NOONE BEHINE

2020 ANNUAL REPORT

CELEBRATING 50 YEARS OF SERVICE & SUPPORT





STRATEGIC PLAN: SEVEN KEY GOALS

For 50 years, Trilogy has provided people across Chicago and beyond with support to recover from mental illness. We have completed a comprehensive strategic planning process to ensure that we're best prepared for the future. Through this process, we have outlined key goals for the next several years and identified key milestones we'll reach along the way.

1

MISSION AND IDENTITY

Trilogy has a clear and compelling identity that inspires our team and the broader community.



2

CLINICAL SERVICES & PARTNERSHIPS

Trilogy has improved access and removed barriers to mental health services and meets the needs of the underserved in our community.



3

INFRASTRUCTURE & MANAGEMENT

Trilogy has effective management, operations, and high-level systems to support a sophisticated, multi-site behavioral health agency.



4

HUMAN RESOURCES

Trilogy hires and retains a compassionate, high-quality, 'best and brightest' workforce that is diverse and inclusive.



5

FUNDRAISING & RESOURCE DEVELOPMENT

Trilogy is financially secure with diverse revenue streams and a culture of philanthropy.



6

LEADERSHIP & GOVERNANCE

Trilogy's board of directors is effective and engaged, and leads with vision and passion for the mission.



7

VOICE & VISIBILITY

Trilogy is a broadly known, sought-after, and trusted leader in behavioral health care.



DEAR FRIENDS,

On behalf of Trilogy, Inc. and our Board of Directors, we are pleased to present our FY 20 Annual Report. It goes without saying that this last year has been a remarkable one. The COVID-19 pandemic changed the way we all live, work, and connect with others. And, it changed the way we provide support to the people across Chicagoland who count on our services.

Trilogy is an organization that helps people recover from mental illness and move toward stability. We provide our clients with essential services and ongoing support so that they can live independently and thrive in our community. Last March, with a global health crisis looming, we knew that thorough preparation and a decisive response would be critical. Pandemic or not, we knew our clients would continue to rely on us, because mental health needs don't wait.

Trilogy created a plan that allowed us to continue providing vital services. We rapidly built telehealth infrastructure so that we could stay connected to clients, enabling them to access all the services they need virtually and safely. We also were innovative in creating new ways of helping people manage their medications and benefits remotely.

The last year has been challenging, to be sure. But through the challenges, we've found many reasons to be hopeful. Our Trilogy Team rose to every challenge, proving their commitment and adaptability again and again. And while the pandemic altered the way we operate day-to-day, it has also brought the topic of mental health to the forefront of public conversation. More people are talking openly about mental wellness than ever, and it seems we all have an increased understanding of how mental health impacts us as individuals and as a community. We hope that this understanding will continue to help further erode the stigma attached to mental illness. We are so grateful to everyone who contributed to our fundraising efforts this past year. Our generous donors allowed us to build a robust telehealth infrastructure, distribute PPE to our clients and staff, and ensure that our behavioral healthcare programs are best able to meet the needs of the people we serve, at a time when our services are needed more than ever.

While 2020 was a year of uncertainty, there are reasons to celebrate in 2021. This year, we celebrate Trilogy's 50th anniversary as an organization. In 1971, we were founded to provide employment opportunities for people recovering from mental health issues in a sheltered workshop on Chicago's north side. Today, we are an organization that provides a comprehensive array of behavioral healthcare services for people at all stages of their recovery. We have grown and evolved over the years to continue meeting the needs of the clients we serve, but our commitment to supporting people in their journey to recovery is unchanged. Trilogy is the organization it is today because of our unshakeable belief that recovery from mental illness is not only possible, but achievable. Thank you for making our life-changing work possible.

Best Regards,

Samantha Handley

President & CEO

Aimee Feuser Board Chair

Annie G. Ferser



YEAR IN REVIEW

Every day, Trilogy provides a wide variety of services to people who are living with mental illness. We provide help to people who have little to no income, and people who face additional barriers like addiction or homelessness. Many of the people we serve face all these challenges at once.

COVID-19 put our ability to meet the needs of our clients to the test. In the earliest days of the pandemic, our supplies were limited to a handful of N95 masks and a half-full box of gloves. We turned to our family and friends, who furiously sewed and delivered close to 500 cloth masks. When the pandemic was spreading, Trilogy made decisions and investments to ensure that we could continue providing the 24-hour care that clients rely on during their recovery while keeping our teams as safe as possible. In fact, Trilogy was one of the first organizations to make the decision to pivot to a remote model of healthcare.

Our supporters and donors made it possible to invest in telehealth infrastructure so clients could connect with their teams of service providers online. We provided clients with smartphones and tablets, and paid their bills in order to make telehealth accessible to everyone. We transitioned clients who receive financial benefits from cash to an electronic system, minimizing in-person contact. And we made sure that clients who need help taking medications were supported while remaining socially-distanced.

Many of the people who needed us more than ever became harder to reach. But we worked diligently to find and stay connected to our clients who, because of psychiatric crisis, homelessness, or other reasons, were at additional risk. Thanks to our funders, we were able to start two new teams dedicated to supporting clients during the pandemic, and we doubled our number of therapists.



The COVID-19 pandemic changed how Trilogy worked with clients, but the team made sure no one was left behind!



"I appreciate everything that Trilogy has done for me. I love everyone!"

- Trilogy Client



The pandemic challenged us to fundraise in new ways, including peer-to-peer fundraising campaigns and online events, like Tril-a-thon.

Trilogy made sure we didn't leave anyone behind. In fact, last year, Trilogy served nearly 3,000 people through a quarter of a million separate client encounters – the most we've ever served in a single year. And nearly 1,000 of these individuals were new clients. When faced with a crisis, Trilogy proved that we are tenacious, adaptable and deeply committed to showing up for our those who need us.

While our work took on an increased sense of urgency this year, our goals were unchanged. Our Comprehensive Class Member Program, which ensures that people in nursing homes who want to live independently are supported to do so, continued helping residents to move into their own homes. And our PATH program, which provides outreach to people who are experiencing homelessness, has been unstoppable in connecting people to care, benefits, and housing.

And Trilogy is preparing for the road ahead. We recently completed a three-year strategic plan to ensure we are best positioned to meet the needs of tomorrow. And our first-ever online fundraiser was our most successful event to date. We are also working to address disparities that exist in mental health service delivery and in our communities, and have added a Director of Equity, Diversity and Inclusion to our team. The last year challenged us to think deeply about how to best meet the needs of our clients. It also proved that Trilogy is committed to reaching the people who need us, when and where they need us most.



TRILOGY'S FIRST 50 YEARS



Trilogy, established in 1971,

provides sheltered employment for adults with mental illness. Soon after, we receive our first grant from the Illinois Department of Mental Health and establish vocational training and placement services. The 1990s is a decade of growth. In 1991, Trilogy purchases a four-floor, 42,000-square-foot site in Rogers Park. We are awarded funding to provide individuals with Community **Integrated Living Arrangement** (CILA) placements and begin providing support to adults with mental illness living independently in the community. We also help to fill gaps in service created as other providers close. In Evanston, Trilogy is selected to provide mental health services to adults, and in Rogers Park, we begin providing services to children and adolescents. As the decade progresses, we merge with 7720 Inc., a residential services provider, adding three group homes and expanding our case management program.

1970s

1980s

1990s













Trilogy works to ensure that our services are more accessible to those who need support across the city. We open offices in Lawndale, South Shore, Albany Park, and Logan Square, ensuring that our services are available to residents who need our services regardless of their zip code. We also shift the focus of services to include community-based outreach services. And we open a peer-led drop-in center called the Beacon, which becomes the busiest mental health drop-in center in the state.

Trilogy is selected by the state to lead the effort to assist people living in nursing facilities to live more independently. We work with 43 nursing homes, helping residents who choose to move out to plan the transition to their own home. We begin using Occupational Therapy to help people build independent living skills.

We are awarded a four-year, \$1.5 million Substance Abuse and Mental **Health Services Administration** (SAMHSA) grant in support of our Integrated Healthcare Program. In partnership with Heartland Health Center, we offer Primary Care services and an on-site pharmacy to all Trilogy clients at our Greenleaf location. And our PATH (Projects for Assistance in Transition from Homelessness) program assertively works to help people experiencing homelessness connect to healthcare, substance abuse counseling and housing opportunities.

2000s

Throughout the 2000s, Trilogy continues to expand services to ensure that people can access the full array of mental health supports needed to move toward wellness. Thanks to the collective support of funders, Trilogy expands Mental Illness/Substance Abuse (MISA) services, employment training, assertive outreach, culturallycompetent Latinx services, and family supports. We begin our efforts toward rapid re-stabilization of people who are experiencing homelessness or are at risk. And Trilogy partners with Asian Human Services to create a Federally Qualified Health Center (FQHC) at our Greenleaf location.

2010s



"I love Trilogy.

I have agency
in my life again."

- Trilogy Client

2021

In 2021, we are poised to continue assertively reaching out to the people in our community who need our services most.



OUR PROGRAMS

WILLIAMS AND COLBERT CLASS MEMBER PROGRAM



Trilogy's Williams and Colbert Class Member Program supports people who live in nursing homes or rehab facilities to transition into their own home. The Trilogy team partners with 43 facilities across the region, working directly with interested residents to create a customized transition plan. Each plan includes a needs assessment, support finding their new home, and ongoing wrap-around supports to ensure the transition is a success. Front Door Diversion provides interventions to people experiencing a mental health crisis to maintain their independence without nursing home admission.

INTENSIVE COMMUNITY OUTREACH PROGRAM

Our outreach program provides intervention, crisis services, and ongoing treatment for individuals who require intensive outreach services in order to remain integrated and stable in the community. Clients are assessed for the level of care they need when they come through our **Intake Program's** open access hours. Clients are linked to ACT (Assertive Community Treatment, the highest level of community outreach support) or CST (Community Support Team) as appropriate. The majority of services take place in community settings to best support clients. Staff facilitate appropriate treatment using a shared caseload model that supports clients to work on their individual treatment goals and move toward stability.

RECOVERY SERVICES

Recovery Services provides support to people who require case management and support to live independently. Clients work with their Recovery Counselor to identify personal recovery goals and create a roadmap to achieving them. Depending on their goals, clients may receive support with managing medication, securing benefits, grocery shopping, and more. In addition, the Recovery Services team advocates on behalf of clients when needed.



INTEGRATED HEALTH CLINIC

The Integrated Health Clinic, operated in coordination with our partners at **Heartland Health Centers** and **Genoa Pharmacy**, provides primary healthcare services, including medical screenings, health assessments, and more. Our goal is to integrate these critical aspects of care in clients' recovery and wellness plans. Integrated, on-site care allows for optimal levels of communication and coordination among teams of care providers, and ensures that Trilogy is a comprehensive service home for clients.



OUTPATIENT SERVICES

Trilogy's Outpatient Services offer a wide range of educational, social and psychotherapeutic groups to help clients better understand and manage their illnesses, develop effective coping skills, build vocational skills and improve social functioning. These include:

- Trauma Therapy, which helps people process trauma and move towards life balance.
- Child and Adolescent therapy, designed to optimize long-term success. Medicaid accepted.
- Hope First, which supports those who have recently experienced a first episode of psychosis.
- Integrated Dual Diagnosis treatment (IDDT) supports people with mental illness and substance use issues.
- Cognitive Behavioral therapy (CBT), a skills-based treatment intervention that teaches clients to identify and modify unhelpful behaviors and thinking patterns.
- Dialectical Behavioral Therapy (DBT), which helps clients manage feelings and emotions.
- Eye Movement Desensitization and Reprocessing (EMDR), which clients address traumatic memories in a less disturbing way.
- Latino Services increase access to a linguistically and culturally competent services, filling a critical service need.

BEACON



The Beacon, Trilogy's drop-in center open to all individuals presenting with serious mental illness, provides activities that build skills, increase community involvement, and provide socialization opportunities. Activities include support building coping and problem-solving skills, symptom self-management, and more. The Beacon is entirely peer-led, meaning that staff have lived experience with mental illness.

OUR PROGRAMS

SUPPORTED EMPLOYMENT PROGRAM

Trilogy's nationally-recognized Supported Employment Program assists individuals with mental illness or substance use disorders find and retain competitive jobs based on their skills, abilities, and preferences.



OCCUPATIONAL THERAPY

Our Occupational Therapy program supports clients to develop or recover their ability to participate in activities that are meaningful to them, including the activities of daily living that help them maintain their independence.

RESIDENTIAL PROGRAMS

Stable housing is a fundamental component of recovery. Trilogy's Residential Programs provide comprehensive housing options, from community-based supported housing to 24-hour residential support.



PATH

PATH, or Projects for Assistance in Transition from Homelessness, connects people experiencing homelessness with services that help them move toward recovery, such as behavioral and general practice healthcare, substance use counseling, and permanent housing placement.



INSHAPE

InSHAPE is a comprehensive wellness program that improves the health and longevity of people experiencing mental illness.



STORIES OF IMPACT



Frederick shared with us how Trilogy helped him through the most difficult years of his life. He had recently been hospitalized, and was feeling overwhelmed and afraid of the mental health system. "Trilogy was my lifeline, providing me with the services I needed under one roof," Frederick said. "For the first time, I didn't feel alone. Trilogy taught me that recovery is a community effort, and that none of us need to do this alone. I am so grateful I found Trilogy when I did," he said. "Trilogy saves lives, and it's difficult to imagine my life without it."

"Trilogy provides the help I need to manage my illness." - Trilogy Client

James, who had a diagnosis of Schizoaffective Disorder and PTSD, was experiencing homelessness. In addition, he had recently become sober and wanted to continue his recovery, but the emerging COVID-19 pandemic was causing uncertainty. During a virtual intake session, he explained that he was looking for help finding housing and psychiatry. Trilogy's team linked him to an array of supports, including regular virtual therapy sessions, medication, and financial benefits. James was selected to receive a voucher for permanent housing, and last winter, Trilogy supported James to move into his new home.

Derek, who has Bipolar Disorder as well as a history of substance use and intermittent homelessness, came to Trilogy through a local emergency room. He explained that he was without medication and had been sleeping outside for several months. Trilogy provided Derek with psychiatric support, help obtaining medications, and transitional housing. His Trilogy case manager is now helping Derek find permanent, subsidized housing so that he has a safe place to sleep, keep his belongings, and move toward wellness and stability.

Anna, a mother-to-be and a resident of a nursing facility, had to make a difficult decision during the COVID-19 pandemic. She chose to discharge herself to protect her health, and the health of her baby. The COVID-19 pandemic had a disproportionate impact on the populations of nursing homes. Trilogy helped link Anna to supportive services, food assistance, and a permanent home. Now, Anna is ecstatic about her future. "We have a beautiful apartment, with new furniture," she told us. "I am very grateful for this wonderful opportunity to live independently."



OUR CLIENTS

Trilogy served **2,891 CLIENTS**, and completed **1,062 CLIENT INTAKES**.

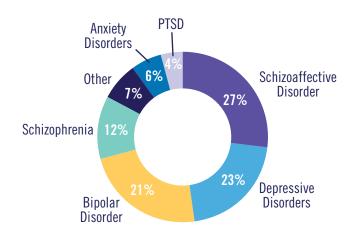
960 of those intakes were clients that Trilogy **HAD NEVER SERVED BEFORE.**

There were 242,458 TOTAL CLIENT ENCOUNTERS.

Trilogy staff provided **156,193 HOURS** of direct, client-facing service, with an **AVERAGE OF 1.5 HOURS PER ENCOUNTER.**

On average, clients had **7 ENCOUNTERS PER MONTH** WITH TRILOGY STAFF.

PRIMARY DIAGNOSIS



20% of people who seek our services are experiencing homelessness at intake.

34% of clients have co-occurring substance use disorder.

42% of clients report an ACEs score (Adverse Childhood Experiences) score of 4 or higher. ACEs, according to the CDC, are linked to chronic health problems, mental illness, and substance misuse in adulthood.

MORE THAN 60% of clients have physical health conditions such as hypertension, asthma, diabetes or other condition.

SERVICES PROVIDED

2,169 clients received Integrated Health/Medical Services

2,076 clients received Outpatient Services

1,245 clients received Intensive Community Outreach (ACT/CST)

551 clients received Occupational Therapy

324 clients received Employment Services

266 clients received Recovery Services

238 clients received Therapy Services

178 clients received Child and Adolescent Services

94 clients received CILA/Residential Support

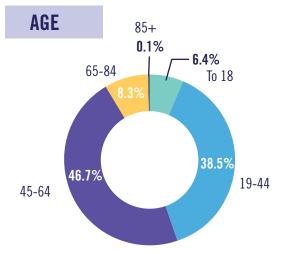
75 clients received Healthy Living Support

31 clients received Mental Health Juvenile Justice Support

727 clients received or were referred for Psychiatric Care.

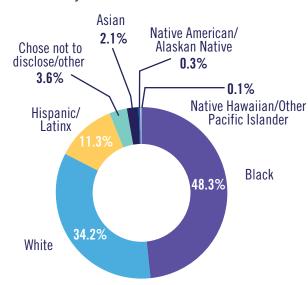
52% of clients received support through two or more Trilogy programs.





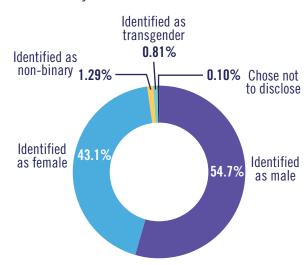
RACE

Clients were asked to indicate the race with which they most identified.



GENDER IDENTITY

Clients were asked to indicate the gender with which they most identified.





395 CLIENTS

were transitioned to debit cards /electronic benefits management to reduce in-person contact during the pandemic.

Average client monthly income:

\$700

Average rent in Chicago (one-bedroom apartment):

\$1,800

12% OF THE TRILOGY TEAM ARE PEER SUPPORTERS,

meaning they have lived experience with mental health issues.

Trilogy works with residents of

43 NURSING AND REHABILITATION FACILITIES

to help them transition to independence, with a return-to-hospital rate of only 11%, one of the lowest of all providers.

Trilogy transitioned

157 PEOPLE TO HOUSING IN FY 20.

including 41 people who were supported to move out of nursing homes to live more independently.

96% OF CLIENTS RATED OUR SERVICES AS EXCELLENT.

They tell us that the Trilogy team is helping them move toward wellness and would recommend our services to others.

OUR MISSION

Trilogy's mission is to support people in their recovery from mental illness by helping them discover and reclaim their capabilities, life direction and well-being.



FINANCIAL HIGHLIGHTS, FY 2020

REVENUES

Total Revenue Reported	\$26,783,077
Rent & Miscellaneous Income	\$1,004,571
Foundation and Corporate Giving	\$50,000
Contributions & Special Events	\$825,364
Government Grant Funding	\$6,574,012
Clinical Fee for Services	\$18,329,130

EXPENSES

Outreach Services	\$11,617,920
Recovery Services	\$1,149,156
Outpatient Services	\$3,943,101
Medical Services	\$914,724
Housing	\$2,320,388
Intake	\$1,213,087
Total Program and Direct Service Cost	\$21,158,376
General Administrative & Fundraising	\$4,665,927
Total Expenses Reported	\$25,824,303
Reported Net Surplus	\$958,774
Net Surplus, Percent of Revenues	3.6%

OUR DONORS

FOUNDATIONS AND CORPORATIONS

\$100,000 AND ABOVE

MeridianHealth

\$50,000 - \$99,000

Crown Family Foundation

\$10,000 - \$49,000

All Chicago

Evanston Community Foundation

\$5,000 - \$9,999

AMITA Health

Anonymous

Armitage Pharmacy

Barnes and Thornburg, LLP

Thomas W. Dower Foundation

Garcia Hamilton and Associates, L.P.

Heartland Health Centers

MADO Healthcare

Thierer Family Foundation

\$2,500 - \$4,999

Asian Human Services

Abe and Ida Cooper Foundation

Matsock Insurance

Sprint Business

Stern Insurance Group

Stratosphere Networks

Wintrust Bank

\$1,000 - \$2,499

A Alert Exterminating

Access Community Health Network

Elsdon Pharmacy

J.E. Fehsenfeld Family Foundation

First Midwest Bank

Genoa Health Care

Charles and Rheta Kramer Foundation

NAMI CCNS

\$500 - \$999

Bayer Family Foundation CORT Furniture

MacArthur Foundation

NAMI Chicago

Turning Point Behavioral HealthCare

\$250 - \$499

Charities Aid Foundation of America Kittleman & Associates



Thank you to our donors for making these moments possible.



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\$10.000 AND ABOVE

Dan and Aimee Feuser

Matthew Harris

Elaine D. Weinstein Trust

\$5.000 - \$9.999

James and Betty Doig

Luke C. Fitzgerald

\$2,500 - \$4,999

Lynn Campsey-Clutter

Susan Doig and Matt Seifert

Joy Fernandez

Susan Fickling-Munge

Samantha Handley

Thane Hecox and Leigh Deutsch

Michael and Jill Lowe

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Mary Haak **Lorraine Handley**

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\$100 - \$249 CONTINUED

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Tom Lenz

Robert Lyons

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Julie Miller

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In Honor of John Mayes

Ron and Marilynn Grais

In Honor of Kat Kline

Janet Kline

In Honor of Stephen Fatum

Jeffrey Gray

In Memory of Tamela Hayes

Jeanne Hanson

Patrick Hayes

Michael Thoele

In Memory of Robert Johnson

Patricia Bensing

Linda and Joe Couri

Victoria Dace

Beth Johnson

Joann Kinsella

Donna O'Brien

Connie Pogue

Jacque Weers

IN-KIND DONORS

Bombas Socks

Chicago Distilling Company

Chicago Period Project

Gayle and Kevin Gottman

Anne Handley

Jody Handley

Illinois Public Health Institute

Koval Distillery

Allan LeSage

Liz Maguire

New Life Covenant Church

Christin Okamoto

Robert Parks

Mr. and Mrs. Dennis Rankin

Alderman Michael Rodriguez

Daryl Seifert

Alderwoman Jeanette Taylor

While we make every effort to ensure the accuracy of our records, mistakes can happen. We apologize for any errors or omissions in this list, and we welcome your corrections at <code>Development@TrilogyInc.org</code>.

EXECUTIVE LEADERSHIP & BOARD MEMBERS

STRATEGIC LEADERSHIP

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Rich Adelman, CPA Chief Financial Officer

Erick Allen, MS Director of Equity, Diversity and Inclusion

Susan Doig, LCSW, LPHA, CADC Chief Clinical Officer

Jeff Fenwick, MA Director of Development

Sarah Fletcher, LCSW, CADC Executive Clinical Director Intensive Outreach Services

Amanda Rankin, LCSW, MBA Chief Operations Officer

Jamie Rotter, QMHP, OTR/L Executive Clinical Program Director

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*Term ended in FY2020 ** Term began in FY2021

- Trilogy Client

[&]quot;Trilogy has been a tremendous help. Thank you for all you do."



- Trilogy Client

GRATEFUL





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MORE FUNDIN FOR MENTAL

IEA LTH