

# HORIZONS

Residential Care Center

# ANNUAL REPORT

2021-22



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

## HORIZONS Residential Care Center

Welcome to our review of another extraordinary year at Horizons. As we peek behind the curtain that was 2021.2022, I hope you too will feel the passion that drives our commitment. Our journey through the pandemic and our struggles through the related “Great Resignation” have challenged us to our core. However, as with previous years we continue to journey together to enhance the lives of all touched by Horizons. Our love and support for each other remains unconditional, and we continue to celebrate the gifts that make each of us special.

This year has been such an amazing time in our fifty-year history. As you review, I hope you will feel what we mean when we ask, “Are we better today than we were yesterday?” Join us for what is sure to be an amazing celebration of our fiftieth anniversary in 2022.2023!

Peace my friends...



**Richard Anderson**  
President/CEO





# HORIZONS

Residential Care Center



## MISSION

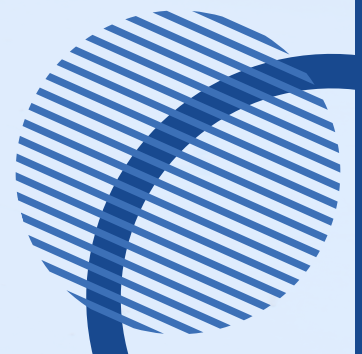
Horizons creates extraordinary opportunities for people living with disabilities.

## 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 partner organizations
- A better tomorrow





# PROGRAMS & SERVICES

## **Residential Services**

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

## **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.

## **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 Commission on Accreditation of Rehabilitation Facilities (CARF) accredited program provided to support and provide relief to the primary caregiver(s).

## **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

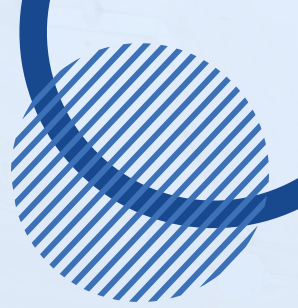


## OUR EMPLOYEE FAMILY

- In July 2021, the average Disability Support Professional hourly wage was \$12.91/hr. By the end of June 2022, it had increased to \$16.70/hr. Similarly, Horizons starting pay was \$11.50/hr - today, it is \$15/hr.
- Horizons began using ADP for all annual trainings; increasing convenience and creating a smoother and more comprehensive experience for all staff.
- Horizons hired 15 employees as part of our Employee Referral Program.
- For employees who enrolled their children or spouse in BCBS, their rate went down about 9.7%. We were also able to include accident and critical illness insurance with medical, at no additional cost to the employee.
- Developed our New Employee Orientation to create a more comprehensive curriculum.
- Created a new Leadership Development course; advancing Horizons' commitment to promoting leadership from within.







# 2022 EMPLOYEE APPRECIATION WEEK AWARD WINNERS

## **Presidents Award**

Kathy France  
Kawanis Smith  
Keyona Holley  
Ketitia Myers  
Peggy Steiner  
Amanda Kiser  
Kippi Stevenson  
April Callihan

## **Acheivement of Excellence**

Tiffany Hairston  
Terri Blakley  
Latonjia Smith  
Alberta Seabright  
Latoria Gaither  
Jennifer Joyce  
China Brown

## **On The Horizons Award**

Tiffany Walton  
Zachary Marshall  
Daryl Miles  
Lauren Smith  
Max Wolfe  
Trina Kirby  
Lameisha Davis  
Desaray Brown

## **5 Years of Service**

Sherry Lipscomb  
Richard Anderson  
Taoshiko Williamson  
Dionne Robinson

## **10 Years of Service**

Adam Clifton  
Alberta Seabright

## **30 Years of Service**

Stephanie Revels

## **35 Years of Service**

Jane Price



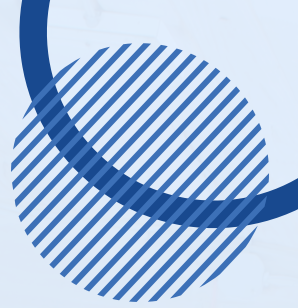


## CLINICAL UPDATE

- Horizons continues our expanded clinical services (Physical Therapy, Nursing, Speech, Language Pathology, & Program Specialists addressing continuous active treatment) to provide a more meaningful level of care to our persons in residence.
- Horizons has integrated new equipment into it's clinical services - with the goal of improving health-related outcomes.
- Out of 14,600 total "bed days" during the fiscal year; Horizons residents accumulated 274 days spent in the hospital. Only 1.75% of total days qualified as "hospital days", well below the budgeted projection of 2%.
- 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.







## COMMUNITY UPDATE

- Horizons residents continued their tremendous relationship with Victory Junction of Randleman, NC. Residents took part in crafts, animal immersion, aquatic and physical activities.
- Horizons continued its relationship with Riverwood Therapeutic Riding Center and Camp Hanes; which offer incredible immersion experiences to our residents.
- Horizons and the Winston-Salem Dash teamed up to provide residents with comprehensive fan experiences at baseball games.
- Horizons, in cooperation with the Carolina Thunderbirds and the Wake Forest University Hockey Team, provided hands-on ice hockey experiences to residents.







**HORIZONS**  
Residential Care Center

## FINANCIAL UPDATE

2022 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

Care Costs: \$8.0m

Admin: \$0.33m

Total: \$8.1m

### Revenue

Medicaid: \$8.0m

Non-Medicaid: \$.3m

Total Net Revenue: 7.7m

# HORIZONS 50<sup>th</sup>

**One mission. Two homes. Fifty years of service.**

In 50 years, a lot has changed. The setting has changed. The faces are different. But two things have remained the same: Horizons' exceptional level of care and Horizons' extraordinary mission.

**May 2023 marks the  
official 50th anniversary!**

**Get involved today.**

**[50@horizonscenter.org](mailto:50@horizonscenter.org)**





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