

Frances Kelly, Program Support Specialist, Program of Assertive Community Treatment (PACT) PACT 1

**What brought you to Bridgeway?**

When I first joined Bridgeway 30 years ago, I was a single mom looking for a job to fill my time while my daughter Caitlin was in school. My neighbor who worked part time for Bridgeway at the time was planning on moving out of state. He approached me and asked if I was interested and I said yes. He helped coordinate an interview and I have been here for the last 30 years. It soon became more than just a job. Bridgeway's mission to support individuals with mental health challenges truly resonated with me. I was drawn to the idea of working in an environment where I could contribute behind the scenes to a cause that changes lives. Even in an administrative assistant role, I felt I could help make a difference and I have never looked back.

**What is your passion about the work you do at Bridgeway?**

My passion lies in helping people and that includes both the individuals we serve and the team I support. As an administrative assistant, I take pride in keeping things running smoothly so that my team can focus on their critical work. I have always believed that every role in this organization matters.

**Why have you stayed with Bridgeway?**

I have stayed at Bridgeway for 30 years because this organization feels like home. I have witnessed firsthand how it has grown so much with the latest programs throughout the past 30 years and how deeply the agency cares about our people. Bridgeway has always provided a supportive, respectful, and mission driven environment where people are valued not just for their roles, but for who they are. I have also had opportunities to collaborate with co-workers who I have the upmost respect for their clinical expertise. Their knowledge has helped our team grow to be the best and contribute to a team that shares a common purpose. That kind of connection is rare, and it is why I'm still here.

**What advice do you have for our new hires from the Leader's perspective?**

As someone who has been here a long time, I would say this: Take the time to understand Bridgeway's mission and let it guide your daily work. No matter your role, your contributions matter. Stay open to learning, ask questions, and lean on your team, we are here to support one another. Most importantly, bring compassion to your work, your colleagues, and the people we serve. That is the heart of Bridgeway, and if you stay rooted in that, you will find purpose and fulfillment here.

[Bridgeway PACT](#) provides comprehensive, integrated rehabilitation treatment and support services to those individuals who are most challenged with their serious mental illness. PACT believes that people who have serious mental illness can live successful and satisfying lives in the community when flexible services and supports are provided.

**The Goals of PACT include:**

- Teaching self-management of mental illness
- Promoting community integration
- Preventing unnecessary psychiatric hospitalizations
- Enhancing quality of life and achieving positive outcomes such as:  
Paid work, Continuing education, Supportive network of friends,  
Improved family relations, Living alcohol and drug free