



Annual Report 2023-24

The Bridge envisions a world where adults experiencing serious mental illness can live and thrive in the community.



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Letter from Leadership

Dear Friends and Supporters,

The Bridge's work to provide outreach, support, treatment, and housing for those experiencing homelessness and behavioral health challenges has never been more critical. This year, due to the increased demand for our services, we expanded our focus on community-based support. The addition of multiple new community support teams to our continuum of services has allowed The Bridge to reach more clients in need.

The Neighborhood Navigators program, for example, which is funded by the Manhattan District Attorney's Office, utilizes peers with lived experience to build trust and to connect individuals experiencing homelessness with essential services. Their collaboration with community groups and law enforcement has significantly enhanced our ability to identify and support potential clients.

In tandem with our community support initiatives, we have intensified our efforts to provide more supportive and affordable housing in New York City. Currently, we have over 500 units in development, a testament to our commitment to addressing the housing crisis. Also this year, we opened the Old Broadway Safe Haven on West 125th Street in Harlem, a low-demand shelter for people living on the street. The program has been consistently at capacity, and we are proud to share that four individuals have already moved to permanent housing.

These achievements would not have been possible without the unwavering support of our partners and dedicated staff. Together, we have made significant strides in providing hope, stability, and a path forward for those in need. As we look to the future, we remain committed to our mission and are inspired by the resilience and determination of those we serve.

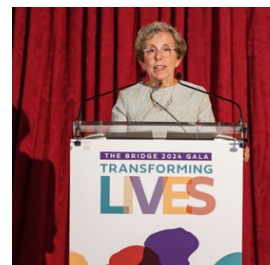
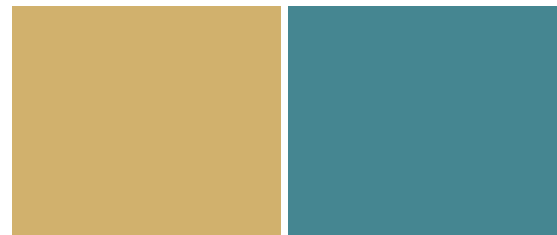
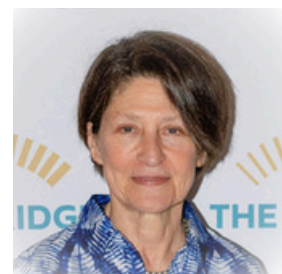
Thank you for being a part of our journey. With your continued support, we will persist in our efforts to create a more compassionate and inclusive community for all.

Susan Wiviott

Chief Executive Officer

Carol Buckler

President, Board of Directors



Where We Work



OUR MISSION

Changing lives by providing help, hope and opportunity



Our mission is to change lives by providing help, hope and opportunity to the most vulnerable New Yorkers. We offer a range of behavioral health services, supportive housing, and community services to adults in New York City who are experiencing serious mental illness.

We provide our clients with the skills and tools they want and need to change the course of their lives and embrace the full range of their talents and abilities.

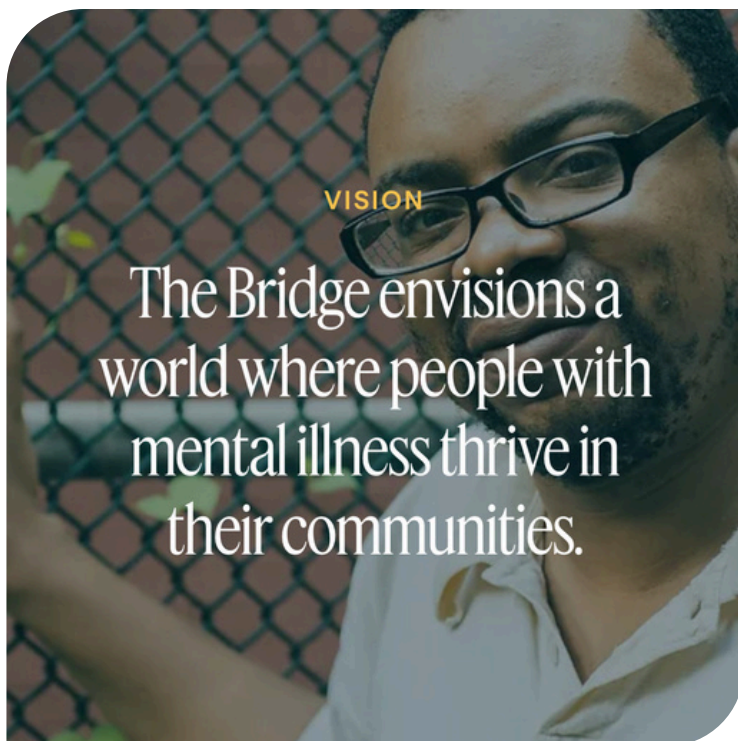
We believe that trauma and discrimination impact everyone, and we are committed to meeting people where they are. Our dedicated staff support each individual on their unique paths toward healing, recovery, and independence.

OUR HISTORY

Providing support since 1954

The Bridge was founded in 1954 by former long-term residents of a psychiatric hospital. Returning to the community and finding that there were no programs to support them, Bridge founders created a self-help collective to offer social support to adults experiencing serious mental illness.

As of FY25, The Bridge is a \$101.5 million agency providing housing and behavioral health services to over 4,000 New Yorkers each year. We operate more than 60 programs in the Bronx, Brooklyn, and Manhattan, each designed to meet the individual needs of the people we serve.



Our Impact

4000+

People Served

700+

People Served in Our Outpatient Programs

2000+

People Served in Our Community-based Programs

1500+

Individuals and Families Living in Bridge Housing

1,084

formerly homeless adults housed over the past 3 years



70+

Years of experience

60+

Programs across NYC

Neighborhood Navigators

In February 2024, The Bridge launched the innovative Neighborhood Navigators program. The Bridge received an award of \$6 million from the Manhattan District Attorney's Office for these new teams.

The goal of the program is to build relationships with people experiencing homelessness, connect them to services, and help them navigate the social service system. In addition to experiencing homelessness or housing insecurity, many clients live with mental health and/or substance use challenges.

Neighborhood Navigators are peers with lived experience who come from diverse backgrounds, which helps them build trust and rapport with clients. Teams of three operate in four neighborhoods: Inwood and Washington Heights; Midtown West, Hell's Kitchen, and Chelsea; Chinatown and the Lower East Side; and Central and East Harlem. Over the course of the three-year contract, Navigators will conduct outreach and provide support to 600 clients each year.

Connections with community stakeholders are an integral part of this program. These connections help Navigators get clients the care they need. Additionally, each team meets monthly with partner organizations and elected officials from all four neighborhoods to assess the program's progress and to determine if any changes are necessary. As of August 2024, the Neighborhood Navigators have reached 403 potential clients, placed five people in Safe Haven shelters, and currently support a total of 103 clients on their caseload.



CTC + CTI

Connections to Care (CTC)

Connections to Care (CTC) is a new program funded by SAMHSA to serve people experiencing homelessness coupled with serious mental illness, substance use disorders, or co-occurring disorders. CTC recently joined The Bridge's growing portfolio of community-based services, where much of the work takes place right where clients live and spend time. The program focuses on individuals over the age of 55 who have had a difficult time accessing behavioral and primary healthcare.

The CTC program began outreach efforts in April, admitting its first client on May 1st. Since then, the team has connected with 46 clients, currently maintaining a caseload of 40 clients. Thanks to CTC, two clients were placed in Bridge housing and nine have been assisted in obtaining housing vouchers.

Critical Time Intervention (CTI)

The Bridge recently received an award for three Critical Time Intervention (CTI) teams through the New York State Office of Mental Health (OMH). Two CTI Teams operate in the Bronx and partner with the BronxCare Health System and St. Barnabas. The third CTI Team operates in Manhattan and partners with Mount Sinai, Bellevue, and Gracie Square Hospital.

CTI Teams serve those who are being discharged from inpatient units or who have a history of frequent visits to emergency rooms or Comprehensive Psychiatric Emergency Programs (CPEPs). The CTI model focuses on those who have not previously successfully engaged with community resources following a stay in the hospital.

CTI staff conduct assertive outreach and engagement starting when an individual is still in the hospital and work with them as they transition back into the community. Teams also work closely with hospital staff in the discharge planning process. We are looking forward to implementing these teams to improve the continuity of care for people living with serious mental illness.



Housing Development

Old Broadway Safe Haven

In December 2023, The Bridge opened a new Safe Haven shelter on West 125th Street in Harlem. The Safe Haven is funded by the New York City Department of Homeless Services (DHS) and houses 42 clients who have been living on the streets and resistant to other shelter placements. The program offers short-term, low-threshold shelter and an array of services in a smaller setting with more privacy than a standard emergency shelter.

As of August 2024, four clients moved into permanent housing.

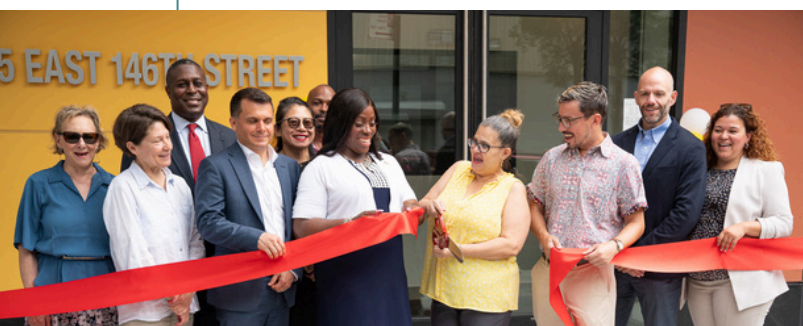
Betances Family Apartments

Betances Family Apartments, located on New York City Housing Authority (NYCHA) property in Mott Haven, opened in December 2023. As a co-developer/owner of the building, The Bridge placed 30 individuals experiencing homelessness in studio apartments as of March 2024. The Bridge provides on-site social services to these residents. A ribbon cutting ceremony was held on July 15th, 2024 to celebrate the opening of the building.

Bridge Rockaway

Construction on Bridge Rockaway was completed in June 2024. This project is the first of its kind in New York City to co-locate 174 units of supportive and affordable housing with light manufacturing space on the ground floor. It is a model that allows for more affordable housing to be developed on underutilized manufacturing land.

Beginning in July 2024, The Bridge started working with DHS to identify individuals with serious mental illness, frail/disabled seniors, and veterans to live in the eighty-seven (87) supportive units. Eighty-six (86) individuals and families will be selected through the city's Housing Connect lottery to fill the affordable units. Residents are expected to begin moving into the building in September 2024.

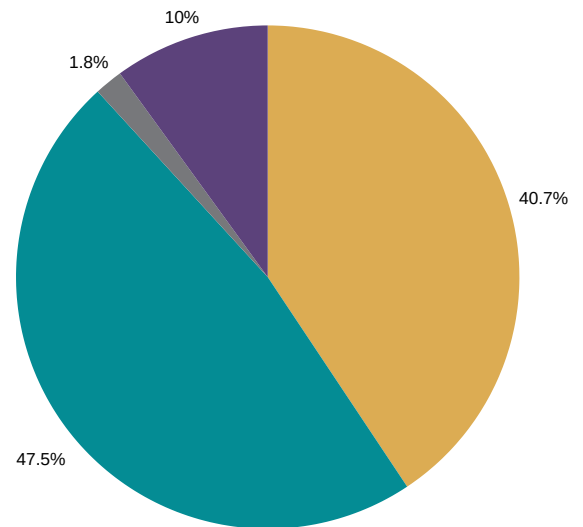


FINANCIALS FY2023



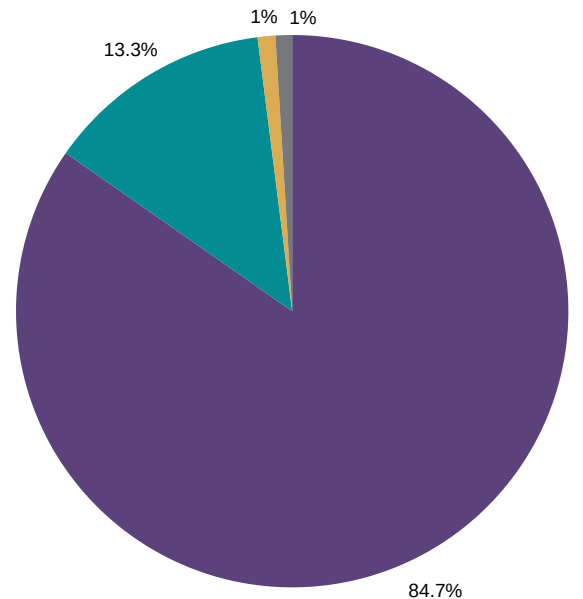
REVENUES

● Program Service Fees	\$ 30,410,250
● Grants and Government Support	\$ 35,559,292
● Contributions and Fundraising	\$ 1,357,629
● Management Fees/Other	\$ 7,473,834
<hr/>	
Total Revenue	\$ 74,801,005



EXPENSES

● Program Services	\$ 56,756,094
● Management and General	\$ 8,906,625
● Fundraising	\$ 693,972
● Depreciation Total	\$ 650,167
<hr/>	
Total Expenses	\$ 67,006,858



Senior Management Team

Susan Wiviott

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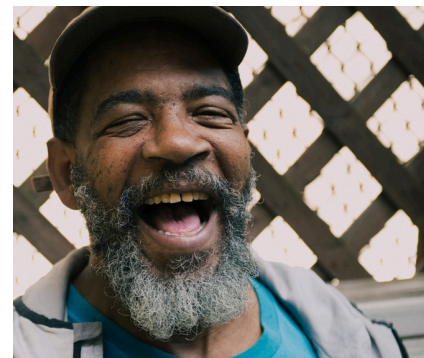
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