



arbor circle

# dear arbor circle friends,

Arbor Circle's approach is rooted in the belief that every individual has the ability to create change in their own lives. Our role is one of guidance, providing expertise with the knowledge that each journey is unique. From individuals on the path to recovery to families looking to grow together, Arbor Circle encourages everyone we serve to write their own story.

In the last year, the need for mental health, substance use, and family services has continued to grow. Those we serve often face a web of barriers. Disparities impact every corner of their lives, which are intensified by institutional and systemic oppression. Arbor Circle works to break down these obstacles by providing services throughout the community and connecting people with the resources they need to heal and grow.

We invite you to join us in unraveling these challenges, while celebrating the countless stories of courage represented here. Thank you for your support. It is an honor to share this work with you.

Sincerely,



Kristin Gietzen  
President & CEO



Mark Nettleton  
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.

## current board of directors

### Officers

Mark Nettleton, Chair

Judy Freeman, Vice Chair

Brett Karhoff, Treasurer

Kelley Root, Secretary

Renoulte Allen, Member at Large

### Directors

Patricia Farrell-Cole

Regina Hill

Susan Mason

John Rolecki

Pujita Sieplinga

Bincy Sines

Elliot Talen

Gwendolyn Thomas

Donta Truss

# who we serve

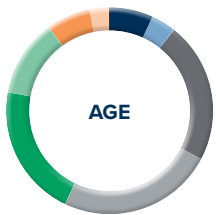
Arbor Circle is proud to be one of West Michigan's most comprehensive providers of mental health counseling, substance use treatment, and family services.



- 51% Less than \$5k
- 7% \$5k - 9,999
- 7% \$10k - 14,999
- 12% \$15k - 24,999
- 10% \$25k - 34,999
- 6% \$35k - 49,999
- 7% \$50k +



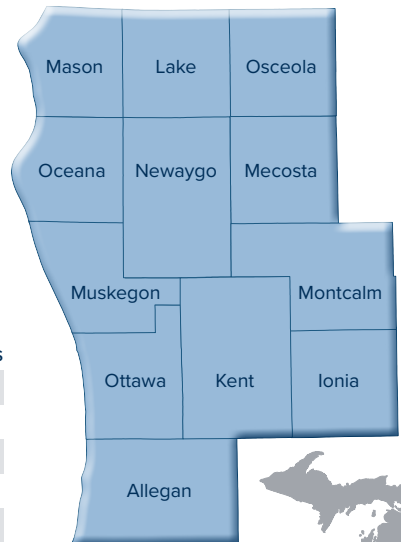
- 1% American Indian
- 2% Asian
- 23% Black/African American
- 59% Caucasian
- 8% Hispanic/Latino
- 7% Multi-Racial



- 7% 0 - 5
- 4% 6 - 9
- 22% 10 - 17
- 24% 18 - 29
- 21% 30 - 39
- 12% 40 - 49
- 7% 50 - 59
- 3% 60 +

## ▶ Key 2022 Statistics

- 182 staff provided direct care
- 134 volunteers donated their time
- Over 12,000 people served
- 109,815 total sessions provided
- Over 1,700 families served
- 94% of clients were satisfied with their experience at Arbor Circle



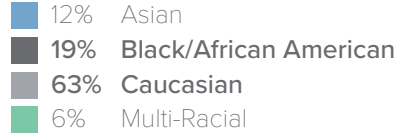
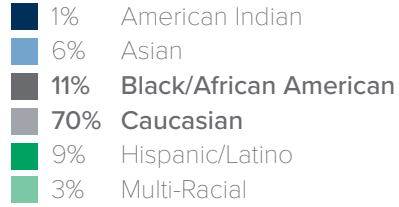
## ▶ Clients Served by Department

	Total Served	Total Sessions
Child Welfare	260	3,738
Community Based Recovery	910	15,988
Early Childhood	729	7,784
Family Based	1,073	22,215
Outpatient Counseling	3,018	30,987
Prevention & Advocacy	5,355	11,576
Youth Development	1,066	17,527
<b>Total:</b>	<b>12,411</b>	<b>109,815</b>

# who we are

Arbor Circle is rooted in our commitment to diversity, equity, and inclusion, and we affirm our responsibility to confront oppression within our community.

In 2022, this work is reflected in our continued efforts to educate our staff and advocate for members of our community through various internal and external activities, including:



- Hosted two free community events centering BIPOC experiences
- Provided numerous cultural and equity-focused staff development opportunities
- Maintained staff workgroups focused on specific disparities in our community
- Engaged board members in equity-centered decision-making education
- Developed an organization-wide compensation philosophy

Learn more about our DEI work in 2022 by visiting [arborcircle.org/impact](https://arborcircle.org/impact).

# how we work

Each individual and family served by Arbor Circle experiences a unique combination of challenges and strengths. We proudly work alongside them, breaking down barriers while providing responsive and personalized support.

Research supports that client satisfaction and therapeutic alliance are the most critical factors in treatment success. Therapeutic alliance refers to the relationship between clients and staff, including a collaborative approach to goal-setting and mutual engagement throughout treatment. Arbor Circle's client satisfaction and alliance are measured through quarterly client surveys. We utilize this feedback to ensure equitable outcomes agency-wide and inform necessary improvements to our program workflows and procedures.

## ▶ Client Satisfaction

**94%** Improvement  
Overall Satisfaction

**96%** Quality of Care  
Therapeutic Alliance

**93%** Access  
Availability

# funding



25%	Program Service Fees	\$ 4,935,163
34%	Federal, State & County Funding	\$ 6,848,767
38%	Other Grants	\$ 7,627,410
1%	Contributions - Corporate & Individual	\$ 300,797
-2%	Miscellaneous	\$ (383,775)
	<b>Total Revenue*</b>	<b>\$ 19,328,362</b>



90%	Arbor Circle Program Services	\$ 17,589,671
8%	Administrative Operations	\$ 1,514,859
2%	Fundraising	\$ 348,772
	<b>Total Expenses*</b>	<b>\$ 19,453,302</b>

\*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. Negative revenue is due to market fluctuations with agency investments. To view the full list of contributors, visit our digital Impact Report at [arborcircle.org/impact](http://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](http://arborcircle.org/impact).

### Find an Office

To find our office locations, visit [arborcircle.org/contact](http://arborcircle.org/contact).

### Find us Online

WEBSITE  
[arborcircle.org](http://arborcircle.org)

FACEBOOK  
[@arborcircleorg](https://www.facebook.com/arborcircleorg)

INSTAGRAM  
[@arbor\\_circle](https://www.instagram.com/arbor_circle)



arbor circle

in pursuit of growth and healing