2015 ANNUAL REPORT

bridges
a community support system

MILFORD
ORANGE
SHELTON
DERBY
ANSONIA
SEYMOUR
OXFORD
BETHANY
WOODBRIDGE
WEST HAVEN
OXFORD FALLS

BEACON FALLS

SHEMEN

ANSONIA
DERBY

OXFORD
BETHANY
WOODBRIDGE
BRIDGES’ MISSION

To provide a broad range of community-based behavioral and healthcare services to the residents of our area. We respond effectively to the need 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.
We are pleased to provide this annual report, which offers those who know Bridges’ well and those who wish to get to know the agency, facts and highlights of our 2015 fiscal year.

Our programs and services continue to grow and evolve to meet the needs of the community. We know that many disorders begin to emerge in the teen years, yet are often undiagnosed and untreated until a crisis develops. Early identification and treatment can change the course or severity of a mental illness or addiction. The lives of the affected person, their family and others may be significantly less disrupted when quality care and support is provided in the early phase of an illness or addiction.

Bridges is proud to be one of three agencies in our state to offer CT STRONG - Healthy Transitions, an initiative that engages and connects young people ages 18 – 25 to high quality behavioral healthcare, with the goal of improving housing stability, health and mental health, education and employment for teens and young adults. The agency also received state funding to establish a drop-in resource center for transition age (18-25) young adults, who are having difficulty progressing to the independence and responsibilities of adulthood. The drop-in center will offer a safe and private, non-clinical space for 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. The center will open at the end of 2015.

In FY’ 2015, Bridges provided direct services to 1,683 adults and 470 children in our area. When combined with services for family members in a treatment plan, and all other programs including prevention, community and employment support and young adult services, Bridges touched the lives of over 9,000 people in the past year alone.

Following a year when Bridges faced one of the most significant financial challenges in our 59 year history, we can report that we have stabilized our budget and further reduced our operating costs to meet revenue forecasts. While cost-cutting measures often mean diminishing the level of services, our fiscal health is the foundation for everything else we do at Bridges, and must be managed accordingly.

To that end Bridges’ joined an important advocacy campaign, #PeopleMatter. Organized by the CT Community Providers Association, this initiative was created to raise awareness of how all people are harmed by uninformed budget cuts to the mental health, addictions and other services that help thousands of people live safe and healthy lives.

When faced with the reality that cutting vital services would almost certainly result in lives lost and families broken, Governor Malloy and our CT State Legislators restored $17 million of the $25 million in proposed budget cuts to the Governor’s 2016-17 biennial budget. At Bridges, we breathed a short-lived sigh of relief and got on with our mission to help people recover and achieve their goals. We could not do this without the support of the many individuals, businesses and community partners that help sustain this agency year after year.

Our legislators are still trying to remedy decades of financial missteps and the Governor has proposed budget rescissions once again. We continue to remind them that #PeopleMatter. We know the answers aren’t easy, but the solution cannot come at the cost of our most vulnerable citizens. The chronic underfunding of community behavioral health providers like Bridges impacts all residents of our area, and throughout the state.

We look forward to a new year and would like to note that in 2017, Bridges will celebrate 60 years of providing services in our community. We are planning a series of educational and community events on current trends and issues in mental health services and will recognize the many who support us in our mission. We hope you, our loyal and generous supporters and community members will join us as we honor our past, celebrate our present and prepare for a strong future of helping children, families, adults and young adults live healthy and productive lives.

With our best wishes for a healthy 2016!

Barbara DiMauro      Michelle LeMere
CEO & PRESIDENT                     BOARD CHAIR
BRIDGES’ FY 2015 AGENCY HIGHLIGHTS

PROGRAMS AND SERVICES

In FY 2015, Bridges... A Community Support System, Inc. became a DMHAS/State designated Behavioral Health Home (BHH). This innovative model builds on existing mental health and addiction services and further integrates physical healthcare in community mental health settings. Our BHH will operate under a “whole-person” philosophy, providing a comprehensive array of prevention, health promotion, primary care, care coordination and care management in conjunction with our currently existing services. Among the goals of the BHH are: the reduction of unnecessary hospital admissions and readmissions; the increase in the percentage of individuals who receive preventive care; the improvement of care transitions from inpatient to outpatient; an increase in client satisfaction with their experience of care.

CT Strong/Healthy Transitions is another pioneering new program that Bridges implemented this fiscal year. This initiative will utilize innovative approaches to improve rates of service engagement and outcomes with regard to housing stability, health and mental health, education and employment for youth and young adults ages 16-25.

Bridges was also awarded additional funding from DMHAS this year – to develop and implement an Access Center for young adults aged 18-25. Based on a "drop-in model," the center aims to identify those young individuals who are not currently receiving mental health services, but who may be at risk for developing a mental health or addiction disorder.

INFORMATION TECHNOLOGY

With a State of CT OPM grant administered by DMHAS, Bridges completed a first phase of technology upgrades: the implementation of a Cloud environment and a Wide Area Network under the umbrella of our CommuniCare, Inc. partnership. Bridges was awarded an additional grant in FY 2015 to provide staff with technology solutions to improve efficiencies in our Electronic Medical Record (EMR) processes, enhance productivity and assure we will be fully operational in the EMR environment. This will enable us to develop and maintain interoperability with medical and state facilities, which is essential in record keeping, billing and revenue generation for state, federal and private insurers.

FACILITIES

With another State of CT OPM, Bridges completed long-overdue exterior and interior renovations of the Open Door Social Club building. These funds from the State’s Nonprofit Grant Program enabled us to replace the roof and exterior building facing, the flooring, kitchen counters and appliances, and paint the interior walls.
**BRIDGES’ 2015**

**FINANCIAL OVERVIEW**

**INCOME CATEGORY**

<table>
<thead>
<tr>
<th>Category</th>
<th>Balance</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>State &amp; Federal Grants</td>
<td>8,605,833</td>
<td>67.57%</td>
</tr>
<tr>
<td>Local Support</td>
<td>762,488</td>
<td>5.99%</td>
</tr>
<tr>
<td>Service Fees &amp; Contracts</td>
<td>3,367,911</td>
<td>26.44%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>12,736,232</td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

**EXPENSE CATEGORY**

<table>
<thead>
<tr>
<th>Category</th>
<th>Balance</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Behavioral Health</td>
<td>2,962,273</td>
<td>23.35%</td>
</tr>
<tr>
<td>Adult Community Outreach</td>
<td>5,424,421</td>
<td>42.77%</td>
</tr>
<tr>
<td>Children’s Community Outreach</td>
<td>468,578</td>
<td>3.69%</td>
</tr>
<tr>
<td>Children &amp; Family Behav. Health</td>
<td>3,828,451</td>
<td>30.18%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>12,683,723</td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
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**FY15 - PROGRAM DISTRIBUTION**

**FY15 - SOURCES OF SUPPORT | $12,736,232**

- **LOCAL SUPPORT**
  (City of Milford, United Way of Milford & Donor Choice, United Way of Greater New Haven, Town of Orange, Milford Board of Education, and Fundraising)

- **STATE AND FEDERAL GRANTS & CONTRACTS**
  (DMHAS, DCF, DDS, DOE, DPH Tobacco Cossation, US Department of H&HS-SAMHSA)

- **PROGRAM SERVICE FEES & CONTRACTS**
$50,000 AND ABOVE
The Community Foundation for Greater New Haven
The United Way of Milford

$10,000 AND ABOVE
The Milford Bank

$5,000 TO $9,999
Barrett Outdoor Communications, Inc.
Ms. Sarah McGill
Pepsico Corp.
Rose & Kiernan, Inc.
Stanley Family Foundation

$1,000 TO $4,999
Archdiocese of Hartford
Child Health & Development Institute
Cohen & Wolfe, P.C.
Frederick A. DeLuca Foundation, Inc.
Mr. John DePalma
Devon Rotary Club
Ms. Barbara DiMauro
Gaffney Bennett & Associates, Inc.
Genoa Healthcare
GiveGreater.org
Milford Pediatric Group
Mr. John McGill
Gary & Kendra Montano
Mr. James Phillips
David A. Ryan & Associates
Ms. Kathleen Sheehan
Schuster-Driscoll, LLC
Soda Construction
Mr. Mark Story
Mr. Raymond Vitali, Sr.
United Way of Greater New Haven
Workers Compensation Trust

$500 TO $999
Advanced Behavioral Health
Ms. Kathleen Anderson
Cody-White Funeral Home

Law Office of Andrew A. Cohen, LLC
CohnReznick, LLP
General Electric United Way Campaign
Ms. Mary Johnson
Mr. Barry Kasdan
Mr. Henry Manoni
Stephen G. & Carolyn N. Murphy
Raps Plumbing & Heating
Robert & Janet Russo
Ms. Beverly Streit-Kefalas
Mary Taylor Memorial United Methodist Church
Napoli Motors, Inc.
Premier Maintenance, Inc.
Sensitive Care Cosmetic & Family Dentistry
St. Mary's Guild

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Cafe Atlantique
Ms. Elizabeth Collins
Carroll, Curseaden & Moore LLC
Charms Security Hardware, Inc.
Courtney Honda
CPV, LLC
Drew Professional Recruiters, Inc.
Excello Tool Engineering
Gaylord Specialty Healthcare
IBM Employee Services Center
Ms. Margaret Jerrell
Ms. Patrice LeMoine
Ms. Theresa Mason-Jackson
Milford Barrel Company, Inc.
Milford Elks Lodge #1589, Inc.
Silk Purse Motors, Inc.
United Way of Central & Northeastern CT
United Way of Massachusetts Bay & Merrimack Valley

$100 TO $249
Ms. Elizabeth Beck
Birarelli Insurance Agency

Stephen and Kathleen Brown
Central Tool Manufacturing
Connecticut Concerned Citizens for People with Disabilities
Mr. Allen Cohen
Ms. Stella Cretella
Ms. Karen DeCarli
Edo Construction
Mr. Brian Elliott
Ms. Valerie Ferrante
Flip Salon & Boutique
Ms. Stephanie Frazier
Mr. Pasquale Giordano
Global Impact
Ms. Susan Hill
Ms. Marcella Hotchkiss
Hurwitz, Sagarin, Slossberg & Knuff, LLC
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Land & Sea Security
Letizia, Ambrose & Falls, PC
Levy Dental Group
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Ms. Tessa Marquis
Ms. Kathleen McGuire
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Tom and Maureen Moore
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Northeast Electronics Corp
Dr. Perry and Susan Opin
Park Lane Deli
Mr. Dave Pelland
Mr. M. Rubin
Mr. Thomas Ryan Jr
Sarracco Mechanical Services, Inc.
Stephen and Nancy Sagon
Ms. Linda Samzeemoi
Gregory and Christine Smith
Paul G. and Pamela Staneski
We greatly appreciate your donations. We apologize for any errors or omissions. For corrections, please contact the Development Office at 203.878.6365, ext. 343.

Joseph and Helen Sullivan
Ms. Deirdre Taylor
United Way of Greater Waterbury
United Way of Westchester and Putnam, Inc.
Westcott & Mapes, Inc.
$25 TO $99
Ms. Nancy Alexander
Ms. Karen Anderson
Anonymous
Ms. Donna Baldwin-Hall
Scott and Karen Barnett
Ms. Janet Bellagamba
Mr. Larry Canty
Mr. Michael Casey
Citizens Charitable Foundation
Mr. Jarret Coleman
Community Health Network of CT, Inc.
Mr. Tom Conforti
Mr. Robert Cowles
Ms. Lynn Dawson
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Ms. Terry Edelstein
Mr. Emanuel Falagueiro
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Ms. Jill Short
Mr. Mark Sogueco
Stanley and Greta Stanford
Mr. James Uebelacker
UI Employee Giving Campaign
United Illuminating Company
United Way of Rhode Island
Valley Community Foundation
Ms. Mary Vanbrederode
Harold V.W. and Jane S. Vink
Mrs. Joan Vitolo
Mr. Xan Walker
Ms. Susan Whestone
Ms. Susan Whetstone
Ms. Helen Williams
In Remembrance of
Sid & Florence Brodman Deirdre Taylor
Ann Hayduksy Joanna Hayduksy
Jonathan Kachila Elizabeth Beck
Anne LeMoine Patrice LeMoine
Maria Martiniell
Charles & Janet Montalbano
Maureen Murphy Diane Marriner
Stephan & Carolyn Murphy Richard & Shay Preneta
Claire Phelan Donna Lee Baldwin-Hall
Scott & Karen Barnett
Winfred Bowery
Elizabeth Collins
Stella Cretella
Terry Edelstein
Leonard & Martha Henry
Mitchell GoldBlatt
Margaret Jerrell
Raymond & Mary Mahon
Edward & Lucille Mahon
Theresa Mason-Jackson
Tessa Marquis
Tom & Maureen Moore
Miriam Niederman
John Phelan
Justin Rosen
Linda Samzeemoi
Kathleen Sheehan
Stanley & Greta Stanford
James Uebelacker
Joan Vitolo
Toby Zabinski
Jean Shelton
Victor & Jean Foley
Edward & Maureen Linderfelt
Kathleen Sheehan
Ms. Mary Brooke Vanbredarode
Susan Whetstone

In Honor of
Barry Kasdan
Joseph & Helen Sullivan
John McGill
Monica Foran

In-kind Donations
Autumn Rose Florist & Gift Shoppe
Barrett Outdoor Communications
Baybrook Remodelers
Beachwood Florist, Inc.
Bella Napoli Pizza
Carvel #2376
Delicate Nail Spa
Edge Fitness Clubs
Elegant Nails
Frosty Twist Frozen Yogurt & Coffee
Jimmy's Pizza
Lasse's Restaurant
Milford Photo Inc.
Missing Link Grill
Montano Distributors, Inc.
Napoli Deli of Milford
Petals & Scents Florist
Pop's Family Restaurant
Star 99.9 / Cox Radio
Street Smart Ventures
Tony's Bikes & Sport
Visions Hair Salon
Whole Foods