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.

VALUES
Integrity | Diversity | Respect | Excellence | Accountability | Hope

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 “mąą’ii yahara”, meaning ‘catfish river’. The Yahara River” was historically known as “Catfish River”.

PARTNERS
Achieving and maintaining the highest levels of consumer satisfaction

PEOPLE
Hiring and retaining great employees.

PRODUCTIVITY
Being a model of quality and cost effective service for other behavioral health organizations.

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

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.
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 Kajsiab 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

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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

Acute and Transitional
- 24/7 Crisis Hotline
- 24/7 Emergency Services
- Mobile Crisis Intervention
- Crisis Stabilization
- Bayside Care Center
- Recovery House
- Family Preservation Program
- Resource Bridge

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

Intensive Case Management
LEVEL TWO

OUTCOMES IN PEOPLE'S LIVES AND IN OUR COMMUNITIES
- Shorter hospitalizations
- Decreased jail recidivism
- Fewer suicide attempts

COMMUNITY EDUCATION AND SUPPORT PROGRAMS

UPDATED 10 APR 18
Continuum of Care

27 PROGRAMS* ADDRESSING MENTAL HEALTH AND SUBSTANCE USE NEEDS

PSYCHIATRIC FACILITIES

HOSPITALS

SCHOOLS

LAW ENFORCEMENT

PRIMARY CARE

COMMUNITY REFERRAL SOURCES

CARE CONTINUUM

PEER AGENCIES

DANE COUNTY HUMAN SERVICES

INSURANCE COMPANIES

FAMILY/NEIGHBORS

Self Referral

Assertive Community Treatment

LEVEL ONE

Intensive Case Management

LEVEL TWO

Supportive Case Management

LEVEL THREE

Outpatient Services

LEVEL FOUR

Psychiatric Services

LEVEL FIVE

Journey to Health and Wellness (Integrated Primary Care)

Medication Services

Group, Family, Individual Therapy

Opiate Addictions Treatment

Alternative Sanctions Programs

Clinical Assessment Unit

Substance Use Treatment

Yahara House

Keystone Community Services

Clinica Latina

UJIMA Clinic

CBITS Program in Schools

Mental Health First Aid

Survivors of Suicide (SOS) Support Group

Professional Training Program

Family networks preserved

Less childhood trauma

More days sober

24/7 Emergency Services

24/7 Crisis Hotline

Columbia County CSP

Medication Services

Journey to Health and Wellness (Integrated Primary Care)

Mobile Crisis Intervention

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Group, Family, Individual Therapy

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Keystone Community Services

Mental Health First Aid

Survivors of Suicide (SOS) Support Group

Professional Training Program

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Less childhood trauma

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

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
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
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

<table>
<thead>
<tr>
<th>CELEBRATED 70th Anniversary</th>
<th>348 STAFF</th>
</tr>
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<tbody>
<tr>
<td><strong>Celebrity Chef Fundraiser</strong></td>
<td><strong>First full year of “Tobacco Free Campus”</strong></td>
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<tr>
<td>Chef Jacques Pépin</td>
<td></td>
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<tr>
<td><strong>ATTORNEY LIVING WITH BIPOLAR DISORDER</strong></td>
<td><strong>Deployed new Electronic Health Record System</strong></td>
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<tr>
<td><strong>This is my Journey</strong> Billboard campaign to combat stigma</td>
<td><strong>11,805 PEOPLE TREATED or ASSESSED IN 2018</strong></td>
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- **Journey’s 70th anniversary celebration**
- **Opening of NEW BUILDING in Columbia County**
- **2018 ANNUAL REPORT**
- **WITNESSING WHITENESS Grant Awarded**
- **348 STAFF**
- **Celebrity Chef Fundraiser Chef Jacques Pépin**
- **First full year of “Tobacco Free Campus”**
- **Crisis workers deployed into Dane County Sheriff’s office**
- **Started new Targeted Case Management program called ‘Keystone’**
- **Deployed new Electronic Health Record System**
- **Ongoing participation with the Zero Suicide initiative**
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2018 ANNUAL REPORT
### 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
- United 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

### 2018 DONOR LIST

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

#### $500 – $999
- David Brow
- Christine Coker
- Claib Cook
- Carolyn & Frank Creeran
- Veronica Franchino
- Howard & Pamela Gesbeck
- William Greer & Peggy Sleeper

#### $1,000 – $4,999
- David Arnold
- Lynn A. Brady
- Kristi Breiter
- Robin Gates & Jan Fulwiler
- Heidi Pankoke
- Nancy & Ken Ragland
- Tracy & Burkhard Sherva
- Terese Hankes-Smith & Robert Smith
- Peter Tropman & Virginia Graves
- Ann Wenzel

#### $5,000+
- Richard Klaas

#### $500 – $999
- David Brow
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- United Way of Dane County
- Vino Veritas
- Wegner CPAs
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.

REVENUE:
$26,335,041

EXPENSES BY PROGRAM

- 54% Dane County Contracts
- 14% Dane County CCS
- 14% Insurance Contracts
- 12% Other Government Contracts
- 3% Donations
- 3% Other Contracts

- 39% Community-Based Services
- 24% Clinic-Based Services
- 19% Emergency Services
- 19% Finance, HR + Technology
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

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.
Mental health is essential to achieving prosperity.

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Percentage/Number</th>
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<tbody>
<tr>
<td>49% of people who feel they have suffered haven't gone to see a doctor.</td>
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<tr>
<td>47% of the population will struggle with some sort of mental health disorder in their lifetime.</td>
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<tr>
<td>1.2% of the American population is affected by Schizophrenia.</td>
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<tr>
<td>123 Americans die each day from suicide.</td>
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<tr>
<td>1 in 10 Wisconsin youth have experienced severe depression that interferes with their daily lives.</td>
<td></td>
</tr>
<tr>
<td>28,000 Wisconsin youth have a substance use or alcohol problem.</td>
<td></td>
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<td>1 in 5 American adults are affected by mental illness.</td>
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<td>883 Wisconsinites died of an opioid overdose in 2017 - more than from auto accidents.</td>
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