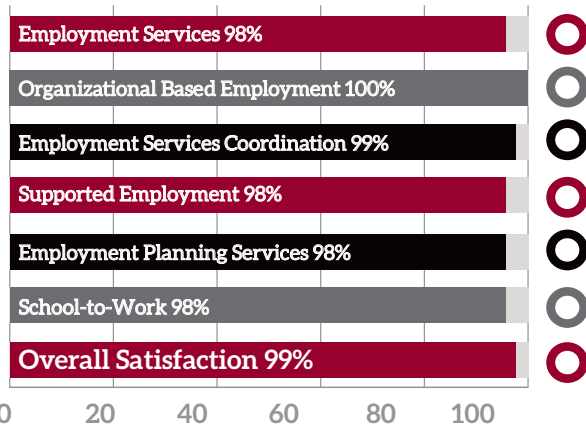


### Overall Consumer Satisfaction 99%

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 2017 are shown in the chart.



### 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.

**100%**

stated that their interactions with the staff at New Horizons were positive.

**96%**

stated that the staff worked with them to meet their objectives.

**96%**

stated that they would recommend New Horizons to others.

**96%**

stated that the staff were willing to listen to their needs & concerns.

#### Consumer & Participant Survey Results

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

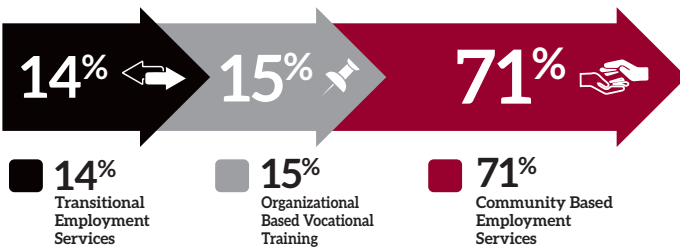
**100%** stated they were given adequate information concerning the services offered at New Horizons.

stated they were involved in the decision making process regarding their program. **96%**

**96%** would recommend New Horizons to others.

### Consumer Statistics

Total Number of Persons Served = 3,532



### 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 2017:

**452**

**Participation**  
452 students participated in the transition program.

**89%**

**Employability Skills**  
89% of students showed functional understanding of employability skills.

**94%**

**Program Day Attendance**  
94% of the students attended 90% of their scheduled program days.

### Employment

**610** 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 per hour**.



# 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.

92%

#### Staff Retention 92%

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

46%

#### Ethnic Diversity 46%

Differences among team members can strengthen the bonds formed with clients and customers through ethnic diversity in the workplace. 46% of our staff come from minority groups including African Americans, Asians, and persons of Hispanic origin.

5.87%

#### Administrative Costs 5.87%

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 5.87% of the total budget.

*\*Financial figures are unaudited at time of publication.*

## Recognitions & Milestones

### 2017 - METROPOLITAN DETROIT'S 101 BEST & BRIGHTEST COMPANIES TO WORK FOR

For 11 years - 2000, 2002, 2003, 2007, 2010, 2011, 2013, 2014, 2015, 2016 and in 2017 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.

### 2017 - HALL OF FAME DOVE AWARD - STAN A. GRAMKE

The ARC of Oakland County presented New Horizons' President/CEO, Stan A. Gramke, with the 2017 Hall of Fame Award. This award recognizes those in the rehabilitation field who are considered icons for the cause to provide employment opportunities for people with disabilities.

### 2017 - SHELTON BUICK GMC NONPROFIT ACHIEVEMENT AWARD

New Horizons was selected for the 2017 Nonprofit achievement award by the Rochester Regional Chamber of Commerce. New Horizons has been working with the Rochester Downtown Development Authority for 26 years, providing employment for individuals with disabilities. A special tribute was presented to New Horizons by the United States of America House of Representatives for our achievements.

### 2016 - 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.

### 2016 - SOURCEAMERICA MANAGEMENT EXCELLENCE AWARD - STAN A. GRAMKE

SourceAmerica presented New Horizons' President/CEO Stan A. Gramke, with the 2016 Management Excellence Award. This award recognizes an AbilityOne Community Rehabilitation Program (CPR) who has demonstrated excellence in leadership, by significantly enhancing the employment opportunities for people with significant disabilities.

### 2016 - BORG WARNER PASSION FOR EXCELLENCE AWARD

New Horizons received the "Borg Warner Passion for Excellence" Award at the 2016 Auburn Hills Chamber of Commerce Silver & Gold Awards. This award is given to a company with a proven commitment for excellence.

### 2016 - 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.

