

Community Connections for Success

Annual Report 2008



Our mission is to provide mental health services that promote quality-of-life for individuals who live with mental illness in a manner that facilitates growth, independence, and a sense of community.



Dear Friends,

2008 has been a year of change, growth and community outreach. Our October special event provided Bridgeways the forum to share our story with the community, and raised more than \$250,000. Our story tells the tale of lives transformed thanks to community support.

Bridgeways supports adults living with severe and persistent mental illness so they can thrive in their communities and build connections with other service providers, friends, and family. We base our mental health care services on the "Recovery Model." It is helpful to think of it as a process or journey rather than a destination or cure. We tailor each individual's services to meet their specific treatment goals while promoting self esteem, dignity, choice, and pride in their daily accomplishments.

The demand for mental health services in Snohomish County is increasing. We relocated our drop-in center and transitional housing units to a remodeled facility to meet the increased demand. Named Sparrow House, the new facility symbolizes a safe journey, freedom, joy, creativity, and protection – qualities we promote through our services.

In our manufacturing shop we continue to run more efficiently and create new jobs for people with severe mental illness. Washington Manufacturing Services guided us through the AS9100 and ISO 9000 certification process, helping us reach new heights in product quality and customer service. The Boeing Company remains a steadfast customer as we look to expand our customer base.

In closing, thanks again to our donors. We couldn't do it without you. And thank you to our Board of Directors for their support and leadership and the dedicated Bridgeways staff for the work they do each day to improve the lives of those we serve.

Sincerely,

Donna Konicki
Executive Director

2008 Board of Directors

Paul Dennis – President
Bill DeGroot – Vice President
Bill Kelly – Secretary/Treasurer

Sheldon Kleine
Kathie Marr
Patti McKinnell Davis
Bobbie Pennington
Terry Walker
Vera Wildauer (Emeritus)

2008 Leadership Team

Donna Konicki – Executive Director
Ken Beecher – Director of Finance and Administration
Nancy Elliott – Director of Human Resources
Nathalie Gauteron – Director of Clinical Services
Randy Wood – Director of Manufacturing

Adam's Story

Adam is 31 and has struggled with Schizophrenia since he was 14 years old. During that time Adam was frequently hospitalized, yet continued to struggle to have a "normal life" by trying to work, attend college, and live independently.

When Adam and his family came to Bridgeways, they were frustrated and exhausted after many failed attempts to find the right services to support Adam in his hopes and dreams. The Bridgeways team working with Adam and his family finally found a place that worked for them at Bridgeways.

Today, Adam is managing on his own and living independently for the first time.



Bridgeways Awarded AS9100 and ISO 9001 Certification

For many people living with severe and persistent mental illness, employment is a key step toward recovery. Evidence indicates that stable employment contributes not only to increased income, but also improved self esteem, increased quality of life, and reduced symptoms of mental illness.

This connection between employment and recovery explains our commitment to Bridgeways' manufacturing business.

Throughout 2008, we intensified our efforts on increasing efficiencies, productivity, quality, and on-time deliveries – while adhering to customer requirements and charging a competitive rate.

These efforts helped us achieve both AS9100 and ISO 9001 certification. AS9100 is an internationally recognized industry standard for quality assurance for the aerospace industry. ISO 9001 is the world's most established quality standard for manufacturing operations.

Certification demonstrates our commitment to quality, value, and customer service. Many aerospace manufacturers, including The Boeing Company, prefer suppliers that have AS9100 and ISO 9001 certification.

In tandem with the certification process, we developed a new production planning system and implemented lean manufacturing techniques. This increased efficiencies, productivity, and capacity. During 2009, we expect to capitalize on this and expand our customer base. That allows us to hire, train, and retain more client employees and provide opportunities for professional growth.



2008 Manufacturing Highlights

- Four client employees became qualified to train other employees.
- Simultaneous certifications for AS9100 and ISO 9001 Quality Systems Standards.
- Acquired a Cut and Code machine through a generous individual contribution, increasing the capacity of our Wire Shop.

Manufacturing Capabilities include:

Mechanical Assembly
Adhesives and Bonding
Kitting and Packaging
Electronic Assembly
Wire Shop Production
Small Parts Fabrication



“Bridgeways is incredible. I’ve had so many bad experiences at other employers. I haven’t been successful at other jobs because they don’t understand my situation. Here, I feel like I am treated like I am normal. I love it here.”

Bridgeways Client Employee



Collaborations Are Key

Bridgeways specializes in providing clinical and housing services to adults with severe and persistent mental illness. Our services are available to people who qualify for Medicaid or meet Washington State Access to Care criteria.



We work collaboratively and in partnership with others. Outreach efforts inform the community about mental health issues, gaps in services, and how Bridgeways programs provide solutions to pressing community needs.

Our Outreach Specialist and Leadership Team meet with human service agencies like Pathways for Women, Everett Gospel Missions, inpatient settings at Stevens Hospital and Fairfax Hospital, YWCA's *Shelter Plus Care* program, and community groups such as Rotary Clubs.

Customer relationships power our manufacturing operations. The Boeing Company has been our most supportive long-term manufacturing customer. Bridgeways has been a supplier to The Boeing Company for more than twenty years. Our business partnerships are directly responsible for employing hundreds of people with severe mental illness over the years.

“The quality of parts received, the efforts and dedication of your employees, and your outstanding schedule performance are truly exceptional.”

The Boeing Company, Community Manufacturing Program

Bill's Story

Bill's heartbreaks began when he was two and shunted off to foster care. Adopted at age 4, his adoptive mom died when Bill was 13. Tumultuous years followed as Bill lived with physical and verbal abuse from his stepfather. Two years later, Bill found himself again in foster care where he shuffled through placements until he turned 18.

Bill tried desperately to navigate the social service system for the help he needed. Eventually severe depression and periods of mania and hallucinations led Bill to homelessness and hopelessness.



Luckily in 2008, a Bridgeways community outreach specialist and Bill connected. Bill was placed in Bridgeways' transitional housing program where he had safe shelter, consistent meals, medication, and a structured environment.

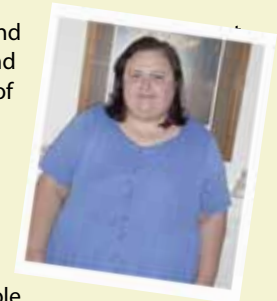
Today, Bill lives in his own apartment, has a job, and a dream of one day working as a counselor with children with experiences similar to his own.

Susan's Story

Following the birth of her son, Susan suffered from post-partum depression and developed auditory and visual hallucinations. With such severe symptoms, Susan became unable to care for her son and granted custody to her parents.

When Susan came to Bridgeways in 2005, she was hopeless and broken. Through individual counseling, case management and medication management, Susan eventually reached a point of psychiatric stability.

Susan continues to work on her relationship with her son and her parents. She attends a weekly group and one-on-one therapy. Her ultimate goal is reuniting with her son. Today, Susan is attending Central Washington University where she is trying for a bachelor's degree in finance and wants to be able to support her and her son.



On the Wings of a Sparrow

A major achievement, and visible sign of strategic growth and progress during 2008 was the relocation of our clinical team, drop-in center, and transitional housing units.

We successfully moved from the much-beloved, yet time-worn, Everett Madison House to a newer, modern location on the south end of Broadway. A true team effort made the move a reality with minimal disruptions in service.

A gift from Anthony E. Zuiker, and grants from the Elizabeth A. Lynn Foundation and the Tulalip Tribes Charitable Fund, helped make renovation of the new center possible.

Gaffney Construction took on the task of building out the unfinished first floor of the new facility – now home to our drop-in center and eight transitional housing units.

In honor of Mr. Zuiker and our clients, we named the new center Anthony E. Zuiker's Sparrow House. The sparrow symbolizes a safe journey, freedom, joy, creativity, protection, and community.

We think of Sparrow House as a new haven of hope for people living with severe and persistent mental illness. Clients find a safe, supportive environment where they can relax, enjoy a meal, a group activity, or seek out support with mental health and housing issues.



“All of the different staff seems to form a family. That makes me feel so safe and really cared about. I am not used to that. It is nice.”

Bridgeways Client



2008 Clinical Services Highlights

Bridgeways programs promote the stability, independence, and safety of our clients.

Outpatient clinical services include psychiatric assessments, intensive community support services, and medication management. At our drop-in center, clients access meals, socialization activities, medication training, and peer-led support groups. Clients also work with Bridgeways staff to obtain permanent housing and other community supports.

Bridgeways continues to meet the ever-growing need for mental health and housing-related services in Snohomish County.

- 212 people, including client employees, received services during 2008 (20 percent more than we anticipated serving at the outset of the year).
- 6,520 meals were served at our Drop-in center (up from 5,241 in 2007).
- 44 people utilized Bridgeways transitional housing, totaling 1,445 bed nights.
- With a grant from Snohomish County's Ending Homelessness Program, we helped 65 people move in to or remain in their own home during the past contract year by providing funds for deposits, rent, and move-in packages.
- Relocated drop-in center, transitional housing units, and clinical operations to new facility.

An Outpouring of Generosity



Snohomish County residents came out in force to support adults suffering from severe mental illness.

Bridgeways held its annual fundraising dinner October 16, 2008 at the Everett Events Center. Anthony E. Zuiker, creator and Executive Producer of the CSI franchise was our keynote speaker.

Festivities included Mr. Zuiker auctioning off three walk-on parts for CSI New York and tours of all three CSI sets. In an unexpected and unprecedented show of support, Mr. and Mrs.



Zuiker matched the more than \$125,000 raised with a gift of their own, bringing the evening's total to more than \$250,000.

Our generous corporate sponsors fully underwrote the costs of the event. Every dollar raised went to support clinical, housing, and employment programs, changing lives for the better.

Presenting Sponsor



Supporting Sponsors

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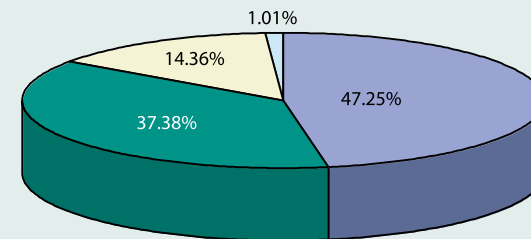
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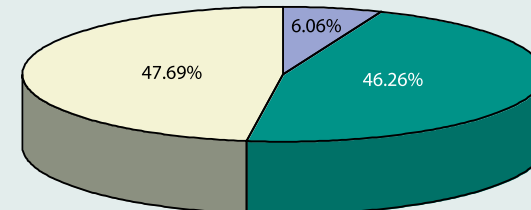
AstraZeneca
Everett Ear Nose and Throat
Frontier Bank
Northwest Staffing Solutions

2008 Operating Budget: 3.74 Million



Revenue by Type

Employment Services	Employment Services	47.25%	1,769,153
Clinical Services	Clinical Services	37.38%	1,399,597
Grants & Contributions	Grants & Contributions	14.36%	537,673
Other Sources	Other Sources	1.01%	37,817
	Total Revenues		3,744,240



Expense by Functional Area

Administration	Administration	6.06%	223,978
Clinical Services	Clinical Services	46.26%	1,710,152
Employment Services	Employment Services	47.69%	1,763,023
	Total Expenses		3,697,153

“On behalf of Bridgeways, I would like to thank all those who gave during 2008. Each and every gift helps support the most vulnerable in our community.”

Paul Dennis, Bridgeways Board President

Individuals

TJ and Amanda Abbinanti
Kevin and Erika Adams
Bob and Delores Anderson
Dr. Robert Anderson
Sylvia Anderson
James and Renee Angell
Anonymous (1)
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Anthony E. Zuiker
Lenard and Karen Zuvella

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Federal Block Grant
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Elizabeth A. Lynn Foundation
The Emergency Food
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Everett Clinic Foundation
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Everett Engineering
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Gaffney Construction
Genoa Healthcare
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Snohomish County – Ending
Homelessness Program
Staples
Sunrise Services
Techsoup.org
Toyer & Associates
Tulalip Tribes Charitable Fund
United Way of Snohomish County
Wicked Cellars
Zuiker Family Trust

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Bridgeways Partners with United Way of Snohomish County

Bridgeways is proud to be a Partner Agency of United Way of Snohomish County. 2008 marked the second year of a three-year grant from the United Way. This vital funding helps provide housing and support services that are critical for those starting down the path of mental health recovery, many of whom are in crisis with nowhere to live.

"United Way is proud of its careful stewardship of donor dollars, which includes careful selection and monitoring of grantees. We are pleased to work with exemplary partners such as Bridgeways," says United Way's Deborah Squires.



**United Way
of Snohomish County**

United Way is focused on solving the underlying causes of problems through grants and strategic initiatives, including: the 2-1-1 information line, the Volunteer Center, Success By 6, Born Learning, Individual Development Accounts, and a Free Tax Preparation campaign.

To find out more about United Way of Snohomish County, including how you can find help or volunteer, visit their website at uwsc.org.

Shaun's Story

Shaun has struggled with mental illness for more than 20 years. She first came to Bridgeways in 2005. Tumultuous events complicated by developmental delays and multiple hospitalizations eventually led to Shaun losing her housing in August 2007. Hopeless and homeless, she spent the next year in and out of hospitals and temporarily living in motels, with her mother, or wherever she could find a bed.

With the help of Bridgeways, Shaun recently moved into a stable adult family home that specializes in developmental delays and mental health issues. Her new home better meets Shaun's needs. Today she leads an arts and craft peer group, is learning more about how to manage, is a member of the Special Olympics Bowling team, and has a strong family and friend support network.

It takes time, patience, trial and error, but Shaun and her dedicated treatment team have found a home and a plan that works.



Save the Date

Thursday, October 22, 2009

At the Everett Events Center

Bridgeways 2nd Annual
Benefit Dinner

"Journeys to Success"
Celebrating the Renewal of Hope