



**Resiliency**  
re•sil•ien•cy

1. the ability to recover quickly
2. the ability to spring back into shape
3. the quality exhibited every day by BCI staff.

**This Years Accomplishments...**

**July 2019**

- New Website for Bridgeway Center, Inc.
- Open House for Crestview Outpatient Location
- Behavioral Health Service provided at One Hopeful Place

**August 2019**

- Implemented Safe Zone Ally Program

**September 2019**

- S.P.A.R.E. (Suicide Prevention Awareness Response and Education) Walk

**January 2020**

- Provide Services for Okaloosa County Pre-Trial Mental Health Program and Open House

**March 2020**

- COVID-19 Okaloosa County Schools Close
- COVID-19 Pre-cautions Initiated

**April 2020**

- All Services Provided via Telehealth or Telephone
- All Meetings held Virtually to include Board Meetings

**May & June 2020**

- Finished Renovations to the Hospital Drive location
- Increased Therapy Services to Okaloosa Schools and Okaloosa Academy Via Telehealth

**Looking Forward...**

- Development of Employment / Vocational Program
- One Hopeful Place Phase II & Phase III Expansion/Programming and Operations
- Pharmacy in Crestview Outpatient Location
- Expand Services to Okaloosa Schools
- Implement Technology Solutions
- CARF Accrediation

**We are RESILIENT**

*Bonnie R. Barlow, SHRM-SCP, SPHR  
Chief Executive Officer, Bridgeway Center, Inc.*

This fiscal year started on a positive trajectory for growth within Bridgeway Center Inc. (BCI). We held the Crestview-Outpatient Open House in July 2019, and the Pre-Trial Forensic Program began in January 2020. In March 2020, COVID-19 became our new reality. The only “silver lining” was that COVID-19 required BCI to advance 5 years in the use of telehealth technology.

*Through trial and error, determination, and perservance, BCI has overcome many obstacles and challenges despite COVID-19. Everyday we have learned something new and adjusted our workflow and focus. We did not completely close our doors or stop any services due to COVID. Some staff worked from home, others came into the office everyday. Many worked a combination of both.*



BCI staff have experienced many emotions since March 2020. They fear for their own safety, their family’s well-being and the health of our clients and patients. Our staff learned new methods to engage clients, creative ways to coordinate care with community partners, and embraced technology to provide services safely. BCI re-purposed offices for telehealth, ordered electronic tablets, retrained our staff on telehealth platforms, and continued to improve our efficiencies. We submitted applications for and were awarded multiple grants. We have learned to work with masks, take our temperatures, wash our hands, and social distance. We have developed innovative and safe solutions to overcome client contact challenges. I can proudly say that we have successfully fulfilled our mission throughout this pandemic, and have refused to let COVID define BCI or the quality of services we provided to our community.

We anxiously await our post COVID-19 community and environment. We have learned so much during this time and will continue the practices that have proven effective with our clients and patients. BCI is forever changed and will continue to provide our services both in the office and through telehealth.

**WHAT  
COVID-19  
TAUGHT  
US**

**WE CAN NO LONGER:**

- do the things we have always done.
- think the way we have always thought.

**WE MUST:**

- **EMBRACE** the emerging technologies.
- **EVOLVE** to serve our changing client/patient market.
- **RECRUIT, HIRE, AND TRAIN** the right employees.
- **REDESIGN, REINVENT BCI** to meet our communities needs.
- **FACE AN UNCERTAIN FUTURE THAT IS ALREADY HERE, WITH COURAGE AND RESOLVE.**

*We will prevail by our committment to excellence and our unwaivering faith in our clients and patients.*



When we come together to support those in need, we build a community that has sustainable and life-changing programs and services for all Okaloosa residents.

Our Services are provided safely through telehealth and telephone.

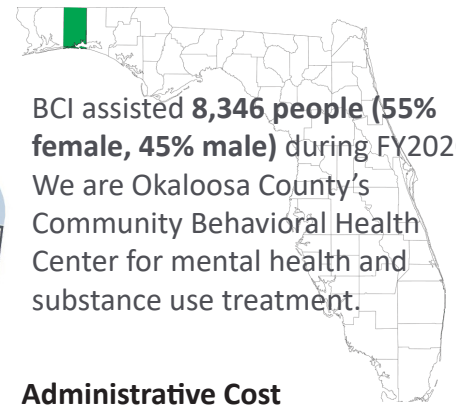
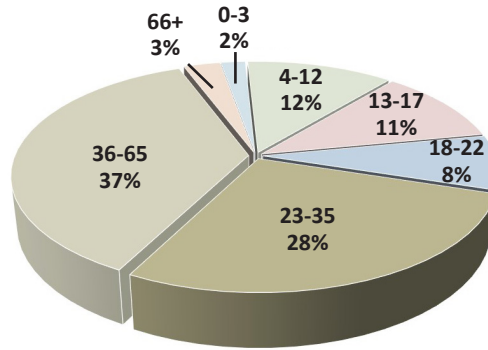
### Our Services Include:

- Adult & Child Outpatient Counseling
- Adult & Child Psychiatric Evaluation and Medication Management
- Group, Individual and Family Therapy
- Aftercare & Discharge Planning
- Psychosocial Wellness
- Pre-Trial Mental Health Program
- Family Wellness Services (FWS)
- Community Action Team (CAT)
- Intensive Substance Use Outpatient Program
- Case Management
- Supportive Independent Living Program
- Comprehensive Assessments
- Telehealth
- DUI Program

#### Children's Specialty Services:

- Wraparound (WRAP)
- In-Home Supportive Services (IHSS)
- Family Care Unit (FCU)

### Ages of our Patients/Clients



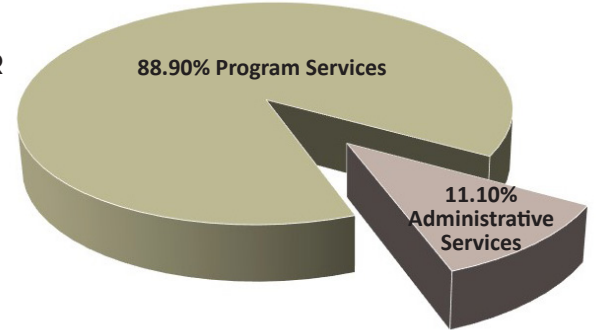
BCI assisted **8,346 people (55% female, 45% male)** during FY2020. We are Okaloosa County's Community Behavioral Health Center for mental health and substance use treatment.

### Proud to Make the MOST of EVERY DOLLAR

#### Funding Sources:

Medicaid, Medicare, Department of Children and Families, FamiliesFirst Network, Commercial Insurance, FADAA, Federal Probation, Private Pay, DUI Program, Pre-Trial Mental Health Program.

### Administrative Cost



*Through compassionate care and clinical excellence, BCI is dedicated to serving the behavioral health needs of all ages.*



Nationally accredited by CARF and licensed by the Florida Department of Children and Families for Outpatient Services



## Our Executive Leadership

**Chief Executive Officer :** Bonnie Barlow, SHRM-SCP, SPHR

**Clinical Officer:** Larry McFarland, LMHC

**Chief Information Officer:** Lawrence Mundy, MCSE, MCP

**Behavioral Wellness Center VP/ICN:**

Jenna McElyea, MBA, LPN

**VP of Finance:** Clayton McAllister, BBA

**Director of Growth & Development:**

Stefanie Fontaine, BS

**Client Services Program Director:** Cindy Kelly

**HR & Risk Management Program Manager:**

Carrie Parker

**Jack Burkett**  
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850.833.3975

**BridgewayCenter.org**

facebook.com/BridgewayCenterInc



## Our Board of Trustees

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**2nd Vice-Chair -** David Schjott, Ed.D

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