

3rd Quarter YTD 2026 News Letter

- **When you first called, did you get an appointment as soon as you needed it?**
79% said YES
- **Where you assigned to a counselor who met your needs?**
92% said YES
- **When you call or check in for appointments, are you treated with courtesy and respect?**
98% said YES
- **How long do you usually wait to be seen beyond your appointment time?**
89% said less than 10 minutes
- **If needed, we would come back to Open Arms.**
96% said AGREE
- **When you call to speak with your counselor, how long does it usually take for your call to be returned?**
96% said less than 4 hours
- **Does your counselor explain things in a way you can understand?**
99% said USUALLY
- **Does your counselor listen carefully to you?**
93% said ALWAYS
- **Does your counselor treat you with respect?**
98% said ALWAYS
- **Does your counselor give you reassurance and support?**
92% said ALWAYS
- **Does your counselor help you learn how to deal with your problems yourself?**
96% said USUALLY
- **Are you involved as much as you want to be in decisions about your treatment?**
96% said USUALLY
- **How much does your counselor involve your family in your treatment?**
96% said RIGHT AMOUNT
- **I feel comfortable that my concerns are handled confidentially.**
94% said AGREE
- **How much have you been helped by the care you've received at Open Arms?**
88% said QUITE A BIT
- **How well have our services helped you use programs & resources in the community?**
66% said QUITE A BIT
- **Have you been informed of all the services offered at Open Arms?**
73% said YES
- **Would you recommend Open Arms to someone in need of help?**
98% said YES



OPEN ARMS Behavioral Health

OUR CLIENTS SAY:

"Y'all are amazing. Thank you!"

"James has been very communicative and helpful in the care of our child."

"They go above and beyond."

"... enjoys coming here. It's been good for her."

"Have changed my life tremendously."

"You offer a great service to our community."

"Ms. Janette has literally saved me from myself. I'm able to self reflect better and see myself as a human."

"Open Arms has helped me more than I thought I needed."



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Thank you for choosing Open Arms Behavioral Health and Freedom Ranch for your behavioral health needs. We also want to thank all who refer clients to us. Word of mouth is our #1 referral source. We know that you have a choice in behavioral health practitioners, so we are thankful that you chose us. Thanks to your trust in us, the first quarter 2024 was full of beneficial experiences, relationship building, and challenges. Here are some statistics that you may find interesting:

FIRST HALF YTD 2026

New clients: 561

Counseling Sessions: 6,747

Case Management Sessions: 727

Money returned to community in free services: \$106,600

Client symptom reduction:

Adult Clients: 86%

Children Parent Report: 78%

Adolescent Self Report: 96%

94% of our clients were TRULY SATISFIED with our services.

95% of our clients said our services were EFFECTIVE.

90% of our clients said Open Arms was EFFICIENT in their service delivery.

**Veteran Owned
Since 2006**

**Established in Faith Developed in Resiliency
(over)**