



# Polara Health

GUIDING YOUR WAY TO WELLNESS SINCE 1966

2023

# ANNUAL IMPACT REPORT



INSPIRING HOPE, HEALTH AND HEALING

# OUR MISSION

To provide accessible, compassionate whole person care that strengthens our community.

## OUR VALUES

Quality | Integrity | Compassion

We are clear that now is the time to recommit to ensuring access to high quality, sustainable care and remain firm in our vision where the healthcare needs are met for all. We know that irrespective of socioeconomic backgrounds, race, gender and ethnicity, all lives are somehow impacted by mental health and/or substance use challenges. We also know the if our environment is not optimal, if our mental health is not optimal, if our spiritual health is not optimal, then it is going to manifest itself in our physical health.



# A Note from our PRESIDENT & CEO

Reflecting on this past year, it is easy to see the incredible positive impact that our team has had on our community. Through our staff dedication and exceptional services, we have helped over 8,000 people. Our mission has always been to provide accessible, compassionate whole-person care that strengthens our community. This mission isn't just a slogan, it's a driving force that propels us forward each day. It is because of our staff's unwavering commitment to our mission that we have been able to achieve remarkable results. Through their hard work and dedication, we have witnessed countless success stories where lives have been transformed. The support and care they provide to individuals and families in times of need are truly invaluable; it is a lifeline that brings hope and healing to those who are struggling.

Our impact does not stop at the doors of our facilities. We are deeply involved in our community, working hand in hand with local organizations, schools and the larger healthcare system to address the broader factors that influence mental health. Our community partners have become essential allies in our journey to make lasting positive changes.

I am thrilled to announce that we are taking steps to expand our services even further. This expansion is a direct response to the growing needs of our community. By broadening our services, we will be better equipped to meet the diverse needs of those we service; reaching more individuals, families, and groups who require our expertise and care. I want to thank our staff for their dedication and the meaningful work they do every day. It is through their passion, empathy, and professionalism that we have been able to achieve the level of excellence that defines Polara Health. I also want to thank our community for helping us to make a real and lasting difference in the lives of those we touch. Together, we are saving lives, enhancing well-being, and building a healthier future.

With gratitude,  
Tamara Player

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## A Message from our BOARD CHAIR

At Polara Health, we believe in the power of collective well-being. We understand that mental and emotional wellness are the very core of a thriving society, and are fundamental to each person's journey towards a fulfilled life.

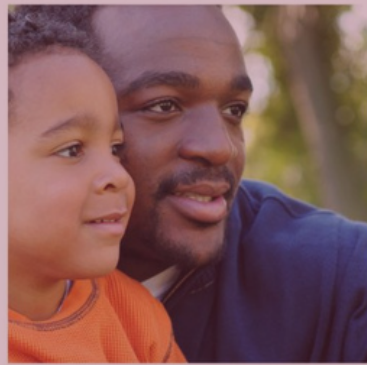
Over the years, we've dedicated ourselves to providing accessible, high-quality behavioral health services, tailored to the unique needs of our community. Our professional team, modern methods, and holistic approach are woven together with a singular purpose: to ensure everyone has the opportunity to heal, grow, and prosper.

Today, as we reflect on our mission and look ahead, we are more committed than ever to fostering an environment where mental wellness is not just a hope, but a reality. With your continued trust and collaboration, we're on course to make this vision come alive.

Thank you for being a part of our community. Together, we'll forge a brighter, healthier future for all.

Warm regards,  
Stephen Polk





# About Polara Health

We believe that it is critically important for everyone to be able to access whole person care that improves quality of life, well-being and allows all to thrive.

## SERVICES

- Children & Family Services
- Autism Program
- Cognitive Function Development
- Birth to Five Center of Excellence
- Transitioned Aged Youth
- Individual & Group Counseling
- Adult Inpatient & Outpatient Services
- Case Management
- Primary Care
- Peer Support Services
- Telehealth
- Respite
- Client Housing
- Senior Peer Program
- Vocational Rehabilitation
- Psychiatry
- Medication Assisted Treatment
- Crisis Intervention
- 24 Hour Crisis Stabilization Unit
- Behavioral Hospital
- Substance Use Residential
- Involuntary Evaluation & Treatment

**Serving Yavapai County | Population 242,253 | 8,128 Square Miles**



50

Programs & Services Offered

14

Locations in Yavapai County

57

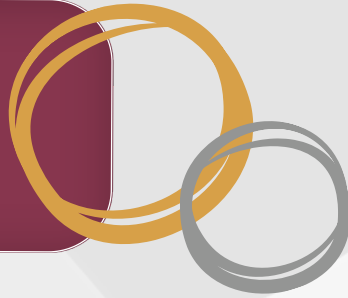
Years in Yavapai County

# STRATEGIC PLAN

We commit to a new framework that will:

- Innovate and support approaches in creating transformative solutions.
- Advance new technologies expanding care.
- Ensure equity in accessing care.
- Reduce social determinants of health.
- Ensure respectful, compassionate and meaningful care.

## EXPANSION



THANK YOU FOR INVITING US TO THE TABLE

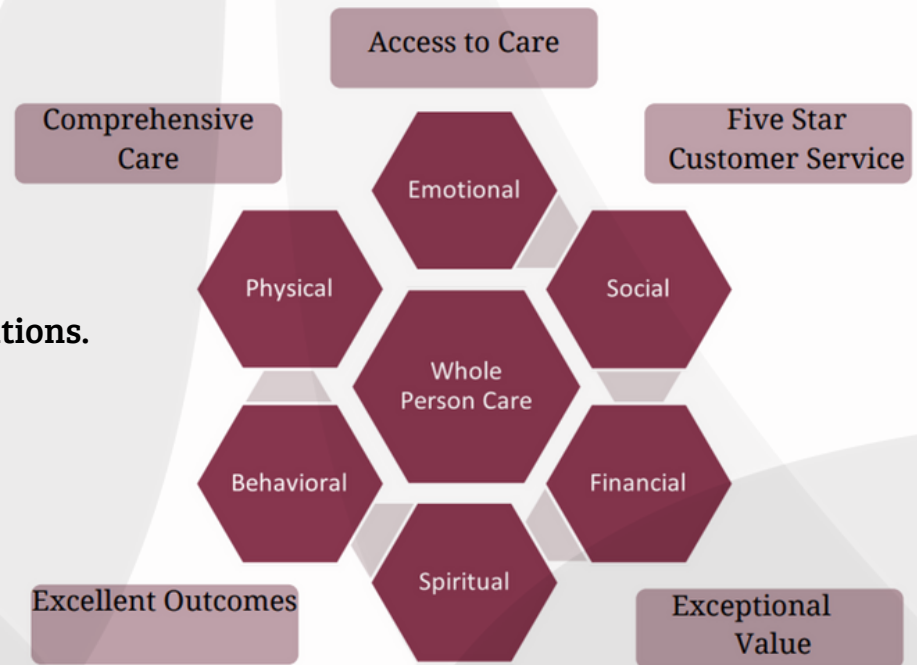
In cooperation with the Yavapai Justice Department and Yavapai County Sheriff's Office, we are opening the Connections Center next door to the new Criminal Justice Center on Prescott Lakes Parkway in the fall. The Connections Center will serve those in a mental health crisis and who are potentially eligible for involuntary pre-arrest evaluation and treatment, deflecting this population from the criminal justice system altogether. This 10-bed inpatient psychiatric unit allows services for individuals who may otherwise enter the criminal justice system or be deflected to the local emergency departments.



Yavapai County Criminal Justice Center

### FUTURE PLANS IN FY 2024

Our new Integrated Care offices will be located on Gail Gardner Drive. The new Center for Recovery will move into the Sandretto Drive building next year.



### THANK YOU FOR SEEING THE NEED

The Healing Place located at 181 Whipple Street opened its doors in April. Our new behavioral hospital contains 24 beds, with natural light and an outdoor courtyard. The Healing Place is a welcoming atmosphere for our clients on their journey to wellness.



We couldn't have done it without your generous

*support.*

*Grants and  
donations  
totaling nearly  
\$2.8 million  
dollars!*

*Thank  
you!*





# CLIENT VOICES

## Partner Advisory Council (PAC)

*Polara is more than just where I receive services. My team has been an integral part of my life encouraging me in my growth, sharing my pain, and challenging me to reach out beyond my little world and connect with community resources that I would not have thought of on my own. Polara has always been a safe place for me to be vulnerable and speak my truth. I have had the chance to help improve Polara, as well, when I was invited to join the PAC. Polara has become like family.*

Kerry

*The HEART of Polara runs deep and wide and ALL inclusive. I carried my story around on my own shoulders for 48 years before I was courageous enough to ask for help. Prior to reaching out, I thought asking for help was failure, I could not have been more wrong. I am healing deeper for I choose to "do the work" in my real life situations. I live on a mountain and would never go to town again if it hadn't been for Polara Health and the work on focusing on my abilities.*

Vivian

*I will always be grateful to Polara's dedicated staff for renewing hope and purpose back into my life when I had none. Through their endless guidance, patience, compassion and empathy I was able to transform my bleak outlook into a positive existence filled with hope, joy and purpose. Thank you for being there when I couldn't be there for myself.*

Brian



**Tamara Player**  
President and CEO



**Kara Langley**  
Chief Financial and  
Administrative Officer



**Erin Kantor**  
Chief Clinical Operations



**Abigail Tucker**  
Chief Strategy Officer



**Dr. Robert Thompson**  
Chief Physician Executive

## GOAL

Ignite our  
workforce  
to be  
unstoppable  
in creating  
well-being  
for self and  
others.

### POLARA HEALTH WORKFORCE

Our organization sustained an employee retention rate of 68% in FY 2023, a testament to the commitment of our dedicated staff. This achievement serves as a stepping stone towards the goal of a 75% employee retention rate in the next three years. By fostering a supportive and adaptable work environment, providing professional growth opportunities, and prioritizing employee well-being we are building a stronger, more engaged team poised to meet future challenges with unwavering determination.

## Board of Directors

Stephen Polk (FY 2023 Board Chair), Danny Brown, Meredith Peabody, Michael Fogel, Dr. David Parrack, Kathy McCormick, Lora Lee Nye, Dr. David Fero, Susan Bell, Grayden Guilford, Rob Robbins

# IN THE COMMUNITY, OF THE COMMUNITY, FOR THE COMMUNITY



## Operating Budget: \$36.7 Million

### Charity Care: \$363,330

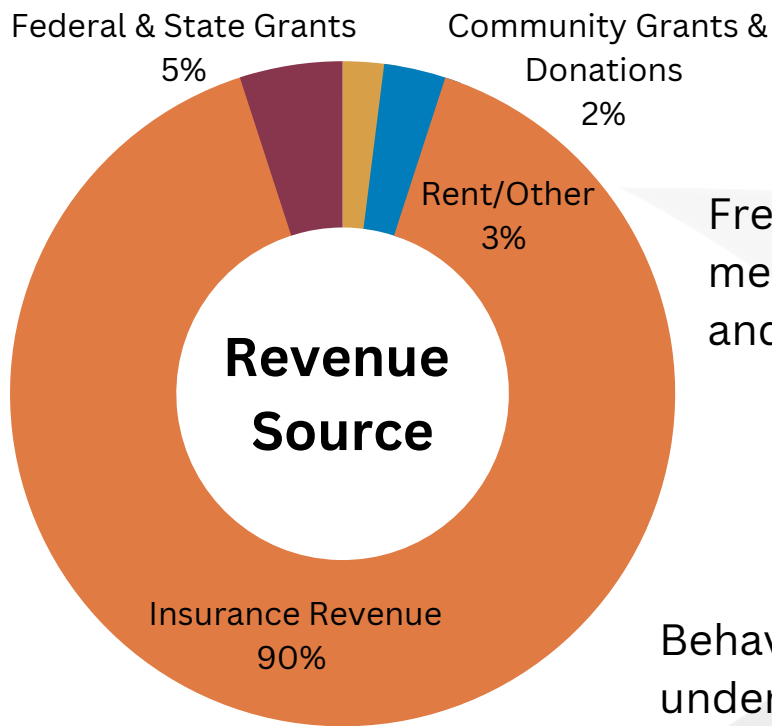
Free or discounted health services provided to persons who meet our organization's eligibility criteria for financial assistance and are unable to pay for all or a portion of the services.

### Jake's Law: \$429,654

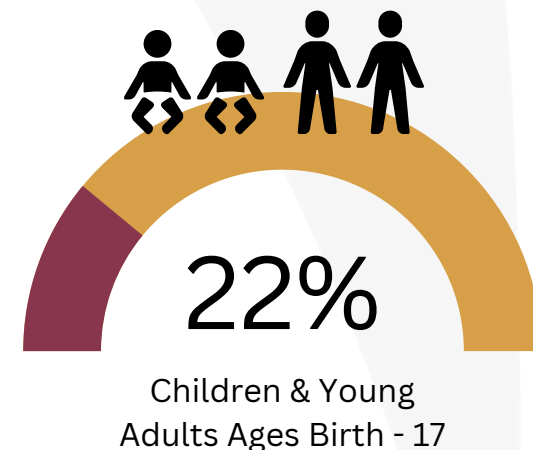
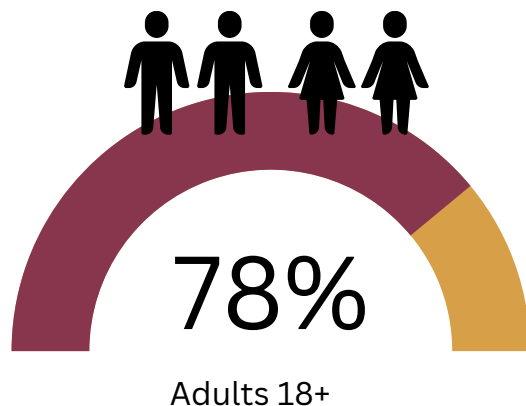
Children's Behavioral Health Services Fund

Arizona State Senate Bill Number 1523

Behavioral Health Services for children who are uninsured or under-insured and referred by an educational institution for services. Polara Health is the largest provider in Northern Arizona for children's services under Jake's Law - ages 2.75 - 21.9 years old.



## MEMBERS OF OUR COMMUNITY SERVED - 8,264





polarahahealth.com



928-445-5211

## OUR GOAL

To be a Center of Excellence,  
providing innovative, whole person  
care that improves quality of life  
for all communities.

**Call or stop by one of our locations in  
Prescott, Prescott Valley, Chino Valley  
or Camp Verde, if you would like more  
information on our services.**



# Polara Health

GUIDING YOUR WAY TO WELLNESS SINCE 1966