



2018

ANNUAL REPORT



ON THE COVER

The mural was created by Duane Bohlman. Duane is a member of Journey's Yahara House program. Bohlman's bright yellow mural depicts a large catfish and is located near the Yahara River in Madison, Wisconsin. The river's name comes from the river's Ho-Chunk name "maq'ii yahara", meaning 'catfish river'. The Yahara River was historically known as "Catfish River".

Journey Mental Health Center (formally The Mental Health Center of Dane County) was founded in 1948. Despite our long presence in the community, many are unaware that Journey is a private, non-profit corporation, not a county agency. As a non-profit agency, our funding derives from various sources including state and county contracts, grants, the United Way, insurance payments, client fees (where possible) and private donations. In 2018, staff and volunteers used these resources to provide assessment, counseling, case management, peer support, respite, medication and work support services for over 11,000 individuals.

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

“It is my pleasure to donate to this amazing organization. Throughout the years, the caring, dedicated staff of Journey has provided support and resources to our son as he struggled with mental illness, severe depression and suicidal thoughts. As of today, he is thriving, and we have our beautiful son back.”

- donor

PRESIDENT'S REPORT



In early 2018, we opened our new case management program, Keystone, and began providing services to many new consumers. We received our long awaited telepsychiatry certification and have taken advantage of our new ability to provide services in a more efficient manner. Our Columbia County programs moved into a new space and continue to grow.

Thanks to the generosity of Adams Outdoor Advertising, Journey moved another step forward in helping the community recognize the work we do. Our “This is my Journey” campaign was a great success, and a great way to celebrate our 70th year. Journey’s work in general, as well as our efforts with the Zero Suicide Initiative, led to our recognition at the Celebrity Chef Fundraiser with Chef Jacques Pépin. And finally, Journey received a grant from the Wisconsin Department of Health Services to cover the cost of staff participation in the Witnessing Whiteness protocol promoted by our Diversity and Inclusion Committee.

The year was not without its struggles. Journey continued to face many challenges in our changing health care environment. After 25 years, Journey found it necessary to close Kajiab House and our Southeast Asian programs. However, we continue to find ways to adapt our business to the challenges faced by providers of community based mental health services. We remain mission strong and focused on serving those highest in need, and lowest in resource.

As always, I am grateful to our wonderful staff, our dedicated Board of Directors, and our community partners who work so hard to keep us moving forward!

Lynn Brady, President & CEO

*Improving Lives,
Preserving
Families, and
Enhancing
Communities...
Since 1948*

“ I think mental health is a key component for being able to be a productive citizen and to be able to take care of yourself/family. Without that foundation, there is a little hope to get or stay on your feet. The programs Journey provides are vital. ”

- Diane Linn, donor

“ The services at Journey Mental Health Center have helped me in a magnificent way because I’ve gained stability. I would recommend Journey to others. ”

- Nikyra McCann,
a Journey consumer for 11 years



What Sets us Apart

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.

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 that are culturally appropriate and recovery-oriented in the least restrictive setting.

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.

On Site Pharmacy

Genoa Healthcare, a QOL Healthcare Company, operates our in-house pharmacy for the convenience of our consumers. Have your medications filled right after your appointment or delivered to your home at no cost.

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.

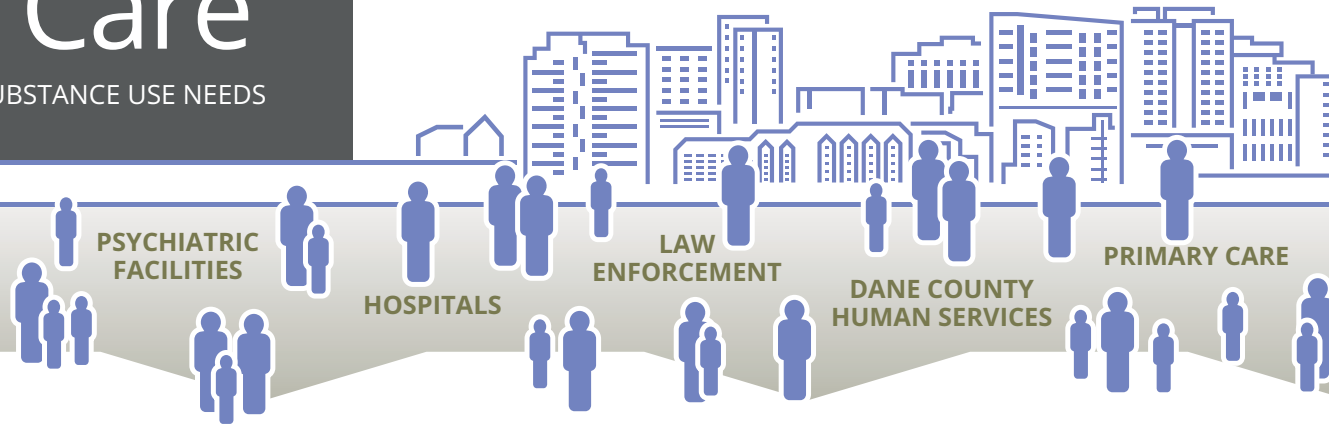
Training

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. Journey's Professional Development and Training Department is an accredited ACEP provider.

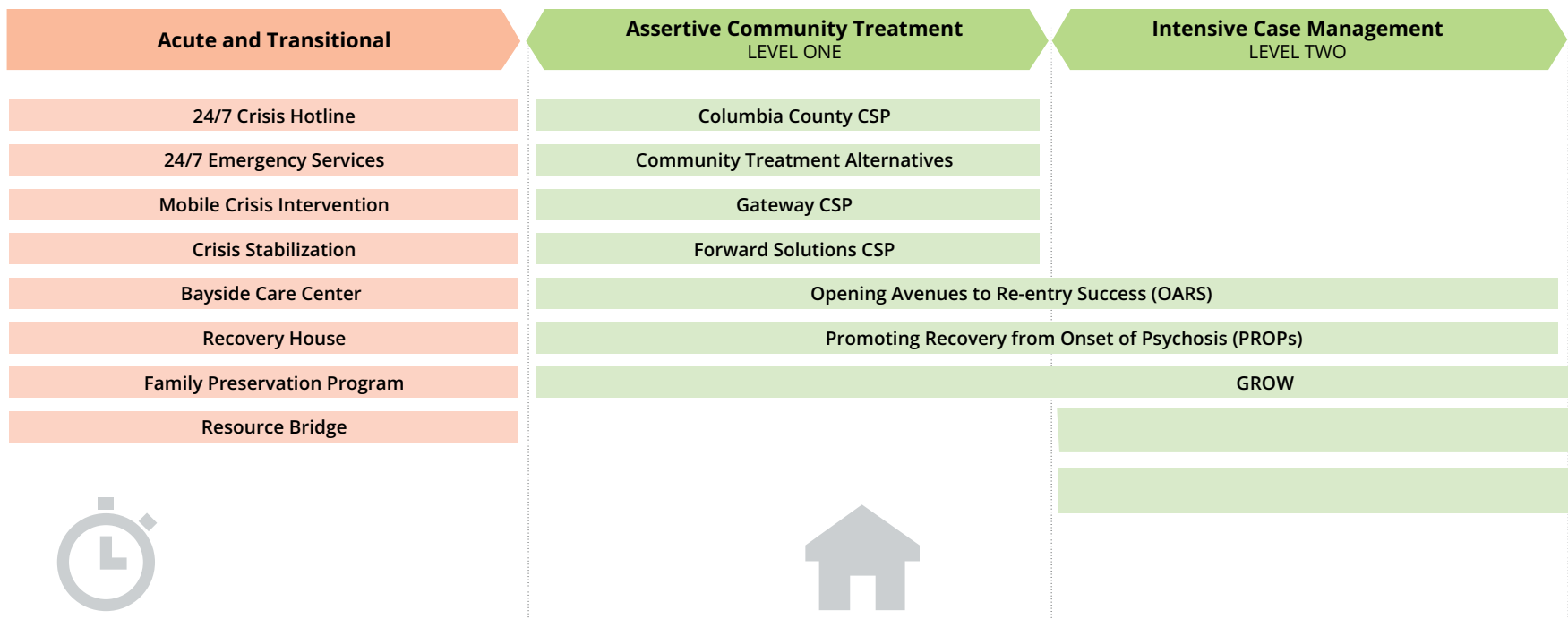
Continuum of Care

27 PROGRAMS* ADDRESSING MENTAL HEALTH AND SUBSTANCE USE NEEDS

COMMUNITY REFERRAL SOURCES



CARE CONTINUUM



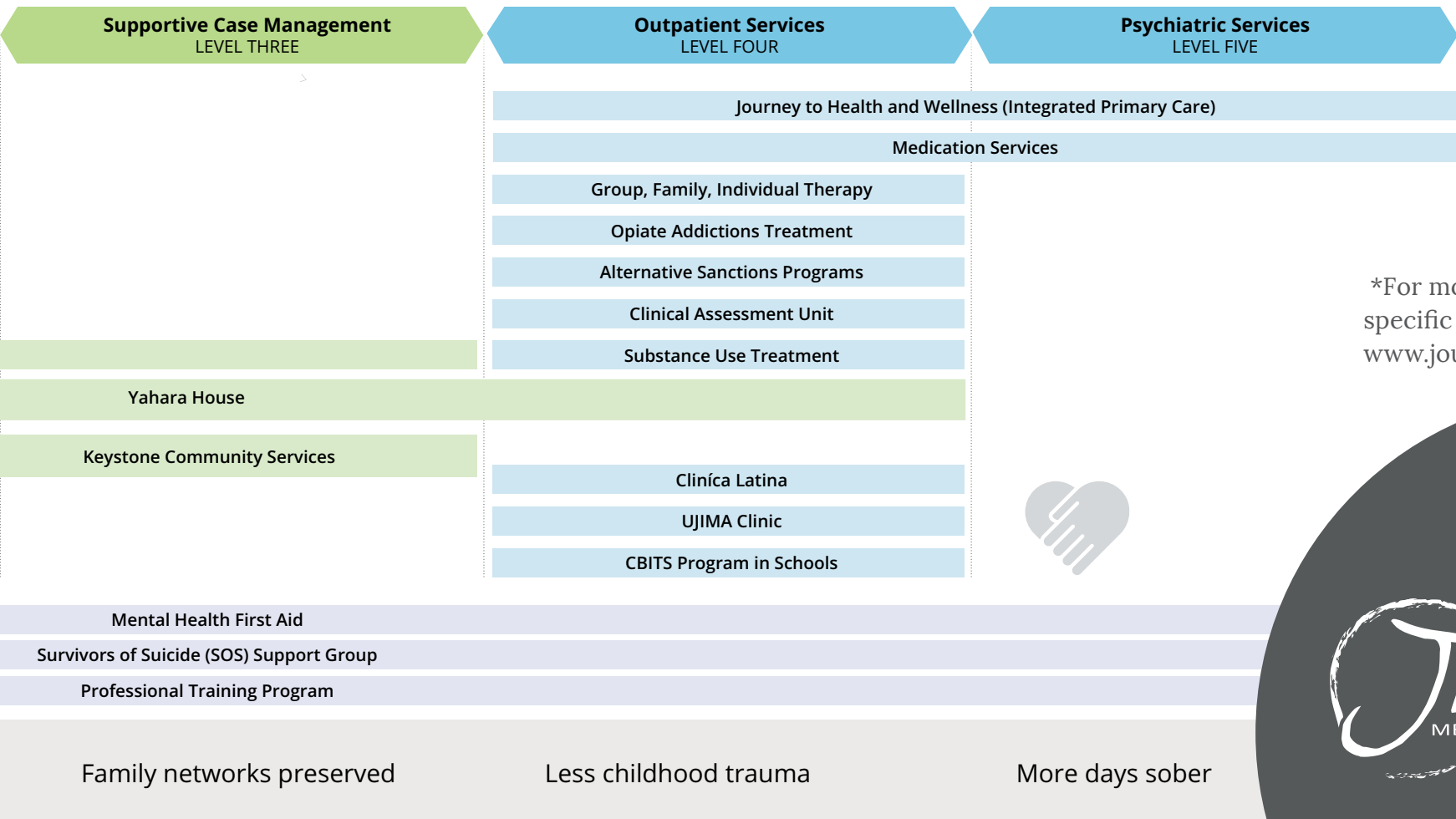
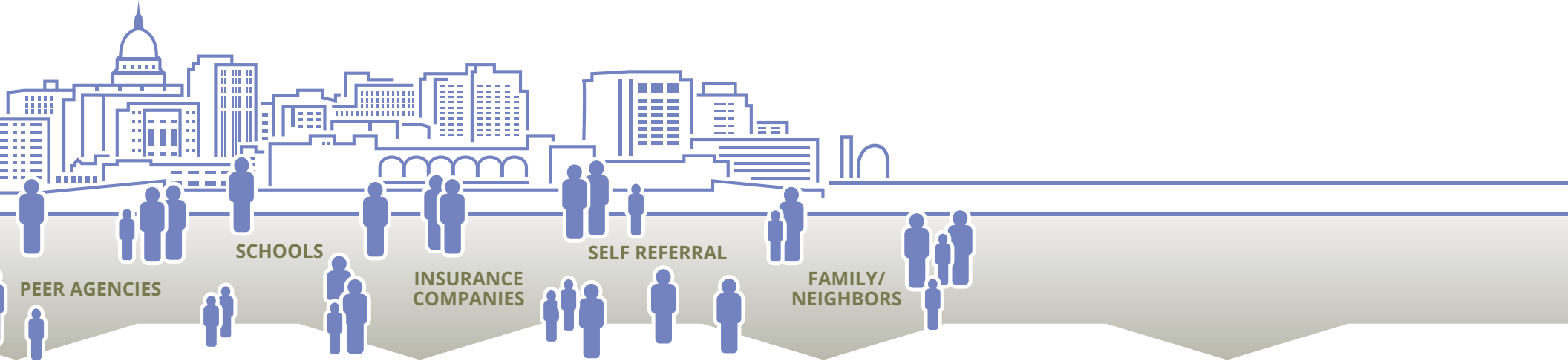
COMMUNITY EDUCATION AND SUPPORT PROGRAMS

OUTCOMES IN PEOPLE'S LIVES AND IN OUR COMMUNITIES

Shorter hospitalizations

Decreased jail recidivism

Fewer suicide attempts



*For more information on the specific programs, please visit www.journeymhc.org



EMERGENCY SERVICES

In a mental health emergency, every second counts. Journey is a leader when care is most critical. We operate Dane County's 24/7 year-round Crisis Hotline. Our specially trained staff are ready to skillfully and compassionately support individuals and their families during times of crisis.

24/7 Crisis Hotline
608-280-2600



COMMUNITY-BASED SERVICES

We are meeting people wherever life happens. We are in your neighborhoods every single day, building stability, strength, and self-reliance in people living with schizophrenia, bipolar disorder, and those involved in the legal system due to mental illness and/or drug addiction.

Donate
journeymhc.org

CLINIC-BASED THERAPEUTIC SERVICES

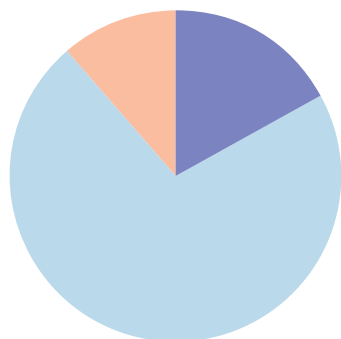
Some people come for individual or group therapy. Others simply fill their prescriptions. Journey prides itself on offering a variety of programs that are evidence based and culturally specific. Whatever the need, we are sharing the path from hope to recovery with individualized, patient-centered care.

First appointment?
608-280-2720



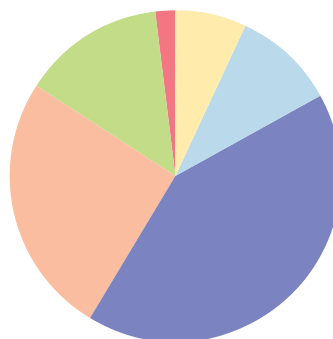
Who we serve

Type of Client:



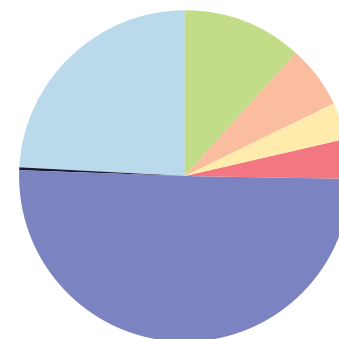
17.1% Youth (age 18 and under)
71.7% Adult, Mental Health Needs
11.2% Adult, Alcohol/Drug Concerns

Age:



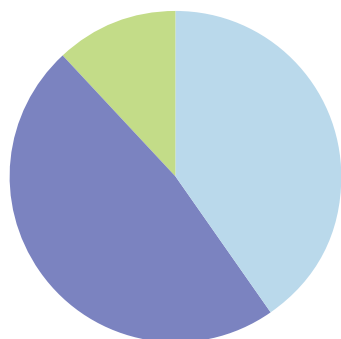
7.1% 0-12 10.0% 13-18 41.7% 19-39 25.6% 40-59
13.9% 60+ 1.7% Unknown

Heritage:



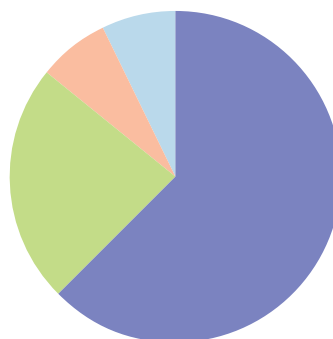
11.8% Black 6.2% Hispanic Origin/Latin American
3.5% Asian 4.1% Bi/Multi Racial 50.2% White
0.3% Native American 23.9% Unknown

Gender:



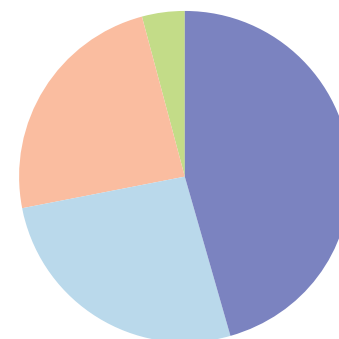
40.4% Female
47.8% Male
11.8% Unknown

Residence:



62.7% Madison, Middleton, Monona, Fitchburg
23.2% Other Dane County Communities
7.1% Other WI Communities
7.0% Unknown

Means of Payment:



45.6% No Insurance, MC or MA 26.5% Medicare and Medicaid
23.8% BadgerCare HMO 4.1% Commercial Insurance



Sarah Henrickson, a crisis worker in Journey's Emergency Services Program, received the "Mental Health Professional of the Year" award by NAMI Dane County.



Journey's 70th anniversary celebration

2018 OUTCOMES

At Journey, we help our consumers achieve outcomes that include: **shorter and fewer hospitalizations, decreased jail recidivism, fewer suicide attempts, preserved family networks, less childhood trauma, and more days sober.**

Consistent access to services can help people who cope with mental illness and substance abuse recover and sustain satisfaction in their quality of life which positively impacts the individual, their families, and the community-at-large. For example:



Among 2018 discharges from Journey's Drug Court Treatment and Diversion Program, **92.9%** successfully graduated the program.



4,765 jail bed days were saved thanks to Journey's Drug Court Treatment and Diversion Program.

Consumers who completed 3 years of treatment at CTA spent **73%** less time incarcerated than the three years prior to admission.



Journey's Gateway CSP served 133 consumers in 2018. Of the 133, **36%** had paid employment, volunteered, or participated in formal education programs. This is the highest number to date!



Of the 92 consumers participating in our CTA (Community Treatment Alternatives) program, **66%** were without housing upon entering the program- all but one has secured housing.



Of the 176 participants from Journey's Drug Court Treatment and Diversion Program, **82.5%** showed improvement in employment, housing, relationships with family, and physical health.

2018 Highlights



348
STAFF



First full year of
"Tobacco Free Campus"



Crisis workers
deployed
into Dane County
Sheriff's office

Started new Targeted
Case Management
program called
'Keystone'



**WITNESSING
WHITENESS**
Grant Awarded

CELEBRATED
70th
Anniversary
Founded in 1948



Celebrity Chef
Fundraiser
Chef Jacques
Pépin



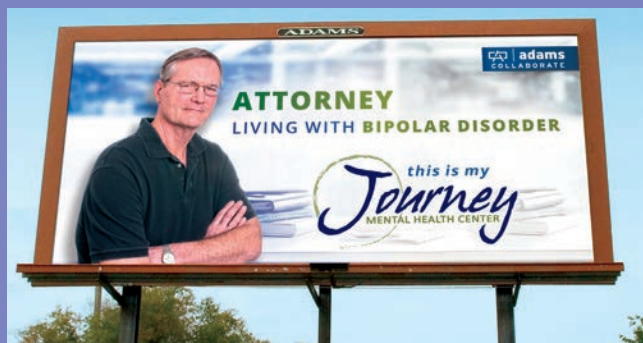
Deployed new
Electronic Health
Record System



Ongoing
participation
with the
Zero Suicide
initiative



11,805
PEOPLE TREATED or
ASSESSED IN 2018



**This is my
Journey**
Billboard campaign
to combat stigma



Opening of **NEW BUILDING** in Columbia County

2018 DONOR LIST

SIGNIFICANT FUNDERS AND CONTRACT PROVIDERS

Attic Angels
Badger Prairie Health Care Center
City of Madison
Columbia County Health and
Human Services Department
Dane County Department
of Human Services
Department of Veterans Affairs
Dodge County Human Services
& Health Department
Freedom Inc.
Jefferson County Human
Services Department
Quartz Badger Care
Rock County Human
Services Department
Sauk County Department
of Human Services
Substance Abuse and Mental
Health Services Administration
U.S. Department of Health
and Human Services
UNIDOS Against Domestic Violence
Unified Community Services
University of Wisconsin-Madison-
Department of Family Medicine
University of Wisconsin
Medical Foundation, Inc.
Wisconsin Department
of Health Services

CORPORATIONS AND ORGANIZATIONS

Alliant Energy Foundation
American Transmission Company LLC
Ameriprise Financial
Cottingham and Butler
Delta Dental
Dental Health Associates

Donations through Facebook
Employees of UW Health
Epic
Gamer Packaging
Genoa, A QOL Healthcare Company
Gotham Bagels
H.O.P.E.S. of Wisconsin, Inc.
Haskins, Short & Brindley LLC
Johnson Bank
Magellan Cares Foundation
Magic Pebble Foundation Inc.
Michael Best
Mind Right Inc.
National Mutual Benefit
Network for Good
Network Health
Safe Harbor Child Advocacy Center
State Bank of Cross Plains
United Health Group
United Way of Dane County
Vino Veritas
Wegner CPAs

\$5,000+

\$1,000 – \$4,999

David Arnold
Lynn A. Brady
Kristi Brereton
Robin Gates & Jan Fulwiler
Heidi Pankoke
Nancy & Ken Ragland
Tracy & Burkhard Sherva
Terese Hanks-Smith
& Robert Smith
Peter Tropman &
Virginia Graves
Ann Wenzel

\$500 – \$999

David Brow
Christine Coke
Claib Cook
Carolyn & Frank Creeron
Veronica Franchino
Howard & Pamela Gesbeck
William Greer & Peggy Sleeper

Jean Hylland
Donations in memory of John Karl
Katherine E. Kemper
Tanya Lettman-Shue & Greg Shue
Andy Likwarz
Catherine Lippart
Timothy McCauley
Tina Neupert
Kendall & Mary Rouse
Richard & Sharon Schlough
Tim & Pat Size
Phyllis Weege
Mary & Craig Wright

\$100 – \$499

Mara Alberts
Cindy Albertson
Kathryn Allen
Robert Alt
Lois Anderson
Eric Berg
Donna Bichanich
Branden Borremans
Alison Bradley
Julie Brady
David H & Catherine L Budnik
Jeffrey Charlson
James Cory
D.A. & Susan P Daugherty
Robert Debroux
Dillon Dumford
Teri & Kurt Ellefson
Savannah Emzen
Marcia Solkoff & Barnet Eskin
Dorothy & Leonard Faust
Caroline Foster
Catherine Gates
Joanne Marie Grassman
Andrew Graves
Jeanne Griffith
Natalie & Edward Hellmer
Todd & James E & Nancy L Herritz
Rhonda Hilmershausen
Joseph Ippolito
Jennifer H. Johnson
Lesley Johnson
Mary & Ben Johnston
Sandra Kallio
Eban Kasdan

Sam Keller
Anthony Kidd
Catherine L Knapp
Paul A. Kronberger
Joan & Allen Liegel
Jacquelyn Manteufel
Christie McGarrity
Brian K. McKnight
Pooja Mehta
Trevor Mendez
Gregory & Allison Meyer
Patricia Meyer
Andrea Middleton
Kevin L. Murray
Virginia Nachreiner
Karen & Wade Neitzel
Karen & Jay Nelson
Linn-Nemacheck Charitable Fund
Kim & Joseph P Nestler
Mary Niederehe
Carolyn Ninedorf
Daniel Pasque
Steve & Jeri Perlman
James & Carolyn Pflasterer
Chris & Sandra Queram
Michael J. Redmond
Kate Ripple
Laura Rose
John Roy
David Schmiedicke
Kimburly S. Schmitgen
Marc Schnipper
Holly Eberly Shands & Jay Shands
Patricia Shulman
Scott Springman
Mandi Stevens
Sam Stordahl
Petra Streiff
Mike Tallman
Rachel Thorson-Schmied
Judith & Arnold Utzinger
Malynn Utzinger
James Van Den Brandt
Doua Vang
Peng Her & Mai Zong Vue
Teresa Watenpuhl & David Meyer
Janice M Williams

\$1 – \$99

Darlene Abrahamson
Lee & Cheryl Ackley
Nora Adams
Debra & Steven Alles
Diane A. Alsmo
Timothy Alston
Marilea Anderson
Lois Anderson
Gary W. Bakken
Karen L. & Keith W. Bakken
Tammy Bartels
Greg Basthemer
Patricia A. & Steven A. Basthemer
Sheryl Becker
Virginia Behring
Rebecca E. & Lenard J. Betley
James Billings
Matthew Alan Blasinski
Dave Delap & Beth Boschee
Jane Bouche
Mark Breunig
Maria E. Brown & Daniel J. Zerger
James L. & Sharon K. Burton
Cheryl Callahan
Ingeburg G. Carlson
Tammy Carrier
John Carrier
Suzanne Chapin-Donalson
James & Sandy Christensen
Ruthanne Chun
Martin & Linda Croak
Julie Cross
Sarah M. & Levi D. Cutler
Joel, Shannon & Chloe Davidson
Ada I. Davis
Frances DeGraff
Rebecca Deschane
Patricia Devries
Dale & JoAnn Dinkel
Dennis & Shirley Dokken
H. Gene & Marilyn Bradley Drecktrah
Mary & Edward Drinkwine
Linda Drummond
Neil Duffie
Leslie Even
John Fafinski
Hildy B. Feen
Laurie Fink

Cynthia S. Fischer
Renee & Kelly Fitzgerald
Kimberly Fleming
Lynn Fotis
William Frederick
Amanda French
Robin J. Gallagher
Jennifer Garry
Karen A. Geszvain
James Grandt
Mary Joan Guenther
Candice Hameister
Carolyn Hammons
Lorene & Trav Hardy
Ingrid Harke
Nathan Heimler
Meredith Hellmer
Julia Heusinger
Lisa Hildebrand
Joanna Hollenback
Christopher & Marcia Howe
Alice Hunter-Kelly
Sara Ishado
Erin Johnson
Faith A. Kamps
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Laura Kassel
Judy Killian
Ellen Kleinbaum
Mary Klink
Patricia Kmet
Cathy & Kenneth Knudson
Kathy Koenig
J. & T. Kosobucki
Kathleen Kuenster-Vogt
Alexis Lancaster
B. J. (Barbara) LaSee
Carla J. & Thomas E. Lauber
Martha Laugen
Randi Leeder
Sharon & Marlin Lehmann
Sara Leikness
Tina Lisowe
Margaret Maginnis
Haley Massey
George Matykowski
Margaret McCann
Thomas McCarthy
Theodore McCutchin

Jessica McFarland Lioness Club
Bree McGrath
Judith McMahan
Brian, Kirsten & Phoebe Miller
Rebecca Minsley
Mary Moldenhauer & Mark Giesfeldt
Peder & Jeanne Moren
Steven & Angela Morgan
Sonja Moskalik
Michelle B. & Michael R. Mueller
Sherry L. & Darin E. Nagel
Kathy Nardelli
Tina Nelson
Kenneth Newman
Karen Nissen-Boryczka
Susan M. Nossal
Patricia Offer
Martha & John Onsrud
Frank Orosz
Michele J. Ouelette
Vincent J. Perkins
Deirdre Peroff
Jeff Peterson
Janis Phelps
Leah Voigt Potter
Evelyn (Lynn) Prochaska
Laradene Reinke
Susan Reishus-LaBounty
Steven Reusser
Dottie Richardson
Staci Rieder
Dave & Linda Ripp
Michael Ross
Judi & Bob Rubin
Peggy E. & Richard T. Saeman
David Sample
Rebecca Sanders
Kathleen (K.R.) Saunders
Melissa Schneider
James & Lynn Schultz
Paul Schwab
Kristen Scott
Michael E. & Sarah J. Simon
Brigitte Jean Singletary
Jennifer Smedana
Harry & Sandra Smith
Francis (Frank) Ryan & Susan Spahn
Jayne Sprecher
Mandi Stevens

Marcella Stolarzyk
Susan Tesch
Julie Theado
Rachel Thorson-Schmied
Donna Ulteig
Rebecca A & Kevin C. Underwood
Krista & Andrew Urban
Carol A. Van Hulle & Kevin R. Komarek
Evelyn & Robert Visser
Barbara Voelker
Toni Voelker
Janet Vogel
Leah Voigt Potter
Shirley R. Walden
Rodney Waldmann
William Wambach
Christina Weber
Valerie Weihman-Rock
Jerry & Sharon Wendt
Karen Wenger
Julie Wesson & Awad Mohamed Awad
Avicia West
Kathleen Whelan
Lee D. Wilson
Kathleen Witt
Duane & Darlene Woldt
Ms. Ashley Wolfgram
Laura Wopp-Hulin
Lesli L. Wright-Bobholz
Daniel R. Wuellner
Ann Yourell

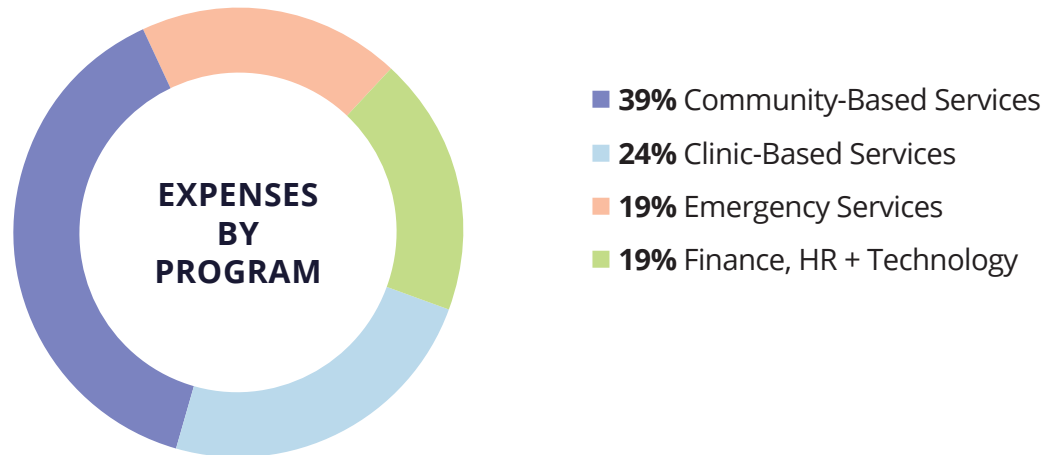
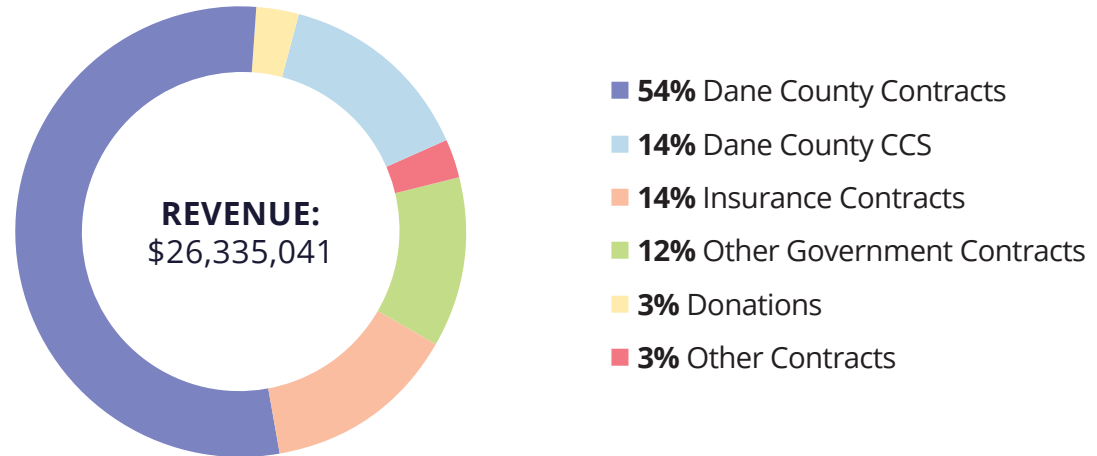
“ Gateway got me a
place to live after years
of homelessness.”
- Consumer

2018 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.



2018 Agency Directors

EXECUTIVE LEADERSHIP

Lynn Brady
President & CEO

Alan Zoellner
Chief Financial Officer

Karen Neitzel
Chief Operating Officer

Karen Milner, M.D.
Chief Medical Officer

Tanya Lettman-Shue
Chief Clinical Officer

Colleen Clark Buss
Chief Human Resources Officer

Dori Botts
Director of Development

Mike Tallman
Director of Information Technology

CLINICAL LEADERSHIP

Hannah Flanagan
Director of Emergency Services Programs

Nichole Wright
Director of Clinical Programs/Clinic Based

Josh Peterson
Director of Clinical
Programs/Community Based

2018 Board of Directors

Mary Wright, Chair
President
Wisconsin Housing Preservation Corp

James Christensen, Vice-Chair
Principal Consultant
StatOrg Services, LLC

Sam Keller, Secretary & Treasurer
Owner & President
TEC

Richelle Anhalt
Senior People Services Consultant
Great Lakes/Nelnet (Retired Police Officer)

Martin Croak
Attorney
Active Retiree

Robin Gates
Management Consultant
Robin Gates Consulting

Howard Gesbeck
Certified Public Accountant
Active Retiree

Marcia Hansen
Photographer
Marcia Hansen Photographic Company

Ron Luskin
Active Retiree
Free Agent, Inc.

Heidi Pankoke
Senior Director of Business Strategy
TMG by Magellan Health

Kristi Papcke-Benson
Nursing Educator
Madison College

Laura Rose
Vice President, Policy Development
Wisconsin Hospital Association

Chong Vang
Attorney
Vang Law Office SC

Connie Walker
Retired Captain
US Navy

“ I’ve been working at Journey for four years. The staff members are great. The consumers that come here get the strength they need from Journey.”

- Felicia Buchanan
Consumer & Journey employee

Former Journey CEO's William Greer, Tim Otis, and Bob Mohelnitzky with current CEO Lynn Brady and past Chief Medical Officer, Dr. Ron Diamond at 70th's anniversary celebration.





25 Kessel Court, Suite 105
Madison, WI 53711

NONPROFIT
ORGANIZATION
U.S. POSTAGE PAID
MADISON WI
PERMIT NO. 1870

Mental health is essential to achieving prosperity.

49%

of people who feel they
have suffered haven't gone
to see a doctor.

47%

of the population will
struggle with some sort of
mental health disorder in
their lifetime.

1.2%

of the American population is
affected by Schizophrenia.

123

Americans die each
day from suicide.

1 in 10

Wisconsin youth have
experienced severe
depression that interferes
with their daily lives.

28,000

Wisconsin youth have
a substance use or
alcohol problem.

1 in 5

American adults are
affected by mental illness.

883

Wisconsinites died of an
opioid overdose in 2017 - more
than from auto accidents.

SUPPORT JOURNEY

Journey Mental Health Center improves lives,
preserves families, and enhances communities.



twitter.com/journeymhc

[journeymhc/](https://www.facebook.com/journeymhc/)

[journeymhc.org](https://www.journeymhc.org)