



2022

# ANNUAL GRATITUDE REPORT

THRESHOLDS

# About us

Thresholds provides innovative behavioral and primary healthcare that promotes empowerment, well-being, and full participation in community life. Through unwavering community-based engagement, support, and advocacy, Thresholds helps people living with mental health and substance use conditions find home, health, and hope.

Founded in 1959, Thresholds provides healthcare, housing, and hope for thousands of persons with mental illnesses and substance use disorders in Illinois each year. Through care, employment, advocacy, and housing, Thresholds assists and inspires people with mental illnesses to reclaim their lives.

Thresholds is one of the oldest and largest providers of recovery services for people with mental health and substance use conditions in Illinois. We offer 30 innovative programs at more than 97 locations throughout Chicago, the adjacent suburbs, and surrounding counties. Services include assertive outreach, case management, housing, employment, education, psychiatry, primary care, substance use treatment, and research.

Thresholds' staff meets people where they are – out in the community. Offering services in a community-based setting makes them more accessible and effective and lessens the social exclusion that is often present in the lives of persons living with mental illnesses and substance use conditions. This allows our staff and clients to work on skills, clinical interventions, and recovery that allows them to live independent lives in their own neighborhoods

Recovery from mental health and substance use conditions is possible. Recovery is a process of finding and living a satisfying and meaningful life, as one defines it for oneself. We assist our clients as they work to reclaim a positive sense of self, and discover their own potential, gifts, and skills.

# A message from our leaders

You may have noticed we changed the title of our Annual Report this year to the Gratitude Report. The reason is simple: all of you. You are what make Thresholds work – our donors, our staff, our partners, and our clients. And we are grateful to you all, especially during a year of firsts at Thresholds.

This year, we launched Thresholds Health, an independent health center in the Austin neighborhood that will serve our clients and those in West Side communities. It is a game-changer in reversing the poor physical health outcomes that often accompany mental health and substance use conditions.

We now have two programs to help people in acute crisis: our Mobile Crisis Response Teams offer 24/7 outreach and support, both by telephone and in-person, on Chicago's North Side, while the Living Room provides a calm, peer-led respite for those who need an alternative to hospitalization.

We are also proud of our continued Diversity, Equity, and Inclusion efforts, both inside the agency with our staff of 1,000 and on our Board of Directors. Additionally, we launched our Community Engagement and Equity team, who are working throughout our services areas to build even stronger community partnerships to tackle systemic equity issues in our communities.



**Mark Ishaug**  
*Chief Executive Officer,*  
*Thresholds*

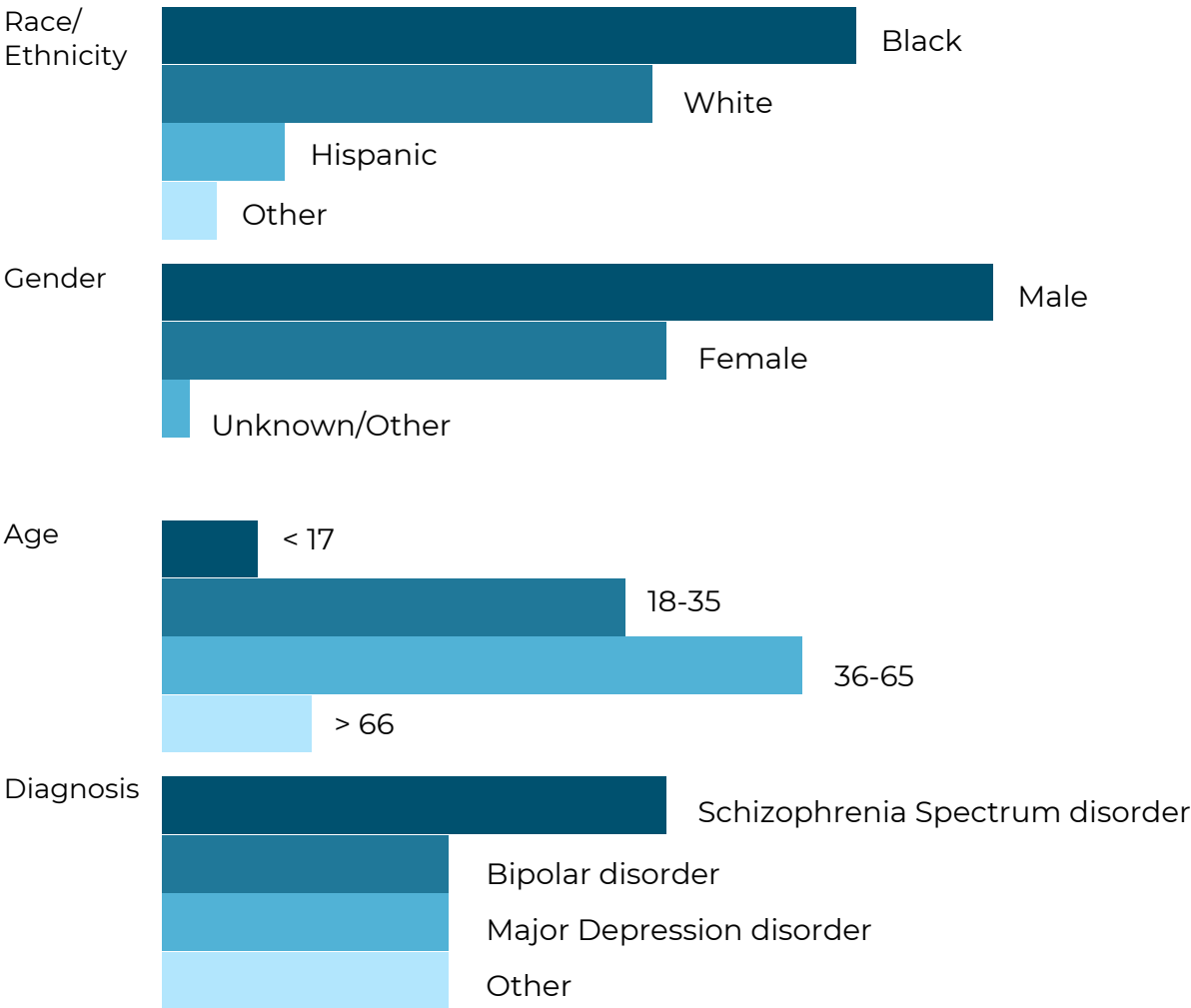
**&**

**Cynthia Jones**  
*President, Board of Directors*  
*Thresholds*

We think gratitude sums it up nicely. Your support moves our work forward, this year and every year. Thank you for all you do for Thresholds.

Our clients are all unique – coming from vastly different backgrounds and arriving with different needs, talents, and hopes. Each client works with our staff to set their own specific short-term goals and objectives, based on their needs, desires, and level of self-sufficiency.

# Client demographics



We respect, honor, and value diversity and we are invested in creating an inclusive culture that is compassionate, committed, and caring.

# Impact numbers

Through 30 unique programs, Thresholds served 7,243 people with mental health and substance use conditions.



**83%**

of clients were linked to a psychiatrist, and 81% were connected to a primary care provider throughout the year.

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**56%**

of clients enrolled in IPS supported employment services were employed during the year.

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**87%**

of all clients showed confidence in their recovery journey with Thresholds.

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**96%**

of clients were happy with Thresholds' programs and services.



This year, we  
reconnected with our  
community, our  
supporters, and each  
other - in person.





We celebrated our success, supported our community, and invested in our future.



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# Statement of activities

## PUBLIC SUPPORT

Medicaid Service Revenue	32,752,285	32.3%
Grants and Fees from Government Agencies	45,556,854	45.0%
Payroll Protection Program loan forgiveness	10,000,000	9.9%
Community Contributions	6,411,013	6.4%
Contributions of non-financial assets	3,900,000	3.9%
Special Events Income	627,508	0.6%
<b>Total Public Support</b>	<b>\$99,247,660</b>	<b>98.1%</b>

## OTHER REVENUE

Service Fees	1,386,528	1.4%
Residential Fees	2,792,388	2.8%
Rent Subsidy	2,972,768	2.9%
Realized Gain on Fixed Asset Dispositions	(3,900,000)	(3.9%)
Realized and Unrealized Gain on Investments	(3,521,354)	(3.5%)
Interest and Dividend Income	758,989	0.7%
Other income	1,555,407	1.5%
<b>Total Other Revenue</b>	<b>\$2,044,726</b>	<b>1.9%</b>

**TOTAL REVENUE** **\$101,292,386** **100%**

## DIRECT PROGRAM EXPENSES

Vocational and Social Rehabilitation	2,748,074	2.7%
Case Management and Care	50,621,354	49.5%
Independent Living	19,645,087	19.2%
Research Projects	833,504	0.8%
Substance Use Treatment	1,568,175	1.5%
Youth Services	11,948,498	11.6%
<b>Total Direct Program Expenses</b>	<b>\$87,364,692</b>	<b>85.3%</b>

## SUPPORT SERVICES

Administrative	13,796,623	13.5%
Development and Fundraising	1,220,870	1.2%
<b>Total Support Services</b>	<b>\$15,017,493</b>	<b>14.7%</b>

**TOTAL EXPENSES** **\$102,382,185** **100%**

**NET MARGIN** **(\$1,089,799)** **-**