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’s continuum of care includes residential services, day habilitation, behavioral health services, employment training, homeless services, affordable housing, and substance abuse and addiction services.

Message from Board Chair Jeff Roy
It is truly an exciting time to be part of the Bridgewell family! Identifying new partners to expand and improve services and exercising agility to adapt to constantly changing needs for the individuals we serve is paramount to Bridgewell’s core strategy, mission and success.

In 2014-2015, the positive public recognition and surging demand for cutting-edge programs is a true testament to the hard work and dedication of the Bridgewell family in serving our local communities and positioning Bridgewell as a leading provider in serving the needs of individuals with disabilities.

Front Cover: Bill poses at the Topsfield Fair. Lois displays her artwork with Career Specialist Ashley Smallwood at a local fundraiser. Peter points to his McDonald’s visor - he works at McDonald’s through Bridgewell’s Employment Supports program.
Message from the CEO Robert Stearns

“A dream you dream alone is only a dream. A dream you dream together is reality.” - John Lennon

At Bridgewell, we aren’t afraid to dream and know that it takes the work of many to turn dreams into reality. For more than 55 years, we have partnered with an ever-growing community of visionaries, leaders and front-line practitioners in Massachusetts (& beyond) to spark bold, inventive ways to improve the lives of individuals with a variety of disabilities. Together, we build the will for change, stay ahead of the curve, seek out innovative new models of care and spread proven best practices.

As we look to the future, we can make a few predictions. We know that the commitment to delivering a quality continuum of care for the people we serve will remain deeply embedded in our work. We know we will continue to serve as thought leaders in the autism arenas and for those aging with disabilities. We know that we will continue to play a critical role in the fight against the opiate crisis and ongoing challenges facing those experiencing homelessness. And finally, we know that to accomplish these tasks, we must strive to serve as a model employer, supportive of best practices at all levels of service.

In the following pages you will meet some of the many people who make up the Bridgewell community and family. From those we serve who make their voices heard, to the incredibly talented board, staff and other stakeholders, whose commitment and dedication fuels our efforts. We are surrounded by those who have invested in us by believing in Bridgewell and look forward to continued partnerships as we look to move forward.

Together we will continue to turn dreams into reality.

Pictured left: Patty has her shirt signed by New England Patriot wide receiver Julian Edelman at training camp this summer.
Affordable Housing
Bridgewell continued to manage more than 200 housing vouchers through the Mainstream Housing Choice Voucher Program. Housing staff has also set up a resource board for tenants to access services as well as an in-house food pantry to help provide nutrition and healthy eating.

Homeless Services
Bridgewell has remained an active participant in the Continuum of Care in both Lynn and Lowell. The Pathfinder Drop-In Center served more than 53,000 meals and completed 365 new intakes for people experiencing homelessness. Pathfinder also launched an outreach program to connect Lowell's growing homeless population with services and housing.

Behavioral Health
Close to 6,000 individuals and families were served at the Sovner Center in Danvers, Bridgewell Counseling Services in Chelmsford and Lowell, and the Lowell Adult Day Treatment Center (LADT). Our clinic in Lowell was renovated and expanded, which also allowed the hiring of three new nurse practitioners. Project COPE opened a new clinic in Lynn, which serves individuals and their families. The new space allowed the program to introduce two new therapy groups focused on expressive art for trauma victims and bereavement.

Residential
Several programs moved to better accommodate the changing needs of residents including the development of two new homes in Danvers and Lynn. Both homes are fully accessible ranches with five bedrooms. Two new residences opened for young adults with autism in Peabody. Five Bridgewell residences benefited from music therapy in their home.
Recovery Services
Project COPE’s new clinic offers individual, group and family counseling services. As a standalone facility, the clinic provides substance use services in a safe and secure environment for individuals and families. It also allows for flexible night and weekend hours, ensuring convenient and accessible care. The Young Adult Diversion Program saw its highest enrollment, demonstrating the District Attorney’s confidence in the program and added Lawrence District Court as an active participant.

Day Services
Bridgewell’s Day Habilitation programs are offered at five locations: two in Lynn, two in Danvers and one in Stoneham. All day habilitation programs have experienced continued growth and referrals. Neba, a licensed therapy dog, volunteers at Rosewood and Boston Street Center. The Lynnway has created a Safety Committee, which hosted a Safety Awareness Cookout to demonstrate seasonal best practices to stay safe and healthy.

Employment Supports
Employment Supports services are offered through Bridgewell’s Boston Street Center and the Vocational Interest Program in Lynn. Close to 20 percent increase in intakes were conducted at the Vocational Interest Program, assisting more than half of the applicants obtain employment. The Boston Street Center has switched to a community based employment program, where all employees earn at least minimum wage and work in the community. To date, we have 17 business partners.

Recreation
Last year, Bridgewell’s Adult Education and Recreational program offered a wide variety of activities for more than 140 individuals. Participants enjoyed social, educational and recreational activities. This year, Recreation held a multi-event program called, “Shirts to Desserts,” which started by creating tie-dyed shirts and continued with a dance night, meal planning prep and classes on smart food choices. We are grateful to 50+ local businesses that made in-kind donations to support these fun and enriching events. In-kind gifts are listed on the donor wall.

Pathfinder Outreach Project
Men and women living in homeless encampments throughout Lowell will soon be getting a boost of support through the Pathfinder Outreach Project, a new Bridgewell initiative.

Launched with a grant of $13,000 from the Greater Lowell Health Alliance of CHNA 10, the project aims to connect very difficult-to-reach, homeless adults in Lowell with health care, housing and other essential community services.

Bridgewell is going straight into Lowell’s homeless encampments, which the city of Lowell is working to clear out, thereby potentially displacing individuals who live there. We’re working on the ground, connecting people to health insurance, primary care providers, transportation to medical appointments, housing, and other supports needed to be stable and healthy.

“Pathfinder Outreach Project will offer on-site assessment and case management services to Lowell’s most vulnerable population, with the goal of helping these individuals move toward health and self-sufficiency through a housing-first medical model of treatment,” said Pathfinder Director Jessica Perreault.
Staff Appreciation
Bridgewell's annual tradition continued this year with our Employee Recognition Night in May. This year, 170 employees reached milestones ranging from 3 to 35 year employment anniversaries, adding up to 1,115 years of service. More than 400 people attended including employees, board members, families and friends.

In the past year, Bridgewell has hired over 375 new staff to accommodate new residential and day habilitation programs as well as increased transportation routes.

Certifications and Training
The training department trained 2,888 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, 169 staff attended other trainings including clinical skills, supervisory skills and program operations. Over 1,500 staff took online training through Bridgewell's eAcademy.

Rodger Hebert Quality of Care Award
In 2012, Bridgewell lost Rodger Hebert, a loyal and devoted employee who had spent his career supporting people with disabilities. In his memory, Bridgewell introduced an annual employee award for those who demonstrate the same passion in their own work at Bridgewell.

The 2015 Rodger Hebert Quality of Care Award recipient is Justine Rudgis. Justine, a residential supervisor, oversees five programs in the Lowell area caring for adults with developmental disabilities experiencing Alzheimer’s disease. She works closely with peer organizations, often acting as a consultant, and created Bridgewell’s guidelines and trainings on serving this population.
Tatyana Buynitsky Scholarship

Tatyana Buynitsky was a Behavior Analyst at our Rosewood Program, supporting young adults with Autism Spectrum Disorder who passed away unexpectedly in December of 2014. Her enthusiasm, caring and dedication left a special imprint on the hearts of individuals and staff alike.

In recognition of her achievements, goals and dedication to people with life challenges Bridgewell has established a $5,000 scholarship in her honor. The first recipient of this scholarship was Laura Nowosielski.

Center for Professional Innovation

Bridgewell’s education affiliate, Center for Professional Innovation (CPI), offered 31 workshops to more than 2,249 professionals in a variety of human service disciplines in four locations across Massachusetts. Through requests from attendees, CPI expanded to a new location - Hyannis.

Thought Leaders

As a leader in the field, Bridgewell hosted the first Living Longer: Aging with Intellectual Disability conference in Framingham, Massachusetts on September 18, 2014. Matthew Janicki, PhD of the Institute of Disability and Human Development, University of Illinois at Chicago and UMaine Center on Aging and Julie Moran, DO, Intellectual and Developmental Disabilities Consultant at Tewksbury Hospital and Clinical Instructor of Medicine at Harvard Medical School, were the keynote speakers. The conference attracted more than 400 people, and included 18 sessions with 31 distinguished presenters, 21 sponsors and 29 exhibitors. Feedback from the conference was extremely positive and kicked off planning for a second aging conference, which is set for Friday, September 23, 2016.

Pictured left: Mark Kennard, left, and Gary LaPierre both celebrated their 35 year anniversary at Bridgewell’s annual Employee Recognition event in May.

Community Supported Employment

By July 2015, Department of Developmental Services planned to phase out all center-based, sheltered workshops in an effort to encourage individuals with disabilities to work in the community. Bridgewell transitioned to this approach many months before it was required by law, and served as an example for other agencies.

Each person in our employment supports program will have a day tailored to their needs while at the same time allowing us to still focus on employment for that person. Whether that means group employment or independent employment, we will be able to focus on that person’s wishes for how they would like to work. This model allows for a more varied and a more meaningful day.
DEEPENING RELATIONSHIPS

Visits to Bridgewell
Each year, a number of public officials and VIPs visit Bridgewell programs. We are thrilled to 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 and other challenges in our communities.

VIPs includes
Senator Jason Lewis
Former Secretary of Health & Human Services John Polanowicz
Representative Paul Tucker
WCVB-TV Channel Five’s President and General Manager Bill Fine
Helen Tager-Flusberg, Boston University’s Center for Autism Research Excellence

Social Media and Website
Bridgewell’s website is a very useful tool to help promote Bridgewell’s services as well as help attract staff. In the last year alone, over 90,000 people visited the Bridgewell website, viewing it more than 226,000 times.

Through Facebook and YouTube, Bridgewell has been able to share photos and videos from events such as Special Olympics, residential celebrations and recreation events. Bridgewell’s YouTube channel has seen continued viewership with Gala videos watched thousands of times.
DEEPENING RELATIONSHIPS

Businesses Partner to Provide Employment

Last year, over 30 individuals worked for these community businesses. Duties include cleaning, delivering meals, recycling, food prep as well as other clerical positions. Many individuals work in open job opportunities, however, several businesses created customized jobs specifically for Bridgewell’s employment supports program. Throughout the year, employees in the program celebrated many milestones including receiving a raise, receiving more responsibilities in their position as well as all employees now make above minimum wage due to changes in legislation and moving to community supported employment.

Bobby’s Burger Palace  
Bridgewell  
Bridgewell Transportation  
Dave & Buster’s  
Gordon College  
Greater Lynn Senior Services  
Kings Bowling  
McDonalds  
Meals On Wheels, Beverly  
Meals On Wheels, Ipswich  
Meineke Muffler  
North Shore Community College, Danvers  
North Shore Community College, Lynn  
Northshore Navigators  
Petco  
Sacred Heart School  
Salem Council on Aging


Inaugural Champion Award

Bridgewell is pleased to announce Ann Couture as the first recipient of Bridgewell’s Employment Supports Champion Award. Olwyn, who worked at Kmart through Bridgewell’s Employment Supports program, nominated Ann.

Pictured above, left to right: Bridgewell Career Specialist Judd Tomaselli, Day Services Supervisor Victoria Jasper, Career Specialist Ashley Smallwood, Kmart’s Ann Couture, Bridgewell President & CEO Bob Stearns, Olwyn and Assistant Program Director Milena Sarrette.

Through the Employment Supports program, Bridgewell manages relationships with local businesses for on and off-site work. To recognize the outstanding Community Business partners that make the Employment Supports program possible, Bridgewell created the Champion Award. This award will be presented annually to one community business partner to acknowledge their contribution to helping individuals with disabilities be valued members of the work force.

“We created this award, as a way to recognize Ann and people like her that really make it possible for the job seekers at our employment program to find and maintain jobs in our local community,” said Career Specialist Ashley Smallwood. “Without people like Ann some of our job placements would not be possible.”
Foundation Support
Bridgewell continues to build strong partnerships with private foundations in order to provide services of the highest quality. We are grateful to:

- Franklin Square House Foundation
- van Otterloo Family Foundation
- The Peter and Elizabeth C. Tower Foundation
- East Boston Savings Bank
- Thomas Anthony Pappas Charitable Foundation
- Institution for Savings Charitable Foundation
- The Paul & Phyllis Fireman Charitable Foundation
- Plus three awards from anonymous foundations

Last year, they invested in Bridgewell, which allowed us to:

- Provide curriculum based learning for staff in our autism services
- Development of an automated placemat software for safe eating
- Renovate a recovery housing site in Lynn
- Purchase physical fitness equipment for autism residences
- Install SMART Boards and other technology at many programs including two day habilitation centers
- Purchase beach wheelchairs for residents to take on vacation
- Support the Young Adult Diversion program and Substance Use Prevention programs in Essex County
Imagine the Possibilities Gala

Bridgewell’s 2014 Imagine the Possibilities Gala was a record-breaking year! Thanks to an increase in sponsorships, ticket sales and night-of auctions, the event raised over $340,000! The gala was emceed by past honoree and sportscaster Bob Lobel. Major sponsors were McGrath Enterprises, Citizens Bank, Caruso & McGovern Construction and VoDaVi Technologies/Cisco.

Bridgewell presented its 2014 Visionary Leadership Award to Helen Tager-Flusberg, Ph.D., Director and Principal Investigator of the Center for Autism Research Excellence and Professor in the Department of Psychological & Brain Sciences at Boston University. Helen’s pioneering research on autism made her the ideal recipient of Bridgewell’s Visionary Leadership Award, which recognizes an outstanding individual for excellence to a community or social cause.

The 2014 Excellence in Service Award was presented to Bill Fine, President and General Manager of WCVB-TV, Channel 5. The Excellence in Service Award is reserved for those who have demonstrated an exemplary commitment to those in need in our communities. Under Bill’s leadership, WCVB-TV Channel 5 has been a true champion for scores of non-profit organizations that work tirelessly, often with limited resources, to help those in need.

Fund a Need Auction

In the past few years, our Fund a Need Auction has showed tremendous growth and is filling our programs with much needed technology, support and programming. In 2014 through the generosity of Gala guests and online donations, Bridgewell’s Fund a Need Auction allowed us to purchase 3 SMART Boards, 14 iPads, 10 YMCA Memberships, 42 Need to Feed packages, and 74 Linens & Things packages. The Need to Feed and Linens & Things Packages go directly to individuals in our services in need of food, linens, hygiene products and basic necessities.

Pictured above: Neba visits our day programs throughout the year.

Meet Pet Therapy Dog Neba

According to the American Veterinary Medical Association, pet therapy builds on the pre-existing human-animal bond. Because of this natural bond, pet therapy can aid progress toward goals in human physical, social, emotional, and cognitive function.

Pet therapy can be used in many different ways. Benefits to pet therapy can be improved movement or motor skills, increased self-esteem, improving social and emotional skills as well as motivate for exercise.

At Boston Street, Neba, who is a Briard, loves getting attention from both Sarah and JP. While both are non-verbal, when Neba is around, they smile ear to ear and show happiness through their expressions.
FINANCIAL SNAPSHOT

Bridgewell, Inc. Revenues

- Government Contracts: 12.7%
- Private Fees: 8.8%
- Clinical Revenue: 69.2%
- Gifts & Contributions: 0.9%
- Other Revenue: 1.4%

Expenses

- Labor: 73.1%
- Depreciation: 4.0%
- Supplies and Other: 6.9%
- Occupancy: 1.0%
- Other Govt: 1.8%
- Subcontracts: 1.4%
- Other Revenue: 1.4%
- Interest: 1.4%
- Insurance: 1.6%
- Professional Fees: 2.0%

For complete financial statements, please visit Guidestar.org. Bridgewell Subsidiaries’ 990’s are filed separately.
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John Hyland, Director of Information Technology
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Mark Kennard, LICSW, Executive Director, Project COPE
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Bridgwell Merrimac Housing Corp. Center for Professional Innovation
Forthill Avenue, Inc. Middlesex North Resource Center
Project COPE

Benefits of a Merger
It has been 3 years since Project COPE merged with Bridgewell. The benefits of the merger continue to exceed expectations on so many levels.

For COPE, now Bridgewell employees, the merger provided them with more affordable health insurance, a competitive retirement plan, and increased training and professional development opportunities.

From an operational standpoint, cost savings and efficiencies ranged from increased purchasing power with vendors, utilization of in-house resources to enhanced facilities maintenance, and access to increased IT supports and integration of an automated medical records system. Pictured above: Project COPE's new clinic on Silsbee Street in Lynn opened in the summer of 2015.

Most importantly, the programmatic synergies and cross utilization of professional expertise, particularly with clinical staff and in recovery housing, deepened our ability to deliver a continuum of care that ultimately benefit the individuals that we support and the community as a whole.
THANK YOU TO OUR 2014-2015 DONORS!

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$25,000-$74,999
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$15,000-$24,999
Anonymous

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In Memory of Tatjana Buynitsky & Rory Wingham
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Please contact Bridgewell’s Development Department with any questions at development@bridgewell.org.
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Pictured left: Thomas enjoys the sun in Plum Island with a beach wheelchair, funded by the Institution for Savings Charitable Foundation, Newburyport.
Placemat Project
Dysphagia – the medical term for difficulty swallowing – limits the capacity for individuals with developmental disabilities to safely eat and drink. Given these risks, Bridgewell requires strict mealtime support plans. Developed by clinical experts, mealtime plans include strategies such as food consistency, head and body positioning, pacing, and use of special utensils in order to mitigate dysphagia and other challenges to safe eating and drinking.

At Bridgewell, we use a very practical tool: placemats customized for each individual that clearly outline mealtime needs and strategies. These clear, easy-to-follow references are always present at mealtime. Working with Greystone Solutions and with funding from Essex County Community Foundation and van Otterloo Family Foundation, Bridgewell hopes to refine and bring this tool to other care providers through a custom-designed software application.

Recovery Housing
Recovery housing is a critical component for addictions support. Without the safety net of housing, a basic need, maintaining sobriety can be a difficult and almost impossible feat. Because of this, Bridgewell and Project COPE have a mission-driven goal of providing recovery housing to those experiencing substance addiction disorders. Plans include renovating current recovery programs as well as expanding the number of recovery units provided.

Pictured left: Two residents at one of Bridgewell’s Recovery programs hold up their hands in front of the Christmas Tree.
Family Support Center in Lynn
Bridgewell will be opening a Family Support Center in Lynn to provide cultural, linguistic and autism focused supports to families of children and adults living at home who are eligible for services from the Department of Developmental Services. The program is intended to address the needs of families from a broad range of cultures for whom English may not be their primary language or families with a member on the autism spectrum, including Asperger’s.

Conferences: Aging to Autism
Bridgewell is hosting the Conquering the Cliff: Autism’s Journey into Adulthood conference on April 14, 2016 at the Sheraton in Framingham. This full-day conference will feature 21 workshops on a wide variety of topics for human services leaders, professionals and family members.

Many families have described the transition from the educational system to adult services for their children with autism as “falling off a cliff.” As more individuals with autism are entering the adult world, service providers and families have been working diligently and creatively to develop supports and service models to meet the needs of this population. We are determined to “conquer the cliff” so that individuals may be successfully integrated into the adult world.

Bridgewell is hosting a second Living Longer: Aging with Intellectual Disability conference in September 2016. Structured similar to the first conference, this conference will attract up to 500 human services leaders, professionals, families and guardians interested in learning more about challenges associated with intellectual disability and aging. Topics will include new workshops on clinical and family supports, environmental changes, guardianship, Alzheimer’s Disease and dementia.

Bridgewell is proud to be a leader in serving these unique populations. We are excited about the opportunity to address these emerging needs by bringing together experts and innovators in the field to network and share their knowledge.

Equine Therapy
The Equine-Assisted Psychotherapy program is the result of a collaborative partnership with Challenge Unlimited, Inc., located at Ironstone Farm in Andover, MA.

The eight-week Equine-Assisted Psychotherapy (EAP) program was designed by a Bridgewell clinician to complement the set of skills that individuals are learning at their psychiatric program.

The benefits of the EAP program specifically target many of the illnesses and related difficulties that challenge the individuals being served by Lowell Adult Day Treatment program.

The benefits of EAP include creating opportunities to learn, practice, and utilize new skills. It provides a holistic approach to recovery that involves the resources of the mind, body, spirit, and environment while increasing decision-making skills and personal responsibility. The non-threatening environment empowers clients by giving them a sense of control, which breaks defense barriers, increases problem solving skills while teaching empathy, responsibility, and patience.
BRIDGEWELL

Bridgewell is a private, non-profit comprehensive human services organization dedicated to supporting and helping individuals with developmental and psychiatric disabilities to direct their own lives, achieve personal and professional success and remain active participants in society. Bridgewell’s continuum of care includes residential services, day habilitation, behavioral health services, employment training, transitional homeless services, affordable housing, and substance abuse and addiction services.

BRIDGEWELL BY THE NUMBERS

- 600 individuals living in Bridgewell housing
- 6,000 clients served at our four mental health clinics
- 612,000 + miles driven to day programs, appointments and more each year
- 54,000 meals served to homeless individuals
- 100+ programs serving over 119 communities in Massachusetts

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.

www.bridgewell.org

VALUES

CARING  INTEGRITY
SAFETY  DIGNITY
RESPECT  WELLNESS