



- Mental Health
- Health Screenings
- Addiction Recovery
- Support Services



**Your
Connection
To Health**
ANNUAL REPORT 2020

Our Mission

Bridges Healthcare promotes individual and community health, wellness, recovery through integrated behavioral health services.

Bridges Leadership

[as of 1/1/2020]

Board of Directors

Michelle LeMere, Chairperson

Charles Montalbano, Vice Chair
Programs & Administration

Jacqueline Bontems, Treasurer

Chaz Gaines, Assistant Treasurer

Raymond G. Vitali, Secretary*

Ellen Beatty, Ph.D.

John Biancur

Robert Boynton

Joan K. Cretella

John DePalma

Frank Fortunati, MD, JD

Jorge Garcia

Kathleen Hendricks

Justin Rosen

Jessica Simone

*Past Board Chair

**Board members who completed
their service as of October 2020**

T.J. Casey

Karen Fortunati

Margaret Jerrell

Ann Yost

Executive and Senior Management Team

Jennifer Fiorillo, MPH, MBA,
CEO & President

Martin Schwartzman, Ph.D,
Chief of Program Operations

Jaya Daptardar, BAMS, MHA,
Chief of Performance & Strategy

Tara Kerner, D.O.,
Medical Director

Dawn Silver-DeAngelis,
Director of Adult Services

Valerie F. Ferrante, SPHR, SHRM-SCP,
Chief Human Resource Officer

Carlos Rodriquez,
Chief Financial Officer

William Oravec, ScM, MBA,
Director of Information Technology

Marcy Hotchkiss,
Director of Fund Development &
Communications



Message From Our President & CEO

Dear Friends and Partners,

Good mental health is essential for your overall well-being and the stress and worry from the COVID-19 pandemic, social, economic and political turbulence has been more than enough to cause many of us to feel disheartened. We see encouraging signs and are hopeful and planning for many positive developments in 2021, as we have all learned much from the trials of the past year.

With your help, Bridges continues to serve hundreds in our communities who, despite these difficult days remain hopeful for a better future, and continue to work toward recovery. We are inspired every day by our clients' commitment and resilience.

Bridges has had an incredibly busy year, filled with great advances, as well as challenges met and overcome. We are pleased to provide some highlights of the year in this report to the community. I took on the role of President & CEO in June, in the midst of many of these challenges. Fortunately, I had a solid background as a member of Bridges' leadership team, and thanks to our experienced employees, Board of Directors and community partners, we made a seamless leadership transition.


I am especially proud of our staff who has kept their clients' health and best interests in the forefront, as they themselves adjusted to new ways of working and providing treatment and services. Like so many of you, our staff juggled work and family responsibilities, health concerns and economic worries in a very stressful time, with grace and selflessness. We couldn't ask for a better team than Team Bridges.

Our Board of Directors also provided the kind of unstinting support and strategic guidance that only individuals with a real commitment and understanding of our mission, and the challenges faced by those we serve could offer. We are gratified to have these outstanding community members sharing their talents, experience and wisdom with Bridges.

Finally, my heartfelt gratitude goes out to all of our donors, supporters and partners. You recognize that the mental health and addiction recovery services Bridges delivers are needed today more than ever. You continue to give throughout these difficult and uncertain times, to ensure Bridges is here to meet the needs of thousands of area residents. Your donations have opened paths to recovery for so many children, adults and families, creating better lives.

Thank you for putting your trust in us. We hope you will continue to see, through our work, how we honor that trust and use your gifts to sustain services and create positive outcomes.

Sincerely,



Jennifer Fiorillo, MBA, MPH
President & CEO



2020

2020: Learning from Tragedies

For Bridges, 2020 began with energy and promise, with several new program initiatives in progress and on the horizon. Then the world changed with the arrival of the COVID-19 global pandemic.

Within weeks, Bridges had begun to adapt to a new way of meeting our client's needs. We implemented remote technology, moved to a work from home environment, contacted and re-engaged existing clients to re-schedule appointments and educate them on telehealth. Staff reached out to our most vulnerable and high-risk clients to ensure they had food, medicine, daily essentials and a caring, professional person on the end of that phone or computer connection, to help them through those first fearful weeks.

Our COVID Planning Taskforce, representing all departments and functional areas, continues to identify and respond to changing needs and conditions. From the earliest weeks, the majority of our clients responded positively to this new way of participating in their treatment.

Bridges currently operates on a hybrid model using secure video for telehealth sessions when not seeing clients in person. In person, we are addressing our highest risk clients. We have a live triage team for new intakes, our mobile crisis service operation and we are providing limited face-to-face case management services to clients who need consistent support and contact.

As we began to gain a level of comfort in our work, we were stunned by another tragedy, the killing of George Floyd on May 25. This horrific act, like so many of those that preceded it against Black Americans and other minorities, galvanized Bridges to be part of the work to advance racial equality and social justice. We launched a Diversity, Equity & Inclusion initiative to explore the ways Bridges can become a stronger positive force for justice, and provide an inclusive and welcoming health home to all. This work will continue as an integral effort within our organization.

Facts & Data [Numbers Served FY 2020]

Initial Intakes & Evaluations **406**

Service Inquiries & Referrals **672**

Adult Outpatient
Mental Health
Programs & Services

1,463
adults
and young adults



Child & Family
Outpatient Programs
and Services

1,847 children and their
families/other natural
supports



Prevention, Early
Intervention &
Outreach Services

5,473 children,
students, teens, young
adults & adults



MATT's Van Celebrates First Anniversary of Opioid Crisis Response

The Mobile Addiction Treatment Team completed its first full year of operations in April 2020. MATT's Van hit the streets in 2019 with funding from the CT Dept. of Mental Health and Addiction Services, as an innovative response to the opioid crisis.

"Our goal from the start was to save lives. In order to do that we knew we had to reduce the barriers to treatment, offering a way for individuals to step forward for help without having to make an appointment and wait to be seen at a clinic," said Bridges' Medical Director, Dr. Tara Kerner.



Dr. Tara Kerner

In the first year, MATT's Van more than doubled the number of clients Bridges has in treatment for Opioid Use Disorder.

Starting a regimen of medication, primarily Buprenorphine, combined with therapy, case management and mutual support groups has proven to be the most effective model in treating Opioid Use Disorder.

Client Testimonial: Overcoming Opioid Dependency for Pain Relief

For Sarah, MATT'S Van was the answer she was seeking after a decade of opioid use. Sarah had been prescribed pain medication for a medical condition. "Even as I needed increasingly more pills to manage the pain, I thought, if the doctor prescribed it, it must be ok," Sarah said. "Eventually, I accepted that I was completely dependent on the drug. Being able to get help quickly from MATT'S Van made it so much easier to start the process."

On the one year anniversary of her sobriety, Sarah is managing the stress of the COVID-19 epidemic, balancing family care and responsibilities with her own recovery work. Sarah is grateful for the help she receives from Bridges, and she hopes sharing her story will help others.

"This program is the best. The team sticks with you every step of the way, making sure you have all the supports you need to find your way back and maintain sobriety. It's the hardest thing you'll ever do, but the most rewarding and fulfilling."

"You get your life back."

Moving Forward in 2021

Bridges Launches Certified Community Behavioral Health Clinic (CCBHC)

Bridges is now offering enhanced access to its behavioral health and integrated services in Milford, West Haven, Orange and ultimately other area towns.

Last May, we were awarded a two-year, \$2,000,000 annual grant by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) to implement program services as a Certified Community Behavioral Health Center (CCBHC).

With the goals of expanding access to care and improving the quality of behavioral health services, the CCBHC model offers enhanced federal matching funds to community behavioral health providers for services delivered to Medicaid beneficiaries. More than 70% of Bridges client population is insured by Medicaid.

"Through Project Connect, Bridges will implement a comprehensive and innovative continuum of care that enhances access to vital mental health and substance abuse services, physical health screenings and primary care in Milford, West Haven and Orange, CT and beyond," said Jennifer Fiorillo, MBA, MPH, Bridges' President & CEO. "Bridges enhanced access targets the most difficult to engage and high risk individuals who often present with poly-substance use and severe mental health issues."



Youth Substance Use Prevention Services Expanded to West Haven

Bridges Healthcare and Milford Prevention Council (MPC) have collaborated over the past ten years to develop and implement a successful, comprehensive youth substance use prevention program in Milford. Bridges and MPC were recently awarded a grant from Substance Abuse and Mental Health Services Administration, Center for Substance Abuse Prevention (SAMHSA/CSAP), as part of the Sober Truth on Preventing Underage Drinking Act (STOP Act) grant. MPC was the only prevention coalition in Connecticut to be awarded with this year's round of funding.

The STOP Act grant will help Bridges and MPC build capacity for a West Haven Prevention Coalition (WHPC) to prevent and reduce alcohol use among youth and young adults ages 12-20 in West Haven.

"Educating our youth about the dangers of substance use is critical. Local communities are, and should be, at the forefront in the fight to prevent youth from using alcohol, tobacco and other drugs. We are committed to strengthen West Haven's capacity to develop innovative, community-based programs that do just that," said Wendy Gibbons, Program Director of MPC and WHPC.



WEST HAVEN
PREVENTION COUNCIL

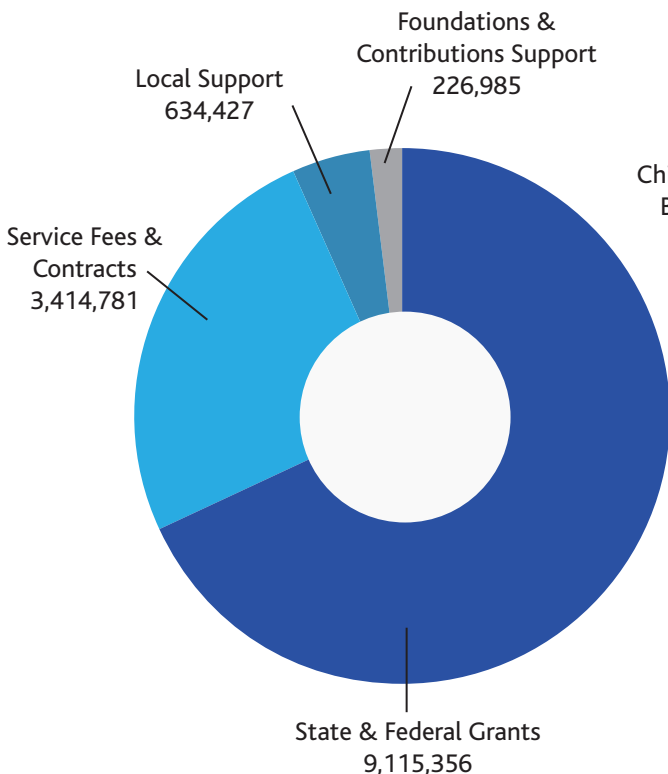
Bridges Healthcare, Inc.

Audited Financial Statements Report FY July 2019- June 2020

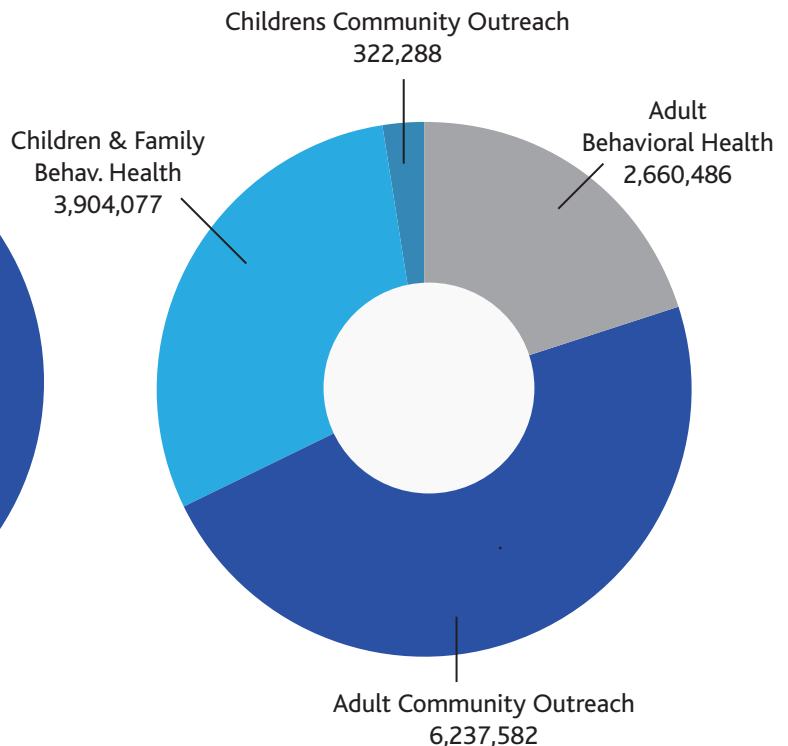
Funding Type	Funding	Distribution
State & Federal Grants	\$ 9,115,356	68%
Service Fees & Contracts	3,414,781	25%
Local Support	634,427	5%
Foundations & Contributions Support	226,985	2%
Grand Total	\$13,391,550	100%

Service	Funding	Distribution
Adult Behavioral Health	\$ 2,660,486	20%
Adult Community Outreach	6,237,582	48%
Children & Family Behavioral Health	3,904,077	30%
Children's Community Outreach	322,288	2%
Grand Total	\$13,124,433	100%

FY 2020 Annual Income Report



FY 2020 Annual Expense Report



Major funding for several programs provided by the CT Dept. of Mental Health & Addiction Services (DMHAS) and CT Dept. of Children & Families (DCF).

THANKS

Donor Appreciation

Thank you to all of the generous donors who provide support that is crucial to Bridges' ability to meet the health and mental wellness needs of our community.

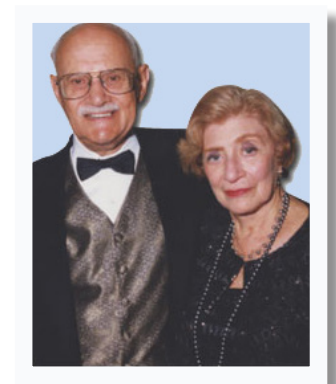
As Bridges continues to provide vital services to our clients during the pandemic, your contributions have helped us make a difference in the lives of thousands of local adults, children and families.

We extend our appreciation to all who've shown their generosity through in-kind donations, gift cards, holiday donations, sponsorships and financial support. You can view our list of 2020 donors on our website at www.bridgesct.org/donors

A Lasting Legacy

In 1956, Moses Malkin, a local businessman with a strong interest in social and community affairs, recognized a need for mental health services for children and spearheaded a movement to establish a child guidance facility in Milford. In March 1957 the group founded the Milford Family Counseling Association and the Milford Child Guidance Clinic.

Fifty four years later, in 2011, Moses Malkin's widow, Hannah Malkin made a \$100,000 donation to renovate and expand that same agency, which had grown exponentially and become Bridges... A Community Support System, serving over 7,000 children and adults with programs and services for them to manage and recover from mental health and substance use disorders.



Today, the Malkins' legacy and generosity lives on. During the summer of 2020, Bridges Healthcare received a generous bequest from the estate of Hannah Malkin. Their charitable giving has greatly contributed to the strong community resource that Bridges has become.



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