How we’re changing lives...

OUR MISSION IS TO SERVE YOURS.

OUR VALUES:
COMMUNITY FIRST
CLIENT CENTERED
RESPONSIVE TO COMMUNITY NEEDS
STRONG & RELIABLE
LOCAL & CONSISTENT

FY2021 AFFILIATE-WIDE REACH ACROSS PENNSYLVANIA

11K ADULT MENTAL HEALTH CLIENTS
1.3K CHILD MENTAL HEALTH CLIENTS
70 PROGRAMS AVAILABLE
54 FACILITIES ACROSS PA
1K EMPLOYEES AGENCY-WIDE
$263K UNCOMPENSATED (CHARITY CARE) PROVIDED

This publication is dedicated in appreciation to our essential staff for continuing to make a difference in the lives of our consumers and the community during challenging and changing times. #YouMatter
We’re stronger together...

We are Journey Health System - a team of behavioral health agencies leading the way in mental health care throughout Pennsylvania. Despite the challenges of the pandemic, our entire organization continued to deliver uninterrupted services to the communities we serve. In fact, we’re proud of the significant progress made in several areas that are included in this publication.

One of this year’s highlights across the system included the increased usage of tele-psychiatry to meet and treat our consumers. With so many people needing to stay home, virtual visits and technology provided innovative solutions to communicate with our consumers, staff, community, and Board members.

Additionally, our staff worked hard to mitigate the impact of the pandemic on their respective agencies, all while adjusting to dramatic changes in their personal lives. We are extremely proud and inspired by the commitment our staff has shown in caring for our consumers and supporting each other.

Looking ahead, we will continue to follow our mission and our strategic plans. Through dedication, teamwork, and partnerships, we are sure to shape a strong future.

We wish to extend our heartfelt appreciation to all of our staff, community partners, and the generous stakeholders listed in the back of this report. Due to your support, we can continue to help others grow STRONGER!
CELEBRATING
The integral part Stairways Behavioral Health plays in the community’s well-being

Sixty years ago, none of the founders of Stairways would have imagined how essential the agency’s services would become.

When Stairways Behavioral Health began 60 years ago, the mission and commitment to serving the behavioral health needs of the Erie area became a cornerstone for a strong legacy of care.

This past year has demonstrated the extraordinary resilience of the Stairways staff during a period of incredible uncertainty and an overwhelming need for their services.

Protecting our people
• The first priority during the pandemic was for the health and safety of our staff, consumers, and families. We started with a smooth transition to remote work for many employees.
• To continue serving our consumers, extra technology and technical support was deployed to assure regular communication, meetings, and educational classes. Telepsychiatry and telephone sessions became the new normal for many.
• In addition, teaming up with Journey Health System’s affiliates and other suppliers ensured ongoing access to a stock of personal protective equipment and supplies.
• Stairways will continue to monitor the pandemic situation and adjust protocols and procedures accordingly as it relates to safety.

Supporting our consumers
• In spite of the personal and professional challenges everyone faced during the pandemic, Stairways is proud of its staff for the hard work and focus on meeting the needs of its consumers. From working extra shifts or taking on additional responsibilities during staff shortages, the extra effort was truly appreciated.
• To increase consumers’ access to prescription medications, Stairways partnered with Genoa Pharmacy in August 2021. A Genoa Consumer Medication Coordinator, located within the Outpatient Clinic, meets with consumers, demonstrates varieties of medication packaging and delivery options, assists with medication coordination prior authorization, and any other questions.
• Consumers and their families who deal with addiction can have extra reassurance that Stairways was named the “Best Drug and Alcohol Rehab Facility” in Erie by researchers at Help.org.
• In May 2021, Stairways launched a Domestic Violence Intervention Program, based on the Duluth Model of treatment for domestic violence offenders. The 27-week support group is one of the only batterer’s intervention courses in Erie available to help individuals with education, awareness, coping skills, and will provide positive behavioral support.
• In response to the increasing need for therapy for Post-traumatic Stress Disorder (PTSD), Stairways is becoming an accredited provider of cognitive processing therapy (CPT) for PTSD.

Serving our community
• Since May 2021, Stairways has been collaborating with the American Heart Association through their “Transforming Communities through Policy, System and Environmental Changes” project. As a result, Stairways implemented a food insecurity screening and referral process at the Outpatient Clinic. Anyone who screens positive for food insecurity will be referred to The First Harvest Food Pantry or other local resources and assistance with SNAP enrollment.

Stairways has a long record of supporting the community. During the pandemic, the leaders and staff doubled-down on that support by taking swift action with clear engagement to withstand challenging circumstances.

www.stairwaysbh.org

The job we do is important and our clients need our support. We are able to give back directly to our community through the work we do.”
— Stairways staff member
EMBRACING
THE EVOLVING ENVIRONMENT WHILE PROVIDING CONTINUED SUPPORT FOR OUR CONSUMERS

Despite the challenges brought about by the pandemic, Beacon Light Adult Residential Services (BLARS) experienced a solid year of delivering high-quality care to all their residents and consumers. The success during these unprecedented times is attributed to the constant effort and ingenuity of staff. Because of them, consumers responded positively.

PROTECTING OUR PEOPLE
- Health and safety remain the top priorities for consumers, residents, staff, and family members. Staff took the pandemic policies seriously. From taking temperatures, asking screening questions, requiring quarantines to temporarily restricting in-person visits, the BLARS team was prepared to continue providing care.

- Additionally, the staff wore extensive personal protective equipment to complete daily program activities and supervision of consumers.

- While the pandemic continues, the leadership team at BLARS will continue to review important medical milestones such as new vaccines to protect consumers, staff, and others.

SUPPORTING OUR CONSUMERS
- It was a busy year at BLARS and most of their programs operated at a full census every day.

- All of the BLARS programs continued to effectively treat individuals with high degrees of behavioral and medical challenges.

- The staff responded to their consumers’ lack of in-person visitations by offering virtual visits as solution for socialization with loved ones.

- The BLARS team is proud of their excellent reputation of providing high-quality care. Reports from licensing surveyors included the following comments: BLARS shows indicators of a strong clinical work, a positive work environment, beautiful homes and residences, and the staff is committed and hard-working.

It’s all about the direct care staff, nurses, and administration working together to be sure that we make clients as well as we possible can.”
— BLARS nurse

Recruitment and retention efforts were increased to help staff and to promote career opportunities for those seeking rewarding employment in the region.

Throughout the year, the staff had a positive attitude and worked extra wherever there was a need. They are passionate professionals who embraced the opportunity to best serve their consumers.

www.beacon-light.org

BEACON LIGHT ADULT RESIDENTIAL SERVICES HAVE BEEN CARING FOR RESIDENTS AND HELPING THEIR FAMILIES FOR GENERATIONS.

Residents, their families, and staff used innovative ways to communicate.
For children and adults suffering from mental health challenges, it can sometimes seem like there is no help or hope. For nearly 120 years, Beacon Light Behavioral Health System (BLBHS) has been offering both.

While 2020 was a year like no other with the onset of a global pandemic, BLBHS continued to relentlessly deliver for its consumers, staff, and the communities they serve.

Protecting our people
Protecting the health, safety, and wellbeing of all stakeholders is a top priority for the agency. Some of the ways BLBHS did this include:

- BLBHS and all of Journey Health System’s affiliates followed national, state, and local COVID-19 health guidelines. Extra personal protective equipment, cleaning, and screening protocols were implemented at all sites.
- Telehealth technology usage was scaled and greatly expanded to provide treatment sessions for consumers and families, as well as offer virtual meetings with staff. Telehealth engagements are expected to continue to be utilized to meet the needs of those that want or require remote access to care.
- As soon as the COVID-19 vaccine was available, it was offered to staff in order to decrease the risk of infection for themselves, their families, the consumers they serve, and the general public. A significant number of employees received both doses of the immunization in the spring of 2021.

Supporting our consumers
- From outpatient therapy to family-based treatment, school-based therapy to peer support, and short-term residential care to specialized residential homes for children and adolescents, BLBHS continued to offer a full-range of behavioral health services to children, teens, and adults.
- In less than one year, the Kittanning Psychiatric Residential Treatment Facility served a full capacity of young consumers ages 10 to 18 years old. Their team provides a Specialized Therapeutic Residence for Intellectual and Developmental Empowerment (STRIDE). In addition, the STRIDE program in Bradford celebrated its 10th anniversary of serving the community.
- A new Transitional Living Program (TLP) received licensing approval in 2021. The residence, located in Bradford, will operate as part of the BLBHS Children’s Center for Treatment & Education services soon.
- Quality of care and consumer satisfaction are key performance metrics at BLBHS. Several licensing inspections and evaluations were received throughout the year and thanks to the diligent work of our excellent staff, no deficiencies were reported.

Serving our community
- BLBHS will continue to adjust and expand to serve more individuals and communities in response to an increasing need for behavioral health care across Pennsylvania.

In order to come out stronger from this pandemic, BLBHS will act collaboratively with Journey Health System’s other affiliates and staff. BLBHS applauds all of the people who connected and worked together this year.

www.beacon-light.org
It was an extraordinary year. Like many across the globe, the pandemic had a profound effect on consumers, providers, staff, and the 23 counties served by Deerfield Behavioral Health.

**Protecting our people**
- Maintaining safety with important COVID-19 precautions in place was key at Deerfield. Tele-psychiatry services resulted in no interruptions and no decrease in the ability to make appointments.
- Continuing to see high-risk consumers in the Intensive Outpatient Drug and Alcohol Program in-person was essential. Deerfield did everything possible (frequent sanitizing of areas, mask wearing, and staff vaccinations) to continue serving the needs of staff, consumers, and the community in a healthy way.

**Supporting our consumers**
- Deerfield focused on several opportunities to grow and expand access to behavioral health care. For instance, the main office moved in September 2020 to a more centrally located building at 1003 Pennsylvania Avenue West in Warren, Pennsylvania. The new site offers consumers convenient access via public transportation, more parking, and enhances the environment of care.
- Work is underway to expand licensing of medication-assisted treatment (MAT) services in the Outpatient Drug and Alcohol Program in the near future. MAT focuses on treating the whole person, not just symptoms, and it is meant to ease the transition off a substance.

**Business resilience**
- Deerfield has adapted well to the challenging economic climate over the course of the year. Most of that is due in part to the affiliation with Journey Health System. Journey is a support company that helps agencies, like Deerfield, leverage cost-savings and the expertise of clinical policies, compliance, administration, and support functions.
- In November 2020, Deerfield named a new Executive Director, Kim M. Thurston, PsyD, NCSP. She has been with Journey for 23 years and brings excellent experience in the clinical and administrative fields of behavioral health.
- The high-quality team of behavioral health providers and professionals at Deerfield offers a real depth of experience. However, as several staff members prepare to retire the agency will focus on recruitment of psychiatrists, nurse practitioners, physician assistants, and licensed therapists.

**Beyond the tremendous effort devoted to the pandemic, Deerfield Behavioral Health remained focused in 2021.**

As the demand for behavioral health services continues to increase, Deerfield expects growth at its providers’ offices, along with its affiliate partnerships, and via its tele-psychiatry services.

Many thanks to Deerfield’s staff for finding ways to support the needs of their consumers, community, and each other. The pandemic didn’t completely disrupt progress. Deerfield understood that to flourish, the agency needed to adapt.

www.deerfieldbehavioralhealth.org
**ADVANCING**
**HIGH-QUALITY BEHAVIORAL HEALTH CARE TO HELP INDIVIDUALS REACH THEIR FULL POTENTIAL**

**Dickinson Center remained resilient and focused while delivering essential care in an evolving health environment.**

While the year brought unprecedented challenges, the Dickinson team is proud of its commitment to its mission and purpose. Dickinson continued to serve the needs of its consumers, staff, and community in a safe and supportive manner.

**Protecting our people**
- From the start, the COVID-19 pandemic required quick activation of Crisis Response protocols and policies consistent with the changing federal, state, and local health guidelines.
- Supplies including personal protective equipment were sourced in needed quantity with help from Journey Health System’s affiliate-wide channel.
- From frequent cleaning, disinfecting, social distancing, quarantining, mask wearing, handwashing to vaccinations, Dickinson’s frontline team and ALL staff took the necessary steps of the pandemic seriously.

**Supporting our consumers**
- Dickinson prevented the closure of essential programs with the expanded use of telehealth technology during the pandemic. Many consumers received quick, convenient access to care from their mobile devices and computers.
- Dickinson completed the construction of the Long-term Structured Residential facility.
- In Potter County, the Mental Health Specialist Program was so successful that it added two school districts and increased staffing for this coming school year.
- Work began on the St. Marys building project. The goal of this new facility is to centralize existing St. Marys-based programs in a quality treatment environment to improve the continuity of care across programs and allow for service expansion.
- A new Human Rights team was formed at Dickinson to help protect the civil and human rights of consumers with intellectual and/or developmental disabilities and for establishing, maintaining, or improving their quality of life.
- The new “Restoration Center”, located in Brookville, is a 24/7 temporary residence that promotes healing and recovery for up to 16 forensically involved adult males.

**Business resilience**
- Operational and financial challenges were experienced; however, the leadership team and staff worked hard to mitigate the impact on Dickinson. Staff shortages were a reality for all businesses across the world, but Dickinson ramped up staff recruitment and retention efforts. For example, stress support groups were held to improve staff wellness.

**Serving our community**
- Dickinson offered a community help-line to support community members in need.
- Dickinson is working with college students and others who seek a career in the human services field to develop a strong and well-trained workforce that will be available to meet growing mental healthcare needs.
- Advocating for state and government officials to provide the funding needed to deliver behavioral health services in the region is a priority at Dickinson.

Overall, this year proved that Dickinson has an incredibly brave and hard working group of staff that is committed to helping and serving others.

www.dickinsoncenter.org

Dickinson Center, Inc., an affiliate of Journey Health System, is a P.A.N.O (Pennsylvania Association for Non-Profit Organizations) accredited organization.

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**New St. Marys building project plans.**

What I like best about my job is the ability to help others and feel like I am making a difference.

— Dickinson staff member
SOLIDIFYING
TO BE TOP-OF-MIND FOR INDIVIDUALS SEEKING RECOVERY AND TO MOVE IN A NEW DIRECTION

Forest Warren Mental Wellness Association was not afraid to pivot and adapt to continue providing support and services.

Protecting our people
• To meet the challenges that the year brought, FWMWA had to adapt services to meet the needs of its consumers. As demand grew, it adjusted hours and developed new ways of providing care.
• FWMWA also transformed the way it worked and served the community. From receiving personal protective equipment and disinfecting supplies through its partnership with Beacon Light, to establishing new protocols for offering services remotely, the FWMWA team did everything possible to move forward.

Supporting our consumers
• FWMWA, a consumer run program, allows people in recovery from mental health and substance abuse challenges get back on their feet.
• The availability of community support programs, such as snowplowing and lawn service jobs for consumers to earn wages, became more important now than ever.
• Since its opening two years ago, the FWMWA WellSpring Home & Garden store sold more art, home decorations, small furniture, plants, gifts and other handmade items as the non-profit business grew. Every purchase supports their consumers and community members in recovery.
• The peer-run Decision Support Center has assisted adults in mental health recovery for several years at FWMWA. However, the FWMWA team is exploring and evaluating a new Community Based Case Management program to advance behavioral health care for consumers and the needs of the community.

Serving our community
• In affiliation with Journey Health System’s Information Technology team, FWMWA was able to access online meeting software and continue communications via computers and mobile devices.

Together with all of its staff and partners, FWMWA recognized that its essential services were critical for the recovery of many. They know that recovery is possible!

Facebook: @ForestWarrenMentalWellness @WellspringHG

We want our behavioral health care to be so effective that we work ourselves out of a job.”
– FWMWA staff member
Thank You for Supporting Our Mission

The affiliates of Journey Health System all share a common thread in their individual histories. They were each founded with the philanthropic support of concerned citizens interested in making a difference in the lives of those living with mental illness or behavioral health challenges.

The following pages list the key donors to each of Journeys’ affiliates including: Beacon Light Behavioral Health System/Beacon Light Adult Residential Services, Stairways, and Dickinson Center from July 1, 2020 to June 30, 2021.

Your philanthropic support is no less valuable to our mission today than it was when each agency was founded. We couldn’t offer our essential services without your help. Thank you!

Journey Health System gratefully acknowledges all of our generous benefactors. To the best of our knowledge, the information in our Annual Report accurately reflects our records. We recognize, however, that omissions or errors, while regrettable, inadvertently may occur. If you find any inaccuracies, please notify Institutional Advancement at (814) 817-1400 ext. 1479.

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- Make a check payable to any of our affiliates & mail it to: Journey Health System, Attn: Institutional Advancement Office, 800 E. Main St., Bradford, PA 16701
- Make an online donation at: - www.givetobeaconlight.org - www.givetostairways.org
- Make a donation by contacting jdunn@journeyhealth.org or 814.817.1400 ext. 1479.
- Leave one of our affiliates in your estate plans.
- Follow our affiliates on Facebook & share our news with your friends.
- Volunteer or do an internship by contacting info@journeyhealth.org.

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2020-2021 Revenues/Expenses

2020-2021 Revenues

- Stairways Behavioral Health: $19,354,882
- Beacon Light Behavioral Health System: $24,768,194
- Journey Health System: $10,582,988
- Dickinson Center, Inc.: $13,336,297
- Beacon Light Adult Residential Services: $9,810,765
- Forest-Warren Mental Wellness: $518,454
- Deerfield Behavioral Health of Warren: $3,675,560
- Deerfield Solutions: $535,648
- Gage House: $1,161,489

Total Revenue: $86,917,564

2020-2021 Expenses

- Stairways Behavioral Health: $21,466,331
- Beacon Light Behavioral Health System: $25,705,352
- Journey Health System: $10,582,988
- Dickinson Center, Inc.: $13,336,297
- Beacon Light Adult Residential Services: $9,810,765
- Forest-Warren Mental Wellness: $518,454
- Deerfield Behavioral Health of Warren: $3,675,560
- Deerfield Solutions: $535,648
- Gage House: $1,286,169

Total Expenses: $80,206,349

Total Net Income: $6,711,215