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### 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.

**FY2020 AFFILIATE-WIDE REACH ACROSS PENNSYLVANIA**

- **11.5K** ADULT MENTAL HEALTH CLIENTS
- **1.8K** CHILD MENTAL HEALTH CLIENTS
- **70** PROGRAMS AVAILABLE
- **65** FACILITIES ACROSS PA
- **1.1K** EMPLOYEES AGENCY-WIDE
- **$380K** UNCOMPENSATED (CHARITY CARE) PROVIDED

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These are changing times...

In the past year, we have all faced ever-evolving uncertainty and global change. Health and safety guidance has changed. Directions have changed. Nothing is the same.

Despite the challenges in the human services’ field and throughout our organization, we have the benefit of making adjustments in a swift, local, innovative manner. Thanks to our excellent leadership team, providers, and staff, we’ve been able to reinvent our delivery of care, adapt, and continue to meet the needs of the communities we serve.

As a Board, we oversaw changes in several leadership positions and programs. The focus of these transitions will assist the organization to meet the changing needs of the clients we serve and to strengthen the future of our affiliates.

While Journey Health System spans across 21 Pennsylvania counties, our team’s underlying mission remains the same; providing compassionate mental health care for those in need. We could never be successful in that mission without the dedicated efforts of our management and staff. On behalf of the Board, I would like to acknowledge and thank them for their hard work and dedication, especially during these trying times. Our organization and our clients are extremely fortunate to have them.

We are changing lives...

I am extremely proud of our entire staff for the essential work they provide especially during this past year. We navigated our way through the difficult pandemic and its many challenges. As a result, we are able to ensure that our clients and the communities we serve continue to receive high-quality mental health services in a safe and stable environment.

While the COVID-19 pandemic continues to produce anxiety, stress, and trauma for so many, this is a time that is bringing out the best in many people. We will focus on offering compassionate care to change and improve our clients’ lives at each of our six affiliates located across Pennsylvania.

So, this annual report publication will showcase our affiliates’ programs, an educational summary about us, and the lives we have positively changed or those who have made our lives better.

Thank you all for advancing our mission every day. Together, we are creating positive changes!
In April 1961, almost 60 years ago, the Stairways family began with the vision of one woman and a small handful of friends and family. This faithful Jewish community wanted to help persons returning from Warren State Hospital to reintegrate into their communities. Many a night they planned around a kitchen table. Soon their plans took shape allowing them to move into a small room above the Nobil Shoe Store in downtown Erie, PA. There, the individuals returning from Warren State Hospital were able to socialize, interact, and hope. Herb and Jane Gold were part of this small group of volunteers. Mr. Gold once said, “We didn’t adjust them to society. We were doing much more, one human being facing another…” And, it all began with one woman and a seed of hope. Founder Joan Harf said in an invocation at a 2012 employee recognition breakfast, “That seed of hope was transferred from a group of 30 dedicated volunteers to what today has grown to more than 300 committed Stairways’ specialists.” These volunteers never imagined that their small support group would evolve into what is now Stairways Behavioral Health. This organization has “caught the spirit of those early volunteers” and it grows and evolves even still.

As the most progressive mental health agency in Erie County, Stairways serves over 6,000 adults each year. While the agency continues to adapt to the events of our time, the commitment to the many people who seek their services remains.

Now, as treatment has improved and changed, people are living in their own homes and leading full and productive lives because of Stairways and the vision of one woman. Stairways offers diverse programs to suit individuals’ needs and situations including:

**Assertive Community Treatment** - This nationally recognized program provides a highly effective team-based approach to provide intensive services where and when consumers need them. ACT provides all aspects of treatment, including psychiatric care, case management, mental health nursing, skills development, vocational training and therapy.

**Blended Case Management** - Adults with mental health concerns are linked to treatment and support with the help of community resources and area programs.

**Mobile Medication Monitoring** - This program assists with building skills toward the goal of taking medications consistently, safely, as prescribed, and independently.

**Outpatient Drug and Alcohol Treatment** - Adults in Erie County with concurrent substance abuse and mental illness benefit from this comprehensive treatment program.

**Outpatient Mental Health** - Residents of Erie County may obtain services, including psychiatric consultation, medication monitoring, and therapy.

**Psychiatric Rehabilitative Services** - Staff members work collaboratively with adults to identify and meet recovery goals related to living, working, learning, socializing, and wellness. Services are offered both individually (in or outside the home) and in groups.

**Long-term Structured Residence** - A safe, highly structured therapeutic environment for people who need a higher level of residential psychiatric care with a course of treatment that is more than six months on average. LTSR provides longer-term stabilization services to prevent re-hospitalization and promote transition to less-restrictive community programs.

**Residential Treatment Facility** - This is a voluntary, 24/7, treatment program for adults with serious mental illness in a structured, fully staffed and home-like environment for up to 30 days. Mental health professionals provide treatment, therapy, skill building, and support to each individual.

**Gage House Dual Diagnosis Residential Treatment** - A 24-hour residential program provided through a partnership between Stairways and Millcreek Community Hospital, offers treatment and support to persons struggling with both substance abuse and mental illness.

**Personal Care Homes** - Persons with mental health care needs receive therapeutic support, as well as recreational and social opportunities in these 24-hour supervised, state-licensed homes.

**New Opportunities Employee Assistance Program (EAP)** - A benefit for companies, their employees, and members of their households, this regional EAP program provides quick, confidential access to behavioral health services.
The Beacon Light Adult Residential Services (BLARS) team responded to the pandemic’s challenging times by increasing precautions and following CDC and state guidelines to help keep residents, their family members, and employees safe.

Additionally, staff recognized the effects of quarantine on residents so they offered virtual visits and unique solutions for socialization with loved ones. Despite visitation limitations, BLARS continued to provide the following programs and mental health services:

**Ramsbottom Center** - Is an intermediate care facility. BLARS operates three residential cottages in Bradford, Pennsylvania for adults diagnosed with intellectual or developmental disabilities.

**Community Stabilization and Reintegration Unit** - This residential program, located in McClure, Pennsylvania, treats individuals 18 years or older. The goal is to increase independence in personal skills, home skills, community skills, and social skills, while managing challenging behaviors that result from co-occurring intellectual developmental disabilities and mental health conditions.

**Community Residential Rehabilitation Services** - This long-term housing program has around-the-clock staff for adults with serious mental illness.

**Adult Waiver Homes** - BLARS operates multiple waiver homes in McKean County. These homes are for individuals with intellectual/developmental disabilities who can live semi-independently and require a limited amount of on-site care.

The main objective of all the programs that BLARS offers is to stabilize and divert individuals from requiring higher levels of psychiatric care. BLARS provides this vulnerable population of adults the opportunity to live productive and content lives.

www.beacon-light.org

*This house and the staff have helped me a lot to take care of myself and helped me learn to take my medications on my own. I was able to buy new furniture for myself with the staff helping me learn to save my money. The staff has been so good to me and care about me and I really like it here.*

— Robert L.

CSS client
For over 100 years, Beacon Light Behavioral Health System (BLBHS), transitioned from an orphanage for impoverished children to one of the largest providers of behavioral health services for all ages. And, despite the COVID-19 pandemic, BLBHS continued to deliver care through the increased use of tele-health and other innovative practices.

Because no two individuals are the same, BLBHS offers a variety of programs for children and adolescents up to age 21, including:

- **Addiction Prevention** - Anyone in Forest and Warren counties may reduce their risks of developing behavioral health issues associated with alcohol and substance abuse, gambling, and tobacco use.
- **Blended Case Management** - Both children and adults in Forest and Warren counties with issues such as missing mental health appointments for medications/therapy, missing inpatient psychiatric treatment, or repeated encounters with crisis services can receive confidential care.
- **Community & School-Based Behavioral Health** - BLBHS partners with various school districts across the state to offer mental health treatment in a flexible program.
- **Custer City Private School** - A private school that serves students in grades 3-12 that reside in an approved district. BLBHS offers two programs: alternative education for disruptive youth and a special education curriculum.
- **Dual Diagnosis Treatment Team** - This intensive and specialized program combines mental health and intellectual disorder approaches to address complex needs of adults and transition-age youth with a dual diagnosis.
- **Family-based Services** - A short-term intensive mental health program helps families who are struggling with managing children’s emotions and behaviors. Crisis support is available 24 hours per day, if needed.
- **Girls in Recovery Learning Strengths (G.I.R.L.S.)** - Young women ages 13 to 20 with a mental health diagnosis receive therapeutic and recovery support, in a 24-hour supervised, state-licensed residence.
- **Mobile Medication** - Nurses and technicians work with adults to provide in-home services when individuals experience difficulty adhering to their medication regime.
- **Multisystemic Therapy** - A specialized family and community-based treatment for young adults ages 12 to 17 focuses on addressing environments that impact chronic and violent juvenile offenders.
- **Outpatient Clinics** - Licensed mental health services are provided to children and adolescents at BLBHS offices in Tionesta and Warren, Pennsylvania plus, school-based locations in Warren and Forest counties.
- **Residential Treatment Facilities** - School-age children with a mental health diagnosis may reside in one of our three licensed homes, with parental consent. The treatment team will provide therapy and support services with the goal of helping the child return home.
- **Peer Support Services** - Peer staff help adults manage their recovery and advocacy.
- **Psychiatric Rehab** - This program assists individuals in developing skills in living, learning, working, and socializing.
- **Specialized Therapeutic Residence for Intellectual & Developmental Empowerment (S.T.R.I.D.E.)** - Is available for recovery needs of youth with a co-occurring mental health/intellectual diagnoses. Three locations are available across Pennsylvania.
- **Sexually Aggressive Youth Program** - This cognitive behavioral therapy employs a multidisciplinary approach to ensure treatment is individualized, innovative, and collaborative. This serves boys ages 12-18 who engage in sexually maladaptive behaviors and/or sex offending.
- **Short-term Adolescent Recovery (S.T.A.R.)** - A unique residential treatment program for youth in crisis with a goal of transitioning them to a lower level of care.
- **Student Assistance Program (S.A.P.)** - For students experiencing any type of roadblock in furthering their education such as substance abuse, family issues, or peer issues.
- **Youngsville Specialized Residential Program** - Is a Joint Commission Accredited residential treatment facility located in Youngsville, Pennsylvania for youth ages 13 to 20 with developmental disability or other mental health conditions.

www.beacon-light.org
When I started coming to Deerfield, I was into drugs really bad and didn’t know where to get help. I was immediately welcomed and felt safe and at home... They’ve also influenced me to get into this field to help other addicts. They’ve taught me how to live again and helped me find that happiness that I’ve been chasing. Without Deerfield, who knows where I would be today.”

-- Dakota W.
Construction began in early 2020 for the new “Restoration Center” at Brookville, Pennsylvania in response to a lack of access to specialized behavioral health care. The 16-bed forensic residential facility will serve adult males with the goal of successfully reintegrating them back in to the community.

Dickinson Center, Inc. (DCI) coordinated this project with nine counties in northwest Pennsylvania (NW-9) who will employ forensic boundary spanners/case managers to assist with community reintegration.

DCI continues to assess and meet the mental health needs of the region as they have for over 60 years. With offices serving Elk, Cameron, Potter, McKean, Forest, Warren, Jefferson, and Clearfield counties, DCI is recognized as a leader in rural behavioral health care and offers programs in the following three concentrations:

**Behavioral Health Services** - The connection between the health and well-being of the body and the mind are important at DCI. Behavioral health treatments help individuals, couples, and families. DCI offers a variety of services, including:
- Autism Program
- Case Management Services
- Drop-in Center
- Emergency/Crisis Center
- Employment Support Services
- Family-based Services
- Forensic Services
- HOPE/Outpatient School Program
- Outpatient Clinics
- Intensive Outpatient Services
- Children’s Partial Hospitalization Program
- Peer Support Services
- Psychiatric Rehabilitation Services
- Mobile Psychiatric Rehabilitation Services
- Community & School-based Behavioral Health
- School-based Mental Health Specialist Program

DCI will continue to provide compassion for clients, co-workers and communities, excellence in service provision, and hope for a brighter future for many years to come.

www.dickinsoncenter.org
Forest-Warren Mental Wellness Association nurtures others...

Forest-Warren Mental Wellness Association (FWMWA) is a consumer run, mental health organization that provides support services to individuals and families in Forest and Warren counties.

The growth of the WellSpring Home & Garden store is living proof that employment support for consumers in recovery can flourish with the help of creative wellness opportunities. This non-profit business, located in Warren, is a proud member of the Pennsylvania Wilds+. Clients provide lawn care services, grow produce and flowers in their new greenhouse, and sell local art, home decorations, and gifts.

Additional programs at FWMWA include:

**Fairweather Lodge** - Supportive housing is available for adults with mental illness. This can be for a short or long term depending on the needs of the individual. There are two lodges, a five room home for men and a four room home for women who function as a group, which can lead to the member’s potential standard of living being greatly improved through companionship, shared expenses and mutual support for recovery.

**Representative Payee Program** - Provides financial oversight for individuals needing assistance to manage their Social Security payments. Persons eligible for this program must also be eligible for assistance from Forest-Warren Human Services.

The Drop-In Center - Services are available to clients from the community and Warren State Hospital. They are designed to promote recovery and reintegration into community living. The social environment of the Drop-In Center is designed to engage individuals with peers in their own recovery journey.

**CommonGround** - Is the title of the software used in the peer-run Decision Support Center. It was developed by Pat Deegan, one of the country’s foremost experts on adult mental health recovery. The software supports shared decision making in treatment goals with patients and providers.

**The House Support Program** - Provides one-on-one life skill building for consumers, who are engaged in mental health services at Forest-Warren Human Services. This program enables clients to attend appointments with health care providers or with other support services with whom they are engaged.

**Family Support Program** - Consumers staff this program to provide transportation that helps Forest-Warren Human Services’ consumers attend critical appointments that can in turn help them manage their own recovery.

FWMWA not only gave me a career opportunity but the self-confidence, hopefulness, and feelings of accomplishment that comes along with it. The relationships that I’ve developed with Adam and Pam are irreplaceable. They’re not only my bosses, but they’ve become part of my support network, too. This organization has added a missing piece to my recovery program.”

— Samantha P.
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. 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 call Institutional Advancement at (814) 817-1400 ext. 1479.

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Dickinson Center, Inc. is a 501(c)3 organization, contributions to which are tax deductible as permitted by law. The official registration and financial information of Dickinson Center, Inc. may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

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<td>Beacon Light Corporation</td>
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<tr>
<td>Katherine Holden</td>
<td>Beacon Light Corporation</td>
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<td>Holter Financial</td>
<td>Beacon Light Corporation</td>
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<tr>
<td>Lucinda Hughes</td>
<td>Beacon Light Corporation</td>
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Mrs. Jean Hvizdzak
Italian-American Progressive Club
J. A. Frisina, Inc.
Mr. and Mrs. Robert M. Jarrett
Mr. and Mrs. Brett Jensen
Mrs. Kathleen Jones
Ann Keane
Oran and Susan Kibbey
Mr. and Mrs. John Kijowski
Mr. and Mrs. Paul W. King
Kiwanis Club of Bradford
KOA Speer Electronics, Inc.
Mr. and Mrs. Tom Kornacki
Mr. and Mrs. Daniel B. Koza
Michele M. Kubliak
Label Pack Automation
Charlotte Layton
Lanny and Charlotte Layton
MacLachlan, Cornelius & Filoni
Mary Mahan
Mrs. Francis J. Mahan
Gregory Mahoney
Mr. and Mrs. Robert Marasco
Mr. and Mrs. Richard J. Marcott
Dr. and Mrs. Richard E. McDowell
Miss Madeline Miles
Mr. and Mrs. Thomas Miller
Minard Run Oil Company
Mr. Jay Monti
Thomas Nelson
Mrs. Margaret Nelson
Network For Good
Mr. and Mrs. Angelo M. Nuzzo
Gina Nuzzo
Ms. Maureen J. O’Mara
Mr. Gerald W. Olsheski
Ms. Ann L. Orinko
Ott & McHenry Pharmacy
Mr. and Mrs. Stanley E. Pecora
Pennsylvania General Energy
Donna Peterson
Dr. and Mrs. Bryan Petryszak
Dr. and Mrs. Anita G. Pradhan
Charlotte Preston
Mr. and Mrs. Tim Roff
John and Barbara Rodgers
Jeanie and John Satterwhite
Mr. and Mrs. William J. Sayers, II
Mr. and Mrs. Herbert A. Schueltz
Lois Schueltz

Mr. and Mrs. Richard Seager and Tricia Durbin
Mr. and Mrs. James H. Shannon
Susan Shonts
Dr. and Mrs. Karl E. Shuey
Mr. and Mrs. Guy Signor
Shults of Warren
Dawn Snyder
David and Janice Swanson
Tasta Pizza
Ms. Deborah Taylor
Togi’s Family Restaurant
Mr. Thomas E. Urban
Mr. and Mrs. Duane A. Vicini
Mr. Randy K. Walb
Ms. Deborah J. Ward
Mr. Vincent E. Zenone
Mr. and Mrs. Daniel M. Zinsner
Zippo Manufacturing Co. & W.R. Case & Sons Cutlery Co.

**Beacon Light is a 501 (c) 3 organization, contributions to which are tax deductible as permitted by law. The official registration and financial information of Beacon Light may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.**

To learn more about how you can make a contribution to Beacon Light, please contact Jill Dunn at (814) 817-1400 ext. 1479 or via email at jdunn@journeyhealth.org.

**Help Us Turn Our Vision Into A Reality For Years To Come.**

**Here Are Ways You Can Lead A Hand:**

- **Submit a gift payable to any of our affiliates using the enclosed envelope.**
- **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 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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2019-2020 Revenues/Expenses

### 2019-2020 Revenues

- Stairways Behavioral Health: $21,276,562
- Beacon Light Behavioral Health System: $25,229,024
- Journey Health System: $9,301,518
- Dickinson Center, Inc.: $12,338,658
- Beacon Light Adult Residential Services: $9,034,143
- Forest-Warren Mental Wellness: $675,944
- Deerfield Behavioral Health of Warren: $3,791,935
- Deerfield Behavioral Health: $498,884
- Gage House: $1,207,020

Total Revenue: $83,353,688

### 2019-2020 Expenses

- Stairways Behavioral Health: $22,978,152
- Beacon Light Behavioral Health System: $26,093,597
- Journey Health System: $9,188,061
- Dickinson Center, Inc.: $10,912,068
- Beacon Light Adult Residential Services: $8,600,163
- Forest-Warren Mental Wellness: $678,129
- Deerfield Behavioral Health of Warren: $3,685,228
- Deerfield Behavioral Health: $507,400
- Gage House: $1,313,436

Total Expenses: $83,956,234