

A photograph of a forest path with tall trees, bathed in a warm, golden-yellow light that creates a strong lens flare effect across the upper half of the image. The path is covered in fallen leaves and leads into the distance.

Growth **Opportunity** Success

**2013
ANNUAL
REPORT**



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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.

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

-ANTHONY ROBBINS

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.

Growing to Promote Recovery

Horizon Village – Young Adult

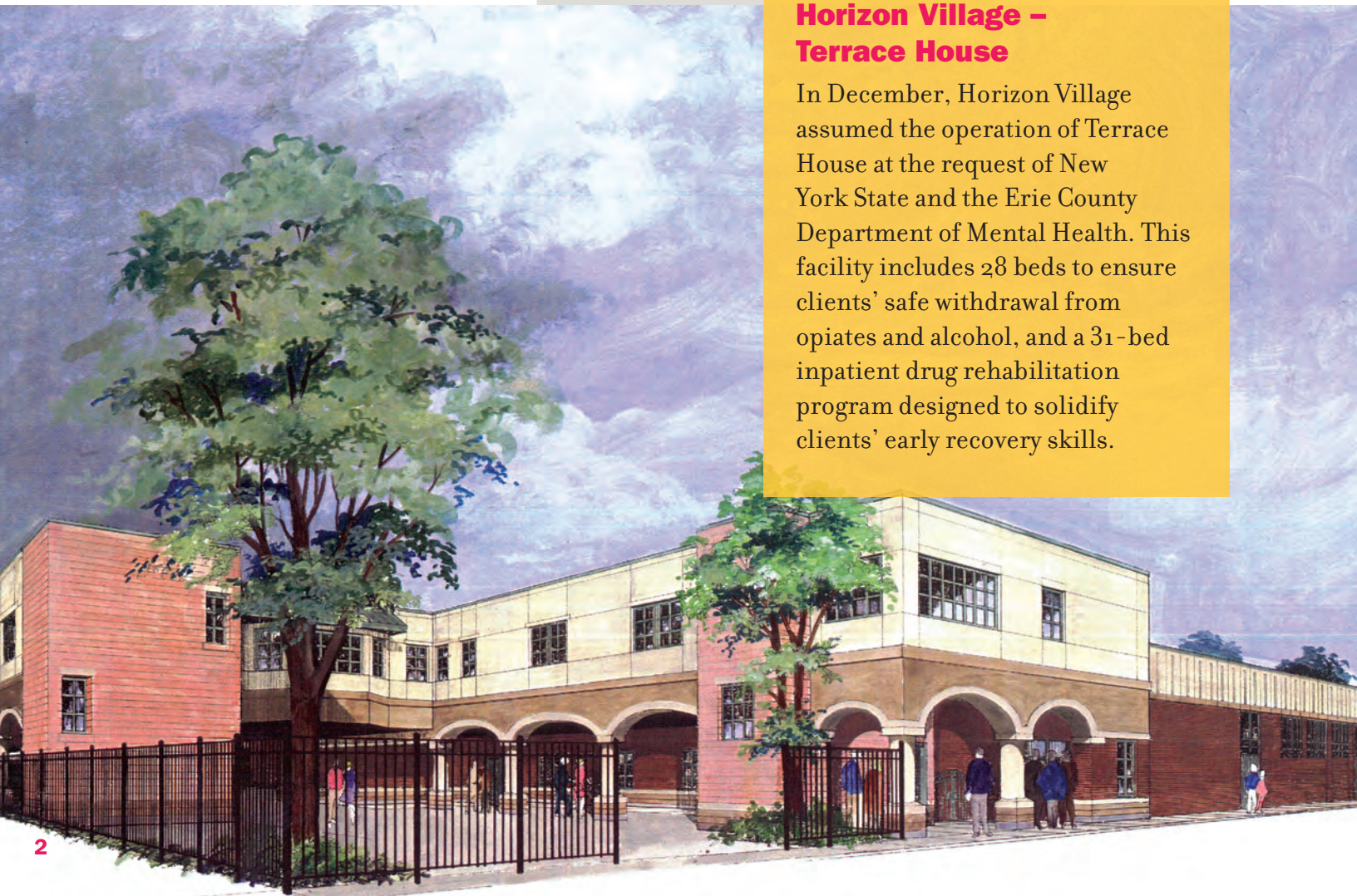
Horizon Village received approval from New York State to construct a 25-bed residential drug treatment center serving young adults at its Sanborn, NY campus. This innovative program will address the current epidemic of opiate abuse by young adults resulting in increasing numbers of accidental overdoses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



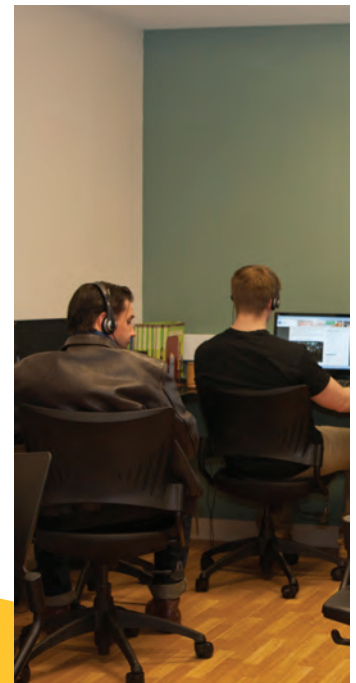
Online Family Consultation

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.



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
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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 HeartSM** 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.[®]** 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.

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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.

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

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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.