

**AN INTRODUCTION**  
NEW STAFF ORIENTATION

**THRESHOLDS**

HOME

HEALTH

HOPE

# BEGINNINGS



**Thresholds started in 1959 by supporting individuals diagnosed with a severe and persistent mental illness in the community.**

*Thresholds was established by the National Council of Jewish Women as a volunteer-led social program with just three staff people. The organization was incorporated in 1963.*

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# OUR MISSION

**Thresholds assists and inspires members to reclaim their lives by providing them with the supports, skills, and respectful encouragement that they need for hopeful and successful futures.**

**We strive to be the provider of choice, employer of choice and a world leader in the development and evaluation of recovery and rehabilitation services.**

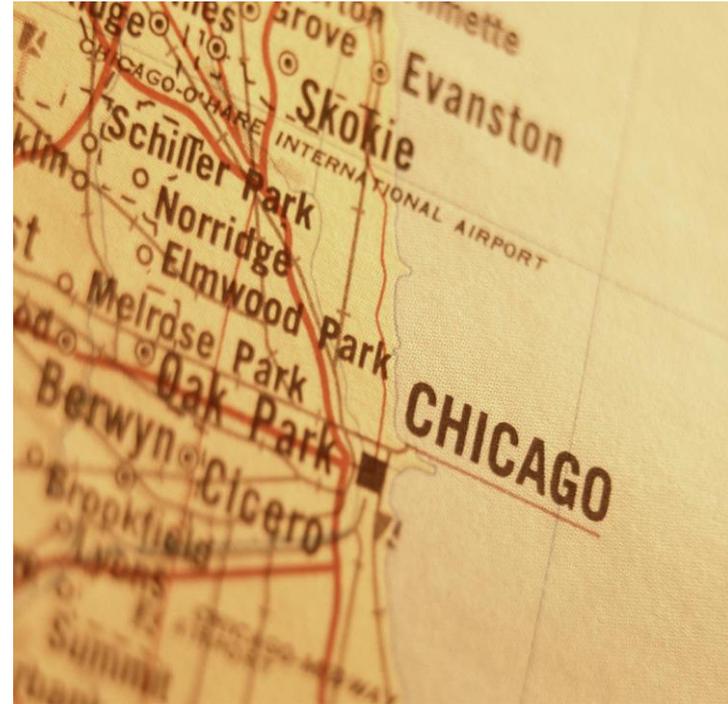


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# OUR REACH

**Thresholds reaches approximately 9,500 people annually living with severe mental illness. We have more than 130 program locations in Cook, McHenry, and Kankakee counties.**



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# ACCESS TO CARE

**Thresholds provides comprehensive mental health services in a host of neighborhoods where access is unavailable. That access is enhanced by highly trained staff using cutting edge treatments.**

**Thresholds Central Intake Office can be reached by phone at (773) 572-5400 or email at [intake@thresholds.org](mailto:intake@thresholds.org)**



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# IMPACT

**Our team of more than 900 clinical staff provide more than a million service hours of care each year. Well over 1000 members reside in agency housing, and outreach staff make at least 170,000 visits to members in the community. Within a year of joining a Thresholds program, 90% of members remain out of costly hospital and nursing home care.**



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# SERVICES

**Thresholds has comprehensive services to meet the needs of all of our members. We focus on:**

- **Supporting Economic independence**
- **Fostering Health and Wellness**
- **Strengthening Supports**
- **Strengthening Families, Children and Youth**

**These services address the mental, physical, and emotional needs of our members.**



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# **RECOVERY ORIENTED CARE**

- Typically take place in people's own individual environments
- Services are based on proven effectiveness
- The focus is on a life beyond disability

## **Key elements of Recovery**

- Hope
- Choice
- Self Advocacy
- Empowerment
- Support

# **RECOVERY FROM MENTAL ILLNESS CAN MEAN.....**

- **A job that I enjoy**
- **A relationship with family and friends**
- **Optimal health**
- **A decent place to live**
- **A life without medication**
- **Absence of symptoms**



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# PROGRAM TYPES

WE PROVIDE COMMUNITY  
SUPPORT SERVICES

- **Centers for Recovery**
- **Residential**
- **Outreach aka “The Bridge”**

THRESHOLDS SOUTH  
SUBURBS



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# THE CENTER FOR RECOVERY

**Provides Community Support Services which can include:**

- Groups
- Education
- Outreach, Case Management Services, and Counseling
- Vocational Services



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# RESIDENTIAL PROGRAMS

## HOUSING MODELS

- **Group Homes**
- **CILAs**
- **Housing for Dually Diagnosed**
- **Transitional Housing**
- **Supported & Unsupported Apartment Settings**
- **Other places our members may live: SROs, family, friends, homeless, etc.**

## HOUSING 1<sup>ST</sup> & HARM REDUCTION!



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# RESIDENTIAL PROGRAMS

## **The Housing Administration Team**

**Supports over 1,000 units of housing either through 700 Direct Ownership or Limited Owned/Leased properties, and 300 tenant-based subsidies.**

**Types of subsidies include, HUD (section 8 & 811), HUD Continuum of Care Programs, CHA & DMH capacity dollars**

**Eligibility criteria varies, however basic criteria includes persons with SMI or a dual diagnosis. (Exception: Buffett Place, our 1<sup>st</sup> disability neutral project)**

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# THE BRIDGE

## Community Support Teams

- **CSI-Community Support Individual**
- **CST – Community Support Team**
- **ACT – Assertive Community Treatment**

## Services include:

- **Outreach and engagement**
- **Wrap around supports**
- **Total Team Approach**
  - Stable housing (housing 1<sup>st</sup> model)
  - Skills for attaining financial independence
  - Medication education and monitoring
  - Vocational services

# 'OUTSIDE' THE BOX

- **Child and Adolescent Programs**
  - YAP
    - Reach
    - Excel
    - Rise
    - Emerge
    - Mindstrong
  - **Mother & Child Program**



# **‘OUTSIDE THE BOX’**

- **Deaf Program**
- **Peer Success**
- **Freedom Centers**
  - Williams and Colbert ACT Teams
  - Private Access
- **Stroger Crisis**
- **Outreach**
  - MAU
    - CTA
  - Justice
  - Veterans
    - The Women Veterans Health Project
  - MCO Initiative

# **‘INTEGRATED HEALTHCARE**

- **Schwartz Center for Integrated Health (North)**
  - Heartland Healthcare Clinic
  - Genoa Pharmacy
- **Aunt Martha’s Healthcare Clinic (South Suburbs)**
- **Motivent (Northwest Suburbs)**
- **Howard Brown Healthcare Clinic (South - Coming Soon!)**



# SUBSTANCE USE TREATMENT

- Provides **Outpatient** and **Intensive Outpatient Services** that are person-centered, trauma-informed, holistic, and supported by strong research evidence.
- Thresholds offers an array of group and individual counseling services, including: therapy, recovery coaching, case management, family/couples counseling, and medication-assisted treatment.
- DUI services are also available, including: updated evaluation, counseling, treatment, and education.
  - Outpatient Services may be entered directly after the admission assessment for individuals who require and/or prefer less intensive services; or as a “step-down,” following completion of Intensive Outpatient Services. Members can access the array of services listed above from 0.5 to 8.5 hours each week.
  - Intensive Outpatient Services members can access the array of services listed above for at least 9 hours each week. Members will typically engage in Intensive Outpatient for 2-8 weeks before “stepping-down” to outpatient services.

# NEW SERVICE INITIATIVES

- **Cognitive Remediation (community based model)**

Create a community based model to serve individuals with mental illness and cognitive challenges that helps people improve their memory, attention and problem solving skills to live and interact in their communities successfully

- **Mobile Technology**

Implement mobile apps in 10% of the clinical programs that arm members with technology that helps manage their psychological and physical health, extends treatment to more people, and adds efficiency and effectiveness to care

Implement an online health record and resource portal for consumers in 2017

# SHOW ME THE EVIDENCE!

## EVIDENCE BASED PRACTICES (EBP) PHILOSOPHY

*Mental health services should reflect the goals of consumers to establish satisfying lives beyond disability, such as relationships, careers, and independence (“Recovery”)*

## EBPS IN MENTAL HEALTH

- **Integrated Dual Disorder Treatment**
- **Wellness Management and Recovery**
- **Supported Employment**
- **Assertive Community Treatment**

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# EBPs

- **Supported Employment (SE)**

Assists members with training and support who desire competitive employment within the community.

- **Wellness Management and Recovery (WMR)**

Teaches consumers about illness, strategies for treatment, how to decrease symptoms and relapses, and how to make progress and goals towards recovery.

- **Integrated Dual Disorder Treatment (IDDT)**

Practice of treating and addressing both mental illness and addiction at the same time and at the same place.

- **Assertive Community Treatment (ACT)**

Intensive outreach that assists members in skills training and offering support to help consumers stay out of the hospital and able to live in the community.

# ADMINISTRATIVE OFFICES

4101, 4423, and 120



# **ADMINISTRATION**

- **Research Department**
- **Evaluation Department**
- **Talent Management**
- **Payroll**
- **Information Systems**
- **External Affairs**
- **Workforce Development**
- **Quality**
- **Accounting**
- **Grants**
- **Housing Administration**
- **Property Management**
- **Interpreter Services**



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# SERVICE EXCELLENCE

Thresholds' Service Excellence Standards ensure we consistently **provide our staff, members, and all stakeholders with the highest quality of care, compassion, and communication.**

These standards provide clear expectations for employees, members, and stakeholders to hold us accountable for the level of service we provide, and can be referred to when evaluating individual or organizational performance. We ask you to commit to upholding these standards.

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# **SERVICE EXCELLENCE STANDARDS**

- **We are Team Players**
- **We are Representatives for Thresholds**
- **We Strive for Relationship Integrity**
- **We Seek Professional Development and Organizational Improvement**
- **We are accountable for our commitments and communication**
- **We are actively inclusive**
- **We believe recovery is possible**

# Welcome!

## HOME, HEALTH, HOPE

Thresholds is fighting to transform the lives of people struggling with mental illness. We break cycles of poverty and unemployment. We are path breaking in our innovative research and advocacy.

We also make opportunities. Opportunities for housing, employment, and recovery. Opportunities for families to reconnect. Above all we make hope possible.

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