



Impact Report 2023: Transforming Lives Together



Board of Directors

As of January 2024

Joan K. Cretella
Board Chair

Charles Montalbano
*Vice Chair – Programs
& Administration*

Chaz Gaines
Treasurer

Raymond G. Vitali*
Secretary

Directors
Ellen Beatty, PhD
John Biancur
Jacqueline Bontems
Jenna Fortunati
Karen Fortunati
Kathleen Hendricks
Nestor Kaplan
Michelle LeMere*
Jorge Santiago
Jessica Simone
Danyelle Williams

Emeritus Members
John DePalma
Jorge Garcia
Peggy Jerrell
Ann B. Yost
Rosa Richardson

*Past Board Chair

Executive and Senior Management Team

Jennifer Fiorillo, MPH, MBA
President & CEO

Martin Schwartzman, Ph.D
Chief of Program Operations

Jaya Daptardar, BAMS, MHA
Chief of Performance & Strategy

Tara Kerner, D.O.
Chief Medical Officer

Dawn Silver-DeAngelis, M.S.
Director of Adult Services

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

Carlos Rodriguez
Chief Financial Officer

William Oravec, ScM, MBA
Director, Enterprise IT Services

Allison Csonka, MPA
*Director of Fund Development
& Communications*

**“They will
help you get
where you
want to be.”**

— BRIDGES CLIENT

Mission:

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

Who We Serve

Bridges Healthcare, a Certified Community Behavioral Health Clinic, provides comprehensive, innovative, and effective mental health, addiction recovery, and integrated healthcare services to individuals of all ages.



Adults

SERVICES INCLUDE:

- ♥ 24 hr Crisis Services
- ♥ Addiction Recovery Services
- ♥ Mental Health Services
- ♥ Integrated Primary Care
- ♥ Community Support Services
- ♥ Resources & Trainings



Youth & Young Adults

SERVICES INCLUDE:

- ♥ Prevention Programs
- ♥ Trauma Sensitive Treatment
- ♥ Social & Vocational Programs
- ♥ Home & Community Based Services
- ♥ Resources & Trainings



Children & Families

SERVICES INCLUDE:

- ♥ Outpatient & School-Based Behavioral Health Services
- ♥ Care Coordination
- ♥ Caregiver Support Team
- ♥ Intensive In-Home Child and Adolescent Psychiatric Services
- ♥ Intensive Family Preservation

Dear Friends,

Another year has passed us by, and I become excited when I reflect on the many ways that Bridges Healthcare touches the lives of so many people in our communities. Our agency has been able to expand its reach and impact in recent years through innovative and responsive models that address the growing and evolving mental health and substance use needs of people seeking support and recovery.

Whenever there are challenging days, I remind myself of why we are here and of our mission to promote individual and community health, wellness, and recovery through integrated behavioral health services. That means we focus on an individual's full range of needs when they walk through our doors and work to develop a plan that addresses their mental, physical, social, and



emotional health. From working with families in our Care Coordination program and assisting them with gaining self-sufficiency and building natural supports to helping adults secure employment, we transform lives by providing tools and support toward recovery.

I am always inspired when I hear from an individual served by Bridges who

has stabilized their health through accessing our on-site primary care with Optimus Healthcare or someone who graduated from our Intensive Outpatient Program and is rebuilding their relationships with loved ones. These are the successes we celebrate and the lives we change every day.

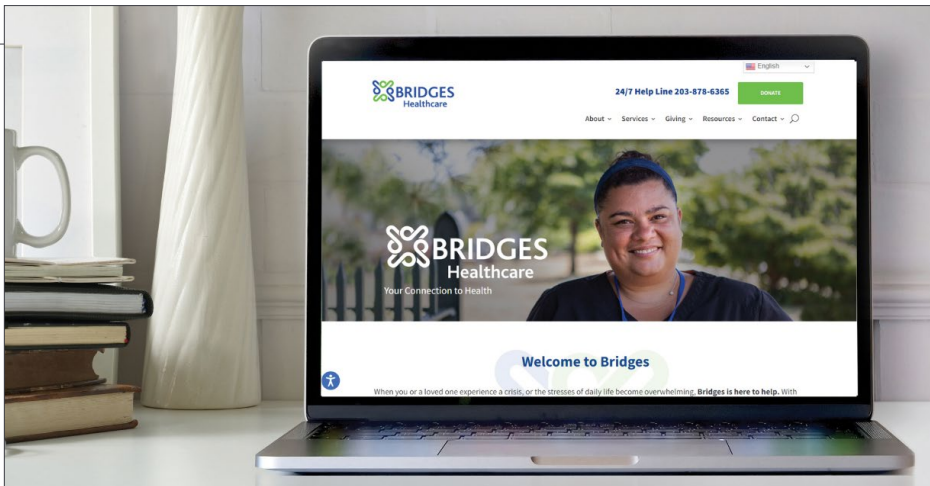
Bridges is committed to looking for ways to break down barriers to care and open access to services. We continue to do this in a multitude of ways, including our school-based behavioral health services in West Haven and Milford, mobile Wellness on Wheels health unit and our Medication Assisted Treatment program to target individuals seeking treatment for opioid use disorder. We have made intentional efforts to touch underserved areas through our community outreach and deployed a Community Engagement Specialist this year to help us better understand

the barriers that prevent individuals from seeking care. Bridges works to approach these barriers through a lens of cultural sensitivity, embracing diversity and doing our best to build a system of care that is responsive and inclusive to as many as possible.

I am proud of our work and our creativity that adds to our ability to touch and transform lives every day. As you read through this impact report, I hope you are too. We are so grateful for the support of our community in making these transformations possible. I look forward to what the future will bring as we continue to embrace recovery together and meet everyone where they are at with open arms.

A handwritten signature in black ink, appearing to read 'Jennifer Fiorillo'. The signature is fluid and cursive, with a large initial 'J'.

Jennifer Fiorillo
President & CEO



Check Out the New Bridges Website

BridgesCT.org got a new look in the spring of 2023! We invite you to explore our updated site – now more user-friendly with enhanced navigation for easy access to Bridges' programs. Discover new features like streamlined menus, search functions, language and accessibility adjustment options, and a comprehensive list of community support resources.

Visit BridgesCT.org today!

“Going here has changed my life for the better.”

— BRIDGES CLIENT



Helping Transform Lives Through Advocacy

At Bridges Healthcare, our commitment to the communities we serve is deeply rooted in our advocacy efforts. Throughout 2023, we made significant strides in establishing and nurturing relationships with elected officials, attending/hosting advocacy events, and harnessing the power of our supporters.

We believe that our advocacy efforts contribute to the betterment of our communities and will help us and other nonprofits continue to transform lives.

By championing the cause of mental health awareness, federal funding for nonprofits, and essential services, we are creating a lasting impact.

Thanks to the efforts of our supporters, The Alliance: The Voice of Community Nonprofits achieved a 2.55% increase for mental health and addiction services providers in 2023. Although the funding increase was not the desired target, we remain optimistic about what can be achieved in 2024 and beyond.



Bridges staff and clients rallying alongside 1,000 supporters during the Nonprofit Rally & Advocacy Day at the State Capitol in Hartford.



Top: Senator Richard Blumenthal visits Bridges to discuss federal grants and to learn more about Bridges programs and services. Bottom: Bridges hosted a Legislative Breakfast to educate legislators on current challenges, what bills can help support our communities and to inform them about the value of our mission. Pictured from left to right: Representative Treneé McGee, Bridges CEO Jennifer Fiorillo, Senator James Maroney, and Representative Kathy Kennedy

Intensive Outpatient Program Increases Offerings to Meet Growing Need

Breaking the cycle of addiction takes action, perseverance, and maintenance. Bridges' Intensive Outpatient Program (IOP) facilitates all of this by providing specialized treatment for individuals who are dealing with both mental health and substance use issues.

This all-inclusive high level of care is designed to help people maintain their sobriety and recovery while living as independently as possible.

Bridges' IOP program is conducted as group treatment for three hours per day, three days a week. In 2023, to meet the high demand, Bridges doubled its IOP offerings by adding a second group

and the creation of a third group is currently under consideration. In total, individuals take part for 45 days or 15 weeks and they benefit from supports such as individual check-ins, peer advice and going over the benefits of a 12-step program.

“IOP means everything to me. I would not have my family in my life if it was not for this group.”

— EVERETT, BRIDGES CLIENT

“I get a lot from this group,” says Bridges client, Everett. “Before I came here, I had a lot of social anxiety. But being here has helped me open up. Even my family says there is a big change in me. I got my family back. I am a workaholic, but I come to IOP straight from work because it means a lot to me.”

Staffed by licensed clinical social workers and licensed professional counselors, the groups follow a set curriculum. Random urine toxicology screens are performed, which is one of the measurements, along with attendance, that insurance providers use to continue authorization for treatment.

Each IOP group includes a peer who offers valuable guidance by sharing their own experience in recovering from substance use disorder and what they've done to remain substance free. The peer's success gives group members someone to model and helps them stay engaged in the recovery process.

“The need is growing. Since COVID, we are seeing more people who have co-occurring disorders. People who used during COVID to cope are now looking to come through it on the

other side,” according to Dawn Silver-DeAngelis, Bridges' Director of Adult Services. “Those in the IOP groups are looking for the support they need to be substance-free.”

Individuals come to Bridges' IOP from different sources, including hospitals, rehab programs, private clinicians, our MATT's Van, and court referrals. Bridges does its best to eliminate any gaps in timing to get people directly into our program.

According to Everett, “IOP means everything to me. I would not have my family in my life if it was not for this group. I know that. I speak highly of IOP and the staff as often as I can. Sometimes it is tiring to come three times a week from 5-8 pm, but I needed it and showed up and it has been great.”

2023 Bridges' Board of Directors Scholarship

Congratulations to the 2023 Bridges Scholarship Recipients! This year, 3 scholarships were awarded, each receiving \$1,500 toward their studies.

Victoria Eberle and **Stephanie Decembre** both received **The Barry Kasdan Scholarship** (two awarded). This scholarship is dedicated to the pursuit of a graduate/undergraduate degree in Human Services and is in honor of Mr. Kasdan's 30+ years of leadership at Bridges.

Gabriella DeMaro was awarded **The Stella Cretella Scholarship**, this scholarship is dedicated to the Pursuit of a Graduate/Undergraduate Degree focusing on advocacy/policy reform in mental health services and was established in memory of Stella Cretella's 40+ years advocating for mental health reform and her time served as a Board of Director at Bridges.

The scholarship recipients represent the spirit of service and dedication to transforming lives that Bridges Healthcare embodies.



Stephanie Decembre (left) and Gabriella DeMaro (second from right) stand alongside Board Chairperson Joan Cretella (second from left), daughter of Stella Cretella, and Jessica Simone (right), board member and chair of the scholarship committee. Victoria Eberle is not pictured.

2023 Service Statistics

Individuals Reached through Bridges Services this year:

8,883

Individuals Total

OF THAT, **5,000**

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

3,883

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

OF THE 3,883: **1,606**

Adults are reached through Bridges adult and young adult programming

2,277

Children and their families are reached through child programming (759 of which are direct child clients)

Bridges Services:

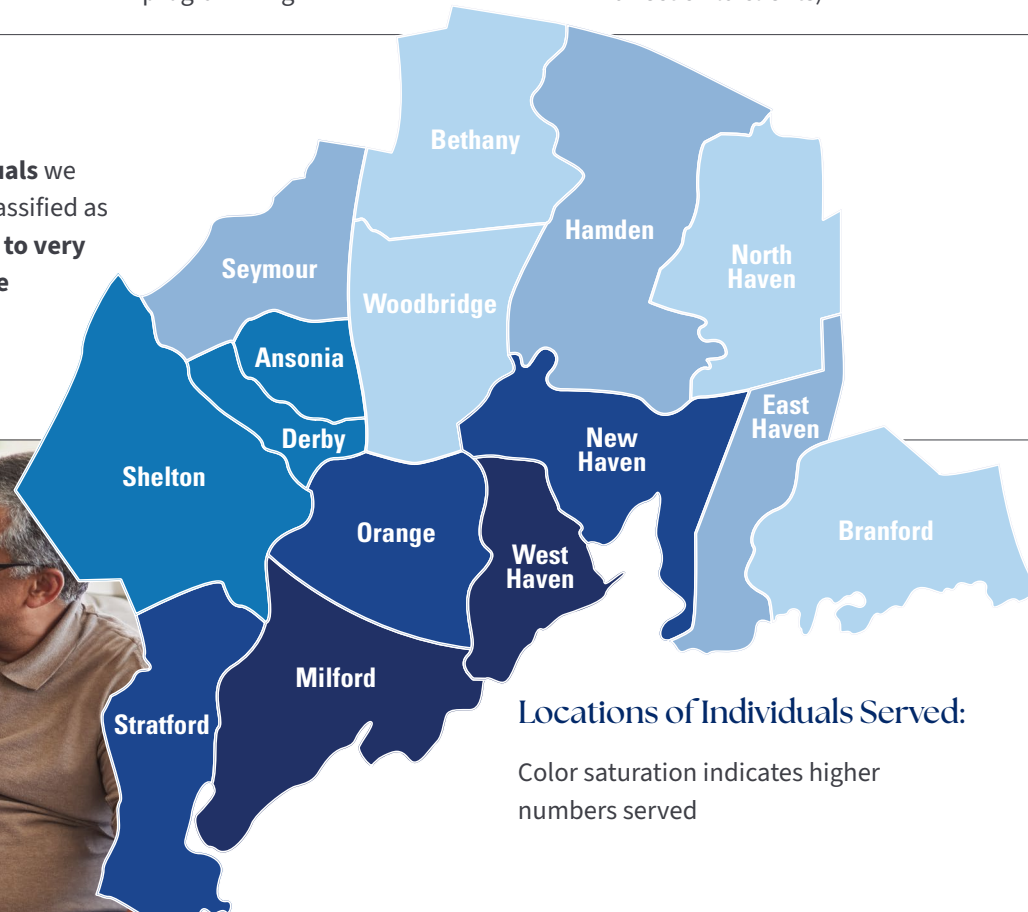
20+

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



Wellness on Wheels Hits the Road!

In 2023, the Bridges Wellness on Wheels vehicle quite literally rolled out, embarking on a journey to raise awareness of the wide range of services available through our new mobile clinic. The WOW team unveiled the vehicle to key community partners in an effort to start engaging with and treating residents in need of its offerings.

The WOW mobile clinic delivers services to individuals 18 years or older, providing services such as health screenings, physical exams, and mental health and addiction screenings to engage with underserved populations who may face barriers to receiving office-based care.



WEST HAVEN, CT • The Rotary Club of West Haven welcomed WOW, further engaging with and creating a strong presence in the West Haven community.

Engaging Communities as a CCBHC

In October 2022, Bridges Healthcare was awarded a \$4 million (\$1M per year for 4 years) grant by the U.S. Substance and Mental Health Services Administration (SAMHSA) to improve and advance our programs as a **Certified Community Behavioral Health Clinic (CCBHC)**. The CCBHC certification process involves a review of nine core services by SAMHSA and is a model that provides accessible whole-person care, integrating physical health care with a comprehensive range of mental health and substance-use disorder services to even the most vulnerable individuals. This grant is

designed to support Bridges as we expand or enhance our CCBHC services.

Called Project Engage, one of the goals of the grant is to improve access to community-based mental health and substance use disorder treatments for underserved populations. Through it, Bridges has hired a bilingual Community Engagement Specialist (speaking Spanish and English) to reach out to local churches, community centers, and unhoused individuals to inform them about the programs offered through our CCBHC. The work of the new Community Engagement

Specialist is focused on interacting with hard-to-engage individuals throughout West Haven, Stratford, and Milford and help them to access care.

Thanks to this grant, the Bridges West Haven office, which was established in 2021, is now fully staffed and providing individual therapy as well as group therapy to Bridges' West Haven clients including men's and women's groups and a sober living group. The newest Bridges location in Stratford, opened in 2023, is working to build connections with the local community. In doing so, we have partnered with the Baldwin

Senior Center to offer our Wellness on Wheels (WOW) mobile health services and outpatient services to Stratford residents. Engaging more Stratford residents through our available adult and child outpatient offerings will continue to be a strategy supported by the grant for its duration. As a CCBHC, we are also able to continue to provide Bridges' one-year-old WOW vehicle which is bringing physical exams and mental health and addiction screenings to individuals in underserved areas who may have barriers to receiving office-based care.



ORANGE, CT • WOW was introduced to the Orange Community Center and Orange’s Senior Center Advisory Committee, to discuss planning for future partnerships.



STRATFORD, CT • WOW made its debut at the Stratford Health Department, Stratford Community Services, and Stratford Senior Services, fostering connections within the Stratford community.



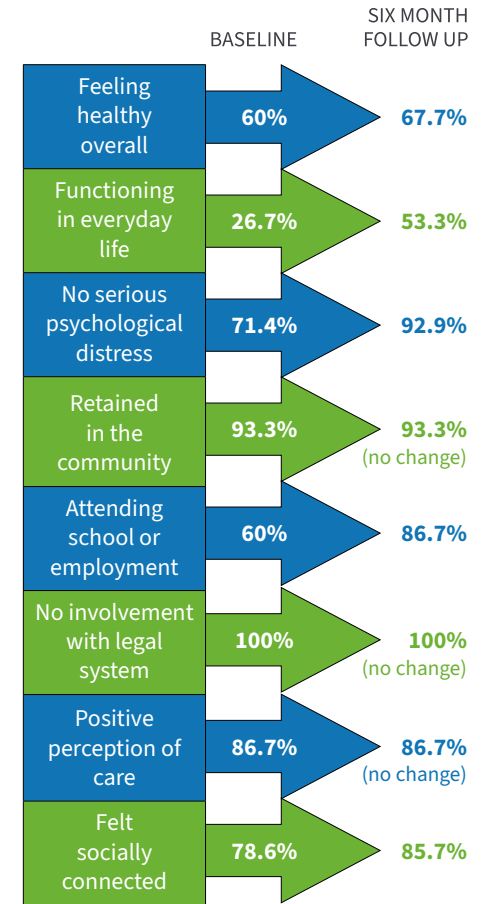
MILFORD, CT • Interim Milford Mayor Richard Smith touring Wellness on Wheels vehicle to introduce a full range of accessible healthcare solutions offered by the program to Milford residents.



WTNH.COM
Wellness on Wheels van offering healthcare services to underserved populations in Greater New Haven

FEATURED ON TV! • Mental Health Awareness Month – As part of Mental Health Awareness Month, the WOW Vehicle was featured on WTNH News 8 to amplify awareness of our new program.

Effectiveness of Bridges as a CCBHC*



*Client outcome measurements from October 2022 through January 2024. 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.

Meet Ann & Arthur Yost, Long-time Friends of Bridges with a Secret to Success



Ann and Arthur (Art) Yost's journey with Bridges began as volunteers, evolving into a decades-long commitment that continues to shape the organization's mission. Ann, a retired social worker with 37 years of service at Bridgeport Hospital, became involved with Bridges in the late 1990s, offering her expertise and dedication to the cause. Art, now a retired Methodist clergyman, counselor, and passionate amateur photographer, later joined her on the board and together worked toward their shared mission of service and philanthropy.

According to Art, *"I always knew mental health was a big concern. I stuttered as a child and was bullied, so I always felt acceptance was extremely important.*

Besides my seminary degree, I have a degree in counseling. So Bridges was a natural fit."

Ann's professional knowledge of mental health and Art's work as a pastor and counselor gave them solid backgrounds to be Board members, as did their passion to support children and youth. As Ann states, *"Most of my work was with pediatrics and families, so I know the needs kids and especially adolescents have. There are so many underserved families and kids – it's sad."*

Their involvement with Bridges expanded over the years, as they became not only volunteers, but also donors as annual sponsors of a rest stop at Bridges' flagship fundraising event, Folks on Spokes. This event, which Art would dedicate time to photograph, not only raises crucial funds but also fosters a sense of community and support for behavioral healthcare.

Additionally, Ann and Art have consistently contributed to Bridges' Annual Fund, recognizing the importance of sustaining Bridges'

programs and services. According to Ann, *"We've worked hard and we're not rich, but we do believe in giving back what we can."*

As they've grown as donors, Bridges has also expanded its reach, providing an increasing number of programs, serving more individuals, and offering services in new locations (both by opening new offices and by providing in-home and in-school services). This growth includes the establishment of a new outpatient location in West Haven, the Yosts' hometown.

"We've worked hard, and we're not rich, but we do believe in giving back what we can."

"Now Bridges is in West Haven, and we have always advocated for the expansion to West Haven," shares Ann. *"I think the funding that*

Bridges has been able to get to expand school-based programs is so needed."

Art reflects on a meaningful sentiment he once encountered: *"I love the saying I saw on a bumper sticker: Success is measured by how many people and lives you can help. That's what we aim for."* If success is indeed measured in lives helped, then this couple exemplifies true success.

Their involvement with Bridges reflects a seamless integration of their values of service and philanthropy into their lives. From their early days as volunteers to their ongoing support as donors, Ann and Art embody the spirit of dedication and generosity that has helped to transform the lives of those we serve here at Bridges Healthcare.

Thank You Donors

We extend our endless appreciation to YOU, our generous donors, old and new, who provide support that is crucial to Bridges Healthcare and our ability to assist local adults, children, and families facing mental health and substance abuse challenges.

It takes a community to help transform a community. The collaborative power of all of YOU in our community has contributed to the strong resource and support system that Bridges has become.

Your financial support, resources, and in-kind gifts have made a difference in the lives of the people that we serve. **Thanks to your effort and commitment, Bridges continues to change lives** through essential programs and services.



Financials

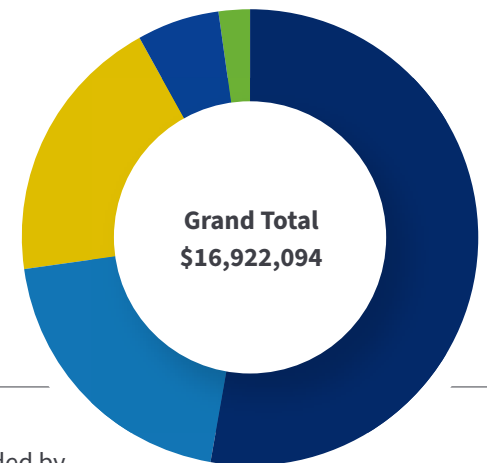
BRIDGES HEALTHCARE, INC., AUDITED FINANCIAL STATEMENTS
ANNUAL REPORT, FISCAL YEAR 2023

REVENUE SOURCE	TOTAL	% OF TOTAL
Foundations & Contributions Support	106,377	0.6%
Local Support	594,086	3.4%
Service Fees & Contracts	3,875,770	22.1%
State & Federal Grants	12,967,653	73.9%
Grand Total	\$17,543,886	100.0%

EXPENSES	AMOUNT	% OF TOTAL
Program Services	13,702,647	81.0%
Supporting Services	3,219,447	19.0%
Grand Total	\$16,922,094	100.0%
FY2023 Net Income	\$621,792	

Functional Expenses 2023

- ◆ Adult Services | 9,001,139
- ◆ Family & Children | 3,360,483
- ◆ Supporting Services | 3,219,447
- ◆ Drug & Alcohol | 1,024,462
- ◆ General Services | 316,563



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)



*Helping families and individuals
find a path forward.*



949 Bridgeport Avenue, Milford, CT 06460 • 203-878-6365 • BridgesCT.org | Follow us on:

