

**BRIDGEWAY**

# ANNUAL REPORT FISCAL YEAR 2024

JULY 1, 2023-JUNE 30 2024



# A MESSAGE FROM THE CEO

“In the first quarter of fiscal year 2024, Commission on Accreditation of Rehabilitation Facilities (CARF) International completed Bridgeway’s Three-Year Accreditation Survey. This was the first onsite/in-person survey prior to the pandemic. There were five surveyors who spent three full days surveying eleven program/service areas. The surveyors noted a multitude of areas of strength; however, the one that stands out the most is as follows:

“The leadership team at Bridgeway is energetic, skilled, and ambitious. It emulated a true spirit of advocacy. Most leadership staff members have a long history of working with the consumers. This has created a consistent team that is committed to betting the lives of the consumer. The development and provision of high-quality programming and community involvement can be attributed to the enthusiasm and skills of the leadership team.”

The survey team identified seven opportunities for Quality Improvement to which a Quality Improvement Plan was developed, submitted, and accepted by CARF International. Bridgeway continues to improve the quality of services provided to its consumers with the intent of ensuring consumer safety, satisfaction, and outcomes all while effortlessly working to strengthen and streamline processes.



**WILLIAM NELSON**  
PRESIDENT AND CEO

We would like to commend our employees and leaders for their tireless and continued dedication to the consumers they serve, their communities and the organization. This Quality Improvement/Outcomes Report for FY 2024 reflects the excellent service and performance provided by the talented and dedicated staff at Bridgeway. Bridgeway served around 7,700 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.”





# FISCAL YEAR 2024 PROGRAM HIGHLIGHTS

FY 2024 proved to be another great year for Bridgeway services! We served around 7,700 individuals through our services, an increase of close to 800 persons served compared to FY 2023. Check out some of our program highlights from FY 2024.



## OUTPATIENT MENTAL HEALTH SERVICES

Bridgeway's Outpatient Mental Health Services are staffed with experienced professionals from the fields of psychiatry, social work, counseling, psychology and nursing. Therapy and treatment are specifically oriented to each person, compassionately treating everyone as an individual.

### FY 2024 HIGHLIGHTS

- Mental Health First Aid was provided to 562 adult, teen and youth participants.
- Mobile Crisis Response requests: 1,866
- Bridgeway was approved to participate in the State's Certified Community Behavioral Health Clinics (CCBHC) Medicaid Demonstration Program.

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## RECOVERY ORIENTED SYSTEM OF CARE (ROSC)

Bridgeway's Recovery Oriented System of Care is a coordinated network of community-based services and supports. The goal is to come together to address the needs of the recovery community and promote infrastructure development, training and education, involvement of individuals with lived experience, and create an integration of systems through local hospitals, mental health systems, law enforcement, local governments and policy makers. Bridgeway has 2 ROSC councils, serving West Central Illinois (Knox, Warren, Henderson and Henry counties) and McDonough and Fulton counties.

### FY 2024 HIGHLIGHTS

- ROSC Buddy transportation system transported 75 individuals to treatment over the past 2.5 years
- Narcan Saves Lives videos were created and posted on many social media platforms with over 370 views. [Click here to check it out!](#)
- The 6-county coverage area has distributed over 1300 doses of Narcan in the last 6 months of the fiscal year.



## YOUTH EMPOWERMENT SERVICES

Bridgeway's Youth Empowerment Services is a system of care with the goal to effectively and efficiently serve families and children 21-and-under regardless of need or diagnosis. Bridgeway's Youth Empowerment Services offer accessible services, support and education to help children and families build and stay on positive life paths.

### FY 2024 HIGHLIGHTS

- YES Coordinator works with ROSC System of Care to facilitate Narcan training within schools.
- YES implemented IRIS, an online referral system to streamline referrals and strengthen communication.
- YES implemented a digital survey software company to assist in creating easier and more effective communication with caregivers consumers, and staff for satisfaction and feedback.



## COMMUNITY EMPLOYMENT SERVICES

Community Employment is one of the cornerstones of Bridgeway's diverse array of services empowering people with disabilities. Partnering with area employers, Bridgeway places people in jobs of their choice to help them achieve their personal vision.

**126**

TOTAL JOB STARTS IN  
FY 2024

**56%**

JOB SUSTAINABILITY  
RATE

**777**

PERSONS SERVED

**1,905**

JOB DEVELOPMENT/EMPLOYER  
CONTRACTS

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# AFFIRMATIVE BUSINESS SERVICES

Bridgeway's Affirmative Business employs an integrated workforce (individuals with disabilities working alongside individuals without disabilities) to offer manufacturing and business processing services for businesses to outsource.

## FY 2024 HIGHLIGHTS

- New Customers/Projects: 32
- Successful ISO Re-certification
- Maintained FDA Food Certification
- 100% of customers agreed that Bridgeway provides quality services.



## EMPLOYMENT TRAINING

Bridgeway's Employment Training provides a supportive business environment in which to learn about the world of work. People with disabilities can receive the supports necessary to build self-esteem by contributing to a business venture, contributing to our mission to work in partnership with all people to live the American dream and lead full and meaningful lives.

## FY 2024 HIGHLIGHTS

- Consumer Satisfaction: 97%
- Quality Assurance: 96%
- Consumers that gained employment in the community: 8

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# COMMUNITY DAY SERVICES

Bridgeway's Community Day Services strive to fulfill whatever is needed to allow the individual the freedom of greater independence, self-sufficiency, greater choice and control of their lives, and increased participation in the community. Our Community Day and Adult Learning Services serve individuals with developmental, physical and/or intellectual disabilities who are 18 years of age and older.

## FY 2024 HIGHLIGHTS

- A quarterly average of 16 consumers participated in volunteer work in the community.
- Persons Served: 96
- Consumer Satisfaction: 94%
- Quality Assurance: 97%

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# SUPERVISED AND SUPPORTED COMMUNITY LIVING

Bridgeway's Community Housing and Supported Living Services help create home life for people with disabilities, mental health diagnoses, and other life challenges, assisting them to maintain an independent, satisfying life in the community.

## FY 2024 HIGHLIGHTS

- Persons Served: 92
- Occupancy Rate: 74%
- Consumer Satisfaction: 83%
- Quality Assurance: 95%
- Successful HUD REAC Inspections



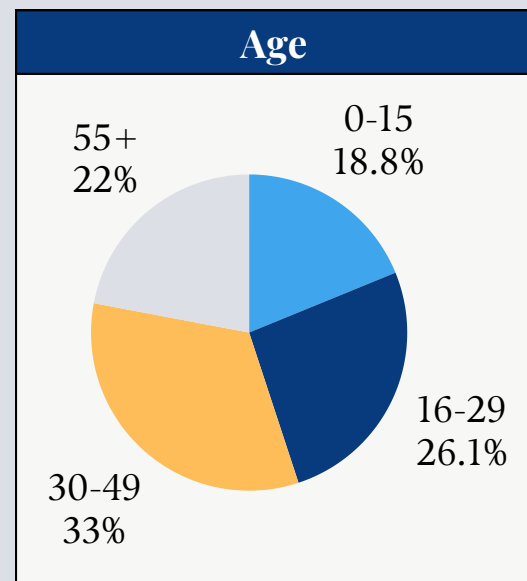
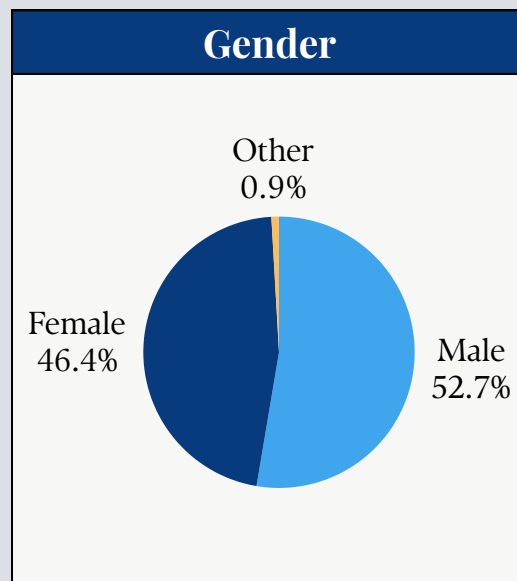
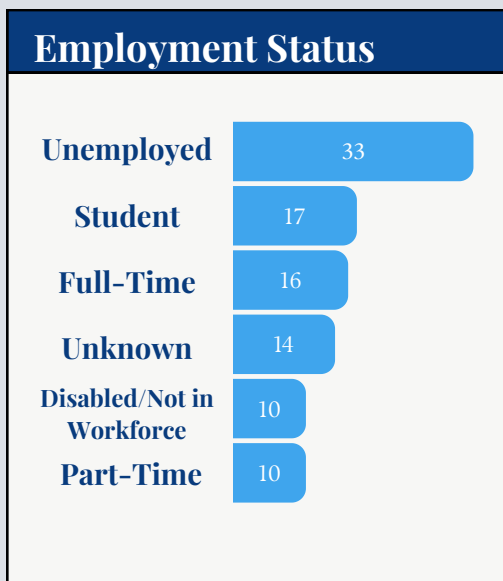
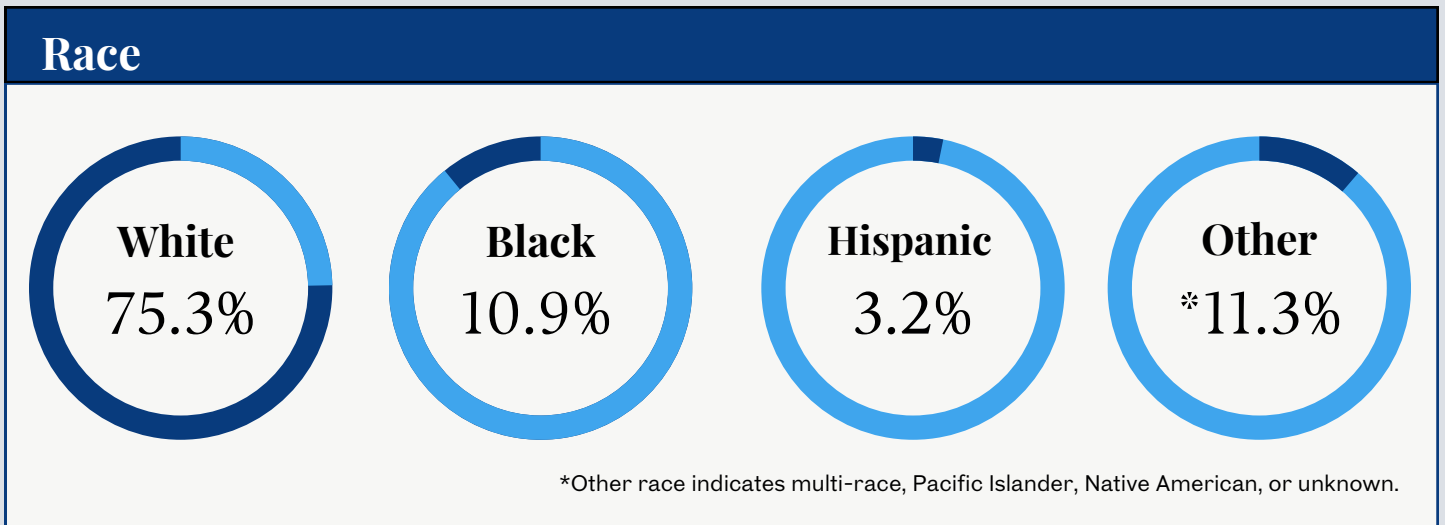
# PROGRAM BREAKDOWN

TOTAL INDIVIDUALS SERVED IN FY 2024: 7,638

BEHAVIORAL HEALTH SERVICES	INDIVIDUALS SERVED
COMMUNITY SUPPORT SERVICES	109
CRISIS INTERVENTION/SASS	1,038
OUTPATIENT TREATMENT	2,165
PREVENTION SERVICES	2,403
SUBSTANCE USE SERVICES	862
SUPPORTED AND SUPERVISED COMMUNITY LIVING	111
COMMUNITY SERVICES	INDIVIDUALS SERVED
CASE MANAGEMENT AND COORDINATION	108
COMMUNITY INTEGRATION	104
COMMUNITY HOUSING AND SUPPORTED LIVING	45
EMPLOYMENT SERVICES	INDIVIDUALS SERVED
COMMUNITY EMPLOYMENT	644
ORGANIZATIONAL EMPLOYMENT	49



# CONSUMER DEMOGRAPHIC BREAKDOWN





## COMMUNITY ENGAGEMENT

Community Engagement is a vital piece to Bridgeway's brand awareness and success. We engage in our communities to promote our services, to foster collaboration, and to support the great things happening in our communities. Below are the community engagement highlights from Fiscal Year 2024.

**91**

EVENTS THAT BRIDGEWAY STAFF SUPPORTED, PLANNED OR PARTICIPATED IN

**17**

NUMBER OF TIMES BRIDGEWAY WAS FEATURED IN THE NEWS

**13**

NUMBER OF EVENTS BRIDGEWAY SPONSORED

**1**

BRAND NEW, REDESIGNED WEBSITE



Bridgeway's annual Discover Wellness Summit is a free wellness conference featuring keynote speakers, breakout workshops, and a wellness fair. Check out the highlights from the 2023 Discover Wellness Summit:

**15**

LOCAL ORGANIZATIONS REPRESENTED IN WELLNESS FAIR

**28**

EVENT SPONSORS

**\$20,750**

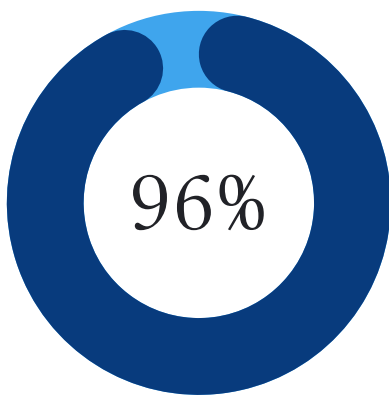
SPONSORSHIP DOLLARS

**290**

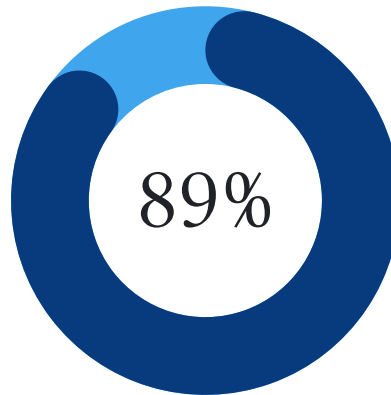
PARTICIPANTS

# CONSUMER SATISFACTION REPORT

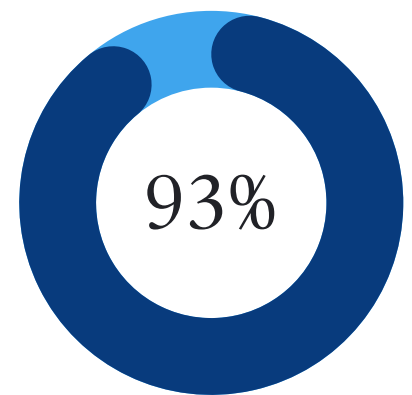
During this fiscal year, Bridgeway conducted its semi-annual Consumer Satisfaction Surveys and we are pleased to share the results! 444 surveys were returned, showing that 9 Bridgeway programs/locations had 100% satisfaction (either "somewhat" or "strongly" agreed with all questions). The table below recognizes those programs who reached 100% satisfaction. The pie charts depict 3 questions that were asked of every program and represent the "somewhat" or "strongly" agree answers in the dark blue.



**Staff are courteous and helpful.**



**I would recommend Bridgeway to a friend.**



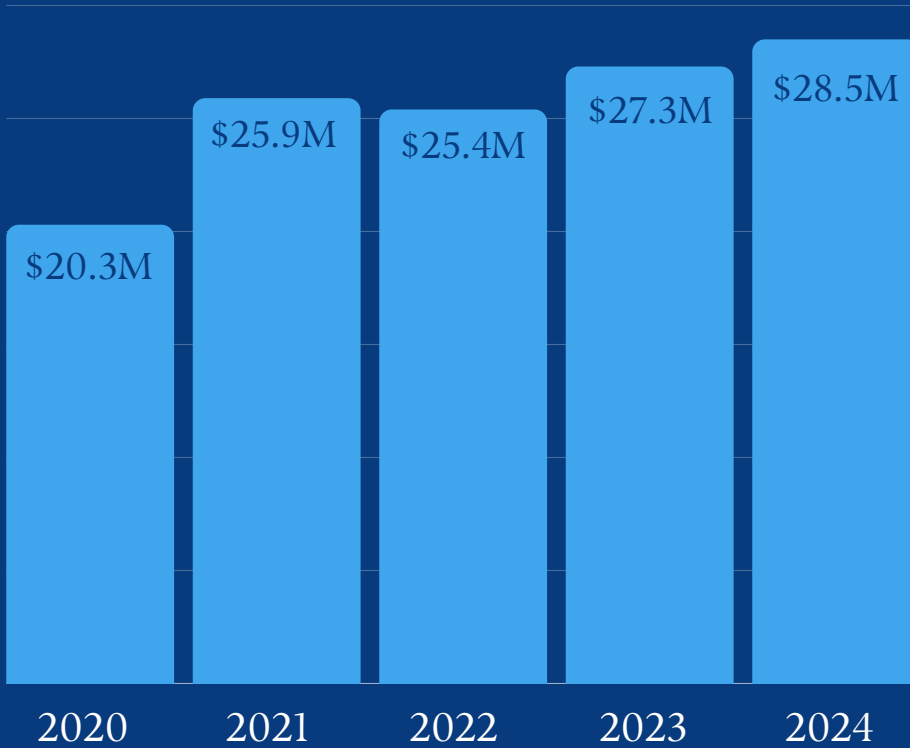
**I am satisfied with the overall quality of services.**

PROGRAM
COMMUNITY EMPLOYMENT SERVICES
COMMUNITY DAY SERVICES
EMPLOYMENT TRAINING
MENTAL HEALTH
PSYCHIATRY AND NURSING
SUBSTANCE USE

LOCATION
Loves Park, Bloomington-Normal, Macomb
Macomb and Pekin
Pekin
Macomb
Monmouth
Macomb

# FY 2024 FINANCIALS

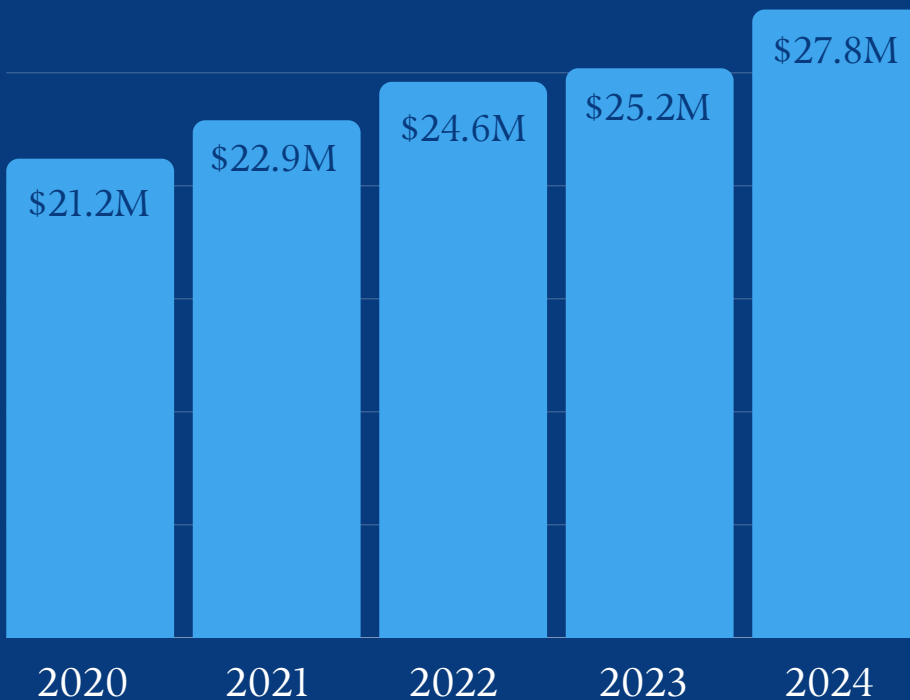
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TOTAL REVENUES

## REVENUES

Total revenues were \$28.5M for the year ended June 30, 2024, which was a \$1.2M increase from FY23. Program service fees increased \$611k in FY24. Business services increased \$354k in FY24 with more data entry revenue in FY24. Grant income and other revenues stayed relatively consistent with FY23.



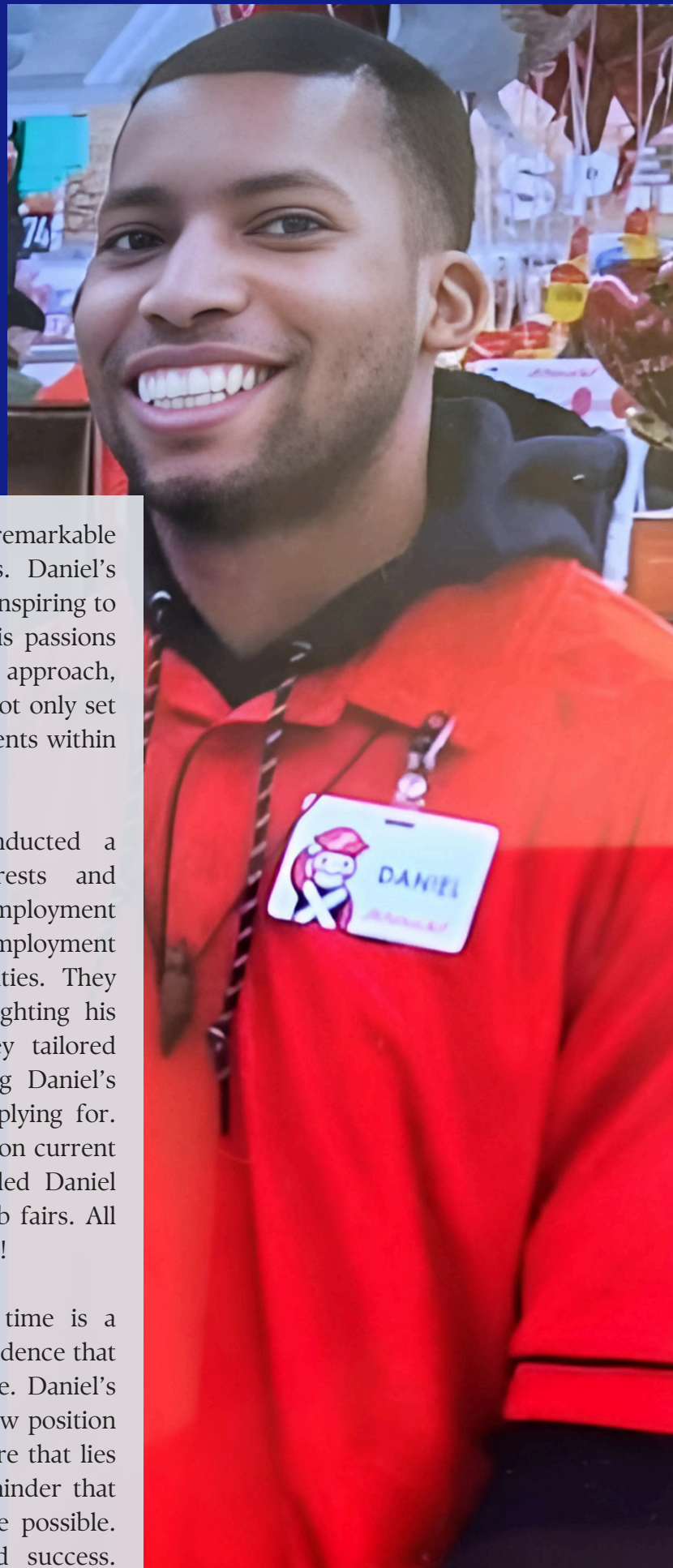
TOTAL EXPENSES

## EXPENSES

Total expenses increased \$2.6M to \$27.8M for the year ended June 30, 2024. Majority of the increase in expenses was in salaries and related benefits which increased \$2.1M and occupancy expenses which increased \$450k. Most other expenses saw increases as well due to overall increased activities and inflation.

# MEET DANIEL!

## Community Employment Services Success Story



We want to take a moment to celebrate Daniel's remarkable achievement of landing his goal job at Schnucks. Daniel's dedication and hard work has truly paid off, and it's inspiring to see him excel in a role that aligns perfectly with his passions and skills in customer service. His proactive approach, willingness to learn, and outgoing personality have not only set him apart but have also driven significant improvements within his role and the team at Schnucks.

Daniel's Community Employment Specialist conducted a thorough assessment of Daniel's skills, interests and experiences to formulate a plan on how to reach employment goals. Together, they set clear goals in securing employment and regaining confidence in his professional abilities. They assisted Daniel with revamping his resume, highlighting his strengths and relevant experiences. Together they tailored cover letters for each job application, emphasizing Daniel's enthusiasm and suitability for the roles he was applying for. Daniel's Employment Specialist remained up to date on current employment opportunities in the area, and provided Daniel with a list of job boards, networking events, and job fairs. All these efforts eventually led Daniel to land his goal job!

The progress Daniel has made in such a short time is a testament to the unwavering determination and confidence that he found with his Employment Specialist by his side. Daniel's ability to adapt, grow, and achieve success in this new position reflects his exceptional potential and the bright future that lies ahead for him. Daniel's journey is a powerful reminder that with hard work and a clear vision, great things are possible. Congratulations once again on this well-deserved success. Bridgeway is excited to see all the wonderful things that Daniel will accomplish next.

# EXECUTIVE LEADERSHIP



**WILLIAM NELSON**

PRESIDENT AND  
CHIEF EXECUTIVE  
OFFICER



**STACI DANNER**

CHIEF FINANCIAL  
OFFICER



**ALYSSA HART**

VICE PRESIDENT,  
DISABILITY SERVICES



**CASSIE CIRIMOTICH**

VICE PRESIDENT,  
QUALITY, COMPLIANCE,  
AND RISK MANAGEMENT



**DAN LAWRENCE**

VICE PRESIDENT,  
HUMAN RESOURCES



**JENNIFER DALTON**

VICE PRESIDENT,  
INFORMATION  
SERVICES



**ROBERT JOHNSON**

VICE PRESIDENT,  
AFFIRMATIVE BUSINESS



**STACY BROWN**

VICE PRESIDENT, BEHAVIORAL  
HEALTH SERVICES

# BRIDGEWAY INC. BOARD OF DIRECTORS

## LEADERSHIP



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**BEAU INGLEDUE**  
CHAIR



**ABBY COLVIN**  
VICE CHAIR

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MEMBER



**SALLY VIGEZZI**  
MEMBER



**ERIC JOHNSON**  
MEMBER



**BILL MURDOCK**  
MEMBER



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