



Mental Health • Health Screenings • Addiction Recovery • Support Services

*Your Connection to Health*

Annual Report 2021



## Our Mission

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

## Bridges Leadership

[as of 1/1/2022]

### Board of Directors

Joan Cretella, Chairperson  
Charles Montalbano, Vice Chair  
Programs & Administration  
Chaz Gaines, Treasurer  
Raymond G. Vitali,\* Secretary  
Ellen Beatty, Ph.D.  
John Biancur  
Jacqueline Bontems  
Robert Boynton  
John DePalma  
Frank Fortunati, MD, JD  
Jorge Garcia  
Kathleen Hendricks  
Michele LeMere\*  
Jessica Simone

\*Past Board Chair

### 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.,  
Chief Medical Officer

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

## The Power of Partnerships



Dear Friends:

If we have learned anything since March 2020, it is the absolute need to work together to overcome our most serious challenges. There is tremendous power in partnerships that work for the common good and increase the chance for better outcomes.

Bridges is fortunate to have numerous, dedicated partners who support and advance our mission. These partnerships take a variety of forms, from funding to technical support from our federal and state behavioral health agencies, like the **Substance Abuse and Mental Health Services Administration (SAMHSA)** and the **Connecticut Department of Mental Health and Addiction Services (DMHAS)**. This past year, these two government entities have provided more funding to fight the opioid crisis that continues to take so many lives, as well as for other services for adults. **The CT Dept. of Children & Families (DCF)** funds many of our programs for children and families, especially as they experience the ongoing impact on mental health from the COVID pandemic.

We value the resources and funds from our municipal partners in the **City of Milford** and the **Town of Orange** who help us offset the gap between the cost to provide services and insurance reimbursements. Milford also supports our work in the local schools, from prevention education to clinical services for young people who are struggling with the challenges of social media, online bullying and the resulting trauma and abuse. **The City of West Haven** provides block grant money so we can deliver services to the elderly population. We are fortunate to be able to provide clinical staff onsite in West Haven High School and the two middle schools. This work has brought us closer to that community, and we were proud to have opened our new clinical offices at 98 Elm St. in West Haven last June.

We appreciate partners like our colleagues at the **United Way of Milford**, who provide us with a substantial grant to help us cover the costs of outpatient services and our B-SAFE Project. Support from **The Community Foundation for Greater New Haven** continues to make a difference for so many individuals and families that Bridges serves, who are often struggling in an economy that leaves behind workers who provide the essential services we rely on for food, healthcare, child and elder care, transportation and more.

**We consider all of our donors, including individuals, businesses, civic and religious organizations who support our programs, Annual Appeal, Endowment Fund and our events, critical partners in our mission.**

Read the Donor Spotlight in this report to learn more about a special family partnership.

The most vital partnership we have is that of our trusted, compassionate, skilled and professional staff. They partner with our clients to help them reach their goals of recovery. We are endlessly inspired by this relationship, and what can be achieved when positive forces combine for good.

Yours in the spirit of partnership,

Jennifer Fiorillo, MBA, MPH  
President & CEO



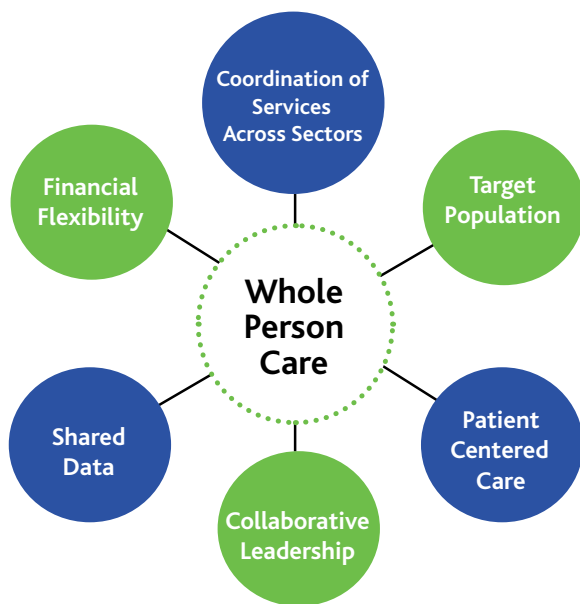
# Bridges Healthcare's Commitment to Health Equity

Bridges Healthcare provides integrated behavioral health services to all people in a welcoming and respectful manner that values the inherent worth of every individual, regardless of race, ethnicity, and socioeconomic status. The agency is committed to addressing the health inequities that exist internally and within the communities it serves to improve access to services in a culturally competent and inclusive manner.

## **Bridges is committed to the following to address health equity and promote an inclusive environment:**

- Establishment of an internal committee that provides resources to staff to increase knowledge around diversity, equity and inclusion.
- Staff training to raise awareness around social and racial injustice and strategies to address these issues in treatment.
- Regular review and update of policies around cultural competency, access to care, anti-discrimination and person-centered care.
- ◆ Development of a health equity plan that addresses disparities in the communities we serve.

## CCBHC Model of Care



## *How Bridges Strives to Meet Individual and Community Needs*

- Designated as a Federal Certified Community Behavioral Health Clinic (CCBHC)
- Delivering services with a hybrid model of in-person and telehealth to increase access and meet behavioral health needs during the pandemic
- West Haven Clinical Office at 98 Elm St. opened June, 2021
- Increased clinical support embedded in West Haven Schools – Clinical staff onsite at West Haven High School, Bailey and Carrigan Middle Schools
- Stratford office opened January 2022 to provide child and adult outpatient services
- Expanded Mobile Medication Treatment with \$525K from SAMSHA for five years to extend current mobile MAT services to evenings and weekends. Weekend outreach began in January/February 2022 and we will continue to have a presence in Milford, West Haven and New Haven (plan to add more locations in New Haven)
- SAMHSA funding of \$125K for five years to expand Mental Health First Aid efforts and train school personnel and law enforcement



## Bridges' Client Story - Kelli M.

"I suffered a breakdown in college at the tender age of 19, and had to learn to live with a mental illness, and the stigma that comes with it."

With those words, Bridges' client Kelli began her speech to a large gathering of community members, non-profit leaders and business owners at the United Way of Milford (UWM) Campaign Kickoff last year. Kelli was asked to share her experience of mental health services at Bridges to spotlight the agency as a partner funded by the UWM.

Kelli came to Bridges for services several years after that episode. She credits her therapist Grace Thomas and other Bridges staff for helping her understand and manage her illness with patience and support as she worked through her recovery process. Kelli noted, "Eventually I succeeded in communicating effectively, and in managing my emotions, so my anxiety, fear and depression started to recede. Services provided at Bridges helped give me back my citizen civic duty."

Today, Kelli is an active and enthusiastic member of the community, working, volunteering and sharing her story in the hopes of helping others. We salute Kelli for her perseverance, courage and giving spirit.

**"With the help of therapists at Bridges, I learned to manage my illness. I became, in my mind, no longer disabled, just a person managing my mental illness and managing it successfully. Without Bridges that would not have been possible"**



## Services Delivered to Individuals and Families

[ Duplicated ]



Adult Outpatient  
Mental Health  
Programs & Services

**1,670**  
adults  
and young adults

Child & Family  
Outpatient Programs  
and Services

**1,752** children and  
their families/  
other natural supports

Prevention, Early  
Intervention &  
Outreach Services

**5,000** children,  
students, teens, young  
adults & adults



## Donor Spotlight - Sarah McGill

When multiple generations of a family commits to supporting a cause they believe in, they solve problems and change lives today and in the future. The McGill Family is one of those special families whose commitment and generosity to Bridges has helped numerous individuals and families in our community. John P. McGill was a passionate advocate for mental health services and he and his late wife Marcia gave magnanimously to the agency in time, talent and treasure. John was a long-time member and officer on Bridges' Board of Directors, serving many functions, including as Treasurer. He played a key role in helping grow the Endowment Fund to ensure the future of the agency. Bridges posthumously honored Mr. McGill in 2019, naming the Intensive Outpatient Program meeting room in his honor. Mr. McGill passed away in 2018.

The McGill's daughter Paula also served on Bridges' Board, and is active in the Milford community and in other service organizations. Daughter Sarah McGill has continued the family's commitment to supporting Bridges' mission through annual gifts from her and her husband James Silberstein. Sarah's employer has a gift matching program that nearly doubles the level of her major gifts, amplifying the power of her benevolence.

**"The inspiring and dedicated work and collective passion that the professionals at Bridges undertake for improving the lives of others and ensuring that the Bridges mission is fulfilled, no matter the obstacles, is truly invaluable. Without hope, it can be tough to see clear to a better future. Bridges shows up, day in and day out, delivering that hope through many meaningful channels committed to improving one's capacity to move toward healing and renewal, and thus enabling hope to become a reality. It's been an honor and a privilege for our family to be part of Bridges' journey and to see the very real and positive impact that the professionals at Bridges have had on the community."**

**- Sarah McGill**

According to Board Chair Joan Cretella, "Sarah McGill and her family have made substantial gifts to Bridges' Endowment Fund over many years. Unlike general operating donations that help Bridges meet current expenses, these donations ensure that in the years to come, individuals and families in our area will continue to have access to high quality mental health and addiction recovery services."

Bridges is proud to be the recipient of The McGill Family's service and their charitable giving, and very thankful to Sarah and James for their continued support.



Standing by a portrait of John McGill in Bridges' IOP Room are left to right:

Paula McGill, John Biancur, Bridges' Board and Endowment Fund Committee member, Sarah McGill and Mikaela Silberstein

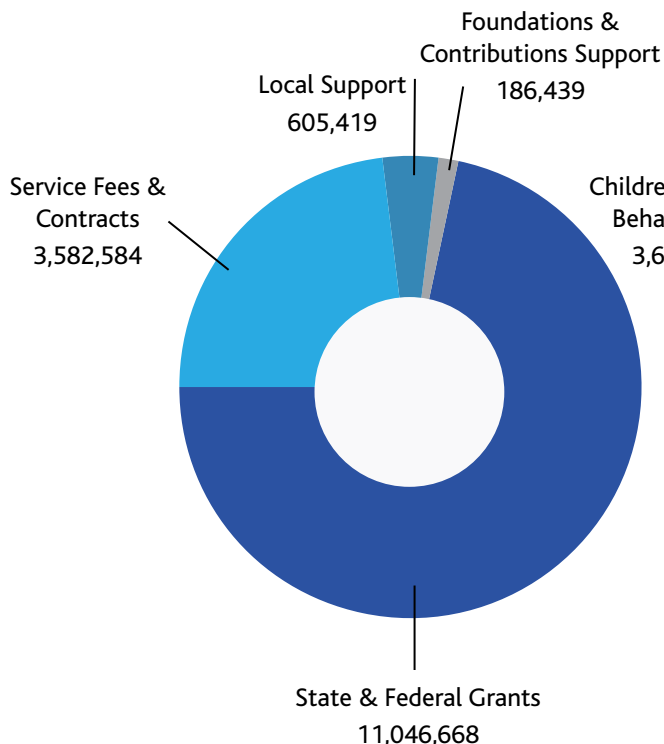
# Bridges Healthcare, Inc.

## Audited Financial Statements Report FY July 2020- June 2021

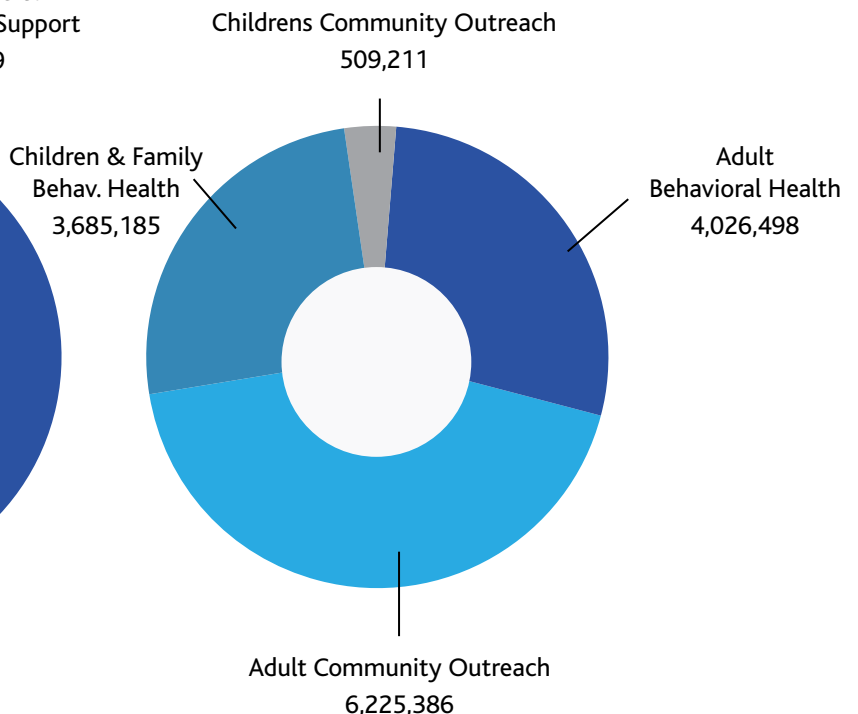
INCOME	Funding	Distribution
State & Federal Grants	\$ 11,046,668	71.6%
Service Fees & Contracts	3,582,584	23.2%
Local Support	605,419	3.9%
Foundations & Contributions Support	186,439	1.2%
Grand Total	<b>\$15,421,110</b>	<b>100%</b>

EXPENSES	Funding	Distribution
Adult Behavioral Health	\$ 4,026,498	27.9%
Adult Community Outreach	6,225,386	43.1%
Children & Family Behavioral Health	3,685,185	25.5%
Children's Community Outreach	509,211	3.5%
Grand Total	<b>\$14,446,281</b>	<b>100%</b>

### FY 2021 Annual Income Report



### FY 2021 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 to Our Donors

During the pandemic, the health and mental wellness needs of our community have greatly increased. With your help, Bridges has steadfastly provided essential services to our clients who have mental illness, behavioral issues and addiction problems.

Thanks to your care and contributions, Bridges Healthcare, together with our partners, has continued to deliver therapy, treatment and recovery services to clients during these challenging times.

We offer our gratitude to our donors whose financial support, sponsorships and in-kind donations contribute to the continuity of our programs and services. Please view the list of our 2021 donors on our website at [\*\*www.bridgesct.org/donors\*\*](http://www.bridgesct.org/donors).



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