

One community. **One mission.**



Horizon
CORPORATIONS

The enormity of the problem is almost unfathomable.

Today's question is *not* who has been touched by substance use, but rather who has not.

Because we are all affected, we are uniting as one community, pursuing a common mission of recovery with strength, determination, compassion and love.

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Our community in crisis

Despite Horizon's progress in 2016, we cannot celebrate our success, nor can we risk complacency while our community continues to struggle with the unprecedented escalation of serious mental health and addiction disorders and their devastating impact on individuals and families. Consider these facts:

- Our community has lost more than 1,000 lives to opioid overdose since 2012;
- There are approximately 100 deaths per year due to liver cirrhosis associated with alcohol abuse;
- There are countless individuals whose heart disease, stroke or other serious and terminal illnesses are attributable to behavioral health disorders and their consequences;
- Depression is the third most common reason for a visit to a health center, after diabetes and hypertension; and
- One American commits suicide every 15 minutes.

There is no doubt that diseases of mental illness and addiction present urgent public health crises impacting families in every neighborhood of our community. Their impact has been devastating—much like that of warfare. In fact, we use words like “losses,” “front lines,” and “battles” to describe our efforts to “combat” these diseases. We are continuously fighting to ensure that there are adequate resources to treat people successfully—so that all suffering clients and families have access to care and critical recovery supports. This is a war we need to win, and the combatants must come from all sectors of our community—healthcare providers, criminal justice organizations, government, educational institutions, religious leaders, and families, to name just a few.

I am so grateful to everyone who has joined us in this fight. Some of the greatest accomplishments have been achieved by heartbroken family members who have committed themselves to ensuring that their loved one did not die in vain. They are converting their outrage, grief and love into actions designed to prevent others from having to experience a similar loss. They are courageous and relentless. They do not get tired, and they do not surrender.

We at Horizon stand with our community in this fight. Our goal will always be no more lost lives—and no more broken families. Behavioral health disorders respond to treatment. People can, and do recover—even from the most serious disorders.

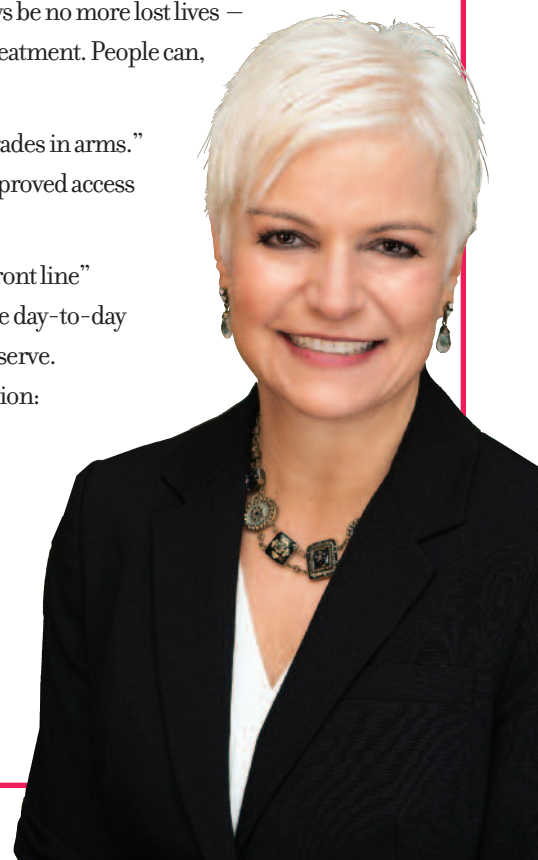
Thank you to our board of directors, community and government “comrades in arms.” Thank you for providing badly needed resources, and for supporting improved access to care through increasing our residential treatment beds.

Thank you to the Horizon family—especially all of you who are “on the front line” providing direct care. You are our soldiers in this war, and you witness the day-to-day devastation—but you also bring hope and a path to recovery to those you serve.

You are changing and saving lives every day—and thereby fulfill our mission:

Recovery. Changing lives. Saving lives.

Anne D. Constantino, President and CEO





Maintaining our record as a best place to work

For the ninth consecutive year, the New York State Council of the Society for Human Resource Management named Horizon one of the Best Companies to Work For. The distinction is magnified by the fact that our category includes both private sector and not-for-profit employers.





Growing Recognition

New spotlights on Horizon’s achievements

For more than 40 years, Horizon has focused on fine-tuning effective methods to help patients reach their goals for recovery. Our expertise is drawing increasing attention from government leaders and recognition from our professional colleagues.

Horizon CEO named to governor’s statewide opioid task force

In May, Governor Andrew M. Cuomo created the “Task Force to Combat the Heroin and Opioid Crisis.” Anne Constantino, Horizon president and CEO, was selected to represent Western New York in the broad coalition of experts charged with devising a comprehensive action plan.

In June, the governor signed legislation that resulted from the Task Force’s work. Constantino, who attended the event, praised the law in an interview with *The Buffalo News*. “What I like most about the legislation is that it is common sense and can be implemented,” she said. “It improves access to treatment and medication, and for these patients, access and timing are everything.”

“Addiction treatment is really chronic disease management,” Constantino explained, “and we need a robust treatment system with wrap-around services.” She commended the law’s expansion of support services, including education and employment assistance, legal services, social services, transportation assistance, child care services, and support groups.



Horizon hosts regional roundtable

Lieutenant Governor Kathy Hochul, co-chair of the governor’s Task Force, led a regional roundtable in October at Horizon’s Hertel Elmwood Recovery Center. The meeting’s purpose was to solicit input directly from the front lines of the recovery effort. Healthcare agencies, clinic operators, families and others offered feedback and discussed the additional needs of treatment providers.

Schumer chooses Terrace House for press conference

In February, U.S. Senator Chuck Schumer of New York called for an additional \$600 million

to fight the war on drugs. Horizon Village Terrace House was honored to be singled out as the location for his announcement. The senator, joined by parents who lost children to the heroin epidemic, appealed to Congress for more funding to help end the crisis. Anne Constantino, Horizon president and CEO, was among the speakers citing the need to increase resources for law enforcement, drug courts and education, as well as treatment.





Delta Village opens at full capacity

When Delta Village opened in August at the Horizon Village Campus, all 25 beds were already full, as they have been ever since. The intensive drug treatment center serves young people aged 18 to 28 in a therapeutic environment designed to resemble a college campus. The \$4.5 million project was funded by the New York State Office of Alcoholism and Substance Abuse Services (OASAS).





Expanding Capacity & Services

Improving access to meet ever-growing needs

Horizon operates more than 20 recovery centers across Western New York, but our substantial capacity is still not enough. In 2016, we continued to serve our community by expanding our residential and outpatient facilities and strengthening crucial services.

More space and services in downtown Buffalo

In fall 2016, our Summer Street Recovery Center relocated to much larger quarters at 77 Broadway. Services range from mental health, counseling and psychiatry to substance use treatment, medication-assisted therapies and family programming. Counselors are seeing an average of 350 patients per week, yet the demand still exceeds our capacity.

Outpatient centers add medication-assisted treatment

Adding physicians, psychiatrists and nurse practitioners to lead and train clinical staff enabled Horizon to extend medication-assisted treatment to seven outpatient clinics in 2016. Formerly offered only in inpatient settings, the therapy employs medicine to help withdraw patients from opiates. Demand for this treatment is very high. Patients who receive it can obtain prescription refills more easily and have demonstrated higher levels of engagement.

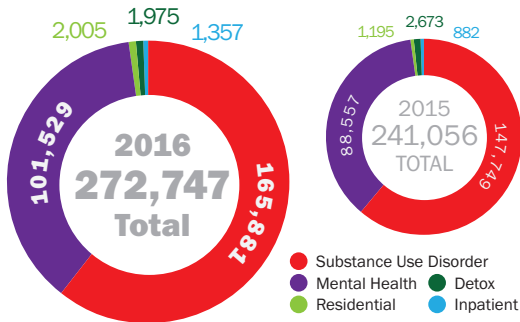
Horizon expands health home services to Erie County

Horizon's Health Home Care Management Program, introduced in Niagara County in 2013, was expanded to Erie County in 2016. By managing and coordinating care among all of their treatment and service providers, Horizon care managers guide patients through complicated networks of services, and not just medical or behavioral health services. Care managers also help patients apply for financial assistance, resolve issues such as food, housing or transportation, and otherwise surmount barriers that impede recovery. Essentially, health home care managers link patients to a wide range of client services, then follow up to make sure they keep their appointments and obtain what they need. We relieve clients of as many daily life stressors as possible, freeing them and their counselors to focus on treatment.

Our Erie County program grew from two staff members to seven in its first year. In Niagara County, where staff doubled to 22 in 2016, a new transitional care manager is dedicated solely to patients who are hospitalized. Across the two counties, Horizon health home care managers are monitoring and assisting almost 700 patients.

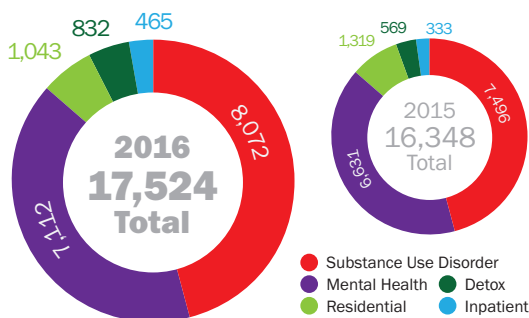


Total Number of Services Provided by Level of Care



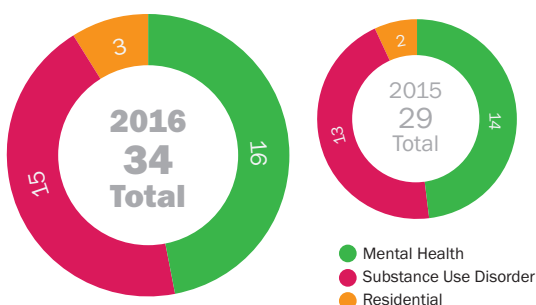
- 13% more services provided than in 2015
- Increase of 30,000+ counseling and medical services

Total Number of Clients Served by Level of Care



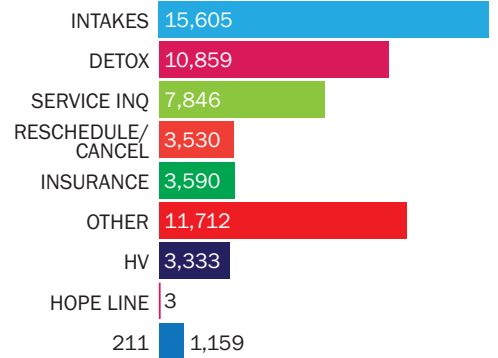
- 7% more clients served than in 2015
- Increase of 1,176 unique individuals

Number of Programs by Level of Care



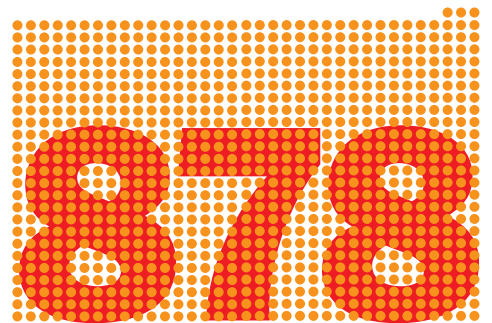
- 7% more programs than in 2015
- Two new mental health programs and two new substance use programs added
- Young adult program added in expanded long-term residential program in Sanborn

57,637 Admissions Calls in 2016



- Increase of 13,617 calls
- Concerns include need for immediate treatment, questions about insurance, and general inquiries about Horizon services.

Number of Unique Clients Served by our Vocational Services Department



- Special team connects clients to services that help them maintain sobriety
- Clients are assisted to further their education, obtain placement in job training programs and gain access to community support

IN 2016 HORIZON HAD

68

NARCAN REVERSALS

AND CONDUCTED

2,524

TRAININGS FOR

OPIATE OVERDOSE

PREVENTION



Growing Community Support

Communities unite to support our mission

With substance use and mental health disorders affecting virtually every segment of our community, more and more individuals, families, groups and foundations are becoming engaged to support Horizon. We are profoundly grateful for their contributions.

Horizon wins golf tournament proceeds

Every year, the Women’s Activity Committee of Park Country Club awards proceeds from its Park Ribbon Classic to a worthy cause. Several non-profit organizations are invited to apply for the donation. Horizon was selected to receive \$16,500 at the event’s concluding luncheon where we described the impact of this significant contribution on our patients. Horizon will be the recipient again in 2017.

New furniture for Horizon Village meditation room

Because residents typically stay for three to six months at Horizon Village, it’s crucial that they feel comfortable and safe in a facility that truly becomes their home. A grant of \$15,959 from the East Hill Foundation enabled us to outfit a professional yet welcoming lounge that’s used around the clock for a variety of purposes. The setting supports successful group therapy and relationship-building as well as family counseling, and accommodates relaxing and socializing. East Hill is a privately-funded foundation that continues the Greatbatch family’s tradition of stewardship.

A spontaneous gift for Freedom Village

After Jeffrey Moore lost his struggle with substance use and mental health issues in 2015, his family sought a meaningful way to honor him and assist other veterans. Although their loved one had not received treatment at Freedom Village, the family was impressed with the facility’s restorative services and peaceful setting. Their \$7,000 donation was used to create a meditation pond and purchase new equipment for the campus Wellness Center, and reflects Jeffrey’s love for meditation, yoga and fitness.



Record numbers for our third annual walk

Our “Walk Toward a New Horizon” in September achieved new highs in every category — participants, volunteers and dollars raised. More than 300 walkers collected more than \$33,000 to support our important mission.

Family’s fundraising walk benefits Horizon

The Camizzi family chose Horizon as a beneficiary of its South Buffalo Remembrance Walk in May, donating \$2,500. Their generous contribution was motivated by a desire to assist other families dealing with the often tragic consequences of substance use and mental health disorders.





Left to right, Anne Constantino, Julie Israel and Arlene Gonzalez-Sanchez, OASAS commissioner, at the grand opening of Delta Village on September 14. Delta Village is dedicated to the advocacy and support of Avi and Julie Israel and other families fighting the opioid epidemic in our community.

Stephanie Argentine, left, Horizon board member, at the opening of Delta Village. Also present were, left to right, Veronica Meldrum, Jake Haacker, Judy Tejada, Brenda John Banach and Michelle Curto of Horizon’s senior leadership team.



Buffalo Mayor Byron Brown and other special guests at Horizon Village Terrace House on August 2. The press conference was convened to announce the grant of \$1 million in additional operating funds from OASAS.



Carolyn Leed of the Women’s Activity Committee of Park Country Club, left, presents proceeds from the annual Park Ribbon Classic to Christina Pearl, Horizon director of corporate communication.



Government & Corporate Grants

New funding affirms confidence in Horizon’s expertise

Two agencies of New York State and a new corporate donor allowed Horizon to increase capacity, upgrade technology and introduce an emerging virtual therapy for veterans.

Horizon Village wins \$1 million for 25 new beds

The New York State Office of Alcoholism and Substance Abuse Services (OASAS) awarded Horizon Village \$1 million in additional operating funds for 25 new treatment beds; a planned new residential facility at our Sanborn campus will raise capacity there to 125. At a press conference at Terrace House in August, OASAS Commissioner Arlene Gonzalez-Sanchez described the grant as part of Governor Cuomo’s effort to address the growing public health crisis by adding more than 5,000 new inpatient and outpatient slots across the state.

Niagara Falls clinic expansion aided by grant

A 6,250-square-foot addition is expected to nearly double the number of patients who will benefit from integrated mental health and substance use services at our Pine Avenue, Niagara Falls, clinic. The expansion was funded by a Not-for-Profit Infrastructure Grant from the Dormitory Authority of the State of New York. In addition to expanding valuable counseling and health home services, the space permits growth in much-needed family support and recovery coaching, particularly for young adults. The facility also is an important resource for patients — and families — awaiting admission to or recently discharged from inpatient treatment at Horizon Village. Large reception and waiting areas and group rooms will accommodate community education and self-help meetings.

New computers for Horizon Village

The Dormitory Authority of New York State also awarded us a \$110,000 grant to remedy failures and inefficiencies caused by outdated computer equipment at our residential treatment campus. The funding enabled us to replace the core technology infrastructure required for clinical and business operations. The upgrades include a battery backup unit to keep the network functioning during power interruptions.

National Fuel Gas supports innovative therapy for veterans

Seeking a way to connect with military veterans, National Fuel Gas has donated \$40,000 to train Horizon counselors in a promising evidence-based practice called Eye Movement Desensitization and Reprocessing (EMDR). EMDR is a physiologically-based psychotherapy that helps patients with post-traumatic stress disorder (PTSD) see disturbing memories in a new and less upsetting way. Its goal is to stabilize emotions, understanding and perspectives, leading to healthy and productive behaviors and interactions. National Fuel Gas’ two-year grant enabled us to introduce EMDR at Freedom Village, our residential treatment facility for veterans.

2016 GRANTS

Assemblywoman Crystal Peoples-Stokes
Buffalo HIT Grant
East Hill Foundation Award
Millennium DSRIP MPA Awarded
National Fuel Foundation
NYS OASAS
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VAP Funding



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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

Broadway Recovery Center

77 Broadway
Buffalo, NY 14203

East Amherst

Family Recovery Center

6495 Transit Rd, Suite 800
East Amherst, NY 14051

Health Home Care Coordination Program-Erie

11 Summer St
Buffalo, NY 14209

Health Home Care Coordination Program-Niagara

1750 Pine Ave
Niagara Falls, NY 14301

Hertel Elmwood Recovery Center

699 Hertel Ave, Suite 350
Buffalo, NY 14207

Lockport Recovery Center

637 Davison Rd
Lockport, NY 14094

Niagara Falls Recovery Center

6520 Niagara Falls Blvd
Niagara Falls, NY 14304

Orchard Park Family Recovery Center

3345 Southwestern Blvd, Suite 100
Orchard Park, NY 14127

Pine Avenue Recovery Center

2400 Pine Ave
Niagara Falls, NY 14301

Sanborn Recovery Center

6321 Inducon Dr East
Sanborn, NY 14132

Sisters Hospital Horizon Counseling Center

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

Tonawanda Recovery Center

37 Niagara St
Tonawanda, NY 14150

Union Losson Recovery Center

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



INTENSIVE RESIDENTIAL

Horizon Village

6301 Inducon Drive East Sanborn, NY 14132

Freedom Village

6331 Inducon Drive East Sanborn, NY 14132

Delta Village

6302 Inducon Drive East Sanborn, NY 14132

STABILIZATION

Terrace House

291 Elm Street Buffalo, NY 14203

WITHDRAWAL/DETOX SERVICES

Terrace House

291 Elm Street Buffalo, NY 14203

