

TOGETHER, WE GIVE

HOME HEALTH HOPE

TO ALL

THRESH**HOLDS**

HOME | HEALTH | HOPE

2024 Gratitude Report



A LETTER FROM OUR LEADERS

It's time once again for the annual Gratitude Report—an opportunity to reflect on and celebrate Thresholds' accomplishments and impact in 2024. Last year was full of incredible growth for Thresholds, made possible by your support and commitment to our mission.

In 2024, we launched and expanded four Centers for Mental Wellbeing. These Certified Community Behavioral Health Clinics (CCBHCs) are increasing access to care for residents in McHenry County, Kankakee County, and Chicago's North and South sides. The Centers for Mental Wellbeing also have the incredible support of a wide variety of primary healthcare and social service partners.

We started the Assertive Community Linkage Program, a partnership with Cook County Health, bridging critical gaps between healthcare and housing to ensure quality, humanized care for individuals during emergency room and hospital visits.

Our advocacy efforts reached Springfield in 2024, as Thresholds helped pass bill HB4475 in the Illinois House, a major victory for mental health addressing gaps in commercial insurance coverage.

And we continued to provide a wide array of critical community mental health and substance use treatment services that help our clients live full, meaningful, and independent lives.

As we know, none of this is possible without teamwork. That's why we're incredibly proud of our ongoing commitment to building strong partnerships with public, private, and nonprofit organizations. Together, we're committed to addressing systemic barriers and promoting equity. These accomplishments remind us of the power of working together toward a shared goal: creating a world where everyone has access to home, health and hope. Thresholds' work is important to many and for many. And it will continue to be driven by our core values - inclusion, diversity, equity, and access. Our work is grounded in hope; it makes hope possible for those we serve, and for one another.

From all of us at Thresholds, thank you for your support in making this possible. We look forward to continuing our success with you in 2025.

With gratitude,

MARK ISHAUG
PRESIDENT AND CEO

JOANNE DAHM
BOARD CHAIR





WHO WE ARE

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 is one of the oldest and largest providers of recovery services for people with mental health and substance use conditions in Illinois. Through care, employment, advocacy, and housing, Thresholds assists and inspires people to reclaim their lives. We offer 33 innovative programs at nearly 100 locations throughout Chicago, adjacent suburbs, and four surrounding counties.

Recovery from mental illnesses and substance use is possible. It is a process of finding and living a meaningful life, as defined by oneself. We assist our clients as they work to reclaim a positive sense of self, and discover their own potential, gifts, and skills.

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WHO WE SERVE

Everyone should have the opportunity to live a life of value, self-respect, compassion, and dignity. All of our clients arrive with untapped potential, full of gifts and skills to develop. Our prevailing goal is to help our clients experience lives of greater autonomy and happiness.

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.

Most people we serve have been diagnosed with a serious mental illness, including schizophrenia, bipolar disorder, major depression, and severe post-traumatic stress disorder. This also includes individuals who are experiencing substance use conditions – either coexisting with their mental illness or on its own.

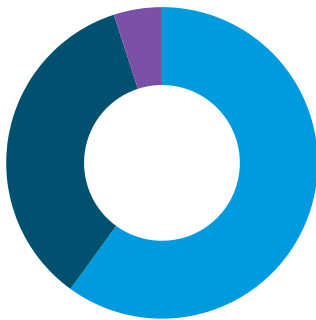
We believe that the relationship between staff and clients is one of mutual respect, decision-making, and direction.



CLIENT DEMOGRAPHICS

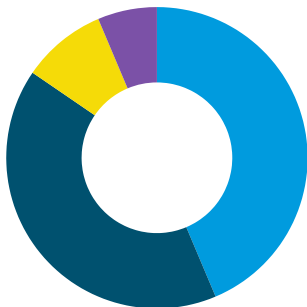
At the time of initial service, 90% of our clients are unemployed and living well below the National Poverty Level, and approximately half have co-occurring substance use conditions, and most have at least one advanced physical health problem, such as diabetes and heart disease.

GENDER IDENTITY



MALE - 57%
FEMALE - 42%
OTHER/
UNKNOWN - 1%

RACE/ETHNICITY



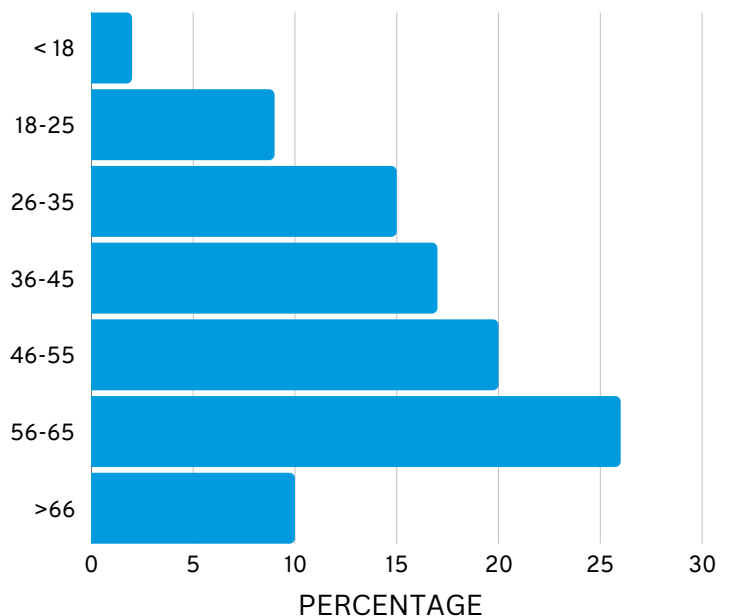
BLACK - 48%
WHITE - 45%
OTHER - 7%
HISPANIC - 10%

DIAGNOSIS



SCHIZOPHRENIA SPECTRUM
DISORDER - 42%
MAJOR DEPRESSIVE DISORDER - 25%
BIPOLAR DISORDER - 24%
OTHER - 9%

AGE



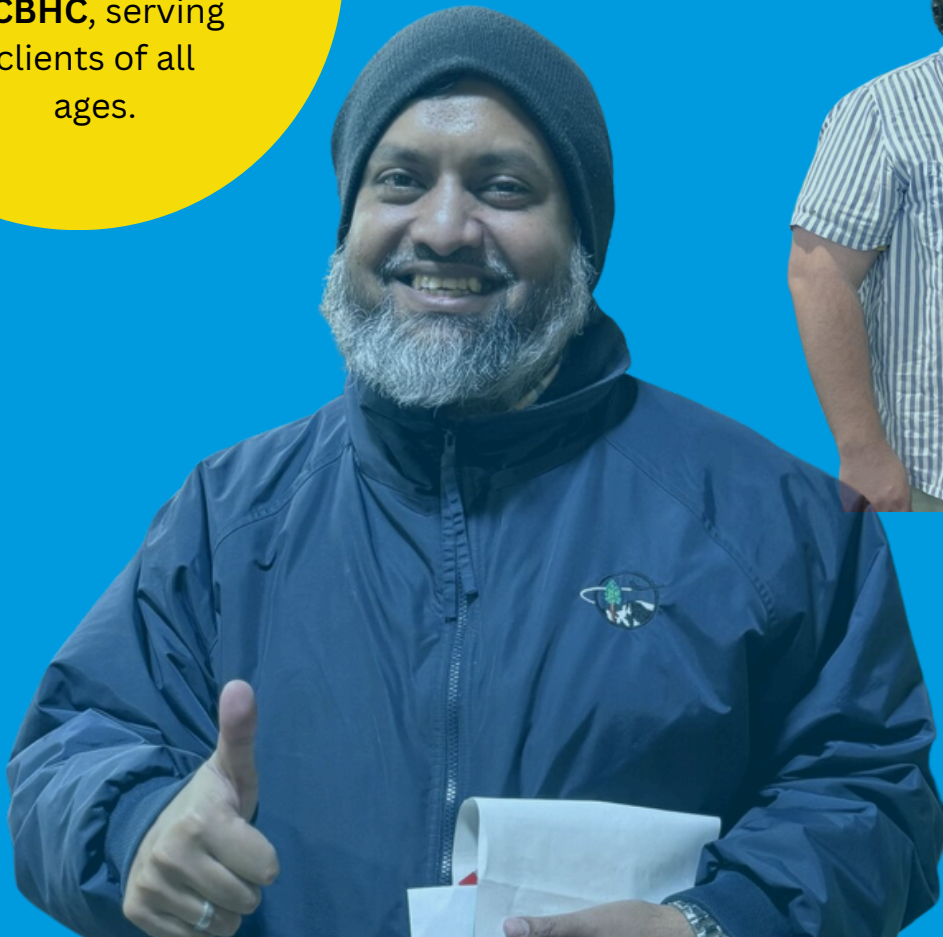
2024 IN REVIEW

Over the past year, Thresholds has achieved great success, including new clinic expansions in Chicago and the surrounding areas, national and local recognition, growing our leadership team, and serving more people with mental health and substance use conditions.


Last year, we were awarded funding for four Certified Community Behavioral Health Clinics (CCBHCs) - Ravenswood (Chicago), South Chicago, McHenry and Kankakee - all of which are officially open and serving their communities. These Centers for Mental Wellbeing expand Thresholds' scope of services, helping people across the lifespan.

The Center for Mental Wellbeing - Kankakee is the area's **only** CCBHC, serving clients of all ages.

Our new partnership with Cook County Health - the Community Assertive Linkage Program - brings teams to hospital emergency rooms to assist in mental health crises and aftercare.




The Thresholds Living Room: *Forever Hope* is now open 24/7, 365 days a year!

A photograph of two women celebrating. The woman in the foreground is an older Black woman with short grey hair, wearing red-rimmed glasses and a red top. She has her mouth open in a joyful expression and her right hand raised. Behind her, another woman is partially visible, wearing a black baseball cap and a black top, also with her hand raised. The background is a solid blue color.

Thresholds was recognized for our efforts in service and our workplace culture with awards for *Chicago's 2024 Best and Brightest Workplaces* (for the 8th time) and a *2024 Chicago Tribune Top Workplace* (the 11th consecutive honor).

Many Thresholds staff were awarded and honored for their outstanding work and commitment, including: President and CEO Mark Ishaug received the 2024 Silver Stevie Award for Thought Leader of the Year - Government or Nonprofit; Chief Clinical Officer Debbie Pavick was named a Crain's Chicago Business Notable Leader in Healthcare and received the Frank Anselmo Lifetime Achievement Award from the Community Behavioral Healthcare Association of Illinois; Senior Vice President Clinical Operations Debra Howard-Frye was among the Crain's Chicago Business 2024 Notable Black Leaders in Chicago; and Thresholds Psychiatrist Dr. Kimberly Meyer was appointed to the Clinical Psychologists Licensing and Disciplinary Board by Illinois Department of Financial and Professional Regulation.

A photograph of a woman with long blonde hair, wearing a dark sleeveless top, speaking at a clear acrylic podium. A microphone is positioned in front of her. The background is a solid yellow color.

We celebrated some big wins for mental health and substance use treatment in Springfield this year. In addition to others, Thresholds led the efforts to pass two bills: HB4775 requires private insurance companies to reimburse behavioral health professionals at the same rate as other medical professionals and other discriminatory barriers to care; and SB3297, which lowers the eligibility age for the Housing is Recovery Program to 18.



9,597

CLIENTS SERVED

*"I have been with
Thresholds for a while.
They have helped me with
my struggles and helped
me to eliminate those
struggles. They have given
me a new beginning."*



80%

CLIENTS LINKED
TO PSYCHIATRIST



82%

CLIENTS LINKED
TO PRIMARY
CARE PROVIDER



1,609

PEOPLE SERVED
BY CRISIS
PROGRAMS



824

VISITS TO THE
LIVING ROOM



96%

LIVING ROOM
VISITS DETERRED
HOSPITALIZATION



938

ARRESTS AVOIDED
THROUGH NARCOTICS
ARREST DIVERSION
PROGRAM



509

PEOPLE LIVING
IN THRESHOLDS
HOUSING



97%

CLIENTS SHOWED
CONFIDENCE IN
THEIR RECOVERY





943

SUBSTANCE USE
TREATMENT CLIENTS



292

CLIENTS IN THE
VETERANS PROJECT



397

PEOPLE SERVED BY
HOMELESS OUTREACH
PROGRAM (HOP)



33

UNIQUE
PROGRAMS

184

CLINICAL TEAMS



93

TOTAL THRESHOLDS SITES

67

RESIDENTIAL LOCATIONS

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KATHERINE ALLSOP
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RUTH AND NICK BARRIOS
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BERNARD BARTILAD
LUKE BASILE
HOWARD AND DONNA BASS
PEMBA BAYO
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JANE BILGER
JONATHAN BIRNBAUM
CHRISTINE BISHOF
HANNAH BLASE
JOHN AND PATRICIA BOMHER
JEFF BONE
SUZANNE BOSLER
ANNETTE BRADEN-ROZIER
KRIS BRADY
JOHARI BRASWELL-BEY
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PAUL BRINCKERHOFF
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DANIEL BURKE AND MARGOT MCMAHON
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RICHARD AND LOUISE CARLSON
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DALE ROZEK
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LARRY TRICE
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GARY TURNER
AMBER TYUS
ALLISON UPCHURCH
TRACY URY
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PETER AND LINDA WILKINS
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KARLA WILSON
MARILYN WITTENBERG
BRUCE AND MICHELLE WOHLWEND
BOB AND JENNIE WOODRING
KELLEY WYANT
DANIEL AND JODY YOHANNA
MOSES ZARKIN-SCOTT
JENNY ZHENG

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DAVID AND JACQUELINE ADAMS
JOSEPH AND KATHY ADLER
JOSEPH AND ROSEMARIE ADLER
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K. KIM ALLEN
MARCIA ALPERT
EVANGELINA ALPOGIANIS
DIANA ALSBERG
BETSYE-ROSE ALTSCHUL
CHAY ANDERSON
NANCY ANSELMO
WENDY ARBUCKLE
SUZANNE ARIST

RADOMIR AVILA
SUSAN AND SAMUEL BAKER
THERESA BANSLEY
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THEODORE AND PHYLLIS BORKAN
BONNIE BORN
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FOSTER BRANCH III
SANFORD BREDINE
TOM BRENNAN
MARGARET ANN BRENNAN
PRESTON BRICKER
DEAN BRUCKMAN
COLMAN AND SUSAN BUCHBINDER
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GERI DOHERTY
RICHARD AND ELAINE DOLAN

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LAURA DUNN AND ANDREW SEXTON
JUSTIN EGERT
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DAVID EIDENBERG
PETER AND SHARON EISENDRATH
JESSIE EMERICK
GARY AND PAULA ENGELMAN
DAVID AND IONE ENGLISH
MELISSA ENGRAM
ISABEL FALCON
JAMES AND HELEN FAUST
MARC AND EILEEN FEDER
CHRISTINE FERRARO
LEO AND PATRICIA FIORIO
LYNN C FITZGERALD
GEORGE FITZGERALD
DAWN FLEMING
MARY FLESCH
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BRIAN FOX
GREGORY FRIEND
MARY FRITZINGER
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WANDA AND ROBERT FRYE
JUDITH GAIIETTO-GRACE
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JAMES GALLAGHER
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DIANNE GARRELTS
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GERTRUDE JOHNSON
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NORMAN AND MICHELE JULIUS
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JOEL KAISER
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MAUREEN KING
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TRIX KIRKPATRICK
TIM KIRSCHNER
EVAN KLEEBOEG
ROBERT AND BETTY KLEINBERG
KATHERINE KLEISER
WALTER KNOLL AND SUSAN GROSSMAN
JOAN KONICEK
KARYN AND DUANE KOVACHIC
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RENATA KREML
KIM KUCHARSKI AND TOM ROSSIANO

GEORGE AND CARLA LAMBRECHTS
RYAN LARKIN
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VIVIAN LENSKI
MAIDA LEWIS
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MATHEW AND BENITA LO GIUDICE
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ARTHUR AND BARBETTE LOEVY
EARL LOUIS
ELEANOR LOVE
PATRICIA LUCAS
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JULIE ROSENHEIM
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CHRISTOPHER AND DENISE ROTH
NICHOLAS SAN MIGUEL
RAY AND JULIE SAVASTIO
KRISTEN SCHLEIFER
MONICA SCHUSLER
RANDI SCHWARZBACH AND ARLEN GOULD
TERRY SCHY
ALLEN SERED
DARRYL SHANNON
SUSAN SHEFFEY

CAROLA SHEPARD
GERALD AND GERI SHERMAN
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SHARON WITCHIE
GAIL WONG

MARY ELLEN WOODS
ALEX YOM
MARINA YONAN
TODD YOUNG
ODEH ZEDAN
SCOTT ZIEMKE



STATEMENT OF REVENUE

Fiscal year 2024: July 1, 2023 - June 30, 2024

PUBLIC SUPPORT

Medicaid Service Revenue	49,872,592	39.5%
Grants and Fees from Government Agencies	56,364,543	44.6%
Community Contributions	6,230,601	4.9%
Special Events Income	914,523	0.7%
Total Public Support	\$113,382,259	89.7%

OTHER REVENUE

Service Fees	1,882,420	1.5%
Residential Fees	2,776,964	2.2%
Rent Subsidy	3,334,268	2.6%
Realized Gain on Fixed Asset Dispositions	489,576	0.4%
Realized and Unrealized Gain on Investments	1,649,417	1.3%
Interest and Dividend Income	764,738	0.6%
Other Income	2,163,354	1.7%
Total Other Revenue	\$13,060,737	10.3%

TOTAL REVENUE	\$126,442,996	100%
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DIRECT PROGRAM EXPENSES

Vocational and Social Rehabilitation	3,333,174	2.7%
Case Management and Care	59,935,781	48.7%
Independent Living	26,162,494	21.2%
Research Projects	830,614	0.7%
Substance Use Treatment	1,340,553	1.1%
Youth Services	14,037,432	11.4%
Total Direct Program Expenses	\$105,640,048	85.8%

SUPPORT SERVICES

Administrative	16,007,928	13.0%
Development and Fundraising	1,484,784	1.2%
Total Support Services	\$17,492,712	14.2%

TOTAL EXPENSES	\$123,132,760	100%
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NET MARGIN	\$3,310,236	-
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