



2016 Annual Report



ON THE COVER

Art in various forms can be an integral part of the recovery process for some individuals living with mental illness. Mary Bixby, an outreach worker in Journey's Crisis Stabilization program, provided the artwork for this annual report.

"I like creating art since it gives me instant reward for creating something with my mind, hands, and spirit," Mary says. "I like to use my art with other people to organize my perspective and step back from the nitty gritty of life - while at the same time getting into the nitty gritty of the paint. I hope to grow and create more art with different mediums in my life."



MISSION

Improving people's lives by pioneering and sustaining effective mental health and substance use disorder services.

VISION

The vision of Journey Mental Health Center is to become a center of excellence for the provision of behavioral health services.

PEOPLE: Hiring and retaining great employees.

PRODUCTIVITY: Being a model of quality and cost effective service for other behavioral health organizations.

PARTNERS: Achieving and maintaining the highest levels of consumer satisfaction.

VALUES

Integrity
Diversity
Respect
Excellence
Accountability
Hope



PRESIDENT’S REPORT

Thank you for taking the time to review Journey Mental Health Center’s 2016 Annual Report. This year was a busy one.

Our new campus at Kessel Court on Madison’s near southwest side gives us a lovely space in which to welcome consumers and visitors. Our outpatient clinic is beautifully designed and houses the Ron Diamond Suite, our long awaited primary care clinic.

Journey’s executive group, and Board of Directors, reviewed the mission, vision and values of the organization. We are happy to announce that no changes were made to our commitment to provide services to those with high needs and low resources. We continue to promote our mission of “pioneering and sustaining mental health and substance use services.”

Pioneering this year involved the continued development of our First Episode Psychosis program, PROPs, and the beginning stages of expanding this program to other Wisconsin counties. This year is especially significant for our expansion into Columbia County, where we now proudly tout our newest Community Support Program, based in Portage. We are learning much in this effort, and are excited about current efforts to expand psychiatric service there. We anticipate a long and valuable relationship with Columbia County Human Services and other partners in rural areas. Journey also continues to expand its wrap around treatment model in partnership with Dane County Human Services.

The year was not without its challenges, and the coming year will undoubtedly present more. Journey remains hopeful that the challenges presented to us at the state and federal level will resolve themselves through positive legislative action. Rest assured that Journey will be there, influencing those decisions on behalf of the consumers we serve.

Lynn Brady

Lynn Brady, *President and CEO*

STRATEGIC INITIATIVES, 2017-2020



Strong Financial Health



Cutting Edge Programs



World Class Employees



Strong Technology Infrastructure

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EMERGENCY SERVICES



Every Second Counts
In A Mental Health
Emergency

24/7 Suicide Prevention
Hotline

Crisis Intervention
Teams

Bayside Care Center

Recovery House

Crisis Stabilization

Resource Bridge



Journey Staff Show Me They Care

"Journey staff members do a tremendous job working together. After my mental health crisis, they made me feel safe again and got me back into my apartment. While I still couldn't function - I was homebound and could barely walk, cook, and take out the trash. I was sleeping until late afternoon. All this time, they continued working with me. They have made a big difference in my life. Today, I wake up at 7:30 a.m., do my fitness classes at the senior center and take weekly shopping trips to grocery stores. Journey staff showed me how much they care."

—TRUDY ARVOLD

Trudy Arvold of Fitchburg, Wisconsin needed a higher level of care. **Crisis Stabilization** provided enhanced case management services to stabilize Trudy as she suffered with anxiety and major depressive disorder. She received wrap around care to help divert her risk, manage her medications, find housing, and connect her to outside social supports while keeping Trudy connected to her Clinic-Based providers.





“Sarah’s placement within the Mental Health Officer Team significantly increases our ability to work toward improved outcomes and safety.”

CAPTAIN JAMES WHEELER
COMMUNITY OUTREACH
MADISON POLICE DEPARTMENT

Madison Police, Journey Partnership Solidifies In 2016

In February 2016 the Madison Police Department added Journey Crisis Worker Sarah Henrickson as an embedded crisis worker to its **Mental Health Liaison Program** to provide on-site expertise, clinical consultation and advocacy for individuals in a mental health crisis.

In this unique role, Sarah consults with officers, follows up with cases, and when available, responds to mental health crises with officers. She also assists in training officers and recruits. The goals of the program are to connect people

living with mental illness to needed services; diverting them away from the criminal justice system; increasing safety; and improving police outcomes.

The program began in 2004 and includes five specially designated mental health officers working full-time to provide proactive outreach to consumers as well as family members, service providers, and other community partners. Other officers and sergeants have seen the importance and need for specialized training, resulting in 30 officers taking on additional duties beyond their regular patrol duties.

THE IMPACT OF BAYSIDE CARE CENTER



380

people in psychiatric crisis
**who would otherwise need
to be hospitalized** served by
Bayside Place

\$450 vs \$3,323

Average daily stay at
Bayside

Average daily stay for same
diagnoses at the three local
hospitals

(SOURCE: Wisconsin Hospital Association)



\$3,593,000

Annual savings for those who avoided
hospitalization by going to Bayside's crisis
diversion program



Journey Crisis Worker
Sarah Henrickson
with Madison Police
Department Mental
Health Officer Ryan
Jennissen.

COMMUNITY-BASED SERVICES



**We're In Your Neighborhoods
Making A Difference ...
Every Single Day.**

Forward Solutions Community
Support Program

Gateway Community Support
Program

Columbia County Community
Support Program

Community Treatment
Alternatives Community
Support Program

Survivors of Suicide (SOS)
Support Group

First Episode Psychosis (PROPs)

Yahara House

Kajsiab House

Cambodian Temple

Family Preservation Program

Comprehensive Community
Services

Cognitive Behavioral Therapy
for Trauma in Schools (CBITS)

Mental Health First Aid

25 Years Later: Outcomes Prove Assertive Community Treatment Works

In April 2016 **Community Treatment Alternatives CSP**, or CTA for short, celebrated its 25th anniversary. CTA provides services to people with serious mental illnesses who are diverted from the Dane County Jail. When CTA started, it was the first jail diversion program in the country to employ the principles of Assertive Community Treatment. ACT - employed by Journey's four CSPs - is widely recognized as one of the most effective community based interventions for people with serious mental illnesses such as schizophrenia.

**Clinical Team
Manager Dave Delap,
left, has worked
with Tim Black, a CTA
consumer, since the
program's inception
in 1991.**





Yahara House Pulling Together. Pulling Ahead.

Everyone needs a community in order to succeed. For hundreds of people living with serious mental illness in Dane County, **Yahara House** provides a sense of belonging, support and structure that comes with membership in a strong community.

Members receive a work-ordered day; job assessment; counseling, placement and coaching; transitional employment; member-facilitated self-help groups; psychiatry; onsite case management; money management; and one-on-one support counseling.

The results?

Yahara House members gain confidence and independence from their mental illness. They have reduced incarceration rates, fewer psychiatric hospital stays, and a higher employment rate compared to their preadmission rates.



“People see potential in me that I don’t see and that’s lovely. Today is bright and tremendously strong.”

FELICIA BUCHANAN IS A YAHARA HOUSE CONSUMER WHO WORKS AS A MAILROOM ASSISTANT AT JOURNEY.

WHO BENEFITS:

100%

of the 148 members have **diagnoses of schizophrenia, major depression, bipolar or other psychotic disorders**

90%

live at or below the poverty line

THE IMPACT OF YAHARA HOUSE

At Journey’s Yahara House program, clubhouse members and clinical staff work together toward recovery – **living meaningful and full lives in community** while managing severe mental illness.

IN 2016:

89%

of members **live in their own apartments** or family homes

100%

of members had **no jail days**

91%

of members had **no psychiatric hospitalizations**

47%

of members **were employed** at 49 local businesses



CLINIC-BASED SERVICES



The Right Level
of Care ...
At The Right Time

Individual Therapy

Group Therapy

Family Therapy

Substance Use
Treatment

Integrated Physical
Healthcare

Clinical Assessment
Unit

Alternative Sanctions
Program

Ujima Program

Clinica Latina



My life is worth living”

“When I came to Journey five years ago, my life was at rock bottom. I was in a women’s mental health support group coping with cancer. I also had multiple brain injuries that were the result of a fall due to alcoholism. Once I connected with a Journey therapist, I began to realize my life is worth living and I can survive without alcohol. Sure, I can have bad days like anyone else, but I’m sober now nearly six years. Journey has changed my life and it’s been incredible.”

—DIANE KELM

Diane Kelm of McFarland, Wisconsin continues to receive counseling in Journey’s **Clinic-Based Services**. She enjoys working at Hy-Vee through the Transitional Employment Program at Yahara House, because it enables her to interact with the public. Diane maintains a close relationship with her father Edward. She enjoys her 16-year-old Shitzu, Rosie, and working out at the gym.





“

Serving The Mind, Body And Spirit

“Individuals living with a serious mental illness die, on average, 25 years sooner than individuals without mental illness due to treatable medical illnesses like diabetes or COPD. By providing physical health care on-site here at Journey, we aim to change that.”

—KAREN MILNER, M.D., CHIEF MEDICAL OFFICER

JOURNEY SERVED

10,934 PEOPLE DURING 2016

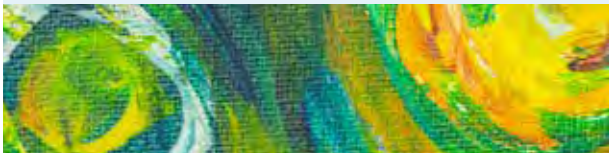
Journey clients work with clinicians who help them set goals leading to our Recovery Outcomes:



Child + Parent Bonding
Housing
Employment
Natural Supports
School Success



Child Abuse
Drug Overdoses
Suicide
Hospitalization
Incarceration



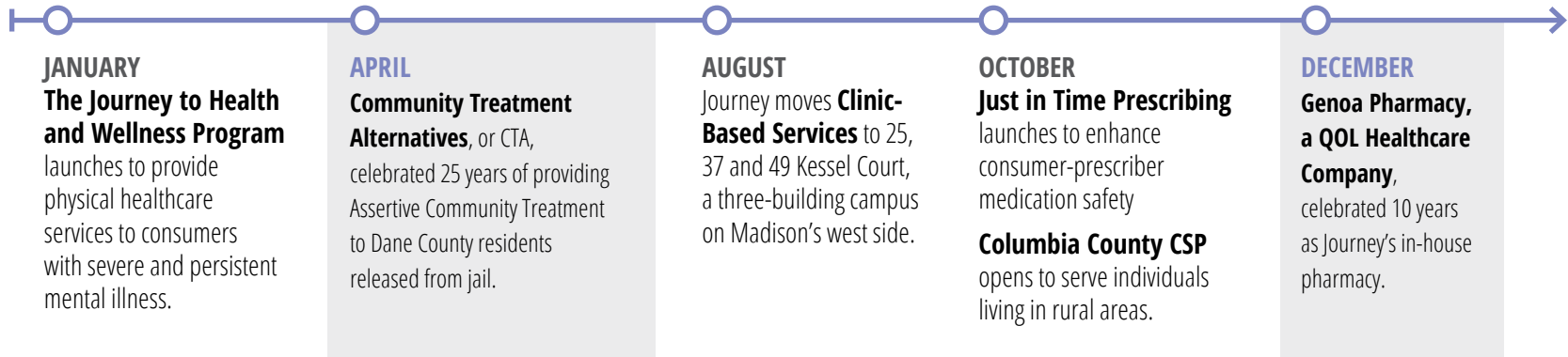
Journey Offers Culturally Appropriate, Trauma Informed Care

Childhood trauma can be a precursor to mental illness. Left untreated, it can become debilitating well into adulthood. The stigma of mental illness in Dane County’s minority communities, combined with cultural barriers and access issues, compounds the problem. Journey’s **Ujima Program** for African Americans, and our **Clinica Latina Program** for Spanish Speakers, works with these specific populations to provide evidence-based, culturally appropriate and trauma-informed care.

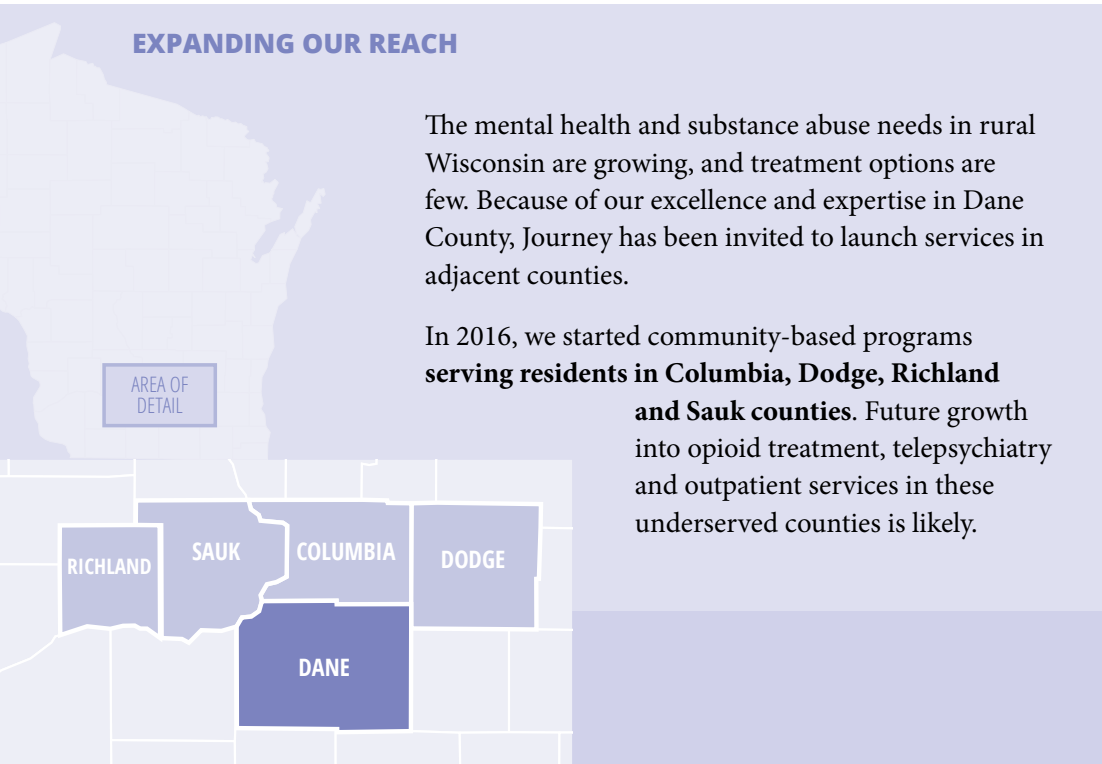


Daviette Dykinga, a consumer in Journey’s Ujima Program, said she decided to seek therapy after years of suffering from depression, anger, insomnia, and anxiety. She credits Journey therapists Pam Soward and Season Schwarzbrott for her progress toward recovery.

2016: A Year of Innovation And Expansion



EXPANDING OUR REACH



AWARDS

The United Way of Dane County

Community Growth Award

Journey had the largest percent increase in new donors in the United Way's annual fund drive— ranking first out of the top 10 with 233 percent.

Wisconsin Healthcare Public Relations & Marketing Society (WHPRMS)

The Carol Schaefer Award

Journey received WHPRMS' highest honor for our internal employee newsletter, "Impact."

UW-Madison School of Social Work

Distinguished Field Supervisor Award

Mary Jo Olsen, Community Treatment Alternatives, received the award for demonstrating excellence in modeling social work values and teaching them to the next generation.

OUR PROGRAMS

Emergency Services

24/7 Suicide Prevention Hotline
Crisis Intervention Teams
Bayside Care Center
Recovery House
Crisis Stabilization
Resource Bridge

Community-Based Services

Forward Solutions CSP
Gateway CSP
Columbia County CSP
Community Treatment Alternatives CSP
Survivors of Suicide (SOS) Support Group
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Clinic-Based Services

Individual Therapy
Group Therapy
Family Therapy
Substance Use Treatment
Integrated Physical Healthcare
Clinical Assessment Unit
Alternative Sanctions Program
Ujima Program
Clinica Latina

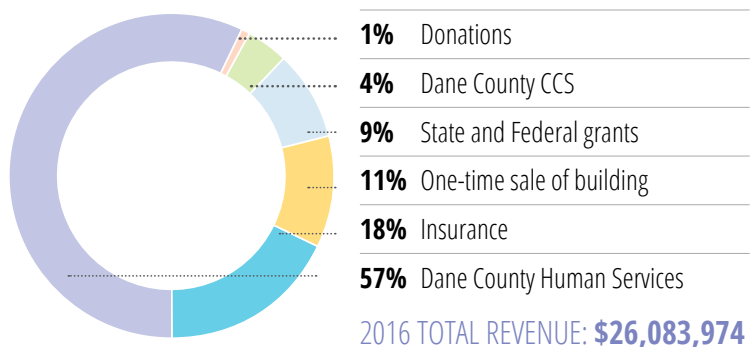
2016 REVENUE AND EXPENSES

Journey Mental Health Center is committed to transparency in all of our dealings. The Finance Committee is responsible for the oversight of fiscal planning of the organization, including financial reports and recommendations to the Board of Directors for approval of the annual budget.

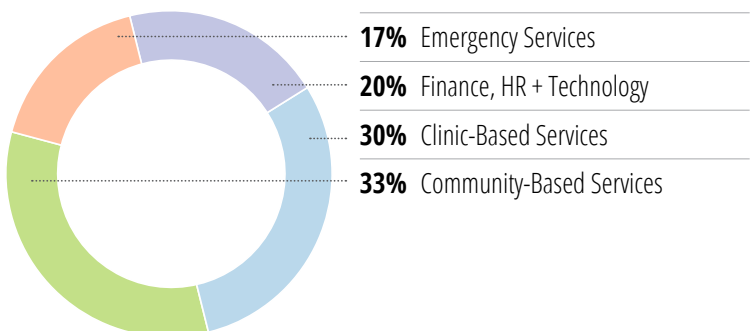
Because of our strong partnerships with payers, insurers and donors, we are able to remain the safety-net provider of specialty behavioral health services to those in our community without financial resources.

For more information about Journey's audited financials, including 990 Tax Forms, please visit journeymhc.org.

REVENUE



EXPENSES



Corporations and Organizations

PRIMARY SUPPORTERS

United Way of Dane County
Clearview Long Term Care
SVA
Magic Pebble Foundation
Freedom, Inc.
SSM Health in Wisconsin
Alkermes
Jennie H. Olson Charitable Foundation

\$5,000+

CUNA Mutual Group
Madison Gas & Electric Company
Michael Best & Friedrich LLP
NAMI Wisconsin
Smart Motors
West Bend Community Foundation

\$1,000+

American Transmission Company LLC
BerbeeWalsh Foundation
Epic
Genoa, a QOL Healthcare Company
Group Health Cooperative of South Central Wisconsin
H.O.P.E.S. of Wisconsin, Inc.
Hooper Corporation
Johnson Bank
Link2Health Solutions, Inc.
Meriter Health Services
Dental Health Associates of Madison
Unity Health Insurance
UW Department of Psychiatry
UW Hospitals & Clinics

<\$1,000

Bayview Townhouses	Madison Police Department	United Way of Metro Chicago
Bethel Lutheran Church	National Mutual Benefit	United Way of Greater Milwaukee & Waukesha County
Country View Elementary School, Verona School District	Our Lady Queen of Peace Parish	Verona Area High School
Design Coalition Institute, Inc.	Perfect Pumpkin Press	We Care at Home, LLC
Don's Home Furniture	Performance Food Service, TPC	Wells Fargo
Employees of UW-Madison DoIT	Ritchie Implement	Wisconsin Hmong Association Inc.
FCM Corporation	Rogers Memorial Hospital	WMTV
Forward Community Investments	Safe Communities of Madison and Dane County	
Girl Scout Troop 1163	SOAR Case Management Services, Inc.	
Kashoua Yang, LLC	SoSiab Care, Inc.	
Kicks Unlimited, LLC	Takeda Pharmaceuticals U.S.A., Inc.	
Madison Anesthesiology Consultants, LLP	Tower Creative	

SIGNIFICANT FUNDERS AND CONTRACT PROVIDERS

Badger Prairie Health Care Center
Columbia County Health and Human Services Department
Dane County Department of Human Services
Jefferson County Human Services Department
City of Madison
Sauk County Department of Human Services
Substance Abuse and Mental Health Services Administration
Unified Community Services
U.S. Department of Health and Human Services
University of Wisconsin-Madison Department of Family Medicine
Department of Veterans Affairs
Wisconsin Department of Health Services



Individuals and Families

\$25,000+

The Estate of Ernell Roth

\$10,000+

Bob Veek

\$1,000+

Martha and Timothy Coughlin

John Mathis

Robin Gates and Jan Fulwiler

Leroy Peters

Veronica Franchino

Roger Petersen

Richard Klaas

Nancy and Ken Ragland

Kate Ripple

\$500+

Claib Cook

Peder & Jeanne Moren

Bob and Sue Eagle

Sandra Paske

Paul Elbing

Katherine Perreth

William Greer and Margaret Sleeper

Ashley Rea

Patricia Krueger

Sharon and Richard Schlough

Jeanne Moren

Holly Eberly Shands

Tim and Pat Size

<\$500

Angela Abrahamson-

Margaret Close

Marie Griesbach

Allen Liegel

Robin and Steve Potter

Cheng Kainou Vang

Morgan

Frederick Coleman

Jeanne Griffith

Bettine Lipman

Evelyn Prochaska

Chong Vang

Margaret Afifi

Timothy Cordon

Rick Hafer

Pa M. Lo

Lynn Prochaska

Doua Vang

Eric Albhorn

Nancy Crassweller and

Kelly Johnson Hall

Luellen Lougee

Christopher Queram

Kong P. Vang

Kathryn Allen

Robert Hanssen

Lorene Hardy

Sally Mansour

Callie Reyes

Shwaw Vang

KK Anderson

Carolyn Creeron

Heidi Hastings

Jacquelyn Manteufel

Dorothy Richardson

Nicole Vessey

Lois Anderson

Marty Croak

Mary Hellenbrand

Dolly Marsh

Kathryn Rindy

Evelyn Visser

Catherine Ankenbrandt

Julie M. Cross

Michael Herman

Therese Masnado

P.J. Rindy

N. Georgene Vitene

Anonymous

Patricia Crowe

Julia Heusinger

John and Carol Mathis

Mary Sue Roberts

Catherine Vos

Anne Arnesen

Thomas Dean and Seiko

Liao Honghong

Christie McGarrity

Jennifer Roman

Rodney Waldmann

Joan and Edward Aschuler

Yoshinaga

Esther Huiting

Judith McMahon

Kendall and Mary Rouse

Kevin Walsh

Gretchen Atkinson

Eric and Renee Degelau

Kathleen Hulina

Alexander Metz

Douglas Rouse

Christine Walters

Robert Bacci

Fran DeGraff

Victoria Hull

Allison and Gregory

K.R. Saunders

Susan Jane Watson

Pamela Bean

Dave Delap and Beth

Alice Hunter-Kelly

Meyer

Bradley Schlough

Rebecca Weise

Lisa and Greg Becker

Boschee

Jean Hylland

Jim and Margaret Meyer

Diane Schmidt

David Welo

Theresa Bednarek

Andrea Denure

Eden Inoway-Ronnie

Eugene Miller

Marc Schnipper

Maribeth Wendorf

Dr. Robert and Catherine

Jessica DeVito

Susan Jobst

Karen Milner, M.D.

Lynn Schultz

Vicki Westrich

Beilman

D & Vos, C Dickson

Jill Johnson

Barry and Irene Mirkin

Amy Schultz

Michelle Wiest

Doris Bergen

Jo Ann Dinkel

Helen Kahl

Andrea Missureli

Paul Schwab

Judith Wilcox

Donna Bichanich

Joyce Binder

Madeline Kanner

Jan Miyasaki

Erica Schwartz

John and Virginia Wilson

Jennifer Bisbee

Drinkwine

Abigail Kearns

Robert and Kathleen

Joni Schwenn

Darlene Woldt

Lori Blahnik

Luann Eggmann

Amy Keleny

Mel Morgenbesser

Peter and Maria Selzer

Arleen Wolek

Gregory Blum

Howard and Pamela

J Samuel Keller

Sonja Moskalik

Pratima Sharma

Jane Woods

Gail Bogdanow

Erlanger

Alisa Kelly-Martina

Terry Murphy

Tracy Sherva

Lisa Wrasse

Branden Borremans

Marcia Eskin

Octavia Kemps

Virginia Nachreiner

Linda Sielaff

Mary Wright

Lynn Brady

Robert Factor

Mary Beth Kepler

Karen Neitzel

Teresa Skolaski-Pellitteri

Kashoua Yang

Kelsey Brekke

Dorothy Ann Faust

Linda Keys

Karen and Jay Nelson

Deborah Smith

Chia Yang

Nancy Brennan

Michael Feldman and

Judy Killian

Tina Neupert

Elizabeth Sorge

Choua Yang

Mary Brock

Sandra Wolens

Sally Klagos

Teresa and Robert

Sharon Stake

Rose Yanke and Bob

Frederick and Amy

David Flesch

Mary Klink

Nicholas

Ashley Staley

Jeffers

Broihahn

Caroline Foster

Kathy Koenig

Mary Niederehe

Ping Sun

Terrence Young

Jennifer Bronson

June Gallmann

Lori Kolb

Rebecca Nilles

Emmie Swanson

Margo Zeman

Gina Bryan

Anna Garner-Strickon

Cheryl and Karl Korth

Vincent O'Hern

Diana Oberdorf

Jana Zimmerman

Mary Buchner

Katherine Gates

Maryagnes Kuehmichel

Patricia Offer

Dave Ogden

Kari Olsen

Chris Buresh

L. Francis Genter

Ron Lampert

Kari Olsen

Julie Olson

Peter Tropman and

James and Charlotte

Kelly Gilchrist

Karen Larson

Heidi Pankoke

Chris Percy

Sarah Phelps

Burns

Neil and Suzanne Gleason

David LeCount

Donna Ulteig

Krista Urban

Lisa Urquhart

Colleen Clark Buss

Paula Graf

Jean Lemke

Susan Lendborg

Tanya Lettman-Shue

Rosann Lewis

Daniel Caballero

Nancy Grassweller

Georgia Graves

Erin Graw

Lauren Greene

John Carrier

Jeffrey Charlson

Tina Childs

James Christensen

Journey Mental Health Center strives to keep our donor records accurate and up-to-date. Please let us know if we inadvertently missed your name. We will be sure to update the listing in the online version which can be found at journeymhc.org.

What sets us apart?

1 Integrated Primary Care

When you come to Journey for counseling or to see a prescriber, we will also help you address your physical health challenges, including diabetes, hypertension, excess weight, and other health issues. Now you can see a specially trained advanced practice nurse practitioner to help you take care of your whole self.

2 Recovery Centered

At Journey, we believe that recovery is possible for those with serious mental illness or addiction. We believe that it provides the motivating message of a better future. We weave recovery into everything we do and we join consumers in their own steps of overcoming internal and external challenges.

3 Evidence-Based Practice

We track what works. We can show you our outcomes. Our providers are experts in suicide risk assessment, motivational interviewing and cognitive behavioral therapy. Our treatment philosophy is to provide evidence-based services in the least restrictive setting. It is culturally appropriate and recovery-oriented.

4 Clinical Excellence

We offer mental health and substance use services to individuals across their life span. We treat consumers in their homes, neighborhood and senior centers, and schools. Our experienced multidisciplinary staff provides psychiatric, social work, rehabilitation, nursing, psychological, and peer support.

5 Trauma-Informed Care

No one is immune to the impact of trauma. Left untreated, it can result in a lifetime of mental health and substance use challenges, crime, violence, family problems, and more. Journey helps survivors rebuild a sense of control and empowerment by emphasizing physical, psychological and emotional safety.

6 Training

Journey is a center of clinical training. At any given time, we host more than 40 advanced practice clinical interns. Under close supervision, they may be involved in your care and recovery. We also offer more than 20 continuing education trainings a year to Journey staff members and other community mental health professionals.



EXECUTIVE LEADERSHIP

Lynn Brady
President & CEO

Alan Zoellner
Chief Financial Officer

Karen Milner, M.D.
Chief Medical Officer

Brian Miller
Chief Development Officer

Karen Neitzel
Director of Business Development

Colleen Clark Buss
Director of Human Resources

Nancy Barrett
Director of Information Technology

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Vice President of Clinical Services

Hannah Flanagan
Director of Emergency Service Programs

Kathryn Rindy
Director of Clinical Programs/ Clinic-Based

Josh Peterson
Director of Clinical Programs/ Community-Based

Brad Schlough
Director of Expansion Projects

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Principal, BioMark Global LLC

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Nurse Educator, Madison College

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journeymhc.org



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Madison, WI 53711

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2016 Annual Report

HEALTH WELLNESS RECOVERY



journeymhc.org