

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



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Chicago, IL 60626
773.508.6100
TrilogyInc.org

Dear friends,

We are pleased to present Trilogy's FY 22 Annual Report. Over the past year, Trilogy has made significant progress in delivering impactful services and addressing critical mental health issues in our communities.

In 2022, we launched the First-Response Alternative Crisis Team (FACT), a 24/7 mobile response unit aimed at providing lifesaving crisis support. FACT was created as an alternative to calling 911 during a mental health crisis. FACT's primary objective is to provide immediate crisis intervention, essential care, and short-term follow-up support to help individuals safely navigate through mental health crises and maintain stability in their journey toward long-term recovery. In its first year, FACT responded to nearly 4,000 calls. **Remarkably, over 90% of these calls were addressed without the need for police intervention.**

We are also proud to share that Trilogy has opened a new drop-in center in the Chatham neighborhood on Chicago's South Side. The center, named Ujima Point, is the first program to launch at our new facility in Chatham. Residents of the South Side have long faced challenges in accessing mental health care, resulting in underdiagnosis and untreated mental health disorders. The facility in Chatham will soon offer comprehensive mental health support and allow us to expand access to care in this and surrounding neighborhoods.

None of the work we do at Trilogy would be possible without our dedicated clinical team, so in 2022 we doubled down on our efforts to reduce job stress and prevent burnout. To do so, we partnered with Eleos Health, a leader in CareOps Automation for behavioral health, to streamline the process of taking and submitting clinical notes. The resulting tool, called Outreach, produced an 80% decrease in documentation time per note in pilot tests and, more importantly, 90% of pilot users reported reduced stress. We anticipate a full launch of Outreach later this year. Trilogy is proud to work with Eleos to create an innovative tool that will support staff in delivering high-quality care to clients.

As we move forward, we are excited to expand our services and continue our mission of improving the lives of our clients and their families. We extend our deepest gratitude to our supporters, whose generosity makes it possible for Trilogy to make a difference every day.

Best Regards,

Susan Doig, LCSW, LPHA, CADC
President & CEO

Amy Feuser
Board Chair

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Highlights from the last year:

Trilogy Launches Alternative Crisis Intervention Team

90% of calls addressed without police or EMS intervention

Last year, Trilogy launched our First-Response Alternative Crisis Team (FACT), which provides emergency crisis intervention and mobile response to individuals who are in urgent need of support but do not require a 911 response.

Calling 800.FACT.400 connects neighbors experiencing mental health crisis to help 24 hours a day. When someone calls FACT, Trilogy's trained mental health clinicians and peer engagement specialists assess the situation and create an intervention that focuses on safety, mental health support, and access to resources. FACT is providing around-the-clock support to people struggling with depression, suicidal ideation, anxiety, psychosis, trauma, resource crises, and more.

FACT is operating in Chicago's Rogers Park, Edgewater, West Ridge, and Uptown neighborhoods, as well as Evanston and Skokie. In the first year of operation, FACT responded to over 90% of mental health calls without police involvement. FACT operates 24 hours a day, seven days a week, and is now integrated with Illinois' 988 number. In its first year of operation, FACT responded to more than 3,900 calls.



Trilogy's First-response Alternative Crisis Team van.



Caitlin Smeele and Jenna Shwaiko of FACT in the field.

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"I love how helpful Trilogy is. They are understanding of my needs, they hear me out, and are nonjudgmental."

– Trilogy Client

Three cheers for Trilogy's Occupational Therapy Team

Members of Trilogy's Occupational Therapy team presented at the American Occupational Therapy Association's Specialty Conference: Mental Health in Columbus, Ohio. Team Trilogy's presentation, titled Integrating Occupational Therapy Based Practice into a Community-Based Mobile Crisis Team, focused on ways that Occupational Therapy practices can be applied in the field during mobile crisis interventions.



Avery Schneider, Amanda Pisani, Jamie Angell and Julie Cuba of Trilogy's Occupational Therapy Team.

Welcome home, Henry

In addition to the wrap-around therapy and support programs that help make recovery possible, stable housing is a fundamental component of mental health recovery. Approximately one in five clients are experiencing homelessness when they first come to Trilogy. Henry, pictured here, is a regular in our Beacon drop-in center in Rogers Park. For the last few years, Henry had been sleeping in ERs, motels, and rented rooms. Recently, Henry was selected to receive a housing subsidy. Henry was excited for the opportunity, but a little nervous. His Trilogy Team made sure he understood the lease and answered all of his questions to help him feel comfortable and confident in his new space. They worked with him to re-build critical independent

living skills, like managing utilities and other expenses. Henry was thrilled when he received the keys to his new apartment.

"I'm glad Trilogy got me a place to live and be warm," Henry said on the day he moved in. And while Henry now has a place to call his own, his journey doesn't end there. Trilogy will continue working with him, making sure that we're supporting him to be successful in his new housing opportunity and in his ongoing recovery.



Henry is pictured in his new apartment.

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Increasing Access to Integrated Healthcare on Chicago's South Side

Trilogy is dedicated to increasing access to integrated care across Chicago, with a focus on supporting individuals in the communities where our services are needed most. Based on the needs of our clients, as well as the need for additional mental health supports on Chicago's South Side, Trilogy is opening a new site in the Chatham community at 8541 S. State Street to provide comprehensive behavioral healthcare for families. While Trilogy has been serving residents of Chicago's South Side for more than a decade, our goal is to create a center that expands the array of high-quality mental health services.

Located along the expressway connecting Chicago's North and South sides, this will be a place for healing and recovery. Its presence and visibility in the community will serve as a reminder that, regardless of where in the city you live, regardless of how many barriers to stability a client faces, Trilogy is dedicated to helping clients reach stability.



Exterior of Trilogy's new Chatham location.



Interior of Trilogy's new Chatham location.

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BEVERLY PHILLIPS, QMHP
Team Leader, CST

"Once everything is up and running, I have no doubt that the clients are going to love it," says Trilogy CST Team Leader Beverly Phillips.



DANIEL GREEN
Assistant Team Leader, ACT

Daniel Green, ACT Assistant Team Leader, states, "Clients will be more willing to go and utilize services on the South Side because they have greater access to them."

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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 **3,813** clients and the need for services is increasing.

Employees completed **884** client intakes. Of those intakes, **730** were new clients.

There were **229,301** client encounters and **198,582** hours of direct client service.

On average, clients had **8** encounters per month with Trilogy ensuring they received the support they need.

The average length of a client encounter was **44** minutes.

Trilogy adapted by providing **75,428** encounters via telehealth services.

Trilogy transitioned **151** people to permanent housing in FY 22.

"Trilogy is the best place to be.
I have grown confident in
myself and the people who are
helping me."

– Trilogy Client

TRILOGY
Mental Wellbeing



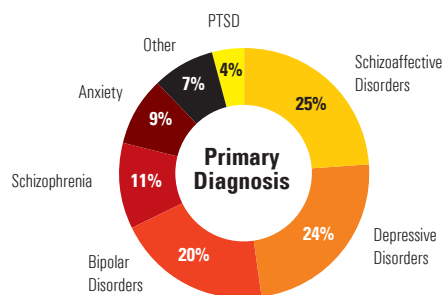
Kassie - Trilogy Client

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James - Trilogy Client

About Our Clients

PRIMARY DIAGNOSIS:



"I wish everyone understood mental illness the way that Trilogy does."

- Trilogy Client

"Trilogy has been incredible to me and has changed my life for the better."

- Trilogy Client

SERVICES PROVIDED TO CLIENTS

2429	clients received Integrated Health/Medical Services
2329	clients received Outpatient Services
1383	clients received Intensive Community Outreach (ACT/CST)
857	clients received Occupational Therapy
277	clients received Employment Services
304	clients received Recovery Services
314	clients received Therapy Services
207	clients received Child and Adolescent Services
44	clients received CILA/Residential Support
32	clients received Healthy Living Support (Behaviors for Healthy Living)
34	clients received Mental Health Juvenile Justice Support
63%	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.

20% 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, **52%** 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.

Over 60% of clients have a physical health condition (such as hypertension, diabetes, or asthma).

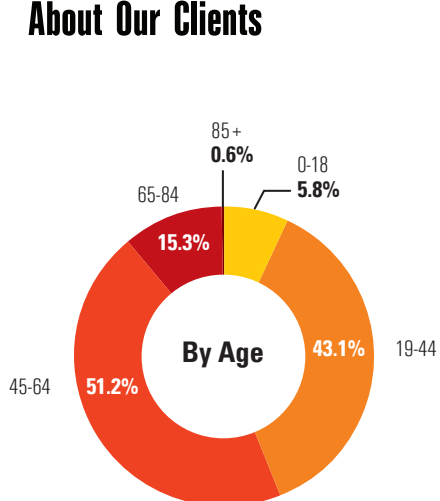
30% have co-occurring substance use disorders.



Laura - Trilogy Client

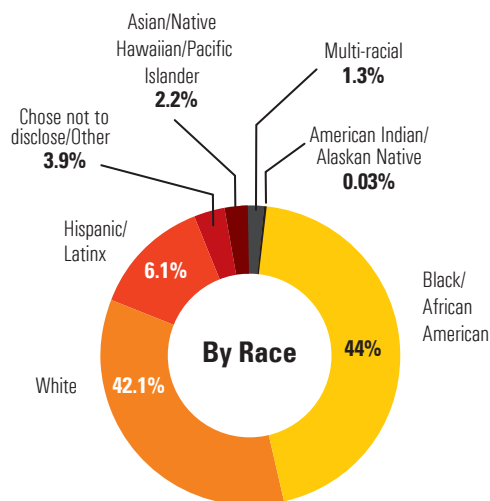
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About Our Clients



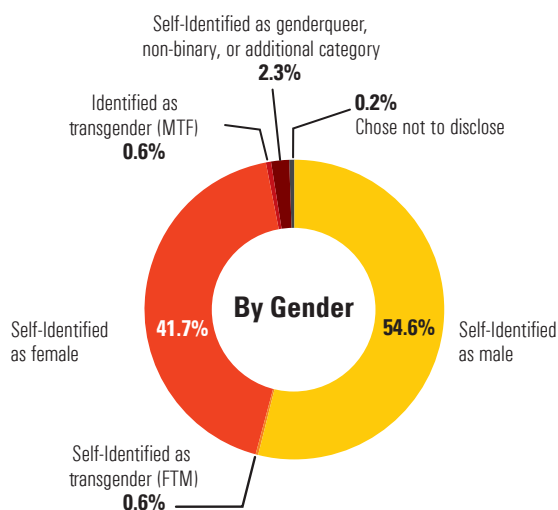
AGE

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.

“Trilogy saved my life.”

– Trilogy Client



Ana - Trilogy Client

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Client Voice

Highlights from Trilogy's annual client satisfaction survey.

"I love working with Trilogy. They have vastly improved my life and my ability to get the things I need regarding my severe disabilities. They are kind and helpful. I really feel like my team cares about me and cares about improving my life."

– Trilogy Client

95%

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

95%

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

92%

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

94%

would recommend Trilogy to family or friends.

"I want to thank Trilogy for providing care when going through the hardest times that I've had to go through. Every member of my team presented their care for me, whatever position I was in."

– Trilogy Client

"Without Trilogy, I wouldn't be where I am today."

– Trilogy Client

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Brian - TrilogY Client

Financial Highlights, FY 22

REVENUES

Fees for Services	\$20,468,858
Government Grant Funding (Grants & Contracts)	\$17,431,646
Contributions & Special Events	\$379,860
Foundation and Corporate Giving	\$76,896
Rent, Interest & Misc.	\$543,208
Total Revenue Reported	\$38,900,468

EXPENSES

Outreach Services	\$20,308,492
Recovery Services	\$1,591,666
Outpatient Services	\$4,852,053
Medical Services	\$1,454,229
Housing	\$1,919,458
Intake	\$2,841,078
Total Program and Direct Service Cost	\$32,966,976
General Administrative & Fundraising	\$6,683,930
Expenses Reported	\$39,650,906
Reported Net Surplus	\$750,438
Net Surplus, % of Revenues	-1.9%

Fiscal year ending June 30, 2022

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Joe - 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

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Crown Family Philanthropies
MeridianHealth

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* 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

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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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Mental Wellbeing



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