

2024 Spiritual Care Annual Report



Respectfully submitted by your 2024 Spiritual Care team:

Christine Dawley, MS, LPC, Manager of Spiritual Care

Reverend Ken Lenz, PhD

Chaplain Jeromy J. Wells, DMin, USAF ret, BCC

Kelly Edwards, Spiritual Care Intern

Chaplain Jennifer Frank, MA

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Patient Contacts

Spiritual Care Element	Patient Contacts <i>Predicted</i>	Patient Contacts <i>Actual</i>	% +/-
Group Sessions	3,200	2,790	-13%
Individual Consults	1,400	1,570	+12%
Onsite Holiday Services and Communion by Spiritual Care Staff	330	441	+34%
Resources	500	638	+28%
Clergy Visits	49	134	+174%
TOTALS	5,479	5,573	+2%

Rationale

Rogers Behavioral Health previously used a system in which the fiscal year started on August 1 and ended the next year on July 31. As of 2024, the fiscal year was changed to coincide with the calendar year and therefore started on January 1 and ended on December 31. Because of this, 2024 is considered to be a baseline year with a comparison of the predicted and actual attendance numbers above is used for this report. The predicted numbers came from actual attendance numbers from the year before.

Groups

Attendance in groups was 13% less than projected due to the fact that there was a four-month gap to find a new West Allis/Brown Deer Chaplain. There were five groups for 15 weeks in Brown Deer and West Allis that did not occur due to this gap.

Individual Consults

Due to the focus on quality and quantity of patient interactions, spiritual care consults were 12% higher than expected.

Onsite holiday services and communion by Spiritual Care staff

This category exceeded its projected amount by 34% which can be attributed to excellent communication with staff and patients regarding the availability of onsite worship services.

Resources

Spiritual resources available to patients, family members, and staff include and are not limited to the following: the Bible, Tanakh, Tarot cards, the Quran, Animal Spirit cards, Buddhist books and resources, daily devotionals, coloring pages, Black theology, Feminist theology, Pagan/Neopagan resources, and other non-religious spirituality books. The number of resources provided to patients in 2024 were 28% higher than anticipated. Detailed data tracking from the Oconomowoc campus alone shows 75% of resources requested and provided were for some form of Christianity.

Clergy Visits

Individual patient visits with faith-specific leaders was 174% higher than anticipated which can be attributed to increased requests by patients, improved coordination methods by Spiritual Care staff, and additional faith specific leaders willing to meet with patients.

Totals

The total actual amount of all attendance elements above were 2% more than predicted, indicating a slight increase overall in Spiritual Care Patient Attendance for 2024.

Summary

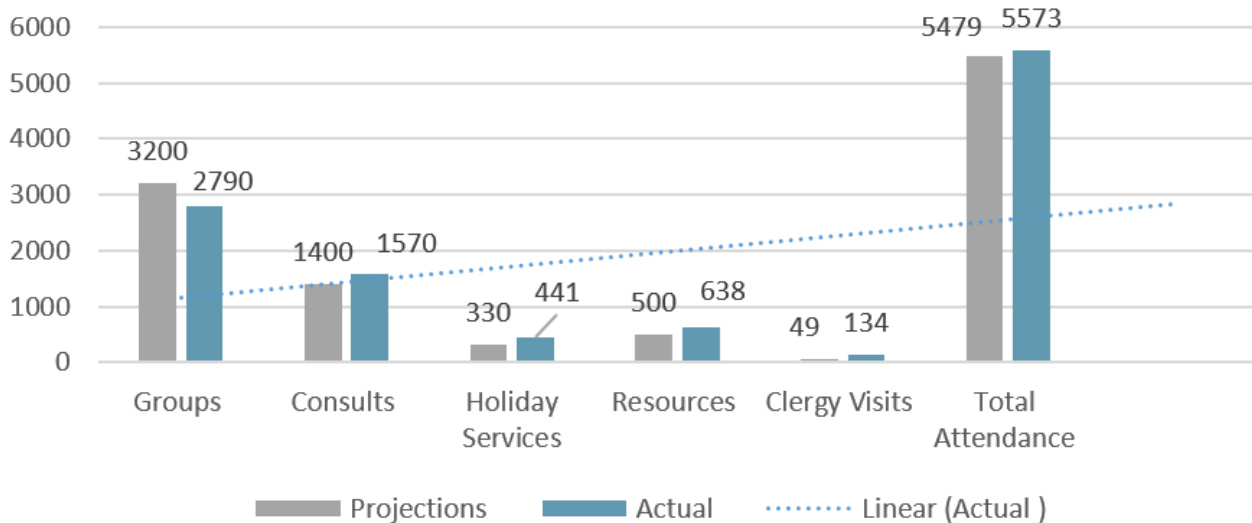
Four elements of Spiritual Care support were higher than anticipated (consults, holiday services, resources, clergy visits) while one element (groups) was less. The chart below provides a visual representation of projected and actual Spiritual Care attendance from 2024.

"The Foundation considers it a privilege to provide 100% of the funding to make spiritual care accessible to individuals undergoing treatment at Rogers Behavioral Health. This includes the Chaplains' salaries and all expenses to ensure that resources are available to explore faith as a component to recovery. As a non-reimbursable service, it would not happen without YOU – along with other cherished donors throughout the year."

Christie Toson,
Rogers Foundation Board Member

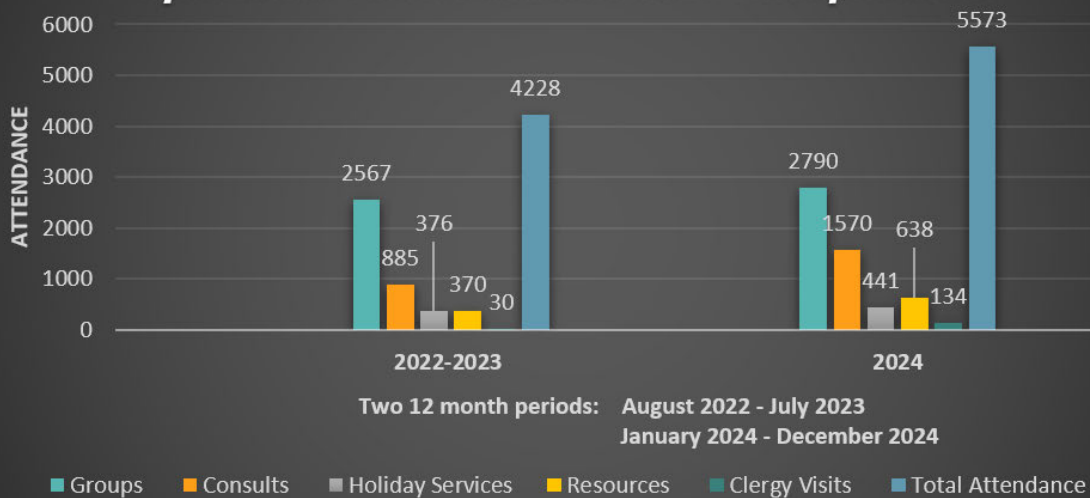


2024 Spiritual Care Attendance: Projections vs. Actual



The following chart compares attendance numbers between two 12-month periods: August 2022 to July 2023 (Rogers' previous fiscal system) and January 2024 to December 2024 (the current fiscal system). Increases in each category between the two periods (groups, consults, holiday services, resources, clergy visits, and total attendance) are evident below.

Spiritual Care Attendance Comparison



2024 Highlights

Book Club

The Spiritual Care Team read and discussed the book, *Working with Spiritual Struggles in Psychotherapy: From Research to Practice* (Pargament & Exline, 2022). The value added has been considering and implementing interventions to support our patients as they deal with spiritual struggles, moral injury, and issues of meaning and purpose.

Chaplain Retiring and Chaplain Hired

Chaplain Ken Lenz faithfully served patients 36 hours per week for more than nine years at our Rogers West Allis and Brown Deer campuses. Ken retired on October 1, 2024. Chaplain Jennifer Frank joined the team on January 27, 2025. Due to increased patient need, this position was increased to 40 hours per week. Jennifer has been a positive and supportive presence to the West Allis and Brown Deer patients and treatment teams, all of whom have warmly welcomed her.

Data Collection

Our methods for capturing attendance data moved to the next level, which has translated into a more efficient and effective way of tracking patient requests and attendance, therefore allocating Chaplain time and energy to best support our patients.

"Ann Voskamp says it best, "Shame dies when stories are told in safe spaces." Our job is to provide a safe space for our patients to face their reality. And in doing so, our presence reminds them that they are not alone and there is hope."

Jeromy Wells,
DMin, USAF ret, BCC

Craig explains the initial consult he had with one of the Chaplains at Rogers: "We had a conversation that was spiritual, which was important to me ... But it was more about who's Craig, how did you get here, and where do you see God working in your life? ... It was an amazing part of my experience here."

Craig, recipient of spiritual care



The 20th annual Women's Gathering luncheon was held on May 21 at The Wisconsin Club in Milwaukee. The theme of the event was entitled: "Faith it 'til you make it: Embracing safety, trust, and healing from the inside out." It welcomed more than 245 guests from southeastern Wisconsin and raised \$55,000 in direct support of the Spiritual Care Program.

Education

Chaplain Jeromy Wells graduated from Vanderbilt University in June 2024, earning his DMin (Doctor of Ministry) in Integrative Chaplaincy. Christine Dawley continued working on her PhD in Counselor Education & Supervision through Mount Mary University.

Labyrinth Brochure

A second trifold color brochure was created in conjunction with Rogers' Experiential Therapy Department. The brochure features the benefits of labyrinths as a healing tool with the focus on the labyrinth located on the Rogers Oconomowoc campus.

Mental Health Chaplaincy Network

A nationwide group created to support behavioral health chaplains originated with Rogers Spiritual Care. The virtual meetings occur once monthly for encouragement and sharing creative and evidenced-based spiritual care approaches.

Psychology Interns

Discussions with our psychology interns and Spiritual Care staff were started this year to provide the interns with a greater understanding of how Spiritual Care at Rogers supports our patients.

Spiritual Care Brochure

A trifold, color brochure was created to provide information about the Spiritual Care program and its benefits to our patients.

Spiritual Care Intern

Kelly Edwards completed her nine-month internship in May 2024. The internship was a requirement for the completion of Kelly's master's in social work (MSW) degree through Concordia University.

Spiritual Care Webpage

In conjunction with Stacey Basile, manager at Rogers Foundation, an entire webpage devoted to Spiritual Care is now available on the Rogers Behavioral Health internal website. The new webpage makes it easier for staff to understand and access Spiritual Care services for our patients.

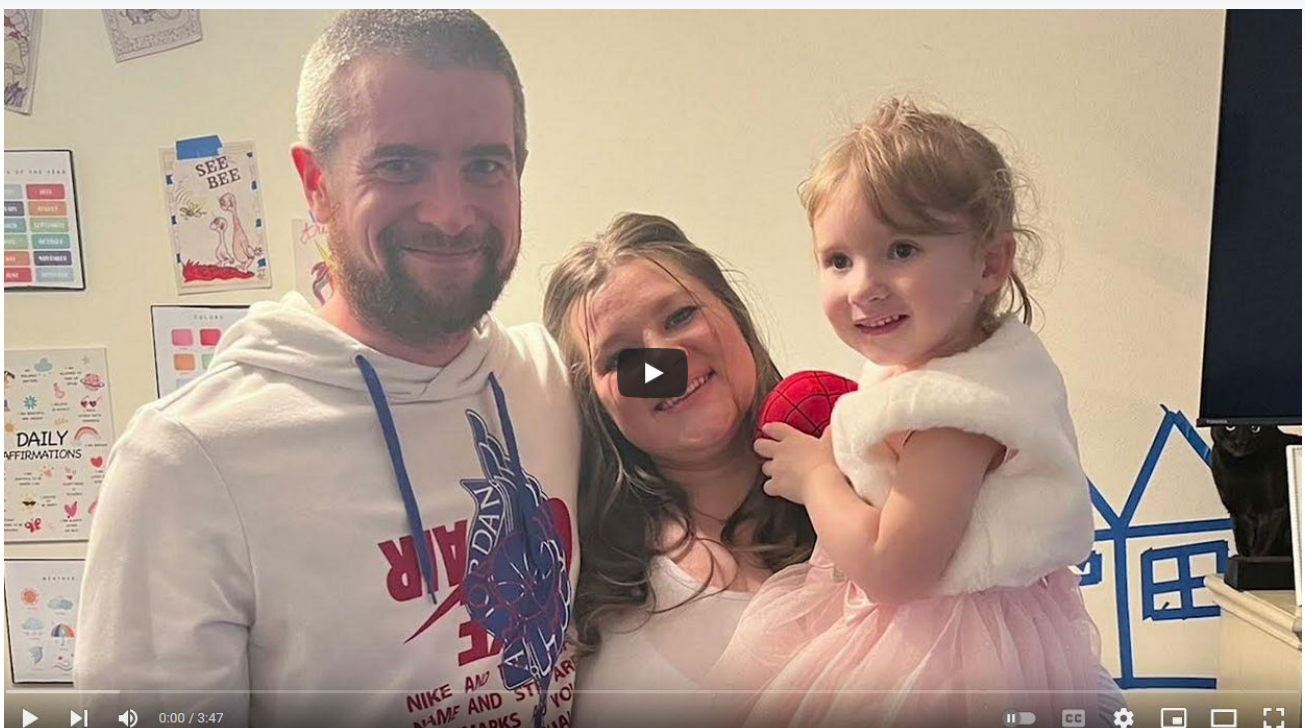
Trainings

Orientation for new nurses occurs every two weeks. In 2024, Spiritual Care staff were invited to be a regular part of nursing orientation, ensuring new RNs in Oconomowoc, West Allis, and Brown Deer have a solid grasp on the benefits of Spiritual Care for our patients.

Video

Spiritual Care is featured in a professional video which was organized by the Rogers Behavioral Health Foundation. The video highlighted the amazing programs the Foundation supports, including Spiritual Care.

Watch the video here: <https://youtu.be/gFfqIjoYQNE>



Spiritual Care Staff

FTE = Full Time Equivalent

Staff	Role	FTE & Hours per week	Time in Spiritual Care	Notes
Christine Dawley, MS, LPC	Manager, Spiritual Care, Oconomowoc, Brown Deer, & West Allis	1.0 FTE 40 hours/week	15 years	
Rev. Kenneth Lenz, PhD	Chaplain, Brown Deer & West Allis	.90 FTE 36 hours/week	9 years	
Chaplain Jeromy J. Wells, DMin., USAF ret, BCC	Chaplain, Oconomowoc	FTE 40 hours/week	1.5 years	
Kelly Edwards	Spiritual Care Intern	.60 FTE 24 hours/week (unpaid internship)	9 months	August '23— May '24
Totals		2.90 paid FTE .60 unpaid FTE 3.50 total FTE	26 years	

Reference

Pargament, K. I. & Exline, J. J. (2022). Working with spiritual struggles in psychotherapy: From research to practice. Guilford Press.

As messengers of hope, our task is to attune ourselves to the needs of others, have compassion for them, and provide a safe and sacred space for spiritual healing.

