

At the Heart of Wellness

2020 ANNUAL REPORT



McCall Center
for Behavioral Health
prevention • recovery • community



DIRECTOR'S MESSAGE

We have ostensibly watched a twin pandemic sweep our globe; with the concurrent crisis of mental well-being as the partner to COVID-19. This has caused a dramatic rise in the number of people who desperately need the services offered by McCall. In response, we have witnessed a staff and community who have demonstrated herculean efforts to rise to that need and provide extraordinary care, with every interaction holding the promise of hope and recovery.

“It was the best of times, it was the worst of times.” So wrote Charles Dickens in his 1859 novel, *A Tale of Two Cities*. It is one of the most famous opening lines in literature, and it is also an apt summation of the incredible year that was 2020. Darkness and light, despair and hope, unceasing noise followed by unending solitude, such was the year of uncertainty that has been pierced by glimmers of hope.

The onset of the COVID-19 Pandemic in March brought us unforeseen challenges; how were we to provide behavioral healthcare services to our clients? How were we to support our clients in their recovery and in their daily lives when we could not meet with them in person? We had to adapt, and quickly, to continue to put client care first, even during a public health crisis. That is where the first of many glimmers of hope began, the darkness was pierced by the light of our dedicated staff. You will read more about their enlightening and heroic efforts later in this report, how this group of dedicated, caring, and compassionate people put the needs of their clients before their own needs and proved once again that an agency is its staff.

Other glimmers that pierced the darkness of 2020 came from longtime friends and supporters, such as the Archdiocese of Hartford Archbishop's Annual Appeal, the Anne and Rollin Bates Foundation, Civic Family Services, and the Northwest Connecticut Community Foundation to name a few. Proving once again that an agency is its friends and supporters.

And you will read about the official affiliation agreement between the McCall Center for Behavioral Health and Central Naugatuck Valley (CNV) Help, Inc. This affiliation is the culmination of several years of work by both agencies, with the shared goal of providing the most robust continuum of care to the most vulnerable populations in Connecticut.

Hope starts with a glimmer, or as Mr. Dickens said in 1859, the winter of despair melts into a springtime of hope. Thank you, from the bottom of my heart for sharing and supporting us during this journey of hope that was the year 2020.

Maria

Maria Coutant Skinner, LCSW
Executive Director

MESSAGE FROM OUR BOARD


In an unprecedented year we have watched the entire McCall staff live up to its mission, continuing to put client care first during a public health crisis never before seen in our lifetime. The pressure was high and the stakes even higher, employee and client safety were and remain a critical part of the day-to-day operation. Never have we had to provide uninterrupted, individualized behavioral health care to clients among the unease and unpredictability of a virus you could not see.

2020 was a year of challenges, a year of fears, a year of milestones, and a year of hope. I am proud to have marked my 24th year as a member of the Board of Directors of the McCall Center for Behavioral Health, and to continue to serve this agency along with the other dedicated members of the community who, like me, have chosen to serve on the board of directors because they believe in the mission of this agency. In an unprecedented year the board has watched the entire McCall staff surpass themselves by continuing to put client care first during a public health crisis never before seen in our lifetime. Lead by a COVID Team comprised of key staff, the agency has provided uninterrupted, individualized behavioral health care to clients amidst the unease, unpredictability, and uncertainty of a global pandemic. Their dedication and passion for wellness is unparalleled and their hard work and sacrifices are an inspiration for us all.

At the same time the daily work of the agency has continued unabated, focused on the needs of the present with an eye cast to the future. To that end a major milestone on July 1, 2020 was the signing of the official affiliation agreement between McCall and CNV Help, Inc. That agreement is the

culmination of years of discovery, review, and work by the staff of both agencies, with the goal of integrating the two agencies into one. This new entity will embody the best of both organizations and will provide the foundation and financial security to rise to any challenge and ensure the delivery of continuous and uninterrupted behavioral health care to our clients throughout the state.

Later in this report you will read about many other developments and milestones from 2020. On behalf of the entire board I can say that we have every confidence that 2021 will be as productive, and yes, as challenging a year as 2020, and that the administration and staff of this remarkable organization will continue to grow, to flourish, and most importantly, to serve.

 D'Arcy Lovetere
President, Board Of Directors

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IMPACT IN OUR COMMUNITY

- Provided Services throughout Western Connecticut (Waterbury, Danbury, Torrington)
- Supported and treated 2,530 clients
- Remained fully open throughout the COVID-19 pandemic
- Held 2,468 telehealth appointments
- 176 group meetings online
- Parenting Support Services helped create safe and positive home environments for over 200 caregivers and children
- Recovery Together helped 14 individuals learn healthy ways to cope with a loved one's addiction
- 82 cell phones with continued prepaid service distributed to ensure access to telehealth services

MISSION STATEMENT

The McCall Center for Behavioral Health is a private, not-for-profit, behavioral healthcare agency committed to recovery, prevention, and community. Our guiding mission is to provide comprehensive behavioral health treatment in an integrated and individualized fashion, so that those who suffer from substance use and behavioral health disorders might lead healthier and more fulfilling lives. Moreover, we're a group of dedicated professionals who are passionate about helping the people of our community achieve the quality of life that they deserve. The people we serve are at the heart of everything we do. Every program, service, and decision we make is centered upon our clients and their wellness.

PRIMARY GOAL

McCall has been offering the highest standard of integrated and comprehensive behavioral health treatment for more than forty years. McCall services are fully integrated, evidence-based, trauma-informed, gender-specific, culturally sensitive, and highly individualized.

POLICY STATEMENT

It is the policy of the McCall Center for Behavioral Health to provide behavioral healthcare services to those with substance use and or mental health disorders, and that such treatment is recovery-oriented, motivationally based, and individually responsive to the needs of each individual. Our prevention programs use evidence-based strategies to build healthy, resilient communities through broad reaching, targeted strategies as well as direct programming for children and families. McCall is a leader in advocating for access to high quality behavioral healthcare on local state and federal levels.

THE IMPACT OF COVID-19

The COVID-19 pandemic forced its way into our lives in March of 2020, bringing societal changes that have affected us all; social isolation, job and economic insecurity, health concerns, and the loss of loved ones, to name a few. The pandemic has also changed the landscape in which we work, forcing us to adapt, expand, and adjust treatment option for our clients throughout our continuum of care.

At the start of the pandemic, we successfully transitioned to a telehealth platform to provide outpatient treatment remotely to clients during the initial months of lockdown. From the safety of their homes, clients were able to meet with their counselors and prescribers, attend evaluations, individual and group sessions, refill prescriptions, and stay fully engaged in treatment. While many clients longed for the elusive “return to normal,” many found that the telehealth platform afforded them freedom from the need to arrange transportation or childcare to engage in treatment.

We are proud to report that our doors have remained open throughout the pandemic, providing uninterrupted treatment to clients receiving care through our outpatient and residential services. Following state guidelines, we implemented significant safety measures to keep staff and clients safe. We followed strict COVID-19 safety protocols, such as reducing onsite visitors, increasing cleaning measures and sourcing personal protective equipment for staff and clients.

The ability of our staff to respond and provide uninterrupted care in such a turbulent time is a true testament of their dedication to the health and wellbeing of our clients. It is inspiring to see the strength and determination of the

human spirit as we work to overcome immense challenges both in the workplace and our personal lives.

TECHNOLOGY AT YOUR FINGERTIPS

From the start of the COVID 19 pandemic we identified an unexpected need, clients who lacked access to technology. Using grant funds specifically for this purpose, we provided these clients with cell phones, pre-loaded with minutes, allowing them to access telehealth services to provide a seamless continuation of care.

Thanks to a grant provided by the FCC and the Northwest Connecticut Community Foundation.



COVID-19 ASSISTANCE FOR COMMUNITY HEALTH (COACH)

Through state and federal funding, we were able to provide COACH services to anyone who has been affected by the pandemic financially, emotionally, or otherwise. McCall’s Special Services staff connects community members in need with services to get them back on their feet. Services are provided at no-cost and include connections to state programs, counseling, and prevention education.

Thanks to a grant provided by FEMA, administered by the State of Connecticut Department of Mental Health and Addiction Services.

AFFILIATION WITH HELP, INC



COMPREHENSIVE CARE WITH CNV HELP, INC.

A major milestone in 2020 was the signing of the official affiliation agreement with CNV Help, Inc. in June. The culmination of several years of work, the affiliation agreement sets the stage for a full merger of the two agencies in 2022. Both organizations share similar values and goals, providing the perfect opportunity to combine and expand the clinical and geographic continuum of care for both agencies. Clients at CNV Help, Inc. will now have access to transitional housing and prevention programs while clients at McCall will have access to expanded treatment options at more locations throughout the state. We are working together to provide clients a transition into the expanded continuum of care, with access to a full range of services and staff.

WHO IS CNV VALLEY HELP, INC.?

Established in 1970, the Central Naugatuck Valley Help, Inc. is a private nonprofit organization whose mission is to integrate people in recovery into their communities and improve the quality of their lives through mental health and substance use treatment. With services in Waterbury, Danbury, and Torrington, CNV Help, Inc. provides clients with residential and outpatient treatment options. In addition, the agency manages three community residences as well as two community support programs for individuals with psychiatric disorders and three licensed outpatient behavioral health programs.



NEW PROGRAMS AND SERVICES



MOBILE WELLNESS VAN

McCall's Mobile Wellness Van offers medication-assisted treatment (MAT) that is easy to access. Our van removes a significant barrier to successfully accessing lifesaving care; we meet people where they are when they need it. Our staff provides prescription medication to help reduce the physiological urge as well as the supports and therapy to begin the journey of healing and recovery. Because this program is grant funded, there are no fees associated and no appointment is necessary.

Thanks to a grant from the Connecticut Department of Mental Health & Addiction Services.

SAME DAY ACCESS FOR MEDICATION ASSISTED RECOVERY

In our quest to continue to make lifesaving care as accessible as possible, we now offer same day access to medications that aid in recovery. People in search of MAT recovery treatment need only phone our main number and same day access can be made available. These medications come in several forms including a daily dose of buprenorphine or naltrexone or the longer lasting injectable form. McCall offers two variations of injectable medicine: Vivitrol and Sublocade. Both provide the client a continuous release of medication over the course of 30 days, eliminating the need to remember to take a daily dose. Clients only need to be seen for a quick appointment once a month that now can be made on the same day if needed. Each injectable works differently, providing clients with options for recovery. Vivitrol is typically used to help clients reduce cravings and Sublocade is provided to those struggling with withdrawal symptoms.

Thanks to a grant from The Department of Mental Health and Addiction Services.

A SPECIAL THANK YOU

When the pandemic brought unforeseen financial challenges to McCall, the Anne and Rollin Bates Foundation responded without hesitation, which allowed us to provide support to our staff, facilities and the creation of an emergency fund. Their generosity allowed us to continue to operate and provide uninterrupted care to our clients. We would like to extend our sincere appreciation and gratitude to the Anne and Rollin Bates Foundation for their continued support and providing stability to both our staff and clients during an unprecedented time.

ABOUT THE ANNE AND ROLLIN BATES FOUNDATION

The Anne and Rollin Bates Foundation was established posthumously by Anne R. Bates, of Lakeville, Connecticut in 2018. In accordance with the wishes of Mrs. Bates, the Foundation primarily supports organizations located in Litchfield County that focus on the conservation and natural beauty of the area, providing health and residential services for those residents who are financially and/or physically unable to provide for themselves and providing support for battered or abused women. Bates family members, Alexander and Laura Meleney, serve as board members of the Foundation.



FINANCIAL REPORT

McCall Foundation, Inc | Statement of Activities | June 30, 2020 and 2019

	AUDITED 2020	AUDITED 2019
REVENUE AND SUPPORT		
Grants and Contracts	2,437,567	1,937,097
Program Services	2,905,939	3,030,027
Donations and Foundation Grants	337,026	309,520
Rental Income / Interest and other	325,155	288,549
PPP Income	354,870	
Total Revenue and Support	6,360,557	5,565,193
EXPENSES		
Program	5,463,675	4,655,906
Administrative and General	666,828	582,208
Fundraising/Marketing	103,281	46,104
Total Expenses before Depreciation	6,233,784	5,284,218
Revenue Less Expenses	126,773	280,975
Total Depreciation Expense	222,484	222,925

PUTTING OUR CLIENTS' NEEDS FIRST

“It was inspiring to see how our staff came together and put our clients’ needs first, calming their fears and keeping our doors open. I am honored to work alongside such caring individuals and proud of all their efforts to ensure the safety and uninterrupted care to our most vulnerable clients.”

Melissa Gray, CAC, CADC
Director of Residential Services



At the start of the COVID-19 pandemic we knew that we had a duty to not only protect clients and staff from the virus but also to ensure that we kept our residential treatment facilities open. Addiction did not stop for COVID-19 and we knew we couldn't either. We were anxious and unsure of what the future would hold, while remaining committed to supporting each other and providing a safe living environment for our clients receiving lifesaving behavioral healthcare.

Our staff always rises to a challenge and their response to the COVID-19 pandemic was no different. We acted swiftly and implemented COVID-19 safety protocols, provided clients and staff with personal protective equipment (PPE), and performed daily sanitizing of the facilities. We pre-screened prospective clients for COVID-19 and we utilized a telehealth platform to keep group numbers to a minimum. Despite a pandemic, residential staff and even staff from other McCall programs supported one another and committed themselves to the wellbeing of our residential clients.

Change was not easy for our clients, but they adopted a collective attitude that we were all in this together. They faced difficult challenges when in-person support groups were moved on line and it was no longer possible to receive visits from friends and loved ones. Connection with people is such an important part of recovery, and while it was challenging to clients, they recognized the difficult steps they needed to take to ensure the safety of themselves and staff. Their recovery was at stake.

I am so grateful to be working with such an incredible group of people. Despite the challenges, personal risks, and demands brought by the pandemic, they persevered, and their determination and commitment have allowed us to continue to provide a place of safety and recovery for our clients.

ON THE FRONT LINE

"I am so proud to be a part our outpatient team and the entire McCall agency. We truly pulled together in a time of crisis and found creative ways to ensure a smooth and consistent continuum of care for our clients. Our staff's ability to work together during the most difficult of times shows both dedication and a deep commitment to our client's recovery."

Karin Robinson, LCSW, LADC
Director of Outpatient Services



In life there are days that you never forget. For me, one of these days will be Friday, March 20, 2020 when the world as we knew it stopped due to the COVID-19 pandemic. For some time prior to lockdown, we had been hearing about the pandemic on the news and discussing the potential impact at McCall. At the time, I don't think any of us really understood the changes it would impose on the way we provide outpatient treatment or the toll it would take on our own emotional health.

The two weeks we originally planned to work remotely turned into two months and then longer, with no end in sight. Clients felt overwhelmed and isolated as they experienced forced changes to their own lives and to the way we provided them with care.

McCall was quick to recognize these increased needs and created client outreach teams that included clinicians, psychiatric staff, REACH navigators, case managers and recovery coaches. These teams made hundreds of phone calls, following up with each client, letting them know we were still by their side, helping them to sustain their recovery and remain engaged in treatment.

We continued to do our best to provide the same level of care to our clients as we always had, often changing daily with new state mandates and what was allowable by insurance. Telehealth services soon became the norm, bringing on new technological challenges for both clients and McCall. We needed to purchase equipment such as laptops, cameras, microphones and software, along with training to not only use the software but comply with privacy laws. Many of our clients did not have a phone or a laptop that would allow them to continue their treatment. McCall responded to that need, and we did our best to provide phones with a data plan or access to a laptop to be safely used at our office.

Although COVID-19 continues to bring unprecedented challenges, McCall's commitment to the people we serve does not waiver. We continue to work on creative ways to keep our clients actively engaged and will continue to be by their side throughout their journey of recovery.



TOP WORKPLACE 2020



In 2020 McCall received the Top Workplace Award from the Hearst Connecticut Media Group for the third consecutive year. Organizations who receive this award are nominated solely based on employee feedback, which is gathered through a third-party survey administered by employee engagement technology partner Energage, LLC. McCall was one of 49 organizations in Western Connecticut who received this award and placed in the top ten when compared to organizations of similar size. We were truly humbled to receive this award, especially during such uncertain times. Our employees are at the heart of our organization and through it all they have remained passionate and dedicated to our mission, providing our clients with hope and the support they need to live healthy, productive lives.

THANK YOU

Archdiocese of Hartford Archbishop's Annual Appeal
Anne and Rollin Bates Foundation
BLN Annual Golf Tournament
Civic Family Services
Connecticut Community Foundation
Northwest Connecticut Community Foundation
Draper Foundation Fund of the Northwest Connecticut Community Foundation
First Church of Winsted
Foundation for Community Health
Geer Village
Rotary Club of Torrington and Winsted Areas
Saint Matthew Lutheran Church Avon, CT
The Northwest Corner Fund of the Berkshire Taconic Community Foundation
Torrington Savings Bank Foundation

ACKNOWLEDGEMENT

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State of Connecticut Department of Children and Families
State of Connecticut Department of Mental Health and Addiction Services Judicial Branch
State of Connecticut Court Support Services Division
United Way of Northwest Connecticut
United States Veterans Administration



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