

A Year of Resilience, A Year of Resurgence



2020/2021 ANNUAL COMMUNITY REPORT

A Year of BOLD Changes

building a **BOLD** tomorrow

“The best way to PREDICT your FUTURE is to CREATE it.”

~Abraham Lincoln

Some of Our Accomplishments:

- One Hopeful Place (OHP) Cold Night Shelter
- Ribbon Cutting for Men’s Shelter at OHP
- Ribbon Cutting for Women’s Shelter at OHP
- Award of COVID-19 Grants for OHP & BCI
- Co-location with Lakeview Center, Inc. (LCI) MRT & LEAP Teams
- BCI Inaugral Jack Burkett Golf Tournament
- Grand Opening of Genoa Pharmacy at our Crestview location
- Implemented Vonage Communication Platform
- Transitioned to SharePoint
- Fully Re-opened All Services
- Implemented Hybrid Services Delivery (Telehealth & In-person)
- Successful DCF and NWFHN Site Surveys
- Expansion of CAT Program
- Donna Morgan Inducted into Okaloosa County Women of Honor
- Four New BCI Board of Trustees
- CARF 3 Year Accreditation

Like many companies all over the world, the pandemic made it essential for us to move quickly to help our clients, employees, and communities adapt to the new normal of providing services via telehealth and telephone. During this process, we looked inward to reflect on how we would provide services in the future, continue our growth, and strengthen our talent.

During this year, our staff and clients have given us feedback about their experiences at Bridgeway Center, Inc. (BCI). This has helped us identify strengths and weaknesses in our operations. We are using this information to develop truly impactful solutions.

We are transforming BCI into a more supportive, inclusive, and successful organization. The result is a bold new BCI driven by a powerful strategy that balances ambitious business goals with a renewed commitment to empowering and improving the lives of the people we serve. We are setting a high bar and are committing ourselves to driving meaningful change and sustained growth in everything we do.

We have a prioritized focus on community partnerships, along with an operating structure that makes us agile and nimble in a post-crisis world. Our strategy in the pre-COVID-19 business landscape was to enhance agility, improve operational efficiency and optimize resources. The pandemic has served to accelerate this need for transformation.

Talent is essential to our new growth strategy. Our approach to talent management focuses on increasing diversity throughout our organization and providing greater support at every level to fully engage our employees and foster their professional growth. We have a renewed focus on acquiring, developing, and maintaining talent that will increase performance across our teams, translating to a greater quality of care and improved clinical outcomes.

We succeed when we make our clients successful. We collaborate with each other, our peers, and our partners to sharpen our insights and amplify this success. BCI’s standard is to execute with excellence - **always**. We are energized by the deep connectedness between people, ideas, communities, and the environment in Okaloosa County.

Integrity is our core and is the basis of everything. It is about delivering on our commitments. It is about honesty and fairness in action. It is about being ethical beyond any doubt, in the toughest of circumstances.

Building a Bold Tomorrow for our Communities

This year, 2021-2022 is special. We celebrate 55 years of service to Okaloosa County. This fabulous journey would not have been possible but for the tireless efforts of our Board of Trustees and employees past and present. Their dedication and passion embodies the true spirit of BCI. As a result, BCI is recognized in our community for high standards of governance, ethics, service and values. I am thankful to our clients, partners, employees, Board Members and other stakeholders who have placed their trust and confidence in us. I am very excited about the path we are on, and confident..

You will see a more BOLD and BETTER BCI as we move forward - TOGETHER!

Bonnie R. Barlow, SHRM-SCP, SPHR

President / Chief Executive Officer, Bridgeway Center, Inc.



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, telephone, and in-person.

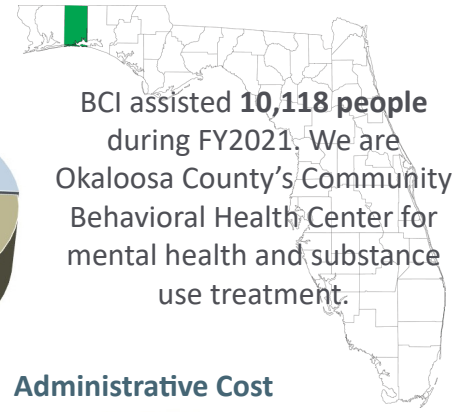
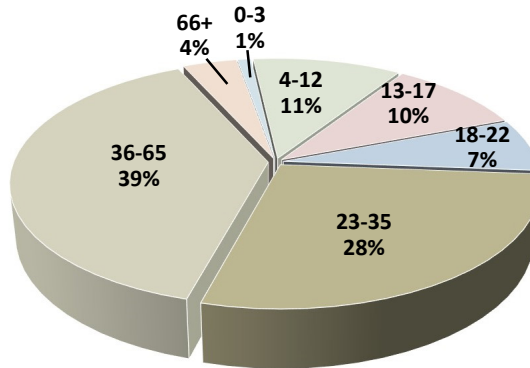
Our Services Include:

- **Adult & Child Outpatient Counseling**
- **Adult & Child Psychiatric Evaluation and Medication Management**
- **Psychosocial Wellness**
- **Pre-Trial Mental Health Program**
- **Community Action Team (CAT)**
- **Anger Management**
- **Batterer's Intervention Program**
- **Substance Use Disorder Counseling Adult & Adolescent**
- **Case Management - Adult & Child**
- **Supportive Independent Living Program**
- **Comprehensive Assessments**
- **Telehealth**
- **DUI Program**
- **One Hopeful Place**

Children's Specialty Services:

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

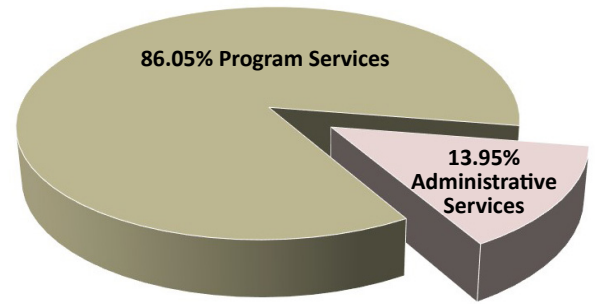
Ages of our Patients/Clients



Proud to Make the MOST of EVERY DOLLAR Funding Sources:

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

Administrative Cost



PROGRAMS	CLIENTS	SERVICES
Adult Mental Health	1,613	11,662
Child Mental Health	762	4,470
Adult Substance Use	1,029	9,220
Child Substance Use	92	690
DUI Program	1,035	1,844
Wellness Center	135	8,363
Case Management	554	10,073
Community Action Treatment	153	8,642
Comprehensive Assessment	191	229
In-Home Support Services	400	17,293
Wraparound Services	86	10,755
Forensic Pre-Trial Program	41	2,386
Behavioral Wellness Clinic	4,025	28,237
One Hopeful Place (Men)	56	
One Hopeful Place (Women)	16	
TOTAL	10,118	114,134



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



Our Executive Leadership

President / 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

Senior VP of Finance: Clayton McAllister, BBA

Director of Growth & Development:

Stefanie Fontaine, BS

HR & Quality Program Director:

Carrie Parker

Jack Burkett
Administration Bldg
205 Shell Avenue
Ft. Walton Beach, FL 32548
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BridgewayCenter.org
facebook.com/BridgewayCenterInc



Our Board of Trustees

Chair - James "Archie" Jernigan

1st Vice-Chair - Dr. David Schjott

2nd Vice-Chair - Les Chambers

Secretary - Susan Reed

Treasurer - Jon Morris

Douglas Burgess

Joyce Kiser

Angie Bobo Onianwa

Capt. Kevin Kirkpatrick

Dr. Lois Lunderman

Angela Gainer