



2020-21 Annual Report

Horizons Residential
Care Center





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Accreditation assists service providers to improve the quality of their services and meet internationally recognized standards.

While the past year has been quite challenging, today we celebrate an amazing resilience within our Horizons family. We continue working together to address challenges brought on by the pandemic. In fact, we have witnessed many successes, and today our Horizons Family is healthy, our Mission is stable, and we all are enjoying meaningful days.

We continue to work together to enhance the lives of all who are touched by Horizons. We are continuing our commitment to the community, and we remain committed to a bright future.

Once again, we are poised for a great year as we approach 2021.2022. We are open to family visitations while keeping safety in mind. We are participating in community events in new and innovative ways.

Together, we are fostering a community where we all are loved and respected for the gifts we are. Our love and support for each other remains unconditional, and we continue to sustain ourselves against any head winds that choose to blow our way.

As you review our Annual Report, I hope you sense the commitment that is truly the foundation of our magnificent Mission. “Horizons” is truly about our people. A place where one can find unconditional love. A place where we continue to honor a kinder, gentler world. A place where we rise to the occasion, no matter the degree of difficulty.

Peace my friends,

Richard Anderson
President/CEO



ABOUT HORIZONS

Mission

Horizons creates extraordinary opportunities for people living with disabilities.

Vision

Desirable living for all.

Values

- Maximizing individual potential
- Dignity, respect, and compassion for all
- Breaking down barriers through advocacy
- Improving Quality of Life
- On-going open and honest dialogue with our community partners
- A better tomorrow!



Programs and Services

Residential Services

We offer two homes, the Atrium & the Arches, that provide continuous long-term care and support for up to 40 residents with intellectual and developmental disabilities and extensive support needs.

Respite Services

Horizons offers a group community-based respite program on weekends for people with intellectual and developmental disabilities living in the community. This is a CARF accredited program provided to support and provide relief to the primary caregiver(s).

Day Programming

Horizons day program offers adults, in our residential program, the daily opportunity to advance personal skills, learn, explore interests, develop social relationships, participate in their daily care, and enjoy recreational experiences of choice.

Medical Services

Health care services are provided on-site via our Medication Technicians, Nurses, Dietician, Physical Therapist, Speech Language Pathologist, Medical Director, and contracted medical services (dental and labs); as well as, off-site via coordination with primary care physician.

And much more...

- Speech Language Therapy
- Physical Therapy
- Music Therapy
- Sensory Support
- Active Treatment
- Spiritual Opportunities
- Recreation
- Consultative Services



Our Employee Family

Horizons is fortunate to be supported by a dedicated employee family who exhibit professionalism, compassion and commitment.

- Disability Support Professional average hourly wage ended the fiscal year at \$12.91.
- The Career Ladder developed for Disability Support Professionals has proved to be a valuable tool for continued and self-driven advancement and growth opportunities within Horizons.
- Horizons has seen success in implementation of a comprehensive, monthly Wellness Program. The program educates and promotes awareness surrounding a different wellness topic each month.
- Annual Employee Awards provide us with an opportunity to recognize various accomplishments at Horizons.
- Horizons has taken steps to further support our employee family through fun holiday celebrations or dance parties. Our very own DJ D'Marlo always brings an incredible environment to our gatherings.
- A COVID-19 relief fund was created to support employee family members affected by COVID-19.



Horizons Heroes

2021 Employee Appreciation Week Award Winners

Acheivement of Excellence

Mercedes Robinson
Susana Leydee Huaman Coronel
Ruth Anderson
Terri Blakley
Tara Pankey
Joshua Bowers

On The Horizons Award

Sarah Wilson
John Tyler Martin
Elizabeth Brown
Shaenice Teal
Samuel Newland
Brianna Pilcher
Rhyes Anderson
Gabrielle Gualtieri
Sharay Hickman
Barbara Pilcher

President's Award

Tiffany Hairston
Latoria Gaither
Jason Armstrong
Marianna Birdsong
Robert Devonn Howard
Taoshiko Williamson

Longevity Award

5 Years of Service

Carmen Ramos
Terri Blakley
Robert Devonn Howard
Kellesha Gay
Gloria Basilia Garcia
Mercedes Robinson
Kawanis Smith

15 Years of Service

Tiffany Hairston
Retha Tyree

20 Years of Service

Peggy Steiner





Employee Spotlight

Sarah Wilson

Program Specialist



We are delighted to welcome Sarah Wilson to the Horizons family! She is serving as the Program Specialist for the C Wing of the Atrium. Originally from North Myrtle Beach, Sarah attended Coker College and then received her Masters in Social Anthropology from the University of Sussex. Sarah got her start at a 400 bed ICF in New York, but was looking for something that was more intimate. "What was really surprising was how much fun we have here." Sarah said. Her favorite part of the job is organizing constant community events for the residents to enjoy.

Sarah will be transitioning to the QIDP role in late 2021.

Daisy Funderburk

Nurse, PRN

Daisy joined the Horizons employee family in February of 2012. Starting as a Nurse at The Atrium, she then transitioned to a Nurse opening at The Arches, where she became known as a champion of Horizons' mission. Daisy is now retired, but still serves as a Nurse in a part-time capacity.



Daisy Funderburk (right)



Operations Update

- Horizons has fully integrated the use of the speech Language Pathologist and Physical Therapist into the residents' daily programs. The specialists provide on-going training to ensure that the personalized speech and physical therapy development goals are met.
- Horizons' Disability Support Professionals have and continue to receive training on suctioning, oxygen therapy, seizure management, medication management, behavior support, and a variety of other clinical practices.
- Continued collaboration with the Ronald McDonald House and State Employee Credit Union home for families visiting Horizons.
- Horizons relocated and upgraded the Atrium Sensory Room, providing residents with a fully dedicated space for sensory related activities.
- Provided transportation services to activities involving the family (i.e. bowling, church, library, Victory Junction Camp, etc.)
- Continued implementation of a Quality of Life reporting framework.

Fiscal Year 2021 Finances A Pathway to Prosperity...

2021 marks another year of Horizons continuing down a sustainable pathway of prosperity and stability. Because of this, Horizons Residential Care Center remains committed to increasing our operations, initiating new programs and providing the very best of care for our Residents.

Expenses

Total: \$8.7m

Admin: \$0.7m

Care Costs: \$8.0m

Revenue

Total: \$10.4m

Medicaid: \$7.6m

Non-Medicaid: \$2.8m



Community Spotlight

Horizons Residential Care Center at Victory Junction Camp

The 2020-21 fiscal year saw the beginnings of a fantastic, new relationship between Horizons and the Victory Junction Camp. Our campers got the opportunity to spend an entire day exploring Victory Junction in Randleman, NC.



Activities included:

- Fishing
- Arts & Crafts
- Bowling
- Mini-golf
- Archery
- Animal Adventures
- Games



Community Spotlight

Horizons Residential Care Center at Camp Hanes

Residents received a full day of camp experiences at Stokes County's own, Camp Hanes! Campers created unique crafts, such as jewelry and personalized nameplates. They also got to engage in fun ways to stay active, such as fishing, archery and hikes around the beautiful Camp Hanes grounds.



Employee Spotlight Lifelong Commitment

Jane Price QIDP



Jane set off on a life-long Horizons adventure in September of 1987. Since starting out as a Special Education Teacher, she has played many important roles at Horizons; all leading to her current position of QIDP of B and D wings. "Horizons has taught me the value of patience and compassion. But most importantly, it has taught me how to learn and how to love" To her, the moments that are most memorable are the 'firsts'. From first 'page turns' of a book to a residents first interactions with a horse - those moments bring her real joy.



Rosa Ray

Disability Support
Professional



In her 30+ years at Horizons, Rosa Ray has tried to retire multiple times, but the residents keep calling her back. Starting her Horizons career in May of 1989, Rosa feels lucky to have watched babies grow into young men and women. "The amazing folks that live at Horizons are truly a part of me."

Expanding Commitment

April Callihan

Accounts Payable



April began her Horizons journey in September of 2015 as a Disability Support Professional (DSP). She brought her experience on the floor to Accounts Payable in March of 2021. "The time I spent as a DSP was vital in understanding the importance of relationships with those we serve, regardless of the role we provide to the mission."

Taoshiko Williamson

Accounts Recievable



Taoshiko started serving at Horizons in September of 2017, playing a role both on the floor and in transportation. When she began serving through her role in Accounts Receivable in March of 2021, she began to realize "just how much every position at Horizons are interconnected."

**LOVE
GROWS
HERE**



THE ATRIUM:

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North Carolina 27045

336.767.2411

THE ARCHES:

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Winston-Salem, North Carolina 27106

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HORIZONS ADMINISTRATION:

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