Dear Arbor Circle Partners,

Each year, Arbor Circle helps thousands of people make a difference in their own lives. Through more than 50 programs and services, we help them build strengths, skills, and support networks that last a lifetime. There are many reasons why someone may come to Arbor Circle. Whether they are facing an ongoing personal struggle, trying to raise a stronger family, or experiencing an unexpected crisis, we can help. It starts with thinking differently about their journey and the future of our community.

In this year’s Impact Report, discover how Arbor Circle helps over 15,000 people in West Michigan every year. We are committed to creating a welcoming and inclusive environment for individuals and families. To effectively serve our clients, we strive to understand their unique culture and experiences, as well as their social challenges. At the heart of our work is a dedicated team that creates the strong, therapeutic relationship that is the critical component to treatment success.

Our work is possible because of people like you who see a resilient community, one not just challenged by need. We are grateful for the clients who rely on us, our community partners who walk alongside us, our dedicated Board of Directors, and for the many donors, volunteers, and supporters who make our work possible. Thank you for joining us in making a positive impact on the emotional health and well-being of everyone who visits Arbor Circle!

From all of us at Arbor Circle, thank you for being a partner in wellness!

Sincerely,

Nancy Miller
Board Chair

Jack Greenfield
President & CEO

Vision
To be the leader in providing innovative and proven approaches that help individuals and families experience hope and healing.

Mission
To transform the lives of children, adults, and families facing mental health, substance use and family concerns in a caring partnership with our clients and diverse community.

Board Of Directors

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Nancy Miller, Horizon Bank (Chair)
David Emdin, Maple Grove Property Management (Vice Chair)
Jonathan Sytsma, Hungerford Nichols (Treasurer)
Gwendolyn Thomas, Spectrum Health Medical Group (Secretary)

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David Wiener, Colliers International

Previous Directors Serving Into 2018
Jennie Anheuser, Fifth Third Bank
Lyne Burkey, Hope College
Jane Patterson, Attorney
About Us

Overview
At Arbor Circle, we are proud to be one of West Michigan’s most comprehensive providers of mental health counseling, substance use treatment, and family development programs. Our expert staff collaborates with local resources to address the needs of our community, promote new ways of assistance, and find better strategies to help the people we serve.

Regardless of circumstances, we believe each person has the ability to change — and it starts by becoming resilient. Uncovering resilience is at the heart of our work. Every individual has an internal resolve that can see them through hardships and help them adjust to future challenges. We work with clients to recognize this strength, build a community network, and develop skills toward reaching their true potential.

We know there is hope in the face of change. Our mission is made possible by your support and engagement. We thank our collaborative partners, donors, sponsors, advocates, and volunteers who contribute to stronger families and our expanding services.

Who We Serve

Key 2018 Statistics
- 136,162 total events provided
- Over 15,000 people served
- 287 staff provided care
- 90% of all expenses went to direct services in our community

Clients Served By Department

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<th>Department</th>
<th>New</th>
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<th>Total Events</th>
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<td>Early Childhood</td>
<td>2,885</td>
<td>3,112</td>
<td>10,737</td>
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<tr>
<td>Family Based</td>
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<td>Youth Development</td>
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<td>147</td>
<td>1,719</td>
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<tr>
<td>Community Youth Development</td>
<td>2,692</td>
<td>2,752</td>
<td>20,022</td>
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<td><strong>Total</strong></td>
<td><strong>12,111</strong></td>
<td><strong>15,203</strong></td>
<td><strong>136,162</strong></td>
</tr>
</tbody>
</table>

Our Commitment To Diversity + Equity + Inclusion

Overview
Arbor Circle is committed to creating a welcoming and inclusive environment that reflects the diversity of our clients, staff, and community stakeholders. Achieving equity and inclusiveness is a continuous journey that requires learning, advocacy, accountability, and action.

Why It Matters
- Each client has diverse strengths, needs, and challenges that require a unique person-centered approach in building the therapeutic alliance necessary for positive change.
- Effectively serving clients requires understanding their unique culture, experiences, and social and systemic challenges.
- A strategic business perspective embracing and celebrating difference is necessary to providing the best services to our clients and staff.

Key Takeaways
- Social pressures, as well as systemic oppression and discrimination, have resulted in disparities within the communities we serve.
- Several Arbor Circle programs are currently being funded to address these disparities and create equitable opportunities for positive treatment outcomes. They include:
  - Re-Link
  - Strong Beginnings
  - Community Youth Development
  - True Colors
- Since 2014, Arbor Circle has explored opportunities to evaluate our internal and external efforts toward becoming a racism free environment. Arbor Circle worked with Partnership For A Racism Free Community (PRFC) and completed the ICARE Assessment. Both are instrumental in guiding Arbor Circle’s diversity and inclusion plan.

‘We are continuing on our journey to create a climate where our commitment to diversity, equity, and inclusion is evident in our client care, staff engagement, systems advocacy, and community collaborations.’

Enid Gaddis
Director of Equity & Inclusion
Program Spotlight - Re-Link

Re-Link Overview
Across the United States, approximately 60% of prison inmates are African American or Latino. Studies show that approximately two-thirds of those formerly incarcerated will be rearrested within three years of release. The Re-Entry Community Linkages (Re-Link) program was launched in August 2016 as a response to systems that are failing this population. Through Re-Link, Arbor Circle works to improve health outcomes for minority and disadvantaged male re-entrants aged 18-26 in their transition from jail to community.

When an individual is released from jail, they often lack employment and stable housing. This can prompt a return to old habits. Arbor Circle’s Re-Link Peer Navigators help create new patterns and healthy connections, starting the moment an individual is released from incarceration. Peer Navigators pick up participants immediately at release, setting the tone for the relationship moving forward.

Peer Navigators have their own experience with incarceration and serve as valuable mentors for Re-Link participants. Peer Navigators understand what participants may be going through and are able to build trusting relationships in a way that others cannot. Through these relationships, Peer Navigators connect re-entrants with community-based organizations that provide links to health care, behavioral health care services, and social services such as housing, adult education, and employment assistance programs.

Key Takeaways
- 101 participants served with an average age of 21
- 24 graduates to date
- Post-release employment rate increased from 15% to over 50%
- Independent living rate of participants doubled
- 72% fewer rearrests per year at 6-months post-release, as well as 65% fewer at 12-months post-release
- Participants describe their Peer Navigator as the most helpful aspect of the program

‘We are seeing young adults make positive life changes and successfully re-enter the community through engagement with Peers.’

– Cathy Worthem
Program Director,
Community Based Recovery
Re-Link Program

Program Spotlight - Strong Beginnings

Strong Beginnings Overview
Strong Beginnings, a federally funded Healthy Start program, is a community-wide collaborative created to reduce the mortality rate of minority infants by improving health care and education among mothers of color. In Grand Rapids, the infant mortality rate (IMR) is three times higher for African-Americans and two times higher for Latinos than that of Caucasians. Strong Beginnings is devoted to eliminating this disparity.

As a partnering agency in Strong Beginnings, Arbor Circle focuses on treatment of mental health issues like depression and anxiety which are commonly associated with infant mortality. Research studies have shown a strong correlation between perinatal mood disorders and pre-term and low weight births. These are the major contributing factors to infant death.

The diverse team of Arbor Circle therapists reaches women requiring mental health services but who may never seek treatment in a traditional mental health setting. The women enrolled in Strong Beginnings contribute their treatment success to having a therapist who looked like them, knew their culture, and spoke their language. Strong Beginnings also has a Strong Fathers program to address the needs of the males in the family. Father/partner involvement has shown an increase in the likelihood of improved health outcomes for the mother and infant. The Strong Beginnings program plays a vital role in reducing the alarming IMR of minority infants.

Key Takeaways
- 350 women served annually
- Reduction in minority infant deaths
- Increased prenatal care among Strong Beginnings participants
- 87% of the women referred for mental health services engage in treatment
- 85% of participants report reduced symptoms of depression (Edinburgh Score)
- 100% of Latina group participants report a decrease in social isolation

‘They tell me I’m the only doctorate-level therapist who still does home visits.’

– Marguerite Morgan
Program Director,
Early Childhood
Strong Beginnings Program
Child Wellness

Early Childhood
Becoming a strong family can be a rewarding and life-changing journey for parents and children. In order to prevent childhood trauma and its lasting impact, Arbor Circle offers many services for expectant mothers and families with young children. The Early Childhood team partners with parents to build their skills, help them bond with their children, and create a sense of security in their family.

Foster Care and Adoption
At any given time, approximately 13,000 children are in foster care across Michigan. Our dedicated Child Welfare team works to prevent child abuse and neglect in our community and advocate for children in need.

Children and Families
When a child faces mental health issues, many aspects of their life and their family’s life can be significantly impacted—from school performance to behavior at home and in the community. Our team works alongside families as they face these challenges, providing support to the individual and to the family as a whole. Arbor Circle meets with families in their own community; often times at home, school, or other locations the family identifies as safe and convenient.

Youth Development

At Risk Support
Arbor Circle provides a wide range of age appropriate and strength-based services. We help youth and young adults discover and leverage their abilities for successful living. Our work includes a variety of services for youths who are runaway, homeless, or otherwise without safe shelter.

Advocacy + Prevention + Education
Our team participates in presentations to professionals and community groups to increase awareness of issues surrounding mental health, substance use, and family development. Arbor Circle also works with a variety of coalitions and community partners to best serve those in need.

Recovery + Resiliency

Substance Use
Recovery from alcohol and drug addiction is a lifelong journey that Arbor Circle supports every step of the way. Our recovery services include advocacy, individual and family therapy, peer support, crisis intervention, and case management. Pregnant and parenting women are a priority for admission to treatment services.

Counseling
Arbor Circle’s Outpatient Counseling Services guide individuals to discover the coping skills needed to adapt to and avoid life’s challenges. Our team of highly trained therapists can help individuals deal with a variety of issues including depression, anxiety, substance use, stress, anger, grief and loss, trauma, family relationship issues, and more.

Client Satisfaction
Research supports that the most critical components to treatment success are client satisfaction with services and a therapeutic alliance with staff. Surveys to measure satisfaction and alliance of Arbor Circle services are provided to clients on a quarterly basis.

‘My team has been amazing. They met all my needs and were there when I needed them. They are extremely supportive.’
- Client

Key Takeaways
- 98% of our homeless youth clients were discharged to safe and stable housing
- 95% of youth served reported a moderate to severe perception of substance use

‘I feel like staff really understands how I feel.’
- Client

Key Takeaways
- 90% of recovery services participants reported an increase in their ability to successfully manage their own physical, emotional, and behavioral health
- 4,938 individuals were served in outpatient counseling, totaling 38,558 events throughout 2018
Thank You

Illness is uncomfortable to talk about, difficult to treat, and daunting to get support for. We are grateful to those who understand the value of collaborating to achieve our shared vision: to be the leader in providing innovative and proven approaches that help individuals and families experience hope and healing. We believe West Michigan can be a national benchmark for health and wellness.

Your generous contributions help to advance healthcare in West Michigan for those who need it most. Arbor Circle depends on donors like you to fund the resources necessary to tackle our region’s toughest challenges. Because of you, our entire community has more opportunities to move toward a fulfilling and resilient culture.

On behalf of our 280+ staff members — serving over 15,000 clients, thank you to all our donors, funding partners, and volunteers who have supported and collaborated with Arbor Circle.

Your investment is paying off!

Jack Greenfield
President & CEO

Kristin Gietzen
Vice President & COO

Marie Brill
Chief Financial Officer

2018 Contributors

Arbor Circle is grateful to our community for the gifts that allow us to positively impact lives through our work. We would like to offer a special thanks to those supporters who contributed at the Seeds of Support ($250) level or above during 2018:

A.J. Veneklasen Inc.
Acti Kare
Amazon Smile Foundation
Jennie Antheaver and Chad Jones
Assurance Plus
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David and Ellie Austin
John and Nancy Barrows
Budy Baby and Max Matteison
Lee and Karen Begrow
BHS Insurance
Jesse Bernal
Karl and Patricia Betch
Blue Cross Blue Shield and Blue Care Network Of Michigan
Arkene Brandt
Sheryl and Alan Brink
Cherry Health
Karen and Jeff Crpe
Thomas and Tracy Cuanan
Julie and Robert Currie
Rebecca Dawson
Gerald and Shirley DelRustar
Ellen Donovan
Eldean Shipyard
Ben and Susan Emdin
David Emdin
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Final Clean
Judy Freeman and Tom Walker
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Gazelle Sports Foundation
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Grand Rapids Symphony
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The Leonard and Karen Ritke Fund
Trinity Evangelical Lutheran Church
Turner-Thole, Amy and Thole, Nick
Anthony and Julie Urbaneski
Eric and Mary Van Houten
Sharon and Steven Van Loan
Joanne VanderWip
VanDyk Mortgage
Warnum
Lauren and Chad Warner
West Michigan-Asian American Association
West Shore Aware
Mike and Mary Alice Williams
David Woolsey

Funding

Overview
Arbor Circle is responsible and accountable to the region's stakeholders. The utmost care is taken to get the most impact out of each dollar entrusted to the organization. Funding for Arbor Circle comes from federal, state and foundation grants, and private contributions. Over 90% of all expenses are committed directly to our services.

Arbor Circle is grateful for the generous financial support of each of its contributors.

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<td>Fundraising</td>
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*Audited figures
Stay Engaged With Arbor Circle

Invest
If you are not already a contributor to Arbor Circle, please join the many people and organizations around West Michigan who support regional collaboration with a tax deductible contribution to Arbor Circle. It’s easy to contribute via our website: arborcircle.org or by contacting our Advancement Department.

Participate
Successful collaborative action requires the input of people with diverse perceptions and points of view. Participation in any Arbor Circle-sponsored activity or initiative is open to all. Listed to the right are several opportunities to engage with us throughout the year.

Connect
Sign up on our website to have Arbor Circle’s e-newsletter delivered to your email inbox. The newsletter contains the latest information on regional initiatives and other activities. You can also follow us on Facebook and subscribe to our Youtube channel.

Engagement Opportunities

Events
- Join us at one of our annual events
  - Spring Dinner
  - Community Circle Lunch
  - End of Summer Soiree
  - Community Open House
- Provide sponsorship for one of these events
- Consider joining an event committee to help increase our impact

Volunteer
- Be a coach with Total Trek Quest (TTQ) for 3rd-5th grade boys at neighborhood schools across West Michigan
- Become a Court Appointed Special Advocate (CASA) for a child in Ottawa County
- Serve as a Host Home for a young person transitioning into independent living
- Participate in our Holiday Giving Program to provide much needed items for the individuals and families we serve

Advocacy
- Consider serving in a leadership capacity by joining one of our committees or applying for our Board of Directors
- Become an Arbor Circle Ambassador and spread the word about our work at community outreach events

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Youtube: ArborCircleVideos