

# 2013 ANNUAL REPORT

*Journey*  
MENTAL HEALTH CENTER

*Sharing the Path from Hope to Recovery*

FORMERLY MENTAL HEALTH CENTER OF DANE COUNTY

# PRESIDENT'S REPORT



This year marked the 65<sup>th</sup> anniversary of Journey Mental Health Center providing services to the people of Dane County. During that time, we have transformed from a child guidance clinic to a comprehensive community mental

health center that provides mental health and substance abuse services to individuals at all stages of life.

The majority of our consumers continue to present with complex mental health and substance abuse problems. These are often exacerbated by lack of health insurance, isolation and unemployment. Our first priority under these circumstances is to restore or refresh hope. From there we pursue a consumer directed path toward health, stability and recovery. In 2013 we shared this path with more than 11,000 people.

This was a year of transition in which we hired a new Medical Director, Dr. Karen Milner, to replace Dr. Ron Diamond, who retired after 35 years of exemplary service to our organization.

A former student of Dr. Diamond's, Dr. Milner describes him as "a role model and mentor." She brings a level of experience and compassion to the Medical Director's role that ensures our continued progress on the medical front.

We helped our agency and our consumers prepare for the Affordable Care Act by devoting resources to training staff members as Certified Application Counselors to help consumers navigate the new insurance exchange system and choose providers that would meet their health care needs. We also provided extensive training to our clinical and administrative staff about health care reform. This furthers our strategic goal of becoming a center of excellence for the provision of behavioral health services in the Affordable Care era.

After an extensive search, we selected Core Solutions to develop our new electronic health record (EHR). Based in Philadelphia, Core Solutions is committed to developing a comprehensive EHR that is customized to meet Journey's administrative and clinical needs. Our new EHR system will enable us to provide real time service and billing information to our staff and funders. It will significantly increase the efficiency and accountability of our service.

## 2013 BOARD OF DIRECTORS

**Linda Brei**  
Kalliope LLC  
CHAIR

**Mary Wright**  
Wisconsin Housing and Economic  
Development Authority  
VICE CHAIR

**Judy Wilcox**  
Retired  
SECRETARY

**Chris Tarpey**  
Kestrel Management Services  
TREASURER

**James Christensen**  
StatOrg Services LLC  
IMMEDIATE PAST CHAIR

**Dr. Pamela Bean**  
Rogers Memorial Hospital

**Jeff Charlson**  
University of Wisconsin-  
Department of Psychiatry

**Martin Croak, Atty.**  
Retired

**Robin Gates**  
Robin Gates Consulting

**Sam Keller**  
TEC

**Margaret Kopps**  
Promega Corporation

**Kristi Papcke-Benson**  
Madison College

**Cheryl Porior-Mayhew**  
Marquardt Village

**Lovette Powell**  
Student

**Sarah Shimko**  
City of Madison Police Department

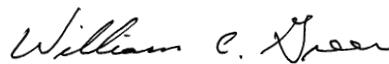
**Chong Vang, Atty.**  
Vang Law Office SC

Journey Mental Health Center continued to meet the high standards of both CARF International and Clubhouse International. CARF, which stands for the Commission on Accreditation of Rehabilitation Facilities, and Clubhouse International, an accrediting body for over 300 clubhouses worldwide, both renewed the Center's three-year accreditation - underscoring our value for recovery-oriented services and high levels of staff and consumer satisfaction. Significantly, Journey received invitations from both CARF and Clubhouse International to join their respective organizations as accreditation surveyors.

We moved further along the path of health care integration by implementing the Personal Health Review (PHR) in our Outpatient Services program. The PHR is a self-rated screening questionnaire completed by consumers at intake to identify behavioral risk factors that pre-dispose individuals to medical illness and screen for the presence of physical disease. Nurses monitor physical health statistics such as blood pressure, vital signs and body mass index and offer consumer education, treatment planning, and wellness options. Research shows that consumers benefit by having these measures incorporated into their behavioral health care regimen.

As always, we are grateful to our volunteers, our community partners and our donors for sharing the recovery path walked by our consumers through their financial and in-kind contributions. Together we strengthen the safety net that makes Dane County a quality place to live for all residents.

Finally, I am grateful for our most valuable asset - our staff. This has been a year of change throughout Journey Mental Health Center, and the future promises even more transformation. Staff members have participated on change teams, while others took on extra work to support them. Every employee at Journey has contributed in one way or another, continuing to find ways to do more with less. I want to thank our staff for their hard work and inspiring dedication.



**William Greer**  
President & CEO

## 2013 AGENCY DIRECTORS

**William Greer, MS, LCSW**  
*President and CEO*

**Lynn Brady, MPA**  
*Chief Operations Officer*

**Gerry Brew, CHFP, MBA, CMA, EMA**  
*Chief Financial/  
Administrative Officer*

**Karen Milner, MD**  
*Medical Director*

**Sue Moran, MS, LPC, CSAC, Ind. CS**  
*Director of Outpatient Services*

**Brad Schlough, MS, LPC**  
*Director of Community  
and Emergency Services*

**Elizabeth Shah, MS**  
*Director of Marketing  
and Development*

## BOARD OF DIRECTORS 2013 MEETING DATES

*Meetings are held on the fourth Thursday of the month. Additionally, the Executive Committee meets on a month-by-month basis*

**JANUARY 24, 2013**  
**FEBRUARY 28, 2013**  
**APRIL 25, 2013**  
**MAY 23, 2013**  
**SEPTEMBER 27, 2013**  
**OCTOBER 24, 2013**  
**DECEMBER 5, 2013**

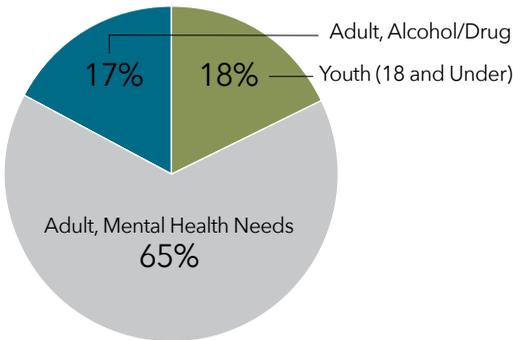
# WHO WE SERVE

PEOPLE TREATED IN 2013 .....8,896

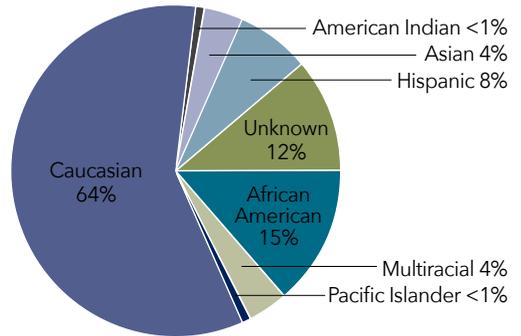
## ABILITY TO PAY

**82%** Consumers assessed no fee based on their ability to pay, using a sliding scale.  
*Some consumers who are not assessed a fee may qualify for Medicare or Medicaid.  
 Journey Mental Health Center receives payment for these services.*

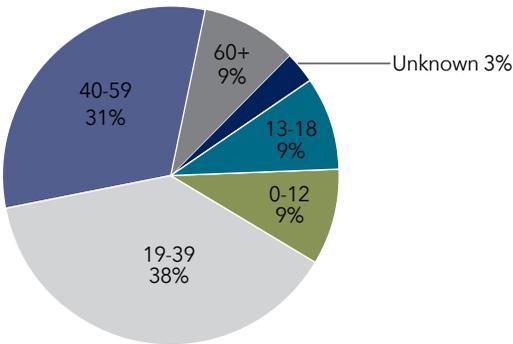
## TYPE OF CLIENT



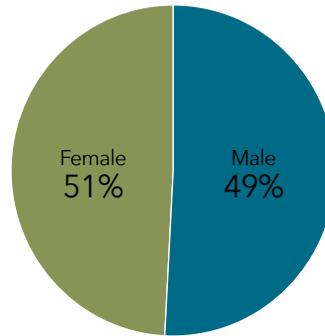
## HERITAGE



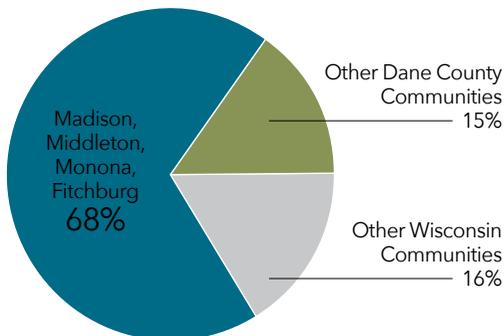
## AGE



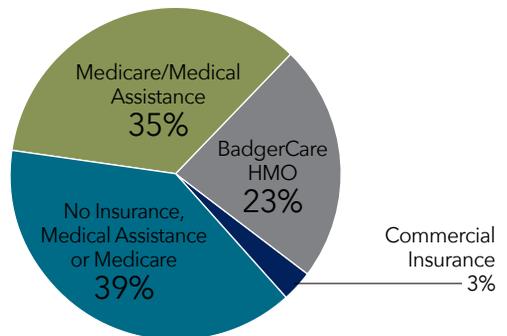
## GENDER



## RESIDENCE



## MEANS OF PAYMENT



## PEOPLE ASSESSED IN 2013 .....4,776

### TYPE OF CLIENT

Central Intake Assessment.....	2,143
OWI Assessment Program.....	2,312
Jail Diversion (Treatment Alternatives Program, Drug Court, OWI Treatment Court, DART).....	321

## HOW WE SERVE THEM

### OUTPATIENT SERVICES

- Adult, adolescent, child and family therapy
- Specialty counseling for adults with developmental disabilities
- Mental health, substance use disorder and co-occurring treatment
- Psychiatry
- Family Preservation Program
- Ujima Treatment Program
- Cognitive Behavioral Intervention for Trauma in Schools (CBITS)
- Clinica Latina
- Resource Bridge
- Central Intake
- Safe Step Assessments
- School Based Mental Health Clinic
- Suboxone Clinic

### ASSESSMENT SERVICES

- Intoxicated Driver Assessment (Chapter 20)
- Drug Treatment Court Program/Treatment Alternatives Program/Day Report and Treatment Program
- OWI Treatment Court

### COMMUNITY SERVICES

- Mobile Outreach To Seniors Team (MOST)
- Fordem Connections Community Support Program
- Community Treatment Alternatives (CTA)
- Conditional Release
- Gateway Community Support Program
- HUD/CDA Triangle Services
- Yahara House
- Southeast Asian Services
  - Kajsiab House
  - Southeast Asian Program
  - Cambodian Temple

### EMERGENCY SERVICES

- Crisis Intervention
- 24-Hour Suicide Hotline
- Adult Crisis
- Youth Crisis
- Crisis Stabilization
- Bayside Place Care Center
- Recovery House



# SURVIVORS of SUICIDE *A Story of Hope and Healing*

*By Linda Sielaff*

**In 1978, when I was 16 years old, my mother died by suicide.** It was the most traumatic event I have ever experienced. My life was shattered and drastically changed forever in an instant.

I had no one to turn to. No one wanted to talk about my loss or help me work through the myriad of emotions and questions that ran incessantly through my mind, heart and soul. I was expected to just “move on.” For the next two years, I turned to drugs, alcohol and food to numb the pain to make it through each day. And though I sought professional help, I just didn’t feel anyone understood my suicide loss. I felt isolated, as if I was the only person in the world who had experienced this.

My life moved forward with college and a successful career, and along with it, a new sense of “normal.” I learned to keep my mother’s suicide to myself. That was until my brother’s suicide 20 years later when I was 36. Another traumatic suicide loss that brought me to my knees.

This time, a close friend who worked at the Dane County Mental Health Center (now Journey Mental Health Center) suggested I check out the SOS program. At SOS, I learned I was not alone. This brought feelings of relief but also sadness that there were so many others who had lost loved ones to suicide and were suffering in silence as I had.

“...with wonderful programs like SOS to help with the healing process, we can learn to live again with a “new normal.”

SOS became a very important and safe place to talk about my feelings with people who truly understood what I was going through. They “get it;” they “get me.” Losing a loved one to suicide is a different type of loss that brings with it unique needs around the healing process. SOS has helped me, and countless others, to heal.

Today, I volunteer as an SOS group facilitator and support the program in as many ways as I can. I am passionate about SOS and its mission. I see people walk into group in such emotional pain, and I always feel grateful that there is a

safe place for them to come - something I didn’t have so many years ago. I also see survivors attend groups and witness their healing over time, moving from

a place of not knowing how they will make it through each minute of the day to slowly living with the “new normal” life has dealt them. I see people begin to laugh and slowly starting to enjoy parts of life again.

Our lives are never the same after suicide loss; however, with wonderful programs like SOS to help with the healing process, we can learn to live again with a “new normal.” And over time, some of us may even find gifts that have resulted from our losses.

**To make a financial gift to SOS or any other Journey Mental Health Center program, visit [www.journeymhc.org/donate](http://www.journeymhc.org/donate) or mail in the enclosed donation form.**

# JOURNEY MENTAL HEALTH CENTER PROGRAMS

## OUTPATIENT SERVICES

Journey Mental Health Center offers a full range of outpatient services provided by licensed master's level therapists, including adult, child and family therapy for mental health problems, substance use disorders, co-occurring disorders, and specialty counseling for adults with developmental disabilities. Outpatient treatment includes individual, family and group services with psychiatry.

Central Intake provides scheduled and walk-in appointments for individuals seeking outpatient services Monday-Friday each week. Families scheduling appointments for minor children are prioritized, as well as pregnant women seeking substance abuse treatment and other populations by contract.

**Clinica Latina:** Mental health, substance use disorder and psychiatry services to Spanish speaking individuals by professional bilingual and bicultural clinicians.

**Ujima Program:** Serves African American families and adults with substance abuse and mental health problems. The program provides culturally specific group, individual, couple and family counseling with case management for up to 18 months.

**Safe Step:** Assessments for children and youth referred by Safe Harbor Child Advocacy Center within five to seven days of the child's forensic interview on-site at the facility. The assessments provide the family with recommendations for ongoing treatment of the child or children, and the non-offending caregiver(s). Treatment for many children continues in Outpatient Services at Journey Mental Health Center.

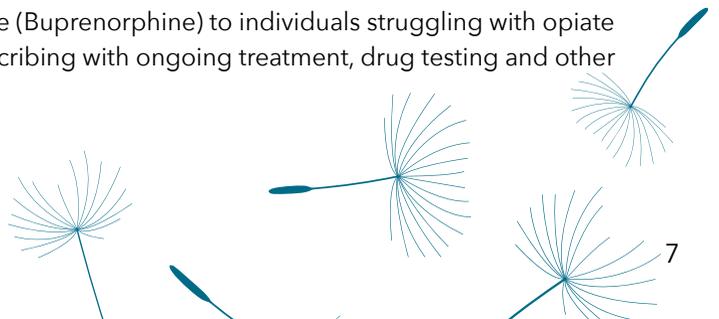
**Family Preservation Program:** Intensive, in-home services for families with a child or children between the ages of 0 and 12 at risk of out-of-home placement. Families are seen daily for the first 14 days of the program of the eight-week program. On call staff and supervision is provided 24 hours a day for program families.

**Resource Bridge:** Bridges the gap between a mental health crisis (hospitalization, use of emergency services, or care center placement) and ongoing services in the community. Resource Bridge offers crisis stabilization services for up to 90 days as needed for adults who are unconnected in the community.

**Cognitive Behavioral Intervention For Trauma In Schools (CBITS):** In-school, evidence based, group and individual intervention to reduce symptoms of post-traumatic stress disorder (PTSD), depression, and behavioral problems; and to improve functioning, grades and attendance, peer and parent support, and coping skills.

**School Based Mental Health Clinic:** Pilot program to provide mental health and substance abuse treatment to middle school youth in the school setting to eliminate barriers to accessing services and improve home and school functioning.

**Suboxone Clinic:** Provides Suboxone (Buprenorphine) to individuals struggling with opiate addiction. The clinic coordinates prescribing with ongoing treatment, drug testing and other Suboxone protocols.



## COMMUNITY BASED SERVICES

Journey Mental Health Center's Community Based Service programs have achieved an international reputation for clinical effectiveness for individuals with complex mental health and substance abuse issues. The goal of these programs is to make mental health and substance abuse services accessible to a diverse range of communities.

**Community Treatment Alternatives:** Works with clients/consumers involved in the criminal justice system. CTA was the first jail diversion program in the country to employ the principles of Assertive Community Treatment (ACT). Services include: medication evaluation and monitoring, assistance in obtaining a source of income, finding housing, securing and maintaining competitive employment, counseling for alcohol and other drug abuse, assistance following through with any court-ordered requirements and help with the activities of daily living.

**Conditional Release Program:** Court ordered and approved comprehensive treatment and case management services to clients who have been found by the legal system as "not guilty by reason of mental disease or defect" and whom the court deems appropriate for conditional release.

**Gateway and Fordem Connections:** Two of Journey's three state-certified Community Support Programs offering comprehensive support to Dane County residents who have severe mental illness and may also have substance abuse issues.

**Kajsiab House:** A place where Hmong elders and their families can be safe, express and experience culture, increase their understanding and the ability to live successfully within the Dane County Community, and receive help and treatment for mental health issues.

**Mobile Outreach to Seniors Team (MOST):** A range of accessible mental health services to address the highly complex and changeable needs of seniors and their caregivers.

**Southeast Asian Services:** Mental health and psychiatry services for Southeast Asian individuals living in Dane County.

**Yahara House:** A path to recovery through relationships and work for adults with mental illness, built on the clubhouse model that guarantees a place to belong and experience meaningful relationships, meaningful work and a place to return.





## CLINICAL ASSESSMENT PROGRAMS

Clinical Assessment Programs provide comprehensive, objective, and cost-effective clinical assessments and evaluations for impaired drivers and individuals referred into the criminal justice system for drug related crimes. Services include the clinical and administrative coordination for four Alternative Sanctions programs: the Treatment Alternatives Program (TAP); the Drug Court Treatment Program (DCTP); the Day Report and Treatment Program (DART); and the OWI Treatment Court program.

## EMERGENCY SERVICES PROGRAMS

The Emergency Services Programs at Journey Mental Health Center supports adults and children with special and long-term mental health needs reside successfully in the community, with a goal of assisting individuals in crisis return to a more satisfactory level of functioning. Emergency Services Programs work to prevent suicides; reduce the number of out-of-home placements for children and youth; and reduce unnecessary hospitalizations and institutional stays.

**Bayside Place Care Center:** Designed and staffed for expert assessment, stabilization and treatment of individuals experiencing a mental health crisis. This short-term residential facility provides quality care while reducing the need for hospital admissions. It is housed with Journey's Emergency Services Unit providing an efficient and seamless transition from assessment to treatment.

**Adult and Youth Crisis Stabilization:** An array of services aimed at helping Dane County residents with persistent mental illness become and remain stable in the community. Services include short-term stays in a Crisis Home or Recovery House, longer-term stays in Adult Family Homes, and support for individuals who are transitioning to independent living.

**Survivors of Suicide Services (SOS):** Support and information to persons who have been affected by suicide, offered to the community at no cost.

## ADMINISTRATIVE SERVICES AND ORGANIZATIONAL RESOURCES

Clinical Services are supported by the Administrative Services team (Accounting, Marketing/ Communications, Facilities, HR/Payroll and Information Systems) and the Organizational Resources team (Client Services, Clinical Records, Switchboard, Training and Transcription).

# BALANCE SHEET

## ASSETS

Cash.....	\$1,495,227
Accounts Payable.....	495,728
Prepaid Expenses .....	151,529
Investments.....	322,311
Property and Equipment (net).....	\$2,345,076
<b>TOTAL ASSETS</b> .....	<b>\$4,809,871</b>

## LIABILITIES & EQUITY

Accounts Payable.....	\$1,183,857
Other Current Liabilities.....	742,573
Notes & Mortgage Payable .....	1,617,281
<b>TOTAL LIABILITIES</b> .....	<b>\$3,543,711</b>

Retained Earnings.....	\$1,598,905
Net Surplus-Current Year .....	(332,745)
<b>TOTAL EQUITY</b> .....	<b>\$1,266,160</b>

<b>TOTAL LIABILITIES AND EQUITY</b> .....	<b>\$4,809,871</b>
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## SOURCES OF FUNDS (GRANTS, FUNDING, CONTRACTS)

Southeast Asian Services and Kajsiab House.....	3.7%
Mobile Outreach To Seniors Team (MOST) .....	2.0%
Yahara House.....	6.9%
Developmentally Disabled .....	0.3%
Emergency Services .....	12.7%
Hospital Diversion.....	5.2%
Community Support Programs .....	15.4%
Jail Diversion .....	7.1%
Youth and Family Services .....	15.8%
Drug and Alcohol Treatment Related.....	14.2%
Adult Mental Health.....	9.8%
Ujima .....	1.0%
Other .....	5.9%
<b>TOTAL</b> .....	<b>100.0%</b>



## 2013 GRANTS, FUNDING, CONTRACTS

Access Community Health Centers  
Badger Prairie Health Care Center  
City of Madison - Community Development Authority  
City of Madison - Southeast Asian Senior Services Grant  
Clearview Longterm Care  
Dane County Department of Human Services - Mental Health/AODA Services  
Family Service Madison  
Jennie H. Olsen Charitable Foundation Inc.  
Rodney Scheel House  
Safe Harbor Child Advocacy Center  
SOAR Case Management Services  
Social Security Administration Ticket to Work Program  
Wisconsin Department of Health Services - Conditional Release  
Wisconsin Department of Health Services - Supported Employment  
United Way of Dane County  
University Hill Farms Neighborhood Association  
University of Wisconsin-Madison School of Nursing - Health Disparities Project





# Journey

MENTAL HEALTH CENTER

*Sharing the Path from Hope to Recovery*

625 W. Washington Avenue  
Madison, WI 53703  
608-280-2700



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

