2022 ANNUAL REPORT
The Building Blocks of an Inclusive Workforce!

New Horizons
Breaking Employment Barriers
Fiscal Year July 1, 2021 through June 30, 2022
A Message To Our Supporters

Dear Friends and Supporters,

I am pleased to present our Fiscal Year 2021/2022 achievements! I would also like to extend my sincere gratitude to all our supporters and community stakeholders with whom we have collaborated in providing quality outcome-driven programs and services.

As part of our Provider Transformation process, the agency continues to offer innovative programming and New Horizons has participated in major collaborations with its community partners. Through the leadership of our Vice President, Operations & Chief Operating Officer, we implemented a tiered wage credentialing program, through the National Alliance for Direct Support Professionals (NADSP). This program enables the Direct Support Professionals (DSP) the opportunity to have a career path at New Horizons and earn a higher wage based on becoming credentialed.

We are also thrilled to continue our statewide pilot project for Customized Employment (CE), which requires individuals to pursue and obtain a competitive wage, credentialed, by Griffin-Hammis, in Customized Employment. Our vocational rehabilitation partners have also recognized the value of employment as a billable service. The CCEs help a person served through technology, to become more independent and job ready. Our Agency’s Provider Transformation plan to implement and operationalize community integration through individualized Supported Employment (ISE), and Employment Services, continues to be our main focus.

We were thrilled to bring back (in person) our Annual Awards Ceremony honoring the individuals served and businesses that support them, as well as our Annual "Make A Difference" Charity Auction! Our annual "Dan Knott Legacy Golf Tournament" was well attended, and golfers enjoyed a beautiful day of golf, food, and prizes. We are very grateful for all the support and for our donors and community supporters, whose contributions helped make these important fundraisers a remarkable success.

New Horizons top priority is, and always has been, the people we serve. The quality programs and services we provide are the gateway to achieving their vocational goals and setting them on a path to independence and inclusion within their communities.

It has to be believed it has been a year since I started my tenure as the Board Chairperson and what a year it has been! We have seen tremendous changes as operations became more normalized. Some of the changes were already in the works, others could have never been anticipated, but New Horizons didn’t flinch.

I am incredibly lucky that the strong leadership team has been spectacular in pivoting and adjusting the business to accommodate the realities everyone faced. With the support of our employees and all of you, New Horizons has been able to continue to provide high-quality services. There were some hard decisions along the way, as well as the development of new services and approaches to service that have helped keep them supporting the needs of the community.

The organization continued to provide its critical services to the stormy and, as things continue to change, the organization is poised to evolve again. This year we will embark on developing the next strategic plan, which will undoubtedly continue the evolution of the business in relation to the Pandemic, as well as changes in support for the individuals in the community. With challenging competitive job filling positions, New Horizons is in an excellent position to reconfigure a very capable workforce to help address those needs.

It is truly an exciting time for the organization! I thank everyone at New Horizons and all of you for your continued support. I also want to thank the entire Board of Trustees for their time and expertise providing assistance and counsel during these difficult times. I am proud to be involved with New Horizons and look forward to the continued journey.

Tim Mitchell
Chairperson

Awards & Highlights

2022 - Arc of Oakland County Dove Award Vocational Service Award - Ron Aldridge, Job Coach
A job coach, direct care worker, or supervisor who helps individuals with intellectual and/or developmental disabilities obtain and maintain employment within the community.

2021 - Auburn Hills Chamber Silver & Gold Awards - Duree Foundational Identity Award
Presented for a company that has demonstrated a genuine duty or commitment to its employees and the community, and the impact it was created to have on its people and those they serve.

2021 - Incompass Michigan Excellence of Collaboration Award - Kimberly Pietryka-Miller
Incompass Michigan Excellence of Collaboration Award gives distinction to member organizations (or individuals from a member organization) who took specific, meaningful action in support of another member, or a group of members, to the benefit of all.

2020 - Detroit Free Press Top Places to Work 2020 & 2019
New Horizons received Top Workplaces 2020 honor (for the second year) by The Detroit Free Press. The list is based solely on employee feedback gathered through a third-party survey administered by research partner Energage, LLC, a leading provider of technology-based employee engagement tools. The anonymous survey measures several aspects of workplace culture, including alignment, execution, and connection, just to name a few.

2020 - Arc Excellence Award - Kimberly Pietryka-Miller
Arc of Oakland County Excellence Award is given to an individual that consistently goes above and beyond their job duties and has made significant contributions to enhance the quality of life for persons with intellectual and/or developmental disabilities.

2019 - Provider of the Year Award - Ron Aldridge
New Horizons received the Provider of the Year award at the 2019 Arc of Oakland County Dove Awards. This award is presented to an Oakland County based provider who maintains a consistent, positive, and nourishing community-based setting for persons with intellectual and/or developmental disabilities.

2018 - Muscogee Intermediate School District Service to Schools Award
New Horizons was honored with a Service to Schools award by the Muscogee Intermediate School District (MISD). This award is presented to a company for ongoing support, leadership and commitment to the needs of students in Muscogee County.

2021 - Best Small Business- Champion
Provided by the Small Business Development Center, the York County Office of Economic Development and the York County Chamber of Commerce.

Ron Aldridge, Job Coach

Jaden Wilburn Champion
Employee of the Year Placement Services Award Winner

We all face various obstacles in life, but how we overcome these obstacles ultimately sets us on the path to success. We are honored to share the successes of Christopher Samp and his commitment to breaking employment barriers.

Christopher has been deaf! His entire life and he uses American Sign Language to communicate. Despite his deafness, he leads a full life with a successful career. Christopher and his spouse moved from Washington State back to his hometown during the pandemic and he was referred by Michigan Rehabilitation Services (MRS) for Employment Services with New Horizons. Christopher came prepared with a very extensive and impressive resume—he received both his bachelor and master’s degrees from Rochester Institute of Technology in Rochester, New York.

After several rounds of interviews with the help of our dedicated Employment Specialist Diane Werner, Christopher secured a position as the Associate Director of Accessibility in the Civil Rights Inclusion and Opportunity Department with the City of Detroit in January of this year!

Setting and Achieving Goals

Christopher is very organized at tracking his goals towards reaching his objectives. He has documented the following progress in his new position:

- **Objective 2021-1: Increase Public Engagement and Community Partnerships**
- **Objective 2021-2: Establish a Departmental Disability Affairs Liaison Policy**
- **Objective 2021-3: Develop General Operations and Office Procedures**
- **Objective 2021-4: Improve Accommodations and Reduce ADA-related Complaints**
- **Objective 2021-5: Increase Funding for Programs and General Operations**

Overcoming and Giving Back

In addition to overcoming his own employment barriers, Christopher is working to further the lives of all individuals with a disability living in Detroit. His focus has been on accessibility and accommodations throughout the city. We can’t wait to see all the incredible changes Christopher will make!

We commend Christopher on his phenomenal successes and most deserving award for Employee of the Year—Placement Services. Congratulations!

How We Measure Up

**Overall Individual Satisfaction 98%**

The individuals served in our many programs continue to be extremely satisfied with the services they receive. This demonstrates exceptional individual satisfaction levels, with the overall satisfaction level of 98%.

**Who We Served**

- Cognitive/Developmental: 54%
- Autism Spectrum: 15%
- Learning Disabled: 11%
- Mental Impairment: 8%
- Physical/Medical: 5%
- Deaf or Hard of Hearing: 4%
- Blind/Visual: 2%
- Brain Injured: 1%

Within Oakland, Macomb, and Genesee County School Districts, this program reaches hundreds of students with special needs each year.

133 individuals with disabilities found gainful employment as a result of their hard work and the support of our Employment Specialists, which resulted in our average starting wage of $15.12 per hour and

Success Story Christopher Samp
Community Feedback

“Bosch supports the efforts of New Horizons and enthusiastically supports the golf fundraiser held every year in Dan Knott’s honor. The New Horizons mission is to help people who are less fortunate, overcome their challenges and obtain gainful employment that gives them a real sense of accomplishment and pride. The mission of the people of New Horizons goes to the core of what we strive to be as a society in my view – we help others that need help and enable people to reach their full potential.”

-Jeff Walker, Vice President Original Equipment Sales-Bosch

“Mervin and Darrell (Individuals served) have been doing a great job in their positions at the Waterford Department of Public Works! We love having them as part of our team. The Waterford Township Civic Center and surrounding grounds look wonderful since these gentlemen have started working with us.”

-Mike, Waterford Department of Public Works Site Supervisor

-Mary, Waterford Department of Public Works Administrative Assistant

“We love having Destinee here at the store! We have noticed a huge improvement in Destinee over the last couple of months. Destinee never calls off, is always on time, and is a very hard worker. Destinee always has a smile on her face. No matter whether it’s rain or shine you can count on her to brighten your day. We also love the stories she tells us about her personal life which just shows Destinee is a truly happy person! We are grateful to have her as part of our team here at Marshalls. Everyone deserves a Destinee in their life! We hope Destinee continues to be the sunlight this world needs, and she never dulls her sparkle! Management cannot wait to cheer Destinee on in whatever she decides to do in life, we will always be on her side! We cannot thank her enough for everything she does for the store, let alone the company as a whole!”

-Marcus in Auburn Hills 0724 Management Team

Individual & Participant Survey Results

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

95% Stated they were given adequate information concerning the services offered at New Horizons.

96% Stated they were involved in the decision-making process regarding their program.

98% Stated that they would recommend New Horizons to others.

Financial & Operational Report

53% Staff Diversity reported from New Horizons during the 2022 Fiscal Year

FISCAL YEAR EXPENSES

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<tr>
<td>Business Licenses</td>
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<td>Contributions</td>
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Differences among team members can strengthen the bonds formed with individuals served through ethnic diversity in the workforce. Fifty-three percent of our staff come from minority groups including African American, Asian, Hispanic origin, Middle Eastern origin, and others.

2022 Staff Appreciation Day at Jimmy John’s Field
**STUDENTS OF THE YEAR**

**School-to-Work Transition - Jamayla Compton**
This award is given to a student in counties where we operate School-to-Work Transition programs. This student must have demonstrated diligence in taking advantage of the transition services and in meeting their objectives. The honoree in this category has shown outstanding efforts in developing a career objective and in moving from the role of a student to the adult world of work.

**Work Based Learning - Wyatt Harr**
Awards given to a student in counties where we operate Work Based Learning programs. This student must have demonstrated academic and social skills developed in the classroom setting and applied them in real work situations in the community. The honoree in this category has shown outstanding efforts in working with a team cohesively and completed various tasks as outlined by the business owner/management.

**EMPLOYEES OF THE YEAR**

**This award is given to an individual who has displayed outstanding dedication and tenacity in their job search activities. They have effectively used the support of our employment services staff as they have looked for a job. Once they have obtained a job, they have continued to demonstrate the qualities that all employees value in their employees and have become valued members of their work team. This award is given to an individual in each of the categories listed below.**

**Customized Employment - Ronald DeMitchell**
**Individual Supported Employment - Destene Shock**
**Placement Services - Christopher Samp**

**PROJECT SEARCH INTERNS OF THE YEAR**

**Awarded to an individual who has built communication, teamwork, and problem-solving skills throughout their internship. This individual has displayed tenacity in their rules and responsibilities with their mentor and colleagues. This award is given to an individual at each of the job host sites listed below:**

- Beaumont Health, Troy - Makayla Mature
- Henry Ford West Bloomfield Hospital - Brianna Reineke

**EMPLOYERS OF THE YEAR**

**Awarded to a company that stands apart from others in the community by supporting and encouraging the employment of persons with disabilities in their organization. This organization has gone above and beyond the regular responsibilities of an employer, to help our individuals succeed at their jobs. They have acted as an advocate for people with disabilities not by virtue of their words, but by their deeds. This award is given to an employer in each of the categories listed below:**

**Individual Supported Employment - Stylelite Label Corporation**
**Placement Services - Pomeroy Living - Orion**

**COMMUNITY SERVICE AWARD**

**Pottery Barn Outlet - Birch Run**

Awarded to a group, individual, or organization that has demonstrated exceptional dedication and effort towards promoting the well-being of people with disabilities and advocating for their needs. The award recognizes extraordinary leadership and collaborative efforts in the rehabilitation community and advocacy for individual growth, employment, and self-sufficiency.

**NEW HORIZONS STAFF ‘CHAMPION OF THE YEAR’**

**Larry Thoun**
Awarded to a New Horizons Employee who exemplifies the following “champion” attributes: Positive Attitude, Willingness to Change, Flexibility, Leads by Good Example, and is a New Horizons Cheerleader (advocates for persons served, mission oriented).
We have had so many exciting changes over the past year. It is hard to believe we were still in the midst of a global pandemic because the staff of New Horizons services with disabilities have been so strong and the great programs and services that took place over the past year. The staff are truly dedicated to the mission and repeatedly demonstrated their perseverance. Thank you to all the New Horizons Rock Stars out there!

Health Matters™ Program

New Horizons has expanded its Health Matters™ program in several different school districts over the past year. The expansion includes working with the schools in Flushing, Clio Mt. Morris, Grand Blanc, and Montrose in Genesee County as well as expansion in Macomb County with Macomb Community Academy. New Horizons developed services like the Work Based Learning Program and the School to Work program to help students with special skills, and values so that they can better support and empower people with disabilities. New Horizons has implemented a tiered credentialing program for Direct Support Professionals and Front-Line Supervisors in January 2022. We have a total of nineteen.

AVAIL Mobile Software

Another great tool that we continued to utilize over the past year was AVAIL. This is a mobile software to help individuals with disabilities to focus on the areas of employment, health, and independent living, that you can utilize in your daily lives. AVAIL provides individualized support and also provides an additional layer of job coaching support.

Partnership with NADSP

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Habitat for Humanity

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Community Partners

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Programs & Services Achievements Over the Past Year

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Board Members Guiding Our Success

Executive Leadership

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Mrs. Margaret Taylor Smith
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Mr. John Whiting

AFFILIATIONS

Arc of Oakland County
Association of People Supporting Employment First (APSE)
ASPREE
Autism Society of Oakland County
Incomables of Michigan
Michigan Nonprofit association (MNPA)
National Alliance for Direct Support Professionals (NADSP)
Oakland Community Health Network (OCHN)
Project SEARCH
Seacoastanna
The Koster Program

CERTIFICATIONS

Licensed Professional Counselor
State of Michigan - Professional Counselor - Licensed
State of Michigan - Licensed Social Worker
U.S. Department of Labor

CARF ACCREDITATION AREAS

Environmental Planning Services
Organizational Employment Services
Job Development and Employment Supports
Transition Services

MISSION

Innovate in our communities by providing employment opportunities for individuals facing barriers to employment.

VISION

To be the premier choice for employment, enrichment, and opportunities for individuals facing barriers.

PURPOSE

Breaking employment barriers for individuals.
HIRE OUR CANDIDATES!

www.NewHorizonsRehab.org
Click on the red “Hire Our Candidates” button on our website for more information.

New Horizons Locations

AUBURN HILLS AND ADMINISTRATIVE OFFICES
1814 Pond Run, Auburn Hills, MI 48326-2768
Tel: (248) 340-0559 • Fax: (248) 340-0694

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43630 Hayes Road, Suite 110
Clinton Township, MI 48038-3536
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Fax: (586) 226-0129

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4108 Vincenti Court
Novi, MI 48375-1922
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Fax: (248) 476-1380

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32021 Howard Avenue
Madison Hts., MI 48071-1430
Tel: (248) 585-9593
Fax: (248) 585-6648

TROY
5505 Corporate Drive, Suite 404
Troy, MI 48098-2614
Tel: (248) 340-0549
Fax: (248) 340-0694

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