

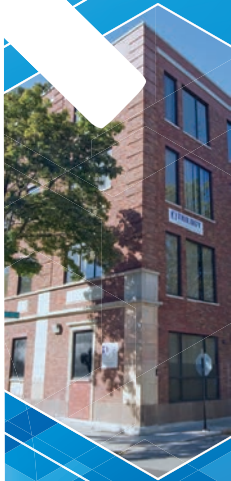


**TRILOGY**

BEHAVIORAL HEALTHCARE

FY2014 Annual Report

# IMPROVING ACCESS TO CARE





Trilogy's **MISSION** is to assist people in their recovery from serious mental illness by helping them discover and reclaim their own capabilities and life direction. Our **VISION** is to be the recognized leader in behavioral healthcare and the standard by which other providers measure their progress and success; an organization where each employee has a personal devotion to excellence in service and embraces the highest standards of ethics and integrity; where each person served takes pride in knowing that our organization provides the finest Recovery-focused services available; and, where each of our funding sources and contributors rests assured that they are getting the best possible return in services for each dollar invested in our organization.



# ...THROUGH INNOVATIVE PRACTICES

**DEAR FRIENDS, In Fiscal Year 2014, with your support and the support of our partner foundations and corporations, Trilogy was able to improve access to care for more than 1,500 clients — a 50% growth in clients served from FY 2013. It was a very important year for Trilogy and the field of behavioral health care, because in January 2014, the Affordable Care Act (ACA) was implemented, giving almost all Americans access to affordable health insurance options.**

The ACA expanded access to mental health services for 62 million Americans who were unable to access these important services before, making it the most monumental legislation involving behavioral health care since president John F. Kennedy signed the Community Mental Health Act in 1963.

On a national level, Trilogy was actively involved in ensuring positive change by attending Hill Day in Washington, DC in September 2013 and advocating for more funding for mental health services. In October, Trilogy was invited to attend Congressman Patrick Kennedy's launch of The Kennedy Forum — the creation of "a national conversation that will allow us to remove the stigma surrounding mental illness and to once and for all achieve parity by treating the brain the same way we treat the rest of the body." Actively raising awareness and reducing the stigma associated with mental illness is an important part of improving access to care for this vulnerable population.

At home, we improved access to care by expanding our innovative evidence-based practices. We opened two satellite offices — one in Evanston and one on the West side of Chicago — in order to increase our capacity to provide mental health services throughout Chicago and its surrounding suburbs. We partnered with area mental health providers and opened a Transitional Living Center for those individuals leaving the hospital who are in need of intensive crisis services, which helps ensure that individuals with serious mental illness who are being released from area hospitals are integrated back into a community setting instead of placed in nursing facilities. Trilogy was chosen to be one of the contracted statewide community mental health organizations to assist men and women who have lived in a nursing home setting for large portions of their



lives with the transition of moving into their own apartments as part of the implementation plan set forth by the State of Illinois' Williams and Colbert Consent Decrees. We developed our innovative Occupational Therapy program to ensure that the more than 150 Williams and Colbert Consent Decree Class members developed the independent living skills they needed to make a successful transition. Through our

Individual Placement and Support (IPS)/Supported Employment Program, Trilogy has assisted more than 196 people find jobs. And through our Integrated Healthcare Program and partnership with Heartland Health Centers and Rush University College of Nursing, we provided primary care services for more than 1,000 individuals.

We are excited to be a part of this historical time in behavioral healthcare and to be on the cutting edge of integrative healthcare practices. We appreciate your support and encourage you to continue to help make a difference.

Sincerely,

A handwritten signature in black ink that reads "John Mayes".

**John Mayes, LCSW**  
PRESIDENT AND CEO

A handwritten signature in black ink that reads "Stephen M. Fatum".

**Stephen M. Fatum**  
TRILOGY BOARD OF DIRECTORS, CHAIRPERSON



# What do we mean by “Improving Access to Care Through Innovative Practices?”

**At Trilogy, we are proud to be a behavioral healthcare organization with more than 43 years of experience serving people with serious mental illness in the City of Chicago and its northern suburbs. We introduced our Integrated Healthcare program in 2008 and have been providing mental health services integrated with primary care services through our partnerships with Heartland Health Centers and Rush University College of Nursing since 2010.**

Throughout our history, we have believed in the possibility of long-term recovery from mental illness and mental illness with co-occurring substance abuse disorders. Our innovative treatment methodologies are recovery-focused, trauma-informed, and incorporate Evidence-Based Practices which help to maximize individuals' independence, self-sufficiency, and quality of life.

## **Integrated Healthcare Program**

Individuals with a serious mental illness have high incidences of severe medical co-morbidities. Many of these physical health problems can limit daily functioning and potentially interfere with psychiatric treatment and the long-term goal of recovery. Through our partnerships with Heartland Health Centers and Rush University College of Nursing, Trilogy's Integrated Healthcare Program helps improve the overall quality of life for more than 1,500 adults with serious mental illness each year. The goal of Trilogy's IHC Program is to ensure access to care, identification of at-risk persons through aggressive assessments, tracking with follow-up monitoring, health education, collaboration with community resources, and a personalized plan of care for each individual to eliminate or reduce the core barriers that fuel inequalities in health care. According to our National Outcome Measures assessments, 47% of Trilogy clients improved their Body Mass Index (BMI), 44% of individuals managing their diabetes improved their glycated hemoglobin (HgBA1c) test score, 58% lowered their cholesterol, and 18% improved their blood pressure as a result of our integrative program.



## **Occupational Therapy**

In order to ensure that people have the skills they need for their path to recovery, we widened our array of services by offering Occupational Therapy (OT) to all of our clients in FY2014. As a result of the 2010 Williams vs. Quinn class action lawsuit settlement, the State of Illinois had to contract with community mental health providers to ensure that all residents of nursing facilities classified as Institutions for Mental Disease received information and assistance with transition into the community. Many of these class members had lived in a nursing home for large portions of their lives. As a part of our OT program, Trilogy leased and created a practice apartment where clients can practice their independent living skills in a “real life setting” and preview some of the daily activities associated with independent living, including cooking, cleaning, and managing other household tasks. By working with clients in the practice apartment, the OTs get a clear idea of which supports an individual might need or modifications that can be made to their living space to enhance their independence and quality of life. This proactive approach to transitioning individuals into their own independent living settings has given many people the ability to live on their own and begin their recovery journey.

## Employment Services

In FY2014, Trilogy's Supported Employment Program underwent an intensive two-day fidelity review and received the highest initial Individual Placement and Support (IPS) model fidelity score in the history of the program in Illinois. As a result, Trilogy's Supported Employment Program was invited to become a learning partner in the internationally-recognized Johnson & Johnson — Dartmouth Community Mental Health Program. The IPS model for supported employment is the most progressive, evidence-based model offered to individuals with serious and persistent mental illness. By adhering to the IPS model, Trilogy's Supported Employment program provides people who are looking to enter or re-enter the work force, with the tools and support they need to gain competitive employment. More than 196 individuals participated in the program in FY2014. In partnership with national and local retailers such as Walmart, Home Depot, Grub Hub, Cici's Pizza, Edible Arrangements, Heartland Café, Butera Market, Radio Shack, Noodles and Company, Lowe's, and Northwestern University, we are helping to provide purpose in the lives of our clients.



## Peer to Peer Services

Peer Certified Recovery Support Specialists and Peer Support Specialists are involved in every part of our organization and are employed on every team. Peer facilitators co-lead evidence based Wellness Recovery Action Plan (WRAP) groups that focus on creating individual action plans involving advocacy, support, hope, personal responsibility, and education for specific life situations and WHAM (Whole Health Action Management) groups that focus on improving chronic health conditions such as diabetes, obesity, and heart disease while improving one's mental health. In FY2014, we began the revitalization of our peer-led Trilogy Beacon Drop-In Center. The Beacon is one of few places where individuals who self-identify as having a mental illness are able to come together to inspire, support, and empower one another through social, vocational, leadership and advocacy opportunities. The growth and success of the Beacon means we are providing a welcoming space to many individuals who otherwise may not be engaged in any sort of services.



## Supportive Housing

In FY2014, 26% of the individuals who presented for mental health services at Trilogy were homeless. Having access to safe and affordable housing is an essential factor of a life in recovery. Our residential programming is comprehensive and offers a range of services from community-based supported housing to 24-hour residential support as needed. Trilogy has three residential sites, including two long-term Community Integrated Living Arrangements (CILA), and one group home. In order to increase access to affordable housing for our clients, our Housing Coordinators actively reach out to area landlords and discuss the wrap around services we provide for participants in our housing programs and raise awareness about the resources available to landlords and the subsidies associated with supportive housing. And, as a Williams' and Colbert Decree Class Provider, we partnered with community landlords and transitioned more than 150 people out of area nursing homes and into their own independent apartments. As a result, Trilogy successfully secured housing for more than 200 individuals with serious mental illness in FY2014.

## Community Outreach

Trilogy provides 80% of its mental health services out in the community where our clients live. Trilogy made significant efforts in FY2014 to increase the availability of mental health services for those most in need in communities where mental health needs largely go unmet. To better serve individuals who have serious mental illness and have a history of chronic homelessness, repeat arrests and incarcerations, and/or excessive use of emergency services, we expanded our services to the underserved neighborhood of Lawndale in Chicago. Trilogy's Assertive Community Treatment (ACT) teams and Community Support Teams (CST) worked closely with police, parole and probation officers, as well as staff at Cook County Jail to link people with acute psychiatric symptoms and the need for follow-up care with mental health services. Trilogy partnered with several area hospitals and homeless shelters in the City of Chicago and the City of Evanston to ensure that our intake team was on the front lines for receiving referrals and working closely with hospital and shelter staff to successfully link individuals with the mental health services they need.



## FY2014 TRILOGY FINANCIAL HIGHLIGHTS

### Support and Revenues

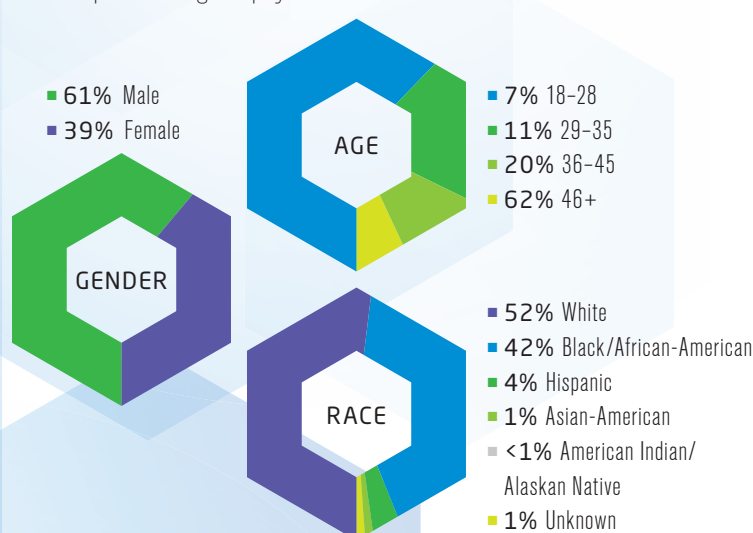
Grants and Contracts	\$ 3,048,686
Fees For Service	8,149,100
Contributions	240,950
Foundations	102,501
Rental Income	84,184
Interest	813
Miscellaneous	37,531
<b>TOTAL Support and Revenues</b>	<b>\$ 11,663,765</b>

### Expenses

LOTS Services	\$ 3,405,466
Recovery Services	3,173,128
Psychosocial Rehabilitation	1,199,181
Psychiatric Leadership	1,129,121
<b>Total Program Services</b>	<b>\$ 8,906,896</b>
Quality Management	\$ 729,325
Fundraising	216,105
Administration	1,601,483
<b>Total Program Support</b>	<b>\$ 2,546,913</b>
<b>TOTAL Expenses</b>	<b>\$ 11,453,809</b>
<b>Surplus</b>	<b>\$ 209,956</b>

## FY14 DEMOGRAPHICS

In FY2014, Trilogy served more than **1500 adults** with serious mental illness and mental illness with co-occurring substance use disorders: **26%** of individuals presenting at Intake were homeless, **23%** were in need of entitlements, **40%** required linkage to medical care, and **75%** required linkage to psychiatric care.



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• The Kelley Family

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