2016 Annual 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

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.”

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**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 charge for same diagnoses at the three local hospitals

$3,593,000

Annual Savings, based on hospital charges, for those who avoided hospitalization by utilizing Bayside's crisis diversion program.

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**Every Second Counts In A Mental Health Emergency**

**Crisis Intervention Teams**

**Bayside Care Center**

**Recovery House**

**Crisis Stabilization**

**Resource Bridge**

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**24/7 Suicide Prevention Hotline**

**Crisis Intervention Teams**

**Bayside Care Center**

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**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.

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**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.

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**“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
We’re In Your Neighborhoods  Making A Difference … Every Single Day.

THE IMPACT OF YAHARA HOUSE

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.

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.

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.

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

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

IN 2016:

91% of members had no psychiatric hospitalizations
89% live at or below the poverty line
47% of members were employed at 49 local businesses

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.

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25 Years Later: Outcomes Prove Assertive Community Treatment Works

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Kajsiab House
Cambodian Temple
Family Preservation Program
Comprehensive Community Services
Cognitive Behavioral Therapy for Trauma in Schools (CBITS)
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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

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

Journey serves 10,934 people during 2016.

“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 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, compound 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.

Serving The Mind, Body And Spirit
2016: A Year of Innovation And Expansion

Our Year

2016: A Year of Innovation And Expansion

January
The Journey to Health and Wellness Program launches to provide physical healthcare services to consumers with severe and persistent mental illness.

April
Community Treatment Alternatives, or CTA, celebrated 25 years of providing Assertive Community Treatment to Dane County residents released from jail.

August
Journey moves Clinic-Based Services to 25, 37 and 49 Kessel Court, a three-building campus on Madison’s west side.

October
Just In Time Prescribing launches to enhance consumer-prescriber medication safety.

December
Genoa Pharmacy, a QOL Healthcare Company, celebrated 10 years as Journey’s in-house pharmacy.

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.”

Wisconsin 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

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Revenue and Expenses

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 journeyhmc.org.

Area of Detail

Revenue

1% Donations
4% Dane County CCS
9% State and Federal grants
11% One-time sale of building
18% Insurance
57% Dane County Human Services

2016 Total Revenue: $26,083,974

Expenses

17% Emergency Services
29% Finance, HR + Technology
30% Clinic-Based Services
33% Community-Based Services

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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, neighborhoods 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.