2019 Impact Report

celebrating families
At Arbor Circle, we believe that everyone has a seed of resilience at their core filled with the potential for positive change. With this as our foundation, Arbor Circle provides support to over 16,000 people in West Michigan each year, empowering individuals and families to cultivate growth from within. As the new President & CEO of Arbor Circle, I invite you to learn more about how we are helping our community flourish in the following Impact Report.

Across our 50 programs, Arbor Circle continues to put our commitment to diversity, equity, and inclusion at the forefront of our work. We strive to create a welcoming and inclusive environment for our staff and those we serve, paired with an emphasis on providing services throughout the community to break down barriers.

We cannot do this work without you. This year, with the help of our donors and Board of Directors, we were able to establish the Arbor Circle Endowment Fund with the Grand Rapids Community Foundation. Our generous supporters have made this momentous occasion possible, providing greater sustainability to continue our work for years to come.

Our dedication to our clients, love for the West Michigan community, and devotion to transforming the lives of children, adults, and families has never been stronger. Thank you for being part of our journey.

Sincerely,

Kristin Gietzen
President & CEO

Nancy Miller
Board Chair

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

Officers
Nancy Miller, Horizon Bank (Chair)
David Emdin, Krimson (Vice Chair)
Jonathan Sytsma, Hungerford Nichols (Treasurer)
Gwendolyn Thomas, Spectrum Health Medical Group (Secretary)
Mark Nettleton, Mika Meyers PLC (Member at Large)

Directors
Renoulte Allen, Michigan State University College of Human Medicine
Alex Caceres, United Bank
Judy Freeman, Education Consulting Group
Holly Jandernoa, Community Volunteer
Susan Mason, BHRS Insurance
John Rovinski, Varnum
Kelley Rroot, Blue Cross Blue Shield of Michigan
Bincy Teodorescu, Kumon of Grand Rapids / Principal Financial
David Wiener, Colliers International

Previous Directors Serving Into 2019
Dr. Jesse Bernal, Grand Valley State University
Kris Mathis, Raise A Glass Wine Tours
Minnie Morey, West Michigan Asian American Association
Wali Thomas, Save Time Dry Cleaning
Overview
Arbor Circle is proud to be one of West Michigan’s most comprehensive providers of mental health counseling, substance use treatment, and family development programs. In this Impact Report, you’ll find stories of the many ways our staff collaborates with local resources to address the needs of our community, data that demonstrates our commitment to equity and inclusion, and the heart behind our drive to find better strategies to help the people we serve.

Arbor Circle is well established in the West Michigan area with deep roots in our community. In addition to our five physical locations in five counties (Allegan, Kent, Muskegon, Newaygo, and Ottawa), we serve an additional six counties through the Great Start to Quality Program (Lake, Mason, Mecosta, Oceana, and Osceola counties).

Throughout our footprint, we are surrounded by hope and the spirit of growth. Our mission continues to thrive with the support of our partners, donors, sponsors, advocates, and volunteers who see the potential in our community and in each other. Thank you for your role in supporting Arbor Circle.

Where We Serve

<table>
<thead>
<tr>
<th>Where We Serve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mason</td>
</tr>
<tr>
<td>Lake</td>
</tr>
<tr>
<td>Osceola</td>
</tr>
<tr>
<td>Michigan</td>
</tr>
<tr>
<td>Mecosta</td>
</tr>
<tr>
<td>Montcalm</td>
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<tr>
<td>Allegan</td>
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</tbody>
</table>

Key 2019 Statistics

- 225 staff provided direct care
- 213 volunteers donated their time
- Over 16,000 people served
- 127,615 total sessions provided
- 2,877 families served in multiple programs
- 90% of all expenses went to direct services in our community

Who We Serve

<table>
<thead>
<tr>
<th>Who We Serve</th>
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</thead>
<tbody>
<tr>
<td>RACE / ETHNICITY</td>
</tr>
<tr>
<td>59% Caucasian</td>
</tr>
<tr>
<td>19% African American</td>
</tr>
<tr>
<td>15% Hispanic/Latino</td>
</tr>
<tr>
<td>2% Multi-Racial</td>
</tr>
</tbody>
</table>

| AGE |
| 5% 0 - 5 |
| 4% 6 - 9 |
| 21% 10 - 17 |
| 26% 18 - 29 |
| 20% 30 - 39 |
| 12% 40 - 49 |
| 8% 50 - 59 |
| 4% 60 + |

| INCOME |
| 55% Less than $5k |
| 8% $5k - $9,999 |
| 8% $10k - $14,999 |
| 12% $15k - $24,999 |
| 7% $25k - $34,999 |
| 5% $35k - $49,999 |
| 5% $50k + |

| FAMILY SIZE |
| 45% Single |
| 16% 2 People |
| 15% 3 People |
| 14% 4 People |
| 8% 5 People |
| 3% 6 People |
| 2% 7 + People |

Clients Served By Department

<table>
<thead>
<tr>
<th>Clients Served By Department</th>
<th>Total Served</th>
<th>Total Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Welfare</td>
<td>184</td>
<td>1,867</td>
</tr>
<tr>
<td>Community Based Recovery</td>
<td>1,353</td>
<td>25,084</td>
</tr>
<tr>
<td>Early Childhood</td>
<td>3,066</td>
<td>8,547</td>
</tr>
<tr>
<td>Family Based</td>
<td>1,601</td>
<td>21,625</td>
</tr>
<tr>
<td>Outpatient</td>
<td>4,426</td>
<td>38,079</td>
</tr>
<tr>
<td>Prevention &amp; Advocacy</td>
<td>3,990</td>
<td>17,005</td>
</tr>
<tr>
<td>Youth Development</td>
<td>1,532</td>
<td>15,408</td>
</tr>
</tbody>
</table>

Total: 16,152 127,615

about us
diversity, equity & inclusion

Overview
Arbor Circle is committed to the advancement of diversity, equity, and inclusion efforts to support our staff, clients, and the West Michigan community we serve. Our commitment is demonstrated through training and development of staff and our Board of Directors, program services, and community advocacy and engagement.

Equity & Inclusion Council & Workgroups
Comprised of staff at various levels throughout the organization, Arbor Circle’s Equity & Inclusion Council gathers regularly to provide consultation and feedback to support organizational efforts and community advocacy. There are several workgroups to address specific disparities in our community.

- Our SEEDS (Support, Education, Empowerment, Diversity, Strategy) Workgroup is designed to provide networking, support, advocacy, and professional development for staff of color.
- Our LGBTQ+ Workgroup provides organization-wide professional development to create and maintain a welcoming and supportive environment for clients and staff who identify as LGBTQ+.
- Arbor Circle’s Equity Book Club holds 3-4 discussions annually, focusing on exploring culture, diversity, equity, and inclusion themes within the books.
- This year, 30 organization-wide trainings were provided to staff free of charge on a variety of clinical and client service topics, infused with a focus on equity, inclusion, and cultural competence.

Services Rooted in Equity
Arbor Circle has several programs that address health and mental health disparities within our communities to create equitable opportunities for positive treatment outcomes. Current services addressing disparities include:

- Re-Link - provides support to young men of color as they re-enter the community to help reduce recidivism rates
- Strong Beginnings - provides support to African American and Latino mothers to aid in reducing infant mortality rates
- True Colors - an initiative dedicated to ending youth homelessness among LGBTQ+ youth in West Michigan
- Rural Services - provides mental health support and substance use treatment to rural areas across West Michigan
range of services

Overview
Arbor Circle provides a wide range of services to address mental health, substance use, and family concerns. Services are provided to children, youth, adults, and families across several counties in West Michigan. To the right you will see our broad service areas for each group and the scope of counties in which services are provided.

Please note that service areas cover several individual programs and services which may have specific requirements.

family spotlight - child welfare

The Creation of a Family
The work of Arbor Circle is rooted in relationships. This theme is interwoven throughout the services we provide: it is evident as we identify Host Homes for LGBTQ+ youth, or through our Peer Recovery Coaches who walk alongside individuals striving to obtain and maintain sobriety. For Child Welfare, this relationship focus means helping families heal from abusive or neglectful situations with the goal of reunification - and in cases where reunification cannot occur, it is our job to guide a child through the adoption process to find a forever family.

This year, 37 children were adopted into forever families through Arbor Circle. Staff work with families and children to match one another, identifying connections based on the needs and strengths of the child and prospective caregivers. Adoption does not fix everything or magically heal a child; but it does give children an opportunity to thrive in a safe and nurturing family setting for the remainder of their childhood.

With help from Arbor Circle’s adoption program, Connor was able to find his forever home with Amy Tevault and Dan Polonsky. For each step of the journey, Arbor Circle staff was there with guidance and support - for both Connor as well as Amy and Dan. “I was told to trust myself, trust my instincts, and trust my capability when it came to raising Connor - Arbor Circle staff didn’t sugarcoat anything or fantasize things. They prepped us for the reality of raising a kid,” says Amy. “Adoption totally changes your life. It made us more confident, more comfortable taking risks, and we went through the process together - it’s amazing to watch your spouse become a parent. People spend a lot of time and money trying to find the meaning in their lives - but it’s here, in these kids.”

Key Takeaways
- 27 families were created through the adoption of 37 children
- 81 community members committed to caring for children in the foster care system
- 89 children who experienced abuse or neglect were served by Arbor Circle’s Child Welfare services
- 24 Court Appointed Special Advocate (CASA) volunteers advocated for 44 children in foster care in Ottawa County

“Our Great Start to Quality program provides services in the following additional counties: Lake, Mason, Mecosta, Montcalm, Oceana, and Osceola.

“Arbor Circle staff didn’t sugarcoat anything or fantasize things. They prepped us for the reality of raising a kid.”
**Program Spotlight: Home-Based Services**

**Bringing Intensive Services to the Family**

Family Based Services provide family-driven and youth-guided services with a holistic approach in community settings. Staff emphasize strengths, assets and resiliencies, partnerships with families, and assertive interventions in a culturally responsive manner. One component of our Family Based Services is our Home-Based counseling services.

Arbor Circle’s Home-Based counseling services offer intensive crisis stabilization for children ages 0 to 18 who have severe psychological and emotional disturbance. Services are provided in the home or other community location as an alternative to inpatient or residential treatment. Home-based services operate from a family-centered philosophy providing clinical services and strengthening of natural supports to promote resiliency within the families and in their community. These services address mental health and substance use issues and promote appropriate development and healthy family functioning.

Services include individual and family therapy sessions, psychiatric services as needed, coordination and collaboration with supportive services, direct case management with other service providers, and 24-hour crisis services.

**Key Takeaways**
- 70 staff in program division
- 1,601 clients served
- 94% of children & family clients reported improvement in behavior & emotional health
- Services resulted in strengthened family stability

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**Program Spotlight: Infant Mental Health**

**The Importance of Early Intervention**

Arbor Circle offers an array of services for expectant mothers and families with young children to promote child health and well-being across our footprint. Our Early Childhood team works to improve outcomes for children, families, and our community by partnering with parents to help build a strong foundation, improve parenting skills, and deepen the parent-child bond. Early Childhood programs are crucial in helping to build healthy brain development, identify and minimize developmental delays, and promote positive parenting.

We know that families benefit from early intervention by being able to better meet their children’s needs and improve overall family functioning. Arbor Circle’s early intervention programs aid families and build a stronger foundation and greater sense of security, as well as preventing childhood trauma and its lasting impact. Our Early Childhood programs have recently expanded services beyond the home and into the classroom and community to improve school readiness, healthy development, and promote resiliency. This growth allows Arbor Circle more opportunities to be a support for families, both now and in the years to come.

**Key Takeaways**
- 3,066 children and families were served in Early Childhood programs
- Services resulted in stronger parent / child attachment
- Increase in positive parenting skills
- Reduction in child abuse / neglect and an increase in family reunification

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**Client Satisfaction**

**Overview**

Research supports that Client Satisfaction and Therapeutic Alliance, the relationship clients have with staff, are the most critical components to treatment success. We measure Satisfaction and Alliance of Arbor Circle services and staff through surveys provided to clients organization-wide on a quarterly basis.

Clients mail the survey to the organization or provide it to staff directly. A total of 2,083 surveys were completed in 2019, a 67% return rate. We utilize this feedback to improve care by implementing changes in our program workflows and procedures.

- **92%** Improvement Overall Satisfaction
- **92%** Quality of Care Therapeutic Alliance
- **93%** Access Availability

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**Home-based services are personalized and collaborative to respond to the unique needs of each individual family.**
Overview

To learn about the Perschbacher Family's involvement with Arbor Circle, we checked in with Walter Perschbacher IV, a volunteer and donor who served on Arbor Circle’s Board of Directors from 2009 - 2018.

Why is Arbor Circle important to the West Michigan Community?

Arbor Circle is an organization that helps people who are often overlooked. They are committed to not only helping the individual but also the family of the individual in need. Arbor Circle works tirelessly to help break the cycle of substance abuse, poverty, and mental health issues in West Michigan.

What makes Arbor Circle unique?

One of the most valuable things about Arbor Circle is that it provides a spectrum of services that can assist people of all ages. The ability for an individual or family to receive support through multiple programs from one organization is a unique strength.

How would you encourage others to get involved with Arbor Circle?

Arbor Circle is an invaluable asset to the social services community in West Michigan. I would encourage you to support the organization both financially and through volunteer opportunities. Your support is vital to allow Arbor Circle to keep providing a spectrum of programs that positively impact our community every day.

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Contributor Spotlight - the Perschbacher Family

"My work with Arbor Circle opened my eyes to a part of the West Michigan community that I never knew existed."

2019 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 our 2019 fiscal year (September 2018 - October 2019):

*Audited Figures

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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 through multiple programs from one provider.

Overview

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

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Revenues

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<th>Revenue</th>
<th>Amount</th>
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<td>Program Service Fees</td>
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<tr>
<td>Federal, State, and County Funding</td>
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<td>Other Grants</td>
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<td>Contributions – Corporate &amp; Individual</td>
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<td>Miscellaneous</td>
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<td><strong>Total Revenue</strong></td>
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Expenses

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<tr>
<th>Expense</th>
<th>Amount</th>
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<tr>
<td>Arbor Circle Program Services</td>
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<tr>
<td>Administrative Operations</td>
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<tr>
<td>Fundraising</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$16,884,532</strong></td>
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*Perschbacher Family*
stay engaged with arbor circle

Invest
Support regional collaboration across West Michigan with a tax deductible contribution to Arbor Circle. It’s easy to contribute via our website at arborcircle.org/give or by contacting our Director of Development, Taylor Greenfield, at tgreenfield@arborcircle.org.

Participate
Successful collaborative action requires the input of people with diverse perceptions and points of view. Participation in any Arbor Circle-sponsored activity, initiative, or volunteer opportunity is open to all. Listed below are several opportunities to volunteer, advocate, or connect with us throughout the year. If you are interested in one of these opportunities, contact our Director of Community Engagement, Janelle Hill, at jhill@arborcircle.org.

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 foster care in Ottawa County
- Have a meal catered or prepare a meal at The Bridge shelter and spend some time with youth clients Around the Table
- Serve as a Host Home for a young person experiencing homelessness as they transition to independent living in Kent or Ottawa County
- Participate in our Holiday Giving Program to provide much needed items for the individuals and families we serve across West Michigan

Advocate
- 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

Connect
Sign up on our website at arborcircle.org to have Arbor Circle’s e-newsletter delivered to your email inbox. The newsletter contains the latest information on regional initiatives and Arbor Circle activities. We also encourage you to connect with us on social media to see the latest updates.