizon.



Michael Maxwell, Esq., (Chair, Horizon Village)

“I joined the Horizon board after getting to know Anne Constantino at Leadership Buffalo in 2003. At that time, I knew what Horizon did and not much more about the organization. But I knew that Anne was a dynamic leader who wanted Horizon to make a difference in behavioral health in WNY. And Horizon has done so in spades over the last 18 years, which is why I continue to be committed to the organization and energized by being a member of the board. Horizon’s ability to recognize community problems and optimize responses to those problems is truly inspirational. For years, Horizon has demonstrated the ability to take the lead in mental health and substance use treatment. And as the behavioral health landscape constantly changes, Horizon continually adapts so that it’s at the forefront of providing the best care. Playing even a small role in that process is exciting.”

Dr. Robert McCormack, MD, MBA, FACEP (Chair, Health Management Group)

“The leadership team of Horizon is always impressive. The front line workers throughout Horizon are inspirational. The other board members bring diverse life experiences and professional backgrounds that are always insightful. There is no doubt in my mind that I get more from my service to Horizon than I give. Caring people who are willing to do the work must be able to work in an environment that supports and enhances their efforts. Horizons does just that. Horizon is here for the long term. They react to the changes in the problems and create the changes in the solutions. Not only are they addressing one of our greatest societal burdens but they are doing it while creating jobs, providing a rewarding work environment and motivating and assisting their employees’ personal growth. I’m excited because Horizon is a provider, a leader and a survivor. As our societal problems change, so will Horizon change. It is here for the long haul.”



Kevin Robinson Esq., (Chair, Horizon Health Services)

“What keeps me on the Board is my respect for the work that Horizon does for its patients, families, and the WNY community on a daily basis. Horizon’s level of service, commitment, and focus on change in the lives of people is inspiring! I am impressed with Horizon’s level of growth over the years and its willingness to take on more responsibility in the effort to treat and provide services to those coping with addiction and mental health challenges. Unlike some organizations, its growth has not had a negative impact on its ability to provide high quality service. The “Horizon” name is still synonymous with “quality” throughout the WNY community.”

BOARD OF DIRECTORS

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Rand Capital Corporation
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Melinda DuBois
Mental Health Advocates of WNY

Munni Visco
Ableto

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William L. Ross

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M&T Bank

Amy Conmy
Hydrite Chemical

Melinda DuBois
Mental Health Advocates of WNY

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Jennifer Johengen-Vogel
Blue Cross Blue Shield

Patrick C. Keating
Five-Star Bank

Lauren Baynes
43 North

Bob Madden
Lawley Insurance

Ryan Lucinski
Hodgson Russ Attorneys, LLP

Bhakti Sharma
Buffalo State College

STRENGTH IN ACCESS



Patients Served at Horizon Health Services



Patients Served at Horizon Village & Terrace House



Telephonic Counseling Appointments



Telehealth Appointments



Total Employees



Daily Calls Received by Our Admissions Team



Patient Satisfaction with Telehealth



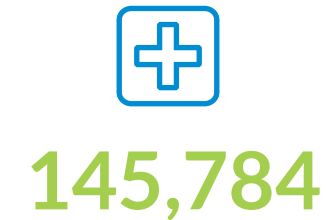
March 2020



February 2021

Growth in Total Telehealth Visits Over 12 Months

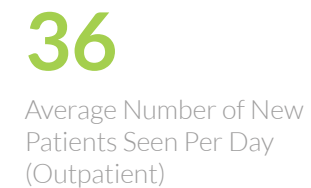
VISITS & TRAINING



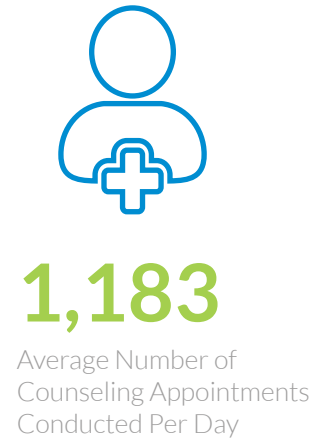
Mental Health Visits in 2020



Substance Use Disorder Visits 2020



Average Number of New Patients Seen Per Day (Outpatient)



Average Number of Counseling Appointments Conducted Per Day



Trainings in 2020

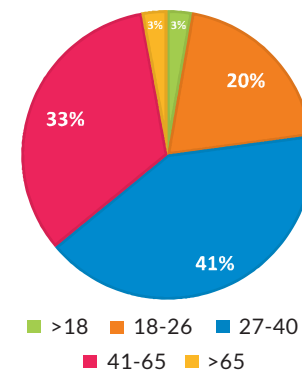


Trainees in 2020

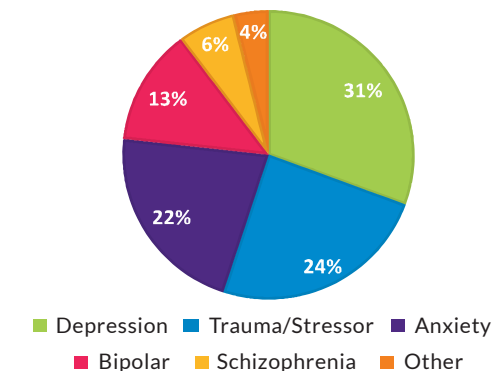


External Trainees in 2020

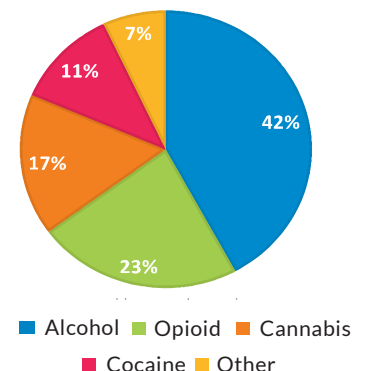
AGE OF HHS AND HV PATIENTS SERVED



MENTAL HEALTH DIAGNOSES



SUBSTANCE USE DIAGNOSES





Our Terrace House employees showing their continued dedication, compassion, and support throughout the pandemic for our patients! You are Horizon Heroes!



Stronger Together.

horizon-health.org

