



*Annual Report*  
**JUL 2023 - JUN 2024**



# By the Numbers

## JUL 2023 - JUN 2024

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**\$94M** Annual Operating Budget

**41** Counties Served

**80+** Locations

**1,086,376** Services Provided

**52,446** Clients Served

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## About Us

Arisa Health is Arkansas' largest nonprofit behavioral health provider, CARF-accredited and certified by the Arkansas Department of Human Services. As a safety net provider, we deliver evidence-based care to those most in need. **Arisa's mission is to lead with exceptional care that nurtures health and well-being for all.**





Arisa associates at our Russellville outpatient location for An Arisa Adventure.

# financials (unaudited)

**JUL 2023 - JUN 2024**

**\$89,602,289** Revenues

- 50%** Medicaid
- 9%** Commercial Insurance
- 1%** Medicare
- 2%** Client Self-Pay
- 5%** Other Client Services
- 17%** DHS & Forensic Contract
- 14%** One-time Funds Including Grants
- 1%** Rental Income
- 1%** Other

**\$92,489,433** Expenses

- 78%** Salaries & Benefits
- 5%** Rent & Utilities
- 3%** Computers, Software, Copiers, etc.
- 1%** Phones, Internet, Network
- 6%** Program-specific
- 2%** Mileage & Travel
- 2%** Depreciation
- 3%** Other



## *Adopting Measurement-based Care*

Over the last year, Arisa Health has worked with Owl Insights to move towards more measurement-based care. Measurement-based care (MBC) is the practice of systematically using standardized measurements to regularly assess the progress clients are making over time. That feedback is then used by both the client and provider to inform treatment decisions and make needed adjustments in care so that positive outcomes are achieved more quickly.

Arisa recently began piloting the WHO-5 Well Being Index in some of our outpatient clinics and is utilizing a variety of other measures in several other programs, including residential treatment settings and day treatment programs. Incorporating feedback from regular evidence-based measurements helps engage clients in their own care, enriches communication with their provider, enhances clinical decision making, and demonstrates the value of treatment. The overall cost of care is lowered as clients make progress quicker and move towards discharge so that new people are then able to access care in a timelier manner.

Arisa's collaboration with Owl Insights will help us deliver person-centered and standardized care across the organization, benchmark the quality and effectiveness of our services, prepare for value-based care, and identify and proactively fill service gaps in our continuum of care.

## Outpatient Services

**29,246** Clients Served

Arisa offers a variety of outpatient counseling options such as child, adult, family, and marriage therapy.

## Adult Intensive Services

**1,301** Clients Served

Adult Intensive Service programs aim to help clients live successfully and independently in the community by enhancing their personal, social, and vocational skills. Adults in these programs receive ongoing case management and therapy.

## Residential Services

**74** Housing Options Available

Subsidized independent living and group homes help individuals with serious mental illnesses who might otherwise be homeless. Rent is based on income, and additional services like day treatment, case management, medication management, and therapy are offered. Locations include McCormick Apartments (Conway), Hartford Square Apartments (Russellville), Oak Tree (Rogers), Hemingway (Springdale), and transitional housing (Searcy).

## Primary Care

**1,010** Clients Served

Arisa Health Primary Care offers comprehensive medical care, including chronic disease management and treatment for non-life-threatening conditions. Our providers focus on holistic care, recognizing the connection between mind and body, to improve overall well-being. Services are available to insured, underinsured, and uninsured patients on a sliding fee scale.

### Primary Care Locations:

**350 Salem Rd, Suite 1  
Conway, AR 72034**

**110 Skyline Drive  
Russellville, AR 72801**



# Therapeutic Communities

**137** Clients Served

Therapeutic Community programs are located in Jonesboro, Corning and Forrest City. These communities provide supervision and round-the-clock mental health care to adult men and women who typically enter the program as the result of a court order. A majority of referrals are from the forensic unit of the Arkansas State Hospital. Clients remain in our care until they are ready to safely reintegrate into the community.

## Growing the Therapeutic Communities Program



Ribbon-cutting for new group home facility in Jonesboro for Therapeutic Communities clients.

In keeping with our commitment to improving the well-being of those we serve, we are pleased to announce two exciting new additions to our Therapeutic Community programming, in addition to the brand-new group home facility we just finished in Jonesboro. These new initiatives are designed to offer personalized therapeutic experiences that meet the evolving needs of our diverse client populations. By focusing on evidence-based practices and client-centered approaches, we continue to strengthen our core mission of supporting recovery and personal growth.

This year, we are expanding with a 16-bed level two (TC2) facility currently being renovated in North Little Rock, and an additional 16-bed level one (TC1) facility specifically tailored to the needs of individuals with Intellectual and Developmental Disabilities (IDD) in Jonesboro. This new IDD facility will be the first of its kind in Arkansas, offering specialized care to a group that has been historically underserved in the state. DHS grant funds helped underwrite some of the expense for this new program.

In 2023, our Therapeutic Community programs provided essential support to 137 individuals, with our services reaching clients in over 80% of the counties we serve, and extending across the state. We are mindful that by serving these 137 individuals, we are also supporting 137 families and strengthening multiple communities. Through our continued growth, we are contributing to a safer and healthier Arkansas for all.



Our School-based outreach team and Board Member, Gary Head, at Welcome Week at Springdale High School.

## Crisis Services

**9,369** Crisis Screenings Conducted

Arisa aims to provide care in the least restrictive setting, avoiding costly hospitalizations. In the 2023-24 fiscal year, Arisa associates conducted 9,369 crisis screenings, successfully diverting 3,667 people from a psychiatric hospital admission. These individuals received alternative services such as crisis stabilization, outpatient therapy, and medication management.

## Recovery Services

**62** Beds Available

Arisa Health provides an array of treatments for people suffering from substance use disorders, from outpatient assessment and counseling to our residential treatment facility, Arisa Health Recovery at Mills, in Searcy (a total of 62 beds). We also provide Medication Assisted Therapy (MAT).

## Drug & Alcohol Safety Education Program

**6,659**

Clients Served

The Arkansas Department of Human Services contracts with Arisa Health to provide Drug & Alcohol Safety Educational Program (DASEP) services across multiple counties. Arisa associates teach these mandated DASEP classes which are required for reinstating driving privileges, and also make recommendations to the courts following assessment of individual need.

# School-based Reach

With nearly 20% of children and youth experiencing behavioral health concerns, embedding therapy services in the school setting is an effective way to get the needed care to students while removing many of the barriers faced in seeking treatment.

For 30 years, Arisa Health and our legacy organizations have offered school-based services. We are proud to partner with over 500 schools across our 41 counties, placing over 230 licensed Mental Health Providers and Qualified Behavioral Health Providers within the school setting.

Through our school-based programs, our associates are truly **“transforming communities one life at a time.”** Take, for example, a teenager receiving services due to experiencing depressive symptoms including suicidal ideation and self-harming behaviors. After working with her Arisa therapist and learning ways to cope with stressors successfully, she shared, “Ever since I've been meeting with you, I feel like so much has changed in the greatest way ever.”



Arisa's School-based providers from throughout the state gathered together at the School-Based Health Alliance of Arkansas' Spring Symposium.



## Therapeutic foster Care

**126** Clients Served

Arisa's Therapeutic Foster Care program offers structured, consistent treatment for children and youth in both clinical settings and the homes of specially trained foster care parents.

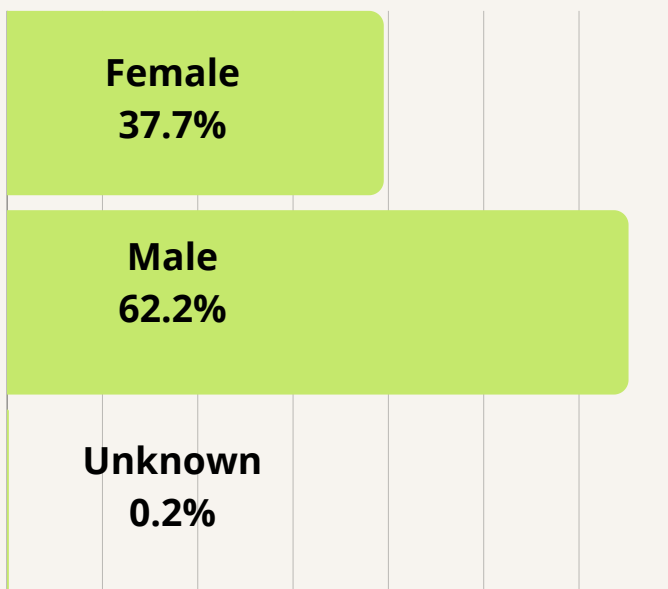
## School-based Services

**7,717** Clients Served

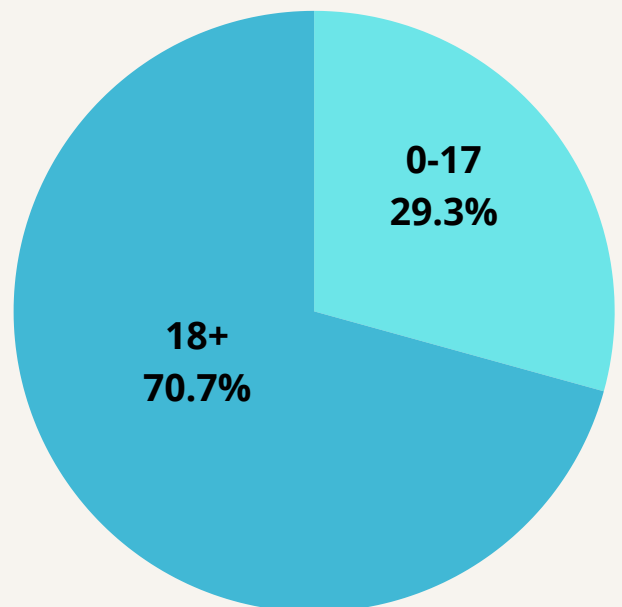
Arisa Health has school-based providers in over 500 schools throughout 41 counties, serving 7,717 students annually. These services support preschool to high school students facing emotional and behavioral challenges affecting their school and home life.

## Client Demographics

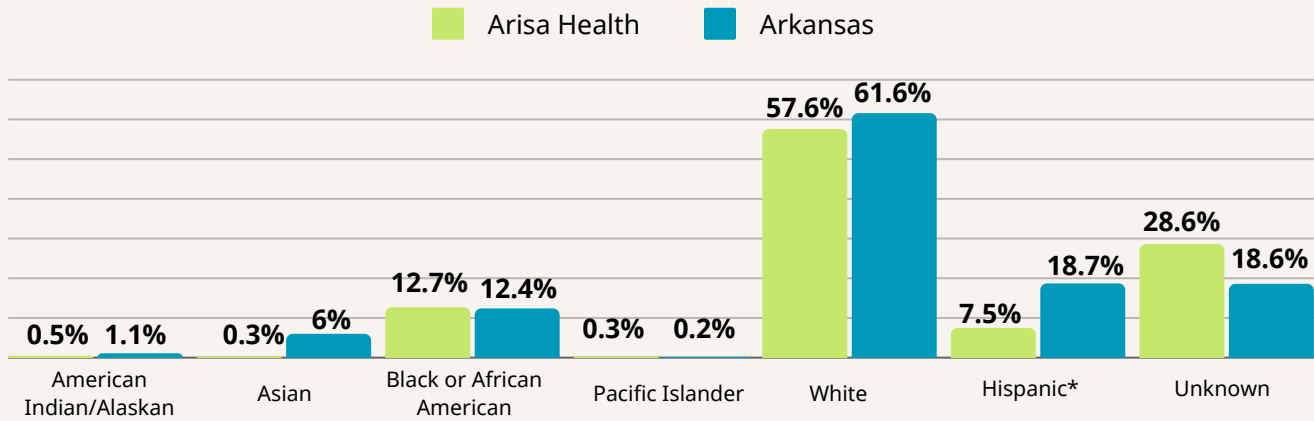
### Gender of Clients



### Ages of Clients



## Race and Ethnicity of Clients



\*Please note that this chart combines both race and ethnicity data, which is why the percentages do not add up to 100%. The race categories total 100%, while the Hispanic ethnicity percentage reflects the portion of the total population for both Arisa and the state of Arkansas.

## Therapeutic Day Treatment

**238** Clients Served



Haven - Conway

Arisa Health partners with local school districts to offer behavioral health services and classroom education for students with Serious Emotional Disturbance. These intensive services aim to help students succeed emotionally and socially, enabling their reintegration into public schools.

## Haven

**12** Haven can serve up to 12 clients per day

Haven is a residential treatment center in Conway for girls aged 13-18 referred by the Arkansas Division of Children & Family Services (DCFS). It offers intensive interventions, including individual and family therapy, psychoeducation, medication management, and life skills instruction.

# Event Highlights

Our events are created to support **Arisa's mission to lead with exceptional care that nurtures health and wellbeing for all**. Whether a fundraiser or community outreach, each event plays an important role in ensuring that we can continue providing accessible, compassionate care to those who need it most.

Another integral part of our events is to build partnerships and to foster a sense of community around behavioral health. Local businesses, schools, and community leaders come together to support our mission, helping to drive real change across the 41 counties we serve.



**Stars & Stripes**  
*Family Festival*  
July 2023 - Jonesboro



**Travis Jenkins, MD**  
**Building Naming**  
*November 2023 - Springdale*



**An Arisa Adventure**  
*Presented by Adventure Subaru*  
May 2024 - Clinton



**Aiming for Arisa Fundraiser**  
*Presented by Signature Bank*  
October 2023 - Jonesboro



**Pony Up for Haven**  
*May 2024 - Conway*



**Reinert Cup Classic**  
*June 2024 - Springdale*

# Benton County Campaign



We are excited to highlight the progress on the Arisa Health Jane Hunt Clinic in Benton County, which will provide essential behavioral health outpatient services throughout the county.

This clinic represents a significant investment in the well-being of the Benton County community, made possible through the generous support of Jane Hunt, Cathy and Denton Seilhan, and The Schmieding Foundation. We celebrated significant milestones this past fiscal year with the announcement of this project, and the groundbreaking took place in August 2024. This new facility will further **our vision of transforming communities one life at a time.**



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## Springdale Campus Enhancements

Arisa Health is grateful for the generous contributions from Diane & Bob Shaw and the Willard & Pat Walker Charitable Foundation, which enabled the renovation of the Williams Building lobby at our Springdale Campus. The remodeled space now proudly features Arisa's signature colors.

Additionally, the Willard & Pat Walker Charitable Foundation also provided funding for the Travis W. Jenkins, M.D. Building, allowing us to upgrade the classrooms, lobby entry, and windows.

# Mental Health First Aid

Arisa Health's Mental Health Awareness Training (MHAT) has increased mental health knowledge and reduced stigma. MHAT employs evidence-based practices such as Mental Health First Aid, QPR (Question, Persuade, Refer), How Being Trauma-Informed Improves Criminal Justice System Responses, Crisis Intervention Team (CIT) Training to equip individuals with the skills necessary to recognize signs of mental health and substance use challenges. From July 1, 2023, to June 30, 2024, our 37 trainings reached 508 individuals. QPR training increased understanding of suicide risk factors by 98%. MHAT improved identification of adult mental health signs by 87%. One participant noted, "The information is invaluable and has great propensity to save a life." Mental Health Awareness Training is vital for reducing stigma and ensuring support.



## Diversity, Equity, Inclusion & Belonging

At Arisa Health, we've made significant strides in Diversity, Equity, Inclusion, and Belonging (DEIB) over the past fiscal year. Arisa prioritized increasing awareness and promoting cultural sensitivity through several innovative initiatives. The organization introduced "Coffee & Conversation," bi-monthly sessions exploring topics impacting our diverse workforce and the communities we serve. Arisa also implemented "Cultural Moments," brief videos sharing insights into various cultures and backgrounds. Monthly "Lunch & Learn" sessions were launched, along with listening sessions and focus groups for specific demographics.



Feedback from these sessions informed updates to the DEIB Strategic Plan, including client-focused goals for reducing barriers to care access. Arisa sponsored and participated in various DEI events, such as the Arkansas State University DEI Conference and cultural heritage month celebrations. Engagement activities like "Soul Day" and "Playing it S.A.F.E." fostered open, psychologically safe conversations, promoting authenticity and inclusivity. These efforts demonstrate Arisa Health's commitment to creating a truly diverse, equitable, and inclusive environment. Grant funds have made this work possible.



# *Arisa's Leadership Academy*



Leadership graduates of the 2023 Arisa Leadership Academy.

We are proud to celebrate the third class of the Arisa Leadership Academy, launched in 2021 to cultivate leadership across Arisa Health. This one-year program, designed for both current and future leaders, offers 12 sessions covering essential topics such as strengths identification, effective hiring, crucial conversations, team dynamics, compliance, mentorship, peer learning, and financial management. By leveraging collective expertise, the Academy equips participants with the tools needed to successfully lead teams and programs within Arisa Health.

Congratulations to our graduates from our 2023 Arisa Leadership Academy:

Alicia Boyd  
Allison Pulliam  
Amanda Atchley  
Anna Taul  
Ashley Counts  
Carla Blackburn  
Cassie Stamps

Edlin Martinez  
Eliot Schaffer  
Erin Goodwin  
Hayley Stewart  
Jeanie Lewallen  
Jennifer Drake

Jessica Parker  
Johnathan Simpson  
Kenjarvis Cross  
Robb Robinson  
Susan Gilbert  
Trisha Craig

# Arisa's Executive Team

Left to Right: Chief Clinical Officer, **Brian Davis, MSW, LCSW**; Chief Medical Officer, **Kyle Johnson, MD**; Chief Philanthropy & Marketing Officer, **Tim Hudson, BA**; Chief Executive Officer, **Laura H. Tyler, LPC, PhD**; Chief Financial Officer, **Keith Faught, MPA, CPA**; Chief Legal Officer, **Ruth Allison Dover, JD**.



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As I pen this summary for fiscal year 2024, I am reminded of A Tale of Two Cities with its opening line, "It was the best of times, it was the worst of times..." This year has been filled with some stark contrasts, with many highs (we've launched several new building projects to better serve clients and communities, we've reached tens of thousands of individuals, implementation of measurement-based care, and we are operating two large federal grants) and some worrisome lows (inflation against

stagnant payment rates, increased administrative burden, and tornados in 9 of our counties that impacted associates and services). So many moments of gratitude and grief, amazing accomplishments and disappointing setbacks. It is increasingly challenging to meet the mission despite our passion. Our desire to serve clients, families and communities has never been stronger, nor the barriers more abundant. I often describe the work of operating a community mental health center (CMHC) as trying to win the game of Monopoly® with Baltic Avenue. It takes endurance and a solid and evolving strategy. Winning is possible, but only if you undertake to triumph.

The stakes at Arisa Health are much greater than in Monopoly®. We serve high acuity clients and low-income individuals who depend on us to figure things out. In response to static payment rates and substantial cost increases, we have made uncomfortable, but necessary changes in operations. Advocacy is another important part of our success strategy. We have become increasingly bold in being kind but truthful about the stark realities we face as a CMHC. We must speak up on behalf of those we serve and support. The pathway to treatment and recovery is at stake and impacts real lives. That is what makes our resolve stronger than ever.

Recruitment and retention of talented associates continues to be difficult. They, too, are facing unprecedented housing, food, childcare and medical expenses. Talented, compassionate, and resolute associates are our greatest strength, so we must see that they are properly recognized and compensated.

Despite all these challenges, our determination has never been greater. We are committed to this vital work and believe that community-based care is a critical ingredient for recovery. We will continue to advocate for evidence-based practices and compensatory payment rates. We are grateful to a Board of Directors who stand alongside us and offer wise guidance as we forge forward.

# Arisa's Board of Directors

## **President:**

Frank Johnson | Washington County

## **Vice President:**

Maribel C. Rogers | Pulaski County

## **Board Members:**

Tara Allen | Fulton County

Candra Brasel | Newton County

Jackie Brashears | Madison County

Steve Braun | Baxter County

Regina Burkett | Woodruff County

Paige Catt | Clay County

Charles T. Cross | Carroll County

Donnie Davis | Washington County

Farris DeBoard | Benton County

Paul Dielmann | Perry County

Hayward Finks, Jr. | Pulaski County

Julia Frost | Johnson County

Connie Gardner | Washington County

Lucilla S. Garrett | Carroll County

Marcia Harding | Pulaski County

Timothy Harness | Searcy County

Becky Hartsfield | White County

Lou Ann Harvey | Pope County

Kevin L. Hatfield | Madison County

Gary R. Head | Washington County

Jeanie B. Hill | Washington County

Alice Hines, Ph.D. | Conway County

Rhonda Hodges | Crittenden County

Vixen James | Boone County

Marsha Jones | Washington County

Rebecca Jones | Benton County

Amanda Joshlin | Lonoke County

Elizabeth Kelley | Carroll County

Jacob Kersey | Lawrence County

Deborah King | Phillips County

Alex Lynch | Randolph County

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LaShica Miller | Monroe County

Kevin Molder | Poinsett County

Allen Moore | Baxter County

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Dewayne Phelan | Poinsett County

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Rebecca Raynor | Marion County

Lori P. Ross | Faulkner County

Lynn G. Russell | Washington County

Jerri Skaggs | Benton County

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Fredric Smith | Cross County

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Tony Thomas | Craighead County

Chris Thornton | Washington County

Carla Vaughn | Sharp County

Herb Washington | Pulaski County

Cedric Williams | St. Francis County

Jeannie Winston | Cleburne County

Leigh Ann Wright | Greene County

Kenny J. Wyatt | Stone County

Robert Young | Greene County

**800-356-3035**

Provides 24/7 support, and is confidential to people in suicidal crisis or mental health-related distress



Encourage careers in healthcare



Talk to elected officials about additional funding for behavioral health services



Encourage others to seek behavioral health help



Philanthropic support of the mission