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

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.”
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, President and CEO

STRATEGIC INITIATIVES, 2017-2020

Strong Financial Health
Cutting Edge Programs
World Class Employees
Strong Technology Infrastructure
“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

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

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.
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.
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
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.
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.

“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
2016: A Year of Innovation And Expansion

EXPANDING OUR REACH

The mental health and substance abuse needs in rural Wisconsin are growing, and treatment options are few. Because of our excellence and expertise in Dane County, Journey has been invited to launch services in adjacent counties.

In 2016, we started community-based programs serving residents in Columbia, Dodge, Richland and Sauk counties. Future growth into opioid treatment, telepsychiatry and outpatient services in these underserved counties is likely.

AREA OF DETAIL

SAUK
RICHLAND
COLUMBIA
DODGE
DANE

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.
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.

### 2016 REVENUE AND EXPENSES

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>1%</td>
</tr>
<tr>
<td>Dane County CCS</td>
<td>4%</td>
</tr>
<tr>
<td>State and Federal grants</td>
<td>9%</td>
</tr>
<tr>
<td>One-time sale of building</td>
<td>11%</td>
</tr>
<tr>
<td>Insurance</td>
<td>18%</td>
</tr>
<tr>
<td>Dane County Human Services</td>
<td>57%</td>
</tr>
</tbody>
</table>

**2016 TOTAL REVENUE: $26,083,974**

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>17%</td>
</tr>
<tr>
<td>Finance, HR + Technology</td>
<td>20%</td>
</tr>
<tr>
<td>Clinic-Based Services</td>
<td>30%</td>
</tr>
<tr>
<td>Community-Based Services</td>
<td>33%</td>
</tr>
</tbody>
</table>

### 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
- 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

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

$25,000+

The Estate of Ernell Roth

Bob Veek

$10,000+

Martha and Timothy Coughlin
Robin Gates and Jan Fulwiler
Veronica Franchino
Richard Klaas

$500+

Claib Cook
Bob and Sue Eagle
Paul Elbing
William Greer and Margaret Sleeper
Patricia Krueger
Jeanne Moren

Peder & Jeanne Moren
Sandra Paske
Katherine Perreth
Ashley Rea
Sharon and Richard Schlough
Holly Eberly Shands
Tim and Pat Size

$500+

Angela Abrahamson-Morgan
Margaret Alfii
Eric Albion
Kathryn Allen
KR Anderson
Lois Anderson
Catherine Aolenbrannt
Anonymous
Anne Arnesen
Joan and Edward Ashuler
Gretchen Atkinson
Robert Barci
Pamela Bean
Lisa and Greg Beckner
Theresa Bednarz
Dr. Robert and Catherine Beilman
Doris Bergen
Donna Bichanish
Joyce Binder
Jennifer Bobee
Lori Blahnik
Gregory Blum
Gail Bogdanow
Branden Borromans
Lynn Bracy
Kelsey Brekke
Nancy Brennan
Mary Brock
Frederick and Amy Brohlman
Jennifer Bronson
Gina Bryan
Mary Buchner
Chris Burch
James and Charlotte Burns
Colleen Clark Buss
Daniel Caballero
John Carrier
Jeffrey Charlson
Christopher and Tina Childs
James Christensen
Margaret Close
Frederick Coleman
Timothy Cordon
Nancy Crassweller and Robert Hansen
Carolyn Cronen
Mary Croak
Julie M. Cross
Patricia Crowe
Thomas Dean and Seiko Yoshinaga
Eric and Renee Degelau
Fran DeGraff
Dave Delap and Beth Bocchee
Andrea Denure
Jessica DeWit
Patricia Devries
D & Vos C Dickson
Jo Ann Dinkel
Edward and Mary Drinkwine
Luann Eggimann
Mary Erickson
Howard and Pamela Erlanger
Marcia Eskin
Robert Factor
Dorothy Ann Faust
Michael Feldman and Sandra Wolens
David Fleisch
Caroline Foster
June Gallmann
Anna Garner-Strickonen
Katherine Gates
L. Francis Center
Kelli Gilchrist
Neil and Suzanne Gleason
Steven Goldberg
Paula Goaf
Nancy Grassweller
Georgia Graves
Eric Gray
Lauren Greene
Margie Griesbach
Jeanne Griffith
Rick Hafer
Kelly Johnson Hall
Lorene Hardy
Heidi Hasting
Mary Hellenbrand
Michael Herman
Julia Heusinger
Luo Honghong
Esther Huiting
Kathleen Hulina
Victoria Hull
Alice Hunter-Kelly
Jean Hyland
Eden Inoway-Ronnie
Joan Jacobsen
Susan Jobst
Jill Johnson
Helen Kahl
Madeline Kaner
Abigail Korns
Amy Kelley
James Kellner
Alisa Kelly-Martina
Octavia Kemps
Mary Beth Kepler
Linda Keys
Judy Killian
Sally Klages
Mary Klink
Patricia Kmet
Kathy Koenig
Lori Kolb
Cheryl and Karl Korth
Maryangies Kuehmichel
Ron Lampert
Karen Larson
David LeCounter
Sharon Lehmann
Sara Lekness
Jean Lemke
Susan Lendborg
Tanya Lettman-Shue
Rosann Lewis
Alleen Liegel
Bettine Lipman
Pa M. Lo
Luellen Lougee
Sally Mansour
Jacquelyn Manteuvel
Dolly Marsh
Therese Masnado
Michelle Masters
John and Carol Mathis
Christie McGarrity
Judith McMahon
Alexander Metz
Allison and Gregory Meyer
Jim and Margaret Meyer
Eugene Miller
Mel Morgenbesser
Sonja Moskalik
Terr Murphy
Virginia Nachreiner
Karen Neikle
Karen and Jay Nelson
Tina Neupert
Teresa and Robert Nicholas
Mary Niederehe
Rebecca Nilles
Vincent O’Hern
Diana Oberdorf
Patricia Offer
Bob Ogden
Karen Olsen
Julie Olson
Pamela Olson
Heidi Panekoke
Chris Percy
Janis Phelps
Sarah Phelps
Christine Pietruszka
Robin and Steve Potter
Evelyn Prochaska
Lynn Prochaska
Christopher Quaram
Callie Reyes
Dorothy Richardson
Kathryn Rindy
P.J. Rindy
Mary Sue Roberts
Jennifer Roman
Carrie Roth
Douglas Rouse
Kendall and Mary Rose
K.R. Sanders
Bradley Schlough
Diane Schmidt
Marc Schmitter
Lynn Schult
Amy Schultz
Paul Schwaib
Erika Schwartz
Joni Schwen
Peter and Maria Selzer
Pralina Sharma
Tracy Sherva
Linda Sieff
Terese Skolaski-Pellitterri
Deborah Smith
Elizabeth Sorge
Sharon Stake
Ashley Staley
Muriel Stee
Ping Sun
Emmike Swanson
Tia Tanner
Doua Thao
Rachel Thorson-Schmied
Karen Tolley
Peter Trupman and V Graves
Melissa Turk
Donna Utley
Krista Urban
Lisa Urigurtua
Lyn Uttil
Cheng Kaivoung Vang
Chong Vang
Doua Vang
King P. Vang
Shewai Vang
Nicole Veysey
Evelyn Visser
N. Georgine Viens
Catherine Vos
Rodney Waldmann
Kevin Walsh
Christine Waters
Kimberly Wab
Susan Jane Watson
Rebecca Weise
David Welo
Maribeth Wendler
Vicki Westrick
Michelle Wiest
Judith Wilcox
John and Virginia Wilson
Darlene Woldt
Arkien Wolek
Jane Woods
Lisa Wrasse
Mary Wright
Kashoua Yang
Chia Yang
Choux Yang
Rose Yankee and Bob Jeffers
Terrence Young
Margo Zeman
Jana Zimmerman

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 journeysmc.org.
What sets us apart?

<table>
<thead>
<tr>
<th>1</th>
<th>Integrated Primary Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Recovery Centered</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Evidence-Based Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>Clinical Excellence</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>Trauma-Informed Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
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

CLINICAL LEADERSHIP

Tanya Lettman-Shue
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

BOARD OF DIRECTORS

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President, Wisconsin Housing Preservation Corp.

James Christensen, Vice Chair
Principal Consultant, StatOrg Services LLC

Sam Keller, Treasurer
Owner & President, TEC

Pamela Bean, Ph.D.
Principal, BioMark Global LLC

Marty Croak
Attorney, Retired

Robin Gates
Principal, Robin Gates Consulting

Heidi Pankoke
Senior Director of Business Strategy, TMG by Magellan Health

Kristi Papcke-Benson
Nurse Educator, Madison College

Kristen Roman
Police Chief, UW–Madison

Chong Vang
Attorney, Vang Law Office SC

Constance Walker
Retired Captain, U.S. Navy

journeymhc.org
2016 Annual Report
HEALTH WELLNESS RECOVERY