

# HOW WE MEASURE UP *2018 Statistics*

## OVERALL INDIVIDUAL SATISFACTION 99%

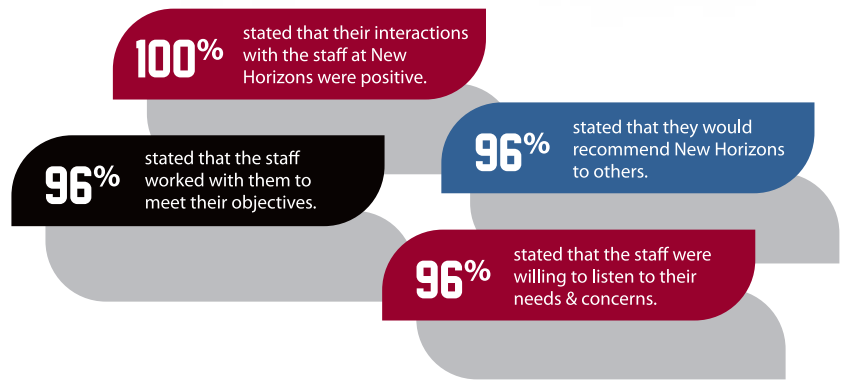
The individuals served in our many programs continue to be extremely satisfied with the services they receive. This chart demonstrates exceptional individual satisfaction levels, with the overall satisfaction level of **99%**. Percentage of persons satisfied with the services received for their particular program for 2018 are shown in the chart.



## SURVEY RESULTS

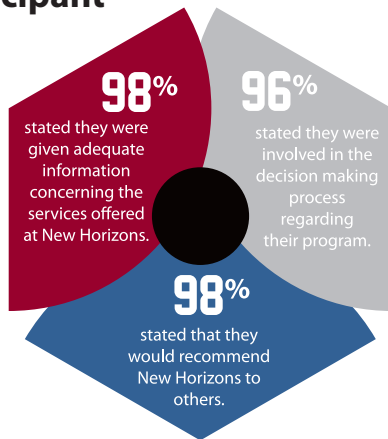
### • Community Survey Results

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



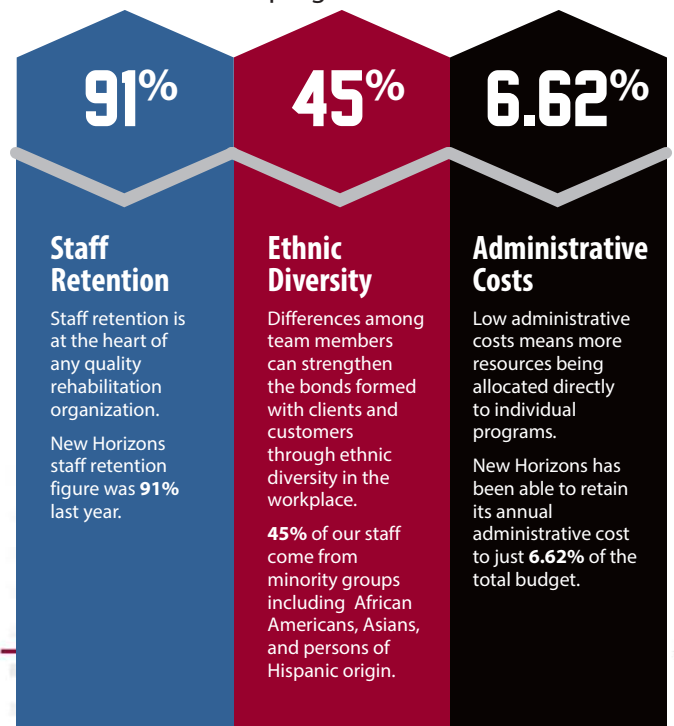
### • Individual & Participant Survey Results

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



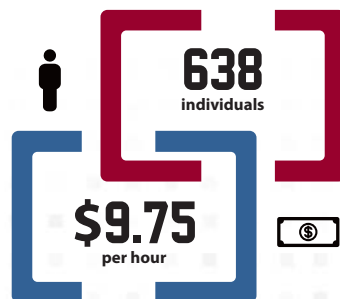
## WHAT MAKES NEW HORIZONS UNIQUE?

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 individuals in its programs.

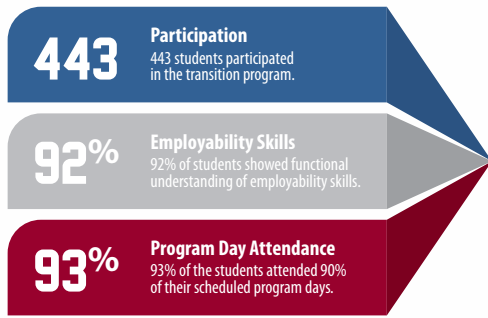


## EMPLOYMENT

638 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 \$9.75 per hour.



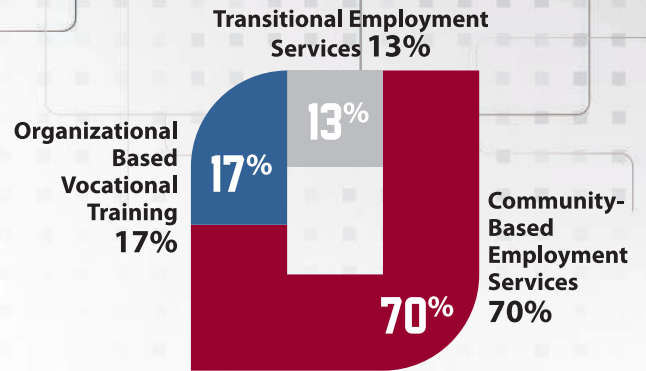
# STUDENT TRANSITION PROGRAMS



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 these results for our students in 2018.

# CONSUMER STATISTICS

**Total Number of Persons Served = 2,786**



# RECOGNITIONS & MILESTONES

## 2018 – METROPOLITAN DETROIT’S BEST & BRIGHTEST COMPANIES TO WORK FOR®

For 12 years - 2000, 2002, 2003, 2007, 2010, 2011, 2013, 2014, 2015, 2016, 2017 and in 2018 New Horizons was chosen to be part of the impressive group of “Metropolitan Detroit’s 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 – DIVERSITY & PACESETTER AWARD

New Horizons received the “Diversity & Pacesetter” Award at the 2017 Auburn Hills Chamber of Commerce Silver & Gold Awards. This award is presented to a local company who promotes and facilitates a culture of diversity and inclusion in the categories of work environment, career development, training, networking and mentoring.

## 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 – SOURCE AMERICA MANAGEMENT EXCELLENCE AWARD - STAN A. GRAMKE

Source America 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.

