



Transforming Lives

Advancing
Mental Health
Services
Since 1957



Community Impact Report
2016-2017



Leadership

Dear Friends of Bridges,

We are pleased to provide our community with this report, which offers a glimpse of the work we do, and more importantly, the impact Bridges has on the individuals and the communities we serve through our fifteen programs.

Our outpatient clinics, for all ages, are the core of Bridges' service delivery system, and continue to provide transformative assistance to thousands of area residents each year. While these outpatient clinics are among the most vital services we provide in our community, they also continue to be the most at-risk, due to budget cuts from the State of Connecticut and inadequate insurance reimbursement rates. Our staff and leadership team are extremely diligent and committed to sustaining these services, and work hard to ensure our clients receive the care they need to live safe and healthy lives.



In addition to the core service offerings, we have increased our commitment to address two major issues:

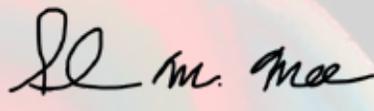
- Identifying and treating problems in our youth and young adult populations
- Saving lives by offering Medication Assisted Treatment, (MAT) for those who are experiencing opioid addiction.

You will read more about the individuals whose lives have been transformed by these critical programs in the following pages.

While we are proud of our role and our accomplishments as we work to ensure the health and well-being of our community, we know we cannot do this work without your understanding, empathy and support.

With our best wishes for a healthy 2018!


Barbara DiMauro
CEO & President


Shaun M. Mee
Board Chairperson*

*Elected Board Chair October 2017

Bridges Healthcare, Inc. Board of Directors October 2016 to September 2017

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Donors

“As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

- John F. Kennedy

Donor Profile: A Personal Commitment to Help Transform Lives

“Helping Bridges to support people in need of mental health services is a cause I hold very close to my heart. My mother suffered from bipolar disorder. Growing up I witnessed the shame my mother felt which was a barrier for her to seek help. Bridges is a place where individuals and families receive compassionate support and treatment. Bridges is an irreplaceable part of our community that relies on its donors and volunteers in order for it to continue to thrive.”

- Kathy Anderson, Bridges Healthcare Volunteer and Donor



Kathy Anderson has been part of the Bridges community for nearly 20 years. Despite a busy family and professional life, she has served on the Board of Directors, sponsored and volunteered at our annual Folks on Spokes fundraiser, attended numerous fundraising and community events and generously contributed to the Annual Fund each year. Her father, John DePalma, is a current member of Bridges' Board, and also a strong financial supporter.

According to Bridges CEO, Barbara DiMauro, “Kathy is the kind of person who sees an opportunity to make a difference and fully commits

herself. Her personal experience gives her insight and empathy for our clients, and an appreciation for the courage and strength it takes for them to seek help and follow through with treatment, often for a lifetime. She has selflessly given so much of her time, her talent, and financial contributions. We cannot thank her enough!”

They say 80% of success is showing up. We are extremely grateful that Kathy “shows up” for Bridges year after year, helping the agency succeed in its mission.

Bridges appreciates the support of the many individuals, businesses, foundations and organizations that enable us to help so many.

For a complete list of donors and contributors please visit:

www.bridgesct.org/donors

Bridges' Transformation

In 2017 Bridges celebrated its 60th anniversary of improving the health and well-being of the residents of Milford, Orange, West Haven and our surrounding communities. We're proud of our longevity in touching the lives of individuals, children and families annually through a comprehensive range of prevention, mental health, primary care, addiction recovery, emergency crisis and community support services.

In conjunction with our 60th anniversary, in 2017 Bridges...A Community Support System, Inc. changed its name to Bridges Healthcare, Inc.



As Bridges' services have changed over the years to meet the needs of the community we service, our name and image needed to be transformed too. Our name change reflects our commitment to addressing the whole health of each and every individual that receives services at Bridges. Bridges offers primary care and wellness services, along with onsite pharmacy, which enables us to help our clients more effectively, manage their physical and mental health. Along with our new name, Bridges introduced a new logo which is an updated representation of our mission.

As Bridges Healthcare continues to transform and evolve to better support those we serve, we're working to transform the lives of children, families and individuals who are working to recover from mental illness and addiction disorders. We look forward to continuing to create opportunities for them to enjoy healthy, safe and productive lives.



Programs

Bridges' mission is to provide a broad range of community based behavioral and healthcare services to the residents of our area. We respond effectively to the needs of adults, children and families with a comprehensive range of prevention, mental health and addiction recovery programs. We are committed to creating a healthcare home for all the people we serve.

Today, Bridges Healthcare, Inc. is a premier provider of prevention, mental health and addiction programs, and is an integrated system offering on-site primary care, pharmacy and wellness services. Serving nine towns in greater New Haven, our fifteen programs touch the lives of approximately 8,000 individuals across the lifespan annually.

Program Highlights

Working in collaboration with the CT Department of Mental Health and Addiction Services, Bridges has increased its commitment and resources to address two major issues: Identification and early treatment of developing mental health or addiction disorders in the youth and young adult population, and the growing opioid epidemic.

Outreach and Support Services for Youth and Young Adults

Many mental health disorders emerge in adolescence, yet are often undiagnosed and untreated until a crisis develops. We know that young people struggling with depression or other emotional distress may have thoughts of suicide and too often act on those thoughts. Early identification and treatment can change the course or severity of a mental illness or addiction.

Bridges has expanded our services to youth and young adults. The following programs are free and confidential:

- **Room4** is a drop-in resource center on the Boston Post Road in Milford. It's a place where young people (age 16-25) can go for recreation, arts, community resources, friendship or to find someone who will listen. The drop-in center offers a safe and private, non-clinical space for youth and young adults to meet with peers and staff to discuss concerns, make connections to health or behavioral health services, and access assistance for educational and employment opportunities.
- **CT STRONG** is an initiative that engages and connects young people ages 16–25 to high quality behavioral healthcare, with the goal of improving housing stability, physical and mental health and educational and employment opportunities.
- **Young Parent Program (YPP)** helps teens and young adults make appropriate, responsible and informed choices regarding sexual activity, pregnancy and parenting. The program promotes responsible decision-making, offers information on sexual and reproductive health, pregnancy prevention and healthy relationships, and provides referrals to relevant community resources.

Treatment for Opioid Addiction

Opioids are addictive and, when misused or taken improperly, can have serious consequences. Bridges offers Medication Assisted Treatment (MAT) for people who are experiencing the devastating effects of opioid addiction. This life-saving approach has been successful in:

- Reducing deaths from overdose
- Keeping clients in treatment
- Helping clients develop the skills needed for successful long-term recovery





Client Profile



Consistency is Key to Success for Stacy*

Stacy* was placed in the care of the Department of Children and Families (DCF) when she was 3 years old, due to child neglect by her young mother. She lived in several foster homes in many CT cities growing up, and has suffered trauma from the initial neglect, later abuses, subsequent home and school moves, and inconsistent relationships. At age 17, Stacy became pregnant. As a minor, she was still under the care of DCF, and was receiving services in the community while attending school.

For a child, not knowing where you will be living, whose family will take you in, how they will treat you, or where you will go to school makes it nearly impossible to develop trusting relationships and a long-term vision of a safe and successful life. Consistency is critical to a child's healthy development, yet for many like Stacy is a fleeting experience.

Bridges' Young Parent Program (YPP) Manager, Nicole Weston, evaluated Stacy's needs and connected her to other services in the area which could help her manage her pregnancy, with the goal of delivering a healthy baby, and subsequently providing a safe home and proper care for the infant. YPP also

connected Stacy to other Bridges' Youth and Young Adult programs, CT STRONG and RM4 Drop-in Center, to assist her with vocational, social and emotional needs. YPP provided counseling and referred her to Milford Youth and Family Services and Bridges' Outpatient department for clinical services.

Yet, Stacy's childhood traumas continue to impact her as a teen Mom. She struggles to maintain healthy relationships and connections with people. After her baby was born she was in a precarious housing situation. While still involved with DCF, stable housing continues to be a major problem. Stacy was in a very vulnerable state and got involved with a group of drug abusing adults who took advantage of her. She became entangled in their illegal activities and eventually was arrested. With no family or support system, Stacy could not make bond and was jailed until her court date. The baby was placed in the care of his paternal grandmother.

Once released, Stacy was determined to take care of her baby and get her life in order. "The last thing I want is my child to feel the way I did growing up, scared, lost, an outsider at school and the homes I was placed in," she said. Stacy must meet and abide by a series of rules and conditions to maintain custody of her baby.

Stacy continues to face major challenges. While she has made progress in caring for her child, maintaining a job and following through on plans, the continued insecurity and upheaval around stable housing makes life chaotic and unpredictable, which can lead Stacy to make poor choices. YPP has been the main source of consistency in Stacy's life. With the help of reliable and trustworthy people like Nicole, she is able to envision a brighter future for herself and her son. YPP has been there when no one else was willing or able to stick by Stacy. As a result of the engagement and unconditional care provided by YPP, Stacy and her child have a chance to realize that bright future.



*Name changed for client privacy.



Financials

2016-2017 FINANCIAL STATEMENT [Prior to Audit]

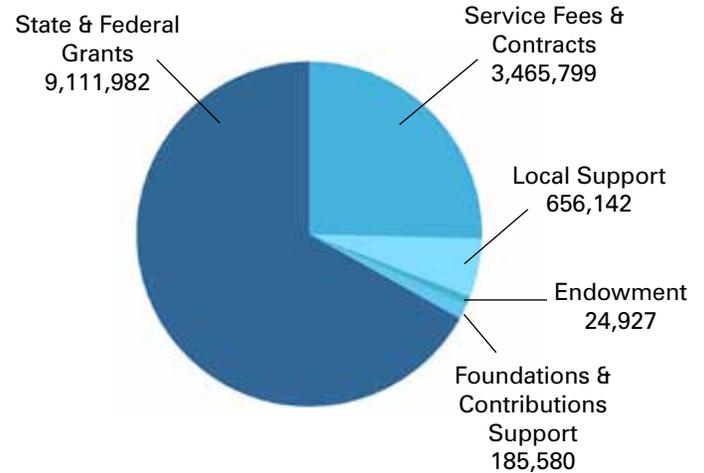
Income Category

State & Federal Grants	9,111,982	67.78%
Service Fees & Contracts	3,465,799	25.78%
Local Support	656,142	4.88%
Foundations & Cont. Support	185,580	1.38%
Endowment	24,927	0.19%
Grand Total	13,444,430	100.00%

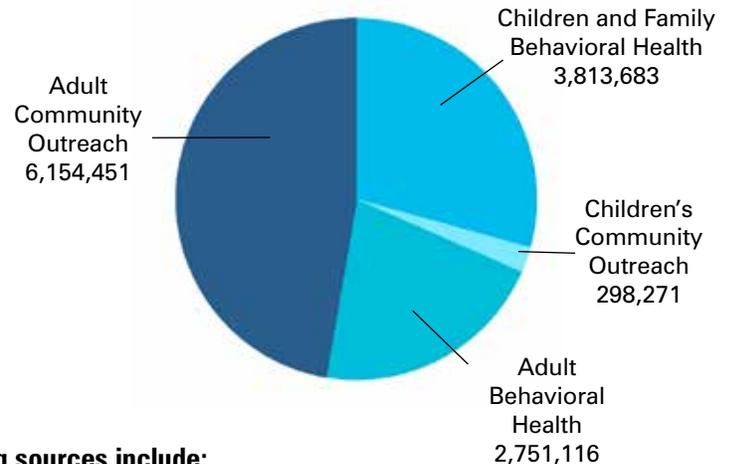
Expense Category

Adult Behavioral Health	2,751,116	21.13%
Adult Community Outreach	6,154,451	47.28%
Children & Family Behav. Health	3,813,683	29.30%
Children's Community Outreach	298,271	2.29%
Grand Total	13,017,520	100.00%

FY17 Annual Income Report



FY17 Annual Expense Report



Bridges' major funding sources include:

CT Dept. of Mental Health & Addiction Services
 CT Dept. of Children & Families, SAMHSA, City of Milford
 United Way of Milford, Town of Orange
 Agency on Aging of South Central CT

Bridges is a partner agency of CommuniCare, Inc. and is accredited with the Commission on Accreditation for Rehabilitative Facilities (CARF).

Bridges is licensed by the CT Dept. of Children & Families and the CT Dept. of Public Health.

As the state-designated Local Mental Health Authority for Milford, Orange and West Haven, Bridges offers recovery-focused services to support individuals with severe and prolonged mental illness and addiction problems. Several of our programs extend to serve residents of the surrounding communities of Ansonia, Bethany, Derby, Seymour, Shelton, and Woodbridge.

Milford Main Office • 941-949 Bridgeport Avenue • Milford, CT 06460

www.bridgesct.org