



LOOKING BACK ON

2018

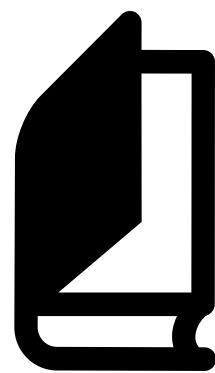
## # OF APPOINTMENTS

30,868

Providers at BRAINS had 30,868 encounters with clients this year. BRAINS offers appointments Monday-Saturday, 7:00AM to 9:00PM, making treatment convenient and accessible.

## THE COMPLEXITY OF AUTISM SPECTRUM DISORDERS

On September 4th, editors and contributing authors from BRAINS celebrated the publishing of *The Complexity of Autism Spectrum Disorders* textbook. The text opens a critical dialogue through which students, researchers, and clinicians can challenge their ideas about what it means to work with the unique presentations of individuals on the Spectrum.



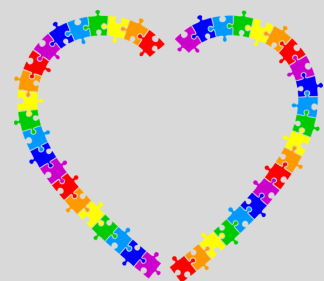
## COMMUNITY & GIVING



BRAINS is passionate about our community. This year, we've contributed thousands of hours in the form of pro-bono services, supported like-minded organizations and nonprofits with monetary and in-kind donations, and volunteered with The Salvation Army, Michigan Blood, and United Way to name a few.

## DIVERSITY, INCLUSION, & ACCESSIBILITY

A group of passionate providers and staff teamed up to form the Diveristy and Inclusion Committee. We've made it easier for individuals to request accomodations, strengthened the cultural competency of our staff, updated our paperwork based on recommendations from the Fenway Institute National LGBT Health Education Center, and celebrated neurodiversity daily. BRAINS is working hard to make sure our facility is a safe, welcoming space for everyone.



## # OF PHONE CALLS ANSWERED

20,166

BRAINS support staff answered over 20,000 phone calls this year. That's almost 400\* phone calls every week! (\*based on 261 working days)

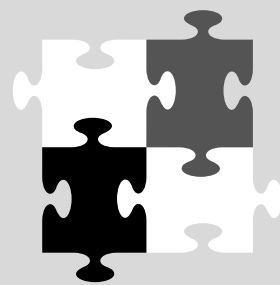
## ADULT & ADOLESCENT CLINIC

BRAINS acquired a second location late in 2018 to accomodate our growing staff and client population. It's located within a half mile of our Main Campus and will provide a quiet and safe space for our adult and adolescent clients.



## APPLIED BEHAVIOR ANALYSIS (ABA)

The BRAINS Applied Behavior Analysis Program has quadrupled in size since its launch in the Fall of 2017. In-home ABA therapy focuses on decreasing problem behaviors and identifying functional replacement skills that help a child to be more successful in their environment. Effective ABA therapy produces long-lasting behavior change with individuals diagnosed with autism spectrum disorders.



# 3,809

### # OF CLIENTS SERVED

Almost 4,000 unique individuals received services at BRAINS this year.

### CLIENT MILESTONE

On Friday, October 5th BRAINS celebrated service to our 20,000th client since the practice opened in 2007.

# 20K

# 2,675

### # OF NEW PATIENTS

Over 2,500 individuals made the decision to better their lives for themselves and their families by choosing BRAINS as their mental and behavioral health care provider.

### 4 NOMINATIONS FOR #1 DOC IN GRAND RAPIDS ON GRKIDS.COM

Four of our amazing clinicians were nominated for #1 Doc in Grand Rapids. Nominees included Dr. Michael Wolff (Neuropsychologist), Kelly Rimbey (Speech & Language Therapist), Patricia Carroll (Occupational Therapist), and Erin Matlosz (Psychologist, Board Certified Behavior Analyst). Voting ended in October, and we can't wait to see the results published in early 2019.

# # 1

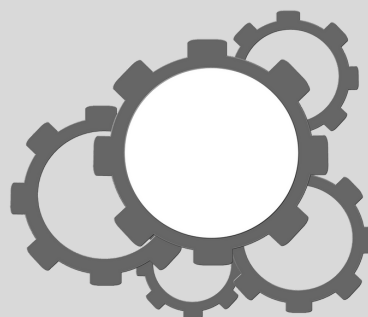
# 1,818

### # OF STUDENT TRAINING HOURS

BRAINS' Core Value of work ethic means that we go above and beyond minimum expectations to provide for our clients and community. We believe in partnering with institutes of higher learning in training the next generation of behavioral health-care professionals. BRAINS is an approved continuing education provider through the Association of Social Work Boards (ASWB) and is one of the 600+ companies participating in MI Bright Future, an online tool connecting students with career professionals and local job creators to ensure Michigan's future workforce is informed, educated, skilled, and experienced.

### TECHNOLOGY

Virtual Reality, Neurofeedback, and Eye Movement Desensitization Reprocessing (EMDR) are three therapies new to the practice that increase the diversity and specialization of treatment. Text and email appointment reminders, Patient Portal, and state-of-the-art telecommunications are just a few of the ways BRAINS improved client experience and satisfaction in 2018.



THANK YOU FOR A GREAT YEAR