



How We Measure Up

2016 Statistics

Overall Consumer Satisfaction 99%

The consumers served in our many programs continue to be extremely satisfied with the services they receive. This chart demonstrates exceptional consumer satisfaction levels, with the overall satisfaction level of **99%**. Percentage of persons satisfied with the services received for their particular program for 2016 are shown in the chart.



Employment

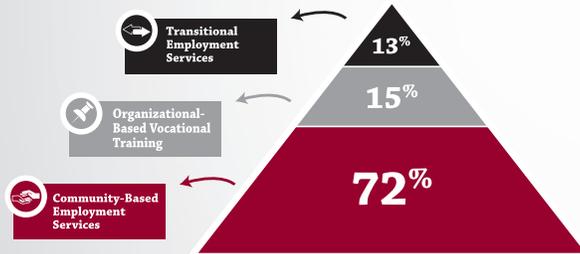
658 individuals with disabilities found gainful employment as a result of their hard work and the support of our Employment Specialists, which resulted in an average starting wage of

\$9.00
per hour



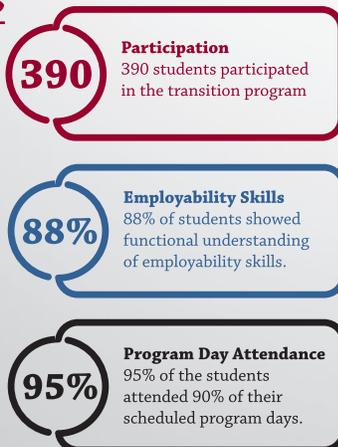
Consumer Statistics

Total Number of Persons Served = 3,528



Student Transition Programs

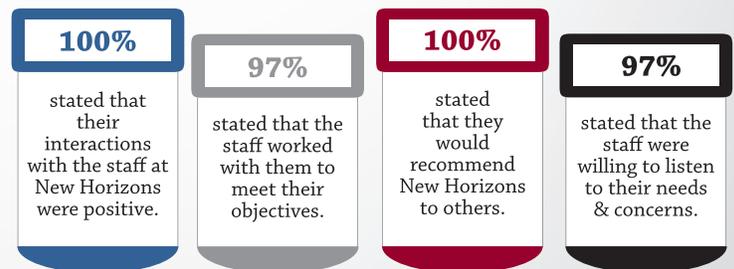
In school districts in Oakland and Macomb counties, the New Horizons School-to-Work Transition program reaches hundreds of students with special needs each year. We are pleased to report the following results for our students in 2016:



Survey Results

Community Survey Results

Relationships with community participants are a critical part of what creates success stories for New Horizons consumers. New Horizons staff are very successful in developing programs and goals for consumers that are in line with the expectations of the organizations referring New Horizons consumers.



Consumer & Participant Survey Results

What do previous consumers say about New Horizons after exiting the program?



What Makes New Horizons Unique

Statistics such as those shown here are a measure of the stability of operations which allows New Horizons to be a strong organization able to serve the consumers in its programs.



Staff Retention
Staff retention is at the heart of any quality rehabilitation organization. New Horizons staff retention figure was **92%** last year.



Ethnic Diversity
Differences among team members can strengthen the bonds formed with clients and customers through ethnic diversity in the workplace. **44%** of our staff come from minority groups including African Americans, Asians, and persons of Hispanic origin.



Administrative Costs
Low administrative costs means more resources being allocated directly to consumer programs. New Horizons has been able to retain its annual administrative cost to just **5.4%** of the total budget.

*Financial figures are unaudited at time of publication.

Recognitions & Milestones

2016 - METROPOLITAN DETROIT'S 101 BEST & BRIGHTEST COMPANIES TO WORK FOR

For 10 years - 2000, 2002, 2003, 2007, 2010, 2011, 2013, 2014, 2015 and in 2016 - New Horizons was chosen to be part of the impressive group of "Metropolitan Detroit's 101 Best & Brightest Companies to Work For." New Horizons was honored along with 100 other worthy organizations in metropolitan Detroit receiving recognition for outstanding human resource practices.

WILLIAM M. USDANE NORTH CENTRAL REGION AWARD-BETH DOWNEY

SourceAmerica presented New Horizon's person served, Beth Downey with the William M. Usdane Regional Award. This award recognizes an AbilityOne Program employee with a significant disability who has exhibited outstanding achievement and exceptional character.

2015 - DISTINGUISHED SERVICE AWARD - BETTY FISHER

The ARC of Oakland County 2015 Dove Awards presented New Horizon's Board Member and original founder Betty Fisher with the Distinguished Service Award. This award honors those that have made a significant contribution to enhance the quality of life for persons with intellectual and/or developmental disabilities.

2013 - NATIONAL ACCREDITATION

New Horizons received the highest level of accreditation with a 3-year CARF accreditation. CARF is the Commission on Accreditation of Rehabilitation Facilities establishing national standards of quality care for rehabilitation organizations serving people with disabilities.

2012- JANET & PAUL MACCORMACK LIFETIME ACHIEVEMENT AWARD - J. DOUGLAS OTLEWSKI

The Arc of Oakland County presented New Horizon's Board Member and Past Chairperson, J. Douglas Otlewski, with the Janet & Paul MacCormack Lifetime Achievement Award at the 2012 Dove Award Ceremony. This award honors his many years of dedication to serving and advocating for people with disabilities.

2012 - BEST OF AUBURN HILLS AWARD

New Horizons was selected for the 2012 Best of Auburn Hills Award in the Employment Agencies category by the U.S. Commerce Association (USCA). The USCA "Best of Local Business" Award Program recognizes outstanding local businesses throughout the country that have achieved exceptional marketing success.

2010 - JANET & PAUL MACCORMACK LIFETIME ACHIEVEMENT AWARD

The Arc of Oakland County 2010 Dove Award presented New Horizon's CEO/President Stan A. Gramke with the Janet & Paul MacCormack Lifetime Achievement Award. This award reflects his many years of successful management and service in the field of human services.

2007 - MUTUAL OF AMERICA COMMUNITY PARTNERSHIP NATIONAL AWARD

The New Horizons Soft Skills Training Curriculum Program was selected as a 2007 Mutual of America Community Partnership National Award Merit Finalist. The Selection Committee was impressed by the program's impact on the lives of the targeted population and the impressive results of this dynamic collaboration since its inception in 2005.

2007 - MICHIGAN'S SALUTE TO DIVERSITY AWARD BY CORP! MAGAZINE

New Horizons was chosen as a "Diversity Champion" for being a nonprofit organization that creates or promotes special programming, education or other initiatives that focus on diversity. Corp! Magazine is a long-time supporter of diversity and multiculturalism in business.

2006 - NISH PERFORMANCE EXCELLENCE AWARD USING THE ABILITYONE PROGRAM TO FURTHER ITS MISSION

NISH presents this national award annually to one community rehabilitation agency that uses the AbilityOne Program contracts to fulfill and advance its mission in support of people with severe disabilities. The AbilityOne Program creates jobs and training opportunities for people who are blind or have other severe disabilities, empowering them to achieve greater independence and lead more productive lives.

2006 - NISH MANAGEMENT EXCELLENCE AWARD

NISH (National Industries for the Severely Handicapped) presented New Horizon's CEO/President, Stan A. Gramke, with the Management Excellence Award from the National Council of Work Centers. This prestigious award is a reflection of his many years of successful management and dedicated service in the field of human services.

