



A Division of Oklahoma Family Counseling Centers

# ANNUAL REPORT 2020



# YEAR IN REVIEW

Despite a global pandemic, 2020 was a successful year for Bridges Behavioral Health. When COVID threatened to close many small businesses in the spring of 2020, Bridges was able to pivot and continue providing essential behavioral health services via telehealth. The leadership team carefully navigated the many challenging decisions to balance client care with client and staff safety. We are so pleased to be fully operational at all four facilities and serving our communities.

Despite all of the challenges that 2020 offered, we were able to meet our goals in some of our most important benchmarks. We successfully reduced the number of physical holds and critical incidents compared to the year prior.

**Bridges Behavioral Health continues to provide essential behavioral health services to the communities we serve.**

97% of respondents surveyed said they would recommend Bridges Behavioral Health to a friend or family member that needed help.

98% of respondents surveyed said they believe the services their child receives are helping them.

100% of community stakeholders said they believe the clients they refer to our program are getting the help they need.

# THE FIGURES

125

CLIENTS  
SERVED IN  
2020

3  
DAY

AVERAGE  
ADMITTANCE  
TIME

4

LOCATIONS  
ACROSS THE  
OKC METRO