



BRIDGEWAY

ANNUAL REPORT

FISCAL YEAR 2023
JULY 1ST, 2022-JUNE 30, 2023

LEADERSHIP TEAM



William Nelson

President and CEO



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



Alyssa Hart

Vice President-
Disability Services



Robert Johnson

Vice President-
Affirmative Business



Dan Lawrence

Vice President- Human
Resources

BOARD OF DIRECTORS



William Nelson
President and CEO



Beau Ingledue
Chairman



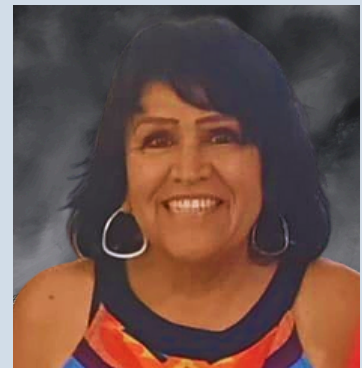
Abby Colvin
Director



Janice Dutell
Director



Eric Johnson
Director



Gayla Pacheco
Director

“Fiscal Year 23 ushered in during the traumatic and disruptive COVID-19 pandemic and ended with the World Health Organization declaring the health emergency over in May. While we would like to think the pandemic is in our rear-view mirrors, consensus is that presence of COVID is probably here to stay, like influenza. Bridgeway continues to monitor staff and consumer illness and promote effective infection prevention strategies including frequent hand hygiene, social distancing and covering of coughs and sneezes and staying home if unwell. Vaccination status continues to be assessed during the hiring process and applicable vaccinations are available through Genoa Pharmacy which is co-located at the main Bridgeway campus.



William Nelson
President and CEO

Genoa also assists in the provision of vaccination clinics as needed. Bridgeway will continue to follow the Center for Disease Control (CDC) and Illinois Department of Public Health (IDPH) Guidelines and Recommendations for return to work after a positive test or quarantine. Bridgeway continues to monitor cases and transmission rates throughout the organization and the communities we serve to minimize and mitigate risk to staff and consumers.

We commend our employees for their tireless and continued dedication to the consumers they serve. This Quality Improvement/Outcomes Report for FY 2023 reflects the excellent service and performance provided by the talented and dedicated staff at Bridgeway. Bridgeway served nearly 7,000 individuals this past year. The financial performance is also one of the best years Bridgeway has experienced in recent years. This allows us to reinvest in the organization with improvements to programs, services, resources, wages, and benefits. Thank you for being a key part of this demonstration of excellence. ”

Program Highlights

ROSC- Recovery Oriented System of Care

Transported 53 individuals to treatment centers

Collaborated with Oxford House to open the 1st Men's sober living home in Galesburg.

Community Day Services

160 persons served

100% of consumers participated in at least 4 community activities/month by the end of the fiscal year.

Supported and Supervised Community Living

Persons served: 92

Occupancy Rate: 81%

Successful HUD REAC Inspections

Organizational Employment Training

876 total consumers served

97% Consumer Satisfaction

National Expansion of Employment Opportunities Network (NEON) Project participant.

Affirmative Business

- 32 New Customers/Projects
- Sold approximately 12,000 pounds of green packaging material through secure document destruction business across the United States
- 100% of customers agreed that Bridgeway provides quality services in customer satisfaction survey

Community Employment Services

- 135 total job starts
- 1,927 job development/employer contacts
- Job stability rate: 49%

Outpatient Mental Health

Outpatient services continue to utilize a hybrid approach including the use of telephone, telehealth, and in person care depending on consumer needs.

Bridgeway has started the pursuit of obtaining Certified Community Behavioral Health Clinic status which should be completed in FY24.

YES- Youth Empowerment Services

Working across 9 districts to improve direct counseling services in schools as a mental health prevention initiative

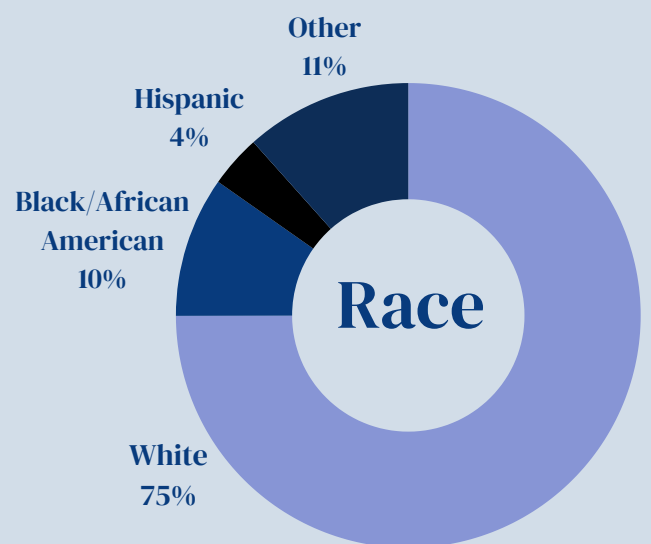
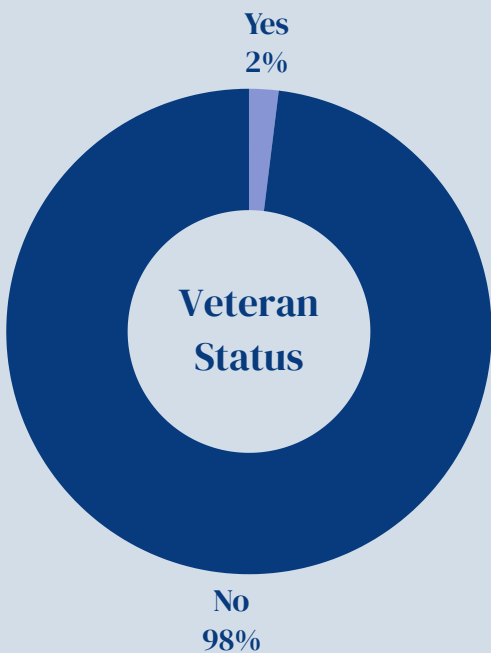
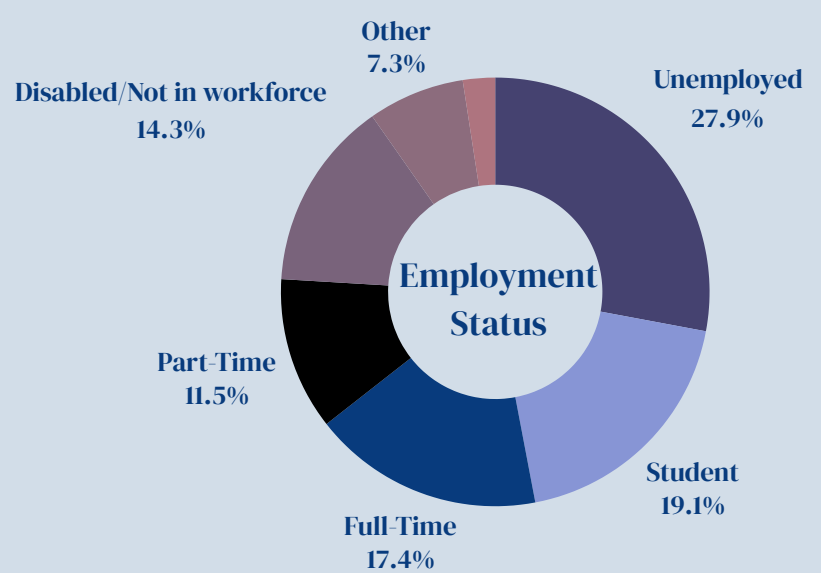
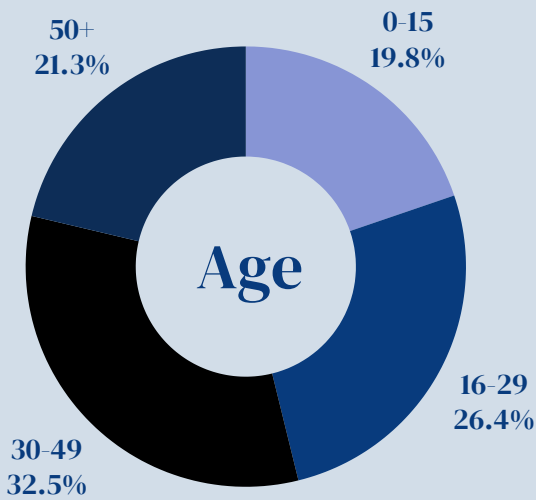
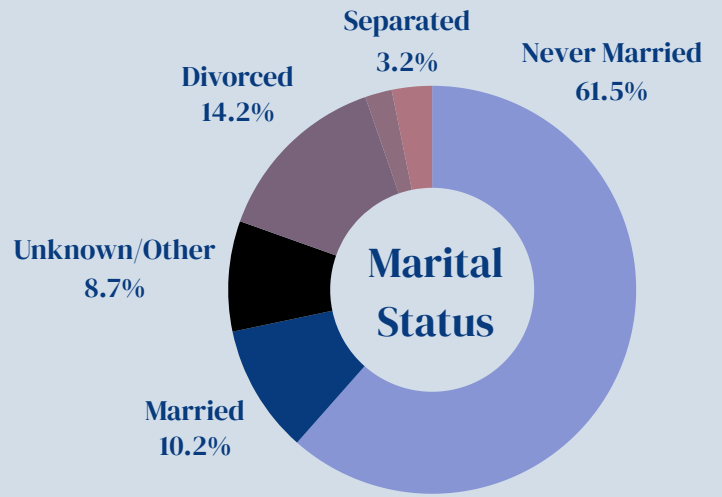
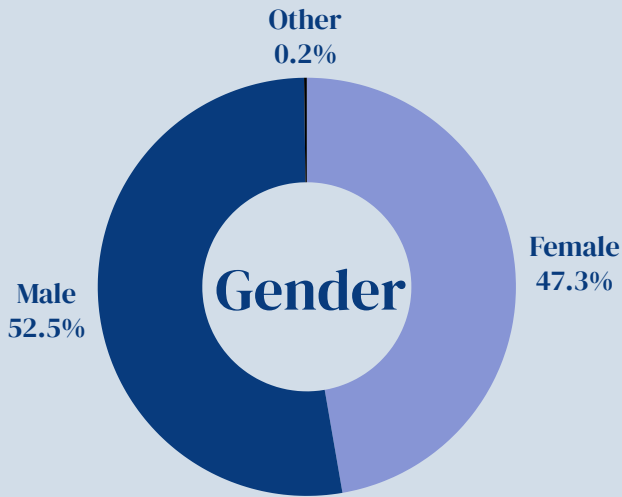
Facilitated digital translators purchase for students in need to enhance learning.

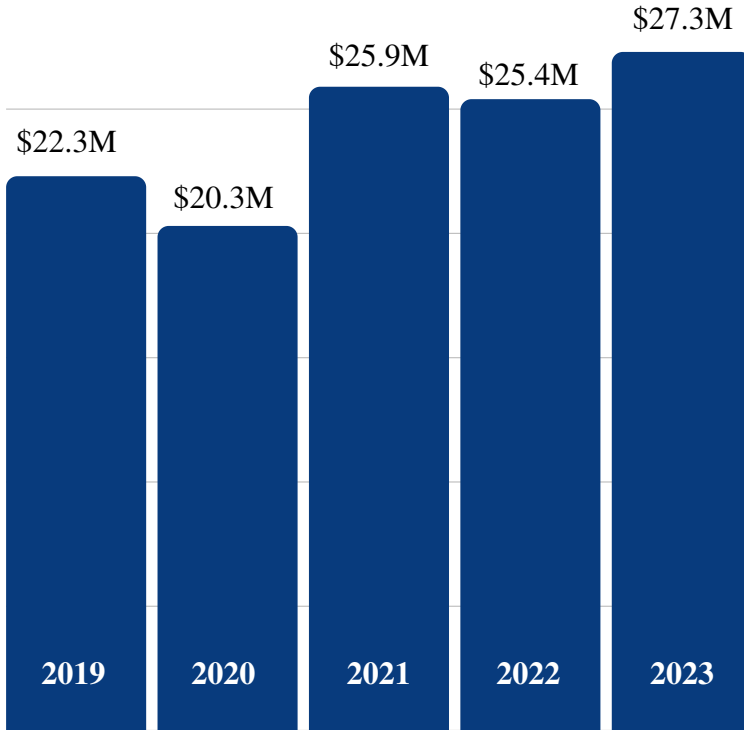
Total Individuals Served: 6,911

Behavioral Health Services	Number of individuals served
Community Support Services	120
Crisis Intervention/SASS	1198
Outpatient Treatment	1505
Prevention Services	2296
Substance Use Services	792
Supported and Supervised Community Living	92

Community Services	Number of individuals served
Case Management/Case Coordination	120
Community Integration	160
Community Housing and Supported Living	123

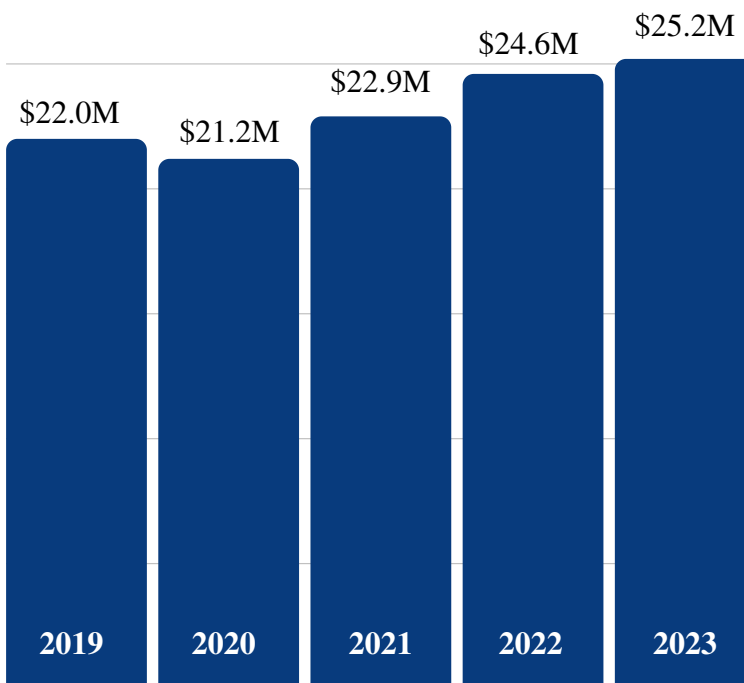
Employment Services	Number of individuals served
Community Employment	429
Organizational Employment	76





TOTAL REVENUES

Total revenues were \$27.3M for the year ended June 30, 2023, which was a \$1.9M increase from FY22. Program service revenues increased \$935k in FY23 with increased rates. Business services increased \$989k in FY23 with significant more data entry revenue in FY23. Grant income and other revenues stayed consistent with FY22. Other revenues were up in FY21 due to the \$2.4M PPP loan forgiveness.



TOTAL EXPENSES

Total expenses increased \$592k to \$25.2M for the year ended June 30, 2023. Majority of the increase in expenses was in salaries and related benefits which increased \$344k. Most other expenses saw increases as well due to overall increased activities and inflation.



Facebook

Reach

Content Interaction

New Page Likes

227,900 (+1,600%)

3,731 (+689%)

107



Attendance

Sponsorship

Vendors

218 (+15%)

29 sponsors, \$21,250

14

24

Number of events Bridgeway sponsored

92

Number of events Bridgeway that Bridgeway staff planned or participated within the community

98

Number of community partner organizations Bridgeway collaborates with for trainings, events, consumer outings, etc.

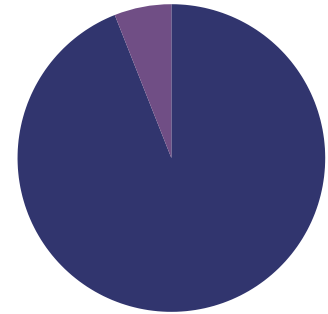
464

Number of individuals Bridgeway trained in Mental Health First Aid

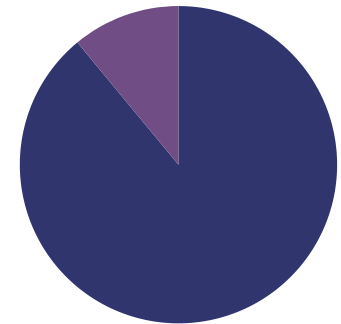
During this fiscal year, Bridgeway conducted its semi-annual Consumer Satisfaction Surveys. We are pleased to share the results! 755 surveys were returned, showing that 19 Bridgeway programs/locations had 100% satisfaction (either "somewhat" or "strongly" agreed with all questions). The table below recognizes 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 Employment Services	Galesburg, Loves Park, Macomb, Normal
Community Day Services	Macomb, Pekin
Community Housing- Disability Services	Macomb
Community Housing- Mental Health	Willow Way (Galesburg)
Community Support Services	Galesburg
Employment Training	Pekin
Mental Health	Galesburg, Kewanee, Macomb
Psychiatry and Nursing	Kewanee, Monmouth
Substance Use	Kewanee, Macomb, Monmouth

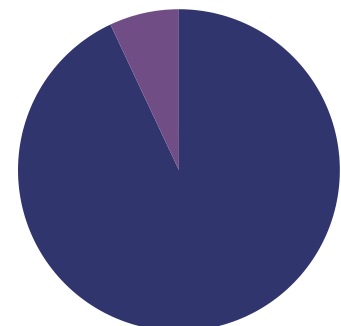
The staff are courteous and helpful: 94%



I would recommend Bridgeway to a friend: 89%



I am satisfied with the overall quality of services: 93%



Success Story

Kyle Durbin has been a porter at the Travel Center of America (TA) for three and half years. He started working there July of 2020. He was able to obtain his job from the help of Bridgeway and his employment specialist Kawana, who Kyle reported that she has been a great help to get him employment.

One of the things he liked about working with Bridgeway is that his employment specialist met him where he was at. He has continued to work four hour shifts, three times a week. He cleans the showers, bathrooms and helps to stock the soda. One of the things Kyle likes about working at the TA is that he enjoys working with the people there. One of his coworkers stated Kyle was a hard worker, he is kind and that he enjoys working with him.



Kyle Durbin

BRIDGEWAY

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

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