



2009 : ANNUAL REPORT



YEAR IN REVIEW

Arbor Circle serves more than 10,000 people annually with a variety of programs, including outpatient counseling services, in home counseling and intervention, mentoring programs, a runaway shelter, and school based services. We provide most of our services either from our campus located in central Kent County, or we deliver them through the home setting.

Here are just a few highlights from 2009:

- Arbor completed a cultural competency assessment of the organization
- Received a Challenge Grant from the Steelcase Foundation
- Received a two-year \$20,000 grant from the Sebastian Foundation
- Received a new program award for Always On Time to support adults needing both substance use and mental health disorder treatment who have had limited success in a traditional outpatient setting and thus need flexible "drop in" scheduling to better meet their needs

- Developed a new Personnel Handbook
- Implemented new logo and continued to develop new marketing tools
- Started new fundraising event, Summer Social

ARBOR CIRCLE MISSION STATEMENT

Arbor Circle transforms 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.

ARBOR CIRCLE VISION

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

2009 YEAR IN REVIEW

Service Notes

Arbor Circle serves people in Kent, Ottawa and Newaygo Counties, many of whom are financially disadvantaged. Our programs and services address mental health and well-being, substance use and family development. Here are a few notes about our clientele in 2009:

- We served over 10,190 clients
- Eighty-seven percent of our clients were from households with annual incomes of less than \$25,000.
- Sixty-eight percent of our clients were unemployed or not in the competitive workforce.
- Twenty-one percent of our clients were African American, 11% were Hispanic or Latino, 3% Asian, Native American or other ethnicities and 65% were Caucasian.
- Our client population was 50% male and 50% female.
- Ten percent of our clients were aged 0-5 years old, 5% were 6-9 years old; 20% were 10-18 years old; 20% were aged 19-29 years old; 29% were 30-39 and 16% were 40 years old and older.

Financial Highlights 2009

Revenue

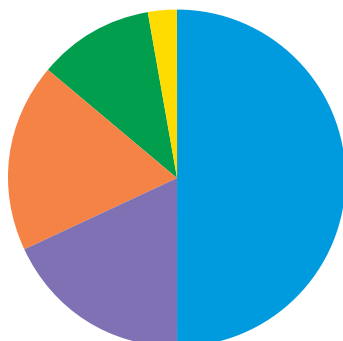
Public support & Revenue	9,164,712
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Expenses

Program service expenses	\$8,028,980
Administration	\$657,022
Total Expenses	\$8,726,368

Net change in assets	\$438,344
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2009 Arbor Circle Demographics



- Outpatient – 50%
- Family based services – 18%
- Youth development services – 18%
- Early childhood services – 11%
- Women's services – 3%

Leadership Team

Jack Greenfield	President/Chief Executive Officer
Kristin Gietzen	Vice President of Operations
Harley Barber	Chief Financial Officer
Deborah Ronk	Performance Improvement Director

Board of Directors

Gerald DeRuijter	Board Chair
Kentwood Community Church	
Carl E. Siebers	Vice Chair
Blue Care Network of Michigan	
Ralph Hamady	Secretary
G/S Leasing	
Eleanor Livingston	Treasurer

Directors

Ellie Austin
President, Austin Relocation Resources

Dr. Rhoda V. Beltran
Advantage Health

Hon. Patricia D. Gardner
17th Judicial circuit Court Family Division

Dr. Mattie Hampton
Grand Rapids Public Schools

Jeanenne Morton
Greenridge Realty

Walter F. Perschbacher IV
Greenridge Realty

H. Rhett Pinsky
Pinsky, Smith, Fayette & Kennedy, LLP

Leslie S. Sanford, CPA

Daniel H. Thompson



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