This is my Journey Mental Health Center

Felicia
Heather
Joe
Adam
Jenny
Peter
Pooja
Ron
Christine

2017 Annual Report
EMERGENCY SERVICES
Every second counts in a mental health emergency.

I am mentally ill

I live with mental illness and this is my journey.

The Emergency Services Unit at Journey cared for Joe during a mental health crisis. Today, Joe is an avid videographer and a member of Journey’s Yahara House.

“So many people weather difficult storms. There is no greater compliment than being trusted by a person asking for help.”

Pete Zallar, Team Leader
Crisis Stabilization Program

PRESIDENT’S REPORT

As we move into our 70th year as an organization, I am especially proud to welcome you to the pages of our annual report. We hope to increase your awareness of our role as a specialty care system for mental health and substance use treatment.

I am extremely proud of the Journey team that operates our 28 programs. They are experts. They are innovative. They are tireless in their efforts to support individuals in their journey to recovery. Our staff produce measurable outcomes for this community by:

• Diverting individuals in a mental health crisis away from costly hospital emergency rooms,
• Lowering jail recidivism rates,
• Helping people overcome their opioid addiction, and
• Supporting family preservation.

Journey’s continuum of care continues to thrive, in our clinics, in our community-based locations, in emergency rooms, and in our culturally-specific programs. We are proud of our expansion into adjacent counties. We are doing all we can to be a part of the solution to the opioid crisis in our community.

During our 70th year celebration, we want to acknowledge our long-standing partnership with Dane County Human Services. County Executive Joe Parisi, Human Services Director Lynn Green, and their respective staff, work hard to ensure that there are strong and effective programs through partners like Journey. We value our partnership with them.

I wish to extend a special invitation to you, to join us, in this journey through our 70th year. We hope you will participate in our efforts to begin a community dialogue about mental illness and substance use, to increase awareness, to reduce stigma, and to join us in our belief that recovery is a possibility for us all. Leading this challenge will be the courageous individuals who will share the stories of their own personal journeys to recovery. You will meet some of them in this report.

This is our journey ... thank you for joining us.

Lynn Brady,
President and CEO

ON THE COVER

Journey Mental Health Center clients, staff and board members will be featured in an advocacy campaign called “This is my Journey.” The campaign is designed to decrease the stigma of mental illness. The back-cover art includes Felicia, an inspirational 58-year-old mother and grandmother who is a Journey client, as well as an employee. She is striving to achieve her high school diploma.

SPECIAL THANKS TO

journeymhc.org
facebook/journeymhc/
twitter.com/journeymhc

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“JOIN US IN THIS JOURNEY THROUGH OUR 70TH YEAR”

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Pete Zallar, Team Leader
Crisis Stabilization Program
COMMUNITY-BASED SERVICES
We’re in your neighborhood making a difference ... every single day.

I live with mental illness and this is my
Ron loves to cook and enjoys walking. He has been a client in Journey's Gateway Community Support Program for more than 20 years.

“Helping clients recognize their successes, no matter how small, is the best part of my job.”
Christine Albertson, Clinical Team Manager
Forward Solutions Community Support Program

CLINIC-BASED SERVICES
The right level of care ... at the right time.

I am a college graduate

I am a sober mom

I live with addiction and this is my
Jenny, a talented artist, battled alcoholism and won. Today she works as a peer support specialist in the Journey to Health and Wellness Program.

“I love helping my community by creating a safe place for individuals to be heard, to learn, cope, and heal from mental health and substance use.”
Kayla Eggen, Psychotherapist, Ujima Program
Our Continuum of Care

28 PROGRAMS ADDRESSING MENTAL HEALTH AND SUBSTANCE USE NEEDS

COMMUNITY PARTNERS AND REFERRAL SOURCES

PSYCHIATRIC FACILITIES
HOSPITALS
LAW ENFORCEMENT
DANE COUNTY HUMAN SERVICES
PRIMARY CARE
PEER AGENCIES
SCHOOLS
HEALTH INSURERS
SELF-REFERRAL
FAMILY/NEIGHBORS

COMMUNITY-BASED SERVICES

Assertive Community Treatment
Gateway Community Support Program (CSP)
Community Treatment Alternatives CSP
Forward Solutions CSP
Columbia County CSP
Opening Avenues to Re-entry Success (OARS)
Promoting Recovery from Onset of Psychosis (PROPs)

Intensive Case Management

Supportive Case Management

Outpatient Services
Journey to Health and Wellness (Integrated Primary Care)
Medication Services
Group, Family, Individual Therapy
Opiate Addictions Treatment
Alternative Sanctions Programs
Clinical Assessment Unit

Psychiatric Services

CLINIC-BASED SERVICES

Kajsiab House / Cambodian Temple Services
Yahara House
GROW (Comprehensive Community Services)
Keystone Community Services

COMMUNITY EDUCATION AND SUPPORT PROGRAMS

Mental Health First Aid
Survivors of Suicide (SOS) Support Group
Professional Development and Training Programs

OUTCOMES IN PEOPLE’S LIVES AND IN OUR COMMUNITIES

Jail diversion
Decreased recidivism
Shorter hospitalizations
Family networks preserved
Fewer suicide attempts
Decreased childhood trauma
More days sober
Success and stability at work

Assertive Community Treatment
Intensive Case Management
Supportive Case Management
Outpatient Services
Psychiatric Services

Journey to Health and Wellness (Integrated Primary Care)
Medication Services
Group, Family, Individual Therapy
Opiate Addictions Treatment
Alternative Sanctions Programs
Clinical Assessment Unit

Kajsiab House / Cambodian Temple Services
Yahara House
GROW (Comprehensive Community Services)
Keystone Community Services

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2017 DONOR LIST

Corporations and Organizations

**$2,000+**
- Cottingham and Butler
- John son Bank
- WPS Charitable Foundation
- Link2Health Solutions
- Michael Best

**$1,000+**
- O’Connell Family
- Howard Bixby
- Anonymous
- Eleonie Pasdo
- Lee and Susan Caffery
- Jody Stands
- Veronica Franchino
- Kyle Peterson
- Nancy and Ken Ragland
- Lynn Brady
- Gail Marker
- Linda Stellick
- Charles Harp
- Peder and Jeanne Moren

**$500+**
- The Keller Family Charitable Trust
- UnityPoint Health - Meriter
- UW Hospitals and Clinics
- Ho-Chunk Nation
- Oakhill Correctional Institute
- Wipfil LLP
- Freedom Inc.
- NAMI Of Dane County Inc.
- Don’s Home Furniture Inc.
- Give Back Foundation
- Kalschreier Family Foundation
- Madison Motorcycle Club

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**$50+**
- Child + Parent Bonding
- Housing
- Employment
- Natural Supports
- Incarceration
- Substance Use
- Drunk Driving

JOURNEY SERVED

**12,208**

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

INDIVIDUALS AND FAMILIES

**$2,000+**
- Bonnie Eastman
- Jacqueline Manufel
- Heidi Pankeke
- Tracy and Burkhart Shewa
- Fred and Wendy Coleman
- Allen and Joan Liegel
- Howard Gestek
- Tanya Leitman-Shae and Greg Shue
- Douglas and Norma Maddox
- Rosemarie Brown
- Luellen Loughe and Rhoda Riccardi
- William Greer and Margaret (Peggy) Sleeper
- Clark Goss
- Peter Trogman and Virginia Graves
- Tim and Pat Sze
- Patricia Kuyper
- Sharon and Rob Schluich
- Bob and Sue Eagle
- Michael McCormick
- Nicole Harp
- Javelle Stands
- Theresa and David Beck Engel
- John and Lauren Greene

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- Jeromie Pasdo
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**$200+**
- Alan Cooper
- Alan Zornick
- Alan Smith
- Beverly Mandsfield
- Bonnie Benson
- Bradley and Mary Schluich
- Carl Siempel
- Carol Cullen
- Dale Hooling
- David Kratcha
- Dean and Karen Miller
- Dorothy and Leonard Faust
- Elisabeth and Heman Shae
- Elizabeth and Roger Erickson
- Ernest Bollila
- Gregory and Allison Meyer
- Heidi and Paul Fondecks
- Hongling Lin

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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.

2017 REVENUE AND EXPENSES

REVENUE: $26,644,767

EXPENSES

1% Donations
7% State and Federal grants
9% Other contracts
10% Dane County CCS
14% Insurance
58% Dane County Human Services

Medicaid and Medicare are the original source of approximately 45 percent of Journey’s total revenue.

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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.

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

VALUES

Integrity • Diversity
Respect • Excellence
Accountability • Hope

INQUIRIES

MEDIA
Mike Wiltse
Associate Director of Communications
(608) 280-2533

PROFESSIONAL DEVELOPMENT/TRAINING
Mary Sue Roberts
Associate Director of Professional Development
608-280-2563

EXCLUSIVE LEADERSHIP

Lynn Brady
President and CEO
Karen Milner, M.D.
Chief Medical Officer
Karen Neitzel
Chief Operating Officer
Alan Zoellner
Chief Financial Officer
Brian Miller
Chief Development Officer
Colleen Clark Buss
Chief Human Resources Officer
Nancy Barrett
Director of Information Technology

CLINICAL LEADERSHIP

Tanya Lettman-Shue
Chief Clinical Officer
Hannah Flanagan
Director of Emergency Services
Kathryn Rindy
Director of Clinical Programs/Clinic-Based Services
Josh Peterson
Director of Clinical Programs/Community-Based Services
Brad Schlough
Director of Expansion Projects

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Stat Org Services LLC

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Development and Marketing Executive
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Principal
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TMG by Magellan Health

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Police Chief
University of Wisconsin

Laura Rose
Vice President, Policy Development
Wisconsin Hospital Association

Larry Studesville
Active Retiree

Chong Vang
Attorney
Vang Law Office SC

Constance Walker
Retired Captain
U.S. Navy

I was a successful attorney for 30 years. I live with mental illness and this is my Journey board member.
I bring sunshine to work :-) 

I live with mental illness and this is my 

Felicia