

Growth  
**Opportunity**  
Success **2013  
ANNUAL  
REPORT**



**Horizon**  
CORPORATIONS



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## FROM THE PRESIDENT AND CEO

2013 was a year of significant growth and development for the Horizon Corporations.

Most notably, we:

- Completed construction of and opened Freedom Village, a 25-bed intensive residential drug treatment facility for male veterans;
- Received a grant from New York State for the development and operation of a new 25-bed intensive residential drug treatment facility for young adults;
- Assumed emergency operation of Terrace House at year end, which offers Medically Supervised and Medically Monitored drug withdrawal services and Inpatient Rehabilitation;
- Piloted several innovative models to increase support of, and communication to, families and individuals dealing with mental health or substance use disorders;
- Trained 100% of staff on a "patient first" communication model developed by the Cleveland Clinic; and
- Participated in a community effort, led by HealthNow New York, to educate the public on the dangers of prescription painkillers.

### Were we successful?

We were successful in achieving our objectives to increase our clients' and their families' access to information, support and services. We were successful in implementing innovative program models and interventions at Horizon. Of course, true success would be a healthy community where individuals and families no longer require our help. Unfortunately, that is not the case. The needs in our community are great, and the impact of untreated mental illness and substance use disorders is far too evident every day.

I am optimistic about the emerging changes in the healthcare service delivery system that will allow behavioral health treatment to be more affordable, accessible, flexible and relevant to people's overall health. Our commitment is to continue to be active advocates with progressive ideas, communicating and demonstrating that recovery is possible.

I sincerely thank our Board members, partners and supporters for the opportunity to execute our mission of recovery. Thank you to my Horizon staff who, for the 6th



consecutive year, made Horizon a New York State "Best Place to Work." We are proud to employ the best and brightest in our industry.

I am grateful to all for making Horizon a great place to work and to receive care.

*Anne Constantino*

"Life is a gift, and it offers us the privilege, opportunity, and responsibility to give something back by becoming more."


-ANTHONY ROBBINS

# Growing to Promote Recovery

## Horizon Village – Young Adult

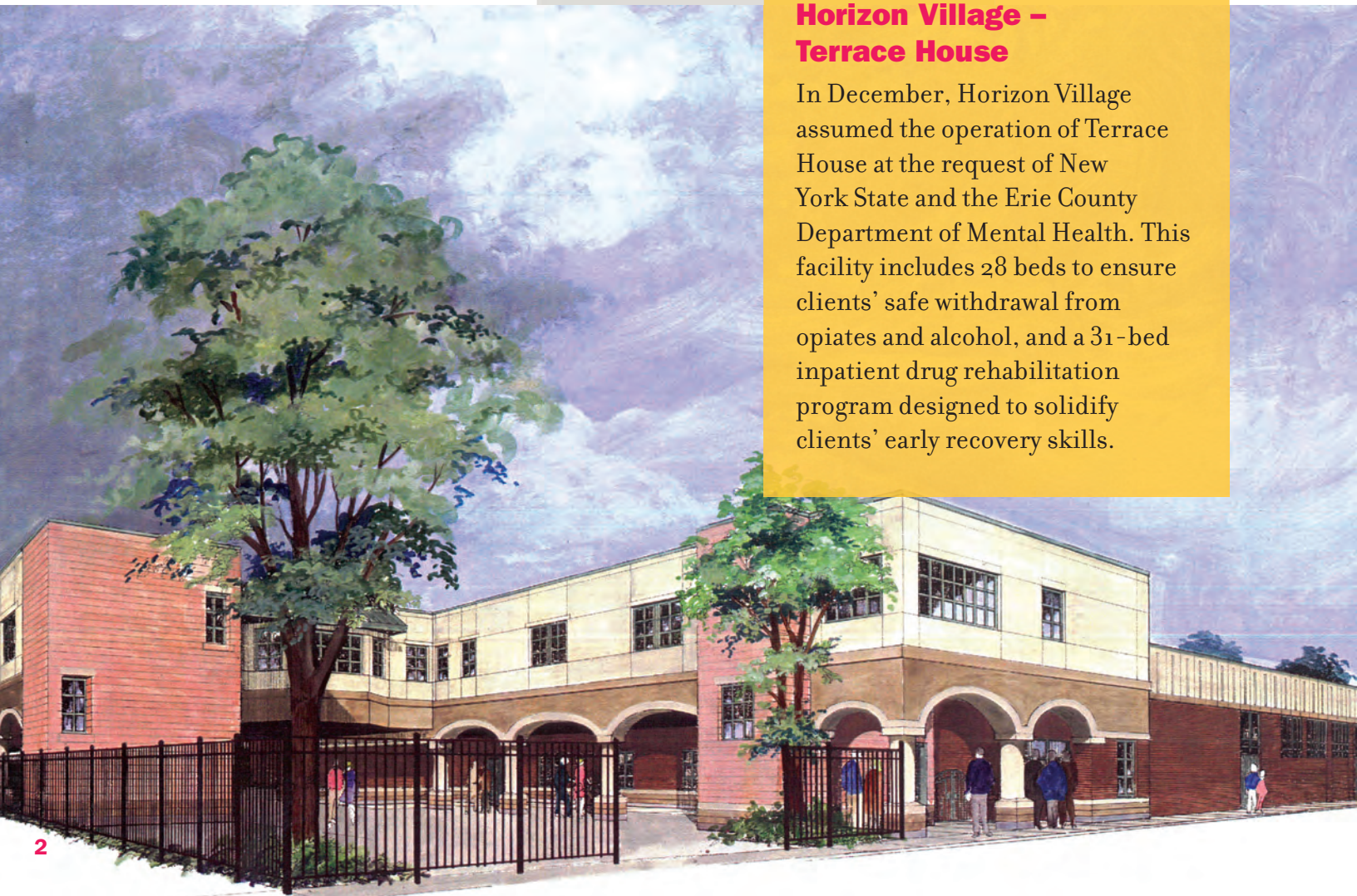
Horizon Village received approval from New York State to construct a 25-bed residential drug treatment center serving young adults at its Sanborn, NY campus. This innovative program will address the current epidemic of opiate abuse by young adults resulting in increasing numbers of accidental overdoses and deaths.



 **Horizon Village**

## Horizon Village – Terrace House

In December, Horizon Village assumed the operation of Terrace House at the request of New York State and the Erie County Department of Mental Health. This facility includes 28 beds to ensure clients' safe withdrawal from opiates and alcohol, and a 31-bed inpatient drug rehabilitation program designed to solidify clients' early recovery skills.





## Freedom Village – Veterans

In October, a new residential drug treatment center for male veterans opened its doors on the Horizon Village campus in Sanborn, NY. Freedom Village, a 25-bed intensive residential program, is specifically designed to serve the unique needs of veterans. Programming incorporates specialized individual and family services for those also suffering from post-traumatic stress disorder or mental health disorders. Additionally, the campus features a Wellness Center with a fitness facility, gymnasium, a primary care medical center and outpatient mental health counseling.





# Growing To Provide Access and Innovation

## Opiate Overdose Prevention

Horizon developed and implemented the first and only Opiate Overdose Prevention program in Western New York. This innovative program teaches participants how to administer a lifesaving injection of Naloxone to counter the effects of an opioid overdose. As a result, opiate users gain a small “safety-net,” while family and friends are empowered to help loved ones in an emergency.

## HopeLine

Horizon opened the HopeLine, a free “800” number telephone consultation service, to address the growing need for families to have access to chemical dependency counselors 24/7. The HopeLine is staffed with knowledgeable counselors who answer family members’ questions on substance abuse and early warning signs, and suggest methods to encourage a loved one to engage in treatment.

## Recovery Coach

Horizon piloted a new concept in supportive services-Recovery Coaching-to serve as a critical support to clients in recovery. The coach works with clients long-term to encourage them to achieve their personal goals, stay engaged in treatment and remain in the recovery community. The coach also provides emotional support to clients who are in transition from residential treatment back into the community.

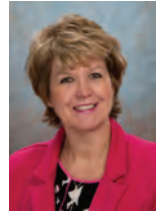


## Therapy Dogs

Horizon's mission is to employ innovative and effective approaches to treatment. Consistent with this mission, Horizon invested in the training of two golden retriever puppies, Dakota and Hope, to serve as therapy dogs. Therapy dogs are trained to provide affection and comfort to patients and trauma victims, and to fill the emotional void often associated with the disease of addiction. The therapy dogs work at our residential treatment centers and at our outpatient clinics to enhance our clients' recovery.

## Parent and Family Support Coordinator

Horizon hired Colleen Babcock, a Family Support Coordinator, to increase family involvement and client engagement in our chemical dependency services. Marketing initiatives, such as the Opiate Overdose Prevention training program and the HopeLine, along with general outreach to clients and families inquiring about Horizon's addiction services, are the focus of this new position.



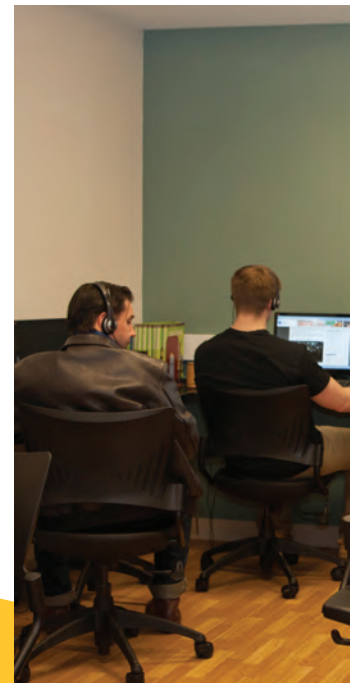
## Online Family Consultation

Thanks to grants from The Peter and Elizabeth C. Tower Foundation and The Kelly for Kids Foundation, Horizon implemented a free online consultation service via voice, video and/or keyboard, which provides family members a private, personalized and professional consultation regarding concerns for their children and loved ones who may be suffering from substance abuse.



## Expanded programming

Horizon expanded programming at several locations. Mental health programs were introduced in Lockport and Tonawanda, NY. Chemical dependency outpatient treatment services were added at the Sanborn Recovery Center in Niagara county.





# Gratitude to Our Partners

## Project Hope Campaign

Horizon partnered with BlueCross BlueShield of Western New York to form a community outreach initiative focused on increasing public awareness of prescription painkiller addiction. The Project Hope Campaign provides educational resources to schools, students, parents and community groups, and connects those in need with treatment resources. Supported by more than 50 area organizations, the campaign reaches audiences through advertising, billboards, a TV documentary and educational efforts by advocacy and treatment groups, physicians and pharmacies. Ongoing support and information are found at [painkillerskill.org](http://painkillerskill.org).





## Community Support

While the demand for recovery services continues to escalate in our community, the generosity of individuals, corporations and foundations has expanded Horizon Health's capacity to guide people in crisis on their journey to recovery by providing critical help and hope for clients, their families and loved ones. In addition, crucial support from Horizon's employees, Board members, clients and parents motivates us daily to fulfill our Mission: Recovery. Changing Lives. Saving Lives.

### 2013 Grants

HEAL 17 Award  
 Kelly for Kids Foundation  
 M&T Charitable Foundation  
 NYSPA-Energy Efficient Improvements HV Vets  
 OMH HIT Funds  
 Patrick P. Lee  
 Peter & Elizabeth C. Tower Foundation  
 United Way Vocational Grant

### Donors - Corporate

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 Chiacchia & Fleming  
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 Dr. Richard Wolin

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.

# Success in Building a Caring Culture

## Communicate with H.E.A.R.T.

Horizon implemented two of the Cleveland Clinic's world-renowned communication programs designed to help employees create a positive internal and external atmosphere and culture for clients and co-workers. **S.T.A.R.T. with Heart<sup>SM</sup>** is a customer service training program that provides practical skills and tools for employees to use as standards of behavior for interactions with clients, families and co-workers. The **Respond with H.E.A.R.T.<sup>®</sup>** model is the innovative service recovery program that provides employees with tools to help them consistently address client concerns at the point of service. The goal is for employees to both understand cultural service excellence standards and provide service recovery in a consistent, supportive and effective manner.



## "Best Companies to Work For" Award Winner

Horizon Health Services was named #6 in the large employer category of the New York State Society for Human Resource Management's *Best Companies to Work for in New York State* awards program and #2 in the Western New York competition. This is the sixth consecutive year that Horizon has placed in the top 20 large employer category, and Horizon currently ranks as the #1 not-for-profit.



Created six years ago, the NYS annual program evaluates and ranks the best places of employment in the State based on employee satisfaction and engagement, as well as workplace practices and policies. It is unique because employees' survey responses count for 75% of the ranking formula.







Horizon Health Services is a private not-for-profit corporation that provides an array of comprehensive services to assist individuals with mental health and/or substance abuse issues to make choices that improve their quality of life and achieve their personal recovery goals.

### Horizon Health Services Board

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*Vice Chair*

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William L. Ross  
Joseph S. Sankoh  
MA, MAIS, Ph.D.  
Dennis Walczyk



Horizon Village is a not-for-profit intensive residential chemical dependency treatment program for persons age 18 and older. Horizon Village has provided intensive residential treatment services to residents of the eight Western New York counties since 1994. Horizon Village is unique in serving individuals with substance use disorders who have been unsuccessful in outpatient or hospital-based care, and need a greater treatment intensity and length of stay to recover. Horizon Village has been consistently recognized as a premier provider of residential services in New York State.

### Horizon Village Board

Patrick W. Welch, Ph.D.  
*Chair*

Randyll P. Bowen  
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Katie Kenney  
Michael Maxwell, Esq.  
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Veronica Meldrum

Karen Merkel  
Mark Mortenson  
Kevin D. Robinson, Esq.  
William L. Ross  
Dennis Walczyk



Health Management Group provides comprehensive executive management services for its not-for-profit affiliates, Horizon Village and Horizon Health Services.

### Health Management Group Audit Committee and Board of Directors

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## MISSION

Recovery.  
Changing Lives.  
Saving Lives.

## OUR VISION

Best in class.  
Progressive.  
Proven.  
Preferred.



### **Administrative Office**

3020 Bailey Avenue, 2nd Floor  
Buffalo, NY 14215

### **Bailey Kensington Recovery Center**

3020 Bailey Avenue  
Buffalo, NY 14215

### **Bailey LaSalle Recovery Center**

3297 Bailey Avenue  
Buffalo, NY 14215

### **Batavia Recovery Center**

314 Ellicott Street  
Batavia, NY 14020

### **Boulevard Recovery Center**

1370 Niagara Falls Boulevard  
Tonawanda, NY 14150

### **Hertel Elmwood Recovery Center**

699 Hertel Avenue  
Suite 350  
Buffalo, NY 14207

### **Lockport Recovery Center**

36 East Avenue  
Lockport, NY 14094

### **Main Amherst Recovery Center**

60 East Amherst Street  
Buffalo, NY 14214

### **Niagara Falls Recovery Center**

6520 Niagara Falls Boulevard  
Niagara Falls, NY 14304

### **Niagara Falls City Market Center**

1750 Pine Avenue  
Niagara Falls, NY 14301

### **Niagara Falls Memorial Medical Center Health Home Partnership**

620 10th Street  
Suite 702  
Niagara Falls, NY 14301

### **Sanborn Recovery Center**

6321 Inducon Drive East  
Sanborn, NY 14132

### **Sisters Hospital Horizon Counseling Center**

Seton Professional Building  
Suite 100  
2157 Main Street  
Buffalo, NY 14214

### **Orchard Park Family Recovery Center**

3045 Southwestern Boulevard  
Suite 109  
Orchard Park, NY 14127

### **Summer Street Recovery Center**

11 Summer Street  
Suite 3E  
Buffalo, NY 14209

### **Tonawanda Center**

37 Niagara Street  
Tonawanda, NY 14150

### **East Amherst Family Recovery Center**

6495 Transit Road  
Suite 800  
East Amherst, NY 14051

### **Union Losson Recovery Center**

Union Losson Plaza  
2563 Union Road  
Suite 800  
Cheektowaga, NY 14227



**Horizon Village** 6301 Inducon Drive East, Sanborn, NY 14132

**Freedom Village** 6331 Inducon Drive East, Sanborn, NY 14132

**Horizon Village Terrace House** 291 Elm Street, Buffalo NY 14203

**For appointments and further information please call (716) 831-1800.**