



CONNECTING PEOPLE WITH POSSIBILITIES



About Bridgewell

Bridgewell is a private, non-profit comprehensive human services organization that has been providing support to adults with developmental and psychiatric disabilities for more than 55 years.

Bridgewell is a premier provider offering a continuum of care that includes: day habilitation, counseling, clinical care, employment training, transitional homeless services, residential services, educational programs and affordable housing. We operate more than 90 programs in 19 communities in eastern Massachusetts and serve more than 4,200 individuals and their families each year.

Mission

Inspired by the values of caring and respect, together we guide individuals with disabilities and other challenges to achieve and enjoy their highest quality of life and personal growth.

Vision

To be the provider of choice for services to individuals with disabilities and other special needs, and to be trusted and recognized by all stakeholders for our leadership, innovation, professional expertise, quality of service, accountability and integrity.

Values

In our relationships and all that we do, we will demonstrate these fundamental values:

Caring
Dignity

Integrity
Respect

Safety
Wellness

LITIES

Message from the CEO Robert Stearns

This past year, Bridgewell has continued to fulfill its commitment to be an organization that is trusted and recognized for its leadership, innovation, professional expertise, quality of service and integrity. By doing so, we have continued to achieve notable successes in developing new ways to meet the changing needs of adults with developmental disabilities and mental illness or those experiencing homelessness and other life challenges.

Despite the challenges of a still too slowly recovering economy and its impact on state and federal funding, Bridgewell has continued to grow. In the past year, we employed over 1,000 people who provided supports for more than 4,200 individuals through residential, day and clinical programs. Consider the impact of just one of our accomplishments: we were able to serve more than 46,000 meals to those experiencing homelessness at Bridgewell's Pathfinder Drop-In Center Lowell.

We have not let difficult economic times compromise our ability to adapt to changing circumstances or dampen our innovative approach to creating new services along our continuum of care. In the following pages, you will see our ability to respond is due to many people and organizations. Our dedicated board members. Our funders and referral sources. Our Corporate Partners. And especially our hard-working employees: each one goes to work each day and makes a difference in the lives of some of society's most vulnerable individuals.

As we move into the New Year, we do it with gratitude for everyone who worked by our side to help us continue to fulfill our mission. Together, we help the individuals we serve to develop to their fullest potential, now and in the future.

Pictured left: At 94 years old, Ginger moved into her new home in Amesbury last summer. She had lived in institutions and nursing homes since age 7. She is now happy to be part of our Bridgewell community.



A handwritten signature in blue ink, appearing to read "R. Stearns".



Bridgewell Advocates

Bridgewell connects people with possibilities while supporting and encouraging individuals to use their voices and be their own self-advocates.

“Bridgewell Advocates” is a group established to educate and energize individuals about self-advocacy. The group meets monthly to discuss current topics influencing the lives of individuals with disabilities.

Dianna Lopilato and Elmer “Skip” Marshall, served by Bridgewell, are members of the state wide self-advocacy group Mass Advocates Standing Strong and were voted as the 2012 Secretary and Treasurer of the Northeast regional chapter.

Bridgewell Advocates have participated in many formal trainings including an abuse prevention course as part of the state-wide *Awareness and Action* program; the *Explore, Prepare, Act* program for community based employment; the *Self-Advocacy Leadership Series*; and lastly *Impact: Ability* physical self-defense course which focuses on abuse intolerance.

Pictured above: Dianna, Skip and fellow Bridgewell Advocate Florence Durkee also attended the National SABA (Self Advocates Being Empowered) Conference in St. Paul, Minnesota.

MEETING THE GROWING NEEDS EAC



Affordable Housing

This year, Bridgewell continued to assist more than 200 disabled individuals and their families to secure and maintain safe and affordable housing through the Mainstream Housing Choice Voucher Program. In a collaborative effort with the Lynn Shelter Association and Project Cope, Bridgewell received a Permanent Housing Bonus Award from HUD through the LynnPACT. This award allows Bridgewell to manage 5 housing subsidies and provide case management services.

Homeless Services

The Pathfinder Drop-In Center served 46,703 meals and completed 330 new intakes for people experiencing homelessness last year. The Drop-In Center retained 112 participants including 17 new and 5 existing veterans. The Permanent Supportive Housing program (24 hour supports), served 17 men and the Pathfinder Apartments were leased to 16 tenants. The Drop-In Center provided over 200 hours of court-ordered community service work and hosted several community based health services programs for in-services and outreach during the year.

Behavioral Health

Behavioral Health Services continues to grow at a rapid rate. Nearly 2,700 people were served last year at three locations: Bridgewell Counseling Services – Lowell, Lowell Adult Day Treatment (LADT) and The Sovner Center in Danvers. This represents a 16% increase in those served over the year prior. Revenues exceeded FY12 budget expectations by 8%, while clinical outcome reports continue to show improvement in the 12 domains measured, with clinically significant improvements in depression, psychosis, social conflict, sleep, suicidality, and sexual functioning.

H DAY

Day Services

Our Day Habilitation Centers welcomed 33 new individuals to their services. At the same time, Bridgewell's Mobile Day Habilitation supported 14 individuals in nursing homes throughout our service area. Individuals in each of the day programs continue to make significant contributions to the community. Members of the Boston Street Herald newspaper group partnered with the editorial staff from The Lynn Item to improve their reporting skills, while individuals from Lynnway and Melrose Day Habilitation Centers volunteered regularly at a local nursing home and the North Shore Animal Shelter.

Residential

In FY 2012, Bridgewell built two new homes and welcomed 16 new individuals, bringing the total to 358 people supported by residential services. Working with various vendors, other non-profits, and state and federal agencies, Bridgewell continues to build custom homes for individuals with varying disabilities. We pride ourselves in our ability to adapt to the changing needs of those we serve, often involving specialized medically intensive 24/7 care, adaptive equipment and specific design features in residences. To further our commitment to the special needs of our aging individuals, we dedicated staff to focus on Alzheimer's disease-related supports and training.

Employment Supports

Employment Supports Services are conducted at Bridgewell's Boston Street Center and through the Lynn Friendship Club and Vocational Interest Program (VIP). The Boston Street Center had 47 individuals working both on-site and off-site and obtained four new employment contracts (Meineke Muffler in Salem, Caleb Foundation, First Church in Swampscott, and the North Shore Navigators) for a total of 21 business partners.

Transportation

Bridgewell's Transportation Services provided transportation and accessibility to day programs for more than 169 individuals. Bridgewell's fleet of 125 vehicles, including 52 wheelchair accessible vans, drove more than 1,299,065 miles last year.

Pictured left: Through donations, Bridgewell purchased 14 shares of fresh vegetables from local farmers to serve at our Pathfinder Drop-In Center in Lowell, where 46,000 meals are served annually.



Bridgewell's Recreation Program

Bridgewell partnered with 44 local businesses to provide in-kind and financial support to a variety of weekly recreational activities for more than 150 individuals.

Activities range from cooking and bowling to dances and adventures in Boston. This past summer, individuals and staff (*pictured above*) spruced up and cared for the Vietnam Memorial in Salem Willows.

There are 60+ dedicated volunteers that support Bridgewell's Recreation programs, including a growing number of students from local high schools.

Bridgewell also participates in the Special Olympics. In the summer of 2011, Bridgewell's Track and Field team competed at Harvard University's Athletic Complex! Our team of 80 athletes brought home:

28 - Gold Medals	6 - 5th Place Ribbons
26 - Silver Medals	6 - 6th Place Ribbons
12 - Bronze Medals	1 - 7th Place Ribbon
10 - 4th Place Ribbons	6 - Participant Ribbons!

Go Team Bridgewell!

THE CORE OF BRIDGEWELL



Staff Appreciation and Retention

In May 2012, Bridgewell recognized a number of milestones at its annual staff appreciation dinner. It was a wonderful gathering with more than 300 friends, family, staff and board members celebrating the anniversaries of 178 Bridgewell employees who have worked for Bridgewell for 3, 5, 10, 15, 20, 25, 30 and even 45 years! An unbelievable 1,167 years of service was celebrated that evening.

Bridgewell is proud to have more than 1,000 employees with a low turnover rate of 16% compared to the industry standard of 24%.

Certifications and Training

Last year, the Training Department provided almost 2,500 training sessions for Bridgewell employees in CPR, CPI, PAC and MAP, clinical skills, supervisory skills, program operations and a variety of direct support topics.

At the same time 390 direct service professionals were credentialed in the Developmental Disabilities I & II level trainings through The Provider's Council, while more than 1,900 online trainings and electives, including OSHA and Driver Safety Training, were completed. This represents a 51% increase in online trainings over last year using Essential Learning, our newly integrated e-Learning application.

Union

In early 2012, Bridgewell and the SEIU 509 bargaining unit entered into a contract that is rooted in Bridgewell's mission and professional expectations with the highest of quality care for the people we serve first and foremost.

2011-2012 Licensing and Certification Reviews

- Successful 2011 DMH licensing at Pathfinder
- Successful Lowell DPH food service establishment licensing at Pathfinder
- Successful HPRP audit through the City of Lowell
- Successful MART Transportation Services Audit
- Fourth consecutive year of successful licensing of the Lynn Rooming Houses with no deficiencies

Continuing Education

After a successful re-branding, the Center for Professional Innovation (CPI), Bridgewell's education affiliate, continued to build on decades of success by offering 31 workshops to more than 1400 professionals in a variety of Human Service disciplines. Workshops were offered in Burlington, VT, and Springfield, Foxborough and Billerica, MA.

CPI Certifications in 2011-2012:

- American Psychological Association
- National Board of Certified Counselors
- MA & VT Chapters of National Association of Social Workers
- MA & VT Substance Abuse Counselors
- MA & VT Boards of Marriage & Family Therapists



CENTER FOR
PROFESSIONAL
INNOVATION

Pictured left: Bridgewell is proud of its employees. In 2012, Charlotte Alimenti celebrated working at Bridgewell for 45 years. Seven employees have each worked at Bridgewell for more than 25 years!



Remembering Rodger Hebert

Sadly, this year, Bridgewell lost a dear friend and colleague, Rodger Hebert (*pictured left front*) who served as Director of Quality Assurance for more than seven years. Rodger passed away after a life-long battle with Cystic Fibrosis.

In his role, Rodger monitored Bridgewell assessment and reporting systems, our Human Rights Committees, and managed all our incidents and investigations, all of which are essential to maintaining the highest level of quality in all of our programs and services. He skillfully guided staff through simultaneous successful accreditation and licensure processes, including the award of CARF's prestigious three-year accreditation. We will also remember Rodger for the great leadership he provided to our TIER project.

He was a cherished member of the Bridgewell family and touched the lives of everyone in our services and all who worked with him. His commitment to the individuals we serve has set a high bar of quality and compassion.

DEEPENING RELATIONSHIPS



Official and VIP Visits to Bridgewell

Over the last year, a number of Public Officials and VIPs visited Bridgewell programs. We are thrilled to be able share our good work with those who advocate on our behalf when state funding is at risk, and who serve as ambassadors for those with disabilities in our communities.

Public Officials

- Congressman John Tierney
- State Senator Barry Finegold
- Former State Senator Richard Tisei
- State Senator Eileen Donoghue
- Mayor Judith Flanagan Kennedy of Lynn

VIPs

- The New England Council President & CEO Jim Brett
- WCVB-TV's News Anchor Susan Wornick
- Seaport Hotel's VP of Marketing Craig Cunningham

Pictured: Bridgewell Self Advocates Joanne (*left*) and Patty (*right*) pose with Bridgewell Program Director Irina Kalaydjian and Assistant Director of Quality Assurance Kelli Hyland at the second annual Meet & Greet.

Family Engagement

Bridgewell is committed to providing the people we serve with opportunities to achieve and enjoy their highest quality of life and personal growth. Our commitment extends to their families and guardians by offering programs to best support them in their role.

In November 2011, Bridgewell held a panel discussion entitled *Family Forum: Life Transitions Bridging Through Changing Needs*. The panel discussed transitioning from a home, school or nursing facility to community day and residential services as well as supporting and fostering the independence of individuals in Bridgewell services. In the Spring of 2012, Bridgewell held its 2nd Annual Meet & Greet where family members, guardians and staff mingled and participated in two specialized focus groups - one on *Accessing Services*, and the other on *Caring for Care Givers*.

Corporate Partnership Program Launch

Last year, Bridgewell launched the Corporate Partners program, an annual membership program that provides companies with a range of exciting opportunities and benefits to advance their marketing and philanthropic objectives. Through email, direct mail and the Bridgewell website, our Corporate Partners received numerous opportunities for brand exposure to the larger Bridgewell Community.

Direct Outreach and Impressions:

- Bridgewell and CPI Website Pageviews: 1,000+
- Email Impressions: 6,000+
(multiple emails, sent to internal and external lists)
- Bridgewell Connections Newsletter: 3,000+ contacts, mailed Summer and Spring 2011 and Winter 2012
- CPI Website and Brochures: 50,000+

Thank you to our Corporate Partners for their dedicated support. For more information about Corporate Partnership, contact Cari Palmer Lord at cpalmer@bridgewell.org or 339-883-2157.



Distinguished Speakers at BCS

Bridgewell Counseling Services began hosting a Distinguished Speaker Series in September 2011 for mental health providers in Greater Lowell.

The topics ranged from long-term, injectable medicine for serious mental illness to religion and psychotherapy. All speakers are leaders in their fields and engage in an open discussion with attendees. Past speakers include:

- Nancy Kehoe, RSCJ, PhD.
- Henry Nasrallah, MD.
- Dr. Dean Najarian, PharmD, BCPP

The Distinguished Speakers Series is held approximately three times a year. We plan to expand the Distinguished Speaker Series and encourage new presenters and innovative topics to attract a large audience.

Pictured above: Bridgewell Therapists Val Peterson and Patty Cason talk with Nancy Kehoe, RSCJ, PhD, author of *Wrestling With Our Inner Angels: Faith, Mental Illness, and the Journey to Wholeness*.

Patron Level

Caruso & McGovern Construction Inc.
James J. Welch & Company
Merchants Automotive Group

Steward Level

MacDonald & Vaccaro Insurance Agency
Philadelphia Insurance Companies

Supporter Level

Gardner Mattress Corp
R E M Flooring, Inc.
Spinelli's Function Facility

INVESTING IN BRIDGEWELL



Spring Appeal 2012

In 2012, Bridgewell held its first direct mail Spring Appeal to solicit unrestricted donations for programs and services. Through the support of our friends, board members, employees, businesses, families and guardians, we raised more than \$22,000 in unrestricted funding - exceeding our goal by 35%!

Funding for programs and activities beyond the individuals' contracted services must be raised by Bridgewell to continue the high-quality continuum of care that we have provided for more than a half a century. Through tax-deductible gifts to Bridgewell, you demonstrate your belief in our work and support the individuals who need your help most.

Thank you to each of our 2012 Spring Appeal supporters!

Fund a Need 2011

Every year, at the *Imagine the Possibilities* Gala, Bridgewell holds a Fund a Need auction. Gala guests raise their paddles to purchase specific items for individuals in our programs. In 2011, gala guests raised more than \$30,000 in Fund a Need dollars – doubling the 2010 total!

These donations allowed us to purchase a SMART Board, AV equipment, 10 iPads and 9 group YMCA memberships. We also provided 22 individuals in our services with “Head to Toe” packages, which included a hair cut, work outfit and transportation for interviews. And, 14 “Need to Feed” packages used to purchase farm shares for our Pathfinder Drop-In Center.

Pictured left to right: WCVB-TV's Bianca de la Garza, Bob Lobel, Lt. Gov. Tim Murray and Bridgewell President and CEO Bob Stearns.

Imagine the Possibilities Gala 2011

Bridgewell is pleased to announce we raised more than \$285,000 at the *Imagine the Possibilities* Gala at Boston's Seaport Hotel on November 4, 2011. The Gala raised \$50,000 more than the year before, which was also \$50,000 over the year prior! There were 47 sponsors and 320 guests in attendance.

Channel 5 Eyeopener's Bianca de la Garza hosted this year's gala, which included a silent and live auction featuring exotic trips, sports events and more. The auction, ticket sales and sponsorships accounted for the success of the event.

Bridgewell's 2011 *Visionary Leadership Award* was presented to Lieutenant Governor Tim Murray for his longtime efforts to provide housing opportunities for those experiencing homelessness and for individuals with developmental disabilities.

The *Excellence in Service Award* recognized legendary sportscaster Bob Lobel for his off-air charity work for Children's Hospital, The Genesis Fund and the Charles River Center, serving people with developmental disabilities.

The Gala's success is due to the incredible generosity of our donors, guests and Gala sponsors, especially Integrity Sponsors **Citizens Bank** and **McGrath Enterprises**, and Advocate Sponsor **Caruso and McGovern, Construction, Inc.**

Thank you to all our sponsors, donors and Gala guests!



Mayor Kennedy of Lynn Visits Boston Street Women's Group

Mayor Judith Flanagan Kennedy of Lynn and her Chief of Staff Jamie Cerulli came to visit the Women's Group at Bridgewell's Boston Street Center.

Earlier this year, the Women's Group wrote a letter to Michelle Obama and received a letter back from the First Lady, which inspired them to reach out to other influential women in politics. The Group wrote a letter to the Mayor, who graciously responded quickly saying she would love to visit.

In preparation for her visit, the Women's Group came up with a list of questions from light topics (Do you have a dog?) to heavy topics (What is Medicaid doing to help people living in nursing homes and Day Habs?).

Mayor Kennedy answered all the questions, and learned more about Bridgewell and the Boston Street Women's Group. Thank you Mayor Kennedy for visiting!

FINANCIAL SNAPSHOT

“What continues to impress and inspire me about Bridgewell is the entrepreneurial approach to identifying the changing needs for the individuals in our care.

True to the mission of caring and respect, Bridgewell provides the most innovative and creative solutions to these emerging challenges – often turning them into wonderful new opportunities.”

Angelika Fretzen, Chair

Leadership

Robert Stearns, M Ed
President and Chief Executive Officer
 Kelly Johnson, MBA
Chief Operating Officer
 James Low, MBA, CPA
Chief Financial Officer
 Laura McNamara, LICSW, ACSW
Director of Program Operations

Cari Palmer Lord, MSM
Director of Development & Advancement
 Inge Peters, SPHR
Director of Human Resources
 Elaine White
Director of Housing

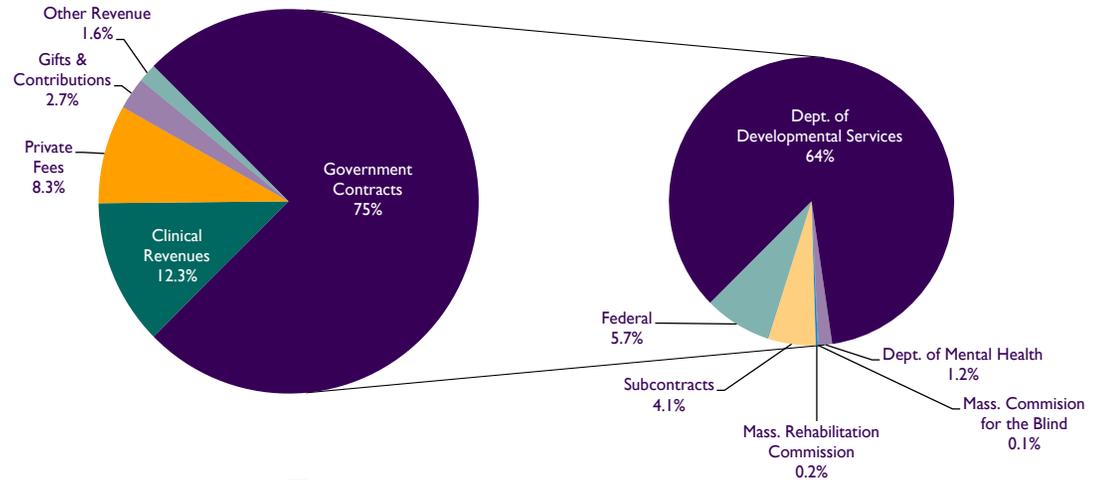
Board of Directors 2011-2012

Angelika Fretzen, Chair
 Christopher R. Vaccaro, Vice Chair
 Korey Antonelli
 Rob Boudrow
 David Brown

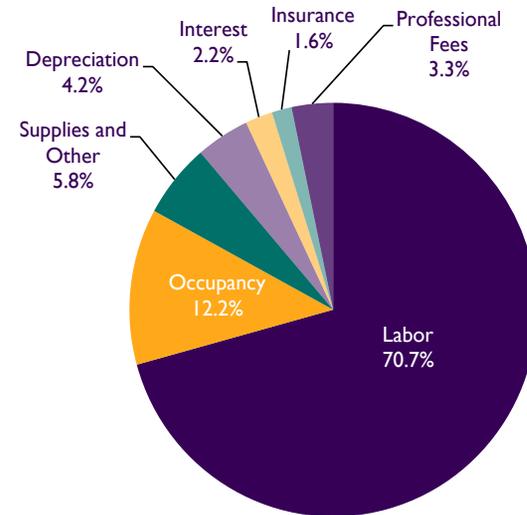
Gordon Massey
 Pauline Pike
 Jane Puffer
 Ann Cohen
 Gregg Edelman

Michael Flammia
 Mark Robbins
 Jeffrey Roy
 Michael Silverman
 Justin Wright

Bridgewell, Inc. Revenues



Expenses



Summary For the Fiscal Years Ending June 30

	2012 Bridgewell	2012 Subsidiaries	2012 Combined Bridgewell	2011 Combined Bridgewell
Revenue and Support				
Contributions, Grants & Special Events	\$350,319	\$948,012	\$1,298,331	\$915,221
Program Service Fees	\$40,718,872	\$811,152	\$41,530,024	\$38,902,021
Rental Revenue	\$3,374,742	\$53,697	\$3,428,439	\$3,205,794
Investment Revenue	\$2,949	\$1,165	\$4,114	\$31,307
Revenue from Commercial Products & Services	\$55,990		\$55,990	\$41,282
Gain on Sale of Property & Equipment	\$240,704		\$99,735	\$562,908
Other	\$362,943		\$345,166	\$297,292
Total Revenue and Support	\$45,106,519	\$1,814,026	\$46,761,799	\$43,955,825
Expenses				
Management and General	\$5,172,343		\$5,172,343	\$4,937,741
Fundraising	\$487,245		\$487,245	\$365,360
Program Services	\$38,296,503	\$1,162,721	\$39,459,224	\$37,368,791
Total Expenses	\$43,956,091	\$1,159,721	\$45,115,812	\$42,671,892
Change in Net Assets from Operations	\$1,150,428	\$495,559	\$1,645,987	\$1,283,933

BRIDGEWELL SUBSIDIARIES

Bridgewell Merrimac Housing Corporation
 Bridgewell Danvers Housing Corporation
 Bridgewell Lynn Housing Corporation

Middlesex North Resource Center
 Forthill Avenue, Incorporated
 Center for Professional Innovation

Bridgewell Subsidiaries' 990's are filed separately.



Bridgewell & North Shore Navigators

Bridgewell is proud of our Employment Supports program and relationship with the North Shore Navigators baseball team in Lynn.

Two individuals, Peter and Nick, were employed by the team this past season and look forward to working with the Navigators next season, too. They both worked home games and were responsible for maintaining the concourse.

“Nick and Peter did an outstanding job for us last season. They were an important part of our team,” said Navigator’s General Manager Bill Terlecky.

“They kept the ballpark looking great during games and their hard work paid off as our cleanup the next day after games was almost nothing because of the good job they did. We’ll look forward to them returning this season.”

Pictured: Peter and Nick pose with Bridgewell Employees Shaina Gindes and Scott Heggie at Fraser Field.

THANK YOU TO OUR DONORS!

General Contributions

\$5,000+

Mr. William Driscoll, III, Ms. Kerry Lentine and Ms. Colleen Cox

\$2,500 - \$4,999

Mr. Robert D. Boudrow
Ms. Angelika Fretzen

\$1,000 - \$2,499

Ms. Caroline Bacon-Kurtz
Mr. & Mrs. George Hall
Northeast Health System - Beverly Hospital
Ms. Pauline Pike
Mr. & Mrs. Robert Stearns
WB Mason

\$500 - \$999

Mr. & Mrs. David E. Brown
Mr. Gregg M. Edelstein
Fire Pump Testing Company
Mr. Michael P. Flammia
Georgetown Savings Bank
Mr. & Mrs. Jesse Peters
Practical Solutions
Mr. & Mrs. Bob Puffer
Mr. Paul Walsh
Mr. Richard B. Wilson

\$250 - \$499

Mr. & Mrs. Edward Cousineau
Employees of First National Bank of Ipswich
Ms. Julie Hagstrom

Mr. & Mrs. Richard M. Hamill
Ms. Kelly J. Johnson & Mr. Sean Martin
Mr. & Mrs. James F. Low
Mr. & Mrs. Jack McNamara
Mr. & Mrs. Tim Lord
Parsons & Faia Inc.
Dr. & Mrs. Michael Silverman
Ms. Marjorie St. Paul
Ms. Joanne Tilton
Unitarian Universalist Women of Greater Lynn
Mr. & Mrs. Robert F. White

\$100 - \$249

Dr. & Mrs. Stephen Antonelli
Mr. & Mrs. Charles Boaman
Brew'd Awakenings
Ms. Janine Brown-Smith
Mr. John S. Chlopek
Ms. Ann F. Cohen
Mr. & Mrs. Alan Dacy
Mr. & Mrs. William Dawson
G. Janvrin Home Improvement
Ms. Yvonne Gattineri
Mr. & Mrs. Lawrence Harding
Mr. & Mrs. Gregory Heath
Herman & Penner, P.C.
Ms. Renee S. Heusser
Ms. Anita Hughes
Mr. & Mrs. Joe Hungler
Ms. Kelli Hyland
Ms. Judith Kelly
Dr. Mara Kirby & Ms. Anna Hill
Mr. Christian Klacko
Mr. Robert LaDow
Ms. Louise F. Lazare

Ms. Mary Macleod
Mr. & Mrs. Thomas J. McCarey
Ms. Deborah A. Morrison
Presidential Realty Trust
Mr. Dominic Prestone
Priceless Sales
Mr. David Robbins
Mr. & Mrs. Mark Robbins
Mr. & Mrs. Jeffrey Roy
Ms. Justine Rudgis
South Coastal Bank
Stephenson & Brook
Mr. & Ms. Christopher R. Vaccaro
Mr. & Mrs. Justin Wright

Up to \$100

Anonymous
Ms. Shirley Amirault
Ms. Shelley Baer
Bartram Land Survey
Ms. Tracey Blaney
Mr. Joseph Camara
Ms. Elizabeth M. Carter
Ms. Amanda Chalmers
Mr. & Mrs. Chuck Chin
City of Lynn
Coastal Connections, Inc.
Eastern Appraisal Service, Inc
Mr. & Mrs. Peter Hill
Mr. Michael Hutchinson
Mr. & Mrs. Joseph Kelly
Mr. Thaddeus L. Kurpiel, Sr.
Ms. Diane Lynch
Mrs. Bernice MacDonald
Mr. & Mrs. David Manning
Mr. & Mrs. Charles T. Marcou

Ms. Irene Martyniuk
Ms. Elaine Merken
Mrs. Joan M. Mooney & Mr. David Mooney
Mrs. Carolyn M. Meyers
Mr. & Mrs. Thomas Riolo
Mr. Daniel Ruggiero
Mr. Robert D. Starbard
Ms. Priscilla Stocker
Mrs. Rosaria Taft
Ms. Ann Walsh-Macleod
Ms. Susan Warning-Crowe
Ms. Susan M. Wheeler
Dr. & Mrs. Ben Wittner

Memorial & Tribute Gifts

In Memory of Philip Bjorkman

Ms. Ethel E. Leonard

In Honor of Teresa Brown

Ms. Patti Brangiforte

In Memory of Jean Marie Calloway

Mrs. Susan Craven
Ms. Natalie E. Edwins
Ms. Nancy Nadeau
Mrs. Virginia Surdam

In Honor of Sabino Cioffi

Ms. Mercyanne C. Andes
Ms. Susan Armitage
Ayse Cansu Aydede
Carroll E. Bacci & Ellen M. Fiore
Mr. Alexander Barrett
Jean E. Basile

Mr. Jason Berkenfeld
Mr. Daniel S. Borrero
Ms. Ligia Borrero
Mr. Peter Borrero
Ms. Katelyn Caddigan
Mr. Behnaz Champey
Mr. Shomesh Chaudhuri
Mr. Michael Cioffi
Ms. Mary Corcoran
Ms. Christine Costello
Mr. and Mrs. Thomas E. Crosslin
Ms. Linda Dashnaw
Ms. Anna Maria DeSorbo
Mr. Jesse DiMeo
Ms. Anne Doucet
Ms. Linda Doucet
Ms. Julia J. Duke
Ms. Moira Forgerg
Ms. Angelika Fretzen
Mr. Simon Fuller
Ms. Laura Ganat
Mr. & Mrs. Daryl Graves
Ms. Dolores M. Green
Dr. Yogesh K. Gupta
Mr. Scott Haywood
Mr. Sundeep Iyer
Mr. Matt Johnson
Mr. and Mrs. John Kaneb
Mr. Timothy Kotin
Ms. Joanne Lawrence
Ms. Ada Lio
Ms. Alexa Llibre
Ms. Vivian Lu
Mr. James MacLeod
Ms. Mary Macleod
Ms. Zoe Morrison

Mr. Daniel Nevius
Mr. Sam Novey
Ms. Zeina Oweis
Mr. Adam L. Palay
Ms. Lianna Reagan
Ms. Alexis Regan
Mr. John Rego
Mr. Simon Rooke
Ms. Patricia Satterstrom
Mr. Robert Schaaf
Schneider Electric
Mr. Fred Schwartz
Mr. Jun Shimada
Mr. & Mrs. Robert Stearns
Ms. Kalyan K. Sunkavalli
Ms. Gioia Sweetland
Ms. Julia Tartaglia
Ms. Elena Tartagliani
Ms. Meghan Tracy
Ms. Tiffany Wen
Mr. James Winter
Mr. Jesse Z. Zang
Ms. Rugare Zvoma

In Memory of Robert Eddy
Mr. & Mrs. Robert Stearns

In Memory of Richard Erickson
Ms. Dorine M. Bransfield, the Sunshine Fund
Ms. Mary Ellen Connelly

In Honor of Lillian Gant
Mr. and Mrs. Robert Stearns

In Honor of Bob Howard
Mrs. Susan Craven

In Honor of Mark & Mary Knowland
Mr. Steven Paul Welsh

In memory of Alphonse Lombardi
Mr. David A. Lombardi

In Memory of Ann Marie Lyons
Ms. Marie E. Collins
Ms. Agnes T. Guthrie
Mr. & Mrs. Thomas P. McCourt
Mr. & Mrs. Charles C. Winchester

In Memory of Richard D. Meyers
Cystic Fibrosis Sales Team at Vertex Pharmaceuticals:
Mr. Tim Bennett, Ms. Kristin Bleyl
Mr. Jim Carroll, Mr. Ryan Crawford
Ms. Michelle Faust, Ms. Jill Fiehrer
Ms. Cindy Grippi-Warren,
Mr. Jimmy Kearc, Mr. Dan Meyers
Mr. Robert Newman, Ms. Beth Pegram, Ms. Sheryl Tatman,
Ms. Laurie Urguhart and
Ms. Leanne Willard

Mr. Daniel Cahill
Mr. Matthew Canning & Ms. Jessica Gard
Mr. & Mrs. William J. Canning
Mr. & Mrs. Aubrey Dunlea
The Estee Family
Mr. & Mrs. Kevin Estee
Ms. Gayle E. Greenwood
Mrs. Catherine H. Hughes
Mr. Fred Kohler
Mrs. Carolyn M. Meyers
Mr. & Mrs. Frank Schiavone

Mr. Gaetano Schiavone
Mrs. Robin Vezina & Family

In Memory of Henry Mixer
Ms. Brenda Quackenbush

In Honor of Ann Mugford
Mr. Absalom N. Mugford

In Memory of Pamela Nesson
Mr. & Mrs. Peter Carbone
Mr. & Mrs. Benjamin Hartman

In Honor of Eva Papadopoulos
Mr. & Mrs. Robert Stearns

In Memory of Lyria Ramos
Ms. Judith Bell
Mr. Richard Goodwin
Ms. Laurel Ciavarrri
Mr. & Mrs. Jovelino Ramos
Ms. Eleanor G. Shore
Mr. & Mrs. Howard Zonana

In Memory of Gailanne Reeh
Mr. & Mrs. Robert Stearns

In Memory of Alma E. Smith
Ms. Mary Elen Connelly

In Honor of John Riley & Logan Thomas Van de Linden
Mr. & Mrs. Robert Stearns

In Honor of John and Kathy Welsh
Mr. Steven Paul Welsh



Michael Cioffi Runs Vermont Marathon to Support Bridgewell

Early last year, Michael Cioffi decided to run his first marathon on behalf of Bridgewell by spreading awareness of our mission and collecting donations. His brother Sabino – a resident of the Bridgewell community – is 27 years of age and has Down Syndrome and Autism.

Michael raised close to \$4,500 to directly benefit Sabino and all his housemates at his Bridgewell home. Sabino and his housemates used the money for a staff appreciation dinner, the services of a music therapist and annual memberships to the New England Aquarium and Franklin Park Zoo.

Interested in supporting Bridgewell like Michael? Individuals, groups, small businesses and corporations interested in planning an event to benefit Bridgewell should contact Director of Development & Advancement Cari Palmer Lord at 339-883-2157 or cpalmer@bridgewell.org. We are excited to work with you!

YOUR SUPPORT MAKES A DIFFERENCE.



2011 Imagine the Possibilities Sponsors (\$1,000+)

Integrity

Citizens Bank
McGrath Enterprises

Advocate

Caruso & McGovern Construction Inc.

Partnership

AA Maintenance Solutions, Inc.
Bernie & Phyl's Furniture
Fisher & George Electrical Company, Inc.
James J. Welch & Company
KDSA Consulting, LLC
Long Term Pharmacy Solutions
MacDonald & Vaccaro Insurance Agency
Mack's Painting and Powerwashing
Merchants Automotive Group
Morgan, Brown & Joy LLP

Supporter

Blue Cross Blue Shield Of
Massachusetts, Inc.
Charm Medical Supply
Davco Security Systems, Inc.
Ferrari's Landscaping
Glow Cleaning
Seaport Hotel
Swampscott Refrigeration Inc.
W.B. Mason

Friend

Atlas Glen-mor Fuel Co.
Barron Associates Worldwide, Inc.
Bartlett Hackett Feinberg P.C.
Mr. Robert D. Boudrow
Brady Enterprises, Inc.
Mr. Thomas Cataldo
Columbia Insurance Agency, Inc.
Comfort Home Care, LLC
Deer Hill Architects
Eastern Bank
Eckert Seamans Charitable
Foundation Inc.
ePay Business Solutions
Fire Pump Testing Company
G. Janvrin Home Improvement
Harkins Real Estate & Auctioneers
Herman and Penner, P.C.
Lancelot Janitorial & Paper
Marty's Landscaping
Carol McKean Events
New England Wheels, Inc.
Northeast Health System -- Beverly
Hospital
Philadelphia Insurance Companies
Picard Construction Corp.
Salem Five
Mr. and Mrs. Robert Stearns

Matching Gifts

GE Foundation
The Lord, Abbott & Co. LLC
Schneider Electric Square D
Foundation

Gifts In-Kind

Alex and Ani
Amvets
Amvets Ladies Auxiliary 161
AmVets, Post 161
Ania & Associates
Anonymous
Beach Sales Inc.
Boston Ballet
Boston Breakers
Boston Bruins
Boston Red Sox (Foundation)
Boston Super Tours
Boston University
Ms. Margaret Burnett
Business Copy Associates
Cabot Creamery
Capt's Waterfront
Caruso & McGovern Construction Inc.
The Cheesecake Factory
Mr. John S. Chlopek
Citizens Bank Foundation
CoCo Key Water Resort
Mrs. Susan Craven
Datura Villa Realty Management, LLC
Eileen Fisher
Engage Your Core Pilates
Franklin Park Zoo
Ms. Angelika Fretzen
Giant Glass Co., Inc.
Gourmet Caterers

Mr. Ed Grace
Green Mountain Coffee Roasters
Mrs. Georgie Hallock
Harpoon Helps (Harpoon Brewery)
Healthworks Fitness Centers
Holiday Inn Peabody
International House of Pancakes
iRobot Corporation
Liberty Hotel
Mr. and Mrs. Bob Lobel
Lynwood Studio
M.S.Walker Inc.
McDonald's
Carol McKean Events
Mr. and Mrs. Fred McNamara
Museum of Science
NBC Universal Cable Entertainment
New England Aquarium
North Shore Navigators
Northey Street B&B
Mr. and Mrs. Tim Lord
Ms. Sarah Parsons
PinkCalyx
Pitney Bowes
Plymouth Plantation
Priceless Sales
Revitalize Health & Wellness, LLC
Salem Moose Family Center
Seaport Hotel
Sheraton Boston
Solimine, Landergeran & Richardson

Funeral Homes
Special Thoughts Outlet Stores
Stampin'Up
Mr. and Mrs. Rick Starbard
Swampscott Rotary
Topsfield Fair
Toscana Ristorante & Cafe
United Benefit Services
Vineyard Vines
W.B. Mason
Waste Management
WCVB TV 5
The Westin (Waltham Boston) Hotel
XV Beacon Hotel
Zoo New England
Zulu Nyala Game Lodge

Every effort has been made to list donors' names completely and accurately. Listing reflects gifts from July 1, 2011 – June 30, 2012.

These gifts do not include donors (\$1-\$999) for the 2011 Imagine the Possibilities Gala.

Please contact Bridgewell's Development Department with any questions at development@bridgewell.org or 339.883.2139.



Circle of Excellence

In 2011, the New England Circle of Excellence, five award-winning Microsoft Certified Partners, held a charity golf tournament at the Wedgewood Pines Country Club in Stow to benefit Bridgewell.

Compuworks Systems Inc.'s Pamela McGovern MacRae, *pictured above*, spearheaded the tournament, which raised more than \$4,500 in support of Bridgewell.

The five software companies include:

Altico Advisors
CompuWorks
KMA
Presidio
Software ONE

Thank you to all five companies from Bridgewell!



Pictured left: Paula attends our Boston Street Day Habilitation Center.

AN EYE TO THE FUTURE



Strategic Planning

In May 2012, Bridgewell kicked-off a comprehensive strategic planning process. A Strategic Planning Steering Committee, composed of 22 staff members from each of our service lines and three members of the Board of Directors, has been working to inform and drive the process.

Bridgewell held focus groups and meetings with various stakeholders including individuals in our services, various mixes of employees and board members. Additionally, an electronic survey was sent to families, guardians, donors and professional peers.

The process has been designed to further develop the Board of Directors, involve staff, and engage stakeholders to provide a foundation for programming, planning and advancement as well as forwarding Bridgewell's status as a premier human services agency in Massachusetts.

Pictured: Kyle attended Bridgewell's Boston Street Center, but now attends our new Rosewood Drive Center, which serves young adults with autism who are transitioning from educational systems to adult services.

Commitment to Technology

Bridgewell is committed to improving the technology used in our programs as well as our administrative offices. With the support of private grants, Fund a Need and general donations, we've been able to purchase several SMART Boards and more than a dozen iPads for use in a number of our programs.

At Bridgewell, SMART Boards are used for a variety of purposes, from expressing emotions to fitness activities such as yoga, as well as development for our professional staff. The SMART Board also encourages and supports therapeutic activities related to mental health recovery.

Increasingly, people with disabilities who have communication disorders are using iPads to express their needs through the use of pictures. Thanks to the generosity of last year's Gala donors, Bridgewell was able to launch an iPad pilot project last February.

Staff worked to provide training on basic features, received guidance from specialists and parents who have worked with special needs populations and iPads. The program is a great success, resulting in strong relationships with Mass General Hospital's Lurie Center and Boston Children Hospital's communication enhancement department.

Totally Integrated Electronic Records System

Bridgewell's Electronic Health Record system, TIER, has been implemented. This comprehensive web-based database replaces our paper records and allows for secured and controlled access to agency-wide information on the individuals we serve.

A full roll out of agency-wide implementation began in 2012. The database was populated with detailed Bridgewell information including those we serve, our employees, our facilities and our vehicles. TIER will continue to advance Bridgewell's ability to serve, track and monitor treatment outcomes ultimately allowing the best of care for the people we serve.



The Sovner Center & START

The Sovner Center is Bridgewell's outpatient mental health clinic that specializes in the provision of counseling services, psychiatric assessment, medication management and psychotherapy services to adults with a dual diagnosis of developmental and psychiatric disability.

In 2011, The Sovner Center moved to a larger, more convenient location, which will better accommodate the increased number of individuals we serve.

The new location is also where Bridgewell's START Clinical Team is stationed. Bridgewell also opened its new respite home in Saugus.

Pictured: Robert and Michael have a snow ball fight during their stay at the new respite home.

START (Systemic, Therapeutic, Assessment, Respite and Treatment) Clinical Support Services provides short-term community-based crisis prevention, intervention and behavior support planning for individuals who are dually diagnosed with developmental and psychiatric disabilities.

Bridgewell by the Numbers Today

Bridgewell has **6** important core values: caring, integrity, safety, dignity, respect and wellness. These values are displayed in everything we do. Bridgewell is proud to have **90** programs in **19** communities in the North Shore and Merrimack Valley.

Our **\$47 million** annual operating budget allows us to serve more than **4,200** individuals and employ more than **1,100** dedicated staff members who are committed to delivering the highest quality of supports **24/7, 365** days per year.

2012 marks Bridgewell's **55th** anniversary. We are growing and thriving and will continue to provide life-changing, innovative services into the next **55** years!

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Front Cover:

Emile, pictured with his family member, at his home in Dracut.
Rachel working at Petco through the Employment Supports program.

Matthew at Bridgewell's Rosewood Drive Day Habilitation Center.

Back Cover:

Sarah at a fair in Revere with a Bridgewell staff member.
Paul, pictured with a staff member, at his home in Amesbury.

Most photos provided by MegPix Photography