

EMPLOYEE SATISFACTION SURVEY FOR JOURNEY PROFESSIONAL STAFF

Survey conducted from 9/21/2019-10/26/2019

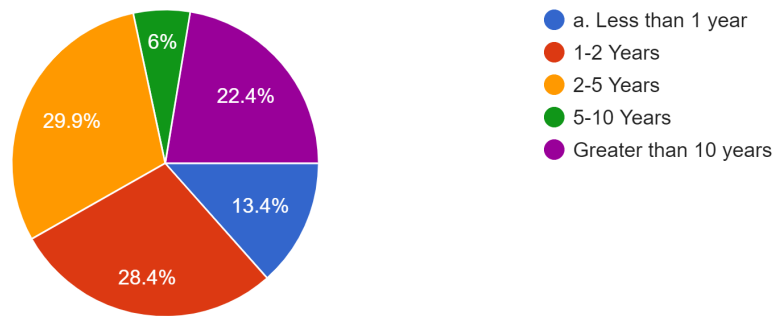
Total # of Survey Questions: 28

LEGEND:

- 1: STRONGLY DISAGREE
- 2: DISAGREE
- 3: SOMEWHAT DISAGREE
- 4: NEITHER AGREE NOR DISAGREE
- 5: SOMEWHAT AGREE
- 6: AGREE
- 7: STRONGLY AGREE

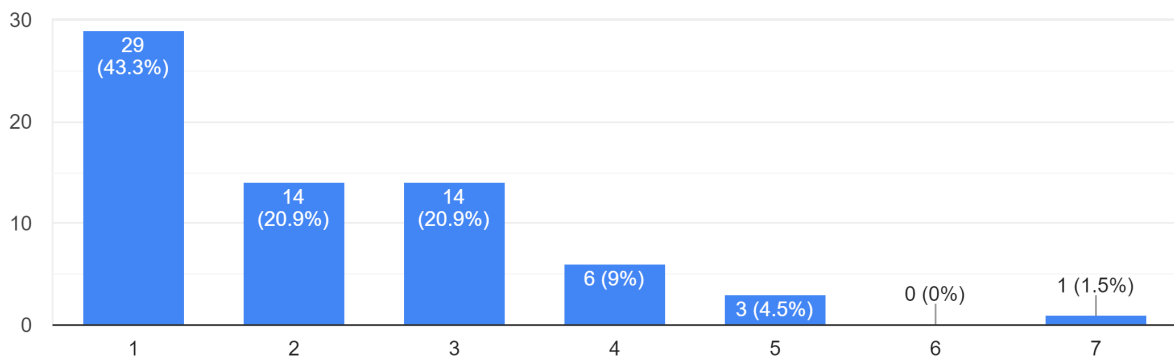
1. How long have you worked at JMHC?

67 responses



2. The JMHC benefits are fair and reasonable compared to similar employers in this area.

67 responses



Even within JMHC

Not fair for those who aren't grandfathered

There is a high discrepancy between the benefits for those who are grandfathered union vs those who are not vs those who are non union. Specifically when it comes to earned time. We advertise as having generous earned time but it is truly only generous if you are grandfathered into the union or are non-union. You don't typically see this with other employers. We also advertise generous pay but I have been with journey for a little over 2 years and have yet to receive a pay increase.

Journey has always been on the lower end of the pay scale compared to other clinical positions in the area, but for years was known for its strong benefit package. Unfortunately this has been severely cut.

They're not fair and reasonable since people doing the same job get different amount of vacation and they can get it all at once. Even meriter isn't that harsh.

I think the health coverage is poor and I am thinking of applying elsewhere because of this

ETO available at start of year, better pay, better benefits, employer willing to provide letter of recommendation.

As far as healthcare the benefits are similar but paid time off and short term disability are not comparable.

Vacation time, sick time, PTO is very much subpar to other organizations

Emergency Services has unique and legal responsibilities in Dane County.

Duties involve highly trained, skilled staff, who carry high responsibility.

Health care coverage has been eroding away gradually. JMHC now wants to eliminate the 6 wks of ET senior staff enjoy. No pay raise this coming year.

The paid time off we receive is not sufficient for the hard work that we do. I should never have to wake up and do the math to figure out if I can stay home when I have the flu. I should never have to weigh what's more important, taking time to see my family at Christmas or taking time when I'm sick with a 101 fever. It's ridiculous.

Comment omitted due to containing potentially revealing information.

No raises. Union contract resulted in takeaways for new/returning employees

ET benefit package is atrocious.

They aren't fair even within the company.

Financial compensation is well below most services of a similar type which is a reason often cited for individuals leaving after obtaining hours toward full licensure. Vacation compensation is currently being negotiated to a problematically low level. Education benefits (i.e. trainings have been significantly less robust than suggested at my hire)

The benefits are terrible in terms of having to earn ET... I am considering leaving because of this.

Insurance coverage is terrible - no mental health coverage until out of pocket max is reached which is absurd due to the nature of the work, pay is low despite high qualifications, and time off is basically non existent. Sick time comes out of vacation / personal time which encourages people to attend work when ill as to not use vacation days. Also, earning initial vacation days rather than being given up front makes it difficult to use when needed.

amount of deductible is HIGH

More PTO needed

There is no equity in benefits for all.

PTO is very unfair to employees hired after Feb. 2017 and other benefits are also unfair such as short term disability for those who are union eligible and non union employees. There should be no disparities in benefits, PTO among employees. This is divisive and one major reason our young clinical staff are leaving after they obtain their license.

I don't know

Vacation and pay low

I have not worked here long but I have hear a lot about turn-over and people going elsewhere for better benefits and pay.

Medical insurance is really very bad

I am not sure how they compare to other employers in the area, but my understanding is that government agencies, like the VA, have better benefits.

Comment omitted due to containing potentially revealing information.

The benefits for newer employees are very unfair. Not enough ET.

The hypocrisy within Journey disgusts me. Journey administration created a 2 levels of Journey employees: the clinical staff in the union who work directly with clients (who are often making between 36-41k) and get 3 weeks of PTO earned throughout the year, and then everyone else which includes administration who makes significantly more than clinical staff AND who gets 5 weeks of PTO upfront at hire, and 6 weeks after the first year.

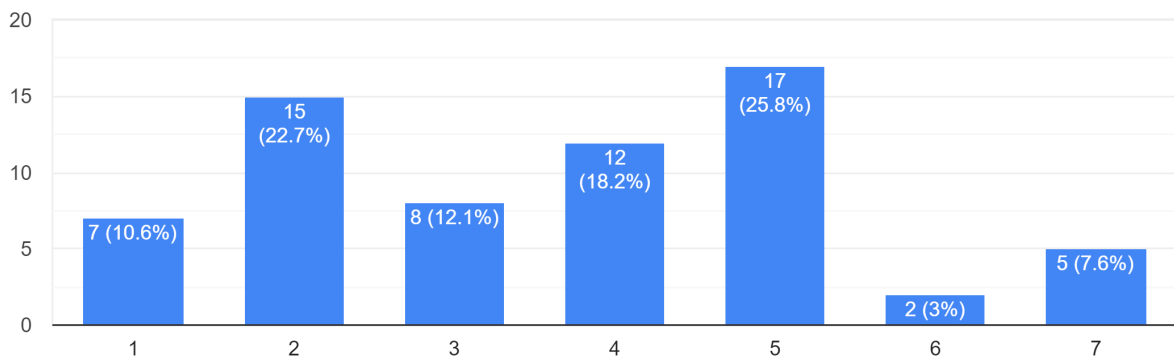
I'm curious how Journey doesn't believe this is a racial equity issue.

I'm curious how Journey says they, "can't afford" the cost of clinical staff having 6 weeks of PTO, while they enjoy their 6 weeks of PTO.

I'm curious how Journey doesn't believe this is contributing to high rates of turnover within clinical staff, which negatively impacts consumers.

3. Typically, the morale on my unit is high.

66 responses



work in a tight knit group who are left alone by admin. Even so, with production expectations and being short staffed moral has dipped as stress levels have rose.

Difficulty with management

This is very mixed. I work in the crisis unit and I feel that we are a strong team. However I think morale is low from the standpoint of feeling valued by Journey administration, especially given the incredibly challenging work we do. Staff recruitment and retention is poor which adds to this problem.

There is some worker vs. Worker mentality going on

There seems to be a push to produce/bill more despite high acuity

Lots of drama, gossip, ineffective leadership

My program is very well managed

The lower rating relates to quality of management and lack of financial reward for the 24/7 work providing a wide range of crisis services to Dane County.,

ESU serves as backup to Journey Clients, and uniquely tends to High Need often at risk Clients who have Chronic and Persistent Mental illness. Stress can be significant.

Staff turnover, especially of more Senior staff, is of great concern!

Work keeps getting added, but benefits gradually eroding away.

Comment omitted due to containing potentially revealing information.

Poor communication. Added work expectations with people leaving and no plans to hire in some positions.

When I worked at Out Patient it was a 1, where I work now is better so I averaged my score

My program specifically has decently high moral about the program. Not about Journey as a whole.

New folks tend to be hopeful; however, after 3 years morale plummets and the consistent flow of staff leaving outpatient services has a strong negative effect on morale.

When we are fully staffed, we are able to maintain good work/life balance. When understaffed, morale is lower and we struggle with burn out and cynicism.

There is a divide between administration and employees causing an everyday and overall tension within the agency. No respect for employees. Administration seems to feel all employees no matter how qualified for their position are easily replaceable so do nothing to hear concerns or take action to keep good employees other then band-aide solutions like pot lucks.

Morale for our unit has NOTHING to do with journey as a whole and more the people within the specific unit. Our managers agree Journey has low morale and try to address that on a personal level.

My immediate unit is very small, larger unit morale is more of a 3

Morale is poor because we are constantly short on workers. We cannot retain good people because of the disparity in benefits between union eligible and non-union employees. Plus morale is poor because of low pay and the high liability we take on in our work which deserves greater pay.

Hard to say. People have good attitudes, mostly, and are working together, but they do express frustration at not having earned time available to them right away. We are also unhappy with the benefits disparity and rather low pay, especially considering the long hours we work and how much we care.

Comment omitted due to containing potentially revealing information

Comment omitted due to containing potentially revealing information

If it were not for Gateway staff I would not continue to work here.

The individuals I work with keep my morale stable, not necessarily the job and other employees

I feel like my fellow co-workers help with boosting morale, but that management at Journey does not overall.

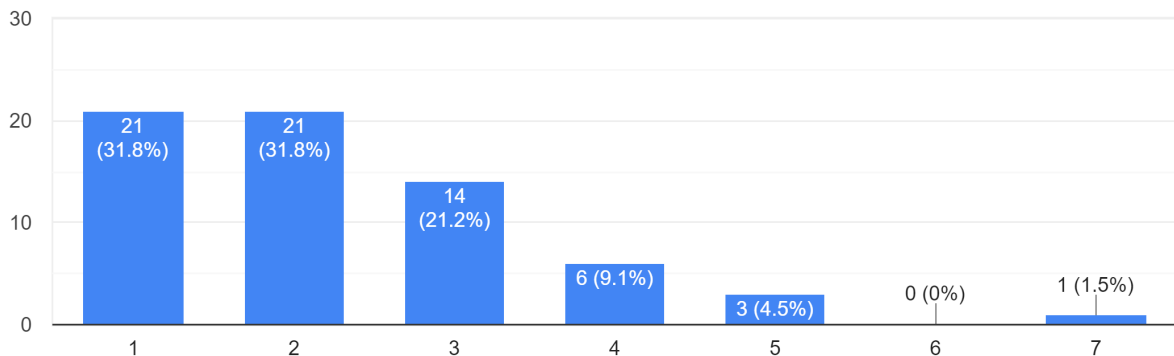
Yahara House

My team has worked hard to establish a close knit team. However, this was done in spite of the structural disadvantages Journey has set up.

Our unit has a revolving door of staff going and it's increasingly harder to find qualified people to hire. New hires have told me that they read there were great benefits, but then had to work for stingy earned time. Because we work swing shifts, seven days a week, and overnight on-call shifts, it is hard on circadian rhythms and overall health. So now we have people coming to the unit sick, and because we all share the same phones, pens, chairs etc, there are people sick regularly.

4. Communication from upper management is sufficient to know what is going on at JMHC, including the Town Hall meetings and the e-news.

66 responses



No! Superficial at best.

Sending newsletters and holding town halls is not sufficient if leadership is not being open and honest with staff.

Most of the upper management does not share much information with the underlings.

Would value honesty much more than what we receive

I think they want to be transparent but then don't answer all questions honestly.

Upper management is not transparent in the slightest.

Staff are more likely to be updated on smaller issues related to their particular Units, however kept informed about big issues in the budget planning and vision of the Directors. Brilliant, and committed long time staff are not invited to be involved in planning for the Agency.

Communication from management is a one-way street and it only occurs when it suits their pursuits. It is never driven by employee needs.

Comment omitted due to containing potentially revealing information

It'd be nice to have more open communication about union bargaining

I feel a lot of uncertainty around what is going on upper management-wise within Journey. I'm concerned about whether Journey will stay open, what the financial situation is like, and the overall value Journey's upper management places on staff.

I believe that the town hall was meant to be transparent; however, it served to widen the us versus them feeling amongst staff due to the tone of the executive director.

I think this has improved at least a little bit

E-news is adequate for conveying some types of information, such as schedules and changes to procedure. E-news does not work to address cultural and mission related changes within Journey. The Town Halls are not frequent enough to do that either.

Town halls are unhelpful as it feels they are just to make excuses and check a box that it occurred.

The CEO lies outright in town halls

Administration avoided any controversial topics during town hall.

Upper management has continued to lie and be dishonest about their motives and abilities to employees when discussing the union and any related information.

E-news is helpful. Town Halls seem to be a venue for upper mgmt. to "scold" clinicians. Financial info is helpful but there seems to be a disconnect between the complaint that JMHC can't get enough revenue to pay our salaries and the increasing number of directors in the agency which require much higher salaries to be sustained.

No, not at all, but that's always true. One source of news can never offer the whole story.

Communication just seems to be funneled through a filter and management appears to only provide us with information which furthers their own personal agenda.

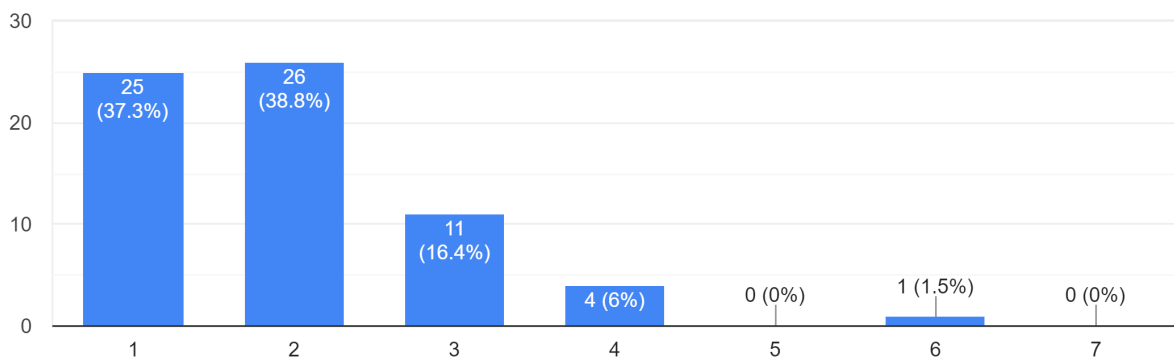
Communication at my specific unit is very lacking. A lot of coworkers do not hear of guideline or treatment changes till the last minute

It appears that JMHC upper management only shares things they find useful to share with employees, but do not have clear transparency about everything like they state they do.

It feels reactionary rather than proactive in decision making

5. JMHC is headed in the right direction to be successful.

67 responses



While there are many changes within our system JMHC has not only demonstrated a failure to keep up with these changes they are failing at maintaining core programming. Administration also does not take any responsibility for this but blames staff as well as the changes.

Everyone is leaving and I do not feel valued as an employee. We also don't have a very good reputation for keeping staff and among other non profits.

We used to be THE place underserved people could turn to for services. I understand there have been a lot of changes in the service system in Dane County, and that revenue is a challenge, but we do not serve these populations as well as we used to, and we struggle to retain top quality clinicians.

People are just going to get their license and get the hell out. The turnover is high there is no incentive to stay. Love for the work isn't enough to pay your bills.

Low pay and poor health benefits will cause talented people to leave.

Journey does not have a good reputation in the community I am learning. I understand why after working here awhile.

They cannot maintain staff and are not interested in being a good company to work for in Madison.

There is high turnover and it is obvious the reason for this is benefits, yet nothing changes

Journey is losing its Best and Brightest to other Organizations which provide better wages and benefits.

Journey seems to be short-sighted as to retaining Staff ~ who feel dispensable!

With continuously eroding benefits the quality and dedication of staff has deteriorated to the point where we now have mostly very young inexperienced clinicians that make no secret about using JMHC as a "stepping stone" toward an employer with better benefits and staff morale.

You can't be successful when your employees are unhappy and unwilling to stay.

Inequitable benefits for the employees who generate income does not make sense. Employees receiving less benefits will leave at a higher rate, which leads to a decreased quality of care for our consumers.

Comment omitted due to containing potentially revealing information.

The Tone of Journey needs to drastically change to a much more positive environment.

We are losing great staff left and right because of the ET and low wages

Journey might be able to keep their doors open and continue sustaining county contracts (simply because they've been around for so long and it takes a while to really harm a reputation) but they won't be doing consumers any favors with the continued high turn over and low morale.

Staff turnover and low pay makes moral low and case loads high.

Journey is quickly falling apart.

Unfortunately, it seems that financial decisions have been made that have drained funds that could be serving our population, such as paying over \$1million dollars and counting to crush the union. That million dollars could have been used for much better purposes.

I don't know... what is "success?" What are our long-term goals? I feel that providing the best possible care for the client/consumer would equal success.

In my opinion, if Journey wanted to be successful, they would provide more of a draw for fully licensed clinicians. In addition, cross training within departments would allow all clinicians to be well rounded and aware of the actual day-to-day lives of each department. Right now going over the levels on the first day of orientation does not accurately portray the responsibilities/implications of each role.

It is easier to just function the same as the past years, however in order to draw people and get the outside funding, sometimes you have to change. We ask that our clients change to better their lives, why shouldn't Journey as a whole be willing to change as well.

I continue to hear about turn-over and I think JMHC needs to start taking employee's wishes more seriously.

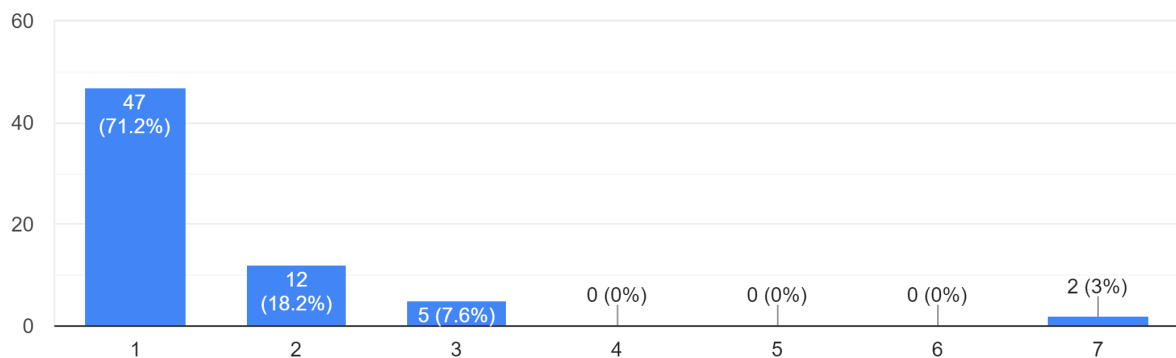
I believe that JMHC is concerned about making money and not interested in the relationships between employees and clients. I believe this because JMHC does not address burn out, high turnover, high case loads, poor PTO, and benefits. We are told to practice self-care, but are not giving the resources to do so. JMHC shares that the high turnover rate is due to being a teaching facility and does not attribute it to poor supports in place for employees.

Too many admin who don't bill for services puts too much burden on front-line staff to compensate

There is too much turnover due to low pay and poor benefits

6. The turnover of clinical staff at Journey has nothing to do with the level of wages.

66 responses



This is reason #1. The benefits package at jmhc is dismal and the management made it so and maintains it with the split package.

I know for a fact that multiple people have left or declined jobs due to poor compensation.

The clinic clinical staff is flying out of here like the place is on fire because the wages suck and the benefits up for the union people. As I said before get your license and get the hell out is the mentality.

Wages, being treated as professionals, with respect, and having effective leadership.

The imbalance of paid time off and wages are the entire reason staff turnover is so high.

The high turnover is directly proportionate with the level of the compensation package.

again, I get paid the same as a new hire after 20 years. Provisional employees (those who do not work full time) get no benefits or raises for longevity

yes and no

The wages are a factor, so are the benefits and general sense of mattering as an employee. There are times it feels like staff are expendable.

of course it does. This is a ridiculous assertion. dedication to clients is one of the things that has tethered me to Journey not admiration for the administration.

The level of wages plays a huge role in our turnover

It has everything to do with level of wages and lack of benefits. We should be fairly compensated for how difficult the work is and our level of education.

Wages at Journey are terrible. Employees, especially new qualified employees leave daily once they find higher paying jobs.

Staff leave because they feel unappreciated based on benefits and being consistently underpaid compared to similar agencies in Madison.

Many staff are leaving because of the lack of fair raises and because beginning salaries for new hires are so low.

It certainly has *something* to do with wages. I would be more likely to stay long-term despite low wages if I felt well compensated and cared for in other ways, like through manageable workload and vacation

We have lost more than 8 staff from my program since I've been here.

I personally am leaving because the wages are so much lower than anywhere around AND there does not appear to be any type of reward for staying with the company (yearly raises) and/or raises for taking on extra roles and working above and beyond.

Journey can keep more staff and lessen turnover with better wages and benefits

I started 4 months ago and have already seen 3 people leave

I believe that the level of wages is definitely a factor of why people leave JMHC and work for different agencies. I know that being a social worker is not a high paying job, but JMHC does not allow for raises or bonuses to reward employees for hard work and dedication.

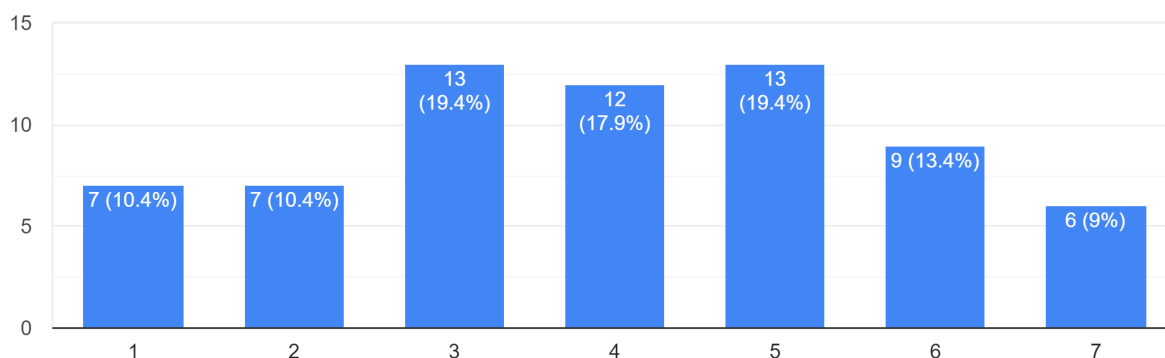
Wages/benefits and level of stress are the two main reasons people choose to stay or leave for other CCS provider

Wages has never been what keeps clinical staff here. The people who Journey traditionally drew in believed in providing services to Madison's most vulnerable populations. However, they also used to have ample PTO to offset a very stressful job. Now, people are still serving our most vulnerable people but don't have the PTO to take care of themselves. While it would certainly be helpful to receive a raise, it isn't what seems to be the main cause of the high turnover rate.

Comment omitted due to containing potentially revealing information.

7. The mission of JMHC makes me feel that my job is important.

67 responses



Have felt for a long time I work for ,y clients.

I feel my job is very important but I feel we have strayed from our mission.

Talk is cheap it's all about action and sometimes I do not feel that journey is living up to its mission statement.

The mission has been lost to "billable hours" instead of what is best for consumers.

They have a good mission it's just not implemented.

With or without the Mission Statement...

I have a strong sense of my work being important. The roles of the ESU workers are essential and unique in all of Dane.

The mission statement says one thing, the culture at the agency says something else entirely.

I don't think it's the mission that makes me feel it's important, rather my 1:1 interactions with the consumers I serve.

Journey is now all about the money.

My job is important because I know the impact my unit has, it's almost unrelated to Journey's mission completely.

"Improving people's lives by pioneering and sustaining effective mental health and substance use disorder services"

Improving lives and pioneering effective mental health services sound very important! Sustaining MH services sounds like something you know you should do but you're not very excited about it.

I believe in helping my clients but sometimes Journey limits what I can do to help them

My clients make me feel like my job is important, I don't always get the gratitude, etc. from JMHC.

My coworkers and clients make my job worthwhile.

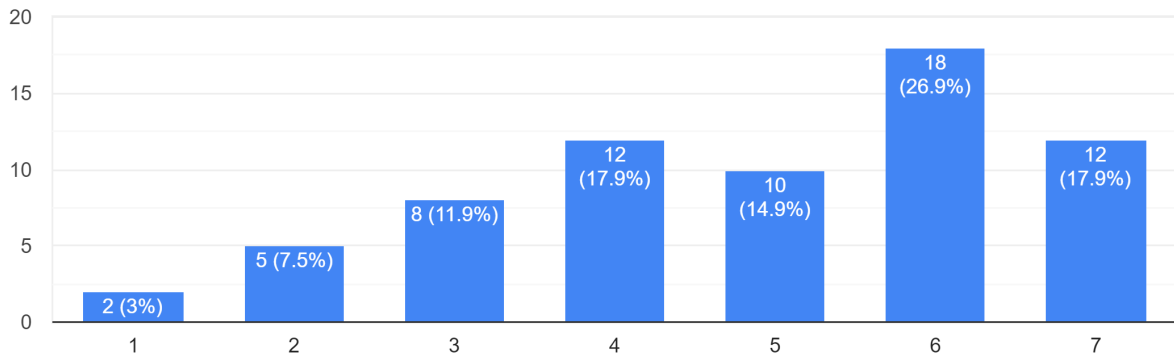
JMHC does not make me feel that my job is important. Upper management does not take the time to meet with myself or other employees and see what our work encompasses.

I know my job of working with formerly incarcerated folks and getting them out of prison during this period of mass incarceration is incredibly important. However, Journey's mission doesn't play into why I believe my work is important.

The mission seems more and more about making money--but money has been mis-managed at JMHC for many years, by not looking into billing sooner, then by making poor financial decisions that lost us lots of money. Penny wise and pound foolish.

8. My unit is a safe place to do my work.

67 responses



Again I work in a close knit group who care about each other so the moral provides a level of safety. I also believe JMHC use safety as a distraction from core issues that need to be addressed.

There are always additional safety measures that could be put into place but I think we are doing well with this.

I am fortunate that I have a very special network of coworkers and associates. If it wasn't for my team I probably would have taken another job by now. I was willing to put my licensing aspirations on hold to get more money. But my team is sweet.

No but finally someone is taking a look at this.

My program is fantastic.

There have been improvements In Unit discussions and with the representative Safety Committee.

It is safe as long as you are not critical of management or the direction of the agency.

I don't feel like the leadership in my program cares at all about the well-being of the employees. We constantly get thrown in to work with unsafe clients that have a CLEAR history of being aggressive towards female staff members, but receive little to no support from our supervisors when we start to feel uncomfortable. It feels like all they care about is keeping the client rather than the safety of their staff.

Unhealthy building environment re: humidity, mold, water

I work in the community, sometimes I don't always feel safe while in the community.

My unit is incredible, unrelated to Journey upper management.

We work well as a team to keep each other safe; however, we do not practice how to respond to emergencies (eg. where are the emergency buttons located in all rooms) which is really what it takes to keep a workplace safe. We talk in generalities about safety but do not see procedures written up or practiced.

Hard to say. I feel safe, but unsafe things have happened. My co-workers and I have each others' backs, but more updates are needed to make the physical space secure.

Needs improvement

Comment omitted due to containing potentially revealing information

There is a lot of drama and clique-ness at my unit that has been talked about but nothing is ever done about it.

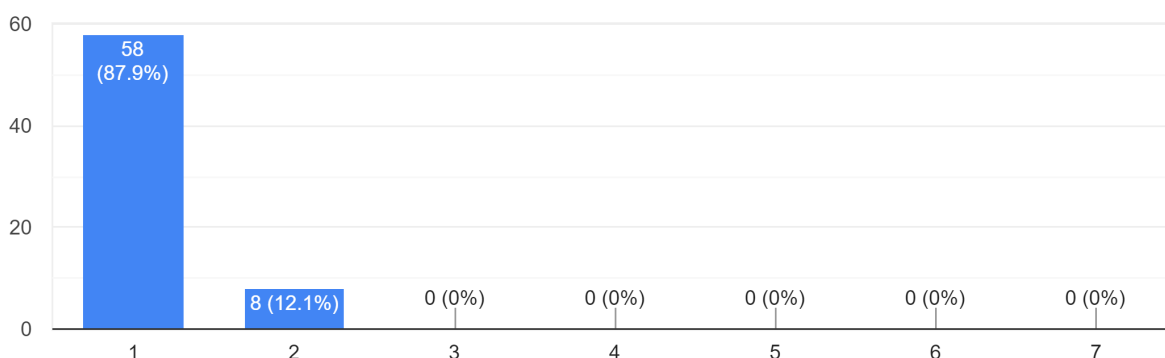
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My office has worked hard to create a safe atmosphere.

Comment omitted due to containing potentially revealing information

9. Turnover of clinical staff has little or no effect on consumers.

66 responses



This is so difficult for my consumers. They hesitate to start with new providers because wonder how long this will last. I lost a therapy client because the outside service facilitator was concerned about turnover at JMHC

In so many ways this affects consumers - aside from the stress of having their providers change, it adds stress to programs when they have to replace people who leave and train new staff.

add a client in the first thing out of his mouth was how long are you going to stick around how long are you going to be my case manager. I heard that from a couple of people when I started a couple of consumers. So you tell me that doesn't affect them. how can you build rapport and trust with a client if the staff is constantly turning over?

Turnover is at an unhealthy rate for colleagues and consumers.

It has a profound effect on consumers.

It is detrimental to consumers that are looking for stability

Just ask the Consumers.

Consumers directly suffer when the professional they are seeing are inexperienced and have no long-term commitment to the agency.

My clients are constantly in fear that I'm going to come to them and tell them I'm leaving because they have experienced it so many times before. Our leadership insists that "providers should be interchangeable", which is NOT true and is just an excuse to deal with the fact that they can't keep people employed in their program.

Turn over at ESU has made it difficult for other units to get an ED for dangerous patients. ESU doesn't seem to know Badger Prairie is part of Journey. I am treated dismissively by ESU when I call

Consumers trust their clinician and prescriber. The turnovers are resulting in sometimes 2-3 changes in both of these. It's a constant complaint from consumers.

One thing I consistently hear about Journey in a negative way is the amount of turnover we have.

Consumers are well aware of and hurt by transition of clinicians. there is a 'when are you leaving' question often uttered when a client has had to transfer more than one time.

This is very difficult for our clients

We serve the underserved. Our consumers have lengthy trauma histories, long periods of unmanaged mental illness, homelessness, etc. Those wounds are healed through long lasting, attuned, caring, respectful relationships that take time to build. At worst, switching case managers every 2 years has the potential to retraumatize our consumer, at best they see it as an inconvenience that they have to get to know someone new.

The fact that Journey Administration no longer seems interested in retaining staff will relegate Journey to a mediocre service provider. Consumers are already hurting.

Consumers are unable to access prescribers, consistent nursing staff, case managers and therapists that know their details and can provide long term care based on relationships and trust.

I have had many complaints from consumers that turnover is a negative for them to have to switch therapists or case managers because their former CM have left for another position. This is quite detrimental to our vulnerable population.

Consumers are already vulnerable and marginalized--it can take a long time for somebody to open up to and really join with a new staff person. Likewise, it takes about a year or two for a new staff person to really get the knack of this complex job. Turnover can be incredibly disruptive due to coverage/spreading resources thin, long hours, low staff morale, long training times, and burn out. It is very unfair to the consumer when clinical staff are overburdened. The consumers are in CSP for a reason--they have high needs and need a lot of support and guidance to stay out of crisis. New clinical staff are so excellent and bring needed energy and ideas to the team, but we really put a lot of burden on them and the consumer when there are few longstanding clinical staff to support them as they get their sea legs. Clinical staff turnover is a really big problem here.

It is difficult to build a therapeutic relationship and be a steady, constant piece in their lives when staff seem to change every other month.

turnover is one of the worst things that can happen to a client, and one of the most preventable if the company prioritizes it

Folks with SMI who are rigid, dislike change and are paranoid do not appreciate frequent staff turnover

For a lot of consumers, we are their biggest supports and it is extremely hard to have to say goodbye and be reintroduced to people over and over again, especially when it comes to disclosing trauma, etc.

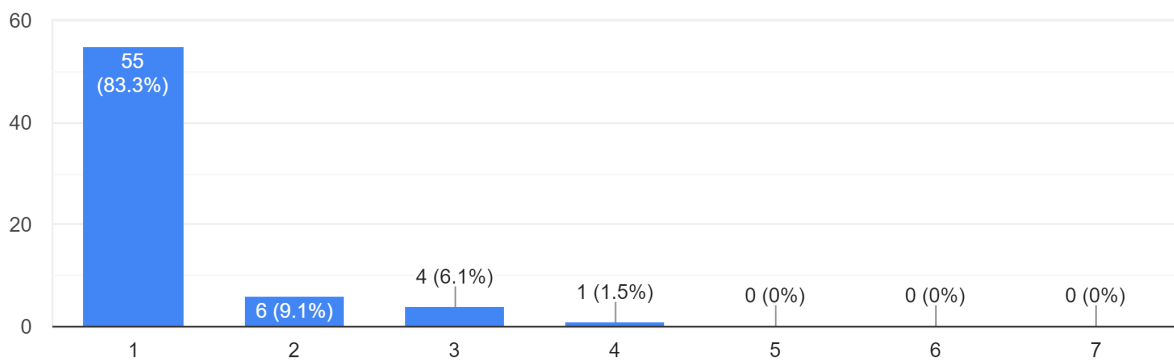
Consumers comment on how many case managers they have had over the years and it often takes a long period of time to build rapport and a good working relationship with a consumer. The high turnover is very damaging for consumers in their path of recovery, because they need to build trust with a new case manager and they need consistency.

The level of trust and rapport is built over time. By having several case manager or several therapists, the consumer and clinician have to start over in that trust building process. In addition, the historical knowledge of the consumer and their mental health is invaluable, especially in CSPs.

NO. The Crisis unit gets the calls from consumers who are thrown into crisis by losing their beloved clinicians. To have to start over with someone new is often a daunting and overwhelming reality. NOT best practice. Crappy, lowest common denominator health "care."

10. The PTO discrepancy between staff hired after February 2017 and staff hired prior to February 2017 has had no effect on morale of clinical staff.

66 responses



Many have left and still many have not taken positions because of this.

See comments for question 2.

Splitting = unacceptable.

Are you kidding me it's work against worker. unfortunately the people that have the good benefits it to take off whenever they want in the one with the bad benefits have to do their work that's just a breeding ground for animosity.

The discrepancy creates significant animosity

It has had a major impact on staff feeling like one cohesive team and valued for our hard work & dedication.

Comment omitted due to containing potentially revealing information

I don't know, doesn't apply to provisional employees

This is a huge problem across the agency.

I have applied for other jobs and interviewed at other places out of frustrations around this. It is frustrating to see the discrepancy and to know grandfathered staff have access to not only more PTO, but also are able to access it sooner.

Inequity creates lack of trust and frustration.

Being hired into earning ET has created resentment because I never have enough ET while a lot of my co-workers can take off whenever they want without an issue

It causes rifts among staff and has led to lower morale for me personally, knowing I am not valued the same way others are.

This difference has significant impact on moral as it is 100% unfair to new employees.

it is appalling that the current upper management bargaining team has said they like this feature of the contract.

Huge impact. Especially since employees are hired and later learn this information.

The inability of new staff to take a day as needed to unwind and destress is deeply impacting morale. It is also insulting when newly hired clinical staff see they are valued less than a newly hired facilities staff member in terms of PTO.

It has had a major negative effect on staff morale. Plus it has got to be more expensive to constantly train new workers just to have them leave after they get there licenses. All business forums, such as Forbes, indicate it is better to provide a raise than to do nothing about turnover.

makes staff feel less valuable

We already are being compensated poorly in terms of wage. Our work is challenging and not have adequate PTO is very draining and makes staff feel unappreciated

I know of a lot of people frustrated with this and I completely agree.

Newer staff, such as myself, feel discouraged that we have far less PTO than staff grandfathered in. It is difficult to prioritize taking time for self-care or sick days, when PTO is only being accumulated slowly for us new employees.

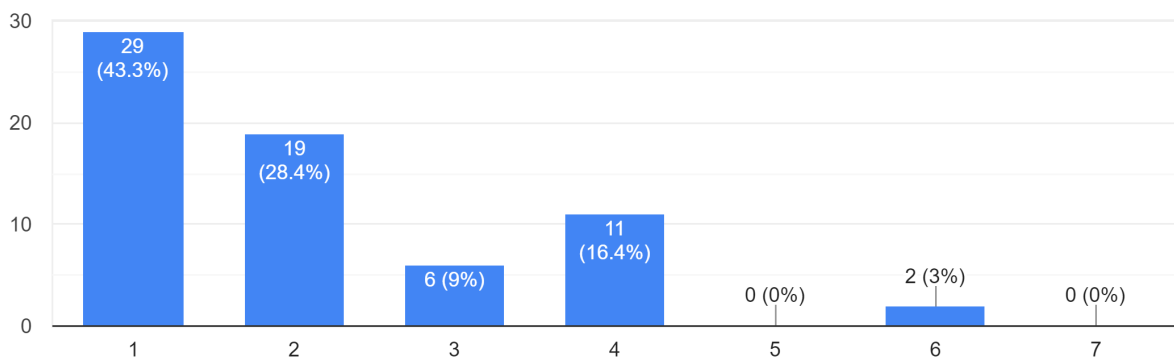
It will cause newer staff to burn out and leave, which doesn't help us

I am incredibly bitter and resentful when my supervisors get to take random days off for their mental health while I am left to count my hours and hope I won't get sick this month.

It is horrible that new hires are coming in sick and spreading flu to everyone because they don't have any paid days off! I was furious that Lynn Brady said at one of the town hall meetings that she did not know why the union voted to have new staff get less earned time, and tried to imply that maybe the long time workers felt like they deserved it and others didn't. SO divisive and nothing could be further from the truth.

11. I feel valued by upper management.

67 responses



My immediate supervisor and there's but no further up.

After the town hall meeting, I do not feel valued by upper management

Not at all. I feel valued by the management in my program but not Journey administration.

Well I kind of feel valued but I'm also overworked in my caseload is full of a lot of acute clients. So sometimes I don't feel valued. but I'm probably more valued here than a lot of other jobs I've had that's one thing I can say

Words don't cut it....higher pay and better benefits would show staff is valued

They don't come to our location or even know who most of us are.

If they want to maintain the best employees they must provide incentives to stay.

We've been told We are replaceable ~ though personally don't believe this is so true.

I do feel valued by my immediate ESU co-workers. We are supportive of and dependent on one another working on the cases we encounter day to day t

Clinicians with high commitment, hard won experience on the job and maturity are not simply "replaceable"~

We were recently told by the JMHC director that if we did not like the way we are treated we should go work somewhere else.

I am treated as if I am just a body in a workplace producing a product. I get slammed with more clients when I can't handle them, I get asked to do ridiculous tasks just because no one else wants to do them, and I get left hung out to dry when I need support.

I am ignored, not supported

I generally do not feel like upper management value any staff. I do feel valued by my direct supervisor though.

If they valued us, there wouldn't be such a fight against ET and increasing wages

I feel disrespected and unvalued by upper management.

Administration does not care about employees. Only how low they can pay them and their production.

I feel ignored, insulted, and laughed at by management completely out of touch with their own agency.

Typically, the messages from upper management is that non managerial clinical staff are replaceable while managers, team leaders, etc. are the valuable staff to maintain.

Although the past times when I have talked openly with my manager about my being dissatisfied with my job, they have used the whole "well people know your name" or "upper management recognizes your work." After talking with other peers over the past year, I have realized that this appears to be a tactic that Journey uses to buy just a little more time with employees. At this point I feel like I am absolutely disposable.

They do not offer guidelines that are proper to our unit because the guidelines suffice for other units

A post in the e-news about the board thanking us does not make me feel valued...

I'm sure upper management values me in how much revenue I generate.

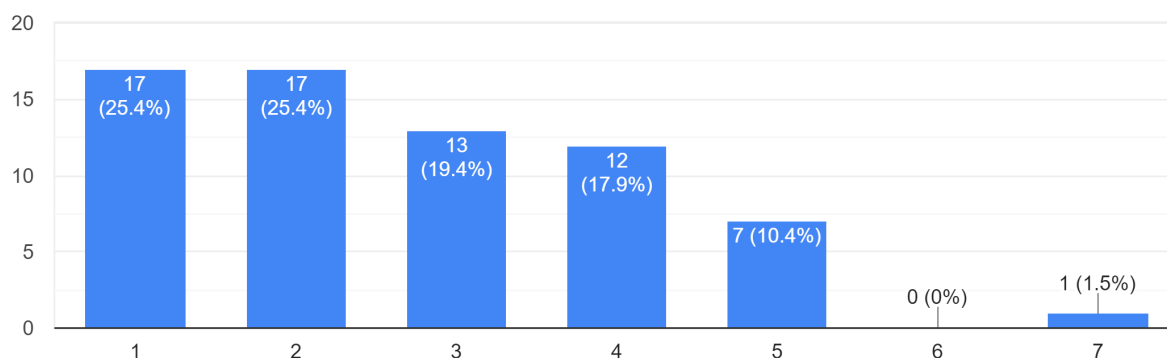
They talk to their staff like they're talking to ungrateful children.

Comment omitted due to containing potentially revealing information

Laughable. I feel disdain from upper management. How dare we form a union!

12. I would refer a friend to apply to JMHC.

67 responses



I would refer a friend to work in my program because we take care of each other and we do great work. However, I always warn them about our shitty benefits and tell them to think really hard about if they can afford to work here. Still looking for good people, of liked minded thinking both clinically as well as professionally so we can turn this place around

I would not due to our culture and lack of growth opportunities

I LOVE what I do and would encourage someone to apply here for that reason, but on the other hand I do not feel employees are valued as they should be.

I would refer a friend to come to journey to get their licensure and get the hell out if the pay was even not that great but they had great benefits I would probably recommend someone to come because at a certain stage in your life time is more important than money. Younger people want money older people want time ..

NEVER!

I think it's a decent place to work but the wages are low and the current benefits are not good.

I actively discourage people from using Journey.

I would tell them that there is just as rewarding work they can do at another agency that has better benefits

Perhaps only as a stepping-stone to pad their resume with the ultimate employment goal being elsewhere.

not if I want to keep that friend

Not any more

I would not refer a friend to apply for a position that would be under the union contract.

I would strong agree with this due to Journey's mission and the clients, I would strongly disagree in terms of a friend having to deal with the benefits issues I have been dealing with

If they were desperate and needed their hours I might...

I would first have to be honest with them about the incompetence of upper management, as well as the apparent fear level of middle management. But there is still important work to be done here.

Only with full knowledge about administration.

I blatantly tell friends to explore other options unless there is a specific opening on my unit.

I would not because of the pay and the disparity in benefits, PTO for new staff in particular.

If they need a job and I respect their work, okay, but I feel hesitant referring a friend to JMHC for employment.

This would be a 7 if the benefits we're better.

If it means having a friend on staff, yes, but not because it's a great place to work

I have met a lot of amazing people at JMHC and I have learned a lot, which is really important to me, but I don't feel employees are valued like JMHC praises they do.

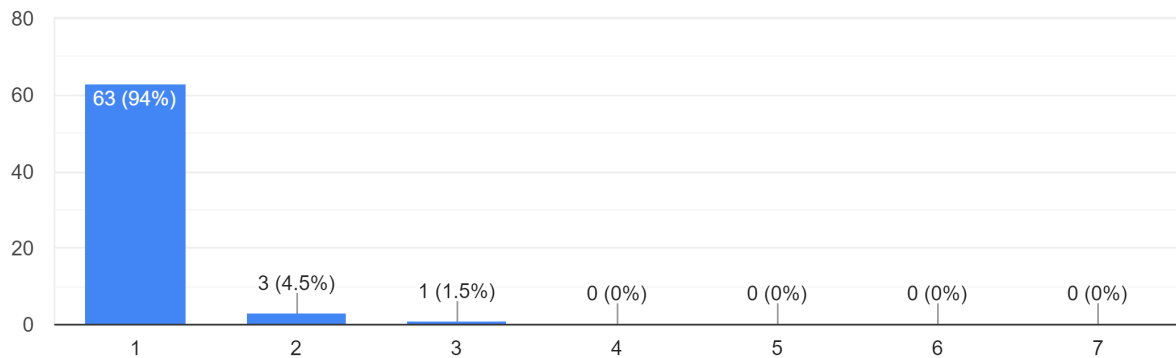
I enjoy my work with consumers, but do not feel it is a suitable place I would recommend to a friend, due to safety concerns and not receiving fair compensation and adequate PTO.

At YH, absolutely. But I feel that PTO would make them think twice, regardless of how awesome it is to work there
If they could afford to work for little pay and lesser benefits

No way.

13. It is fair that all clinical, non-management staff get fewer benefits than all other employees, such as, 50% of their pay for short term disability versus 70% for everyone else.

67 responses



Completely unfair and unnecessary. Makes me feel that as clinical staff we're not valued.

This is not fair and shows huge inequality amongst staff. It also shows how undervalued clinical non management staff is especially when we are the ones seeing the consumers and bringing in the money.

I really strongly disagree. Treat everybody the same.

Totally unfair & discriminatory.

Absolutely not.

I get no benefits, not fair

Inequity is unacceptable.

Hell no that is not fair, this makes me very angry

Of course it's not fair. It's a ridiculous discrepancy that has no logical basis.

This doesn't even make sense as to how it would be fair. Majority of JMHC staff is clinical and is who does the actual work to bring money in the door, yet are treated as less than.

The current upper management bargaining team has expressed no interest in changing this.

It's a complete joke.

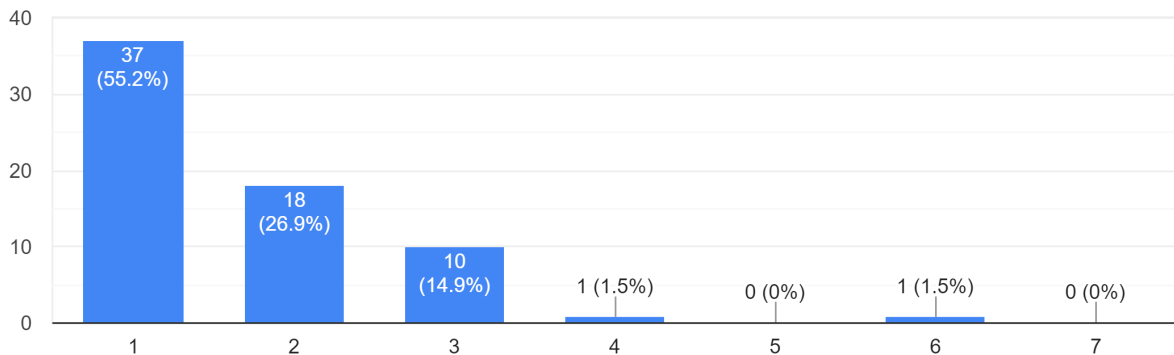
Obviously not fair.

Clinical staff are more important than management or management should value or be made up of more clinical staff to create guidelines that work for all units

This is so divisive and utterly union busting behavior.

14. Communication between employees and upper management is working well.

67 responses



Well there's a lot of room for improvement.

What communication? A meeting where we are talked at and where opposing views are squashed?

They don't give the same information.

There is limited contact ~ we are likely known in name or position only.

It is one-sided. Management talks about expectations, staff listen.

again, what communication

Comment omitted due to containing potentially revealing information

The anti-union connotation in communications to employees and lack of good bargaining on the bargaining committee is not working well on many levels.

I do not feel like I know what is going on in this company. I feel like there is more going on than we know and that management has specific plans that will negatively impact employees.

During town Hall Exec Director used words like 'rumor mill' and 'back biting' to refer to how employees discuss their frustrations. These words are a symptom of people who are feeling unheard and undervalued. Journey would benefit by looking at morale from a systems perspective similar to the ways clinicians look at family systems when children feel unheard.

I don't feel heard or appreciated by upper management

I am not able to communicate with upper management, and upper management doesn't seem to care enough to communicate with me.

Communication is all 'top down' .

Does not seem upper management want to hear any of the concerns and fight tooth and nail to not provide fair wages and benefits.

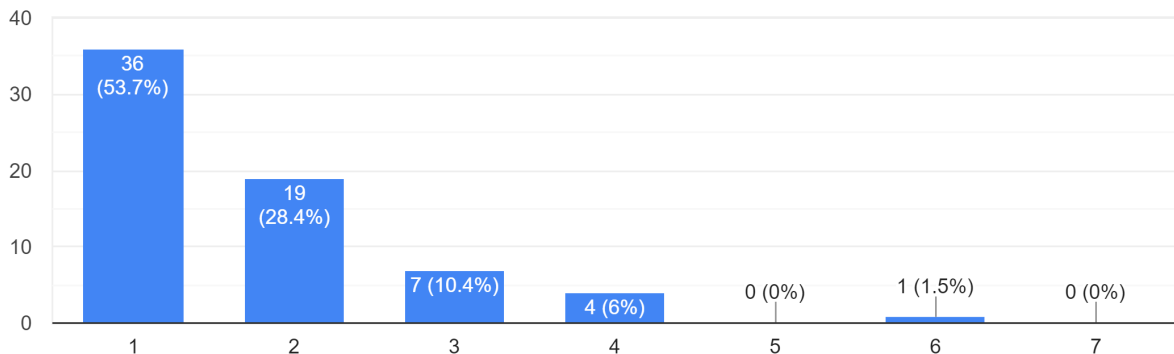
There is little communication between upper mgmt. and regular employees except for the Town Hall meetings.

It is painful how clinical staff are being treated via salary and benefits just because they unionized. If upper management were working with the union in good faith they would follow through with bargaining meetings, engage in dialogue, and shape the organization's priorities in partnership with the union and clinical staff. The union is a great asset to this organization. I would like to see upper management take a step outside of their current box of thinking--take the union seriously in a positive sense and imagine how a strong union could improve our organization's image and morale.

I see the effort they are making in delivering messages but no effort being made to actually listen to clinical staff recommendations

15. I have trust and confidence in upper management.

67 responses



Some days I have more trust in others but lately I don't have a lot of trust. Especially after those Town Hall meetings. basically management peed on my leg and told me it was raining outside you know what I mean... Just straight-up lied to me I face and I had just started. Actions speak louder than words

My trust in management has decreased significantly over the past year

Absolutely no trust.

I have seen upper management not advocate for us as staff because it would equalize our benefits

There has been waning confidence

~ contributed to bring Journey's unusual strong Anti-Union Stance.

Journey workers are appalled at the rigidity of Directors and the amount of money Journey's legal reps have been paid thus far to fight fair and reasonable requests.

They have proven time and time again that they are not honest in what they do or say.

see above

very little.

They don't have the employee's best interest in mind as of right now

It's hard to trust when there is so little transparency and a lack of communication. I wouldn't expect the consumers I serve to trust me if I acted the way upper management does.

No one left the last series of town hall meetings thinking Journey is 'in good hands' with the current upper management.

In my managers I do, but top administration I do not.

No, especially when we are being told that JMHC has had to borrow money to pay our salaries. Does not inspire confidence that this is happening.

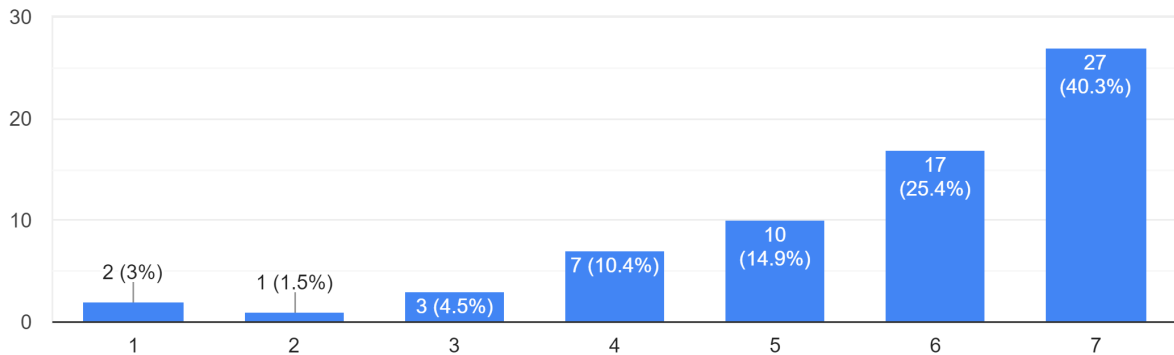
Why would I trust upper management when they are compensated much better for their work than non management staff even though their jobs would not be possible without lower level staff.

The more I learn from other individuals that are in the union, the more I am questioning JMHC's upper management. Such as stances JMHC has taken against the union in regards to PTO.

Comment omitted due to containing potentially revealing information

16. I would be tempted to leave JMHC if another organization offered me a 5% raise.

67 responses



I am invested in my work and job. However, I would consider it.

Yes I would especially since I feel undervalued and have yet to receive a raise after 2 years. I honestly would leave jmhc for same pay but better benefits.

I have a lot of job satisfaction from the work itself, otherwise I would have left a long time ago.

If I got a job offer with a modest raise and a chance to get my licensure I'd be gone

I just completed an application at UW before receiving this survey

Definitely.

It's more than just a small raise, it's about all benefits and about equality between employees- management and all

With sadness~ but I need sorely need more income because high medical bills.

In a heart-beat!

despite the low pay and no benefits I am committed to the mission of Journey, also I get insurance through my spouse. If I wasn't married I wouldn't be working at Journey

I also need to make sure the morale and environment is supportive.

Annual raises at other agencies is common, yet here is non existent.

I feel dedicated to the consumers and staff whom I work with.

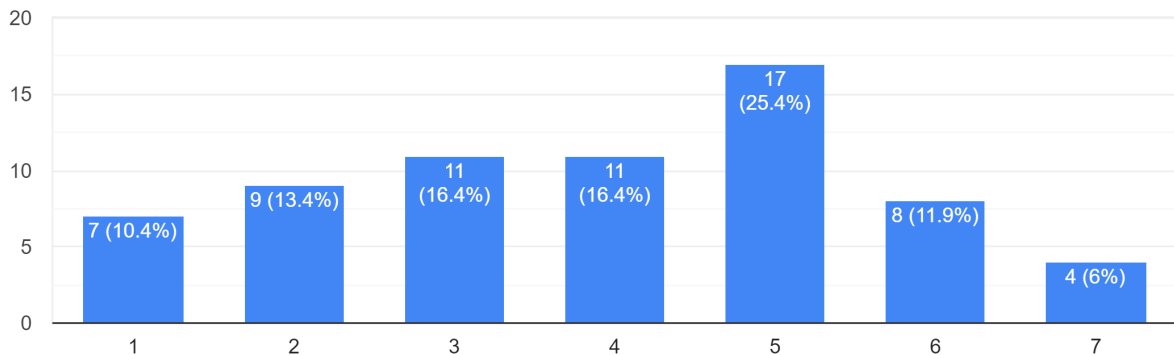
I would be willing to leave Journey if another agency offered me the same wages but a fair PTO package.

I really enjoy my job at JMHC but I also think I deserve higher pay.

Actually, I am applying for other jobs and the first job I applied for offered \$8 more an hour.

17. I am adequately able to keep up with my workload.

67 responses



My program makes every effort to help me accomplish what I need to accomplish. Work loads vary from week to week.

we are understaffed.

I have so much client contact which is great but I don't have time to get my other duties done. It's pretty bad

I take work home to complete 2-3 nights per week

The expectations around case load, billable hours and documentation with poor leadership is not healthy or realistic.

I don't do as much paperwork as is asked of me because my clients are more important.

Tho the demands for SmartCare documentation are on the increase and take away fm direct service time.

often encouraged to 'just come in for a couple of hours just to get caught up', 'you will feel less stressed'.

We are always short staffed and have way too many clients that it gets difficult to keep up. I have felt burnt out for the past year and I have only been a paid employee with Journey for 2 years

When we are fully staffed, I am. We are often understaffed.

Too much time billing, which limits time available to do the actual work.

Mostly; however, Smartcare has definitely made it more difficult with the unending screens and boxes to check for each contact.

Turn over was high in my program to the point where I had to work over the weekend, on my time off just to catch up on notes.

Please refer to the answer for question 3.

Absolutely terrible, unwieldy computer system!!

my site is understaff for almost 6 months

My work load is what I make it.

When employees leave or go on leave, we are not receiving other resources to help distribute the workload evenly. Everyone in our program is behind in documentation.

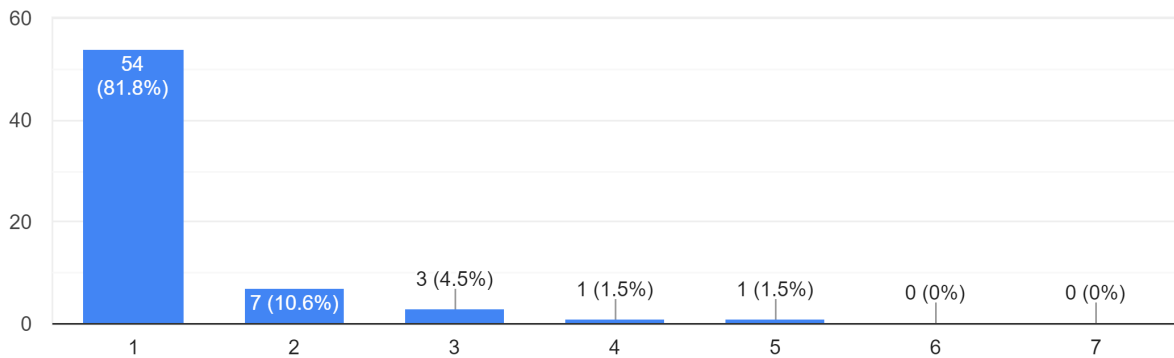
It is getting harder to manage when additional screens are added without our input

We are not adequately staffed in Emergency Services. It takes so long to learn the job, and now the unit is so desperate for staff, that they are hiring brand new counselors fresh out of school with little experience. With people getting sick, and not enough trained staff to cover, our supervisors are working as crisis workers!

When we are short staffed (fairly regularly) the ones working are over-loaded and can not finish notes without working overtime. Most workers have left shifts with notes unfinished, and it feels very vulnerable, but after 10 hours of a busy crisis shift, I start to "flat line" can't think clearly to continue doing notes. Our supervisors regularly criticize staff who do not finish their notes, but the other day one of them did not have her note done when she passed a situation on to me. It is IMPOSSIBLE to do this job justice when we are understaffed, working until midnight and then due back at 8am the next morning!

18. Upper management's proposal to maintain a discrepancy of PTO between staff hired after Feb. 2017 and all other staff will have no effect on staff turnover.

66 responses



Journey will continue to see large clinical staff turnover if there is not parity in benefits. It's mind-blowing that they don't acknowledge this and remedy it.

It's already affecting turnover.

Many new staff leave within a couple years.

If they could keep that shit up.. people will be leaving this job like the building's on fire

I fully believe staff will leave as soon as they can.

The turnover will increase, Journey's reputation will further decline, consumers will suffer.

We have seen this is not true

The Question is Counter intuitive!

not applicable to me

Management is not completely at fault for this. It was written in the initial contract.

most longer term staff have already gone so probably not.

If there is not a change, I will be looking elsewhere and leaving

It has a direct and crucial impact on turnover. People who feel undervalued leave. The discrepancy in benefits causes people to feel undervalued.

This is so profoundly unfair it is devastating for staff turnover.

The disparity will continue to push employees to leave JMHC and thus continue to negatively affect consumers for whom upper management seems to have little regard.

Obviously impacts turnover as so many new staff have quit in 1-2 years

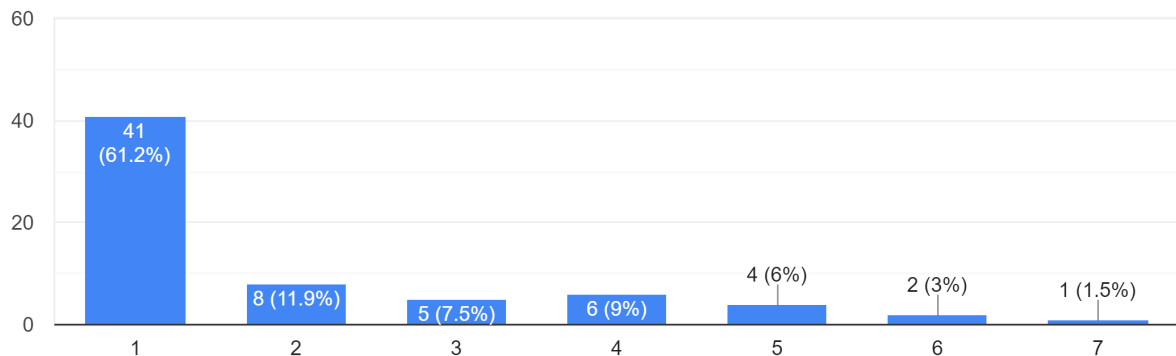
It will have some positive effect, but the staff turnover is mostly affected by 1) low salaries and 2) hostile working atmosphere created by some site managers.

That's absurd

I have watched multiple good employees leave the unit for lack of PTO.

19. A \$0.10/hour raise, as proposed by management, would make me feel more valued in the workplace.

67 responses



It was the most insulting thing they could do. It again reminded me that Journey administration appears to have little to no respect for their clinical staff.

That is an insult

No this would make me feel even more undervalued. I am worth more than ten cents including my co workers.

10 cents?? Why bother, what an insult.

A \$0.10 raise is 3 slaps to the face. Are you serious I can't even start with that one!

It would be rather insulting.

It is a huge insult.

I would feel more valued for getting longevity raises.

I am already not compensated enough for the skills and specializations I bring to the table; \$0.10/hour is insulting.

This minuscule increase does not meet worker needs !

Or~ Is it just the beginning of a slow ~ and steady ~ increase to catchup

to a wage that is competitive with Dane County Agencies of comparable Employee and Client populations sizes ?

It's rather insulting

It is an insult.

It is an insult

It would be a step in the right direction, but not enough.

\$.10 is nothing

It would be a place to start, but it's too small to make me feel they care much. Seems it's the least they can do.

This increase is insulting if the goal is to make me feel valued as an employee.

not even cost of living

\$0.10 what the hell is that? That is two slaps in the face

It feels like this offer is meant to be offensive.

That is so minimal. It is truly an insult.

It's insulting. It's \$208 over the course of a year. Depending on the hourly wage of the clinician that's less than 2 days of full time work.

That is an insulting proposition. It is an amount that seems like directors are "thumbing their nose" at staff.

My \$0.50/hour raise for being fully licensed seemed to be a slap in the face.

I'd accept retroactive increase for the years we went without even a COLA during the contract negotiations. The money paid to Michael Best was a travesty. 10 cents is insulting.

More PTO would be much more appreciated

It is only \$208/year.

It is a step in the right direction at least

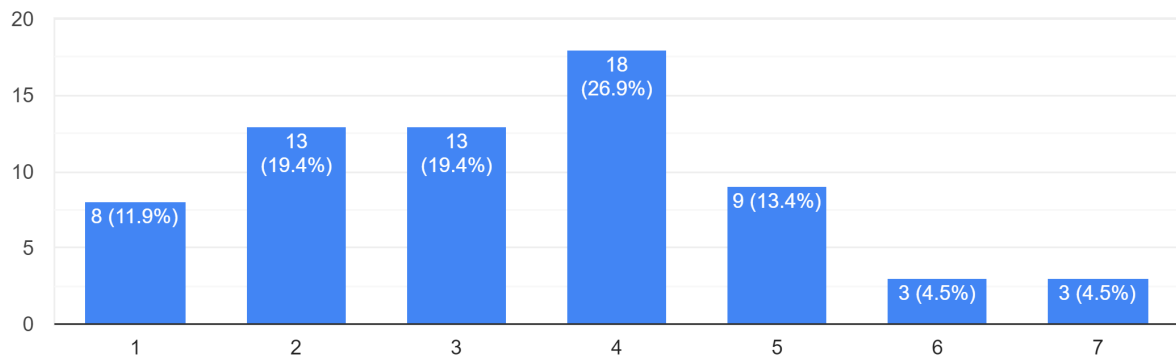
That is a slap to the face!! Insulting.

A little, bit it's not nearly enough

It is an insult. Especially considering that they have paid the lawyer about \$400,000 a year to come up with that ridiculous offer and to obstruct the union / agency process.

20. I am satisfied in my job.

67 responses



I love my job. I'm doing important work and I love my supervisor.

My unit and what we do but no further

I love my job but have no room to grow or earn a decent living long term

The work itself - totally. The agency - not at all.

I love the work I do but the pay sucks and the benefits suck

There seem to be more minuses than pluses lately

Going to work every day is extremely difficult knowing how little value team leaders & above place on all we do and all we deal with.

Aside from my pay discrepancy.

I am only part time so the discrepancies don't affect me as much, but it will influence my decision to become full time

The more I deal with my boss the less satisfied I am

I like many aspects of my job, I like my co-workers and my direct supervisor. I don't like the director of my program, the union contract, or upper management generally.

I am not satisfied with where I work. I love the type of work I do.

Over worked, under paid and have shit ET that makes it impossible to take personal days when I am feeling burnt out

I'm partially satisfied because middle management cares about me, I enjoy my coworkers, I see value in the work I do, I feel I am making a difference. I would be significantly more satisfied if upper management paid me my worth.

I would be more satisfied if I had a raise and equal benefits to everybody else. I took a pay cut to work here.

...Much satisfaction remains, despite the actions of upper management.

I like the work I do and if I do not think about my environment I am working in and the agency I am working for I am satisfied.

ONLY due to my unit.

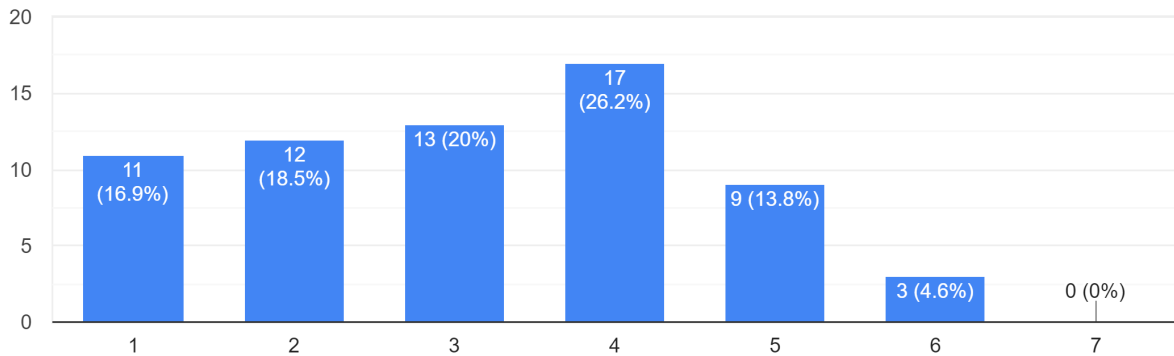
I enjoy working with consumers and my colleagues and the actual duties of my job; however, I encounter frustration on a daily basis because of the unfairness that takes place in the workplace.

I love the people that I work with and I am learning a lot but I am not liking what I'm seeing when it comes to management's treatment of issues such as PTO.

I like the ability/opportunity to help people in Crisis situations and am very good at working with families, clients, police, courts, hospitals etc to get this done sensitively and effectively. I like, admire and am honored to work with many of my co-workers. These are the only things that have kept me working here, and as I said previously, I am actively seeking other employment.

21. Work rules and regulations are administered uniformly and fairly.

65 responses



Have seen it first hand that this is not the case.

Well in my unit I think it's true but maybe and other programs is not so true so I've heard that that's always a rumor.

I really don't know

In our program favorite employees receive obvious special treatment, recognition and often do not have to use ETO if they are having a tough day. Others cannot catch a break, rarely hear anything positive or even receive a greeting from program leadership.

I don't know

Prescribing staff seem to have the ability to do as they please.

I don't know, I haven't seen any issues with this in my program

Across the agency, I think there are disparities in talking with other colleagues.

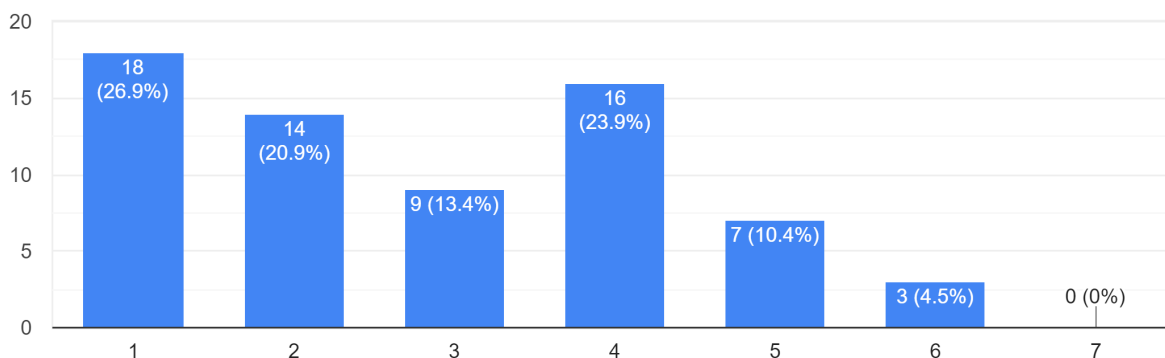
Rules are imposed on those who are more likely to be compliant and those who are more vocal do not suffer consequences even when they do not meet basic job duties and are putting the clients at risk.

That's why we have a union.

I have heard many people fear retaliation for speaking out, but have yet to see examples.

22. When suggestions are made to improve things at work, they are given appropriate consideration by management.

67 responses



Only superficial ones nothing of substance.

by middle management in our program - yes

Not really.

I'm not sure

Comment omitted due to containing potentially revealing information

Depends ~? Not on a consistent basis.

Process and followup are often clumsy.

The program itself does a good job at being collaborative to improve things at work. However, upper management does not seem to be collaborative to improve things, e.g. having a feedback system to better communicate to upper management.

They are considered, some of them are outside of their supervisor's control and therefore unable to be implemented.

I see management being mostly defensive.

Clearly not otherwise we would have uniform ET across the board and it would not be decreased either

Middle management: yes. Upper management: no.

I don't know how much this might be true.

The union has been ignored and belittled when management does not realize we are simply their own employees wanting fairness.

At our recent retreat, topics discussed still have not been implemented.

I used to believe that my suggestions are taken into consideration, but after many months of having suggestions and no change (unless I just change them), I do not believe that management is willing to change much.

No recommendations from our unit is listened to or heard

Yes with my supervisors, I have had no interaction on this front with upper management

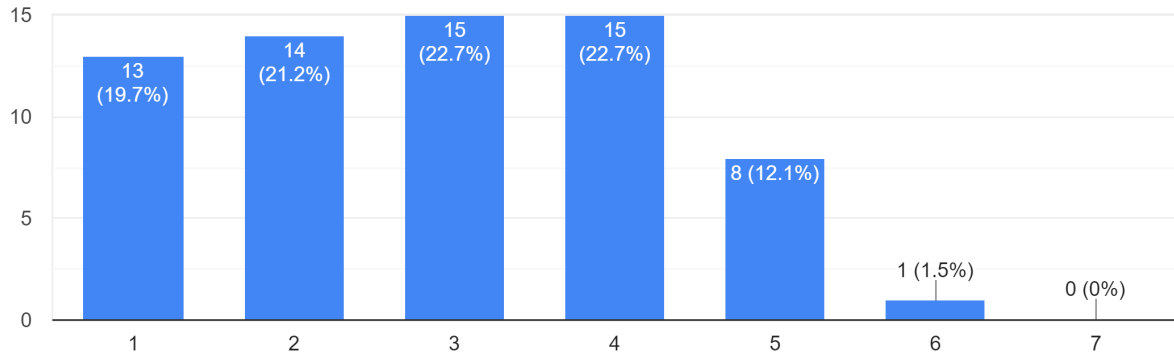
Upper management is more concerned with how to placate staff than how to improve things.

I don't feel like we have any input when decisions are made, always top down

By unit supervisors and director yes. But at an agency level NO.

23. JMHC has an excellent reputation in the community.

66 responses



Most people I talk to in the community have had a negative experience with Journey. I rarely say I work at Journey and instead give my program name.

In my tenure Of working in the community I hear regularly and frequently the disappointment from people we serve and others in the field and community.

I think our reputation is going down

well as far as their services are concerned I think they have a good reputation but as far as how they treat their employees they have a bad reputation because when I told people that I was going to work there the first thing out of their mouth was get your license and stuff and get the hell out..

Journey's reputation is sadly a joke.

No one I know has a good opinion of Journey.

People in my younger cohort have heard that Journey has high turnover which translates to not a great place to work

Ask the Community we serve.

JMHC "had" a great reputation.

Journey's reputation has gone down when talking with others in the field who don't work at Journey they express dissatisfaction with dealing with Journey especially ESU

Not sure anymore.

We're known for long waitlists for meds and high staff turnover or being connected with interns that leave quickly.

It is continually worsening.

I think it's pretty 50/50

Journey does good work. They are known for their turnover.

"Had" an excellent reputation, when the goal was to attract and retain(long-term) quality staff.

Journey might have had a good reputation in the past but it is currently destroyed. Students talk about Journey as a negative place to work after graduation, other community agencies are loosing trust in Journey, and consumers regularly feel ignored or clinically underserved due to waitlists.

I have heard from several colleagues outside of JMHC that JMHC has a poor reputation for worker satisfaction and pay.

I have no idea about community perception. I know I will not refer any potential consumer (that I know personally) to a Journey program.

MHC of Dane County had a fabulous reputation. Journey as it is now ruined that.

It is well known which could be good

I hear it used to but no longer does

Before being hired on, I did not know about a lot of the issues employees face, so I believe they have a good reputation in the community.

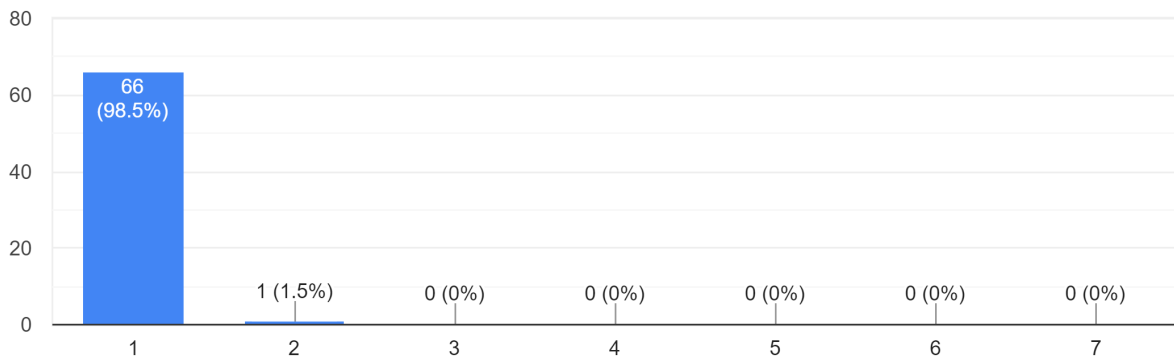
I don't think JMHC has much of a presence outside the mental health community.

Due to clinicians, not due to the organization

I used to be proud to work here, but not anymore. The Google ratings suck. I see people in Crisis who do not have many choices about where to go for services they can afford, and really resent Journey being their only choice. I have heard from many clients that their clinicians (recent hires still working on hours) are not very skilled nor effective.

24. It is fair that it takes new clinical staff 9 years to get the same PTO that new managers, administrators, and support staff get after 1 year.

67 responses



The ultimate example of the poor “leadership” at JMHC. Their inability to negotiate a fair contracts, has lead to a reward system for that “leadership” while pitting employees against each other in an attempt to break the union.

This is the reason I want to quit

This is not fair. It goes to show how journey values certain employees over others.

Hell to the no.

Not one bit fair.

nope

Hell no- that is ridiculous!

OF COURSE IT'S NOT FAIR.

The fact that the Administration has chosen to keep good PTO for itself shows that "financial considerations" were not the reason for them demanding this in the last contract. It was simply to punish staff for forming a union, and to try and blame this provision of the contract on the union.

How anyone views this as fair is beyond me.

Completely unfair and being used as a union busting technique which is a waste of agency money. I don't understand the fear that upper management has regarding having a union. Plus, it seems quite hypocritical that our current and former CEOs were/are "pro" union for all other entities EXCEPT JMHC.

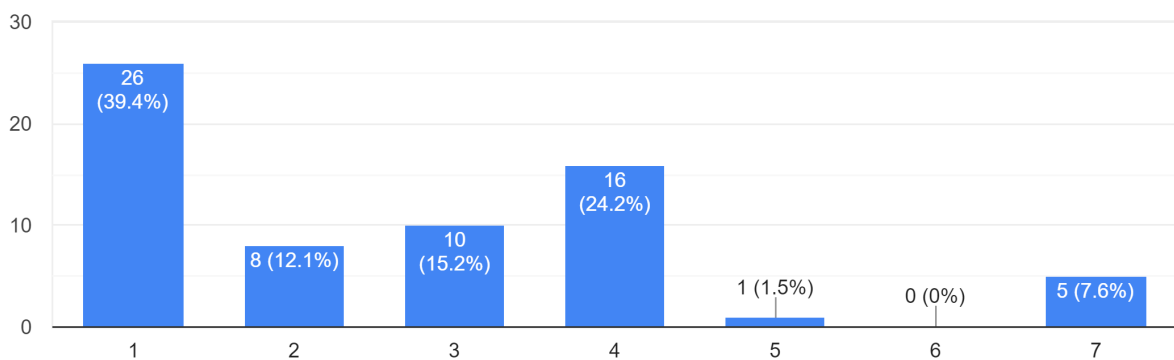
There is very little incentive for people to stay here for that long

Strongly disagree, especially since clinical staff are the ones seeing consumers and dealing with their traumas, etc.

It is a recipe for failure of the agency, and I think that is what is going to happen.

25. I plan to remain at Journey MHC for more than 2 years.

66 responses



I love my program and I am lucky that I have a living arrangement that I can afford and am in good health (and therefore don't have to go to the doctor often), however not everyone is that lucky and I understand why people would not stay here for more than 2 years. A few of my coworkers plan to leave Journey as soon as they turn 26 because the insurance deductibles are outrageously high and is effectively like not having insurance.

Things don't seem to be turning around and JMHC upper management is not listening to its employees

I don't have plans to stay for another two years especially given the way the benefits and pay are.

As soon as I get my license I'm gone watch as the chair will still be spinning as I run out the door. Going to lie. The pay and benefits really suck.

Once I have a job offer I am out of here. I can't wait.

I have been there for more than 2 years.

I plan to leave as soon as possible!

I regularly think of quitting, I think my boss wants me to quit and I am stubborn so won't

Not certain.

I don't plan on staying long.

I will continue to look for new jobs.

I am planning to leave Journey when the time and opportunity is right.

If things do not change I will be leaving as soon as I can

Unless things drastically change, I will leave the day I get my full license.

Only depending on my team and my licensure.

Most newer employees are planning to leave once they get their license or are already looking for another position.

Making it to 1 year will be an accomplishment

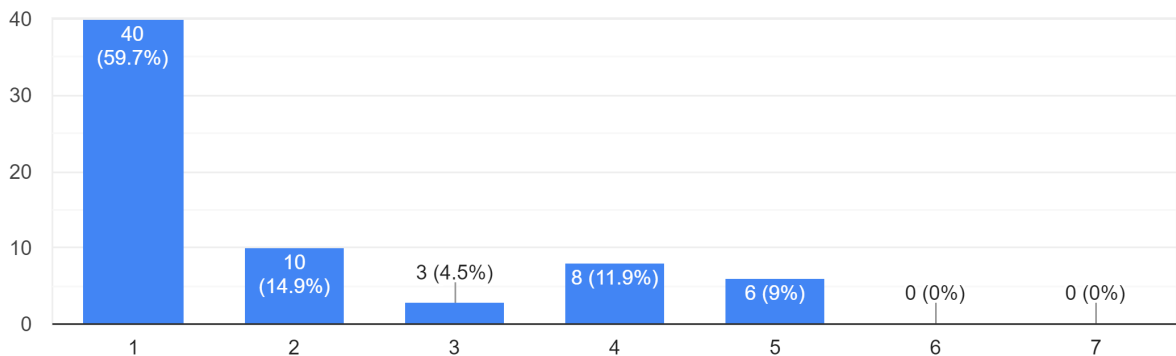
Not if things do not improve (PTO, raises, safety).

I already have

Out at earliest opportunity.

26. Overall, I am happy with my benefits package.

67 responses



The worst benefits I've ever had.

hate my benefits package and wish it was better like those who get the better one described earlier.

I am happy with mine but upset with the discrepancy against newer staff

No I'm not at all and I really particularly hate how they base your wage on your education because I think I got shafted. I have three college degrees for crying out loud and I still make the same as somebody with two. I have three college degrees in a certificate to be exact

What benefit package? Equal benefits and fairness for all would go a long way to fixing some of these issues.

The insurance is not worth the money that comes out of my paycheck every other week.

Most urgently ~ I need an increase in my take home pay to manage inflation and the increases in medical expenses.

Comment omitted due to containing potentially revealing information

I am provisional and do not get benefits.

The only benefit I like is the dependent care.

Compensation is FAR too low.

Not even a little bit

Because I have been at Journey more than 10 years

I have my husband's insurance, because it's far better than mine. I am dissatisfied that others have better benefits packages than I do.

I have the better PTO package, which I appreciate. Everyone should have this.

Upper management is the worst thing about my job but the benefits package is a close second.

No, because it is not equal to non-union benefit package.

I do not use benefits very much because I don't think they are great, but for me at this stage in my life, I am ok with it.

Health insurance is bad, PTO is not enough, the fact that sick time is not separate from PTO is terrible

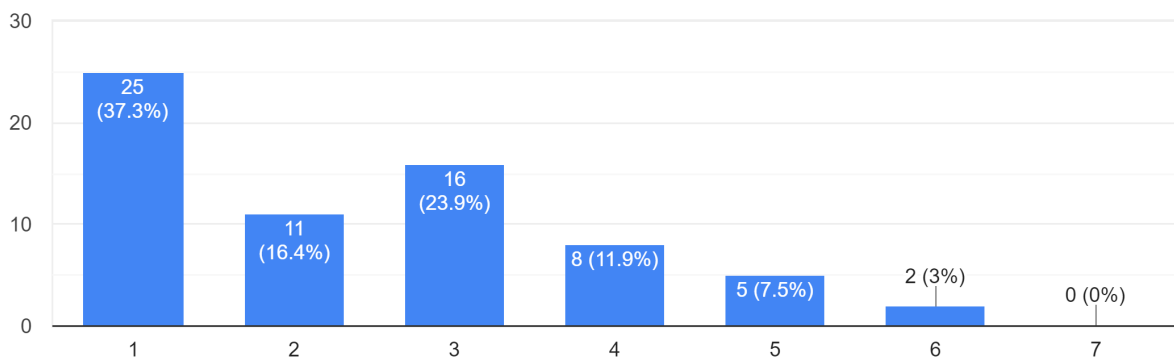
Not happy at all.

Comment omitted due to containing potentially revealing information.

I use the benefits of my spouse, also at a non profit but cheaper with better coverage

27. Upper management is transparent about agency finances.

67 responses



JMHC use to post year end financials on their web page when I started, no longer. We now get cherry picked data every couple quarters. This data does. It match what management's says and what JMHC puts out publicly.

I had to hear about the money problems from another employee so that guess that explains that

No. How many programs have closed in the last year? How many people have been laid off? How many management positions have been created "to find more revenue sources"? Treat us with respect. Get good quality leadership and we will bring you amazing billable hours and still maintain our own physical and mental wellbeing.

The Once a year reports at the All Center gathering seems insufficient.

They give the impression that there is not enough money

They're translucent about agency finances.

I often fear we are a sinking ship.

I think so.

I doubt it

They try. I'm sure it's hard to be fully transparent. They could do more.

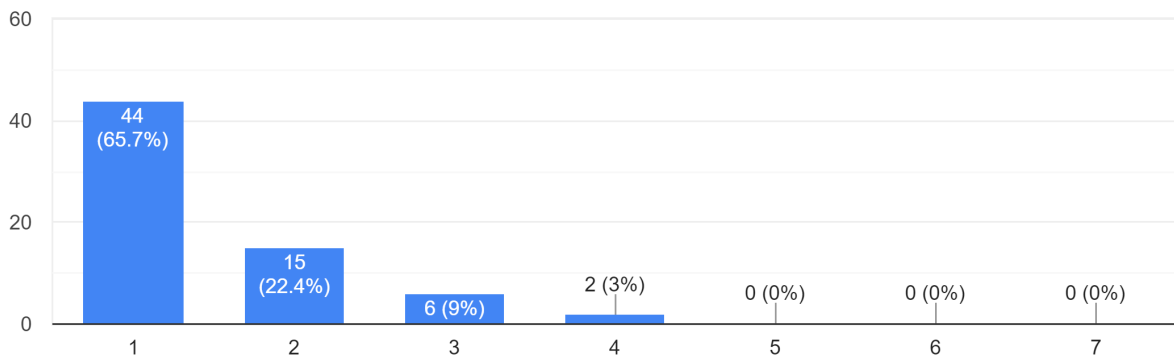
They regularly tell us program budgets are struggling or need to be better budgeted, however they do not elaborate on how the non-clinical and therefore non-earning units budgets are doing or spending their income.

It seems upper management attempts to "give that picture," but they don't explain debacles like the Kajsib House contract and discourage employees from discussing same.

I wholeheartedly believe that they will keep individuals in the dark as long as possible to ensure that these individuals will keep working hard to make Journey money until the end. A good example of this is the abrupt closing of Kajsib House.

28. I am fairly paid for the type and amount of work I do.

67 responses



I could work anywhere else and make more money.

I am extremely hard worker. I help out multiple areas of journey and I don't feel like my pay represents the work I produce.

I had to take a pay cut for this job.

Not even close for what is expected.

Comment omitted due to containing potentially revealing information.

Increase Wages ~

Provide Equity in PTO ~

Watch staff turnover slow & Morale soar

Comment omitted due to containing potentially revealing information.

If my benefits were better (particularly PTO), I would feel better about my pay.

Comparative analysis within the dane county community shows that we are not.

I have a license and master's and barely make \$40,000 a year.. I can hardly support myself. If I didn't have a partner I would be living at home with my parents still

I am extremely underpaid for my education level, the effort and care I put into my job, and my monthly billing hours.

I personally am doing ok. So many newer staff are not.

I am not fairly paid for the work I do--we all take on a lot of liability, much more so than the average therapist in Madison and we work holidays and weekends and our schedule changes every week.

Comment omitted due to containing potentially revealing information.

I've been better paid elsewhere

For months we are working understaffed , for example, 1.4 instead of 1.0 FT (about 50 % of my total time working at Journey) and did not receive any compensation for this. Journey is saving big money on this (I can estimate \$70,000-80,000 for my time working here) and do not compensate people for increased workload.

Please add any remaining comments here that were not addressed in the survey:

Thanks for all you do to advocate on behalf of jmhc employees

Journey really needs to get their act together and treat all employees the same at this point if another job offer comes I may just leave because I can't afford to work here for more than 2 years

I am really disappointed in how Journey treats it's employees. We and our consumers deserve better. Thank you for asking our opinion. It is rare that Journey leadership ever asks or is willing to go to bat for what is best for staff and consumers. How sad is that?

I think the union can argue all the same points but nothing is going to change. There is no reward for longevity and there is a huge difference between union and non union employees. If presented with a different job I would highly consider the opportunity.

Management should take a look at the wealth of rich talent lost (not to Retirement) but to other Organizations in the past few years !

OMG it's Sad for Journey, it's Client's, it's irreplaceable Bank of Expertise, and for staff like Me.

I used to be proud to work at the Mental Health Center of Dane County and Journey until the past 5 years, now I am embarrassed

JMHC has a tendency to increase the number of programs instead of consolidating programs and doing a good job with fewer. Journey has a tendency to be reactive rather than proactive. I think it's really inconsiderate to have billing calling our consumers to tell them they can't be seen anymore because of their insurance. Very insensitive.

We should have separation between PTO and sick leave. Even one or two days set aside for sick time--but this shouldn't be taken out of the already meager PTO we have!

Comment omitted due to containing potentially revealing information.

Upper management has created a climate of fear, for middle management and line staff alike. They have paid over a million dollars to an anti-union law firm in an on- going effort to destroy the Journey union, a union of social

workers, nurses, nurse prescribers, psychologists and psychiatrists, a union that has from the beginning only wanted to collaborate, to have a voice in the workplace, so as to better serve the clients we care about. Journey needs to hire a law firm that has a track record of being able to work with unions, not a track record of trying to destroy them. In all likelihood Journey also needs new upper management, as there is no confidence in those currently making all the key decisions.

Who deserves a better Journey? The line staff, the middle management, the Journey Board of Directors, the Dane County Board of Supervisors, the taxpayers of Dane County. But most of all : the people who come to Journey for help, people who are suffering from a variety of life's vicissitudes, people who should not have to also suffer from the mismanagement of the agency they are looking to for help.

It is extremely demoralizing that it feels that most of how my job performance is measured is based on how many billable hours I attain and not how well I interact with consumers, support my coworkers or contribute ideas to my workplace. Additionally, I feel that measure of performance only matters when I don't live up to expectations, and if I were to consistently attain or exceed billable hour expectations, I would not be rewarded, only avoid punishment. I also feel that extraneous circumstances such as training hours, sick time, and non-billable work are not taken into account when my productivity is being measured. It is disheartening to watch people who have been at Journey much longer than me leave. I have not been at Journey very long and am now more senior than a lot of my coworkers on my team. I would like to have more experienced coworkers around me so that I can learn from them and develop my skills, but people keep leaving. I have not been able to take any real vacation because I need to take sick time and it prevents me from accruing time off. I have no hope receiving a raise at this time. I am only staying at Journey because job hunting is hard and there are training opportunities.

The administration is inept and punitive, especially Lynn Brady. Her hostility toward the union members is apparent. Managers are afraid of her. The board is complacent.

People leaving Journey not because they are Millennials and like to jump from place to place, but because of low pay, bad benefits, and bad management. People feel unappreciated and "I feel like I do not belong here, everything what I do is not right" (words of one of the co-workers who is leaving soon).

Planning to end my employment with JMHC by the end of the year because the company does not take care of me or give me what I need (time off, pay, etc) in order to do my job long-term without burning out.

The working class people of Journey are organizing against the unfair benefit package that the Journey Administration has put forth. Journey admin has tried to create a narrative that the Union is creating a rift in the organization, when all the union is doing is pointing out the disparity that Journey admin created and is responsible for remedying.