

Lives are saved.
Hope is found.



Horizon's first annual Wellness Walk, 2014

2014 ANNUAL REPORT



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FROM THE PRESIDENT AND CEO



In 2014, we made tremendous progress towards achieving our mission to increase access to clinical treatment and to support individuals and their families as they strive to recover from substance abuse and mental health disorders.

Among those accomplishments were the successful opening of Terrace House, the expansion of our outpatient mental health services, and our outreach to families and other community stakeholders to provide lifesaving Narcan kits and training.

In this time of tremendous change, service expansion and growth, we have continued our emphasis on enhancing our culture of customer service, respect and compassion. Our people and our culture are what differentiate Horizon as a trusted resource in the community. Our intent is to maintain a trusting and working partnership with the people we serve for as long as it takes to sustain a quality recovery.

We have been fortunate to recruit and retain a team of committed, dynamic, talented and intelligent individuals throughout the organization. These people go above and beyond each day to meet our goals and, most importantly, to provide respectful, caring services utilizing a combination of innovative and proven best practices. They truly make the difference for so many people each day.

Our challenge is to continue to thrive as the healthcare system continues to undergo rapid and unprecedented change. We look forward to helping more people as we integrate our services with our medical healthcare partners to offer comprehensive, accessible and life-changing treatment.

I am grateful to all of our supporters and friends, and especially to our staff and team of leaders who live our mission and do the most important work each day to serve our community.

Anne D. Constantino, President and CEO

**"Purpose is the reason you journey.
Passion is the fire that lights your way.
Start at the beginning. One step at a time.
What saves a man is to take a step. Then another step."**

- C.S. LEWIS



In 2014, Horizon trained thousands of community members in Narcan administration.

Lives are saved.

Drug overdoses are now our country's leading cause of accidental death among adults ages 25-64 according to the Centers for Disease Control and Prevention. In 2012, New York State recorded 1,503 fatal drug overdoses – 90% were from heroin and other opioids. This is despite the fact that death by overdose is preventable in the majority of cases. The potential to save more lives has inspired us to intensify our community outreach and increase our focus on reducing fatal opioid overdoses.

Hope is found.

“Call 911! He’s overdosed – he’s unconscious!”

Read the words of a grateful grandmother of a Horizon client.

Were Narcan not available to us, our 24-year-old grandson would be dead today. Of this I am sure. While we’ve been at his side for seven years as he has waged war against addiction, nothing prepared us to witness his death.

That night, I was startled to hear my husband scream from upstairs: “Call 911! He’s overdosed – he’s unconscious!”

I ran upstairs to find him trying to rouse our grandson, who was lying on the floor, syringe in hand, not breathing. I dialed 911 and ran to get the Narcan. Shaking, I recited a prayer with no words and gave him the injection. I checked for a pulse, felt the slightest movement beneath my fingers, and started mouth-to-mouth resuscitation. His color improved, but as soon as I paused it would drain away again. My husband kept screaming his name.

When the police arrived, we updated them as I frantically tried to breathe life into him. The paramedics arrived and asked me to stop so they could take over. Reluctant but exhausted, I watched as they injected more Narcan and

did CPR. One policeman looked to the other and said, “He’s gone.”

By the grace of God, my story does not end there. After the final dose of Narcan, our grandson sat up. I looked into our crowded bathroom and saw him – alive. Yes, really alive, though sweating and confused. He struggled down the stairs to the ambulance. At the hospital, he received oxygen and was monitored through the night. The next morning, he was transferred to the detox unit in stable condition.

Today my grandson is in a long-term treatment facility run by Horizon – which, as you know, gave us the tools to save his life. I pray with all of my heart that, under your care, he will receive the divine intervention he needs to sustain his recovery – that he digs in and finds the strength to fight this disease with every fiber of his being – the way we fought for him that night, and the way we will continue to fight together with him for the rest of his life.

There simply are no words to express the gratitude my family has for this drug, for the training provided to us to administer it, to Horizon for offering it to us, and for all the advocacy that preceded this lifesaving achievement.

One policeman looked to the other and said, “He’s gone.” By the grace of God, my story does not end there. After the final dose of Narcan, our grandson sat up.

Free lifesaving training

Horizon remains one of the region’s only resources for free training in the timely, appropriate and safe administration of the lifesaving medication Narcan. In addition to our own staff, clients and families, thousands in our community have received instruction. Our team has conducted training sessions for law enforcement and fire safety professionals, businesses, high school teachers, college students and faculty, and the general public. As a result, we’ve confirmed that more than 17 lives have been saved thus far.



Average
daily calls
to our
admissions
team:
158



The courage to say, "Yes."

From: **Erie County & NYS Office of Alcohol and Substance Abuse Services**

Sent: December 26, 2013 9:23am

To: Horizon Corporations

Horizon will you assume immediate emergency operations of Terrace House?

From: **Horizon Corporations**

Sent: December 26, 2013 10:15am

To: Erie County & NYS Office of Alcohol and Substance Abuse Services

Yes!

January 1, 2014

Admitted first client to detox.

Horizon answers the call for Terrace House

Terrace House at 291 Elm Street in Buffalo is an inpatient substance abuse detoxification and rehabilitation facility for adult men and women.

On January 1, at the request of the New York State Office of Alcoholism and Substance Abuse Services (OASAS) and the Erie County Department of Mental

Health (ECDMH), Horizon assumed responsibility for these critical

services that had been suddenly lost to the community. In just

ten days we re-opened the 28-bed drug withdrawal unit, and within 100 days we treated

509 clients. The 31-bed

rehabilitation unit was re-opened on April 1.

This rapid and successful transition ranks among Horizon's most important 2014 achievements.

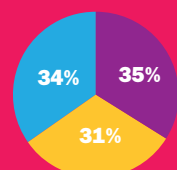
We hired, trained and retrained staff; introduced new programming; built productive relationships with third-party payors, referral sources and community stakeholders; instituted policies and procedures to satisfy OASAS regulations and our high quality standards of care; addressed facility safety and sanitation issues; and established systems to collect and report key metrics.

Over all, we imbued Terrace House with Horizon's culture of professionalism, accountability and excellence, while restoring a critically needed treatment resource for Western New York.



Individuals
served in all
programs
in 2014:
13,310

2014
Substance Abuse
and Mental Health
Clients Served



● Ages 12-27
● Ages 28-40
● Ages 41+





Growing to meet unprecedented demand

When an individual decides to commit to recovery, our goal is to be there. To that end, in 2014 we intensified our focus on improving access to quality care by adding more locations and services to address our community's needs.

New and innovative private practice model for more customized care

Given their public roles and responsibilities, professionals and first responders who seek our services often feel uncomfortable in a clinic setting, or have work demands or circumstances making treatment attendance difficult. Our private practice model ensures confidentiality and flexibility, allowing clients to obtain consultation and support in person or via phone, text messages, email or video-conferencing in response to these unique needs.

Expanding care when and where needed

Horizon received 40,049 calls for service in 2014 – 43% more than in 2013. We made significant improvements in 2014 to continue to meet the growing demand for our services:

- **Added 236 new staff members.**
- **Lengthened our Admissions Department hours** to cover evenings and weekends.
- **Extended weekday and weekend hours** at several clinics.
- **Assured round-the-clock access** to appropriate services through direct linkage to 211.
- **Relocated our Lockport and Orchard Park clinics** to larger facilities.
- **Added mental health counseling** at our Tonawanda clinic.
- **Added chemical dependency services** at our outpatient Sanborn clinic.

Freedom Village, our intensive residential substance abuse treatment center for vets, celebrated its grand opening in May of 2014. More than 100 community members and friends came to show their support for this incredible facility that had been in development since 2008. Horizon is honored to offer this special program in WNY and it is our vision that our veterans and their families will find peace and healing at Freedom Village.





Employees gathered at Horizon Village for an all-day carnival event to show our appreciation for their tremendous commitment and high quality work.

Working hard to be the best place to work

For the **seventh consecutive year**, Horizon was named as one of the “Best Companies to Work For” and ranked as the #1 not-for-profit organization in New York State by the NYS Council of the Society for Human Resource Management. *The Buffalo News* also ranked Horizon among the “Top Workplaces” in 2014.

Committing to our staff's continuing education to better serve our clients.

Expanding Horizon University

With an ever-growing curriculum and new training methods, we are expanding our capabilities in clinical and non-clinical instruction of our staff. Horizon University has received important academic certifications:



- **Certification by the NYS Office of Alcoholism and Substance Abuse Services (OASAS) as an Education and Training Provider**
- **Certification by the NYS Department of Education as a Training Provider**

Building skills, building careers

Staff members appreciate the extraordinary amount of time and resources that Horizon expends encouraging their professional development. Ongoing training emphasizes our person-centered treatment philosophy and our commitment to evidence-based clinical practices, and helps employees improve their skills and advance in their careers.

- **In 2014, we provided 1,371 clinical training hours**, including more than 400 hours of classroom instruction and 971 hours devoted to new employees.
- **Clinical staff logged more than 840 supervision hours**, including more than 223 hours of LMSW/LCSW clinical supervision.
- **Weekly personal supervision and coaching sessions provide mentorship** and guidance so that every employee can ask questions, both clinical and non-clinical, and every department can grow professionally.



Our new Healthy Pays smoking cessation program encourages a healthy lifestyle. Non-smoking staff members receive a larger contribution from Horizon toward their health insurance premiums.

Our new internal “HU-Tube” training videos efficiently help new employees learn routine technical, administrative, and clinical documentation requirements, and serve as a resource for all staff.



Horizon is a
Destination
Employer!

In 2014, **3,597**
unique candidates
applied for
positions
at Horizon.

236 were hired.



THANK YOU
FOR YOUR
SUPPORT!

Community support for our mission

Our major achievement in 2014 – the transition of Terrace House to Horizon – could not have happened without the commitment and generosity of the Western New York community. We are exceptionally grateful for the grants and donations that made this success possible.

Rallying behind Terrace House

The following grants supported our critical work to accomplish the transition and stabilization of services at Terrace House in downtown Buffalo:

Vital Access Provider Grant	\$500,000
The John R. Oishei Foundation	\$300,000
The Peter and Elizabeth C. Tower Foundation	\$150,000
Erie County	\$150,000
Reverie (equipment)	\$ 30,000
The First Niagara Foundation	\$ 10,000



A \$10,000 grant from The First Niagara Foundation enabled us to construct a comfortable new waiting area for clients receiving drug withdrawal services at Terrace House.



New family spaces at Horizon Village
Mending family relationships is a key element of successful recovery. Thanks to a \$100,000 grant from the Community Foundation for Greater Buffalo, Horizon Village now has a beautiful playground where children can play, plus a welcoming pavilion where families can enjoy fresh air and time together.



Reverie, a leading manufacturer of adjustable bed bases and sleep systems, provided 12 complete systems to equip a new wing for veterans at Terrace House. The donation was made possible through a referral by WNY Heroes, Inc., whose mission is to assist injured local veterans and their families.

Events for fun and fundraising



GMR Golf Outing

The Grocery Manufacturers' Representatives donated \$7,500 in proceeds from a successful golf outing to Horizon Health Services.

Walk Toward a New Horizon

Horizon gathered the community for our first annual Wellness Walk at the Ring Road in Delaware Park. Our guest speaker was Randy Grimes, a former player for the NFL Tampa Bay Buccaneers who is now a recovery coach for Behavioral Health of the Palm Beaches in Florida. In addition to raising awareness, the walk raised \$9,000 toward our intensive drug residential treatment center for young adults at Horizon Village to open in 2016.



2014 Grants and Donors

OUR MISSION

Recovery.
Changing lives.
Saving lives.

OUR VISION

Best in class.
Progressive.
Proven.
Preferred.

Grants

Community Foundation for Greater Buffalo
National Council for Behavioral Health
The John R. Oishei Foundation
The Peter & Elizabeth C. Tower Foundation
The Partners of Lawley Insurance
United Way of Buffalo and Erie County
First Niagara Foundation
Robert J. & Martha B. Fierle Foundation

In Kind

Reverie:
12 beds to Terrace House
Pepsi
Wegmans:
\$500 gift card
Captain Dan Maloney:
\$200 flight lesson for raffle

Donors Corporate and Individual

Al Anon	Paula Boslow-Byczynski	Phil and JoAnn Catanese	Amy DeMont
Alden Medical Group	Lindsay Bozek	Katherine Chambers	Shirley DeNisco
Christene Amabile	Tim Bozek	Chiacchia & Fleming, LLP	Michael and Norma Devin
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Phyllis Baldo	Amy Byczynski	George and Anne Constantino	Andrew Dorn
Emily E Ballok	Barb Byers	Dr. Paul Creighton	Deborah Dow
Charity Barnum	MaryBeth Caccard	Crowley, Webb & Associates	John Doyle
Lyra Bennett	Krishnama Caitanya	Michelle Curto	Vladimir and Dolores Drobot
Robert Bennett	Floyd Caldwell	Custom Ink	Elizabeth Dumitru
The Bjorkman Family	Chad Comeau	Kathleen Damon	Judith Dumitru
William and Diane Bly	Mary Canfield-Collins	Joel Daniels	Laura Dumitru
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Glory Bopst	Alice Cash	Francine Delmonte	Kathleen Durfee
Jennie Borgese	Peter Castro	Marylee Delo	Clement Eckert
Darrell Borowiak	Lisa Catanese		

2014 Grants and Donors, continued

Kevin Edward	Horace Gioia	Ann M. Johnson	Lindsey Lund
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Elizabeth Eisensmith	GMR of WNY	Dr. Michael Jordan and Jennifer Jordan	Deborah Machinski
Embrace The Difference	Anthony Goldia	Judges Memorial Golf Tournament	Kristy Maldonado
Episcopal Diocese of WNY	Susan Goldia	June Just	Briarwood Manor
Tracey Ernest	Megan Gorski	Kelly Just	Augustine Mascolo
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	JM Management Services		Olmsted Center for Sight
	Brenda K. John-Banach		John Osborn Sr.

2014 Grants and Donors, continued

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MaryEllen Rich	Sandra Smaith	Kari Timmel	Sarah Zimmermann
Randall Rich	Laura Smith	Nicole Tobey	
Rachel Rizzo	Luz Smith	Catherine Toms	
The Robinson Family	Stephanie Smith	Julie Toms-Fago	
John Richardson			

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.



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Administrative Office

716-831-2700

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www.horizon-health.org

OUTPATIENT CLINICS

Bailey LaSalle Recovery Center

3297 Bailey Ave
Buffalo, NY 14215

Batavia Recovery Center

314 Ellicott St
Batavia, NY 14020

Boulevard Recovery Center

1370 Niagara Falls Blvd
Tonawanda, NY 14150

City Market Recovery Center

1750 Pine Ave
Niagara Falls, NY 14301

**Health Home Care
Coordination Program**

1700 Pine Ave
Niagara Falls, NY 14301

Hertel Elmwood Recovery Center

699 Hertel Ave, Ste 350
Buffalo, NY 14207

Lockport Recovery Center

637 Davison Rd
Lockport, NY 14094

Main Amherst Recovery Center

60 East Amherst St
Buffalo, NY 14214

Niagara Falls Recovery Center

6520 Niagara Falls Blvd
Niagara Falls, NY 14304

**Orchard Park Family
Recovery Center**

3345 Southwestern Boulevard, Suite 100
Orchard Park, NY 14127

Sanborn Recovery Center

6321 Inducon Dr East
Sanborn, NY 14132

**Sisters Hospital Horizon
Counseling Center**

Seton Professional Bldg, Ste 100
2157 Main St, Buffalo, NY 14214

Summer Street Recovery Center

11 Summer St
Buffalo, NY 14209

Tonawanda Recovery Center

37 Niagara St
Tonawanda, NY 14150

Transit Family Recovery Center

6495 Transit Rd, Ste 800
East Amherst, NY 14051

Union Losson Recovery Center

Union Losson Plaza
2563 Union Rd, Ste 800
Cheektowaga, NY 14227



INTENSIVE RESIDENTIAL

Horizon Village

6301 Inducon Drive East Sanborn, NY 14132

Freedom Village

6331 Inducon Drive East Sanborn, NY 14132

INPATIENT

Terrace House

291 Elm Street Buffalo, NY 14203

WITHDRAWAL/DETOX SERVICES

Terrace House

291 Elm Street Buffalo, NY 14203