

REPORT TO THE COMMUNITY 2019 - 2020



OUR STAFF - OUR SUPPORTERS HEROES REALLY DO LIVE AND WORK AMONG US



OUR EXECUTIVE STAFF

Jeffrey W.J. Wilush, President and CEO

Lawrence A. Real, MD, Medical Director

Gerald F. Skillings, Senior Vice President, Behavioral Health and Homeless Services

Linda Washington-Brown, Vice President, Developmental Services

Thomas L. Bailey, Vice President, Finance

Yusef L. Joyner, Vice President, Human Resources

Peggy Rowe, Vice President, Advancement

Karlene Ricketts, Division Director, Organizational Quality and Compliance

Kariemah White-Mack, Vice President, Information Services and Technology

Patrick R. Wolodzko, Vice President, Real Estate

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REPORT TO THE COMMUNITY

DEAR FRIENDS:

The 2019-2020 year began like many before, but in March 2020, the world changed and we faced our most demanding challenge yet, the COVID-19 crisis. A State of Emergency was declared, and our communities faced an unprecedented period of lockdown. We watched as the impact of the virus worsened, and we met a new reality of quarantine life filled with isolation, struggles to find food, increased anxiety, concerns for the medically fragile, and heightened concerns for the wellness and safety of the ones we loved.

During these darkest days, Horizon House was blessed with a beacon of light that kept our organization going, Our Heroes - Our Staff and Our Supporters.

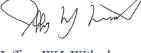
The dedication and care to the men and women we serve from our staff showed us that "Our Heroes" really do live and work among us. They found food when shelves were empty, hand sanitizer, and masks to keep our participants safe and healthy. They came to work throughout the pandemic to ensure services continued and provided the stability that was needed during uncertain times. They worked with our participants and their families to help everyone stay connected while social distancing. And they gave comfort, support, and information to those confused and fearful.

Thankfully, as the pandemic worsened, we quickly realized that we were not alone during the crisis; we had a community of supporters willing and eager to help. Donations of masks, PPE and comforting meals for our participants and staff immediately began arriving at our program sites. Our community of supporters showed their appreciation and concern for our "essential" staff by sending notes expressing gratitude for all they were doing and gifts of support. Our supporters understood that our team felt tired and scared, and they did their part to show them they were not alone. Their efforts joined us together in the fight against COVID. In a time of adversity, the human spirit shined bright. People reached out to help others.

For these reasons, we are dedicating this year's annual report to the men and women that have served our community during the 2019-2020 year. They have revealed the true strength of what it means to be a hero.

Join us in thanking them,





Jeffrey W.J. Wilush President & CEO



John F. Hunt
Board Chairperson

Our Heroes
Our Staff
Our Supporters



WE ARE HORIZON HOUSE STRONG

Working through a pandemic is one thing, but adapting and thriving during a pandemic is another. Horizon House employees ensured that the men and women we served remained stable and that their needs were met, even during some of the bleakest days of the year. Our staff here at Horizon House stepped into their hero capes without hesitation and recognized our community's needs and helped us make it through. They are our why, we are Horizon House strong, they are our heroes.

WE ARE ESSENTIAL WORKERS

Horizon House Homeless, Intellectual Disabilities and Behavioral Health services provided direct care, mental health supports, food, and shelter to those who were in need. Regardless of a shelter in place declaration of emergency, our staff continued to work day-to-day during the Covid-19 pandemic. Our Direct Support Professionals continued to ensure food was purchased when shelves became depleted at local grocery stores and made sure medicines were received, home supplies found and medical care continued. Caring for the men and women we serve has meant commitment beyond our staff's roles more than ever before. Being essential workers meant they did not pause even when the world around them was shutting down. They did not have the opportunity to stay home during the pandemic, they were on the frontlines continuing to provide care each and every day.

WE PROVIDE CARE IN CREATIVE WAYS

Over the pandemic, our staff worked hard to adapt our community service models to make sure that needs were met mentally, physically and socially. They quickly put together a telemedicine system, learned how to use Zoom so families could stay connected, and developed new creative programs such as virtual exercise programs, scavenger hunts in our homes, and going to parks for socialization. Members of our staff, who designated themselves as the "Zen Team" also made a newsletter created to share weekly mental health activities for their coworkers including meditations and art prompts. We are so proud of our employees for taking care of not only the men and women we serve, but also taking care of each other.

WE PROVIDE TOP QUALITY CARE

The Organizational Quality and Compliance Department has always been a part of our organization's system to monitor care. During the pandemic, they worked to ensure that new protocols did not impact service delivery, despite the many obstacles that COVID-19 created.

WE ARE PROUD OF OUR STAFF

As essential workers during a pandemic, our staff has exceeded expectations, accomplishing tasks far beyond their job descriptions. During this unprecedented time, everyone has had to adapt to doing his or her job differently. They withstood the pressure of the pandemic and their efforts proved to be invaluable. The hard work, dedication and perseverance of our Horizon House Staff showed the entire community how essential they are and that they are truly heroes.

OUR STAFF OUR HEROES

Our Residential Staff

The Residential Staff's commitment to the men and women we serve during the COVID 19 pandemic exemplified our vision when we say we are Horizon House strong. Knowing the risks, the Residential Staff selflessly came to work every day and put the needs of our participants first. Unlike staff members within our other services, working remotely was not an option for our Residential Staff. They needed to spend their working hours with our participants, ensuring their health and safety.

The Residential Staff were essential in the lives of our participants. They also were absolutely essential to Horizon House in making sure our services continued seamlessly. Their dedication ensured that the everyday routines of our participants were kept as consistent as possible during these unprecedented times.

Residential Staff members kept homes running with supplies and advocated for those they serve when needs were identified. Their professional expertise in knowing our participants made all the difference in keeping the homes stable and reducing anxieties for not just participants, but also their families. They helped participants stay connected with their friends and loved ones in the community. They were ready to assist with any Zoom or Skype or Facetime conferences that would help our participants see their friends and families. They also helped keep spirits high by getting creative with activity planning during stay-at-home orders. Some staff accessed virtual visits to museums, did virtual yoga and even had indoor scavenger hunts.

It is our hope that by recognizing the work done by our Residential Staff as essential workers in this year's annual report, it will serve as documentation to the incredible sacrifices the direct care staff has made for participants and our organization. The Residential Staff made it clear through their daily actions during a time of uncertainty and world crisis that they were unstoppable. When the world closed down they put on their hero capes. We will remember their dedication forever with gratitude.



THERESA MURPHY AND SELICIA TUCKER



CHRISTINE ROSESite Manager



AMRIT SIDHU AND ROSE BRITTINGHAM



IDA MBOKI Site Manager

Our Behavioral Health Services and Homeless Services

Our Developmental Services Nurses



Members of Horizon House's Peer Recovery Center in Wilmington, Delaware, featured from left to right:

DANA HOGUE

Program Assistant

KENNETH FASSET

Peer Specialist

SHARLETTA WILLIAMS

Peer Specialist

DENISE RODRIGUEZ

Program Manager

Those we serve in our Behavioral Health and Homeless Services were already members of a vulnerable population prior to March 2020. But as the COVID-19 pandemic began and shrouded our region in illness and uncertainty, the urgency for these individuals hit previously unthought-of levels.

This rang true for our participants to the north in the Allentown area, our participants in Philadelphia and its surrounding suburbs and our participants in the state of Delaware. In Delaware in particular, the need was evident and the focus quickly shifted to running programs as safely as possible.

"One of our great successes during the pandemic has been the planning and actions of our Peer Recovery Center and Creative Vision Factory," said Andrew Henderson, Director of Horizon House Behavioral Health and Homeless Services in Delaware.

"Both programs were committed to keeping their doors open the entire time. These programs serve a large number of homeless individuals and many that are also food insecure. The employees in these programs wanted to make sure people had the opportunity to get out of the elements and have something to eat," said Andrew, who continued his praise for staff members.

"The admiration I have for these everyday heroes and the efforts they made to truly prioritize the needs of the people we serve is truly immeasurable."

The roles our nurses at Horizon House played over the COVID-19 pandemic, particularly in the days and months after it gripped our region, were invaluable. They stood tall in the face of immeasurable, unforeseen challenges to deliver incredible care to our participants and a soothing sense of calm and confidence to the participants' families.

The nurses in our Developmental Services division went above and beyond their calls of duty, all in the name of helping those who were in need of some of the most specialized care Horizon House offers.

"In a sense, COVID-19 brought out the best in humanity," said Sally Smith, a Clinical Nurse Manager within Horizon House's Developmental Services team. "The desire to help one another in this time of crisis overrode one of the strongest instincts known to man, the will to survive. Our nurses showed this by risking one's own health, even one's own life, and placing oneself in harm's way. Nurses put their lives at risk to serve or throw a lifeline."

The amazing work of these heroes did not go unnoticed within the Horizon House community itself. Linda Washington-Brown, Senior Vice President of Horizon House's Developmental Services division, had the following to share: "As the impact of COVID-19 on patients and healthcare systems began to manifest, nurses in Developmental Services found themselves in situations never seen before.

"Despite all the risks, they continued to use their talent and skills to help those in need in any way they could. We encourage all to recognize these nurses for the everyday heroes they are."



Three members of Horizon House's Developmental Services Nursing Staff, featured from left to right:

ANITA MOCK,
Health Care Coordinator

SALLY SMITHClinical Nurse Supervisor

COBEAI RILEY
Health Care Coordinator

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Our Information Services and Technology (IST) Staff

Our Administrative Professionals



MICHAEL FOY IT Security Analyst in Information Services and Technology

As COVID-19 dramatically changed the world around Horizon House, the virus left many important questions that needed important answers. How will our offices operate? How will our programs operate? How can we make sure we are reaching our participants and their families?

Fortunately, Horizon House was able to turn to the everyday heroes in Information Services and Technology (IST) for those answers.

These information technology professionals served as our agency's backbone during this time, working countless hours to ensure employees were able to work remotely and that programs could run virtually. They did all this while still performing normal duties of technology support and improvement.

"Getting laptops ready for staff with no notice was definitely a team effort," said Horizon House Vice President of Information Services and Technology Kariemah White-Mack. "We scrambled as a team and were able to distribute over 40 laptops. Staff members from across the agency assisted by lending their laptops to other staff members who had a greater need to work remotely. In some cases, we took parts from several non-functioning laptops to create working laptops.

"After working at Horizon House for 32 years, what I have learned and seen on many occasions is that we work extremely well in crises. We always come together and this was no exception." COVID-19 forced many professionals at Horizon House out of their comfort zones and traditional roles. And to say that the roles of Horizon House's administrative professionals shifted in early 2020 would be a dramatic understatement.

As the exhaustive search for PPE and other equipment needed to ensure the health and safety of our participants and our staff began, our administrative professionals took charge of the task with selfless humility. When these crucial supplies, such as disinfectants and gloves, were in short supply or non-existent, the everyday heroes in our administrative staff thought outside the box to find supplies to ensure that all would be protected.

Some even took it upon themselves to personally deliver the necessary supplies to Horizon House locations and used the time to visit and chat with participants.

"In addition to working at least 12-14 hours a day scouring the internet for supplies, I went out daily to stores in Philadelphia and Delaware County in search of anything, and was given permission to purchase as much of whatever I could find," said Gayle Taylor, Executive Assistant to the Senior Vice President of Behavioral Health and Homeless Services. "We even reached a point where we began trying to make masks out of Swiffers and rubber bands. And some staff who have sewing abilities began to make masks to donate.

"The days were long, the nights were short, but the task was accomplished and safety of all was paramount."



GAYLE TAYLOR
Executive Assistant to the
Senior Vice President of
Behavioral Health and
Homeless Services

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THANK YOU TO OUR SUPPORTERS OUR HEROES HELPING HEROES

We Are Lifted Up by Our Community of Supporters







Many of our supporters shared their time and sewing skills to make and donate masks for us. These beautiful masks were donated by:

PAT NOGAR AND THE SOPHIA GROUP.

We were not alone during the pandemic. We stood on the frontlines as Essential Service Providers, backed by our community of friends and volunteers. Our community of supporters donated time and resources to help navigate the shortage of supplies and the increased need for masks and PPE.

Volunteers, such as Pat Nogar and the Sophia Group, responded to our call to action by putting in hours of work to make masks for us. Our supporters made certain that the men and women we serve with financial and physical limitations had the necessary resources to survive. For example, Karen Ebbert and Networking Women PA donated personal care items. In addition, Horizon House board member Karlyn Messinger found and donated PPE to the programs for participants and staff. And Carol Skillings, a staff member's sister who lives in Michigan, was able to secure additional PPE and shipped it to our program locations.

Some supporters reached out to Horizon House and asked what they could do to help. How could they support our Essential Workers and the men and women we serve? Our community of supporters donated money to bring meals to our staff as "thank yous" for their dedication. They also provided meals to our participants to cheer them up on lonely days of isolation. These meals, provided by BNI Main Line 1, Brigid McGrath Stasen and FemCity Philadelphia, helped not only uplift our spirits, but also gave a boost to local restaurants. In another example of kindness, one donor family sent in pizzas to the homeless center and Wawa gift cards for the homeless program staff.

We Are Filled with Appreciation for Our Community Supporters

We always appreciate the generosity of our supporters, but we were especially grateful for their support as our community struggled with Covid-19. Our community supporters and friends of Horizon House are heroes helping heroes.

CONTRIBUTORS

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Eric Address

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Council Rock High School

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George Warrell
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Richard Woodville

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Lena Zelman

IN MEMORY

In Memory of Thomas P. Caulfield by Michael Caulfield and Kathleen Slater Caulfield

In Memory of Bill Dinwiddie by Rita Kucsan

In Memory of Alice Hershey by Eleanor Anderson

In Memory of Theresa Hunt by Sharon L. Garfield

In Memory of Jospehine Kahriger

by Joseph Kahriger Jr.

Marianne Amato
Josephine Amato Burns and
Eugene Burns
Courtney Chesonis
Thomas and Monica Kelly
Steve Pinchuk
David Rampson
Vintage Imports

In Memory of Anthony Kelly

by Joseph and Janet Amato

In Memory of Greg S. Nemeroff by Rian J. Nemeroff

In Memory of Bernadette Yanak by William McMullen

IN HONOR

In Honor of Marie Cantera by Michael and Joanne DiSanta

In Honor of Desmond McRory by Denis McDonald

In Honor of Joe Metzinger and Kaitlyn's Wedding by Jessica and Michael Rodriguez

by Jessica and Michael Rodrig
In Honor of Cindy O'Malia
by Molly O'Malia

In Honor of Dr. Larry Real by Judith Green

In Honor of the care provided to June D Wackes by Anjanette Kichline Katherine Volz

FINANCIALS

| Horizon House, Inc. And Affiliates Consolidate Years ended June 30, 2020 and June 30, 2019 | ed Statements | Of Activities |
|--|--|---|
| REVENUE | JUNE 30, 2020 | JUNE 30, 2019 |
| Without donor restrictions | | |
| Support and Revenue Program Revenue Grants and Contributions Other Net assets released from time and purpose restrictions Total Support and Revenue: | 82,969,847 2,592,221 1,526,565 60,000 \$87,148,633 | 80,668,677 2,529,280 1,832,781 60,000 \$85,090,738 |
| - Table 1 - Tabl | , ., | , |
| EXPENSES | | |
| Program Services Mental Health, Drug and Alcohol Intellectual Disabilities Administration | 50,269,445 26,151,278 10,203,323 | 48,716,716 25,885,162 10,550,529 |
| Total Expenses: | \$86,624,046 | \$85,152,407 |
| Change in net assets without donor restrictions before other items | 524,587 | (61,669) |
| Other Items Total other items | (375,820) | 3,939,493 |
| Changes in net assets without donor restrictions | 148,767 | 3,877,824 |
| With Donor Restrictions | 100.000 | |
| Contributions Net assets released from time and purpose restrictions | 180,000 (60,000) | (60,000) |
| Changes in net assets with donor restrictions | 120,000 | (60,000) |
| Total changes in net assets | \$268,767 | \$3,817,824 |
| NET ASSETS | | |
| Net Assets Beginning of Year Changes in Unrestricted Net Assets Changes in Temporarily Restricted Net Assets Total Changes in Net Assets | \$11,336,671 148,767 120,000 268,767 | \$7,518,847 3,877,824 (60,000) 3,817,824 |
| Net Assets Year End: | \$11,605,438 | \$11,336,671 |
| TOTAL REVENUE BY YEAR (in millions) 2005 2006 2007 2008 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 | | |
| 0 10 20 30 40 50 60 | 70 80 | 90 |

















OUR STAFF OUR HEROES













#WE ARE HORIZON HOUSE STRONG

Our Mission

Horizon House, in partnership with individuals with disabilities and their families, advocates and provides comprehensive, community-based services. We create opportunities for those served to manage their lives through environments that emphasize individual strength and choice.

Our Values — We Value People

We believe people should be treated with dignity, respect, fairness and consideration in environments that are safe and comfortable and that support individual advancement.

We Value Growth

We believe that personal growth is promoted through attention to present strengths and not past weaknesses. The development of community supports and resources enhances the quality of life.

We Value Diversity

We believe that an atmosphere of mutual respect for each other's differences adds quality to our services and is essential to the rehabilitation process.

We Value Shared Ideas

We believe that listening is a crucial part of effective communication and that consumers should actively participate in their service planning.

We Value Advocacy

We believe that everyone is responsible for bringing about the change necessary to benefit those we serve to the fullest extent.



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Photography Credit: Rachael Lassoff and Horizon House staff

Horizon House, Inc. is a registered 501(c)3 charitable organization. A copy of the official registration and financial information can be obtained from the Pennsylvania Department of State by calling (toll free within Pennsylvania) 1-800-732-0999. Registration does not imply endorsement.

Horizon House provides social, vocational, residential and employment opportunities without regard to a person's age, sex, pregnancy, race, color, religion, creed, national origin, citizenship. Limited English proficiency (LEP), psychiatric disability, genetic information, sexual orientation, gender identity, marital status, veteran status, military status or membership in any other protected group.