Journey Mental Health Center 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 2019, staff and volunteers used these resources to provide assessment, counseling, case management, peer support, respite, medication and work support services for over 12,000 individuals.

**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

Scott Hansen, a former consumer at Journey Mental Health Center who passed away in 2020, created hundreds of paintings. Journey Mental Health Center is fortunate to have many of his pieces on display throughout the center.
Thank you for taking the time to review Journey’s 2019 Annual Report. It was a busy year at Journey. Our staff, both clinical and administrative, worked hard to significantly improve our financial picture. We are back on track for a steady financial recovery and it took each and every member of our staff, and the unending support of our Board of Directors, to get us here. They all have my deepest gratitude.

In addition to the hard work each day, our staff and Board participated in many community events that served to reduce stigma, create awareness about mental illness and substance use disorders, and engage in fun and healthy activities!

It was Journey’s pleasure to join the first Beat the Blues Cruise 5K run/walk and 10K run. The event was created to raise awareness about suicide and suicide prevention. Journey was the recipient of $30,000 raised through this event. Our thanks Kristine Bathke, Emelle Drammeh-Holmes, Celia Semrad, Theran Semrad, Sierra Jansen, Ellee Lindow and Bryan Hotujec for organizing this event.

It was also Journey’s good fortune to partner with Select Specialty Hospital in 2019. The staff at Select Specialty Hospital generously donated snacks for our kid’s programs and books for our GROW program. Journey joined with Specialty Select Hospital to staff the Ironman event and received grant money as a result.

Other significant events included our sponsorship of two community forums on improving diversity in the workplace, hosted and facilitated 6 separate 10 weeks each cohorts of the Witnessing Whiteness curriculum, successfully passed our third consecutive CARF certification process, conducted a food drive for the River Food pantry, and so much more.

As you can see, we have been busy, and it took our entire village to make it happen! We look forward to another year of growth and community involvement.

Lynn Brady, President & CEO

"Every day I am grateful to get the chance to inspire hope and support adult consumers with initiating positive change by providing individualized case coordination. ...I recently lost my wallet and it just happened to be found and returned by a former consumer who went out of his way to return it to me in person. When he saw my (slightly emotional) response of relief upon its return, he told me that it encouraged him to stay sober. His good deed gave him a chance to give back to Journey by helping one of its staff."

- Marla Buchanan, Mental Health Care Coordinator at Outpatient Services
Continuum of Care
30 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

**Intensive Case Management**
- LEVEL TWO
  - Conditional Release & Opening Avenues to Re-entry Success (OARS)
  - Promoting Recovery from Onset of Psychosis (PROPs)
  - GROW

**COMMUNITY EDUCATION AND SUPPORT PROGRAMS**

**OUTCOMES IN PEOPLE’S LIVES AND IN OUR COMMUNITIES**
- Shorter hospitalizations
- Decreased jail recidivism
- Fewer suicide attempts
Continuum of Care

30 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

24/7 Emergency Services

24/7 Crisis Hotline

Columbia County CSP

Medication Services

Mobile Crisis Intervention

Community Treatment Alternatives

Crisis Stabilization

Gateway CSP

Group, Family, Individual Therapy

Opiate Addictions Treatment

Alternative Sanctions Programs

Clinical Assessment Unit

Substance Use Treatment

Clinica Latina

Clinical Assessment Unit

Substance Use Treatment

Clinica Latina

UJIMA Clinic

CBITS Program in Schools

Recovery House

Family Preservation Program

Resource Bridge

Conditional Release & Opening Avenues to Re-entry Success (OARS)

Promoting Recovery from Onset of Psychosis (PROPs)

GROW Yahara House

Keystone Community Services

Mental Health First Aid

Survivors of Suicide (SOS) Support Group

Professional Training Program

Family networks preserved

Less childhood trauma

More days sober

*For more information on the specific programs, please visit www.journeymhc.org
Who we serve

2019 IN REVIEW

Services Received:
- 69.7% Mental Health Needs
- 25.4% Alcohol/Drug Concerns
- 4.8% Mental Health Needs & Alcohol/Drug Concerns

Age:
- 6% 0-12
- 7.5% 13-17
- 46.5% 18-39
- 24.8% 40-59
- 15% 60+
- 2% Unknown

Heritage:
- 11.5% Black
- 4.6% Hispanic Origin/Latin American
- 1.4% Asian
- 3.8% Bi/Multi Racial
- 48.9% White
- 0.4% Native American
- 29.4% Unknown

Gender:
- 41% Female
- 51.8% Male
- 7.2% Unknown

Residence:
- 63.3% Madison, Middleton, Monona, Fitchburg
- 20.6% Other Dane County Communities
- 7.5% Other WI Communities
- 3.4% Other
- 5.2% Unknown

2019 OUTCOMES

Promoting Recovery From Onset of Psychosis (PROPS)
After admission into the PROPS program hospitalizations decreased by 80% for the consumers that were enrolled in 2019.

Conditional Release & Opening Avenues to Reentry Success (OARS)
An increased rate of 58% of our Conditional Release consumers are competitively employed.

Close to 90% of consumers in the Conditional Release program voluntarily remain enrolled in Journey Mental Health Center programming even after their legal requirement to be involved has expired.
2019 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.

---

"Journey has been a positive asset to my life. They have provided encouragement with my schooling. I graduate August 28, 2020!"

- Felicia, Mailroom Assistant & Yahara House Member

---

**REVENUE:**
$24,462,532

**EXPENSES BY PROGRAM:**
- **50%** Dane County Contracts
- **17%** Dane County CCS
- **15%** Insurance Contracts
- **11%** Other Government Contracts
- **2%** Donations
- **5%** Other Contracts

- **42%** Community-Based Services
- **23%** Clinic-Based Services
- **17%** Emergency Services
- **19%** Finance, HR + Technology

---
### Beat the Blues Cruise
Journey Mental Health Center was the recipient of a $30,000 donation from the First Annual Beat the Blues Cruise 5K Run/Walk and 10K Run. The event was created to raise awareness about suicide and suicide prevention.

### Ironman
Collaborating with Select Specialty Hospital, Journey Mental Health Center staff volunteered at 2 separate Ironman events and received a grant from Ironman. Journey's very own, Andi Galka, participated in Ironman 70.3.

### Select Specialty Hospital
Staff from Select Specialty Hospital held a book and food drive for Journey programs.

### CARF
Received a three year accreditation from Commission on Accreditation of Rehabilitation Facilities (CARF).

### Diversity Training
Hosted and facilitated 6 separate -10 weeks each cohorts called Witnessing Whiteness along with 2 community forums.

### Narcan Training
Journey staff were trained in nasal Narcan administration.

### El Día de los Niños (Children’s Day Celebration)
JMHC was a sponsor for the El Día de los Niños.

### Dream Big Community Impact Award
Journey was chosen as the Dream Big Community Impact Award recipient. The award is part of the Hands On! Philanthropy Program sponsored by the University of Wisconsin StartUp Learning Community.

### Global Health Initiative
Journey sponsored an event where Mental Health Professionals representing East African nations in the Global Health Initiative discussed cultural differences in care, reforming health care systems when new health care laws are passed, unique substance use issues, and managing medical care with limited availability of psychotropic medications.

### NAMI Walks
Journey staff and Board members participated in NAMI Walks - Dane County. Journey also was a sponsor of the event.

### Crisis Conference 2019
Journey was a sponsor for the 2019 Crisis Conference. Journey staff hosted a table and spoke at the event.

### World Dairy Expo
Staff from Journey’s Emergency Services Unit presented on the mental health challenges farmers face.

### Equity & Inclusion Training for Dane County
Journey Mental Health Center’s Alternatives Sanctions Unit hosted presenters from the National Drug Court Institute on the topic of Equity and Inclusion.

### Journey Mental Health Center Food Drive
Journey partnered with The River Food Pantry. Staff donated several boxes of food & personal care items.

### FutureQuest 2019
FutureQuest is an opportunity for professionals to interact with students.
2019 DONOR LIST

SIGNIFICANT FUNDERS AND CONTRACT PROVIDERS
- Attic Angels
- Badger Prairie Health Care Center
- Care Wisconsin
- City of Madison
- Columbia County Health and Human Services Department
- Dane County Department of Human Services
- Dean Health Plan
- Department of Veterans Affairs
- Dodge County Human Services & Health Department
- Freedom Inc.
- Group Health Cooperative – South Central Wisconsin Inclusa
- Independent Care Health Plan
- Jefferson County Human Services Department
- Quartz Health Solutions
- 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
- Unified Community Services
- University of Wisconsin Medical Foundation, Inc.
- University of Wisconsin-Madison Department of Family Medicine
- Wisconsin Department of Health Services

CORPORATIONS AND ORGANIZATIONS
- 25th Hour Charity Events or Jasper’s Game Day
- Alliant Energy Foundation
- American Transmission Company
- Beat the Blues Inc.
- Benefity Community Impact Fund
- BKO LLP
- Clack Corporation
- Culvers - Todd Drive
- Epic
- Exact Sciences
- First Unitarian Society
- Genoa Healthcare
- H.O.P.E.S. of Wisconsin, Inc.
- H&H Foundation Inc.
- Herb Kohl Philanthropies
- High Noon Saloon, LLC
- HuTerra Foundation
- Ironman Foundation
- Jacqueline Mulhern Trust
- Johnshon Bank
- Linn-Nemacheck Charitable Fund
- Madison Community Foundation
- Magic Pebble Foundation Inc.
- Mannaf Cafe & Bakery
- Meyer Charitable Fund
- National Guardian Life Insurance Company
- Our lady Queen of Peace Parish
- Poshing Capital Management, Inc.
- Premier Strategies LLC
- Retired Madison Police Officers Association
- Schumacher Elevator Company
- Select Specialty Hospital
- Spirited Women
- Tempest LLC
- The Geier Family Foundation Inc.
- United Health Group
- UW Credit Union
- Wegner CPAs
- West Bend Community Foundation’s West Bend Mutual Insurance Company Charitable Fund
- Wisconsin Bank & Trust

$5,000+
- Anonymous
- Maris Dambekaln
- Richard Klaas

$1,000 – $4,999
- Gary Antoniewicz
- David Arnold
- Lynn Brady
- Kristi Breton
- Anne Duffy
- Bob & Sue Eagle
- Terese Hankes-Smith, & Robert Smith
- Jean Hylland & Ken Kempfert
- Robert Keller
- Marcia Krater
- Tanya Lettman-Shue & Greg Shue
- Karen Milner
- Virginia E Nachreiner
- Nancy & Ken Ragland
- Kendall & Mary Rouse
- Tracy Sherva
- Robert Smith
- Smith Householder
- Peter J. Tropman

$500 – $999
- Lynn Brown
- Clair Cook
- Greg Dombrowski
- Veronica Franchino
- William Greer & Peggy Sleeper
- Donald Holmen
- Daniel & Paula Jarzemsky
- Reannon Lochner
- Tim & Pat Size
- David & Cheryl Whitwam

$100 – $499
- Catherine Ahrens
- Robert Alt
- KK Anderson
- Lois Anderson
- Anne Arnesen
- Keith Bakken
- Frank & Mary Balistreri
- Eric Beckman
- Berenson Household
- Nancy Blom Roach
- Eric Brinen
- Mariam Coker
- Frederick Coleman
- Alan H. Cooper
- Virginia Davis
- Bette Duff
- Dillion Durnford
- Irene Erwin
- Judith Erwin
- Marcia Eskin
- Fiore Household
- David Fleisch
- Caroline Foster
- John Franz
- Jeffrey & Michele Frye
- Jill Geier
- Gildlund Household
- Jan Greenberg
- Karen Grimmer
- Adam Hanson
- Maxine Hargrave
- Heidi Hastings
- Karen Ihm
- Nancy Ishikawa
- Michael Ivey & Vicki Elkin
- Thomas & Giovanna Jeffries
- Tammi Jeka
- Lesley Johnson & Terry Marshall
- Patricia J. Johnson
- Johnston Household
- Nancy Kendrick & Paul Haskey
- Mary Beth Keppel
- Jo Kiesow
- Madge & Albert Klaas
- Mary Knoche & Jeff Hodges
- Robert Koehler

2019 ANNUAL REPORT
2019 Agency Directors

EXECUTIVE LEADERSHIP

Lynn Brady
President & CEO

Colleen Clark Buss
Chief Human Resources Officer

Tanya Lettman-Shue
Chief Clinical Officer

Karen Milner, M.D.
Chief Medical Officer

Karen Neitzel
Chief Operating Officer

Alan Zoellner
Chief Financial Officer

Dori Botts
Director of Development

Hannah Flanagan
Director of Emergency Services Programs

Josh Peterson
Director of Clinical Programs/Community Based

Mike Tallman
Director of Information Technology

Nichole Wright
Director of Clinical Programs/Clinic Based

2019 Board of Directors

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

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

Charles A. Tubbs Sr.
Director
Dane County Emergency Management

“I’ve been working at Journey Mental Health Center for 20+ years (been here so long I lost count after 20), but in the time that I’ve been here, I have seen a lot of difference being made in consumer’s lives and have had the opportunity and the experience of working with some of the most talented, brilliant and carrying individuals in the mental health field. JMHC is surely needed because the staff makes a difference in our consumer’s lives.”

- Patricia Gaddis
Program Support Specialist at Outpatient Services
The dedication, advocacy, commitment, and the support that Forward Solutions Case Managers provide daily to assist consumers reach their goals towards recovery and maintain their independence in the community is phenomenal.

- Clarissa, Team Leader
Journey Mental Health Center
Forward Solutions Community Support Program