



2007

CLIENT OUTCOME: END OF YEAR



Compiled by: Jacqueline Danforth
New Horizons for Young Women,
PO Box 186, Orrington, Maine 04474
Ph: 1-800-916-9755 / Fax: 207-992-2525
E-mail: nhyw@earthlink.net
Website: www.daughtersatrisk.com
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NEW HORIZONS FOR YOUNG WOMEN CLIENT OUTCOMES 2007

*What families, students & referrals are saying
about New Horizons for Young Women*

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

New Horizons for Young Women understands the importance of student, family and referral comments and feedback. This is why in January of 2007 we implemented a new survey software program that collects qualitative data and also provide a place for additional comments. The graphs and comments below came directly from the surveys (no data or comment has been left out). For confidentiality reasons, the names of students, parents, referrals and other programs have been omitted or renamed in italics. We know you will find these outcomes both informative and heartfelt.

In 2007 New Horizons served 48 students.

The following are the number of participants in the surveys:

- 45 Student Satisfaction Surveys
- 34 Parent Exit Reviews
- 24 Parent 3 Month Reviews
- 27 Parent 1 Year Reviews
- 14 Referral Satisfaction Surveys

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

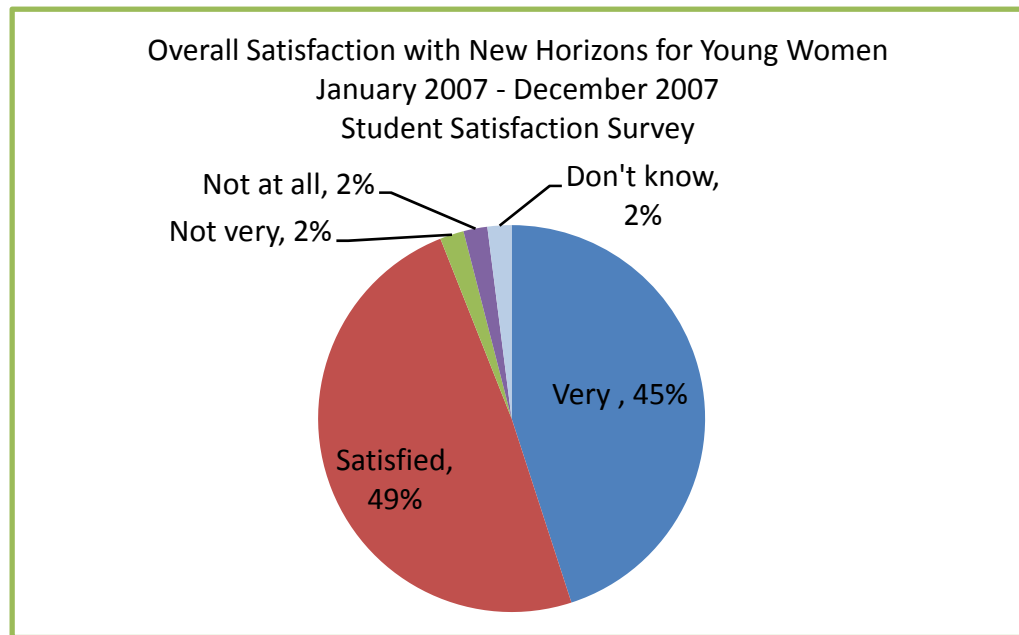
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

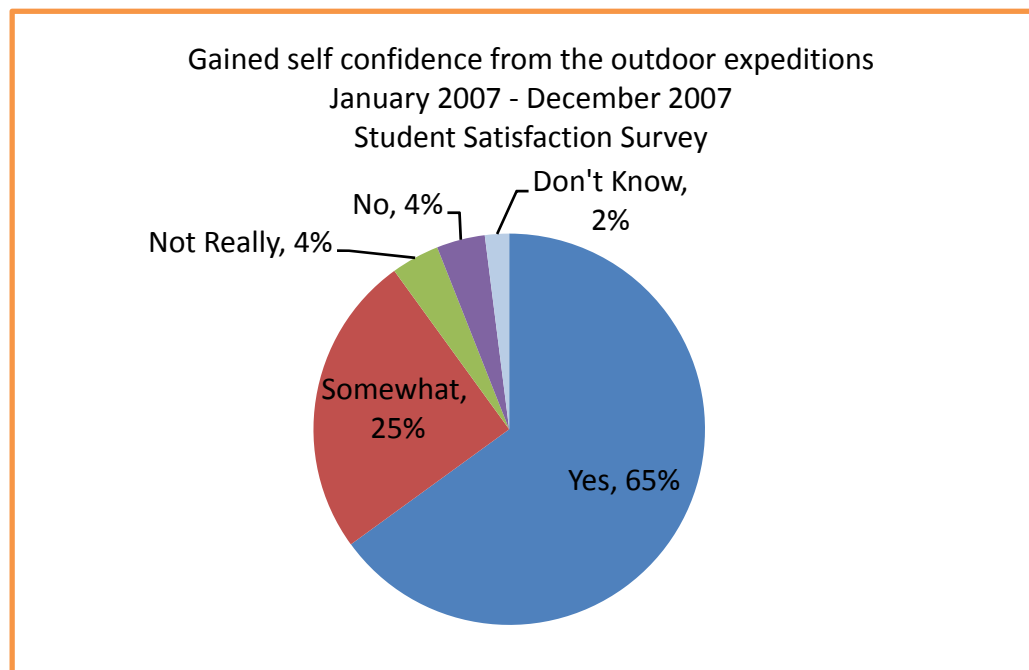
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



94% of students were satisfied overall with the program



90% of students gained self confidence from the outdoor expeditions

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

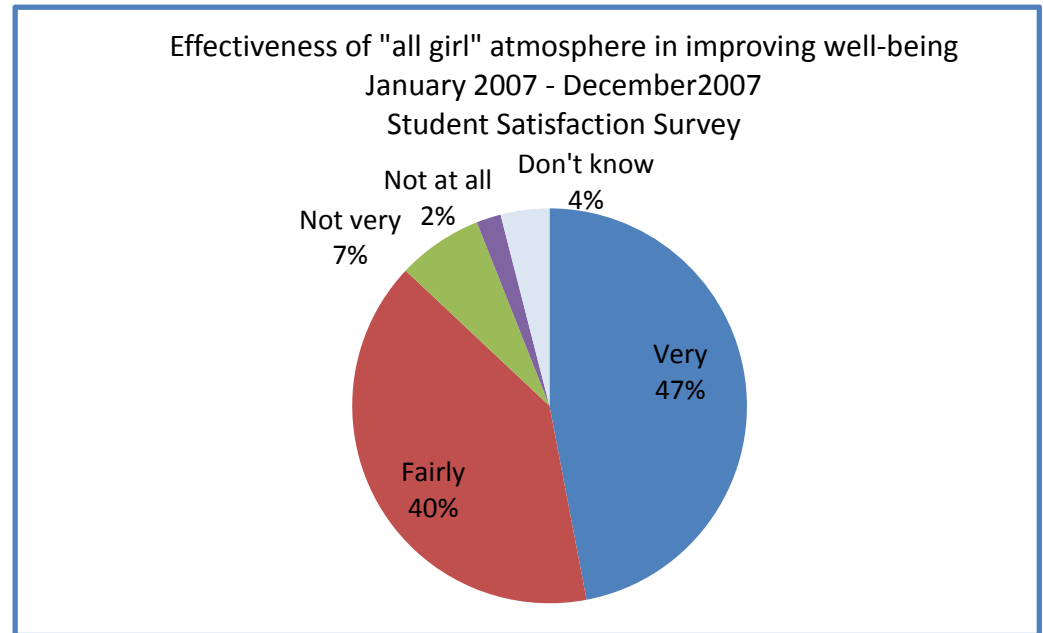
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

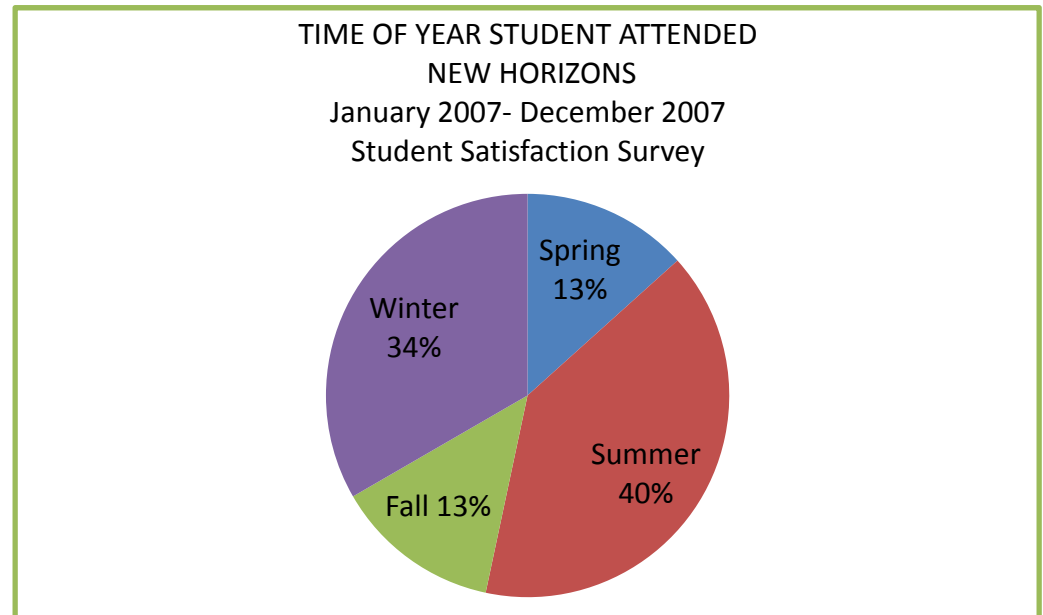
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



87% of students felt that an all-girl atmosphere improved their well being



CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

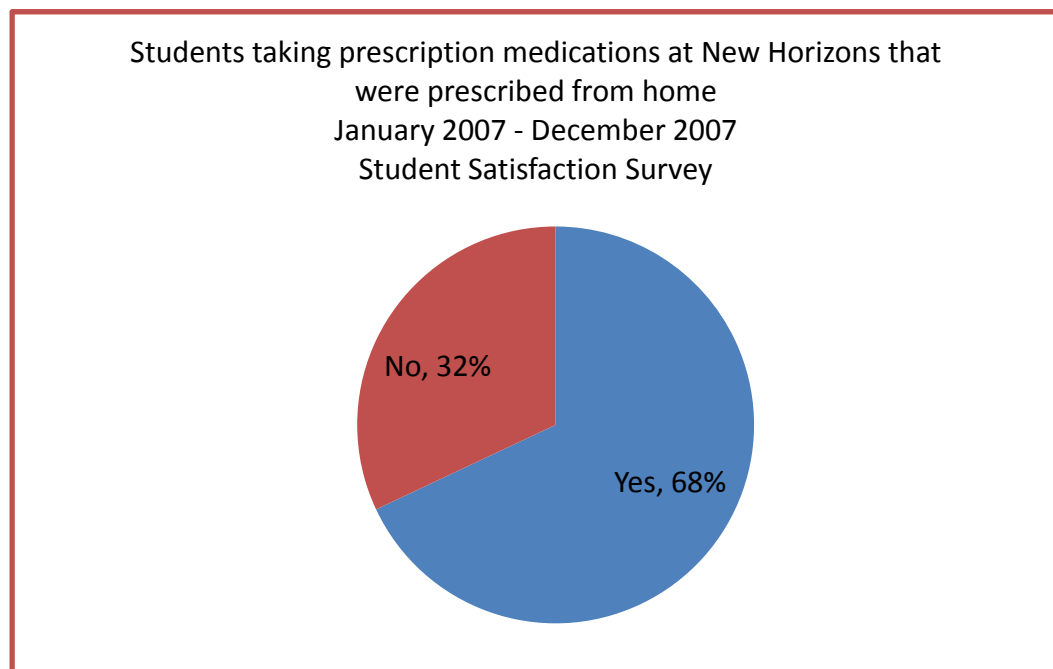
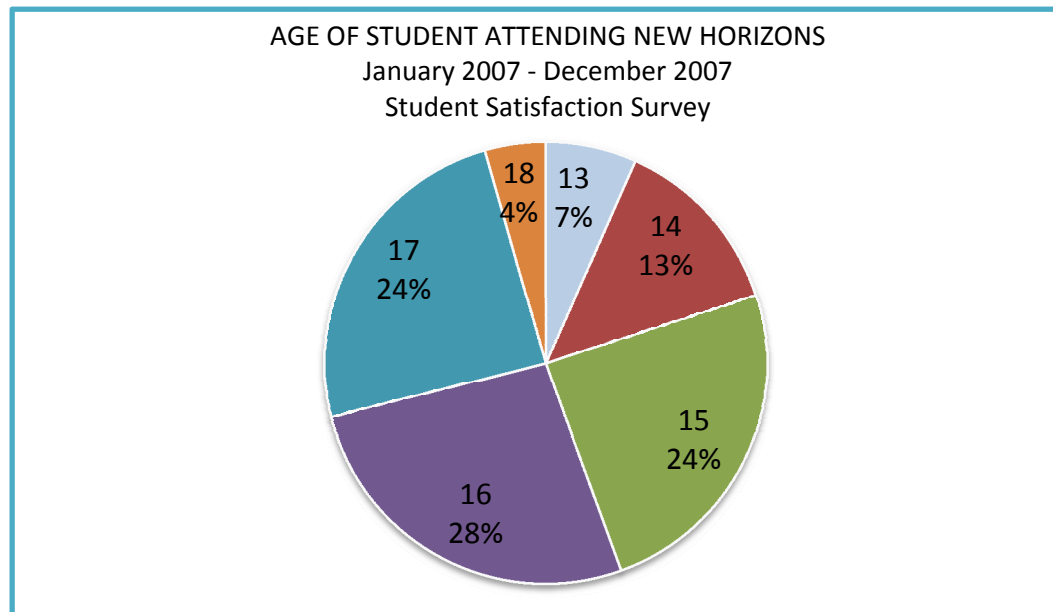
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



68% of students attending New Horizons were on prescription medication

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

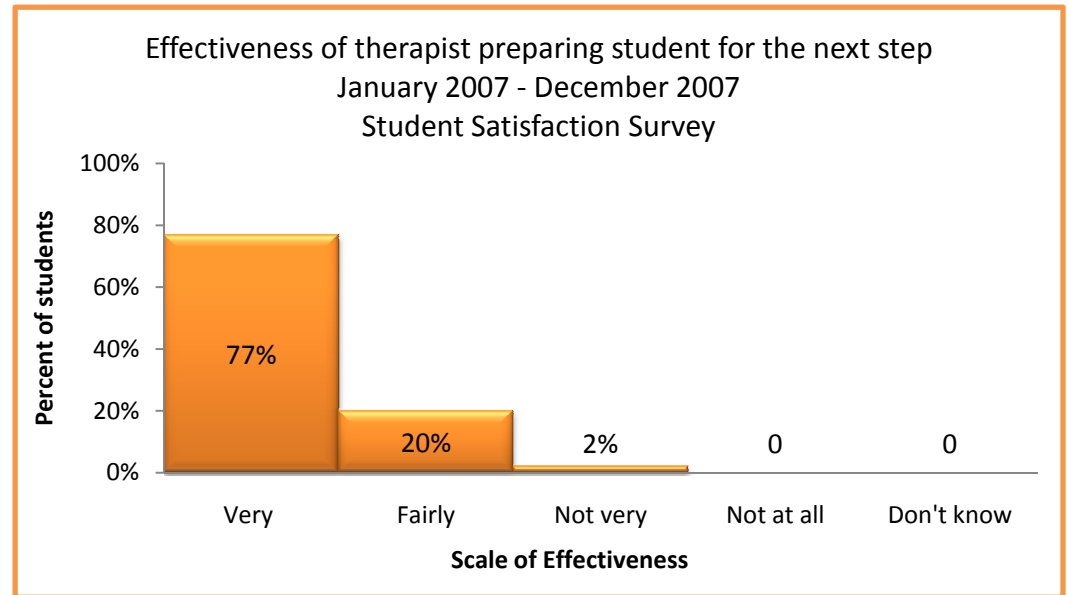
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

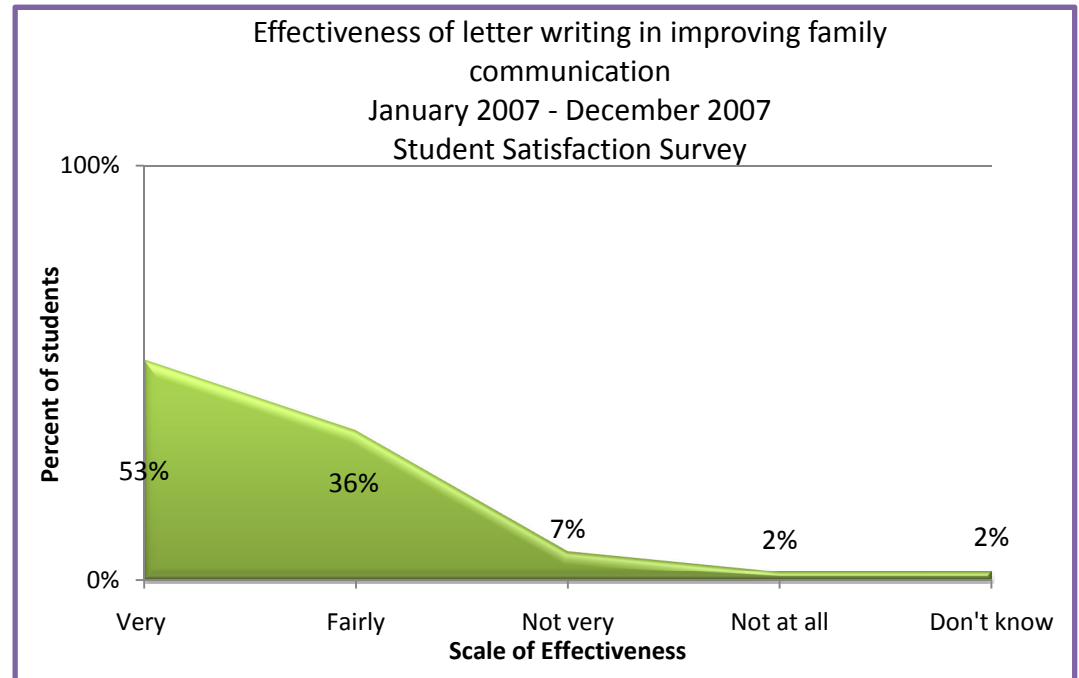
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



97% of students felt the therapist prepared them for the next step



89% of students felt improvement in family communication from letter writing

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

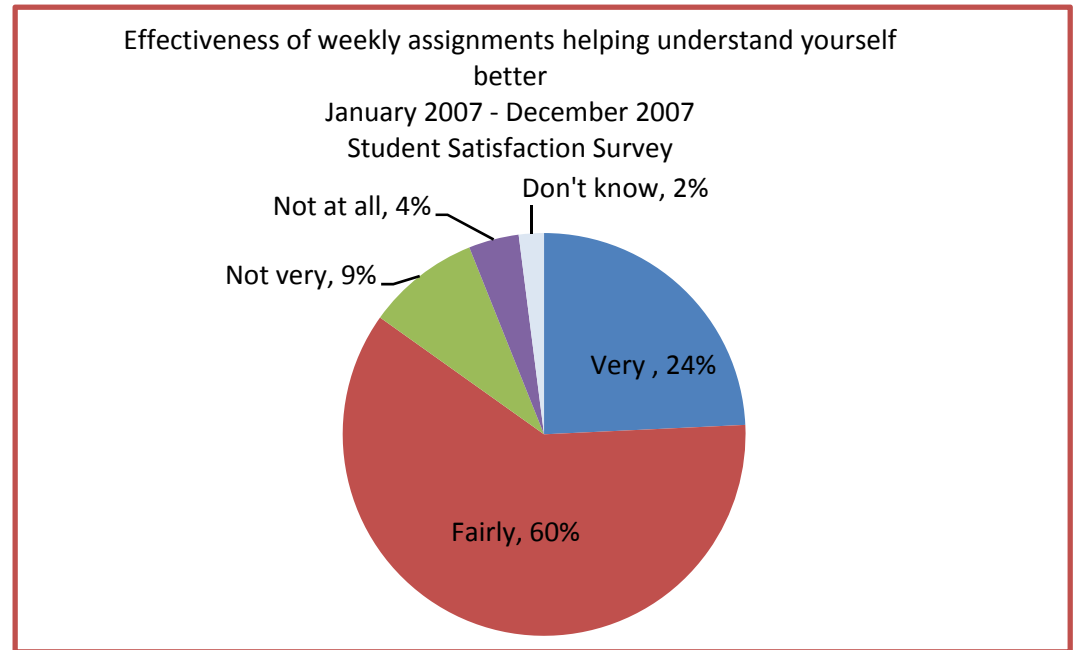
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

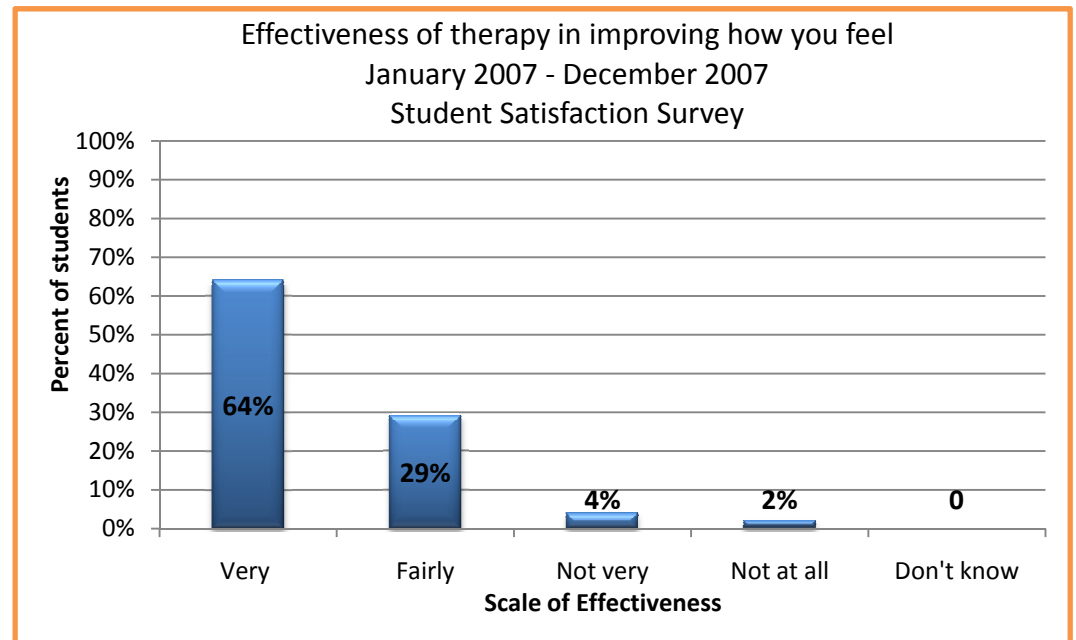
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



84% of students felt a better understanding of themselves from the weekly assignments



92% of students felt therapy improved how they felt

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

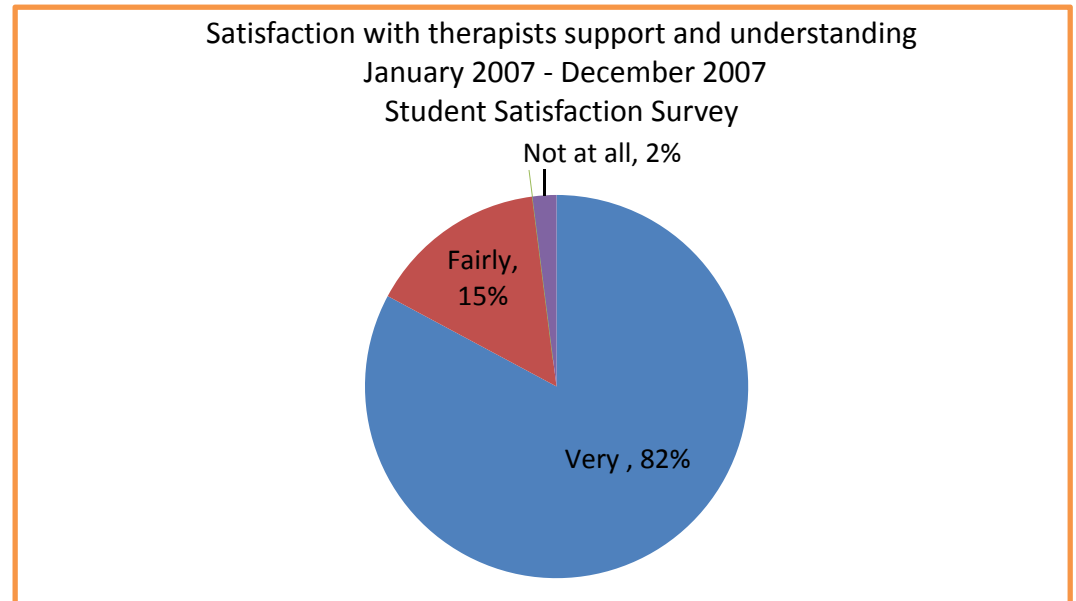
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

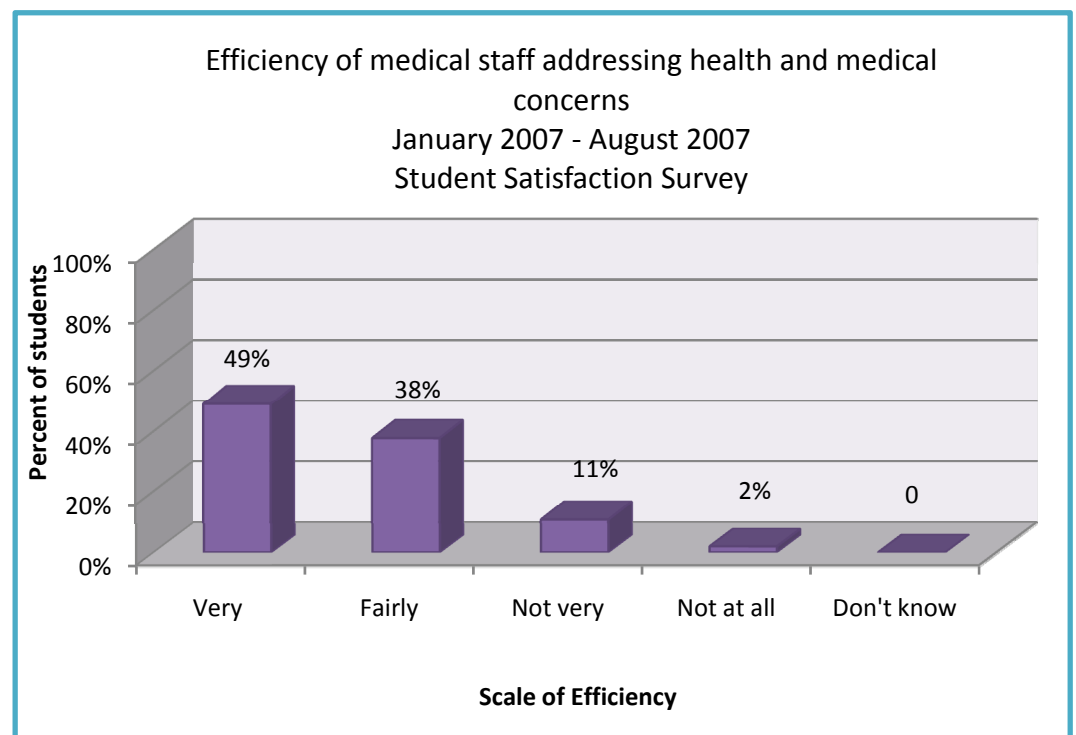
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



97% of students felt support and understanding from NHYW therapists



87% of students felt the medical staff addressed their health and medical concerns

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

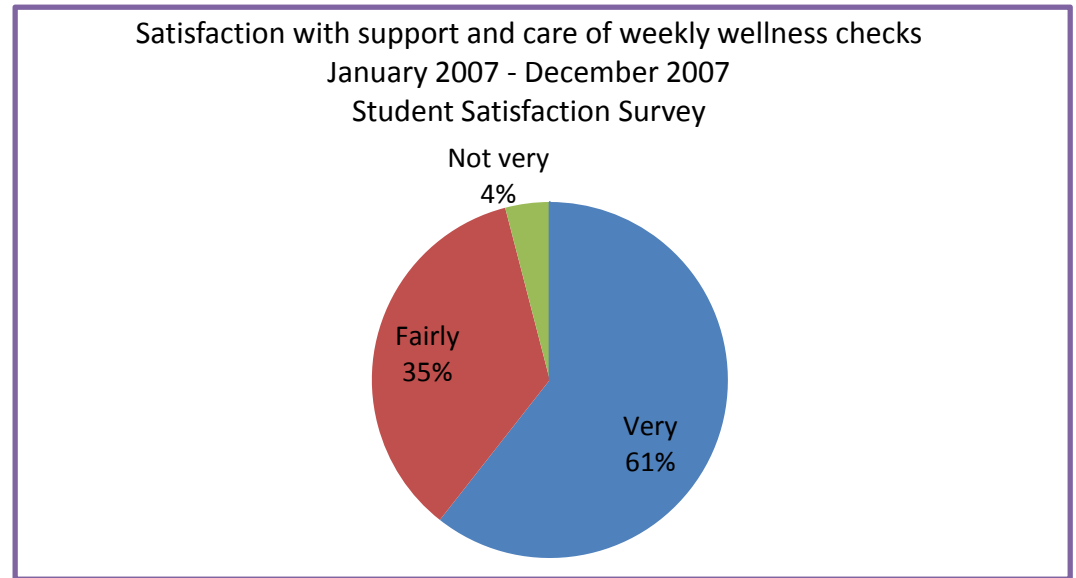
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

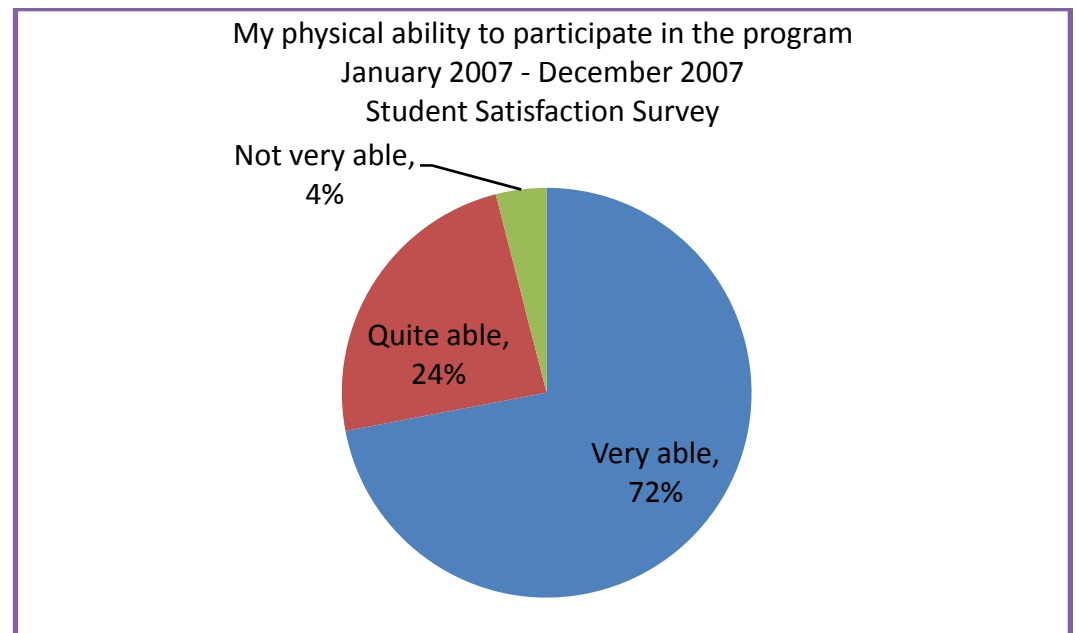
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



96% of students were satisfied with the support and care of weekly wellness checks



96% of students felt they were physically able to participate in the program

STUDENT GRAPHS

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

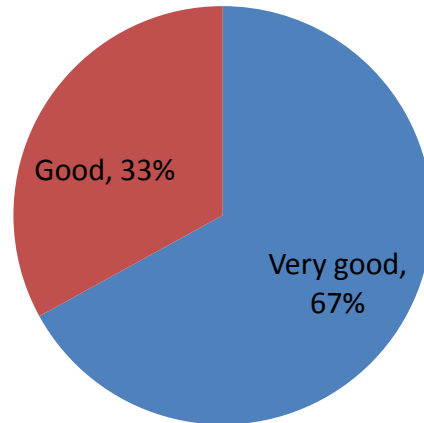
FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

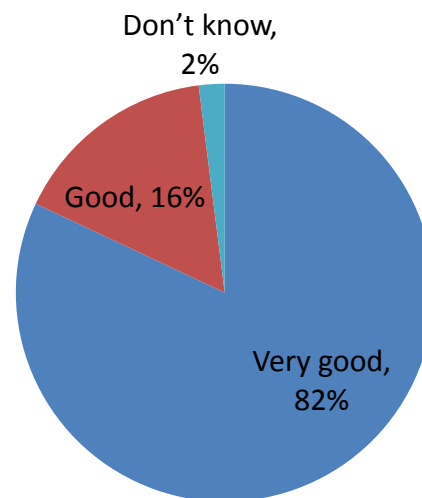
Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

My understanding on how to take care of my physical health
January 2007 - December 2007
Student Satisfaction Survey



100% of students felt they understood how to care for their physical health

My knowledge on what substance abuse does/could do to me
January 2007 - December 2007
Student Satisfaction Survey



98% of students felt they understood what substance abuse does/could do to them

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

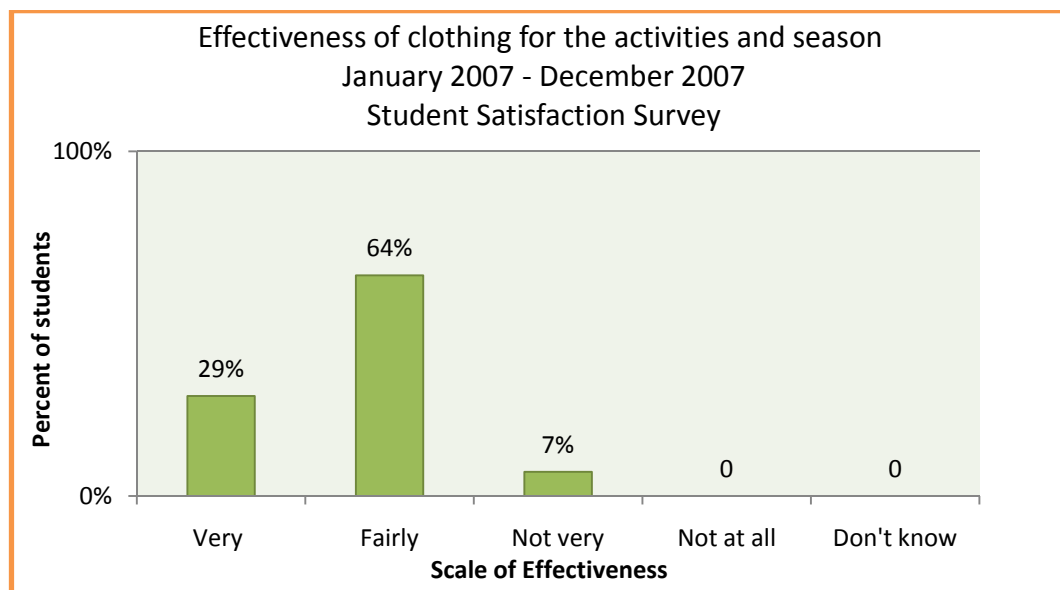
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

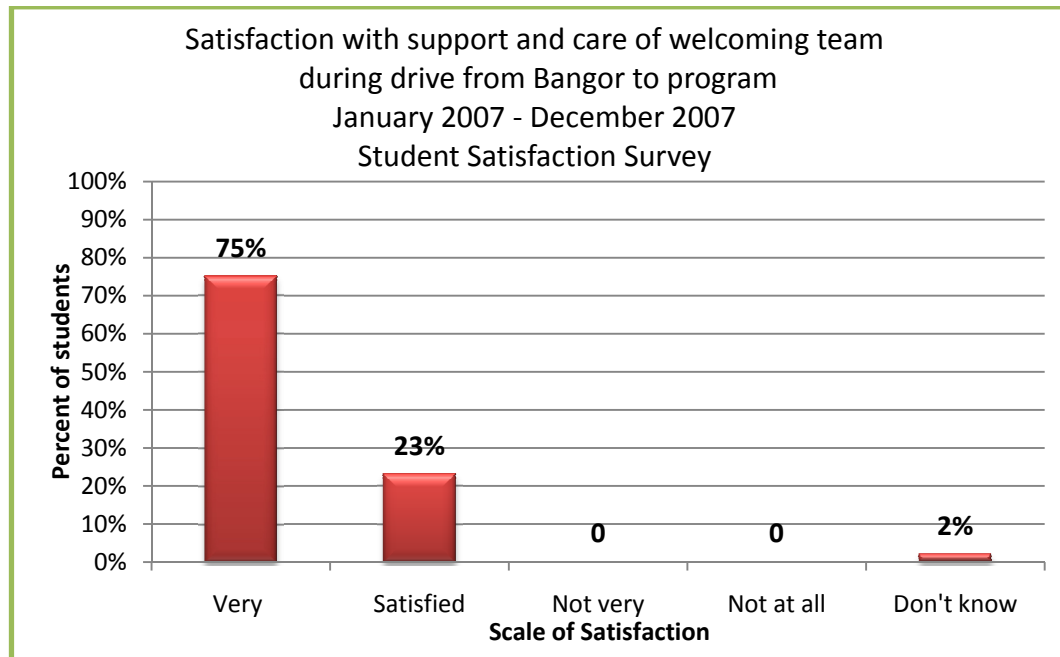
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



93% of students felt NHYW clothing was effective for the activities and season



98% of students were satisfied with the support and care of NHYW Welcoming Team

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

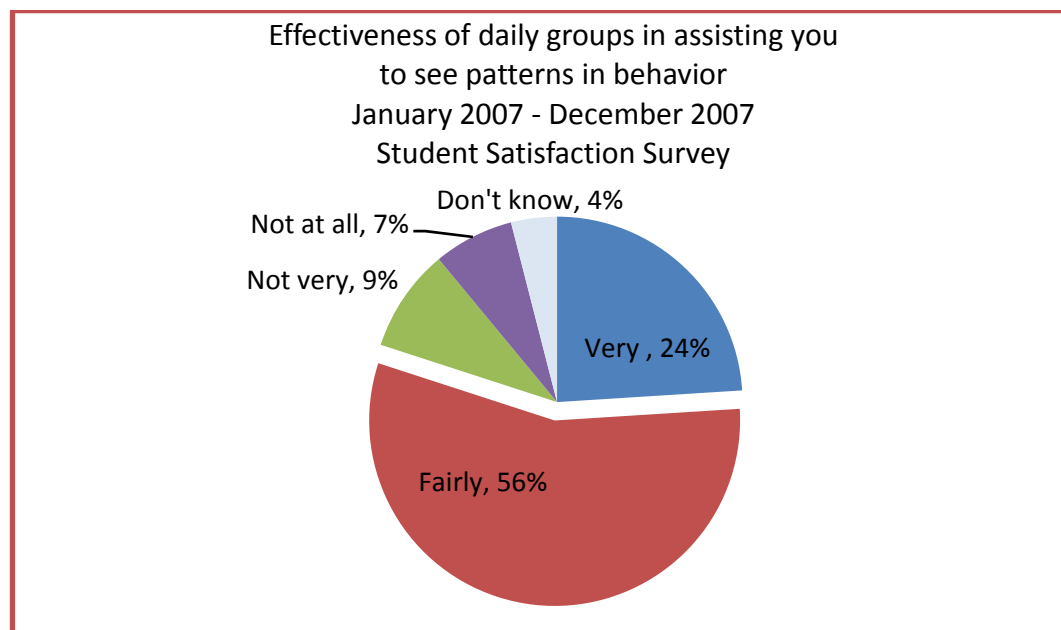
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

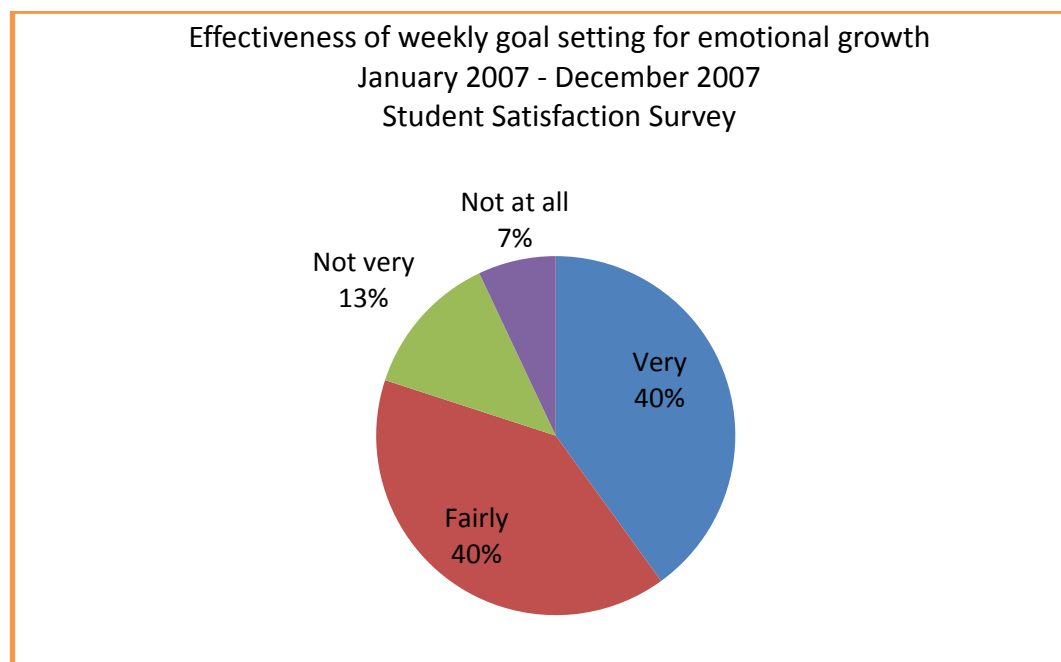
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



80% of students felt the daily groups were effective in assisting them to see patterns in their behavior



80% of students felt the weekly goal setting was effective for emotional growth

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

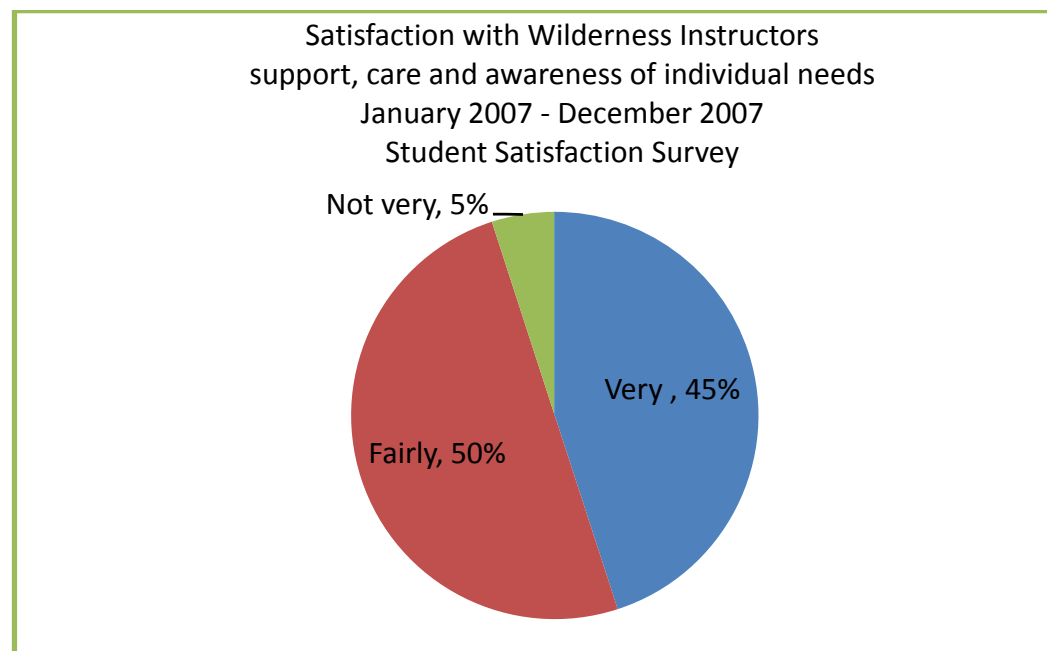
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

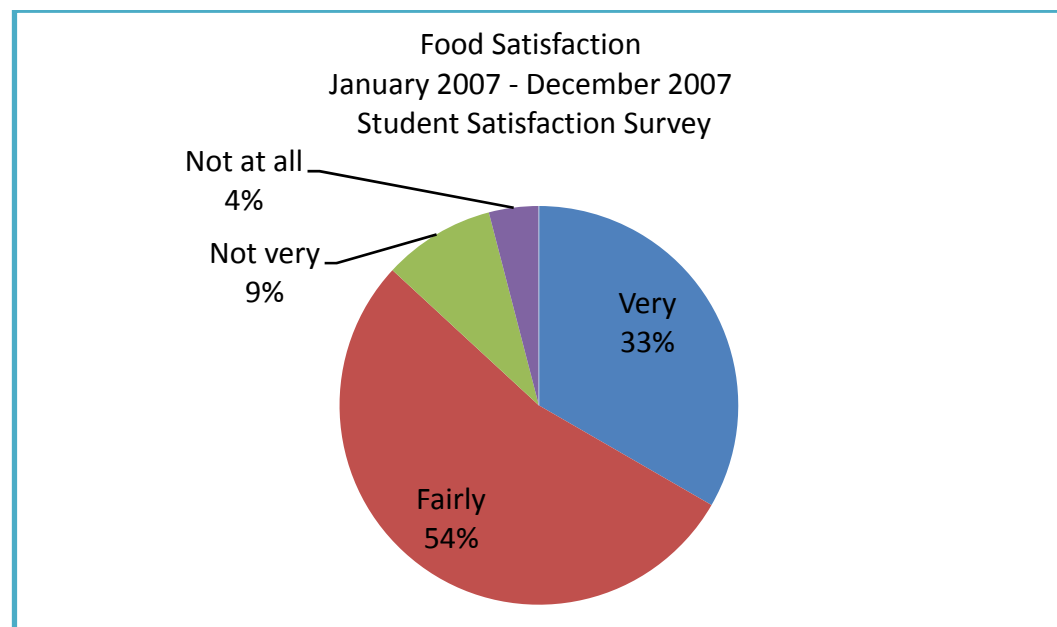
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



95% of students were satisfied with the Wilderness Instructors support, care and awareness of their individual needs



87% of students were satisfied with the food at New Horizons

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

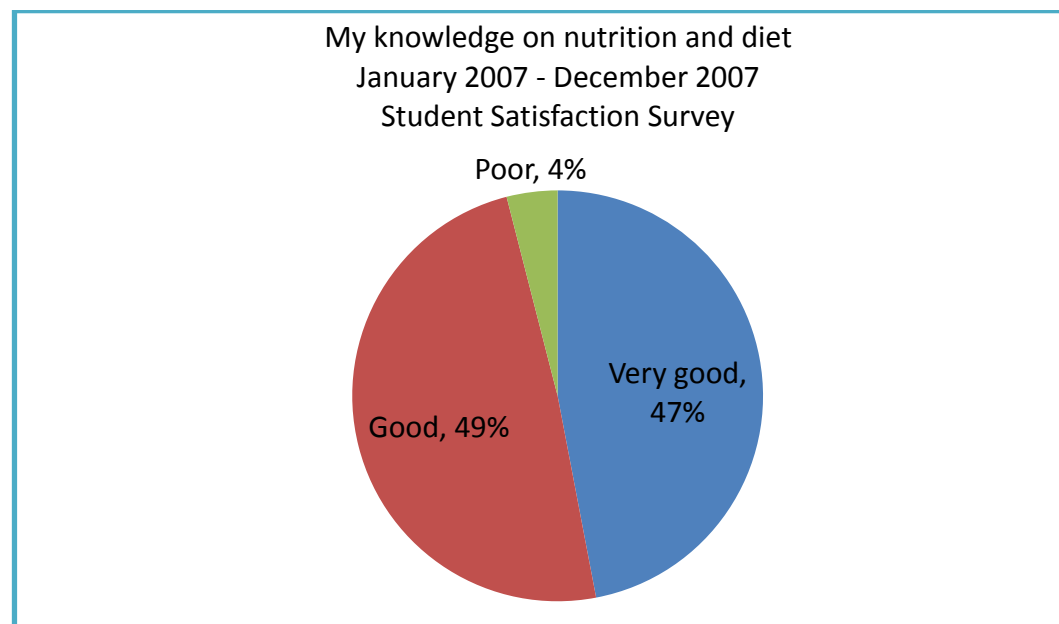
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

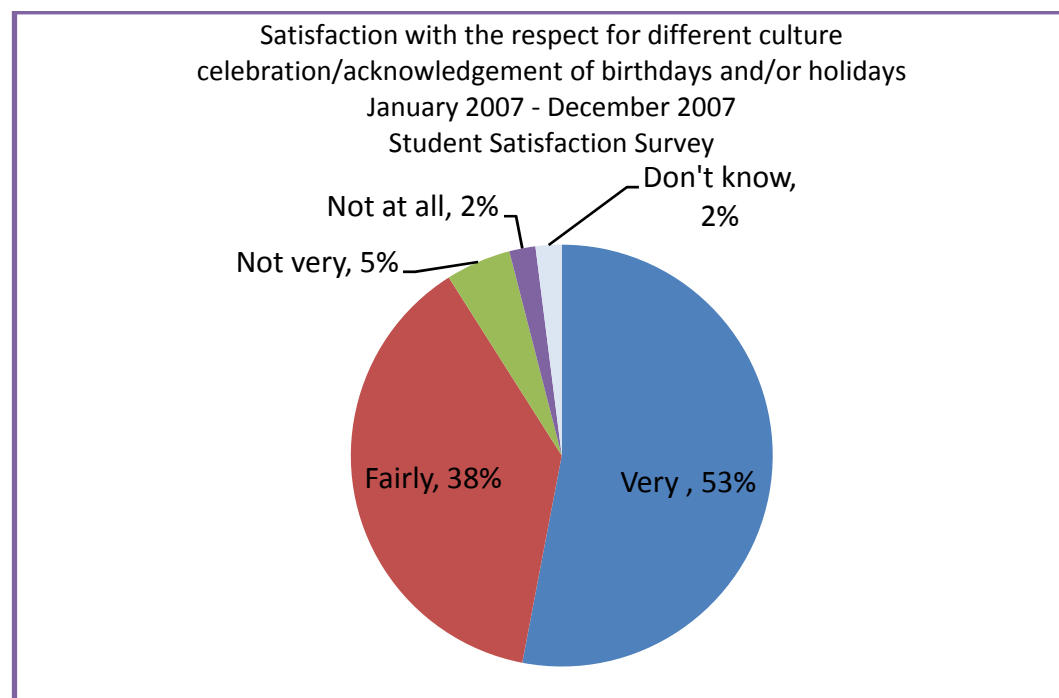
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

STUDENT GRAPHS



96% of students felt they had knowledge on nutrition and diet



91% of students were satisfied with the respect for different culture celebrations/acknowledgement of birthdays and/or holidays

CONTENTS**STUDENT SATISFACTION**

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

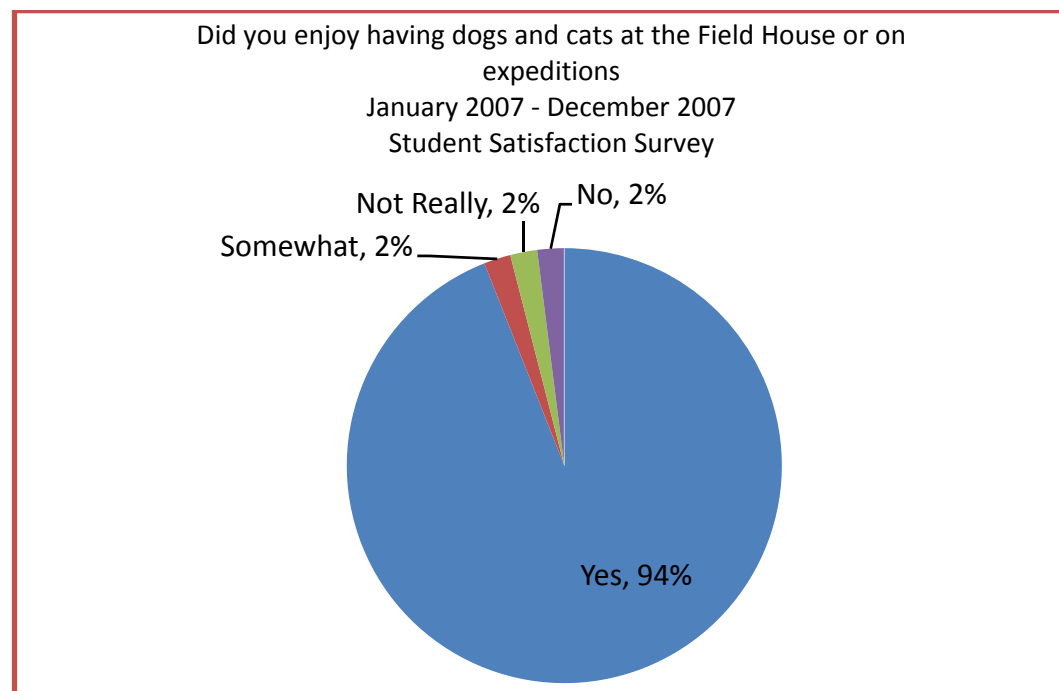
FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

STUDENT GRAPHS



96% of students enjoyed having dogs and cats at the program

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH &
1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

STUDENT COMMENTS

*Thank you for everything!

*We're good!

*Yay!!!

*I think that this is a great program!

*You Rule! Thanks

*It has helped me a lot.

*Staff is great, food is great, activities are awesome!

*This was the Best time I have ever had!!!

*I love *NHYW* therapist and this place helped me so much. I love and thank you all!!

*Thank God I'm leaving, Just Kidding!!

**NHYW* was a really good program and it helped a lot. I met amazing people? :)

*It was very hard but beneficial New Horizon's is AMAZING!!! Thanks for all you've done!

*I loved the dogs and cats! *NHYW* therapist is AWESOME!!!
I love the animals and staff, I'm going to miss you all!

*Thank you!!!

*This place rocks my socks!

*I love *NHYW*!! YAY!!

*I had a very good experience here & glad I came here.

*I wouldn't regret coming here. I'm thankful for everyone at New Horizons.

*I'll miss my *NHYW* family, it was hard but worked.

FAMILY EXIT REVIEW GRAPHS

CONTENTS

STUDENT SATISFACTION

[Graphs pg 2](#)
[Graphs pg 3](#)
[Graphs pg 4](#)
[Graphs pg 5](#)
[Graphs pg 6](#)
[Graphs pg 7](#)
[Graphs pg 8](#)
[Graphs pg 9](#)
[Graphs pg 10](#)
[Graphs pg 11](#)
[Graphs pg 12](#)
[Graphs pg 13](#)
[Graphs pg 14](#)
[Comments pg 15](#)

FAMILY EXIT REVIEWS

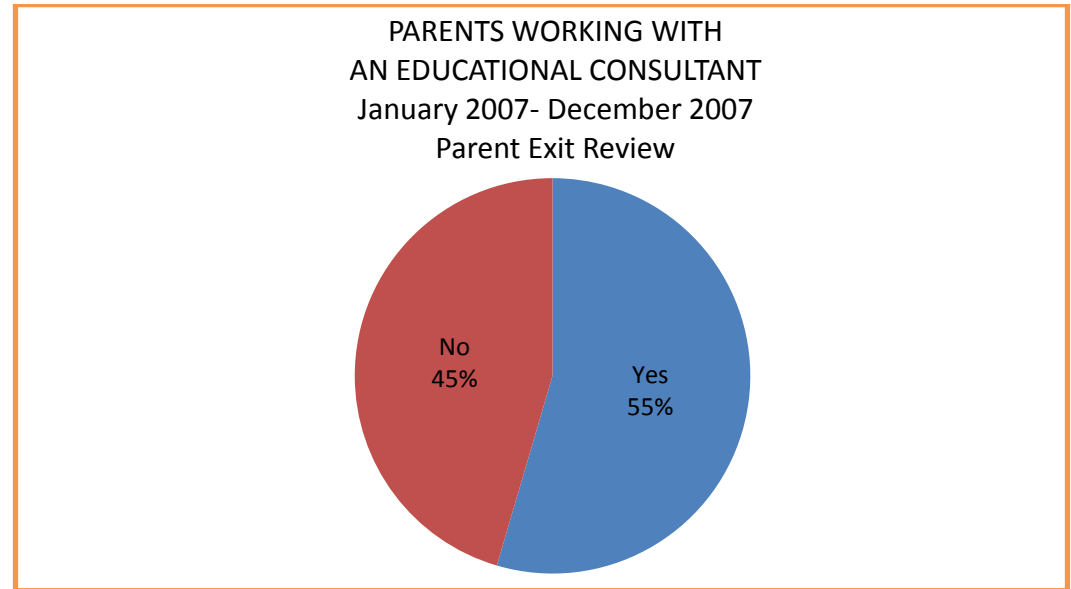
[Graphs pg16](#)
[Graphs pg17](#)
[Graphs pg18](#)
[Graphs pg19](#)
[Graphs pg20](#)
[Comments pg21](#)
[Comments pg22](#)
[Comments pg23](#)
[Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

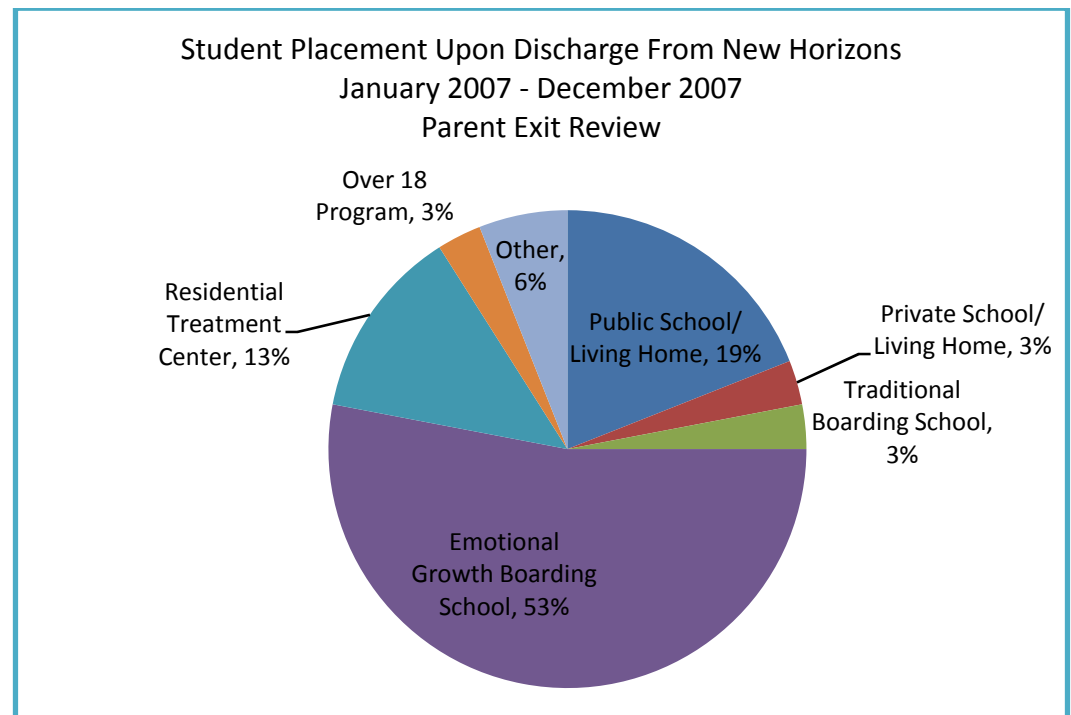
[Graphs pg25](#)
[Graphs pg26](#)
[Graphs pg27](#)
[Graphs pg28](#)
[Comments pg 29](#)
[Comments pg 30](#)
[Comments pg 31](#)
[Comments pg 32](#)
[Comments pg 33](#)
[Comments pg 34](#)
[Comments pg 35](#)
[Comments pg 36](#)
[Comments pg 37](#)
[Comments pg 38](#)
[Comments pg 39](#)

REFERRAL SATISFACTION

[Graphs pg40](#)
[Graphs pg41](#)
[Graphs pg42](#)
[Comments pg43](#)



55% of parents work with educational consultants



69% of New Horizons students attend residential placement after discharge

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

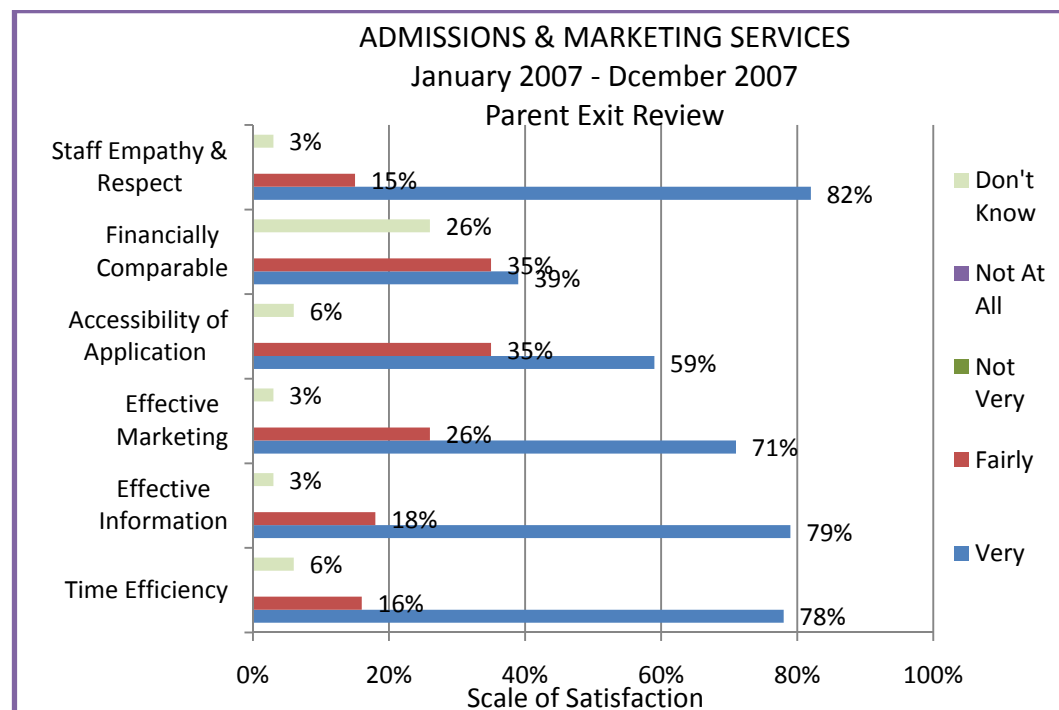
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

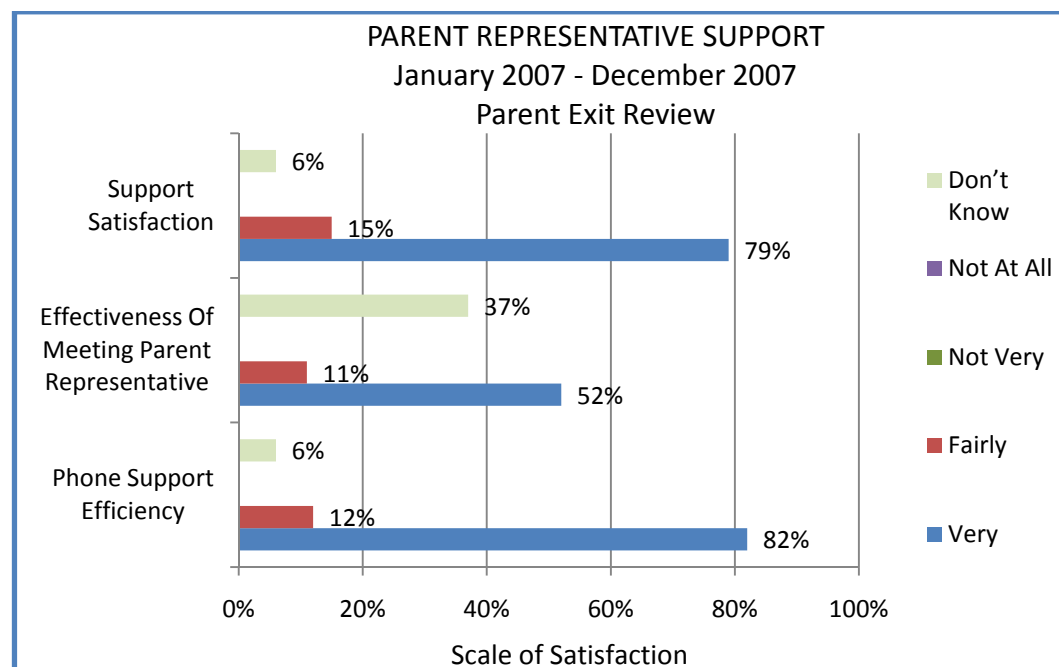
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

FAMILY EXIT REVIEW GRAPHS



97% of parents were satisfied with the empathy and respect of the Admissions and Marketing Services



94% of parents were satisfied with the efficiency of phone support

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

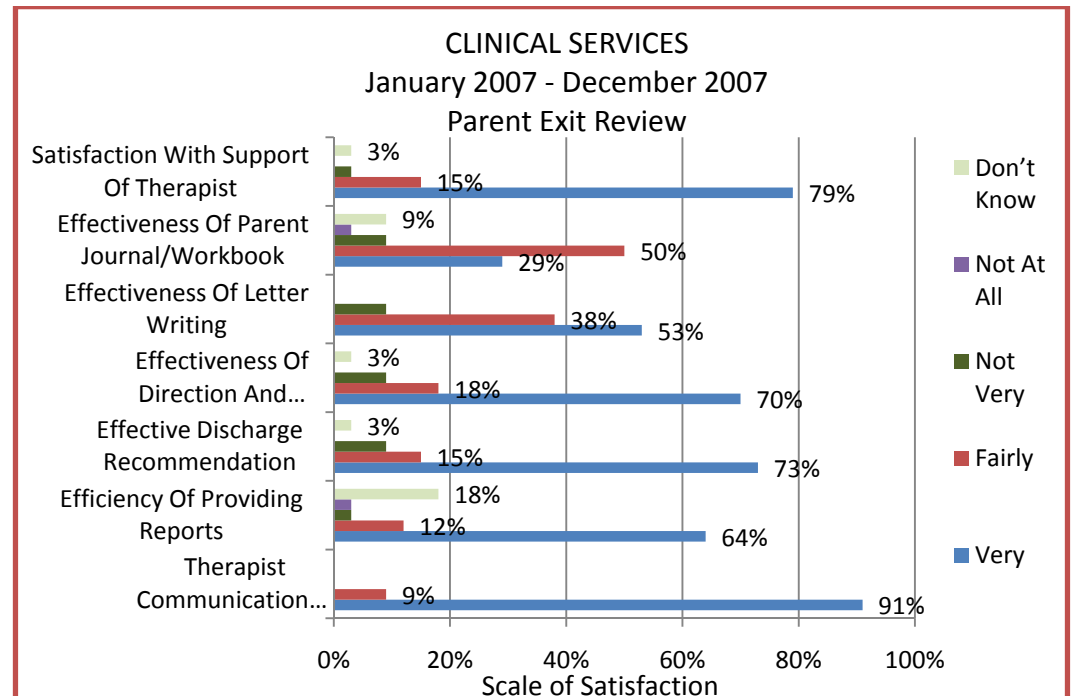
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

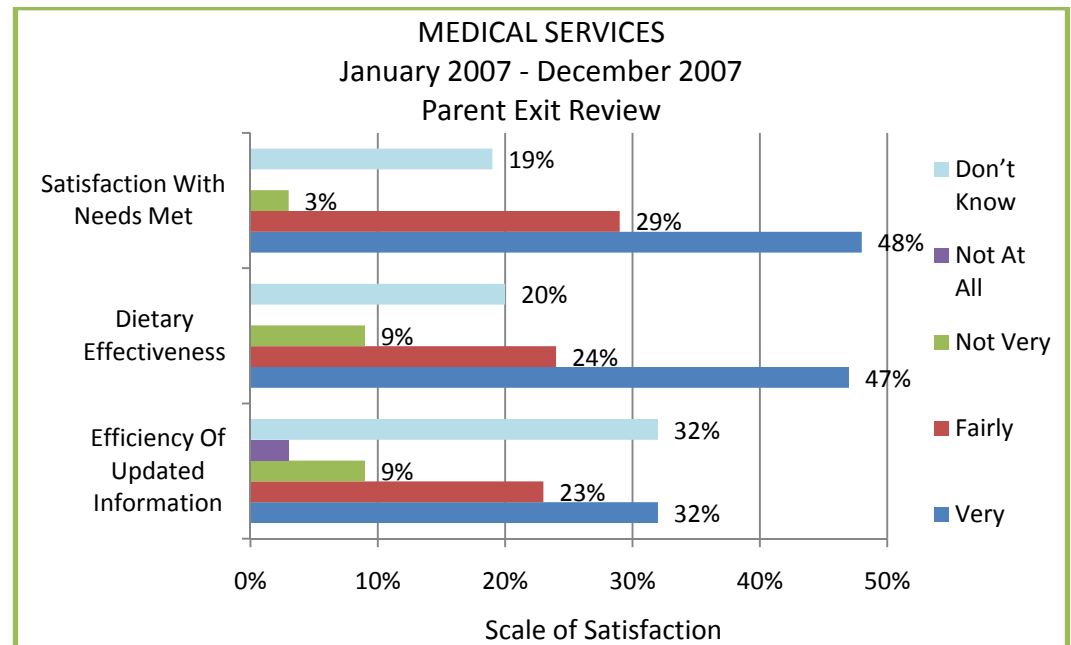
REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

FAMILY EXIT REVIEW GRAPHS



100% of parents were satisfied with the therapist's communication



77% of parents were satisfied with the medical needs met

FAMILY EXIT REVIEW GRAPHS

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

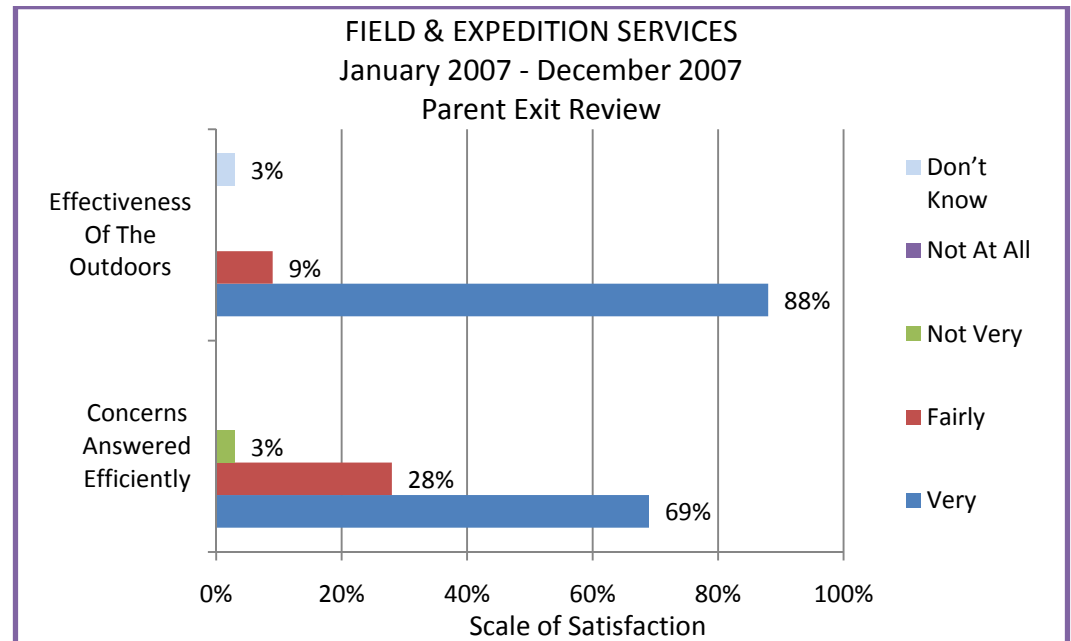
- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

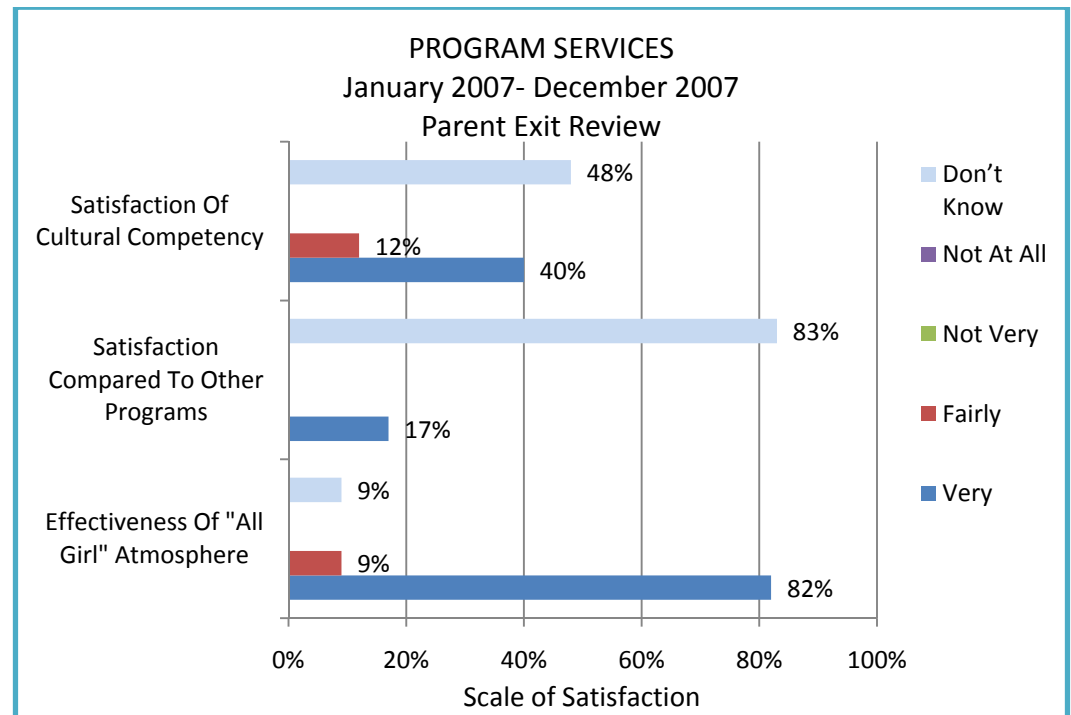
- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)



97% of parents thought the field and expeditions were effective



91% of parents felt the "all girl" atmosphere was effective

FAMILY EXIT REVIEW GRAPHS

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

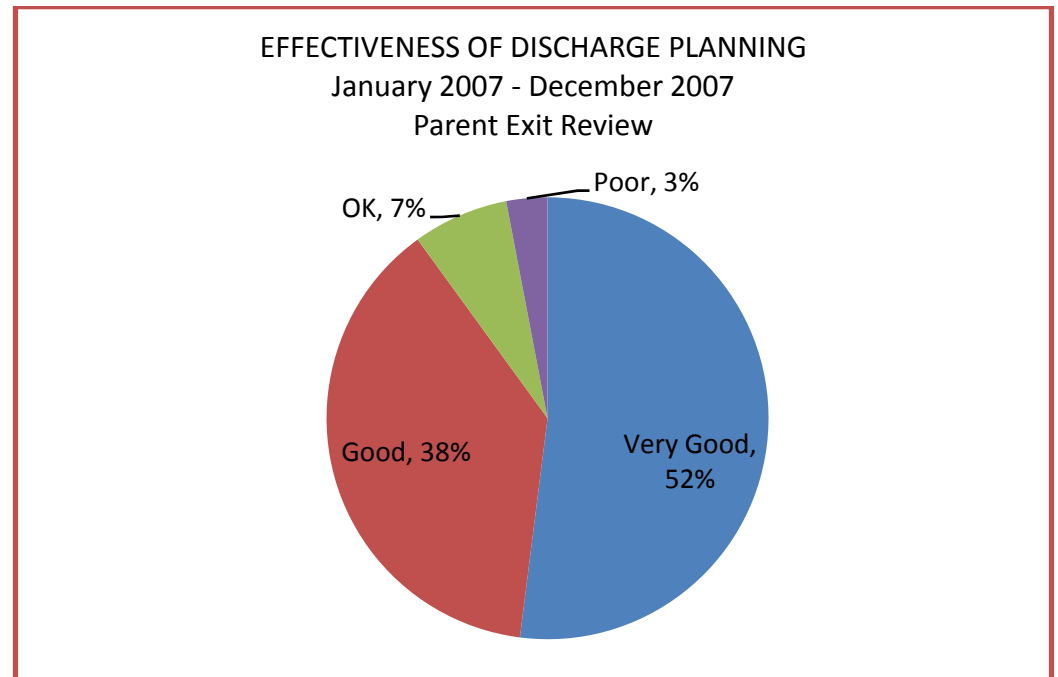
- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

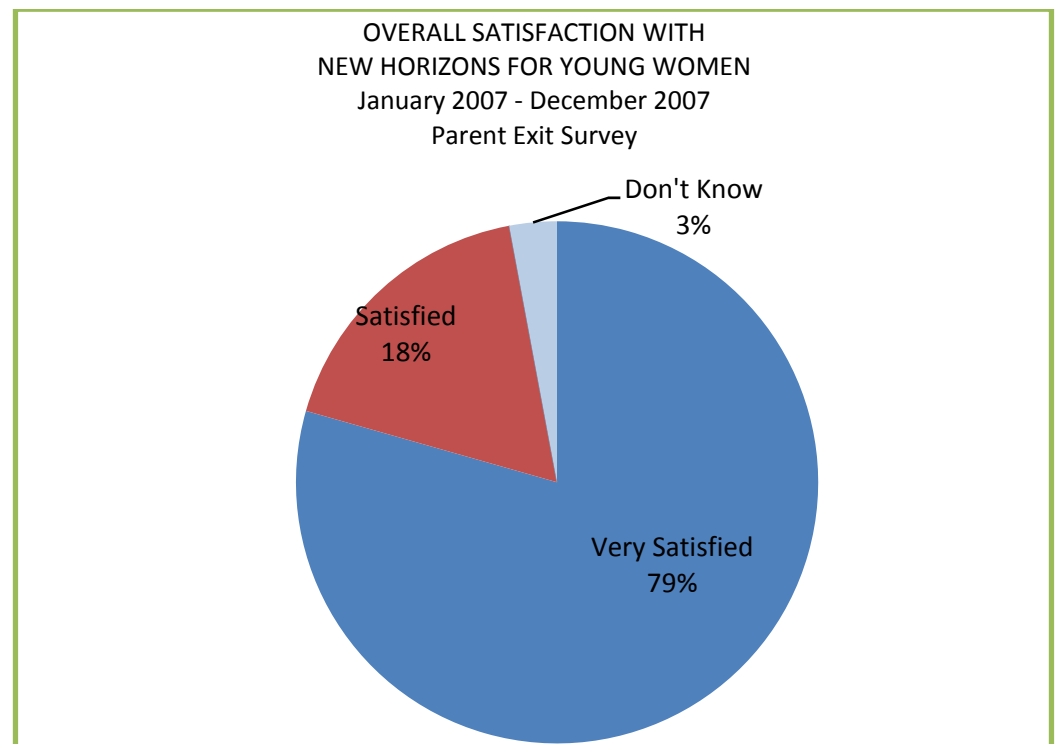
- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)



97% of parents felt the discharge planning was effective



97% of parents were satisfied overall with New Horizons

FAMILY EXIT COMMENTS

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

*My daughter has been seeing therapists since age 6. She left New Horizons saying she thought *her NHYW therapist* was the best therapist she had ever had. *Her NHYW therapist's* ability to connect with my daughter was amazing. Everyone I met when I came for the family reunion was impressive. New Horizons was a wonderful experience for our family. Thank You!

*My daughter has bipolar and her struggles continue and always will it appears, but I think the program helped to give her a better perspective on life and a greater appreciation for many of the blessings she enjoys.

*Thank God for NHYW! It finally got our daughter's attention so she could begin on a path of healing. I am so thankful for the staff's caring and expertise in helping our daughter. I feel we can see the light at the end of the long tunnel at last!

*The program allowed time to reflect and find ones inner spirit again. The fact that there were few distractions helped this process. It also proved to our daughter that she is capable of many things, when she puts her mind to it. It taught her that less is more.

*We were very impressed with New Horizons quick response to our (and our daughters) need. The enrollment process was quick and efficient. Our daughter's transition was also fast. The communication was good and the kind understanding of *NHYW therapist* and others made us as parents feel that finally someone understood our situation, our child and us as parents. The end result was positive. Our daughter thrived in the environment, and the staff handled her emotional slips backward quickly and got her back on track. She is proud of her accomplishments and is on a hopeful and positive course. We are thankful that you were there for us!

CONTENTS**STUDENT SATISFACTION**

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

**FAMILY 3 MONTH &
1 YEAR REVIEWS**

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY EXIT COMMENTS

*I am delighted with the positive impact NHYW has had on my daughter AND me. We have much healthier and more open communication as a family due to program participation and greater clarity on our respective roles as mother and daughter. We have important tools to work together and with the rest of the family to sustain growth and hopefully build upon it further. Thank you!

*Communication skills of therapist were not clear and direct enough. We sometimes found it hard to understand what she was telling us, which undercut our confidence in the program and in her effectiveness with our daughter. In person, she seemed to have a strong bond with our daughter, which did not come through in phone conversations. We also enjoyed meeting her in person and appreciate her patience during the reunion. We benefited greatly from the phone calls and e-mails from the clinical director and were comforted by the warmth of the parent services coordinator. It seems at this point that the program was effective in helping our daughter begin to open up and make some necessary changes in her life.

*We chose to trust in the New Horizons staff/program and are glad we did. It was so difficult deciding to send our daughter but we feel like NHYW helped us over a "hump" (well, maybe a small mountain) and we all have new strengths and resources as we move forward. Thank you for all you have done!

* I was extremely pleased with New Horizons from the initial application process to even beyond my daughter's graduation. (I say 'beyond' because I just received the book which was sent to *my daughter*.) *My daughter* really clicked with her therapist (*NHYW therapist*), which was so important and hadn't happened with anyone else *my daughter* saw. I feel everyone was very caring, and *my daughter* really liked all the staff. There's only one thing -- I know dressing in thin layers is the way to dress in cold weather, especially when you're active, but I was quite surprised *my daughter* didn't have a heavier jacket as part of her gear. She said she was often cold when outside. I did feel, however, the clothing/gear she received was excellent quality. I am very, very pleased with the staff and program of New Horizons. Thank you!

CONTENTS**STUDENT SATISFACTION**

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

**FAMILY 3 MONTH &
1 YEAR REVIEWS**

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY EXIT COMMENTS

*Thank you for getting my daughter started on the right path to happiness, respect for herself and others, and self-knowledge

*We did not get the parent journal until 3-4 weeks after our daughter's attendance. The materials are excellent and would have really helped in the beginning. Also, we did not get discharge papers or any medical feedback.

*Overall NHYW was a fabulous experience for our daughter and for us as a family. *NHYW therapist* was a godsend. We are very grateful that our daughter went there. A couple of other comments: Our daughter struggles with bulimia and it was discovered that she was purging while in the field. I wonder about you having some sort of medical care on the other end, such as electrolyte testing, etc. for other kids who struggle with this and are out in the field. Our daughter had psych testing with a *psychologist in Maine*. We found her very difficult to reach by phone or email. Her final report was needed to help place our daughter in the next setting, and was not ready. WE worked with an ed consultant in placing our daughter in the next setting and have fully endorsed her experience at NHYW. Thank you all so much.

*I am incredibly grateful for all the support and assistance you gave to my daughter and me. Especially, thank you *NHYW therapist!!!*

*We were very pleased with all facets of your program. This was the best decision we have ever made for *our daughter*. Staff was respectful of our family lifestyle which is non-traditional. *My partner* and I want to especially acknowledge *NHYW clinical director* who stuck with us and gave encouragement and support throughout. *Our daughter*, who didn't talk to adults, opened up to *NHYW clinical director*. We are so very grateful for all your help and support and can't thank you enough or give enough praise to your wonderful and necessary program. Thank you all so very much...

CONTENTS**STUDENT SATISFACTION**

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

**FAMILY 3 MONTH &
1 YEAR REVIEWS**

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY EXIT COMMENTS

**Our NHYW therapist was very professional and helpful in progressing our daughter in finding her voice. Areas for improvement:*

1. Miscommunication between admissions and staff in the first 2 weeks with medication
2. A week+ delay in the education consultant getting a return phone call from the clinical director
3. Some learning opportunities for the therapeutic staff with our daughter's psychiatric evaluation. Overall the experience at New Horizons was very positive. With over 15 years of experience with therapist for me and my daughter, the *NHYW therapist* is very good! I wish we had the *NHYW therapist* at the next program helping our daughter in the next level of her growth.

**Really the only thing I was dissatisfied with was the nutrition piece.*

My daughter gained a significant amount of weight while in the program. Body image is such a significant issue for her that she is now having to deal with the weight gain and how she feels about it. She describes huge portions of food being served. I would not have wanted someone to be nagging her about her eating, but to talk to her about the ways that she may have been eating compulsively seems like it would have been helpful to her. Now that she is home, she talks all the time about how fat she is and is not wanting to eat breakfast or lunch. Trying to encourage her to eat without having it turn into a power struggle is very difficult. I was incredibly impressed with the staff of your program. My daughter says she hated the program but she has not said anything negative about a single staff member. That speaks volumes to me. Thanks for your efforts on her/our behalf.

**New Horizons far exceeded my expectations. When we met our daughter for reunion she was 180 from when she left home. She was the happiest we had seen her in years. New Horizons has given her a wonderful base for her next phase of treatment!!! Thank You!!!*

**I was very impressed with the location, staff and everything that I learned.*

FAMILY 3 MONTH & 1 YEAR GRAPHS

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

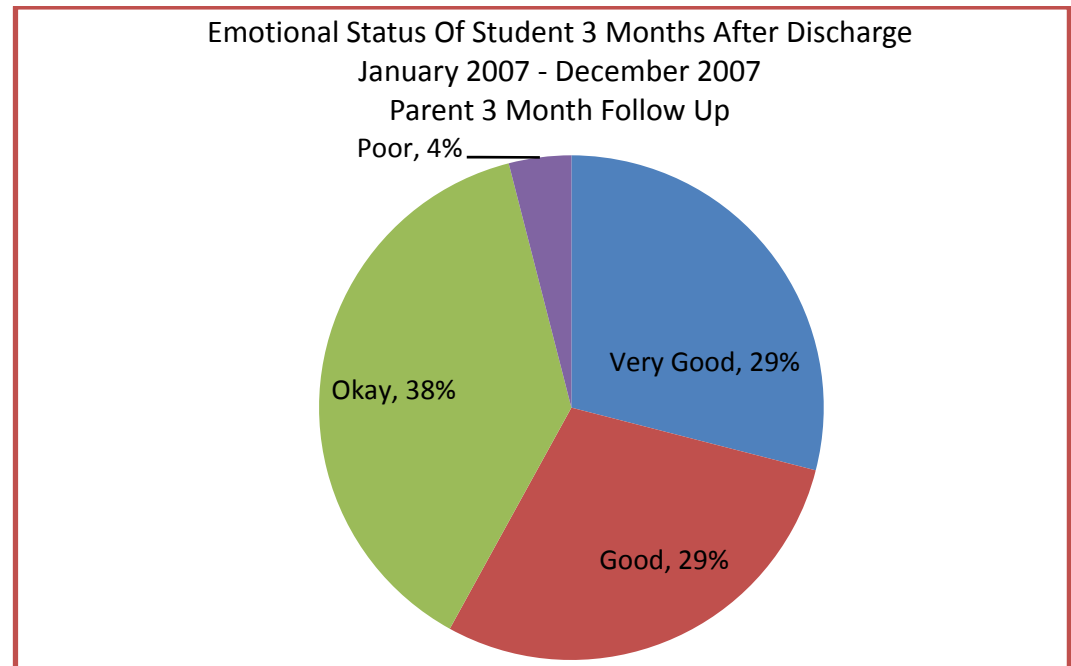
- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

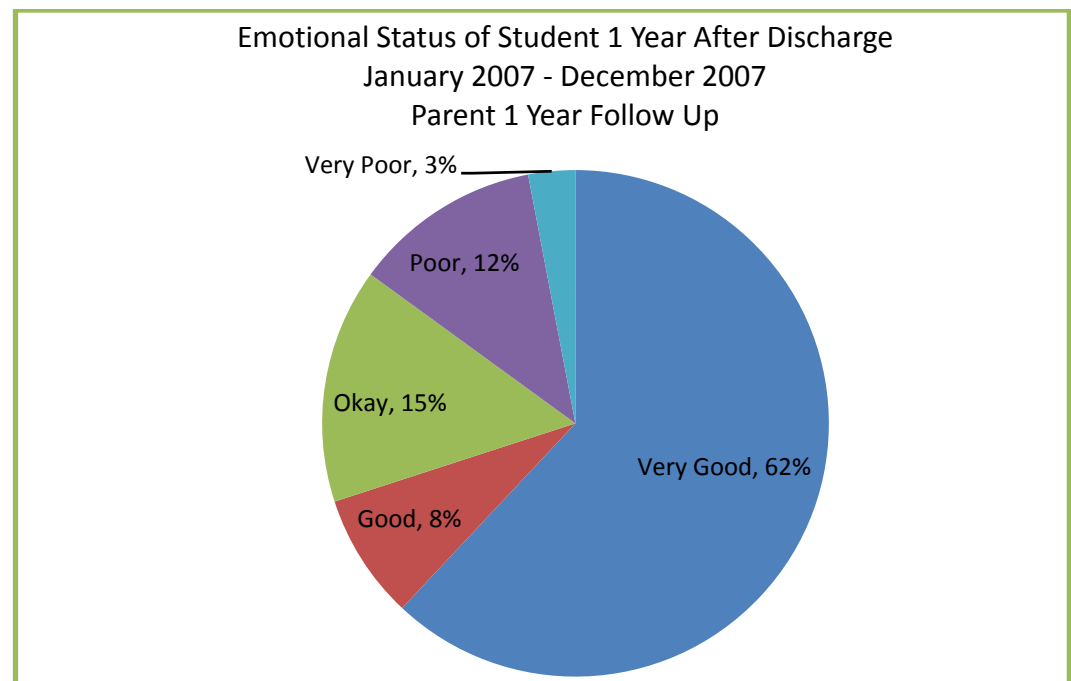
- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)



96% of parents reported the emotional status of their daughter after 3 months ranging from okay – very good



85% of parents reported the emotional status of their daughter after 1 year ranging from okay – very good

FAMILY 3 MONTH & 1 YEAR GRAPHS

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

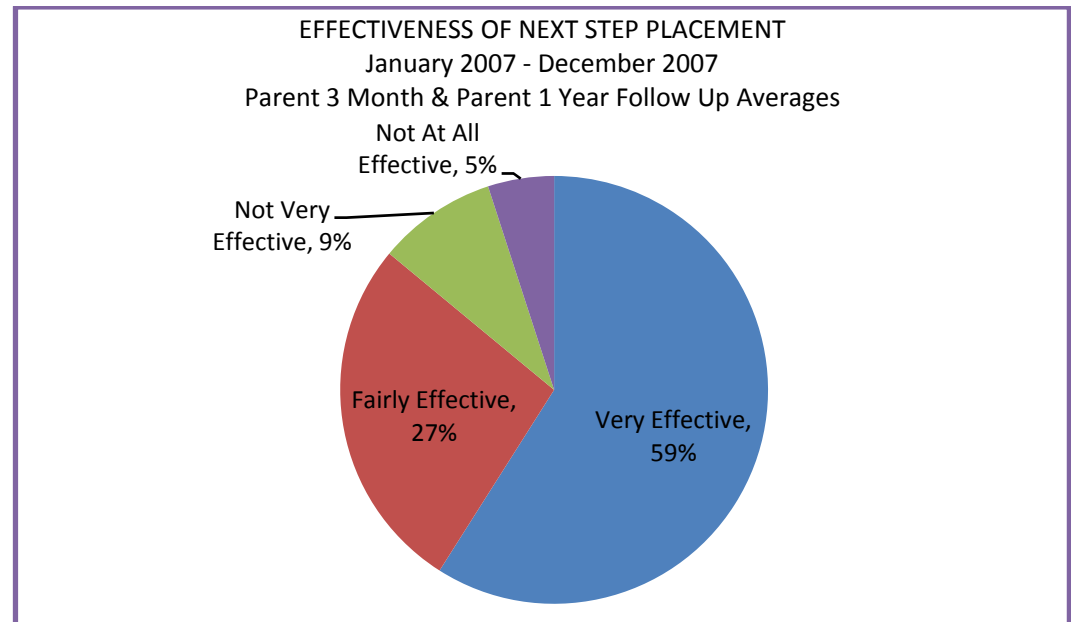
- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

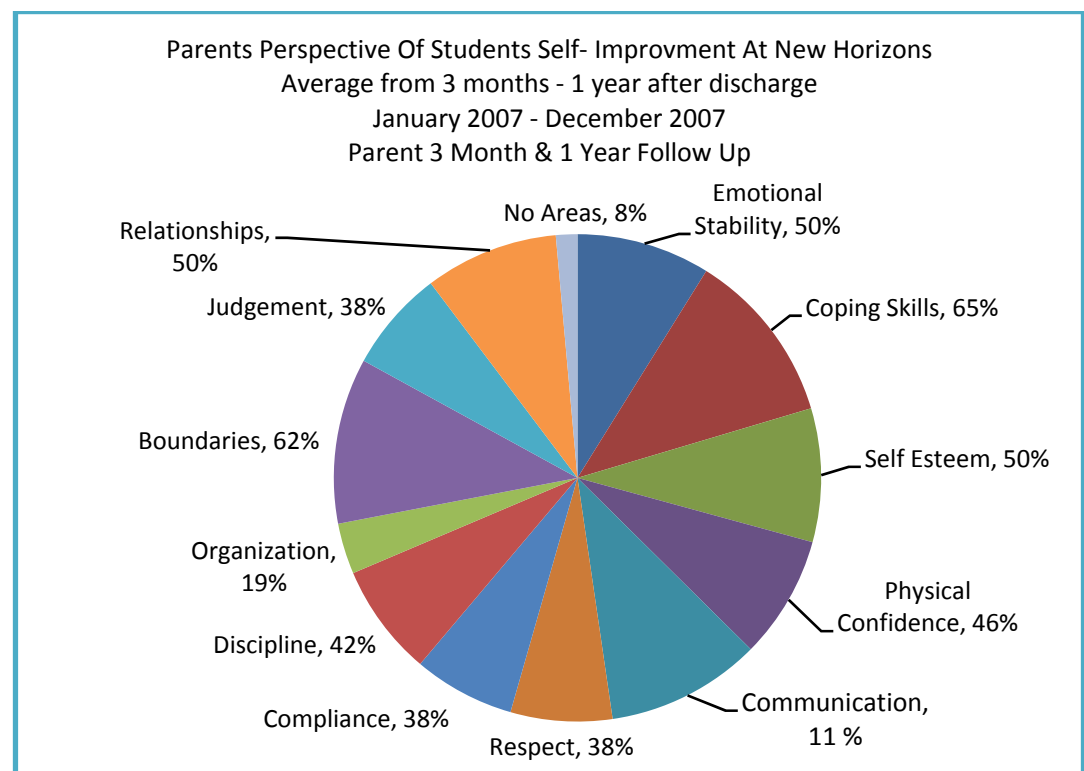
- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

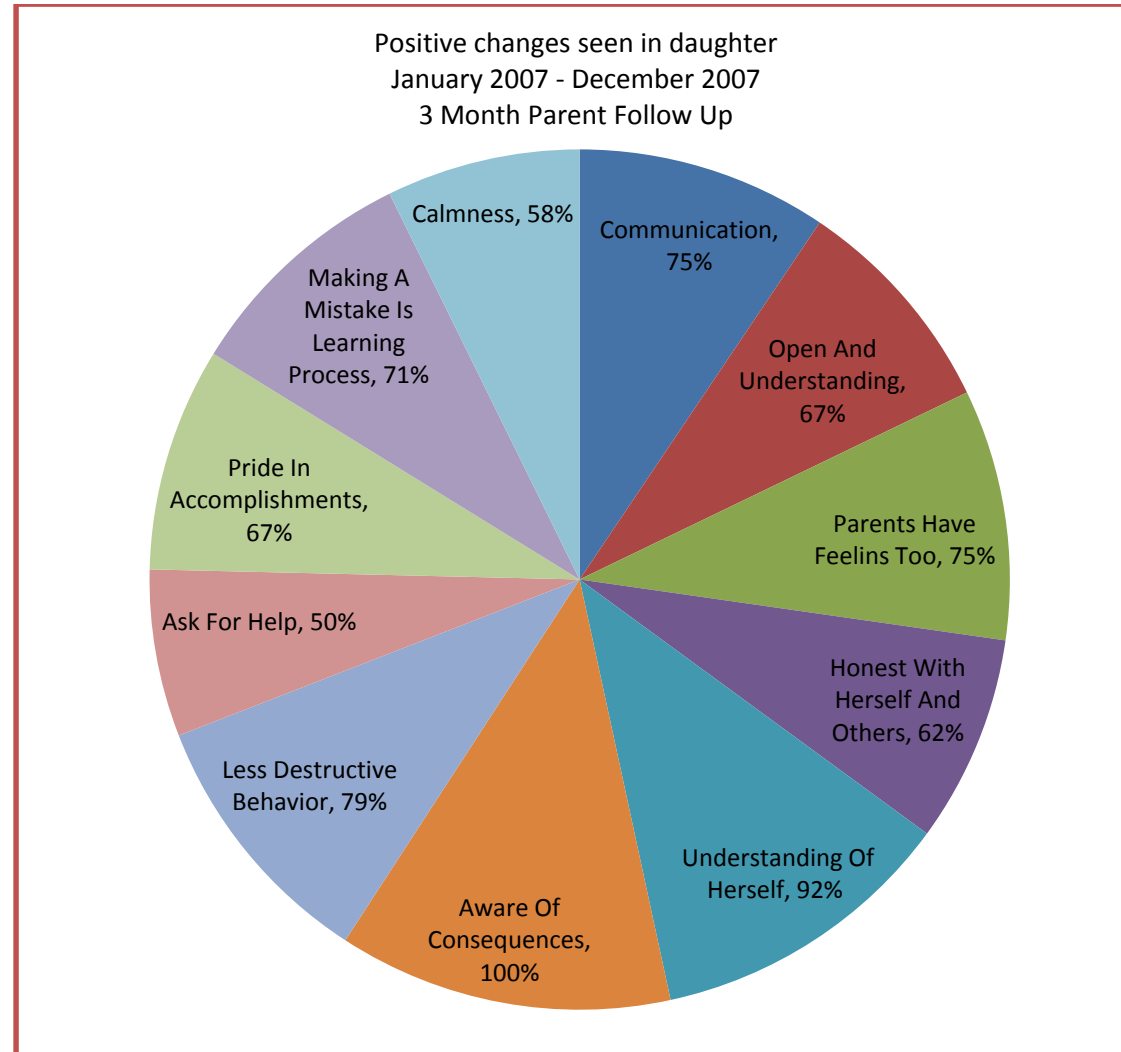


86% of parents felt the next step placement was effective



65% of parents felt their daughters coping skills improved at New Horizons

FAMILY 3 MONTH & 1 YEAR GRAPHS



100% of parents felt their daughter was more aware of consequences after
New Horizons

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

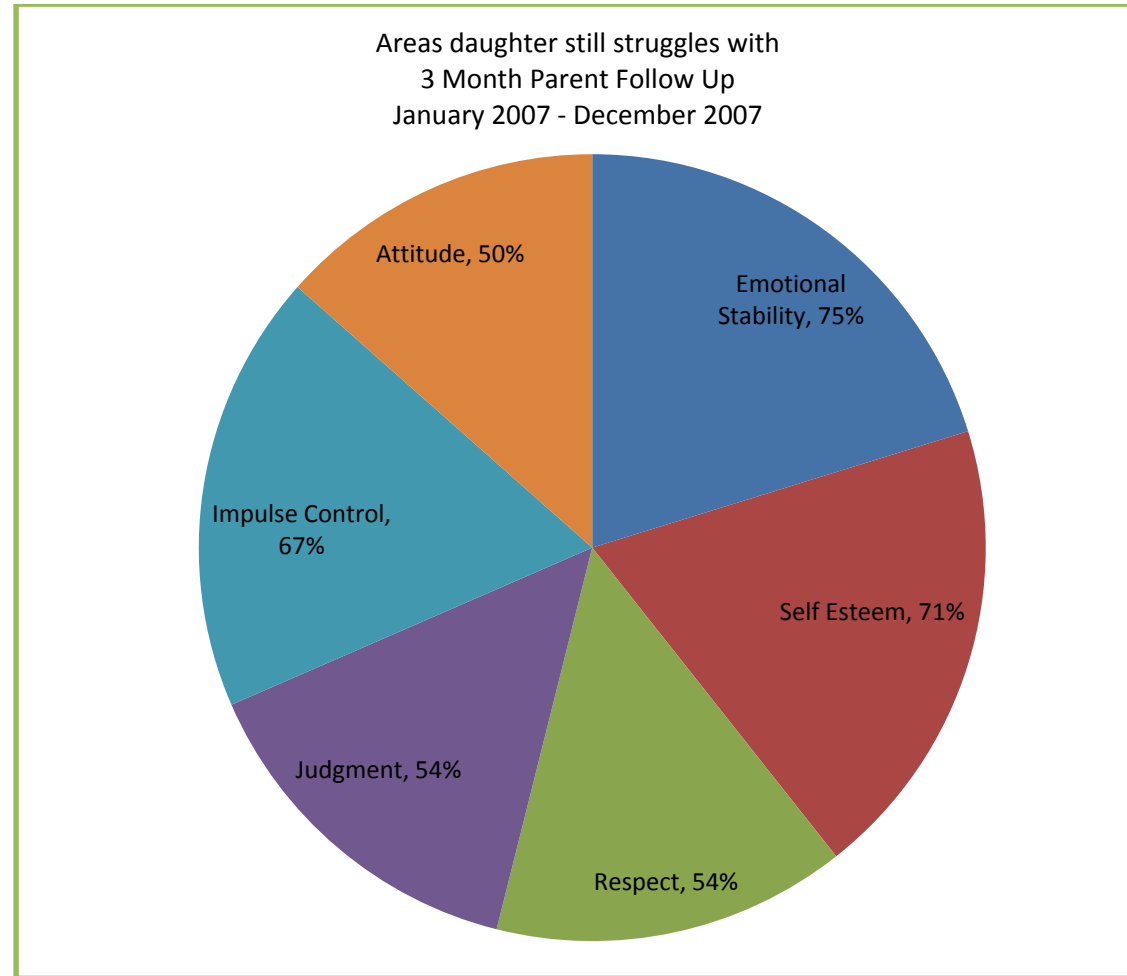
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

FAMILY 3 MONTH & 1 YEAR GRAPHS



75% of parents feel their daughter still struggles with emotional stability after
New Horizons

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

FAMILY 3 MONTH COMMENTS 29

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

*New Horizons was the right wrench at crisis time. *Our daughter* responded so well to the program that I wish it were more affordable for a longer time frame, and that an educational component were available. *Our daughter* has slipped back into old habits, and has yet to really connect with a new therapist (her first *school name* therapist just quit, so we're starting over again). The short programs are just not long enough for kids with Attachment Disorder. If you could provide Wilderness with heavy DBT component and a school, I'd be in heaven. Let me know!

**My daughter* is doing very well at *name of school*. She is much more confident with herself. She is doing very well in school. She accepts boundaries. Our communication is much better. And she is happy and smiling a lot more. Thank you very much.

*I never did receive a discharge summary but other than that I was extremely satisfied with my daughter's experience at New Horizons. My daughter is doing much better now than at any point in the past five years. Thank you

*I think the most revealing comments about New Horizons comes from my daughter herself. She continues to grow at an RTC, but said, "I would go back to wilderness in a second. I miss it." You laid the groundwork for her continuing progress. She talks about *NHYW therapist* constantly (We LOVE YOU BABY!!!!) This program gave all of us what we needed, even when we had NO clue what we needed. Thank you!

*I am very dissatisfied with the whole process. We did not receive *our daughter's* admission information until just before discharge. We are still waiting for her discharge information. I have made several requests for this with no results. We requested a hard copy that we have never received. We have been unable to download the copy on our computer. I do not understand what the problem is. We had a lot of support and phone calls before admission but not much support after admission or discharge. It seems that there is no follow through. We will probably never get any type of reimbursement from our insurance company due to the lack of cooperation from new horizons.

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 3 MONTH COMMENTS 30

**My daughter* is still amazingly stubborn and tough but does seem to be doing better. Hard to know what to attribute that to as there are many variables including medicine but I am sure NH helped. I am glad she went even though I had no insurance coverage for mental health.

*NHYW was a highly valuable program for *our daughter* and for me as a parent. I really thought that wilderness would "fix" our "problem." It has taken me months to realize that NHYW is but one step in *our daughter's* journey as an individual and in our journey as a family. With this enhanced understanding, I can say that NHYW was an exceptional first step for us and I would readily recommend the program. *Our daughter's* experience there gave her an enormous jump start, allowing her to get the most possible from *another program* at each step of her growth (I can see the difference comparing her to students who didn't come from wilderness). NHYW also helped me regain my sanity and start to build healthier boundaries and parenting skills. Thank you so much.

*I think New Horizons is a fabulous place. However, whether it be the Fetal Alcohol Syndrome with some frontal lobe involvement or some other deep seated emotional issue *our daughter* does not seem to be much different now than when she went to NH. She was quite happy with her new physique when leaving NH. But since she went to school in *another state*, she has stopped doing anything physical and has gained 17 pounds. She cut her hair very short. When I asked her why, it took her 15 minutes and a whole lot of crazy scenarios before she finally admitted (with my suggestion) that her hair had been so severely damaged when she allowed a friend to die her hair that it all had to be cut off. I did not get angry. I told her all my daughters have experienced similar things and it was a part of going away from home. I don't understand why she can't level with me. I'm not a monster and I certainly understand the exerting of independence. Our oldest daughter was not allowed to watch "R" rated movies. After she turned 18 and went away to college, she rented five "R" rated movies and brought a group of her friend's home to our house to watch them. In regards to men, *our daughter* has dropped her "bad boy" boyfriend and is already on her second boyfriend. But, at least, this boy seems to be a lot different. I would definitely recommend New Horizons to anyone with a problem child. I just think that there isn't a lot you can do with someone with FAS. In the exit interview *our daughter* said all the right things and acted like a new kid only to return to her old self the minute we got of the property.

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 3 MONTH COMMENTS 31

**Our daughter* will be home from a RTC in Jan. So while we feel she has the coping skills to face whatever life throws her, it remains to be seen once she gets back in the "real world" But we are all very confident and hopeful, but have learned you never know. She has a fondness for NH and all the staff who helped her, especially her *NHYW therapist*. You all would be proud of *our daughter*, we certainly are!

**Our daughter* is in individual therapy w/ a psychologist she likes and the family is in family therapy with a social worker that we all like. She will be seeing a psychiatrist for a medical evaluation for depression. She is not doing as well in some subjects at school or in the ACT. Her aunt has been able to get her to apply to colleges and enroll in Driver's Ed; so we think she is making forward progress. There have been no major infractions of our contract. *My daughter* and I are having the most trouble communicating, but we are going to the family social worker for better communication skills.

*I think it is too soon to determine the real effectiveness of your program. Especially since she went right on to boarding school from NH. But, overall, I believe your program opened her eyes to some of her issues.

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

32

*I feel very optimistic about my daughter's future now. This was not the case one year ago. We intervened and the New Horizons experience prepared her for the hard work that she continues to become all she can be. I feel I have my daughter back.

**My daughter's nine weeks at New Horizons were pretty intense for her and I was somewhat surprised to discover that she has very positive feelings about her time there. NHYW staff member, her therapy intern, gave my daughter a Phoenix symbol before she left and we have adopted that symbol as one truly representative of my daughter. Her dad recently gave our daughter a necklace with a Phoenix symbol and I don't think she has taken it off at all she she got it! Please give her, our daughters NHYW therapist, and the other staff at NHYW our best -- it's a great program due to the great people (yourself included) who work there. All the best.*

**My daughter has had quite a journey since leaving NHYW. She started at name of school last fall (a traditional boarding school) and only lasted 10 days before she got expelled. The shock of that experience for her and all the family won't soon be forgotten. I called our NHYW therapist at NHYW and both she and your clinical director were very helpful with suggestions on alternative schools. We immediately went back to our educational consultant and she steered us to name of school. My daughter is finishing up her school year there next week. She has learned a great deal, matured quite a bit, and is, according to her therapist, ready to return to traditional boarding school. Name of school has been good for all of us; we have benefited from the schools therapist weekly feedback and from family therapy sessions when we have gone to visit. (We even spent Christmas in that state this year!) Fortunately, the traditional school is very willing to have her return. So we are all planning for that transition now, knowing that her dad and I will certainly be holding our breath as she embarks on this next phase of her life.*

**Our family is indebted to New Horizons for helping our daughter find her way back. Although she still struggles with her emotions, and self image, she now has the skills necessary to help her cope. Most setbacks are minor now because she has the skills and understanding to see through most situations and stay focused.*

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

33

*New Horizons was such a good start in helping *our daughter* start to recover. It took her to *another school* after New Horizons. I didn't keep her there. I did not like some of the way things were done there. *Name of school* is an all girls school. The therapy is fabulous. *Our daughter* has made such wonderful progress. This is more of a family environment. At *the other school* there were children there that were put there by the state and of course they were paid for by the state. It was run more in that fashion.

*I am a grandmother but have equal rights with the mother and father. I am the bill payer and major decision maker. New Horizons was the turning point in our child's life and we are very grateful for everything that was done for her, however, she was far from ready to go back to her life at home when she finished the allowed time at New Horizons. At that point, we entered her into a therapeutic boarding school, where she has been for a year and is doing great. She will graduate from *the school* in Aug and will continue on to another boarding school. We have not as yet, determined which one.

*What a nice surprise to hear from you. I am so embarrassed for not having written to New Horizons long ago to express how profound an experience your program was for *our daughter* and, in turn, for *her dad* and me. I am so grateful for your existence. I recommend your program to whoever has a daughter at risk, without reservations. I will fill out the attached survey. Our daughter has worked so hard at *program name* and just in the past two months has made great strides both academically and emotionally. Again, I am forever grateful to New Horizons for helping *our daughter* and our families intervene at a most stressful time. Best regards to you and the staff.

*I'm happy to report that the news with *my daughter* is quite good (she is graduating from high school on May 13th and she currently deciding on where she wants to attend college. She has had a very good senior year at *the school*. Without question she has made some positive strides and she has indicated to me that New Horizons was good for her. Please thank all of your staff especially *her NHYW therapist*) for all of their hard work and dedication. Sincerely

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

34

*Sorry for the delay in getting back to you. I have been doing a lot of traveling, and am way behind on email. Yes, *our daughter* is doing great - and we have seen fabulous progress just in the few months since your visit. Her grades have gone from Cs (plus a few Ds) to mostly A (plus a few Bs), and she is much more confident and centered. Below is a note from one of her teachers sent yesterday.

(Note from teacher): I just wanted to send out a few kudos for *your daughter*. I have really seen a remarkable change in her in the past several months, both in the way she performs academically, and the way she interacts with myself and other faculty. Today she began taking her midterm exam for Anatomy & Physiology (a 2-day test) and had me look it over before she turned it in...so far most all of her answers are correct and I could see her efforts shining through! She told me that she's working on taking her time and that it allows her to collect the thoughts she knows instead of rushing and forgetting everything. I am really proud to see her coming along and doing well! On top of that, yesterday after the community meeting when I told the story of my Biology Teacher, who embraced me and encouraging me to succeed and reach for my dreams and goals, *your daughter* came up to me and said that she just wanted to tell me that I was that person to her and encouraged her to strive in school and reach for her dreams to succeed. **Almost shed a tear on that** I have finally been here long enough to see the remarkable change this program has on many of our students...I am happy to be a part of that! Thanks.

**Our daughter benefited greatly from New Horizons. Unfortunately, she was not ready for a traditional boarding school (where she went after New Horizons) and was expelled from there 10 days later. She has made good progress at a therapeutic boarding school this year & will return to the traditional boarding school in the fall.*

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

35

*Funny I should get a message from you today -- I was just sitting there thinking how proud I am of *our daughter* and how far she has come. She hasn't had a perfect year but has done really well overall. She sees two therapists one of whom specializes in DBT therapy (helps to control the emotional highs and lows). She worked all year and is heading to University at the end of this month. As an 18th birthday present we gave her and her stepbrother a backpacking trip to Europe. They have been on the road for a month, they've covered a lot of ground and are in their last week of traveling. This is the email I got from her this afternoon:

(Email from our daughter): "this trip has just done so much for me... we are so sad to be heading back so soon.. but.. i cant wait to come home... haven't gotten anything about roommates but ive been chattin with some people on face book.. we have a whole new group of friends here in Munich.. went to Dachau today.. i was sick but i knew it was something i needed... i definitely want to talk to you about that experience.. the friends we have made here are from our room, 2 guys from Cali and one from south Korea they are absolutely amazing.. though *my brother* and i cant wait to go see *name of friend* in two days... oh god.. haha i cant wait to tell you in detail about this trip i think in more ways than one you would be proud...cant wait to see you!!!!!! I have no idea how to thank you guys for this trip... I feel so much more like a complete person.. and I AM SOOOOOO TAN!!!!!! oh!! My skin is absolutely horrible so if you could have some like crazy super lotion awaiting me i would be so entirely grateful..!!!! well bout to go explore some Munich nightlife (and some dinner!!!!)"

New Horizons saved *our daughters* life and put her on the right track to a good life, I will forever be grateful to the entire team for rescuing her and giving her the emotional tools to move forward in a healthy way. Please pass this message on to *NHYW clinical director*, I think she would be really proud of *our daughter*. Best regards.

*Our daughter moved to a RTC for one year and did very well. We are now transitioning to a step down facility where we hope she will spend her last 2 years of high school before college.

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

36

*We just recently had a conversation with *our daughter* about New Horizons, where we talked frankly about why she was there, which was because she was stealing. She isn't stealing anymore, so I think we can credit New Horizons for helping *our daughter* to conquer that. *Our daughter* continues to struggle in her life, but at least she's not stealing. Thank you for helping her with that.

*New Horizons saved *our daughter's* life! She is a very different person today than a year ago. We are excited about taking her to college this fall and are hopeful that she will be very successful there.

*In looking back over the year, I realize how far our family and our daughter has come. We communicate much better and can problem solve together. We have acquired many tools to use when we need to work through difficult moments. New Horizons was a great start on this new path.

*In hindsight, I think the wilderness experience was more of a safe place to put my daughter while we were figuring out what to do. I'm not convinced that it had therapeutic benefit, although our therapist was one of the best we've ever had. It wasn't enough of a shock for our daughter and it was actually pleasant for her as she likes the outdoors.

**My daughter* did well at New Horizons. She did well at *name of school*. All a's. Great singing and music. Friends. She wanted out bald-too much therapy--wanted to come home//teachers there agreed/she went back to boarding school ---did not work out. Put her out in December totally *messing her up* academically. So now she has been home 5 months. At first she got a job--at 16. That ended after 2 months. Now she is home--in a GED program--will take GED in June (must be out of school 6 months) hopefully will go to community college summer or fall. She has anger problems when she is frustrated. We need family therapy--but are not in therapy. She spends a lot of time on the computer in her room. Not getting in big trouble. Lots of little awfuls. I wish she were still at *name of school*--too much money for us though. It is up and down with her at home. I don't sleep because she doesn't go to bed. I also am way too much in her face and trying to make her life perfect right now. I have to back off. Any advise to a momma who wants her daughter to be happy and productive--and is scared?

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

37

**Our daughter* has made major changes in every aspect of her life. New Horizons was a turning point in *our daughter's* dangerous spiraling-down to a desperate place in her life. We, as a family, will be forever grateful to New Horizons for helping our daughter.

**This program made a huge difference for our daughter and our family. She knows she can do anything in life.*

**I am very pleased with our daughter's progress. Since we chose to keep her at home, we have worked very hard in family therapy and individual therapy. As our daughter has shown more and more responsibility, we have allowed her more and more freedom. She has become very close to school friends and is not involved with drugs or alcohol. After our daughter brought up her grades, we allowed her to go back to work one day a week and now she is working 2 days a week. She also earned a car toward the middle of last school year. She is currently preparing college applications and is looking forward to college next year. We have not done everything "by the book" and still our daughter has grown tremendously! The relationship between mother and daughter is still difficult at times but I think that we have come a long way. I learned so much from my interaction with our daughter via letters from NHYW and talking with NHYW therapist. I have continued with my own therapy and have had a great deal of success "finding my own voice" as a parent which has helped our relationship greatly. Because of New Horizons, I have a much greater understanding of my role in the family dynamic in the past and in the present and I see all of us continuing to grow. Thank you.*

**Though my daughter could not really grasp the levels and rewards from accomplishing assignments and has always had a hard time with talk therapy, we have seen over this year improvement and maturity through coping skills and understanding responsibility for her behavior at home. This is very, very important to us as a family. You may not hear from her, but she always keeps letters and mementos from NHYW on her desktop, and put your logo on her book-cover for school last year. It was definitely an experience she does not want to let go of and we are still seeing the benefits unfold. Thank you.*

**You started my daughter on a wonderful journey - she is growing in a way I had always hoped she would and I am learning to accept her for who she is and not who I think she should be.*

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

38

*We recently celebrated Thanksgiving together with our daughter & we all reflected back to last year, the positive changes New Horizons started & how much we all felt supported by you. Our daughter comments she wants to visit New Horizons to reconnect with everyone & even asked to make trash can turkey for Thanksgiving! She shares stories of her wilderness program with girls @ her RTC and has many positive memories of her experiences. Our *NHYW therapist* holds a special place in our hearts. We have shared our positive experience with a number of families and would be most pleased to help others in any way we can.

*I was very hopeful when my daughter came home but one year later I would say we are exactly where we were when she started at New Horizons. At the moment she is out of her long term abusive relationship but I think if she had her choice she still would go back with him. After they split she became more defiant. She stayed out nights. She ended up quitting school in March of her senior year. She had a job and was doing well but then just stopped going. I think the program was very expensive and at this point really was a waste of my money. I would have done anything I could of to save her from herself but I guess it really isn't possible. I felt the program did not have enough of a bridge from the program to the at home life. The options were limited and outside of our family budget. I hope other people have better luck but it was really a disappointment to me. I feel like only the rich and the poor can get help for their children but the average person doesn't have many options.

*Though *our daughter* could not really grasp the levels and rewards from accomplishing assignments and has always had a hard time with talk therapy, we have seen over this year improvement and maturity through coping skills and understanding responsibility for her behavior at home. This is very, very important to us as a family. You may not hear from her, but she always keeps letters and mementos from NHYW on her desktop, and put your logo on her book cover for school last year. It was definitely an experience she does not want to let go of and we are still seeing the benefits unfold. Thank you.

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

FAMILY 1 YEAR COMMENTS

39

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CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

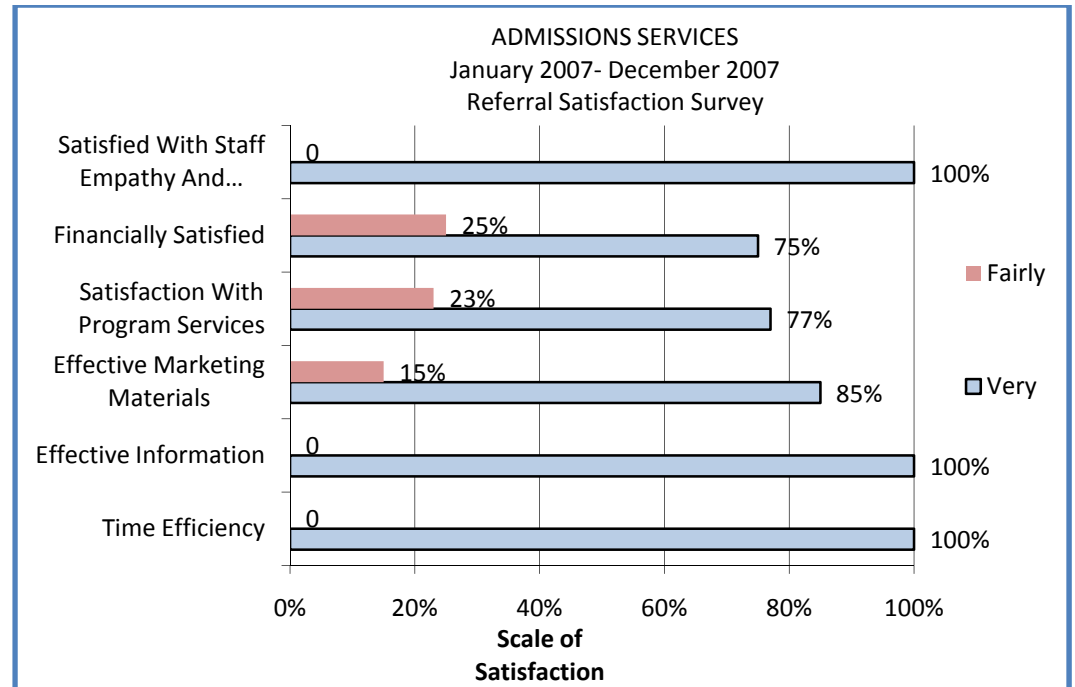
Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

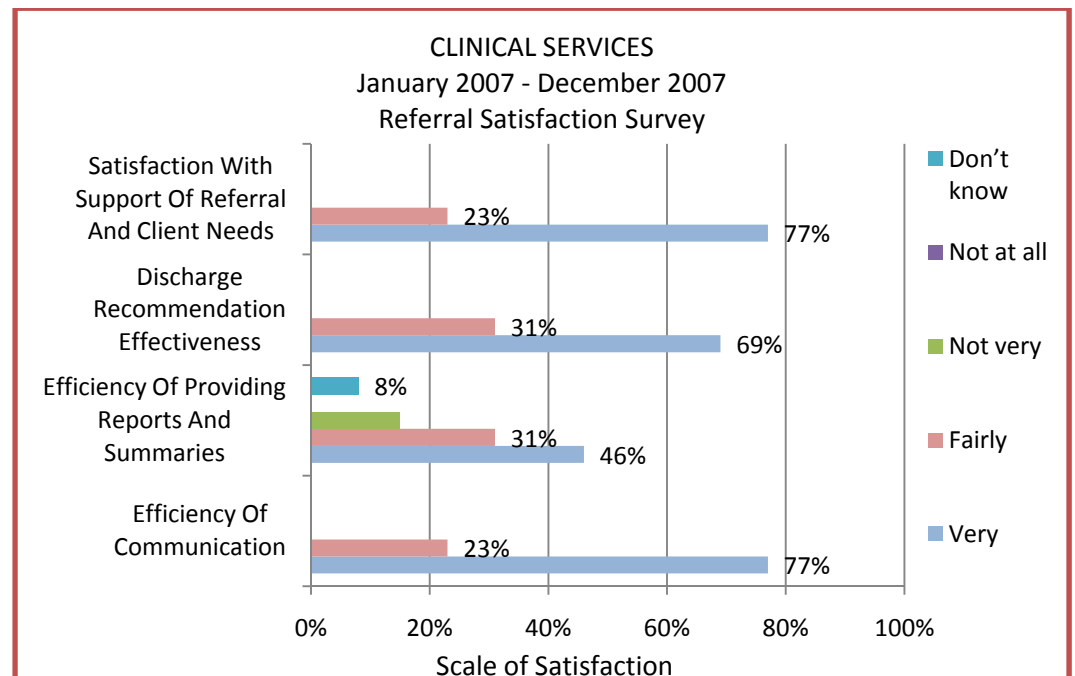
Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

REFERRAL SATISFACTION GRAPHS

40



100% of referrals are satisfied with the effectiveness of admissions information



100% of referrals were satisfied with support of their client and their needs

CONTENTS

STUDENT SATISFACTION

- [Graphs pg 2](#)
- [Graphs pg 3](#)
- [Graphs pg 4](#)
- [Graphs pg 5](#)
- [Graphs pg 6](#)
- [Graphs pg 7](#)
- [Graphs pg 8](#)
- [Graphs pg 9](#)
- [Graphs pg 10](#)
- [Graphs pg 11](#)
- [Graphs pg 12](#)
- [Graphs pg 13](#)
- [Graphs pg 14](#)
- [Comments pg 15](#)

FAMILY EXIT REVIEWS

- [Graphs pg16](#)
- [Graphs pg17](#)
- [Graphs pg18](#)
- [Graphs pg19](#)
- [Graphs pg20](#)
- [Comments pg21](#)
- [Comments pg22](#)
- [Comments pg23](#)
- [Comments pg24](#)

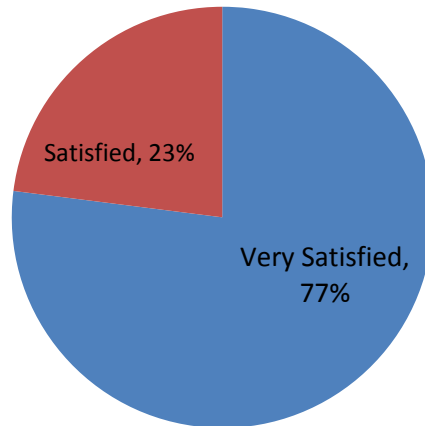
FAMILY 3 MONTH & 1 YEAR REVIEWS

- [Graphs pg25](#)
- [Graphs pg26](#)
- [Graphs pg27](#)
- [Graphs pg28](#)
- [Comments pg 29](#)
- [Comments pg 30](#)
- [Comments pg 31](#)
- [Comments pg 32](#)
- [Comments pg 33](#)
- [Comments pg 34](#)
- [Comments pg 35](#)
- [Comments pg 36](#)
- [Comments pg 37](#)
- [Comments pg 38](#)
- [Comments pg 39](#)

REFERRAL SATISFACTION

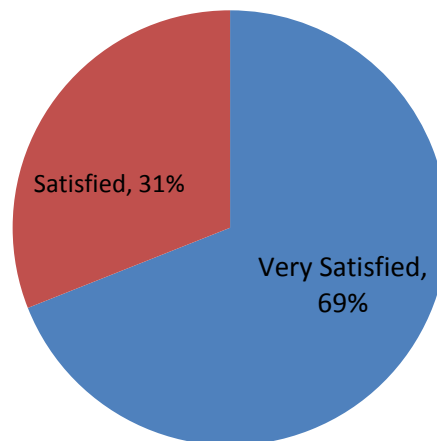
- [Graphs pg40](#)
- [Graphs pg41](#)
- [Graphs pg42](#)
- [Comments pg43](#)

OVERALL REFERRAL SATISFACTION
January 2007 - December 2007
Referral Satisfaction Survey



100% of referrals were satisfied overall with New Horizons

OVERALL REFERRAL'S CLIENT SATISFACTION
January 2007 - December 2007
Referral Satisfaction Survey



100% of referrals felt their client was satisfied overall with New Horizons

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

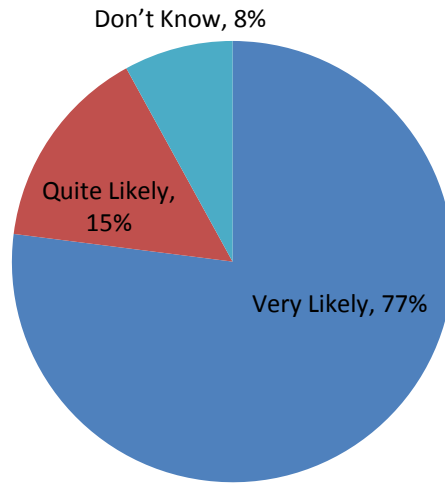
FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

Would The Referral Recommend
New Horizons for Young Women
January 2007 - December 2007
Referral Satisfaction Survey



92% of referrals would recommend New Horizons for Young Women

CONTENTS

STUDENT SATISFACTION

Graphs	pg 2
Graphs	pg 3
Graphs	pg 4
Graphs	pg 5
Graphs	pg 6
Graphs	pg 7
Graphs	pg 8
Graphs	pg 9
Graphs	pg 10
Graphs	pg 11
Graphs	pg 12
Graphs	pg 13
Graphs	pg 14
Comments	pg 15

FAMILY EXIT REVIEWS

Graphs	pg16
Graphs	pg17
Graphs	pg18
Graphs	pg19
Graphs	pg20
Comments	pg21
Comments	pg22
Comments	pg23
Comments	pg24

FAMILY 3 MONTH & 1 YEAR REVIEWS

Graphs	pg25
Graphs	pg26
Graphs	pg27
Graphs	pg28
Comments	pg 29
Comments	pg 30
Comments	pg 31
Comments	pg 32
Comments	pg 33
Comments	pg 34
Comments	pg 35
Comments	pg 36
Comments	pg 37
Comments	pg 38
Comments	pg 39

REFERRAL SATISFACTION

Graphs	pg40
Graphs	pg41
Graphs	pg42
Comments	pg43

REFERRAL SATISFACTION COMMENTS

43

*Extraordinary program, wonderful staff, first class program. Only flaw centers in difficulty with Siberian huskies. Otherwise the sense of humor is great relief.

*I had a few problems. One was getting clear and specific behaviors, peer relationships, and reactions to adult supervisors. For example, the verbal report may be that "She is showing leadership skills". What specifically is she doing to show that leadership? How does she handle the responsibility? Another might be, "how does she relate to peers?" The answer may be that she gets along well with peers. What does she do to get along. Is she accepted, is part of the group? etc. Most kids going into wilderness are going on to placement. I need very specific information which will help in making a decision about the type of structure anticipated, diagnostic refinement, etc. I would hope that you will understand that my overall satisfaction is positive and my suggestions can hopefully improve your fine program even more!

*The whole experience was AWESOME. Our experience (mine and client family) was right at the top of the industry standard.

*I was not pleased with the length of time it took to get results of psych eval; the psych's computer crashing is not an excuse when our clients are paying a lot to get a job done and we need the results for planning.

*My client family's experience (and mine) at New Horizons was extraordinary. All I can say is "Thank you, Thank you" to everyone involved. This includes admissions personnel, consultant communicator, therapist and testing administrator. I look forward to recommending NHYW to many more fine young women!