



# ANNUAL REPORT

A  
YEAR  
OF  
CONNECTION

NOBLE



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## FROM THE PRESIDENT AND CEO



**“Connection. The energy that exists between people when they feel seen, heard and valued; when they can give and receive without judgement; and when they derive sustenance and strength from the relationship.”**

**- Brene Brown, Author**

In 2019, Horizon focused on enhancing our connections to achieve success. We know that our staff’s personal relationships and commitment to our patients are key to their recovery. We also know that our connections to our internal teams, our partners and our community are essential to achieving our mission.

These connections have created immediate and effective access to our services for our community and stakeholders. From placing our counselors in local schools, to our creation and execution of Horizon’s state-of-the-art telehealth platform, and to our expanding same day access for initial appointments, our goal was to ensure patients’ easy and expedited access to the care they needed.

This could not have been achieved without continuing to build and maintain our strategic community relationships and networks. These partnerships provide a collaborative platform for developing policies, sharing resources, and implementing best practices in our workplaces, schools and communities to support prevention, treatment and recovery.

Each Horizon team member has the ability to shape the future of our industry by building trusting connections with those who walk through our doors seeking treatment and with our partners. Our collective vision, leadership, and unwavering commitment to embracing change and challenge, will improve the health of our community for generations to come. We live in times of great change, and Horizon will not stand still.

Horizon is treating more patients than ever before. We would be unable to meet this growing need without the dedication of our teams, and collaborations with our community partners. Our industry and organization are driven forward by the commitment of our board of directors, senior management team and employees. I am forever grateful for their connections to each other, and their collective trust, effort and courage in support of our mission.

**ANNE D. CONSTANTINO**  
PRESIDENT AND CEO





## GO BEYOND FOR CONNECTION

### ACCESS IS KEY

Our outpatient locations dedicated their focus and efforts on implementing walk-in hours so our community can receive treatment in the moment. No longer having to wait for an appointment has improved patient engagement in treatment by reducing the time it normally takes to enter care. Additionally, our employees save time within their day and improve operational efficiencies among their teams.



## INTRODUCING HORIZON TELE

Increased access to treatment has always been a main focus at Horizon. Implementing our telehealth platform, Horizon tele, allowed us to bring safe, secure and life-changing treatment directly into people's homes or any private place they choose. With this technology, we are able to decrease patient barriers such as weather, work, transportation and child-care. Our team of clinicians and support staff transitioned patients seamlessly with enrollment and an understanding to this new option of quality care. A special thanks to The Peter and Elizabeth Tower Foundation, along with the John R. Oishei Foundation, for making this possible.



## JOINING FORCES WITH EDUCATION

Horizon intensified our focus on improving access to quality care for our teens and young adults in area high schools and colleges by placing Horizon counselors on site throughout the week to address student, family and faculty needs. Our model for placement of a counselor in local schools ensures confidentiality and flexibility, allowing students to obtain consultation and support in person for their mental health and substance use needs. Clarence, Grand Island and Alden school districts were among the first to expand this level of care and through a partnership with Say Yes Buffalo, we were able to place a counselor at Erie County Community College as well. The partnership provided access to mental health support for students to succeed academically and improve their quality of life.





## STATEWIDE RECOGNITION

For the 12th consecutive year, Horizon was recognized as a Best Place to Work based on employee feedback evaluating internal systems, communications, work life balance and the overall employee experience. With an employee count over 750, this designation is made possible by our amazing team of dedicated employees who truly care about our mission and serving our community at large.



## STRENGTH IN TEAM CONNECTION

### CORPORATE CHALLENGE: RUNNING FOR RECOVERY

Connecting with the WNY community is something our employees have always enjoyed and looked to participate in when given the opportunity. Adding a wellness component to that mix brought together over 60 Horizon employees to participate in the J.P. Morgan Corporate Challenge in Delaware Park. Horizon left its mark at our inaugural Corporate Challenge by our women's team placing first overall in the event and securing the opportunity to participate in the Corporate Challenge Championship race!

## EMPLOYEE APPRECIATION & WELLNESS

Employees are the foundation of Horizon and we continue to build a strong company culture that emphasizes respect, loyalty and trust. Throughout the year, we created and provided initiatives with our teams that promoted sponsored team building events, company wide lunches and healthy snacks, wellness activities outside of the office, summer hours and access to mindfulness programs. This level of social connection provides a sense of cohesion in the office and collaboration among teams throughout the year.



## CREATING CONNECTION

### DIVERSITY & INCLUSION EXPANSION AND AWARDS

The Horizon Diversity & Inclusion Committee has continued to develop and provide much needed resources and trainings to our internal teams and our WNY community. The founders, Elizabeth Hole and Lindsay Meagher, were honored by Business First at their inaugural Inclusion Diversity Equity Awareness (IDEA) awards for founding this committee within Horizon. Our mission within the committee is to empower staff to be sensitive and responsive to patients', co-workers' and communities' cultural beliefs, attitudes and practices. Our vision is to improve the delivery of care and foster a company culture that is self-reflective and other-oriented. The committee's strategic initiatives include training, policy, workforce development, marketing and community engagement.



## IN OUR COMMUNITY

### HEART TO HEART PODCAST: CONNECTING ON THE GO

Our new podcast channel, Heart to Heart, was created as another resource to focus on the issues we know matter to our community and the support that is offered. Every month we talk to community experts around behavioral health in order to provide continued education and awareness. Whether you are in your car, on a walk or have a little free time, our new podcast channel is available for a listen!



### CONNECTION ON THE COURT TO SUPPORT MENTAL HEALTH

For a second year, Nick and Savannah Revelas, along with co-chair, James Kirkpatrick, hosted the Berryman Drive Fiesta Bowl! A weekend filled with 3-on-3 basketball tournaments focused on the importance of mental health and bringing our community together. Along with the tournament, students and Horizon presented at high schools discussing mental health resources and showcasing the importance of staying connected. The impact was immeasurable, bringing over 300 students together for the cause and raising over \$35,000 for Horizon.



# CONNECTION BY NUMBERS

## CLINICAL OUTCOMES

In 2019 Horizon has experienced...



**60,206**

Admissions and Family Information Calls



**122,445**

Mental Health Visits



**155,321**

Substance Use Disorder Visits



**42**

New patients seen every day



**679**

Counseling appointments conducted every day



**18 Programs**

Implemented Same Day Access



**9,575**

Family Counseling Visits



**2,814 Patients**

Served by Care Coordinators



**969**

Narcan Kits Distributed to Employees, Patients and Community members

## HORIZON: A BEST PLACE TO WORK AND RECEIVE CARE

2019 has also brought Horizon...



**19,904**

Horizon University Faculty Training Hours



**130**

Clinicians trained in Evidence Based Practices



**81**

New courses taught by Horizon Staff



**30**

Horizon employees who graduated from Horizon University's Emerging Leaders Program



94% of our employees would recommend Horizon's services to a family member or friend



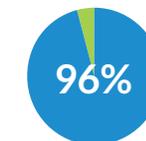
92% of our employees want to give extra effort in order to see Horizon succeed



90% of our employees feel meaning and purpose throughout their job at Horizon



91% of our employees believe Horizon enables a culture of diversity



96% of our employees like their co-workers throughout Horizon



# A LASTING CONNECTION

## 2019 GRANTS

SAMSHA FOR CCBHC-E .....	\$2,000,000
MILLENNIUM INNOVATION – TRANSPORTATION .....	\$153,125
OASAS – OPIOID COURT GRANT .....	\$149,458
MILLENNIUM INNOVATION – IOP FUNDING .....	\$131,650
MILLENNIUM INNOVATION – MEDICATION AD .....	\$122,884
MILLENNIUM INNOVATION – HUB AND SPOKE .....	\$105,168
OASAS – NP GRANT .....	\$100,000
PETER AND ELIZABETH TOWER FOUNDATION .....	\$100,000
OASAS – LEGISLATIVE INITIATIVE TELEHEALTH EQUIPMENT .....	\$50,000
BETTER ON BAILEY .....	\$50,000
FIERLE FOUNDATION .....	\$7,500
FARRIS FOUNDATION .....	\$5,000



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