



A WAY IN.
A WAY BACK.
A WAY UP.



1400 W. Greenleaf Ave.
Chicago, IL 60626
773.508.6100
TrilogyInc.org

Dear Friends,

On behalf of Trilogy and our Board of Directors, we are pleased to present our FY 21 Annual Report. Last year was a year of growth, reinvention, and celebration. We were proud to celebrate Trilogy's 50th anniversary, and took the opportunity to renew our commitment to our work and reflect on the ways in which Trilogy has grown, evolved, and adapted over the last half century.

It was also a year in which we met immense challenges with resilience and determination. As the COVID-19 pandemic surged through our community, we continued to provide a full array of services while keeping our clients and employees safe. We collaborated with our partners at Heartland Health and Genoa Healthcare to ensure that COVID-19 vaccines and boosters were readily available and equitably distributed. As the pandemic began to recede, we were able to re-open the Beacon drop-in center for our most vulnerable clients. We also celebrated the return of our annual client Thanksgiving celebration, a cherished Trilogy tradition, in an outdoor format that allowed us to share the spirit of gratitude.

We also continued to identify and address the most pressing needs of the people and the communities we serve. We opened Ogden Apartments, a supported independent living community for people transitioning from homelessness or out of long-term nursing facilities. And we heard the increased calls for alternatives to 911 for those experiencing mental health crises and launched our First-response Alternative Crisis Team (FACT), which dispatches mental health professionals to address these crises.

Finally, we realize that Trilogy's commitment to accessible integrated mental healthcare means that we need to continue to invest in historically under-resourced areas. We are excited to announce that Trilogy is planning to create a service hub in the Chatham neighborhood on Chicago's South Side. While Trilogy currently serves residents regardless of their ZIP code in multiple locations city-wide, we plan to create an integrated behavioral healthcare campus on the South Side that will provide the same depth of services as Trilogy's main facility in Rogers Park.

We are honored and humbled to continue serving the clients and families who rely on us, and we are incredibly grateful to our supporters who make it possible for Trilogy to improve the lives of our clients every day.

Best Regards,

Samantha Handley, LCPC, CSADC
President & CEO

Aimee Feuser
Board Chair

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Highlights from the last year:

BARRIER:

Lack of permanent, supported housing on the South Side

TRILOGY IS A PART OF THE SOLUTION: Trilogy's Ogden Apartments

Overlooking Ogden Park's 60+ acres of recreational greenspace, Ogden Apartments is Trilogy's newly-rehabbed dwelling for people in urgent need of housing. Opened in fall 2021 in collaboration with Interfaith Housing Development Corporation, Ogden Apartments provides 25 new units of permanent supported housing for people who were previously experiencing homelessness, as well as people who transitioned from long-term care facilities like nursing homes.

More than a safe place to live, Ogden Apartments provides a comprehensive array of wrap-around supports, including on-site counseling and around-the-clock staffing in a secure environment. The location is close to essentials like transit, groceries, a pharmacy, health services, banking, and more.



Joel and Victor were the first residents of Ogden Apartments. Both men slept on public transportation the night before moving in. Stable housing will play a key role in their personal recovery and mental wellness goals.

"Words can't express how happy I feel," said Victor.

Victor, keys in hand, with Danielle Martin, Trilogy Clinical Director.



"Now I've got a roof over my head," said Joel. "I've got my own bed to sleep in. I feel hopeful."

Joel is pictured in his new apartment.

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"I can feel myself catching up with my life again – it feels like it's right around the corner."

– Trilogy Client

Highlights from the last year:

BARRIER:

Lack of alternatives to 911 for mental health crises

TRILOGY IS A PART OF THE SOLUTION: First-response Alternative Crisis Team (FACT)

In recent months, the need for appropriate responses to mental health emergencies has become increasingly clear. The COVID-19 pandemic exposed significant disparities in our healthcare systems and led to a surge of deaths by drug overdose and suicide. In addition, disproportionate harms experienced by Black and Brown communities because of police interactions have underscored the need for alternatives to 911 for people experiencing mental health crisis.

The **First-response Alternative Crisis Team (FACT)**, Trilogy's new mobile crisis intervention and response unit, is addressing this need.

Using the model of crisis response outlined by the Substance Abuse and Mental Health Services Administration (SAMHSA), Trilogy clinicians are responding in pairs to mental health emergencies in Chicago's Rogers Park, Edgewater, West Ridge, and Uptown neighborhoods, as well as Evanston and Skokie.



Julie Knorowski, Julie Thompson, and Caitlin Smeele of FACT

"A core part of our mission is helping people in mental health recovery to build meaningful and independent lives," said Samantha Handley, LCPC, CSADC, Trilogy President & CEO. "FACT will help Trilogy deliver on that promise to the community."

Trilogy's First-response Alternative Crisis Team can be reached by calling **1-800-FACT-400**.

Get help. Call:

800FACT400

(800.322.8400)

when you or someone you know needs help.

Save it in your phone.
Save a life.

TrilogyInc.org



TRILOGY Mental Wellbeing

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Highlights from the last year:

The work Trilogy is doing to provide mobile mental health crisis interventions has been the subject of recent news coverage by WTTW, Fox, and others. We are proud to provide the services that our community needs most.



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Looking to the future:

Trilogy's 50th anniversary provided an opportunity to reaffirm our unwavering commitment to supporting people in mental health recovery.

We have updated our mission statement to better reflect this commitment to the people and communities we serve.

Trilogy's mission is to provide comprehensive integrated care that enables people in mental health recovery to build meaningful and independent lives.

This commitment also means that Trilogy will be working to increase access to integrated mental healthcare services across Chicago, with a focus on historically under-resourced areas.

Trilogy is excited to announce that we are opening a service hub in the Chatham neighborhood on Chicago's South Side. It is our intention to grow this new location to eventually mirror the capacity and services of our Rogers Park location in the years ahead.

Laura - Trilogy Client



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About Our Clients

Trilogy serves people of all races, backgrounds, and identities. Often, our clients have complex needs and many face multiple barriers to stability. The experiences of each client are unique, and we customize our services to meet their individual needs. **Last year:**

Trilogy served **3,653** clients and the need for services is increasing.

Employees completed **887** client intakes. Of those intakes, **725** were new clients.

There were **242,795** client encounters and **162,912** hours of direct client service.

On average, clients had **10** encounters per month with Trilogy ensuring they received the support they need.

The average length of a client encounter was **40** minutes.

Trilogy adapted by providing **85,611** encounters via telehealth services.

Trilogy transitioned **114** people to permanent housing in FY 21.

"I look back on where I was when I started, and I am so grateful that Trilogy came into my life. It's been absolutely life changing."

— Trilogy Client

Pamela - Trilogy Client



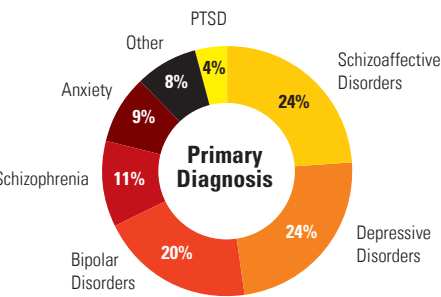
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Brian - Trilogy Client



About Our Clients

PRIMARY DIAGNOSIS:



“If it wasn’t for Trilogy I don’t know where I’d be. I’m truly thankful & grateful for Trilogy.”

– Trilogy Client

“I feel like I’ve made my own decisions, but they’re very helpful in guiding me.”

– Trilogy Client

SERVICES PROVIDED TO CLIENTS

2293	clients received Integrated Health/Medical Services
2193	clients received Outpatient Services
1331	clients received Intensive Community Outreach (ACT/CST)
619	clients received Occupational Therapy
255	clients received Employment Services
296	clients received Recovery Services
306	clients received Therapy Services
243	clients received Child and Adolescent Services
54	clients received CILA/Residential Support
62	clients received Healthy Living Support (Behaviors for Healthy Living)
44	clients received Mental Health Juvenile Justice Support
53%	of clients received support through TWO OR MORE Trilogy services.

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About Our Clients

Many of Trilogy's clients experience homelessness or chronic housing instability.

24% of clients are experiencing homelessness at intake.

Many Trilogy clients have experienced traumas that increase the risk of poor health outcomes later in life. In fact, **46%** have an Adverse Childhood Experiences (ACES) score of **4** or higher, a number that correlates to elevated risk for mental illness, chronic health problems, and substance misuse in adulthood.

80% of clients have a physical health condition (such as hypertension, diabetes, or asthma).

30% have co-occurring substance use disorders.

24%

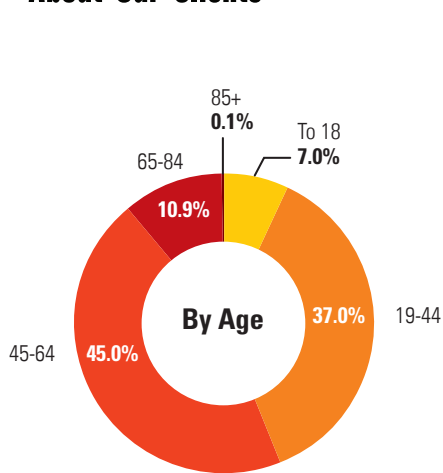
Paul - Trilogy Client

TRILOGY

Mental Wellbeing

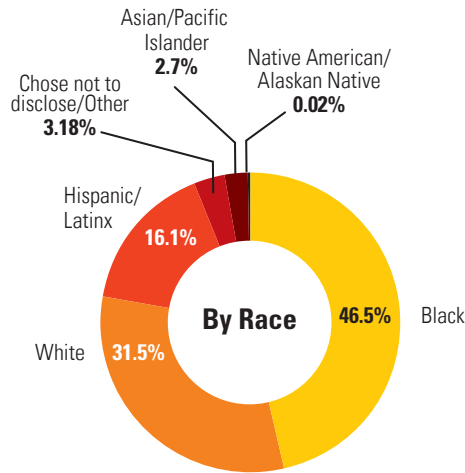
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About Our Clients



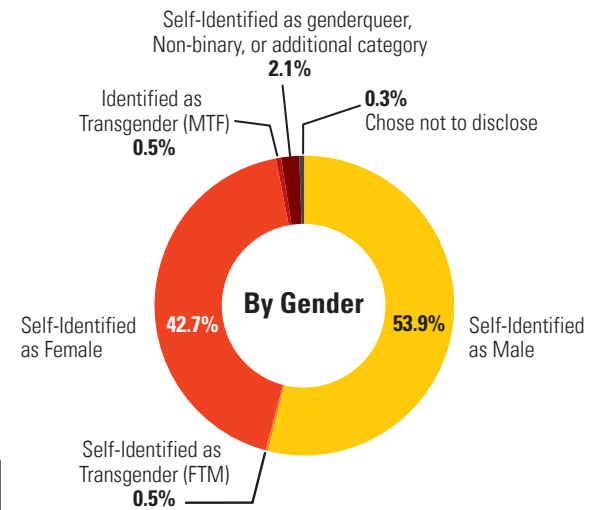
AGE

Clients were asked to indicate their age.



RACE

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



GENDER IDENTITY

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

"Best therapy experience I've ever had!"

— Trilogy Client

TRILOGY Mental Wellbeing



Kassie - Trilogy Client

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Client Voice

Highlights from Trilogy' annual client satisfaction survey.

"(My therapist) is the best I've ever had. She's kind and compassionate and supportive and has helped me make leaps and bounds in my healing journey. She's smart and intuitive with her directives and she asks poignant questions at the right time."

— Trilogy Client

94%

of clients agreed that their staff believe that growth, change and recovery are possible.

94%

of clients feel that the services they received at Trilogy improved their quality of life.

93%

of clients say that staff are sensitive to their cultural background.

92%

would recommend Trilogy to family or friends.

"I am very grateful for this opportunity to learn and grow for my mental health with the tools and conversation I'm engaged in weekly."

— Trilogy Client

"Trilogy has saved my life."

— Trilogy Client

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James - Trilogy Client

Financial Highlights, FY 21

REVENUES

Clinical Fee for Services	\$18,851,372
Government Grant Funding	\$15,067,173
Contributions & Special Events	\$364,376
Foundation and Corporate Giving	\$88,000
Rent & Miscellaneous Income	\$336,663
Total Revenue Reported	\$34,707,584

EXPENSES

Outreach Services	\$16,283,979
Recovery Services	\$1,240,300
Outpatient Services	\$4,445,492
Medical Services	\$783,768
Housing	\$2,113,741
Intake	\$2,933,013
Total Program and Direct Service Cost	\$27,800,293
General Administrative & Fundraising	\$5,071,160
Expenses Reported	\$32,871,453
Reported Net Surplus	\$1,836,131
Net Surplus, % of Revenues	5.3%
Extraordinary gains	\$3,192,913*
Net Surplus (deficit)	\$5,029,044
Net Surplus (deficit) % of Revenues	14.5%

*Extraordinary gains are primarily the result of the 2020 SBA loan obtained under the CARES act (Coronavirus Aid, Relief and Economic Security Act), and subsequent loan forgiveness granted in Fiscal 2021 based on performance consistent with the conditions of the loan.

Non-operating gains (losses)	
Debt Forgiveness (CARES act /SBA Loan)	\$3,290,900
Loss on Disposal of Assets	(\$97,987)
Total non-operating gains (losses)	\$3,192,913
Net Surplus (deficit)	\$5,029,044
Net Surplus (deficit) % of Revenues	14.5%

Fiscal year ending June 30, 2021

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Ana - Trilogy Client



Trilogy's Donors

We are grateful to our generous supporters who make our work possible. **Thank you** for changing lives.

Corporate and Foundation Donors

\$50,000 and above

Crown Family Philanthropies
MeridianHealth

\$10,000 to \$49,999

Blue Cross Blue Shield of Illinois
Evanston Community Foundation

\$5,000 to \$9,999

Anonymous
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Stratosphere Networks
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\$1,000 to \$2,499

A Alert Exterminating
Aetna Better Health
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CORT Furniture Outlet
Delta Dental of Illinois
Turning Point Behavioral Healthcare

To \$499

AmazonSmile Foundation
Anonymous
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Individual Donors

* Individuals who have supported Trilogy's mission with financial contributions three (3) or more consecutive fiscal years are noted with an asterisk.

◇ Individuals who have supported Trilogy's mission with financial contributions five (5) or more consecutive fiscal years are noted with a diamond.

\$10,000 and above

Dan and Aimee Feuser ◇
Matthew Harris

\$5,000 to \$9,999

James and Betty Doig ◇
Luke C. Fitzgerald *
Kristin Folan

\$2,500 to \$4,999

Samantha Handley *
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Sheli Rosenberg *

\$1,000 to \$2,499

Richard Adelman *
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Lynn Campsey-Clutter *
Brett Cochrane

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In Honor of Tim Barnes
Sarah Barnes Wine

In Honor of Stephen Fatum
Barbara Weiner

In Honor of Stephen Jones
Elizabeth Jones

In Memory of Brad Rosner
Cheryl and Matt Hahn

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Linda Vigna

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 Development@TrilogyInc.org.

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