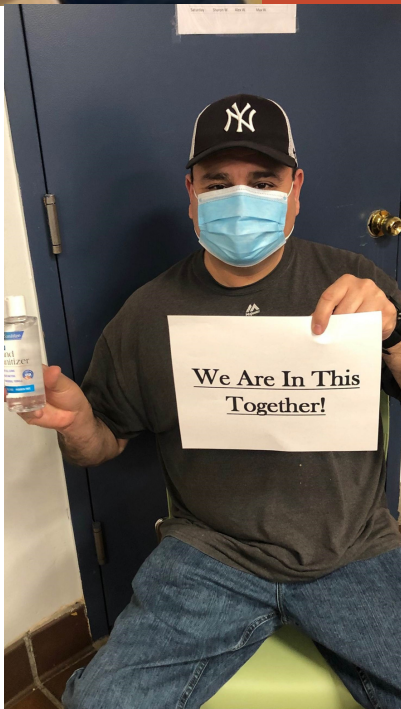


# THE BRIDGE

# 2020-21 ANNUAL REPORT



# LETTER FROM LEADERSHIP

## DEAR FRIENDS,

It has been an extraordinary year; one in which The Bridge stepped-up to ensure the continuation of critical services to our clients during the COVID pandemic. Our accomplishments are inspiring. The Bridge:

- Opened a new residential building in the Bronx with 69 units designated for homeless, disabled veterans; homeless or disabled seniors; and homeless adults with serious mental illness; as well as 45 affordable community units.
- Added a new Pathway Home team to support individuals who are making the transition from hospitalization to shelters, safe havens or supportive housing.
- Opened a 48 bed transitional housing program in the Bronx for adults with serious mental illness who are exiting institutional settings such as hospitals and prisons.
- Is developing 532 new supportive housing units in Manhattan, Brooklyn, and the Bronx.

Although responding to the COVID-19 pandemic was incredibly challenging, The Bridge staff worked tirelessly to maintain the high level of essential services so vital to our clients. We moved seamlessly from face-to-face client contact to telehealth, ensured the safety and health of all clients and staff, and expanded our outpatient and community-based services to serve more people than ever. With vaccines now readily available, we have returned to in-person service provision.

We truly appreciate your support! Your donations help us provide much-needed services to over 3500 vulnerable New Yorkers annually.

Thank you for sustaining our work.

**Cynthia C. Wainwright**  
President, Board of Directors

**Susan Wiviott**  
Chief Executive Officer

# WHERE WE WORK



**WE ENVISION A WORLD  
WHERE ADULTS WITH  
SERIOUS MENTAL  
ILLNESS CAN LIVE WITH  
DIGNITY AND RESPECT  
AND THRIVE IN THEIR  
COMMUNITIES.**



**HELP.  
HOPE.  
OPPORTUNITY.**

The Bridge, founded in 1954, is a leading New York City nonprofit whose mission is to change lives by providing help, hope, and opportunity to the most vulnerable New Yorkers. We offer a comprehensive range of services to over 3,500 men and women with serious behavioral health concerns and help them build their own path towards growth and stability.

Many of our clients have chronic and persistent mental illnesses such as schizophrenia, bipolar disorder and major depression and often suffer from social isolation. We provide outpatient, residential, and community-based services to help adults lead healthy and productive lives. Our services are person-centered and support clients on their path to healing and recovery.

Today, thousands of men and women have benefited from Bridge services and are leading more independent and satisfying lives.



## OUR RESULTS

**On a yearly basis, our multi-service, multi-site approach has the following impact:**

- 3,500 clients served
- 1,414 people living in supportive housing
- 42,132 telehealth contacts during COVID-19
- 791 served in our outpatient programs and 1,122 in community-based programs
- 60+ programs throughout New York City
- 137 clients in our Aging Services program
- 532 new housing units in development



## COVID-19 and telehealth

Healthcare and social service systems faced extraordinary challenges during the COVID-19 outbreak. During this crisis, the Bridge worked hard to ensure our clients and staff remained safe and healthy. We quickly recognized that we would not be able to meet with our clients in-person and were able to move seamlessly from in-person services to telehealth.

After a lot of learning, planning and reconfiguring, we were able to successfully provide our clients with the virtual care they needed. Telehealth allows the Bridge to reach out to clients in an effective manner despite the ongoing pandemic and connect with some clients who were difficult to reach in-person.



## COVID-19 and Townhalls

The Bridge has been committed to ensuring the health and safety of our staff and clients. We initiated a series of townhall Q&A's to talk about the COVID-19 pandemic and safety protocols. Doctors covered topics such as COVID transmission, safety of public transit and the benefits of vaccination. Staff learned about vaccine options, best practices regarding the pandemic and how to ease anxiety among clients. Staff were then able to impart this information to clients in their programs.

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## EMERGENCY PROGRAMS



The Bridge opened an emergency program as part of New York City's COVID-19 response. A new Bridge housing program was scheduled to open on the campus of the Bronx Psychiatric Center in December 2020, but the New York State Office of Mental Health requested that the Bridge open the space early to free up hospital beds in response to the COVID-19 crisis. Within days of receiving the request to open the space, The Bridge prepared the building and identified staff to oversee the emergency program.



## Park Avenue Apartments Opens

The Bridge continued to develop and construct new supportive housing, despite the challenges of COVID-19. Park Avenue Apartments in the Bronx, the Bridge's newest residence, opened its doors to tenants on November 2, 2020. Opening a new program is a collaborative effort requiring the skill, time and dedication of many Bridge staff members.

Park Avenue Apartments is a mixed-use building of 69 supportive and 45 affordable housing units. The supportive housing units are designated for homeless, disabled veterans; homeless frail or disabled seniors; and homeless adults with serious mental illnesses, many of whom have been living on the streets or in Safe Havens. The remaining units are affordable housing for families and older single adults. Bridge clients at Park Avenue Apartments receive case management services and have on-site staff available to help ensure a smooth transition from homelessness into permanent housing.

Despite the significant challenges created by a global pandemic, we are proud of the incredible work of our staff in opening this new residence providing housing to vulnerable populations in New York City.





# LEADERSHIP & GOVERNANCE

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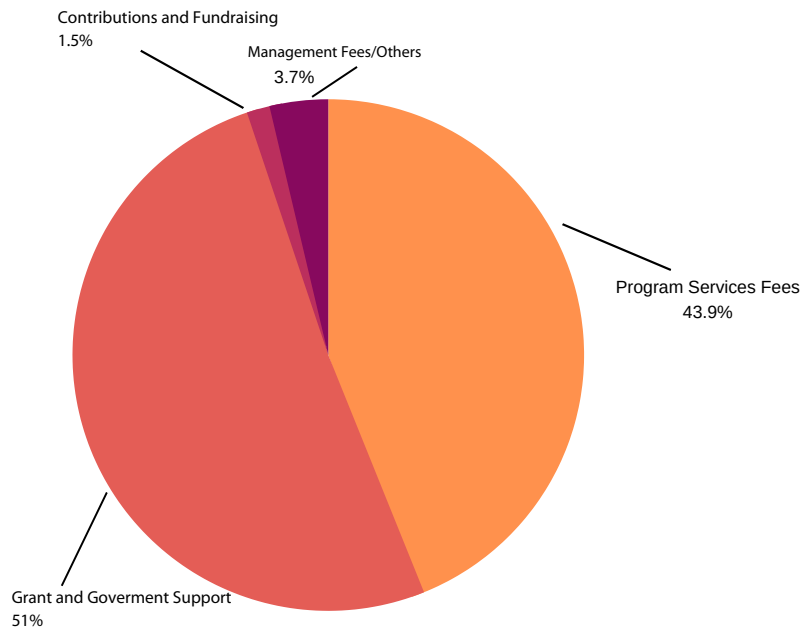
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# FINANCES

## FY2020

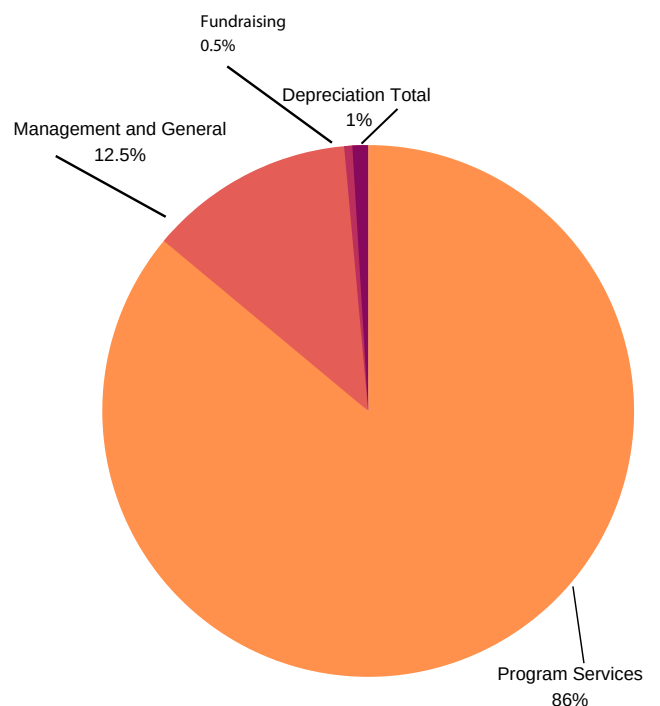
### REVENUES

|                               |                      |
|-------------------------------|----------------------|
| Program Service Fees          | \$ 22,160,136        |
| Grants and Government Support | \$ 25,724,514        |
| Contributions and Fundraising | \$ 734,511           |
| Management Fees/Others        | \$ 1,866,925         |
| <b>Total Revenue</b>          | <b>\$ 50,486,086</b> |



### EXPENSES

|                                 |                      |
|---------------------------------|----------------------|
| Program Services                | \$ 43,688,893        |
| Management and General          | \$ 6,350,503         |
| Fundraising                     | \$ 251,198           |
| Depreciation Total              | \$ 482,609           |
| <b>Total Expenses</b>           | <b>\$ 50,773,203</b> |
| <b>Decrease in Net Assets</b>   | <b>\$ 287,117</b>    |
| Net Assets at Beginning of Year | \$ 13,514,199        |
| Net Assets at End of Year       | \$ 13,227,082        |



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Please note that we are switching reporting  
from a fiscal year to a calendar year

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If you find an error or omission, please email  
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NYC Department of Cultural Affairs  
NYC Department of Health and Mental Hygiene  
NYS Office of Mental Health

THE BRIDGE  
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The Bridge

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Make a difference in the lives of vulnerable

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From the entire Bridge Community: Thank you!



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