

ANNUAL REPORT

2022



The Power of Connection



horizon-health.org



CONTENTS

LETTERS FROM ANNE & ERIN	3
CONNECTING INDUSTRY LEADERS	5
CONNECTING TO OUR COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, AND BELONGING	7
CONNECTING AMIDST TRAGEDY	9
CONNECTING WITH OUR COMMUNITY	11
CONNECTING WITH OUR FAMILIES	13
CONNECTING WITH OUR TEAMS	15
CONNECTING THROUGH ADVOCACY	17
HORIZON BY THE NUMBERS	19
CONNECTING WITH OUR SUPPORTERS	21
BOARD OF DIRECTORS	23



This report provides an opportunity to review our accomplishments, progress, and successes over the past year. For me, this message - my last as Horizon's President & CEO - is particularly poignant, as I look back over my 40-year career.

When I began my career, behavioral health conditions were often viewed as matters of choice, unconscious emotional drives, and "willpower." There was little understanding of the impacts of social determinants of health, brain chemistry, and trauma. We didn't understand how mental health is inextricably tied to our overall health and the indirect fiscal and social costs of behavioral health disorders on our entire community.

So much progress has been made in 40 years! We now have effective treatments that include medications and evidence-based therapies that reduce or eliminate symptoms and help restore individuals to health.

While there has been progress, we sadly continue to lose far too many people to suicide and overdose. The demand for care has never been greater and far exceeds the resources available. While it is clear that eradicating these disorders is not within our reach, we can ameliorate the long-term impact of these disorders through education, prevention, and early intervention.

I am proud of what we have achieved. Horizon is a valued community resource that helps thousands of individuals and families each year. I am grateful and honored for having been a part of Horizon's success and having dedicated my career to this life-saving work.

The Horizon Senior Management Team is the best in the business. I have been fortunate to lead these talented, dedicated, and honorable people who work every day to improve the lives of our staff and the people we serve.

I am grateful for all of our people. Despite the challenges of providing care to often very sick people, they are undaunted - bringing kindness, love, and skill into all that they do. I love our commitment to our community, as evidenced by our relentless advocacy, partnering with our colleagues, and our absolute commitment to quality, progress, and excellence.

Horizon has a bright future. This team will not miss a beat. My love and thanks to the community, friends, Board, and my team for your support and partnership over these many years.

ANNE D. CONSTANTINO
PRESIDENT & CEO



“What is the most important thing you do at your job?” was the question posed on the magazine cover in the dentist's waiting room. As if required to submit an answer to the editor, I intently contemplated this question. I considered all the likely answers – serving our patients, taking care of our staff, being a resource for our entire community, building a more equitable society. But the magazine beckoned a singular answer – what is the MOST important? And so here is my answer: **Connection.**

Connecting to one another is simply the most important thing we do as humans and is the primary purpose of our work in our field of community service. We connect one person at a time – to themselves, to their family, to their community, to society. This is who we are. We are connectors at Horizon. This is our role.

Re-connection has never been more needed. Our community has been ravaged by horrific violence, a deadly opioid epidemic, poverty, discrimination, and political faction. These are all enormous dividers. Connections have been severed. We need to wage an unrelenting crusade to restore health and harmony to those we serve, employ, and live with by inviting them to re-connect in true and meaningful ways. Show up for community events, be present with your patients and team, reach out to those who seem detached.

As we round the corner into 2023, we will be fully dedicated to this mission of connection. It is a privilege to connect the past to the future as we transition our leadership team. When you are surrounded by the most amazing and competent people on earth, it is a joy, and it makes all those “most important things we do” so fulfilling.

With gratitude and optimism,

ERIN DIGIROLAMO
CHIEF OPERATING OFFICER

CONNECTING INDUSTRY LEADERS

Horizon Health Alliance Brings Together New Corporate Affiliates

In November of 2022, we launched a new behavioral health network – Horizon Health Alliance – as a part of our organization’s strategic initiative to partner with other industry leaders in Western New York. Through this organizational transformation, we will be able to expand our network and coordination of care between affiliated organizations.

Endeavor Health Services, the inaugural corporate affiliate, is collaborating with Horizon on four key areas: Training, DEIB (Diversity, Equity, Inclusion, and Belonging), Marketing, and Pharmacy services. Affiliating with Endeavor helps us expand our service footprint, create more opportunities for our staff and patients, and share resources to improve overall operations.

By **connecting with each other** and pooling our collective strengths and resources, Horizon Health Alliance will help the behavioral health industry better meet the demand for our services. As the Alliance continues to grow and develop, we will add other providers to the Network to ultimately expand our continuum of care and increase our market presence. We believe coordination of care is what is best for our patients and know that through Horizon Health Alliance, we will provide better trained staff and a more comprehensive network of care.

“We are excited to join forces. Every person deserves high quality care in their own community and through the Alliance we will do this more effectively. By sharing resources that we have in common, we will improve overall operations and, with that, patient care.”

- Elizabeth Mauro, CEO at Endeavor Health Services



THE HORIZON HEALTH ALLIANCE AFFILIATES WILL:



Employ over 1,000 people



Serve over 30,000 patients



Learn more about Horizon Health Alliance:



CONNECTING TO OUR COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, AND BELONGING

We Are Stronger Together

We remain diligent and steadfast in support of **all** of our communities. Over the past year, our city experienced hate, violence, racism, tragedy, and loss. That is why, now more than ever, we have continued to focus on sustaining a community of respect, dignity, acceptance, and a willingness to learn through educating and understanding the events of the past year.

As an organization, we know there is always more we can do. We also recognize that we are in a position to make a difference in our community. Through the leadership and passion of our Diversity, Equity, Inclusion, and Belonging (DEIB) Council, we remain committed to using our voices to inspire actionable and positive change. Our DEIB values continue to be at the forefront of our minds and guide us to foster an environment where our team members, those we serve, and the communities around us feel accepted and embraced for who they are.

2022 Highlights



25 staff members on our DEIB Council, which continues to grow to meet the needs of the organization and the communities we serve



Management promotion rates **higher** for people of color than that of white colleagues



All new hires provided an Introduction to **DEIB Training**



All managers provided a training on how to build a **culture of belonging**



Increase in recruitment & hiring of candidates of color compared to 2021



CONNECTING AMIDST TRAGEDY

It is in the most challenging of times that we find our communities coming together to connect, support, and heal with one another. 2022 presented many traumatic experiences for our Western New York Community. The tragedy and loss endured by each member of our community highlighted the need for continued mental health support, resources, and actionable change.

Supporting Our City

The May 14th tragedy left our neighborhood broken and devastated. It emphasized the great need for mental health support and **connection** within our hurting city. In this time of heartbreak, our team focused on being present, listening to others, and reflecting on how we can and must collectively be better to stop hate and choose love. We provided support and resources to patients, staff, community members, and Board members through presentations, open discussions, drop-in groups to process and connect, and volunteer work.

“I am proud of the unrelenting efforts towards advancing our DEIB initiatives throughout 2022. Although the work wasn’t easy, it was always necessary. After the senseless, racist-fueled attack on May 14th, our hearts were broken. However, we came together, provided support for one another, and showed strength in the face of tragedy. We still have a long journey ahead of us, but I know we are heading in the right direction.”

- Jennifer Loughran, Director of Diversity, Equity, Inclusion, and Belonging



Responding in Times of Need

Coined as a “once in a lifetime storm,” the Buffalo Blizzard of December 2022 took a devastating toll on our community. Amidst the tragedy, the City of Good Neighbors connected with one another in this time of great need.

To all the frontline and essential workers who worked tirelessly to keep our community safe, thank you for your incredible work. We are especially proud of the hard work, dedication, and commitment of our staff members who kept our residential facilities fully operational and running throughout the storm – you are true heroes!

Hate has no place here.





THE POWER OF DOING GOOD

(Above) Meet Horizon's new therapy dog, Leo, funded by the generosity of The Devin Waring Foundation.

(Below) The Good Climb hosted its inaugural endurance challenge event at HoliMont Ski Club to promote health, wellness, and awareness around mental health. Proceeds from the event are supporting Horizon's Teen Mental Health Education Program.



CONNECTING WITH OUR COMMUNITY

We put tremendous focus on collaboration with generous community partners.

Our Youth-Based Community

According to Mental Health America, **1 in 5** young people are affected by mental health challenges, yet two thirds of those who need treatment do not have access to it.

The rise in anxiety, trauma, depression, and other mental health challenges among youth, paired with ongoing difficulties in our schools, challenges in the home, and trauma facing our local communities has magnified the need for treatment services more than ever before. Throughout 2022, we focused on increased connection and collaboration with schools and community organizations to provide support to children, adolescents, and their loved ones.

It's critical we continue to grow the spaces and opportunities for resources and support for our children and adolescents. At Horizon, our trained clinicians are committed to providing individualized treatment, using evidence-based therapies, offering medication prescription and management, and involving families in their loved one's treatment journey.



Provided in-school counseling services at **15** different elementary, middle, and high schools



173 Educational presentations provided to students, staff, parents, and loved ones

"Horizon Health Services has been a responsive, flexible, and strong community partner for the Clarence Family Support Center (FSC), our schools, and our community. They have two dedicated mental health providers who come into our FSC office each week to support our students and have provided valuable educational presentations to our community on mental health and substance-use related topics. Most of all, whenever there is a need in our community, I can count on our partners at Horizon to be willing to work creatively and collaboratively toward solutions."

-Evan Vahratian, Family Support Center Coordinator at Clarence Central School District

CONNECTING WITH OUR FAMILIES

Together, We Can Change and Save Lives

Hilary was looking forward to finishing up her master’s degree in counseling and working in the field of addiction treatment. She wanted to help others. She also talked about being a mom one day. Tragically, in 2017, the very disease she wanted to help others overcome stole her life at age 27. Addiction took this beloved, vibrant, smart, caring young person.

Although she lost her battle with addiction, her impassioned parents, Dr. Thomas and Sandra White, started **The Hilary Grace Foundation** to continue Hilary’s legacy and assist other families and loved ones who are in need of treatment and support. The foundation has partnered with Horizon Village to spearhead an important project to honor Hilary and help the countless other “Hilarys” who are still fighting. Mental health issues and addiction continue to plague our community.

We know part of the recovery journey is repairing and rebuilding family ties, which are often compromised in a family with addiction. In 2022, we embarked on a construction project to build a state-of-the-art retreat center to offer a venue for families to come together when their loved one is in treatment. This new center will proudly carry the name of **Hilary’s House** and serve as a space for residents on the campus to connect with their treatment team and families in an inviting, warm, and healing atmosphere. The building is expected to be completed in Fall 2023.

Listen to Hilary’s parents, our patients, and family members discuss the impact Hilary’s House will have on our campus:



INTERESTED IN SUPPORTING OUR
CAPITAL CAMPAIGN OR LEARNING
MORE ABOUT HILARY’S HOUSE?

Please contact: Christina Pearl
716-831-2700 | CPearl@horizon-health.org



In August of 2022, we were proud to be recognized by Buffalo Business First as one of "Western New York's Healthiest Employers" for promoting health and wellness throughout our organization.

CONNECTING WITH OUR TEAMS

Our People Are Our Greatest Strength

At Horizon, we know **connection** drives a productive, collaborative, healthy, and compassionate company culture. 2022 was a year focused on re-connecting with our team members as we adjusted to the post-pandemic workplace. Our **people** are our greatest strength and we prioritize fostering an environment that continues to keep Horizon a "Best Place to Work."

Horizon's "Culture Club" is a workgroup dedicated to providing unique benefits, programs, and opportunities to team members. In 2022, we implemented new ideas to continue to foster a workplace where team members feel engaged, valued, heard, and **connected** with one another. From hosting manager mingles and summer team bonding events, to attending Bisons' games and participating in The Corporate Challenge, developing opportunities for **connection** among our team remains a strategic priority for our organization.

WHY WE LOVE OUR TEAM:



432 employees have been on the Horizon team for 3+ years



47 applicants hired in 2022 with Horizon employee as their referral source



10 active Employee Run Clubs & Employee Resource Groups including Book Club, Pickleball Club, and Employee Resource Groups for BIPOC and LGBTQIA+ individuals.



"Horizon's work culture is full of passionate, fun, and loving people. I am so happy to come to work every single day, and I just love being a part of the team."

- Mallory Bryant, Director of Patient Engagement & Referral Management

CONNECTING THROUGH ADVOCACY

Encouraging Increased Support of Our Mission

As the need for our services rapidly grows, we remain steadfast in our advocacy efforts to inspire policy change, increase funding, and continue support of the behavioral health field. A large part of our advocacy efforts included **building relationships with state and local officials** to offer tours of our facilities, providing a better understanding of the important work we do.

Anne Constantino Appointed to NYS Opioid Settlement Board

In March of 2022, our President and CEO, Anne Constantino, was appointed by Governor Kathy Hochul to the NYS Opioid Settlement Fund Advisory Board. The advisory board provides recommendations on how to best allocate funds resulting from New York State's opioid funds. As the only treatment provider from Western New York represented on the Board, Anne serves as an advocate on the local, state, and federal level, acting as a voice for prevention, treatment, and recovery programs.

(Below) Deputy Secretary for Human Services and Mental Hygiene, Jihoon Kim, toured our Hertel-Elmwood location.



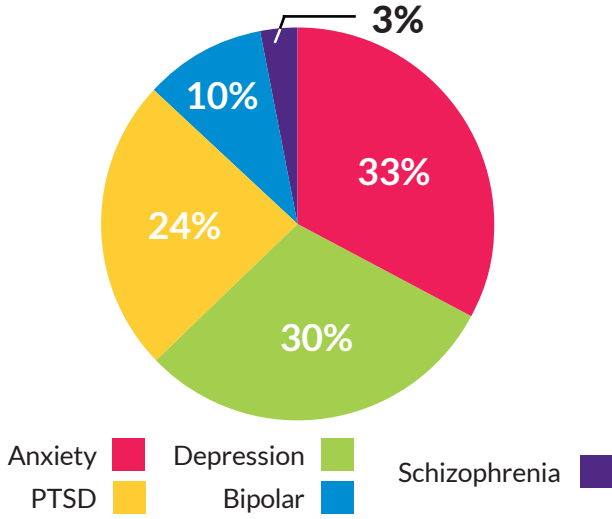
(Above) Assemblymember Crystal D. Peoples-Stokes met with our Horizon Village Terrace House staff to tour our Detox & Stabilization facility in Downtown Buffalo.

(Below) Senator Kennedy and Senator Harckham toured our Horizon Village Campus in Sanborn, NY.

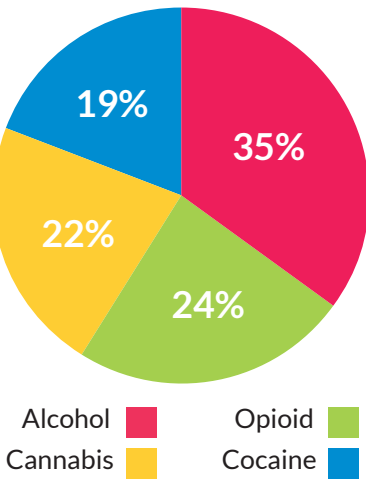
HORIZON BY THE NUMBERS

	167,432	Mental Health Visits
	103,666	Substance Use Visits
	1,451	Patients Served at Horizon Village & Terrace House
	1,084	Average Counseling Appointments Conducted Daily
	10	Therapy Dogs

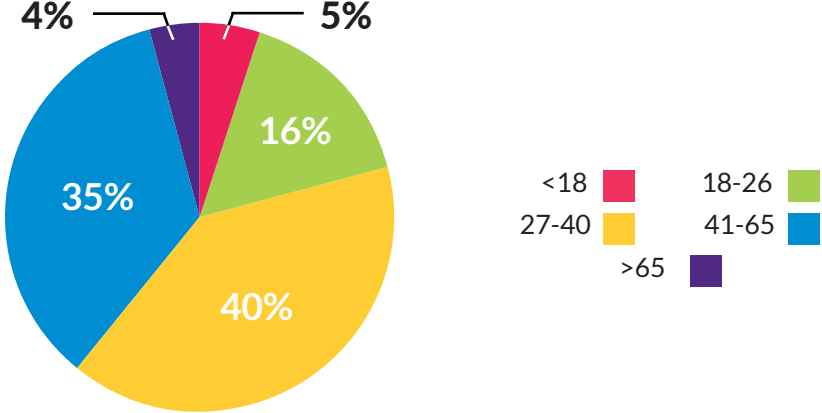
Mental Health Diagnoses



Substance Use Disorder Diagnoses



Age of
HHS & HV Patients



	14	Consecutive Years Voted a "Best Place to Work in NYS"
	96%	of Staff Say They Like the People They Work With
	92%	of Staff Believe Horizon Enables a Culture of Diversity
	229	Licensed Counselors
	533	Trainings Provided to Staff through Horizon University

CONNECTING WITH OUR SUPPORTERS

2022 Donors

Mark Aardema
Kristen Adams
Heather Alesius
Amazon Smile
American Legion Post 1664
Aurora Orthopedic Supply LLC
Colleen Babcock
Beacon Health Options
Beeman Foundation
Benevity
Cyndee Billoni
Blackbaud Giving Fund
Dr. Randyll P. Bowen
Buffalo Games
Ann Burke
Karen & Richard Bushen
Marybeth Caccard
Chris Maloney Legacy Foundation
Chudy Paper Company
Branden Clements
Colvin Cleaners
Daniel Colvin
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Anne Constantino
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Devin Waring Foundation
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Robin Dobiesz
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Elliott Services, Inc.
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Mary Falzone
Robert & Lisa Feldman
Flint Kitchen & Bar
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Tabitha George
Horace A. Gioia
Gladys Brooks Foundation
Christine Glavey
Grigg Lewis Foundation Inc.
Pete Grum
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Elizabeth & Sam Gurney
Hanes
Ashley Heim
Meghan Henning
Hilary Grace Foundation
Gayle Hutton

Independent Health Association
International Imaging Materials, Inc.
Sarah Johnson
Key Bank
Gabe Killian
Casey Kinson
Landscape Association of WNY
Lawley
John & Renee Lazar
Liberty Mutual
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National Council for Mental Wellbeing
Network For Good
Nextiva
Parise Mechanical Inc.
Parkview Health Services
Patrick P. Lee Foundation
Christina Pearl
The Perna Family
Razl LLC
James & Eileen Reidy
Revelas Family Foundation Inc.
Jane D. Richardson
Donna Robbs
Robert J. Fierle & Martha Fierle Foundation
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Kevin Robinson
Paula Romano
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Carol Saraceno
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SEFA
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Justin M. Smith
Smith Family Foundation
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St. Joseph's Collegiate Institute
Systems Personnel, Inc.
Regina Toomey
Faith Tyler
UKOG Foundation
United Way of Buffalo & Erie County

United Way of Greater Niagara
Univera
University at Buffalo
Brandy Vandermark-Murray
Walter E. Schmid Family Foundation
Scott & Joann Weber
Melissa Will
Joan & Gregory Wozer

We make every effort to maintain accurate, up-to-date records, and we apologize for any errors or omissions.

Please advise us of any oversight so that we may acknowledge you in our next publication.



Colvin Cleaners donated over 100 coats to help keep our Horizon Village residents warm this winter. We appreciate their generosity and support of our mission.



We are grateful for the continued support of the Chris Maloney Legacy Foundation in providing golf programming through First Tee of WNY to our residential patients at our Horizon Village Campus.

2022 Grants Awarded

OASAS Statewide SUD System Support	\$2,000,000
SAMHSA - CCBHC Funding	\$749,999
OASAS - Hepatitis C Learning Collaborative, Transportation Assistance, Telehealth	\$160,000
DASNY - Lockport Construction	\$150,000
Gladys Brooks Foundation	\$150,000
Hilary Grace Foundation	\$100,000
OMH - School MH Clinics, Family Support Peer, MAP Training	\$100,000
Walter E. Schmid Family Foundation	\$100,000
NYS Unified Court System	\$93,315
Grigg Lewis Foundation	\$75,000
CARES Act Provider Relief Funds	\$64,163
KeyBank	\$50,000
Patrick P. Lee Foundation	\$50,000
Farris Foundation	\$49,932
Devin Waring Foundation	\$37,400
Beeman Foundation	\$5,500
Fierle Foundation	\$5,000
Univera	\$5,000
Liberty Mutual	\$1,000

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Health Sciences Charter School
- Lisa Catanese**
West Herr Automotive Group



Horizon
HEALTH SERVICES



*Recovery.
Changing Lives.
Saving Lives.*

Assemblymember Monica Wallace toured our Horizon Village Terrace House location in Downtown Buffalo.

Together for Recovery. Changing Lives. Saving Lives.

