

arbor circle



dear arbor circle friends,

Meaningful partnerships shape who we are. Our partnerships range from individual connections between Arbor Circle staff and those we serve to community-wide collaborations. Each relationship builds space for listening, purposeful engagement, and growth.

With the launch of our refreshed mission and vision statements this year, Arbor Circle has continued to embrace our role as partner and collaborator. We seek to break down barriers and lift up the individual and collective voices of those who face institutional and systemic oppression, working together to advance mental wellbeing across the communities we serve.

In the following report, we hope you find your own partnership with Arbor Circle reflected in the programs and services we provide. Our impact is amplified when we work toward shared goals — only together can we achieve true change. We are deeply grateful for your support.

Sincerely,



Kristin Gietzen
President & CEO



Mark Nettleton
Board Chair

mission & vision

Mission

Arbor Circle advances mental wellbeing through counseling and supportive services in partnership with people and communities.

Vision

Arbor Circle is a valued partner in shaping a community where all people can flourish.

current board of directors

Officers

Mark Nettleton, Chair
Judy Freeman, Vice Chair
Brett Karhoff, Treasurer
Kelley Root, Secretary
Pujita Sieplinga, Member at Large

Directors

Patricia Farrell-Cole
Regina Hill
Sonya Hughes
Susan Mason
Mandice McAllister

Carlos Pava
Elliot Talen
Gwendolyn Thomas
Donta Truss

who we serve

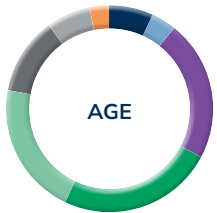
Arbor Circle is proud to be one of West Michigan's most comprehensive providers of mental health counseling, substance use treatment, and family services.



- 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 +



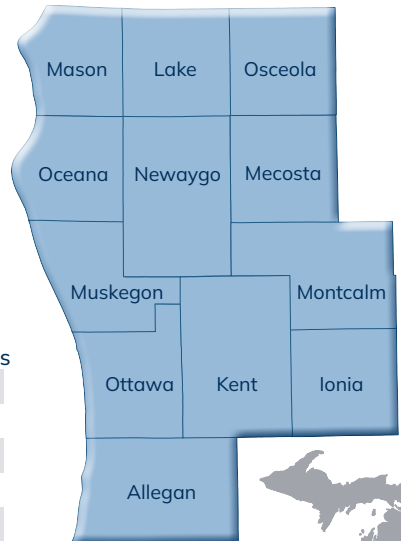
- 1% Asian
- 19% Black/African American
- 14% Hispanic/Latinx
- 1% Indigenous
- 6% Multi-Racial
- 6% Other Single Race
- 53% White



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

Key 2023 Statistics

- 211 staff provided direct care
- 90 volunteers donated their time
- Over 13,000 people served
- 99,383 total sessions provided
- Over 1,900 families served
- 97% of clients were satisfied with their experience at Arbor Circle



Clients Served by Department

	Total Served Total Sessions	
Child Welfare	181	1,489
Community Based Recovery	710	14,278
Early Childhood	544	5,938
Family Based	937	21,477
Outpatient Counseling	2,595	26,529
Prevention & Advocacy	7,964	17,143
Youth Development	808	12,529
Total:	13,739	99,383

who we are

Arbor Circle is deeply committed to diversity, equity, and inclusion. Our services are rooted in compassion for each individual we serve and each community we share.

This is reflected in our efforts to educate staff and advocate for community members through various internal and external activities, including:



- 3% Asian
- 11% Black/African American
- 7% Hispanic/Latinx
- 1% Indigenous
- 3% Multi-Racial
- 75% White



- 7% Asian
- 36% Black/African American
- 7% Hispanic/Latinx
- 50% White

- Hosted a free community event centering lived-experience with incarceration
- Provided numerous cultural and equity-focused staff development opportunities
- Maintained staff work groups focused on specific disparities in our community
- Engaged board members in equity-centered decision-making education
- Launched intern cohort to enhance educational and peer experience

Learn more about our DEI work in 2023 by visiting arborcircle.org/impact.

how we work

Each individual and family we serve brings unique experiences, strengths, and challenges. Arbor Circle is here to offer personalized guidance and support, working together to create goals and celebrate successes. We are dedicated to breaking down barriers and creating a community where all people can flourish.

Critical factors that determine successful treatment are client satisfaction and a strong therapeutic relationship with staff. Arbor Circle collects and analyzes various data related to these indicators, including feedback from people served, engagement trends, and goal achievement. This evaluation process facilitates improvement initiatives within the organization to support equitable outcomes and meet the needs of our community.

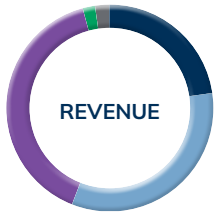
▶ Client Satisfaction

97% Improvement Overall Satisfaction

96% Quality of Care Therapeutic Alliance

89% Access Availability

funding



23%	Program Service Fees	\$ 4,489,860
33%	Federal, State & County Funding	\$ 6,586,712
40%	Other Grants	\$ 7,963,070
2%	Contributions - Corporate & Individual	\$ 484,605
2%	Miscellaneous	\$ 465,764
	Total Revenue*	\$ 19,990,011



89%	Arbor Circle Program Services	\$ 18,116,271
9%	Administrative Operations	\$ 1,823,234
2%	Fundraising	\$ 305,905
	Total Expenses*	\$ 20,245,410

*Audited figures

Arbor Circle works diligently to ensure all funds entrusted to the organization are used to their fullest potential. 89% 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

arborcircle.org

FACEBOOK

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

INSTAGRAM

[@arbor_circle](https://www.instagram.com/arbor_circle)



our mission:

Arbor Circle advances mental wellbeing through counseling and supportive services in partnership with people and communities.