



arisa health

Annual Report July 2024 - June 2025





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Chief Executive Officer



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Chief Clinical Officer



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Kyle Johnson, MD
Chief Medical Officer

A Message from our CEO

Arisa Health is a mission-driven, safety net, non-profit **Community Mental Health Center (CMHC) provider**. As a CMHC, we have limited state and federal funds to provide mandated and comprehensive services to a significant number of uninsured, underinsured, Medicaid and other vulnerable populations and clients, regardless of their ability to pay. It is a noble calling and a great honor to be entrusted to care for those with the greatest needs.

When I think about **the CMHC safety net**, it **reminds me of a neglected fishing net** - one that was overused, exposed to harsh elements and not proactively repaired. This neglected net aptly describes the CMHC safety net. **Once designed and supported to catch individuals in crisis** and provide a continuum of care regardless of payer source, **the CMHC's capacity has become compromised over time**.

Fibers of the CMHC safety net were once strong. They were reinforced by stable funding, adequate staffing, training and community support. Over time, **the integrity of the CMHC safety net has been strained by shrinking budgets, high client caseloads, overworked and undercompensated associates, burnout, disjointed care, and program closures**. Frayed by these environmental factors, the CMHC is a weakened system unable to hold the weight it once did. The integrity of the safety net is compromised. Not because the safety net is unnecessary, but because it is unsupported and neglected.

As the safety net is compromised, it fails those with the greatest need for mental health and substance use treatment. And people are slipping through the netting. Those who once were served are appearing in emergency rooms, jails, on the streets, and in homeless shelters. **Individuals and families are in perpetual cycles of crisis**. Most of which could be prevented. **Sadly, some are not surviving**.

We must work to restore the net's strength. This will require appropriate policies, funding, competitive wages and ongoing workforce development. We must acknowledge mental health and substance use care as essential to whole health rather than optional. Otherwise, we will see more fraying and more lives at risk and lost. This is not acceptable.

I urge you to be one of the voices that advocates for change in how the behavioral health system works. After all, the vulnerable among us are counting on us. Change is possible, and we hope you will help us pivot to a brighter future as we work together to restore the safety net.

Laura H. Tyler, LPC, Ph.D.
Chief Executive Officer

By the Numbers

Jul 2024 – Jun 2025

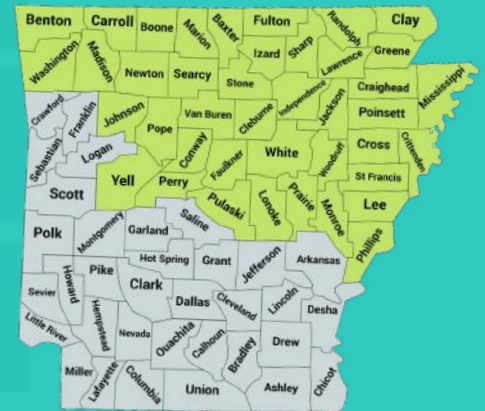
\$83M Annual Operating Budget

41 Counties Served

80+ Locations

1,021,354 Services Provided

52,410 Clients Served



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.**

Legislative & Advocacy Results

- **2025 HB1165** - To prohibit different reimbursement rates for services performed by the same type of provider in different settings with the Arkansas Medicaid Program.
 - DHS implemented the higher rates effective 3/1; however, the list of codes is still missing several key services.
- **2025 HB1170** - To require the Arkansas Department of Human Services to conduct a reimbursement rate review for substance abuse treatment and prevention block grant.
 - DHS has updated contracts with a rate that is double the prior \$74 per day rate. Total funding is unchanged.
- **2025 HB1171** - To modify the Medicaid provider-led organized care act; and to authorize an abbreviated independent assessment for certain beneficiaries enrolled in a risk-based provider organization.
 - This bill was passed and is now **ACT 625**.
- **2025 HB1622** - To amend the Medicaid Fairness Act.
 - This bill was passed and is now **ACT 635**.
- **2025 HB1256** - To require the Arkansas Board of Examiners in Counseling to issue a provisional license for a licensed associate counselor.
 - This bill was passed and is now **ACT 231**.
- **2025 SB554** - An act to create the behavioral health loan forgiveness program; and for other purposes.
 - This bill was passed and is now **ACT 1022**.



Mayor Teague declaring May as Mental Health Awareness Month in Russellville at our Russellville Clinic.

Financials (unaudited)

July 2024 – June 2025

Revenues \$83,497,513

53%	Medicaid
1%	Commercial Insurance
9%	Medicare
2%	Client Self-Pay
2%	Other Client Services
29%	Federal & State
2%	Rental Income
2%	Other

Expenses \$86,266,619

80%	Salaries & Benefits
5%	Rent & Utilities
4%	Computers, Software, Copiers, etc.
1%	Phones, Internet, Network
3%	Program-specific
2%	Mileage & Travel
2%	Depreciation
3%	Other

Outpatient Services

27,174 Clients Served

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

Adult Intensive Services

989 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

389 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**

Community Mental Health Center Challenges

Community Mental Health Centers (CMHCs) are a lifeline for individuals, families, and communities ensuring access to behavioral health care regardless of ability to pay. But every year, they face mounting challenges.

- **Workforce Shortages** - Demand for mental health services continues to grow, yet CMHCs face ongoing challenges in recruiting and retaining qualified staff. Competing with larger health systems and private practices for talent puts these centers at a disadvantage. Because Medicaid reimbursements pay lower rates than commercial insurance and state funding has eroded against inflation and population growth, CMHCs like Arisa Health cannot afford to pay staff a competitive midrange salary. Meanwhile, fewer people are entering the mental health field, resulting in 72 counties across the state currently being designated as mental health workforce shortage areas.
- **Complex Client Needs** - Many clients face multiple challenges beyond mental illness, including poverty, trauma, and chronic health issues. Meeting these needs requires more staff time, resources, and specialized expertise.
- **Cuts to Medicaid Funding & Inflation** - With Medicaid as a primary payer, stagnant rates and recent funding cuts have placed significant strain on CMHCs, forcing them to close programs in order to stretch already limited resources even further. When coupled with inflation, there has been significant erosion of staffing and services.
- **Rising Regulatory Burdens** - Increasing compliance demands pull staff away from client care, adding administrative pressure and expense to an already overextended system.
- **Thin Financial Margins** - CMHCs operate on some of the lowest margins in healthcare. Lower reimbursement rates mean even small funding shifts further threaten services.
- **Why This Matters** - When CMHCs struggle, clients and communities feel it—through longer wait times, reduced access, and fewer available services. Yet CMHCs remain deeply committed to ensuring care for all. Increasing Medicaid funding, strengthening the workforce, and supporting CMHCs is essential to building healthier communities. Without philanthropic support, our circumstances would be even more dire.



Midrange Salaries

Because Medicaid & state reimbursements pay lower rates than commercial insurance, CMHCs cannot afford to pay staff a competitive midrange salary.

72 Counties

Arkansas currently has 72 counties designated as mental health workforce shortage areas.

Therapeutic Communities

135 Clients Served



Therapeutic Community programs are located in Jonesboro, North Little Rock, 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.

New Grant Received - First in the State



Arisa Health has been awarded a \$3,000,000 grant to establish the state's first Therapeutic Community specifically designed for individuals with Behavioral Health and Intellectual Developmental Disabilities (IDD). In addition to the grant funds, Arisa is providing an additional \$2,000,000 towards these efforts. This facility will be located in Jonesboro, strategically chosen because of its accessibility to major healthcare providers, educational institutions, and workforce services.



Our therapeutic community will not only meet but exceed state and federal standards, offering ADA-compliant communal housing, individual living spaces, and a safe, structured environment that fosters dignity, independence, and healing. This grant allows us to address one of the most pressing gaps in Arkansas's behavioral health system, specialized residential care for adults with IDD.



Our program is designed to serve 16 individuals, offering evidence-based treatments to support improvements in symptom management and daily living skills. Beyond clinical services, the therapeutic community model emphasizes skill-building, personal growth, and supportive peer relationships, all of which are essential to improving long-term outcomes.

Our goals include reducing reliance on emergency services and law enforcement interventions, helping individuals transition into less restrictive environments, and preparing them for supported employment or independent housing opportunities. By developing individualized transition plans, linking residents with community resources, and offering life-skills development, we will foster independence to help clients build meaningful connections in the community.

Crisis Services

8,076

**Crisis Screenings
Conducted**

Arisa aims to provide care in the least restrictive setting, avoiding costly hospitalizations. In the 2024-25 fiscal year, Arisa associates conducted 8,076 crisis screenings. Of the 6,077 adults screened, Arisa successfully diverting 4,557 from a psychiatric hospital admission. These individuals received alternative services such as crisis stabilization, outpatient therapy, and medication management.

- 80% of the adults screened were NOT active Arisa clients.
- 55% were incarcerated at the time of screening.

Drug & Alcohol Safety Education Program

11,248

**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.

Highlights from DASEP



In the past year, we successfully centralized key components of our program, streamlining operations and improving overall efficiency. By combining resources, workflow, and team efforts under a unified framework, we reduced duplication and improved communication. It's been a shift toward doing things smarter, not harder—and it's helping us stay focused on what matters most, clients.



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).

Our Robust Internship Program

89 Interns Hosted



During last fiscal year, we hosted 89 interns. This included Bachelor of Social Work, Master of Social Work, Master of Counseling, and Psychiatric APRN students. Interns are paired with clinical associates to observe and learn how to become paraprofessionals, therapists, and psychiatric APRNs. The master level interns eventually gain a caseload and are able to provide much needed support to clients who might have difficulty accessing services otherwise.

Interns are key in providing treatment to clients who might have limitations regarding a payment source or overcoming other barriers to treatment. Interns are taught many aspects of employment at Arisa Health including mission, utilizing the electronic health record, policies and procedures, and our Relias training site.

Of the 89 interns who were with Arisa last fiscal year, we have hired 19 as Mental Health Professionals or Qualified Behavioral Health Providers. In addition, 13 of the 89 interns were already employed by Arisa and were able to complete internship hours outside of their regular work hours.

The benefit of allowing current associates to complete an internship outside of their regular work hours and in a different location/department leads to better retention rates of current associates who want to pursue higher education. Arisa maintains affiliation agreements with numerous local and online colleges and universities.



Therapeutic Foster Care

112 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

9,912 Clients Served

Arisa Health has school-based providers in about 300 schools, serving 9,912 students annually. These services support preschool to high school students facing emotional and behavioral challenges affecting their school and home life. Both MHPs and QBHPs are embedded in school settings to serve students.

Client Demographics

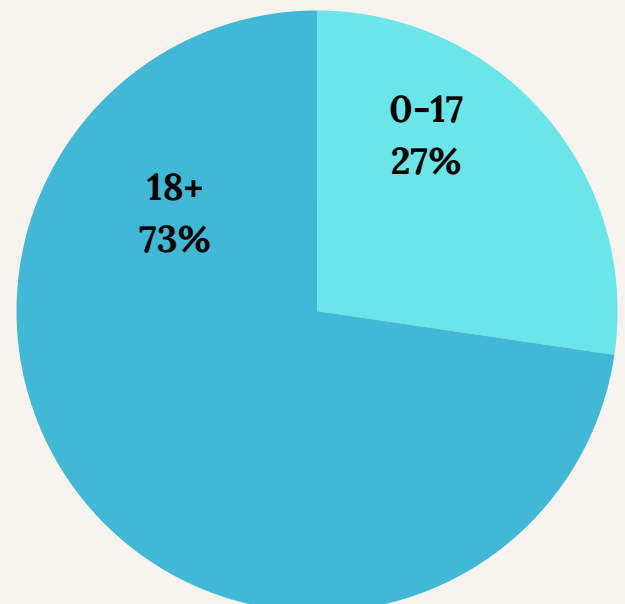
Gender of Clients

Female
46.3%

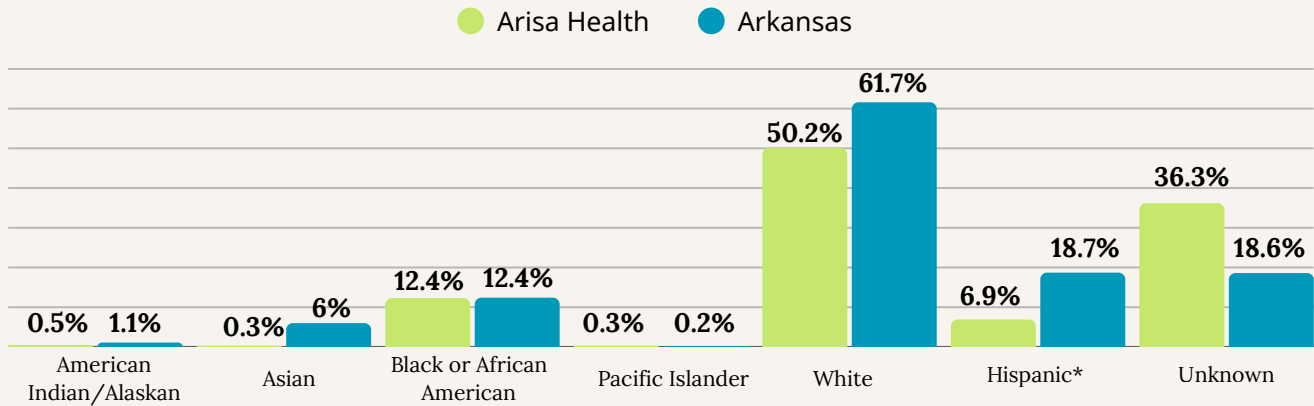
Male
53.4%

Unknown
0.3%

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

178 Clients Served

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

Haven

36 Clients Served

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. Haven is a 12-bed facility where girls typically reside for several months.



Netsmart

On July 1, 2025, Arisa Health transitioned to Netsmart MyAvatar as the new Electronic Health Record (EHR) for the organization. Over the fiscal year, a core implementation team from Arisa worked directly with Netsmart to move the 4 legacy EHRs to one Netsmart MyAvatar domain. The team was comprised of leadership across billing, IT, operations, medical services, and clinical services. In addition, we had over 30 SuperUsers that were instrumental in testing, training, and implementation of the new system.

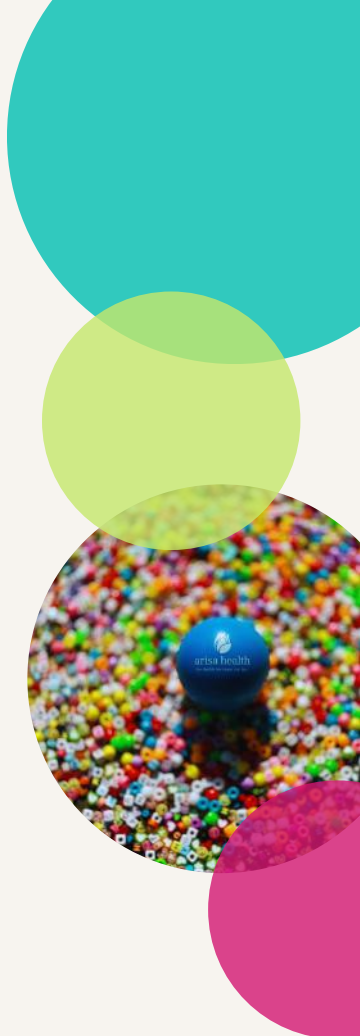
After months of preparation and testing, all associates received special training developed by the Arisa implementation training team throughout the month of June. The training consisted of both live training, via zoom, as well as independent work within our testing environment. Step-by-step guides, videos, interactive trainings and one-on-one support have been available to associates and managers for their ongoing training and support to assist with the transition.

Eventually, Arisa Health believes functioning out of one EHR will allow for improved efficiencies and assists in consistent procedures across our regions. More importantly, all client records are in the one system. This allows for clients' continued care to be easily transferred across our 41 counties as they move to other parts of the state.

24/7 Crisis Line & MHP Availability

The Arisa Health Crisis Call Center is housed within our Searcy Clinic. It is staffed by 10 qualified behavioral health professionals. The Call Center associates receive incoming calls from referral sources seeking crisis intervention services within our 41-county catchment area from jails, detention centers, and emergency departments. The Call Center plays a vital role in connecting referral sources to an MHP whether during the day or after hours to complete a crisis intervention assessment to determine the needs of the client. They also take calls via the Warmline which is for persons who need additional support but are not in need of crisis/emergency services.

The Call Center is also integral in finding bed placements at acute behavioral health units once an MHP has made a determination that a higher level of care is warranted. They were able to secure bed placements for 2,019 individuals. The Crisis Call Center operates 24 hours a day, 7 days a week including holidays.



35,687
Crisis Calls
Received

**Arisa Health Crisis
Call Center:
800-356-3035**

**Arisa Health
Warmline:
833-236-2131**

The Jane Hunt Outpatient Clinic

Excitement is building in Rogers as Arisa Health prepares to open the doors of its brand-new, contemporary clinic — a facility designed to meet the needs of both adults and children in Northwest Arkansas. This thoughtfully planned space will include clinical offices, group therapy rooms, a spacious conference room for community and professional gatherings, and even a gymnasium to support holistic health and wellness programming.

Construction is progressing on schedule, with completion expected by mid-December. Once fully credentialed, the clinic aims to welcome its first patients in early January, marking a major milestone in expanding access to behavioral health services in the region.

This project would not have been possible without the remarkable generosity of Jane Hunt. Her support has played a pivotal role in transforming the vision for this clinic into a reality. By investing in the future of behavioral healthcare, Hunt has helped ensure that individuals and families in Northwest Arkansas will soon have an innovative new space to receive the care they need.

With its welcoming design and expanded capacity, the new clinic represents more than just a building — it symbolizes Arisa Health's commitment to exceptional care and its ongoing mission to nurture the health and well-being of all.

Interface with Courts & Law Enforcement

In recent years, the intersection of mental health and law enforcement has become a critical area of focus. With rising awareness about mental health issues and their impact on individuals and communities, law enforcement agencies are being called upon not just to enforce laws but also service as first-responders in mental health crises.

Arisa Health partners with local law enforcement through Crisis Intervention Team (CIT) training and co-responding services. This year alone, 105 officers, 13 dispatchers, and members of the Jonesboro Fire Department received CIT training, adding to over 550 first responders trained in the past five years. These efforts are reducing repeat 9-1-1 calls and connecting people in crisis with the care they need.

In Faulkner County, we have two co-responder teams made up of a police officer and a mental health care coordinator. These teams provide on scene evaluation, immediate de-escalation and diversion from the criminal justice system. Recent data has shown the team responds to thirteen to sixteen calls daily. With the anticipation of \$1.5 million savings to the city by diverting calls away from traditional emergency services to the specialized co-response teams. Additionally, the team has a large impact on helping community members get connected to needed resources like food banks, homeless shelters, substance abuse treatment and more.

Arisa Health partners with specialty courts throughout Arisa's service area to provide essential behavioral health services. Our professionals support court proceedings by offering therapy to participants, consulting with court staff, and coordinating substance use and mental health treatment. In Washington County's Mental Health Court, a grant-funded Qualified Behavioral Health Provider also provides care coordination and life skills support to clients. In the past 6 months, we served 40+ clients through these courts within the Washington, Benton, Marion and Baxter court systems.

Arisa Health partners with Washington County and Returning Home on the Community Rebuilding Initiative (CRI), a new innovative, and voluntary reintegration program for up to 30 men at the Washington County Detention Center. The program provides education and treatment to support successful reentry, with Arisa delivering the behavioral health component. As of May 2025, Arisa employs one full-time MHP in CRI, with plans to add another in Fall 2025.



550+

Over 550 first responders have received Crisis Intervention training over the past 5 years.

\$1.5M

In Conway, the anticipated savings for diverting these calls is estimated to be \$1,500,000 savings to the city.

40+

The number of clients served through our efforts with the court systems in Baxter, Marion, Benton and Washington counties.

“Help Not Handcuffs”

-NAMI

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Carla Vaughn | Sharp County

Herb Washington | Pulaski County

Jonathan Weatherall | Yell County

Cedric Williams | St. Francis County

Kent Williamson | Washington County

Jeannie Winston | Cleburne 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