

OUTCOMES REPORT

Measuring Recovery.
Improving Care.

Transforming Lives.

Real results from real people, independently measured — so you can see what recovery at Bridging the Gaps actually looks like.



AT A GLANCE

Recovery Outcomes at a Glance

Recovery is about more than abstinence alone. At Bridging the Gaps, we measure many indicators of long-term recovery — substance use, mental health, quality of life, family relationships, and engagement in recovery. These outcomes help us understand what is working, continuously improve care, and show the real impact of treatment.

49%

12-Month Abstinence

Nearly half of clients who completed follow-up remained abstinent a full year after treatment — above the 37% national norm.

82–94%

Satisfied with Treatment

Across one, six, and twelve months, 82–94% of clients reported being satisfied with their treatment experience.

81%

Feel Good or Excellent

81% rated their well-being as good or excellent at 12 months — up from just 19% at intake.

88%

Healthier Family Bonds

88% reported good or excellent family relationships at 12 months, up from 31% at intake.

100%

Stable Living

Every client surveyed at 12 months was living in stable housing.

67%

Treatment Completion Matters

Treatment completers had nearly double the one-month abstinence rate of non-completers (67% vs. 37%).

Detailed outcomes and methodology are provided in the following pages. All figures independently verified by Vista Research Group.

A LETTER FROM THE FOUNDER OF VISTA RESEARCH GROUP

Why you can trust these numbers

Dear Friend,

Fifteen years ago, I was in a terrifying place. My 20-year-old daughter was guzzling enough alcohol to potentially kill herself, day after day. After multiple car accidents and trips to the E.R., it was clear her life depended upon our finding effective treatment for her. However, this was easier said than done.

I couldn't find a single rehab that was following up with patients after treatment to find out whether they were doing well or had returned to abusing drugs and/or alcohol. The rehabs I talked to either told me it was impossible to measure addiction treatment success rates or made up preposterous numbers. Over the next five years, I was forced on multiple occasions to decide where to send Karina for treatment based on how nice the salesperson was on the phone, rather than on verified success rate data.

Our family's story has a happy ending. Through sheer luck, we always found effective treatment for Karina. As a result, she's now been in recovery for 10 years. Not only is she the loving mom to three darling little girls, but she travels the country speaking for her company. We've been incredibly blessed!

Once Karina was in long-term recovery, I decided to try to do something about the lack of addiction treatment effectiveness data. Using my experience as a chemical engineer, researcher and software developer, I created a research company that has now monitored over 80,000 patients during addiction treatment and followed up with a third of them after treatment.

One thing we've learned is that one year after treatment, 37% of patients report not having used alcohol or non-prescribed drugs during at least the last 30 days. While this average hasn't changed in thirty years, we also learned that rehabs vary dramatically in effectiveness – some have success rates that are much higher than 37% and some, unfortunately, are much worse.

Bridging The Gaps is one of the innovators in the addiction treatment field who has committed to measuring and continually improving the effectiveness of the treatment they provide. Vista Research Group has been measuring their post-treatment outcomes since October 2023, and I'm honored to report their excellent results to you in this report.

My thoughts and prayers are with you and your loved ones on this difficult journey. Please let me know any way I can help you.



Joanna L Conti

Founder & CEO, Vista Research Group, Inc.
Co-Founder & CEO, Conquer Addiction, Inc.

WHY OUTCOMES MATTER

Anyone can say treatment works. We chose to measure it.

Tracking outcomes keeps us honest, makes us better, and gives you real information at the moment you need it most.



Accountability to families

We measure our effectiveness and stay accountable to the people and families who trust us with their care.



Independent verification

Our outcomes are checked by an outside research group — not written by our own marketing team.



Honest, ongoing tracking

Clients are followed for a full year after they leave, so the numbers reflect real life, not just discharge day.



Learning what works

Studying outcomes shows us which parts of treatment most help people build lasting recovery.

WHAT THIS MEANS FOR YOU

Choosing Bridging the Gaps means choosing a program confident enough to measure its results — and open enough to show them to you, good and bad. That openness is where trust begins.

Bridging The Gaps ("BTG"), located in Winchester, Virginia, is dedicated to guiding individuals toward lasting sobriety and fulfilling lives free from addiction. Beyond traditional approaches, which solely focus on the psychological and spiritual facets of addiction, Bridging The Gaps offers alternative therapies that address the physiological aspects. Bridging the Gaps integrates evidence-based clinical care with holistic approaches that address the physical, emotional, psychological, and social dimensions of addiction.

Bridging The Gaps offers a wide range of services, including residential, partial hospitalization (PHP), intensive outpatient (IOP), and outpatient (OP) programs. Their clinical team adopts a trauma-focused approach and employs evidence-based modalities like dialectical behavior therapy (DBT), cognitive behavioral therapy (CBT), motivational interviewing (MI), and eye movement desensitization and reprocessing (EMDR). Acknowledging the significance of family support, they also offer a dedicated program to promote healing and reconciliation within familial relationships.

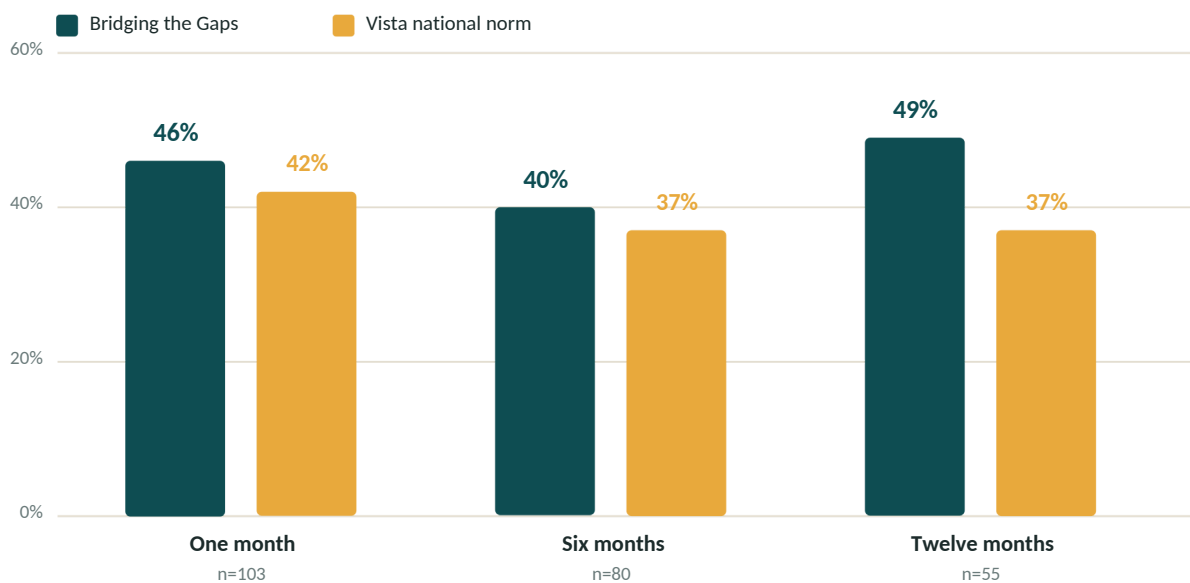
POST-TREATMENT ABSTINENCE

Recovery that lasts past discharge

Bridging the Gaps' clients stayed off drugs and alcohol at higher rates than the national benchmark at every check-in — one month, six months, and a full year after treatment.

Comparison to National Norms: Bridging the Gaps vs. National Norm

% of clients reached and abstinent at each follow-up



Independently verified by Vista Research Group · BTG clients discharged 11/17/2023–11/30/2025 · National norm: Vista Research Network Adult SUD, n=26,000–37,000

WHAT THIS MEANS FOR YOU

At 12 months, 49% of BTG clients reached reported 30-day abstinence compared with the 37% Vista national norm — a 12-percentage-point difference. BTG also exceeded the Vista benchmark at one- and six-month follow-up.

IMPACT OF TREATMENT

A life rebuilt, not just a habit stopped

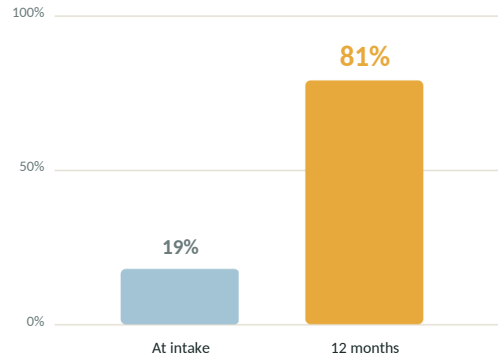
Recovery shows up in the parts of life that addiction takes away first — how people feel, how they get along with family, where they live, whether they work. A year out, those things had changed dramatically.

WHAT THIS MEANS FOR YOU

This is the part families feel most. The number that moves the most — **feeling good or excellent, 19% to 81%** — is a person getting their life back, not just getting sober.

Feeling good or excellent overall

% reporting good/excellent well-being



Quality-of-life gains at twelve months

At intake vs. one year post-treatment · among clients reached at twelve months (n=32)

Feeling good or excellent



Good or excellent family relationships



Living in stable housing



Working, in school, or working at home



Independently verified by Vista Research Group · BTG clients discharged 11/17/2023–3/31/2025

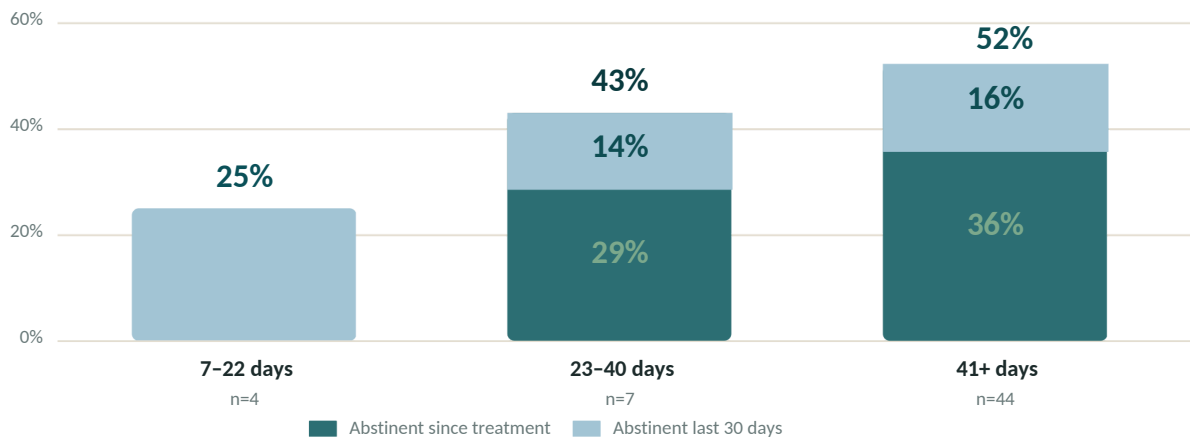
WHAT HELPS RECOVERY LAST

The clients who stay, recover

Two things consistently improved a client's odds of lasting recovery: **finishing the full program**, and **staying in treatment longer**. Both point to the same truth — recovery takes time, and completing care matters.

Longer treatment, stronger recovery

12-month abstinence by length of stay



LENGTH OF TREATMENT

A critical factor improving abstinence success rates was the length of a patient's treatment. The percentage of BTG patients who reported being abstinent for at least the last 30 days at twelve months post-treatment increased with length of stay. Only 25% of patients in treatment for 22 days or less were abstinent twelve months later compared to 52% for those who stayed in treatment for more than 40 days:

IMPACT OF TREATMENT

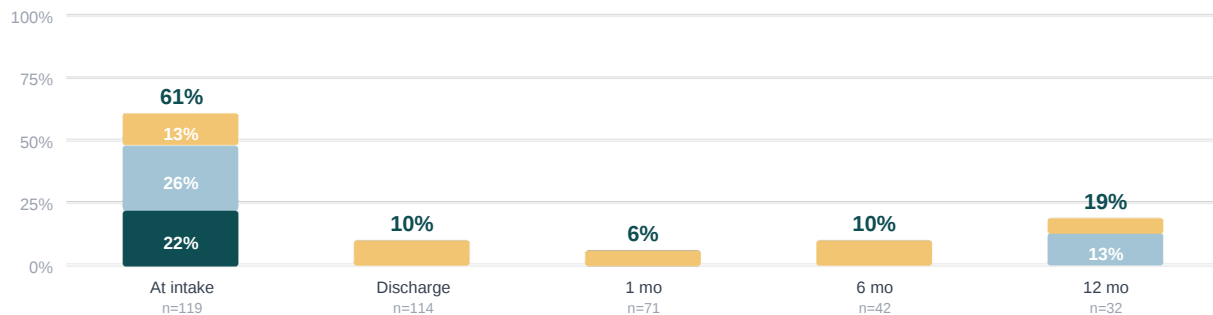
Symptoms that ease and stay eased

Most people arrive carrying heavy depression, anxiety, and trauma. By discharge, those symptoms drop sharply — and a year later, they're still far below where they started.

Moderate-to-severe depression symptoms

Share of clients reporting moderate-to-severe symptoms, intake through 12 months post-treatment

■ Severe ■ Moderately severe ■ Moderate

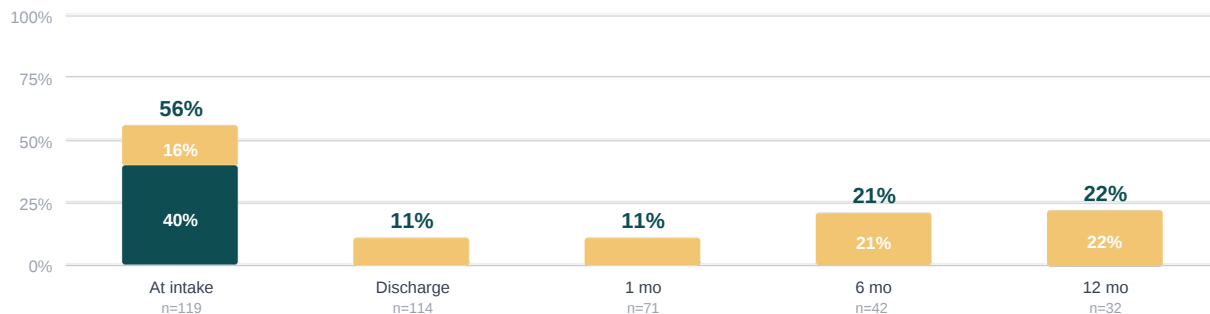


Independently verified by Vista Research Group · clients with surveys due by 3/31/2026

Moderate-to-severe trauma symptoms

Share of clients reporting probable or severe PTSD, intake through 12 months post-treatment

■ Severe PTSD ■ Probable PTSD



Independently verified by Vista Research Group · clients with surveys due by 3/31/2026

WHAT THIS MEANS FOR YOU

Depression at a moderate-to-severe level falls from 61% at intake to 19% a year out. Trauma follows the same path. These aren't just better-by-discharge numbers — they hold up long after someone goes home.

SATISFACTION WITH TREATMENT

People who would choose us again

Long after leaving, most clients still felt the care they received was worth it — a sign they felt heard, supported, and genuinely helped.

Client satisfaction with treatment

% satisfied (very + somewhat) at each follow-up



Independently verified by Vista Research Group • BTG clients discharged 11/17/2023–11/30/2025

WHAT THIS MEANS FOR YOU

Satisfaction this high, this long after discharge, is rare. It reflects something families notice on the very first call: people here are treated as people, not cases.

A NOTE ON THESE NUMBERS

Every figure here was gathered and verified independently, with clients promised confidentiality so their answers stayed honest. Sample sizes are noted on each chart. We share them exactly as measured — because results you can trust are the only kind worth sharing.

THE TEAM BEHIND THE NUMBERS

The team behind the success

The outcomes in this report don't happen by accident. They're the work of a dedicated team — licensed clinicians, counselors, nurses, and support staff (plus one therapy dog) who pair evidence-based care with the kind of attention that makes people feel **seen, not processed**.



Pam Reiman

JD, LCSW, CAADC, CSAC
Executive Director



Bryon Powell

MS, LPC, CAADC, CCTP-II
Clinical Supervisor



Denise Reaves

MSW, LCSW, CAADC
Clinical Supervisor



Sue Dennis

Admissions Director



Timothy Bambara

MA, MAC, QMHP-T,
Resident in Counseling
Substance Abuse Counselor



Rebecca Mitchell

LCSW, MSW, CAADC
Substance Abuse Counselor



Sarah Carter

BA, QMHP-A, CADAC
Substance Abuse Counselor



Gina Helveston

MS, QMHP-T, CSAC-A, CTP
Counselor



Heather McPherson

MA, MACP, QMHP-A,
CSAC-A
Substance Abuse Counselor



Ashley Jones

LPN
Nurse



Camden Myers

BS
Nutrition Educator & Food
Service Coordinator



Rodie

Therapy Dog

WHY THIS MATTERS

Care at BTG is led by a fully licensed, credentialed clinical team — LCSW, LPC, CAADC, CSAC, and more — supported by nursing, nutrition, and admissions staff who walk alongside every client. That depth is part of why BTG's measured results sit above the national benchmark, and why clients stay engaged long enough for treatment to work.

YOUR NEXT STEP

Recovery is possible.

Whether you are seeking help for yourself or a loved one, our team is here to answer your questions, verify your insurance benefits, and guide you through every step of the admissions process.



Call Admissions: (540) 535-1111



admissions@bridgingthegaps.com



www.bridgingthegaps.com



SCAN TO VERIFY BENEFITS



We are Trusted and Highly Accredited

Outcomes independently verified by Vista Research Group. Results reflect patients reachable at each interval and do not guarantee individual outcomes.