

BRIDGEWAY



FY 2022 ANNUAL REPORT

July 1st, 2021-June 30, 2022

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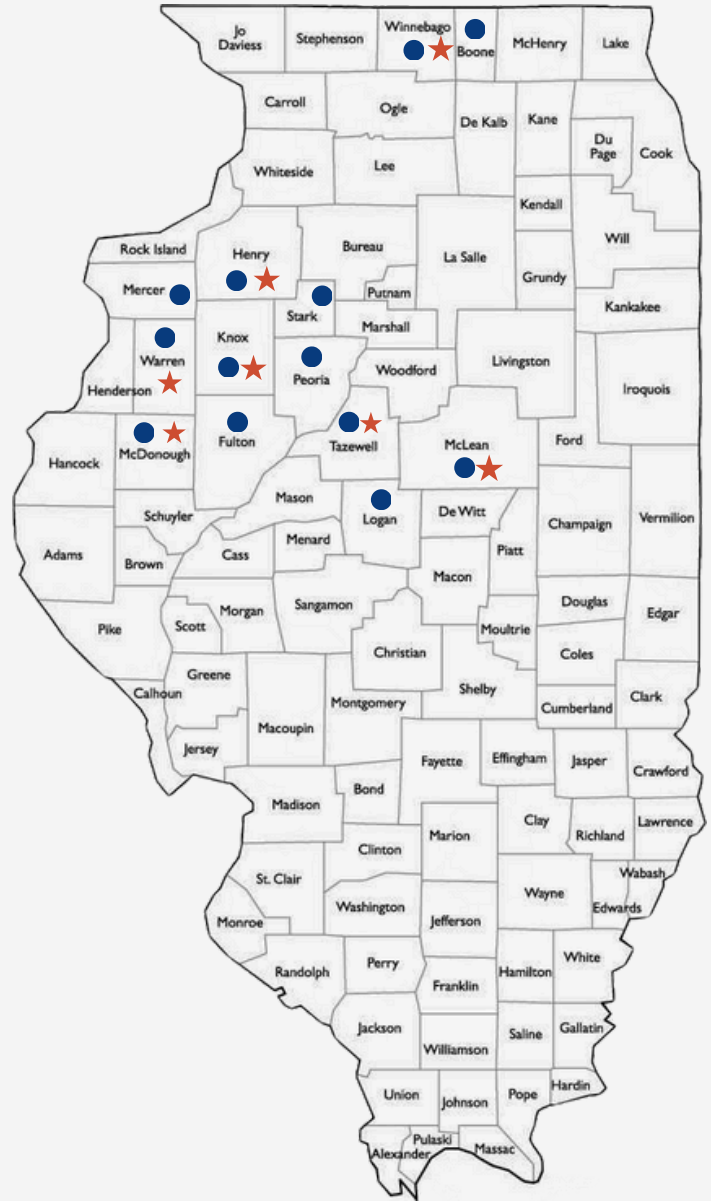
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Introduction

Bridgeway Inc. envisions a world where people live to their full potential. The mission of Bridgeway Inc. is "Creating Solutions for Everyone." At Bridgeway, we have an extensive history of being creative and innovative in every service that we provide. We focus on the most innovative and cost-effective methods for problem-solving in partnership with our consumers. When people look to Bridgeway for help, they are looking for someone to help them solve their life's problems. Meeting the needs of our consumers, and everyone we work with is our goal.

Bridgeway embraces diversity and does not discriminate against any person for any reason. Our primary focus is on the needs and desires of the individuals served, the development of innovative ways to achieve consumer goals, the quality of life for those we serve, and the removal of barriers that hinder access to services and the continuous enhancement of the quality of our services.



Values

- Person-Centered Quality Services
- Dignity, Respect, Diversity
- Empowerment, Choice & Personal Growth
- Accessibility & Flexibility of Services
- Community Partnerships

- Counties where Bridgeway services are provided
- ★ Where Bridgeway offices are currently located

BRIDGEWAY ADMINISTRATION

William Nelson, President and Chief Executive Officer

Stacy Brown, Vice President- Behavioral Health Services

Cassie Cirimotich, Vice President- Quality, Compliance, and Risk Management

Jennifer Dalton, Vice President- Technology and Administrative Support

Staci Danner, Chief Financial Officer

Robert Johnson, Vice President- Affirmative Business

Sandra Wood, Vice President- Disability Services



MESSAGE FROM THE CEO



WILLIAM NELSON
PRESIDENT AND CEO

“Bridgeway Inc. experienced another excellent year of providing quality, life-changing services and stable financial performance. While we continued to experience the ups and downs of the COVID-19 post-pandemic reality, our dedicated persistence to health and safety were evident in our services, successes and outcomes.

Bridgeway was fortunate to secure significant additional resources which afforded opportunities for a strong inventory of Personal Protective Equipment (PPE) and improvements to programming, pay and benefits.

I wish to thank all the fine and dedicated staff serving and fulfilling Bridgeway’s mission of, Creating Solutions for Everyone and look forward to continuing more good things in FY 2023. ”

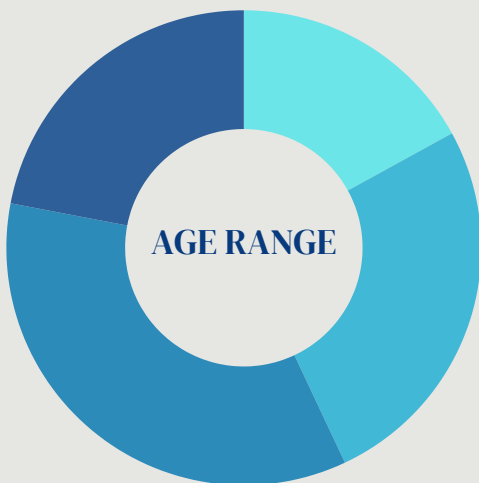
FY 2022 CONSUMER DATA

INDIVIDUALS SERVED IN FY22

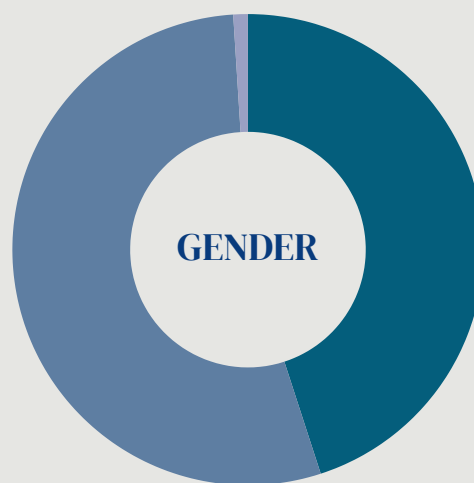
Community Day Services	228	Outpatient Mental Health/Psychiatric	2,030
Community Employment Services (IPS)	443	Prevention Services	3,769
Community Housing and Supported Living	165	Recovery Oriented System of Care (ROSC)	53
Community Support Services	152	Substance Use Services	948
Mobile Crisis/SASS	973	Supported and Supervised Community Living	103
Organizational Employment Training	80	Youth Empowerment Services (YES)	77

Total Individuals Served: 9,021

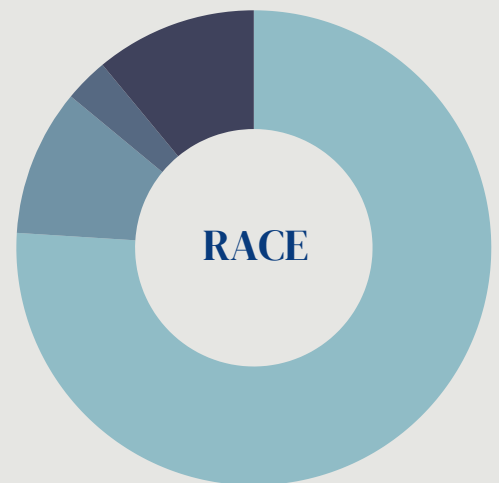
CONSUMER DEMOGRAPHICS



- 0-15: 17%
- 16-29: 26%
- 30-49: 35%
- 50 and older: 22%



- Male: 54%
- Female: 45%
- Other: 1%



- Caucasian: 76%
- African American: 10%
- Hispanic: 3%
- Other: 11%

ROSC- Recovery Oriented System of Care

Transported 53 individuals to treatment centers

Community Day Services

Number of individuals in day services increased from 173 to 228 in FY22

Program Highlights

Supported and Supervised Community Living

17 consumers transitioned into the community which is an increase from 9 in FY20 and 3 in FY21

Organizational Employment Training

80 total consumers served, an increase from 67 served last fiscal year

Affirmative Business

- Received 3 year re-certification for ISO (Internal Organization for Standardization)
- 15 New Customers/Projects
- Sold 27,200 pounds of green packaging material through secure document destruction business across the United States

Community Employment Services

- 198 total job starts
- 1,859 job development/employer contacts
- Job stability rate increased from 33% to 55%

Outpatient Mental Health

Outpatient services continue to utilize a hybrid approach to services. Consumers are seen in person, via phone, and tele-health depending on the needs of the consumer. In addition, there has been a push to utilize one provider for individuals in need of co-occurring services (both Mental Health and Substance Use Disorder) versus utilizing a provider for both services.

YES- Youth Empowerment Services

Funded \$60,000 across 9 districts to improve direct counseling services in schools as a mental health prevention initiative

ENGAGEMENT HIGHLIGHTS



Facebook

Reach

Page Visits

New Page Likes

27,946

3,231 (+146%)

197 (+177.5%)



Instagram

Reach

Page Visits

New Page Likes

123 (+100%)

155 (+100%)

53 (+100%)

20

NUMBER OF EVENTS BRIDGEWAY SPONSORED

18

NUMBER OF TIMES BRIDGEWAY WAS FEATURED IN THE LOCAL MEDIA (NEWSPAPER, ONLINE, TV, RADIO)

420

NUMBER OF INDIVIDUALS BRIDGEWAY TRAINED IN MENTAL HEALTH FIRST AID

52

NUMBER OF EVENTS THAT BRIDGEWAY STAFF PLANNED OR PARTICIPATED WITHIN THE COMMUNITY

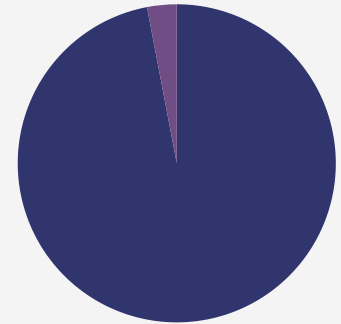
Consumer Satisfaction Data

For FY22, Bridgeway conducted semi-annual Consumer Satisfaction Surveys. 752 surveys were returned, showing that 15 of our programs/locations had 100% satisfaction (either "somewhat" or "strongly" agreed with all questions) from at least one of the semi-annual surveys collected! The table below recognizes those programs who reached 100% satisfaction across the board. The pie charts depict 3 questions that were asked of every program and represent the "somewhat" or "strongly" agree answers in the dark blue.

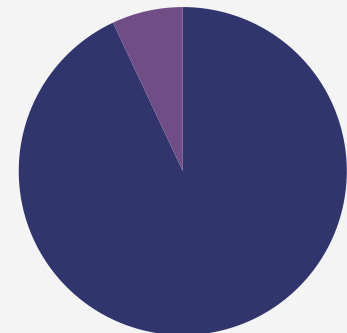
Program	Location
Community Day Services	Pekin
Community Employment Services	Macomb, Loves Park, Kewanee
Community Housing- Mental Health	Macomb
Community Support Services	Kewanee
Employment Training	Pekin
Mental Health	Galesburg and Macomb
Psychiatry and Nursing	Monmouth
Substance Use	Galesburg, Kewanee, Monmouth
Supported Community Living	Macomb

The staff are courteous and helpful:

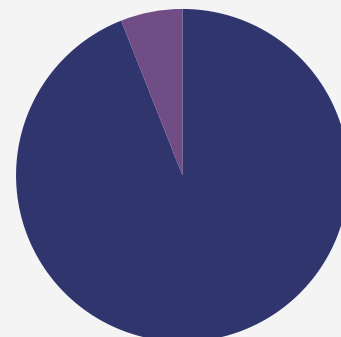
97%



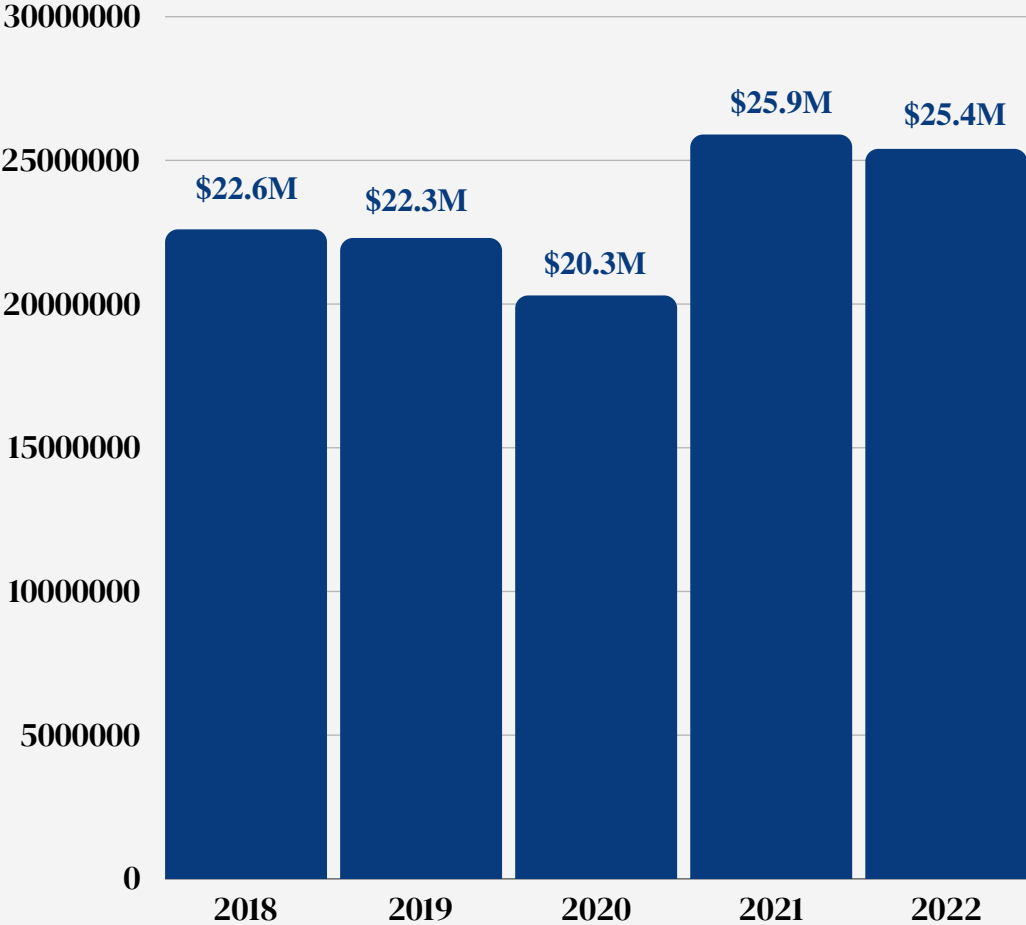
I would recommend Bridgeway to a friend: 93%



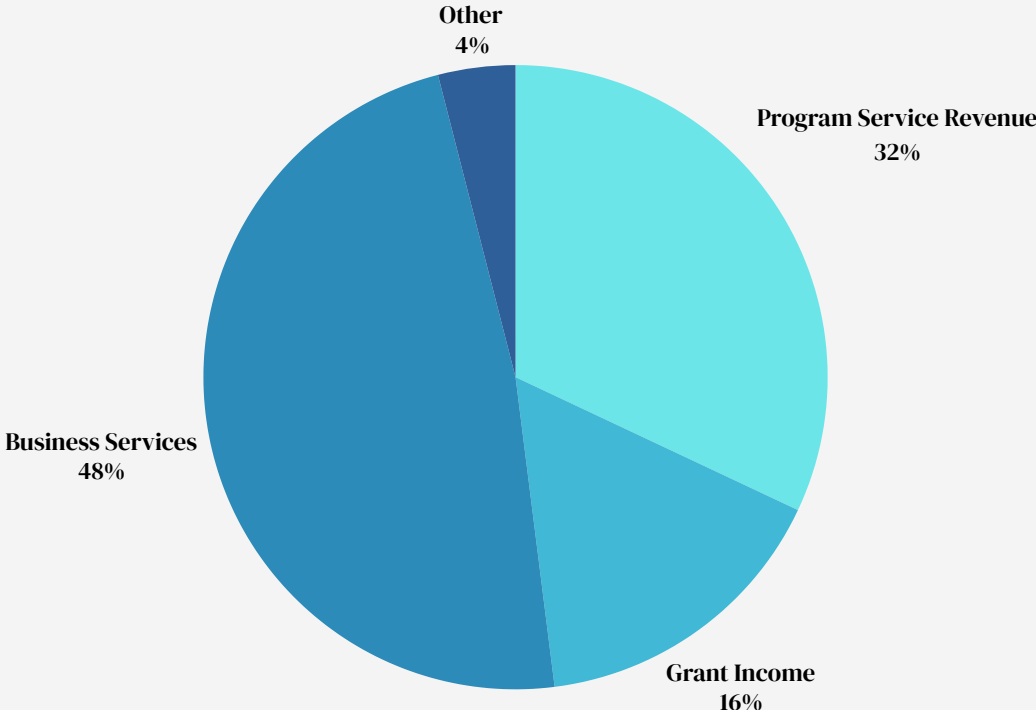
I am satisfied with the overall quality of services: 94%



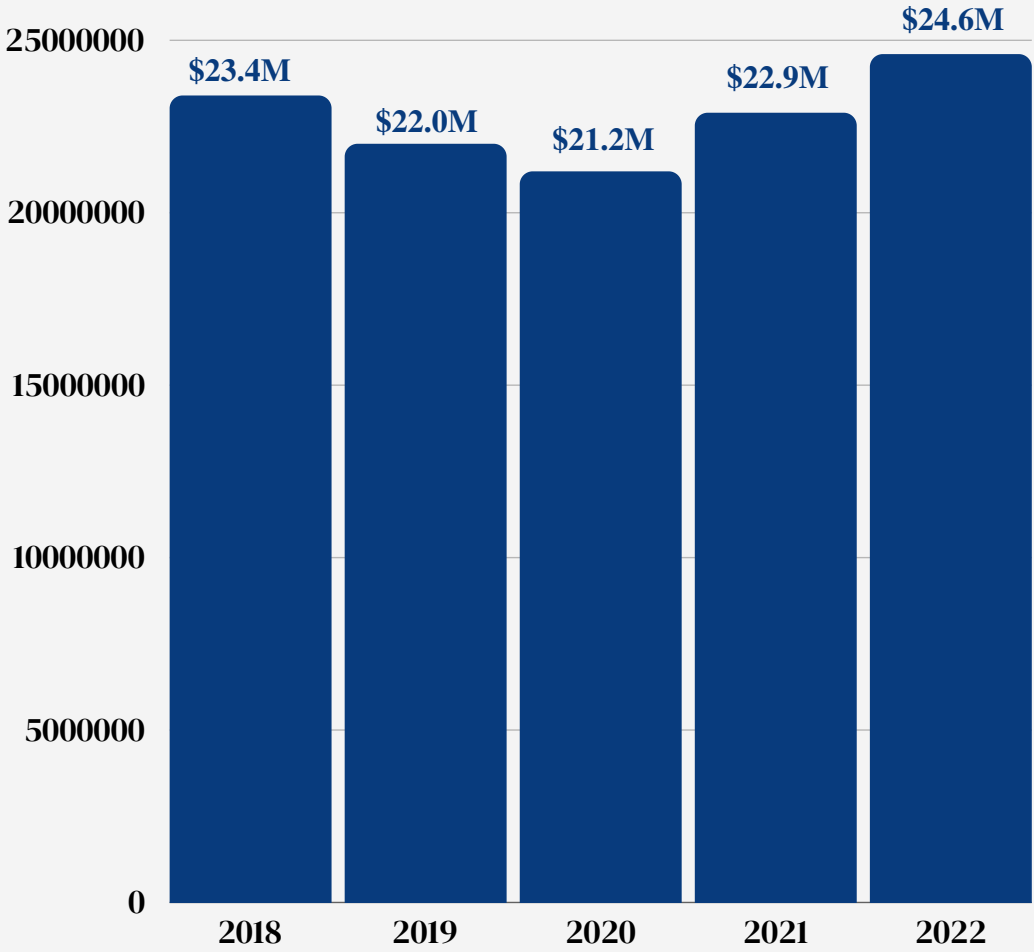
TOTAL REVENUES- PAST 5 YEARS



REVENUE BREAKDOWN- FY 2022



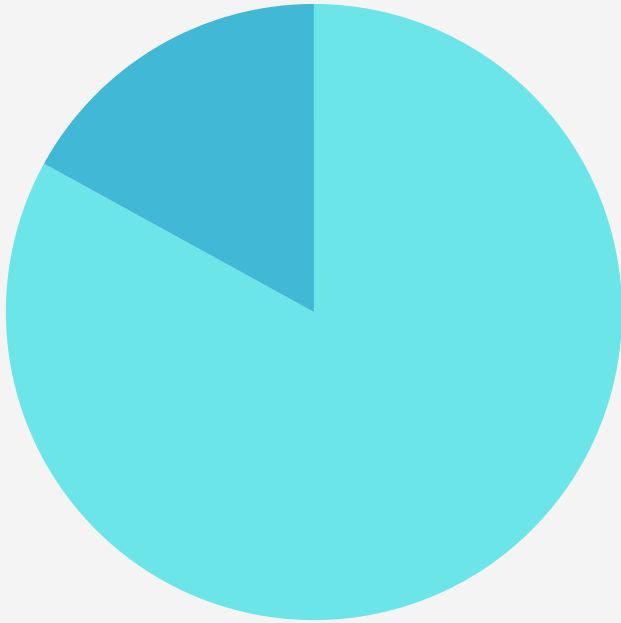
TOTAL EXPENSES- PAST 5 YEARS



EXPENSES BREAKDOWN- FY 2022

Management and General Expenses

17%



Program Expenses

83%

COMMUNITY EMPLOYMENT SERVICES

Collaboration with employers in the community is such an important part of the success of our Community Employment Services. Over FY22, our program had 198 job starts with local employers. Here are a few of the recognizable brands that Bridgeway's Community Employment Services have placed our consumers at:



SUCCESS STORY

Donald

Donald joined Bridgeway in June of 2021 and was immediately determined to prove and better himself. His disability had made it difficult for him to obtain and sustain long-term, stable employment in the community. Donald started working right away with his Employment Specialist practicing interview skills and questions, as well as coping skills. Donald came to every appointment with a positive attitude and was receptive to all of his Employment Specialists suggestions and advice. Donald accepted a job on 07/29/2021 as a janitor, which was his goal job. Donald worked hard to show beyond a doubt he had the skills needed for the job and was able to quickly win over his employer with his hard work and go-getter attitude.

Donald's employer had this to say about him, "Well, you know we had some hiccups getting started because of illness and death in the family, but we told him the work will be here when he's ready to return. Since then, Donald has been absolutely reliable and hardworking, eager to learn, everything an employer could want. When interacting with other staff and me, Donald has been very personable, polite, friendly, professional, and open. We have gotten to know him as a person, but in a natural way.

Donald has stepped up to take on increasing responsibilities. A manager ghosted us one weekend, not showing up for any of the 6 buildings he was scheduled to service – and Donald simply replied, "I've got your back, Eva," and has worked to rearrange his schedule to take on the additional work of servicing these clients, organizing supplies at our building for the various sites, even helping with vehicle maintenance – filling tires, fueling up with company fuel card, and reporting anything the vehicles might need. We are all quickly learning that we can count on Donald.



We've also learned that he is a trained chef and some of Donald's coworkers have already been blessed by the products of Donald's kitchen! When we hire someone, we welcome them to our "family" – Donald seems to have taken that word at its heart. We hope very much that Donald will remain with us."

When Donald was asked what he liked best about his job he had this to say: "Because they trust in me, they have confidence in me that I am going to do the job. Trust and confidence." When Donald was asked what he liked best about working with Bridgeway he stated, "My case worker because she was successfully helping me and being there for me. Really helping me out a lot, made me feel better about myself. Helped me get back into society and be productive." Donald was asked if he had any advice for others considering joining Bridgeway's Community Employment program, he had this to say, "Yeah, if you do your part, Bridgeway will be there for you 100%. You have the opportunity to better yourself with Bridgeway when you are trying to get your life back together. If you don't do your part, Bridgeway can do all they can for you but if you don't do your part you won't be successful. Bridgeway goes 100%...they did that for me."



BRIDGEWAY

We thank you for your continued support in our efforts to create solutions for everyone.

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