

celebrating
25
arbor circle
years



dear arbor circle friends,

For 25 years, Arbor Circle has been a proud partner in our community's resilience, a support for those recovering from life's challenges, and a catalyst for reconnection. In response to our community's needs and through the work and dedication of our staff, we have grown our footprint and expanded our mental health, substance use, and family services throughout West Michigan.

Even while celebrating this important milestone, we see so many in our communities that are surviving rather than thriving, circumstances intensified by ongoing institutional and systemic oppression. This parallel pandemic impacts every institution, system, and organization, including our own. With this knowledge in hand, we continue to move forward with vulnerability and a commitment to make positive change.

We are grateful to share the 2021 Impact Report with you as a reflection of this commitment. Thank you for your continued support of this work, both now and in the decades ahead.

Sincerely,



Kristin Gietzen
President & CEO



David Emdin
Board Chair

mission & vision

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.

Vision

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

board of directors

Officers

David Emdin, Chair

Mark Nettleton, Vice Chair

Brett Karhoff, Treasurer

Kelley Root, Secretary

Nancy Miller, Member at Large

Directors

Renoulte Allen

Alex Caceres

Judy Freeman

Regina Hill

Susan Mason

John Rolecki

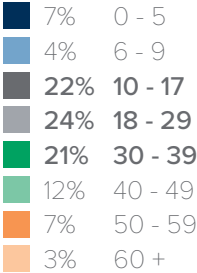
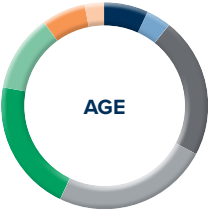
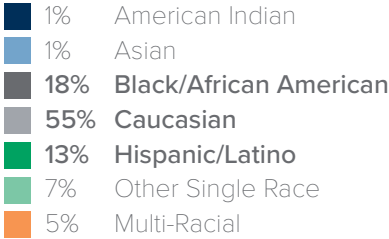
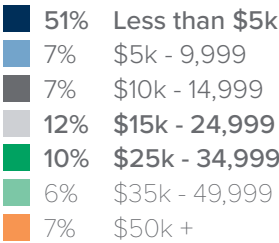
Bincy Sines

Gwendolyn Thomas

David Wiener

who we serve

Arbor Circle is proud to be one of West Michigan's most comprehensive providers of mental health counseling, substance use treatment, and family services.

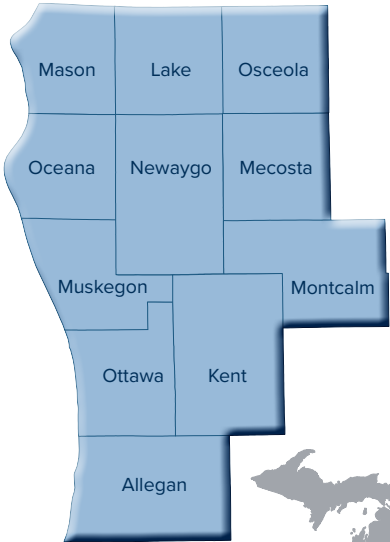


Key 2021 Statistics

- 222 staff provided direct care
- 87 volunteers donated their time
- Over 12,000 people served
- 103,510 total sessions provided
- Over 3,500 families served
- 99% of clients were satisfied with their experience at Arbor Circle

Clients Served by Department

	Total Served	Total Sessions
Child Welfare	248	4,257
Community Based Recovery	1,145	19,087
Early Childhood	3,496	9,577
Family Based	1,038	23,070
Outpatient	2,949	29,445
Prevention & Advocacy	2,794	4,398
Youth Development	918	13,676
Total:	12,588	103,510



who we are

Arbor Circle is rooted in our commitment to diversity, equity, and inclusion, and we affirm our responsibility as a community stakeholder to confront systemic racism and other forms of oppression within our community.

In 2021, this work is reflected in our efforts to integrate our equity and inclusion goals across the organization, at both the staff and Board level:



1%	American Indian
3%	Asian
13%	Black/African American
75%	Caucasian
5%	Hispanic/Latino
3%	Multi-Racial



7%	Asian
22%	Black/African American
64%	Caucasian
7%	Multi-Racial

- Service delivery is culturally responsive, inclusive, and trauma-informed.
- Agency culture is equitable, inclusive, and anti-racist.
- Systemic racism and other forms of oppression within our community are dissolved.

Learn more about our DEI work in 2021 by visiting arborcircle.org/impact.

how we work

Each individual and family served by Arbor Circle experiences unique challenges and strengths. We proudly work alongside them, providing individualized and personal support throughout their journey to accomplish the goals they set for themselves.

Research supports that Client Satisfaction and Therapeutic Alliance, the relationship clients have with staff, are the most critical components of treatment success. We measure Satisfaction and Alliance of Arbor Circle services and staff through surveys provided to clients organization-wide on a quarterly basis. A total of 1,723 surveys were completed in 2021, a 47% return rate. We utilize this feedback to improve care by implementing changes in our program workflows and procedures. In 2021, we included additional questions to better understand our client satisfaction using telehealth services.

▶ Client Satisfaction

99% Improvement
Overall Satisfaction

99% Quality of Care
Therapeutic Alliance

98% Access
Availability

87% Overall Satisfaction using
Telehealth Services

funding



21%	Program Service Fees	\$ 4,549,932
32%	Federal, State & County Funding	\$ 6,849,097
33%	Other Grants	\$ 7,250,708
2%	Contributions - Corporate & Individual	\$ 360,129
12%	Miscellaneous	\$ 2,680,144
Total Revenue*		\$ 21,690,010



90%	Arbor Circle Program Services	\$ 16,010,529
8%	Administrative Operations	\$ 1,389,308
2%	Fundraising	\$ 466,301
Total Expenses*		\$ 17,866,138

*Audited figures

Arbor Circle works diligently to ensure all funds entrusted to the organization are used to their fullest potential. 90% of all expenses are committed directly to our services. To view the full list of contributors, visit our digital Impact Report at arborcircle.org/impact.



find us

Arbor Circle has a variety of events and opportunities for those seeking to support our work. To learn more about how to get involved, visit arborcircle.org/impact.

Find an Office

To find our office locations, visit arborcircle.org/contact.

Find us Online

WEBSITE	FACEBOOK	INSTAGRAM
arborcircle.org	@arborcircleorg	@arbor_circle

all feelings are valid

