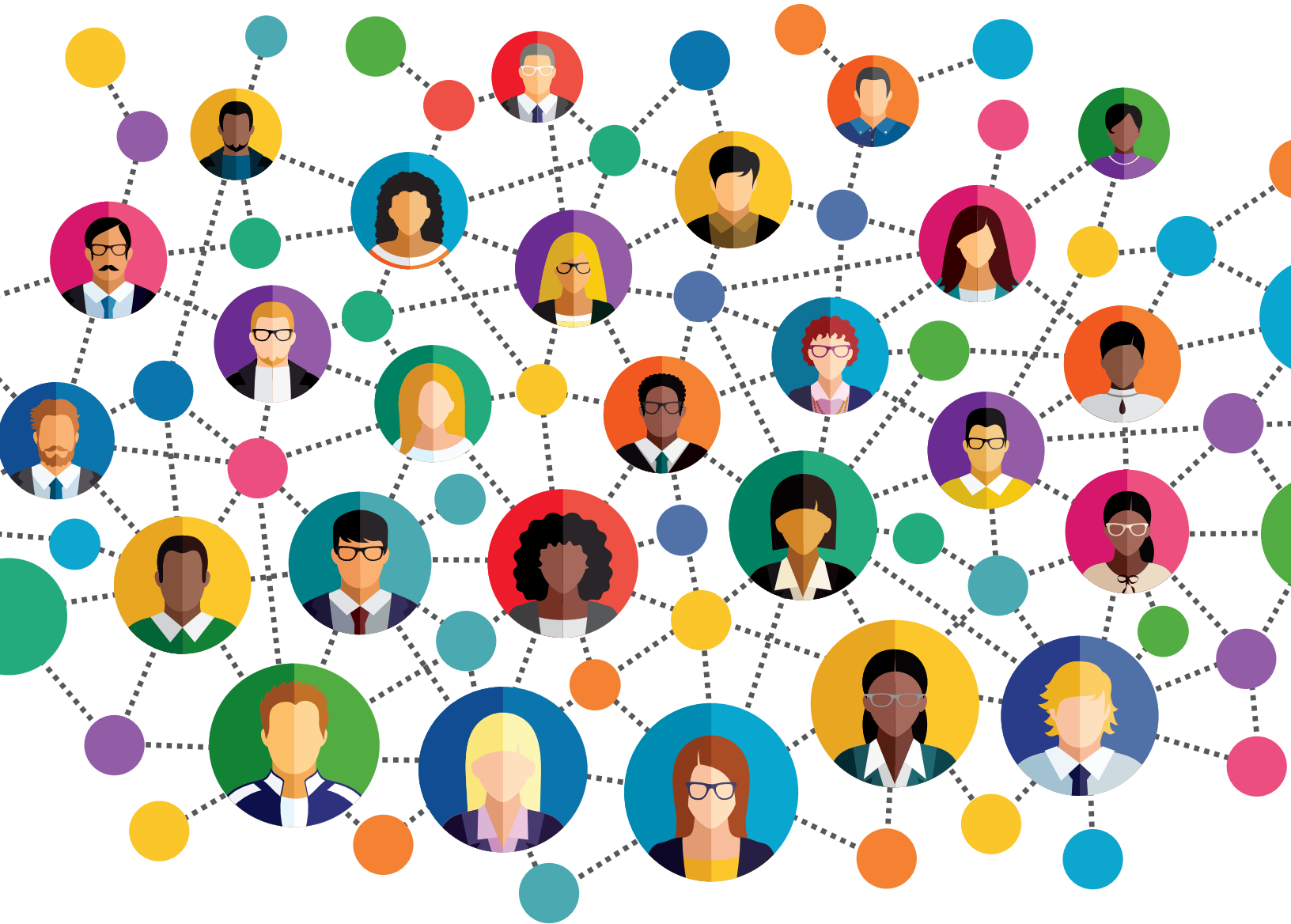


Expanding Connections Through Care



IMPACT REPORT 2022

Mission

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

Children & Families



Young Adults



Adults



Board of Directors

As of 01/01/23

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Allison Csonka, MPA
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Dear Friends,

Since 1957 Bridges Healthcare has shown it is able to grow and adapt to meet the changing and diverse needs of our community – 2022 was no different.

The events of the last three years have challenged the critical safety net of behavioral health providers. Agencies that are committed to serving the needs of those most vulnerable in our communities have been hit with an unprecedented rise in inflation, an increased cost to operate, workforce shortages, and increased mental health demands that have reached crisis levels. And yet, Bridges has weathered this storm.

Despite the challenges that have been before us, our supporters, our partners, and our communities have seen Bridges through. Our mission to promote individual and community health, wellness, and recovery stayed alive and well thanks to a resilient and supportive community. In fact, we have been able to meet the increased demand and expand access to our services through our connections and partnerships over the last year.

As the needs of our communities have changed through the decades, so too has Bridges' approach – adapting to meet need where it exists. And so, it is fitting that over the course of this year, Bridges has expanded our reach and connections in the community. For instance, in West Haven, we continue to expand services to children in the schools to meet the increase in demand and address higher-level needs. We also became an active partner in the coordination of a Juvenile Review Board for West Haven through collaboration with other key community stakeholders.

This year Bridges prepared for the official launch of our Wellness on Wheels (WOW) mobile unit that now provides primary care, health screenings, and referrals. Our partnership with the City of West Haven's Health Department helped Bridges offer this service to target the underserved and those unlikely to access office-based care. We are beginning to find ways to share WOW with other communities like Stratford and Milford.

Through our work as a Certified Community Behavioral Health Clinic, we continue to expand our work at our two newest clinical sites in West Haven and Stratford while we continue to deepen the services provided directly in Milford through the support of many long-standing and dedicated local, state, and federal partners.

We are proud of the amazing progress we have made in spite of so many challenges. We have come out of this stronger and even more connected to our communities and those we serve. Bridges is truly grateful for the hard work of our staff, the guidance from our board, and the support of the community and our funders. Thank you for your dedication. Your hard work, generosity, and partnership during this challenging time made the work we were able to accomplish together possible.

With Deepest Gratitude,



Jennifer Fiorillo
President & CEO



Joan Cretella
Chairperson, Board of Directors

Breaking Free:

Adam's Life-Changing Decision to Call Bridges



After a decade of struggling with opiate use disorder, Adam P. broke the cycle of addiction with the help and support he found at Bridges.

What started as an occasional recreational use of drugs with friends at college, unwittingly spiraled into a 10-year daily and constant dependency on opiates like heroin, fentanyl, and Percocet. "It became the monkey on my back. I'd wake up and it'd be the first thing I'd think about until the last thing I'd think about when I went to bed. **It consumed my whole life.** I couldn't remember what it

was like not to feel sick or always need something," Adam remembers about his addiction. He had tried to stop taking drugs but could not do it alone. Eventually, he decided he wanted to turn his life around, and that is when he learned about the Bridges MATT's (Mobile Addiction Treatment Team) Van.

"Over the past ten years, I had tried on my own to stop but couldn't until I sought help from MATT's Van. **I hit a wall, was tired of it, and wanted to make a change, and it worked out.** I wish I'd done it sooner."

Adam was impressed with MATT's Van's relaxed and discreet approach. He says from the start his peer counselor Chris was sincere and genuinely wanted to help him. "He checked in with me twice a week and then weekly and made me feel like I wasn't alone," according to Adam.

Through MATT's Van, Adam was connected to a prescriber for medicated assisted treatment and enrolled in clinical support. He was first prescribed Suboxone in the form of a strip that dissolves on the tongue. The taste of the Suboxone didn't agree with him and led to missed doses resulting in multiple relapses. Then his Bridges prescriber recommended a monthly Sublocade shot which helped Adam turn the corner. "**My life took a 180 degree turn.** I used to fight with my mom constantly. I was spending all my money on drugs; I stole from my family and lied to them," said Adam. "Since the shots, I immediately saw a difference. I have no cravings, and I'm getting along better with my mom and family. **Everything is better.**"

Bridges' Medication Assisted Treatment program is based on two equally important components: medication and counseling. Adam was part of our intensive outpatient program (IOP) where he participated in group therapy three hours per day, three times a week. From individual check-ins to going over the benefits of a 12-step program, this all-inclusive high-level care treats clients' mental health and substance use issues.

After being clean for a year, Adam advanced to a recovery group that meets a few times each week where they discuss how members can positively occupy their time, manage their feelings, and prevent a relapse.

When asked what advice he'd offer to others battling addiction, Adam said, "If you really want to get better, it's all on you. **But you have to believe in yourself and Bridges is here to help.** Bridges overall has been really positive for me."

"I owe this place so much. If I never reached out, I don't know where I'd be. I just know I wouldn't be doing as well as I am now."

FY2022 Service Statistics

Individuals Reached through Bridges Services this year:

9,100



Of that:

5,000

individuals are reached through coordinated Prevention Efforts (in conjunction with MPC, WHPC and BOWDAAC)



4,100

individuals are reached through Bridges Outpatient, In-Home, or Community Outreach programs

Of the 4,100:

1,430

Adults are reached through Bridges adult and young adult programming

2,670

Children and their families are reached through child programming (890 of which are direct child clients)

INCREASED DEMAND FOR SERVICES:

We have seen a 28.9%

increase in demand for services year over year

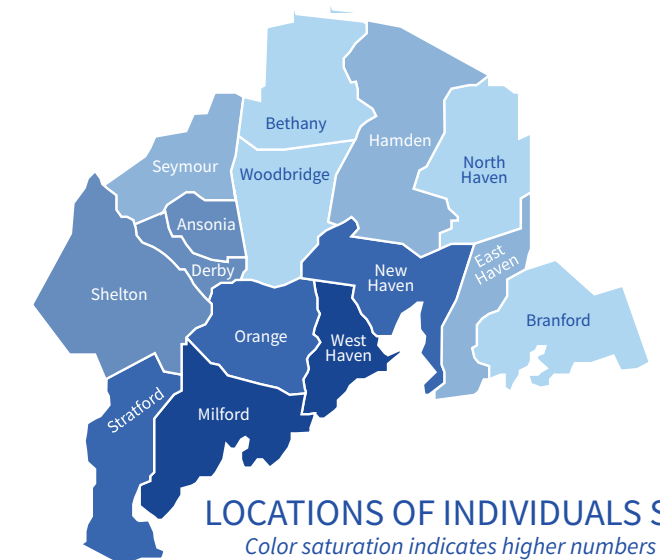
BRIDGES SERVICES:

20+

 unique programs and services offered

POPULATION SERVED:

70%

 of individuals we treat are classified as having low to very low income.

LOCATIONS OF INDIVIDUALS SERVED
Color saturation indicates higher numbers served.

Meet Jennifer Downing

Coordinator of Recovery Services

Q: How long have you been a Bridges employee?

I've been at Bridges since 2010. I started as an intern while attending Southern CT State University for my bachelor's degree. Over the years, I've worked as a case manager and an employment specialist, and I worked at the Wellness Center and in jail diversion. After I got my Master's degree and became an LCSW, I got promoted to oversee Recovery Services. I've practically grown up at Bridges and have always felt supported here. Bridges has given me many

opportunities to grow. I've been in my current role as Coordinator of Recovery Services for a year and a half. I supervise the staff, oversee these programs, and perform evaluations and reporting that goes back to DMHAS.

Q: What can you tell us about the Vocational Services at Bridges?

Our Vocational Services have two full-time employment specialists who help Bridges' clients from Milford, West Haven, and Orange obtain and maintain employment, get into GED programs, or take college-level courses. They help our clients with resume writing, mock interviews, and match them with an employer. Each employment specialist forms long-lasting relationships with employers to provide clients with support after they're employed and to serve as their advocate. Our Vocational Services implement the Individual Placement and Support (IPS) model which helps people living with mental and behavioral health conditions work at the jobs of their choosing.

Q: What is the Open-Door Wellness Center?

The Open-Door Wellness Center (formerly known as the Social Club) is a member-based group that focuses on social rehabilitation for Bridges clients from West Haven, Milford, and Orange. The goal of the Center is for its members to work on their interpersonal skills and improve their overall wellness. The Club hosts outings and day trips, wellness activities such as yoga, relationship groups, meditation groups, walking/exercise groups, music, and trivia.

Q: What are the biggest challenges for you and your staff?

For our Vocational Services, one of our biggest challenges is that we're limited in the number of clients we can serve in that each specialist can only work with 20 people at a time.

For the Wellness Center, we were constrained during COVID due to restrictions where members couldn't see each other or enjoy their regular activities together. For a group of individuals who already struggle with isolation and need a social program, it was difficult to provide social connection.

Q: How do your programs most significantly impact individuals?

Our Vocational Services give hope to our clients who thought they could never work or were afraid to work. We help them realize that their mental health issues don't have to be barriers to employment. And in fact, *employment has been shown to promote mental health, recovery outcomes, and improve successful community integration.*

For people who would otherwise be isolated, *our Wellness Center provides a safe place to go and a community to be a part of.* Our members support and deeply care for each other, and they're cultivating the necessary skills for success in life.

Meet Melissa Jacob

Director of Child Outpatient Services and Care Coordination

Q: What is your role at Bridges, and how long have you been in it?

I've been at Bridges for 23 years, and since 2015 I've been in my current role as Director of Child Outpatient Services and Care Coordination. I oversee Care Coordination which is an individualized case management program for children with complex behavioral health needs who require the coordination of multiple services. The other part of my role is to oversee our Child Outpatient Services for children up to age 19 who have mental health issues. Services include comprehensive psychosocial assessments, developmental evaluations, psychotherapy, psychiatric consultations, collaboration with the school system and other service providers, and case management. We provide therapy in our offices, and we also have school-based programs. The schools refer children who wouldn't get services unless they receive them at school.

Q: How do children/teens get referred to your program?

They get referred by their schools, doctors, DCF, Bridges' home-based psychiatric services as well as self-referrals.

Q: What are the biggest challenges for you and your staff?

Access to services for the kids is the biggest challenge. Currently, we are fully staffed and are seeing 250-300 clients for outpatient office visits, plus we have thirty on a waitlist. We are managing a lot of kids who are at severe and crisis levels and there are long wait lists to get into programs. Our day-to-day is helping kids who are in incredible crisis.

Q: What changes or trends have you seen in your time as Director?

I started as a clinician 23 years ago, and nothing is the same now. The trend is high acuity and more anxiety and depression in children. Before, there were more adjustment issues like divorce or school changes; now, it's more trauma and depression.

Q: What's a typical day like for a clinician?

Our clinicians see 6-8 kids every day. Diagnoses we see in these children include schizophrenia, depression, anxiety, or ADHD. Each clinician balances therapy with communications with family members, school therapists, and DCF.

Q: How does your department most significantly impact children and their families?

For families, the largest feedback we get is that we help them with communication. *We help parents talk with their kids in ways they haven't been able to before.* Opening up that line of communication is often what families need for change. For children with psychological issues, *we keep kids alive who are suicidal*, which is our primary goal. Secondly, we do a lot of trauma work, improving the mental health of children who've had a major traumatic experience and helping them recover from PTSD.

Q: What made you get into this field of work?

As a teen, I had a therapist who saved my life, and it inspired me to do the same kind of work.



Bridges Expands Access to Care as a Certified Community Behavioral Health Center

In May of 2020, Bridges Healthcare announced that it was awarded a two-year \$2 million grant by the U.S. Substance and Mental Health Services Administration (SAMHSA) to implement programs as a Certified Community Behavioral Health Center (CCBHC). The CCBHC model provides whole-person care by integrating physical health with a comprehensive range of mental health and substance-use disorder services to vulnerable individuals regardless of their income, insurance coverage, or where they reside.

Within four months of getting this grant, Bridges worked diligently to meet the criteria to become a CCBHC which included achieving standards in staffing, care coordination, access to care, and reporting. “As a Certified Community Behavioral Health Clinic, our clients are receiving services from an agency that meets a higher standard of care that is designated by SAMHSA and the U.S. Department of Health and Human Services,” says Debra Gannon, CCBHC Project Director at Bridges.

One of the goals of “Project Connect” through the Bridges CCBHC grant was to expand access to care in order to meet the growing need for mental health and substance use treatment. We did this by opening **two new offices in West Haven and Stratford** to serve the high number of people in need of health care in these communities. As the first locations outside of Milford with outpatient programs open to the public, both sites provide behavioral health services, counseling, therapy, and medication management to children and adults.

In an effort to deliver services to individuals and families beyond the four walls of a clinic, Bridges began the process of obtaining, equipping, and staffing its **Wellness on Wheels (WOW) vehicle**. This mobile unit is designed to provide health screenings, physical exams, and mental health and addiction screenings to engage with individuals in underserved areas who may have barriers to receiving office-based care. Additionally, Project Connect enabled Bridges to increase hiring, and as a result, new staff members were onboarded to continue amplifying our mission’s impact.

Today, Bridges is among the 500 CCBHCs and CCBHC grantees in 49 states and territories. We’ve recently received an additional four year grant to continue to implement and expand our vital work as a CCBHC. As a CCBHC, **Bridges is eliminating the barriers to care** by going into the community to address health disparities. No matter who a person is or where they live, Bridges is here to offer the help they need.



Debra Gannon,
CCBHC Project Director at Bridges



Effectiveness of Bridges as a CCBHC

	Baseline	Six Month Follow Up
Feeling healthy overall	67.2%	71.6%
Functioning in everyday life	52.9%	61.0%
No serious psychological distress	73.3%	77.0%
Not using illegal substances	79.5%	81.1%
Retained in the community	92.2%	97.7%
Stable place to live	66.7%	72.7%
Attending school or employment	41.4%	45.9%
No involvement with legal system	99.3%	99.3% (no change)
Positive perception of care	90.1%	90.1% (no change)
Felt socially connected	70.2%	71.0%

(Client outcome measurements from May 2020- May 2022. These results are based on clients who participated in the National Outcome Measures interviews at their intake and a six month follow up interviews. Not all Bridges clients participated. Data is from SAMHSA’s SPARS reporting system.)

Bridges Healthcare’s Commitment to Health Equity

Bridges has been formally recognized by Connecticut’s Network of Care and the Statewide CLAS Advisory Council for our organizational commitment to developing a racially just health equity plan and providing culturally and linguistically appropriate services.

Bridges’ health equity plan outlines the following action steps toward providing culturally informed care:

- Assessment of demographic data of individuals and communities served
- Modification of programs and services based on changes in demographics and identified needs
- Educating staff and the Board of Directors on internal policies that address culturally informed care
- Providing language assistance to individuals with limited English proficiency and/or other communication needs



Jaya Daptardar BAMS, MHA
Chief of Performance and Strategy

Celebrating 30+ Years

With over 30 years of riding for mental health and addiction services, Bridges' Folks on Spokes is the longest running charitable bike riding event in Connecticut. Our Step Forward Walk was added to honor lives lost to addiction or suicide and to support mental health and recovery journeys. Enjoy this photo celebration of three decades of bringing the community together for Bridges' mental health and addiction services.



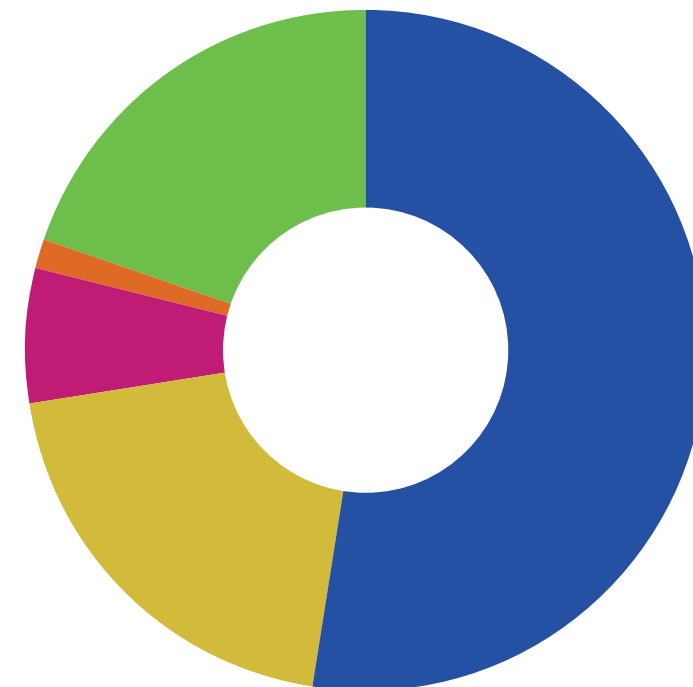
Financials

BRIDGES HEALTHCARE, INC.
AUDITED FINANCIAL STATEMENTS ANNUAL REPORT
FY 2022

Revenue	Amount	% of Total
Foundations and Contributions support	\$ 197,489	1.2%
Local Support	604,707	3.8%
Service Fees & Contracts	3,322,583	20.7%
State & Federal Grants	11,911,708	74.3%
Grand Total	16,036,487	100.0%

Expenses	Amount	% of Total
Program Services	12,800,275	81.0%
Supporting Services	3,009,393	19.0%
Grand Total	15,809,668	100.0%
FY2022 Net Income	226,819	

FY2022 Functional Expenses



- Adult & Young Adult Services
8,355,439
- Child & Family Services
3,172,231
- Drug & Alcohol Services
1,034,055
- General Services
238,550
- Supporting Services
3,009,393

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

Thanks to Our Donors

As you can see in this report, your support has made a resounding impact on the most vulnerable members of our community. Thanks to your partnership and contributions, Bridges has been able to expand and strengthen connections to individuals and families throughout our communities and deliver a higher standard of care to them through more than 20 programs and services.

You are enabling these individuals to live healthier, more productive lives – allowing them in turn to contribute to our community in new and more positive ways. Your impact is tangible. And we are truly grateful for your generosity.

Thank you for making a difference.



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