

At the Heart of Wellness

ANNUAL REPORT

2018 | 2019



McCall Center
for Behavioral Health
prevention • recovery • community



DIRECTOR'S MESSAGE

At McCall, we believe that recovery is the ongoing discovery of a promising future. In our work, we are fortunate to encounter that process every day. In seemingly impossible circumstances and despite seemingly insurmountable odds, time and again we see our clients reach deep into their reserves of strength and persevere to become the best version of themselves. We are privileged to witness them overcome reticence to form trust, overcome fear to find courage, and endure despair until they can embrace hope. We are better for their example every day.

While we often reflect on how much we have to learn from our clients, at this juncture more than ever we are fortunate for their example to guide and inspire us. With the arrival of a new decade, we are poised to take the progress of the past year—in achieving adolescent treatment licensure, in launching a program specifically designed for women, and in completing CARF accreditation—and turn our attention to developing our Family Center. Reflecting both the need expressed within our community and our own understanding of behavioral health disorders, we at McCall feel it is essential to offer more services and supports aimed at children and families. Doing so will challenge us to further grow and develop our organization to meet the needs that we encounter. We plan to increase the number of clients in our new adolescent service line, pursue new avenues of support to expand Family Center programming, and redouble our focus on assuring that all McCall programming is attentive to the crucial family context in which behavioral health disorders both emerge and are treated.

The year ahead is certain to present us with challenges and opportunities both expected and unforeseen. Meeting our commitment to the community will require us to continue the excellent work we've already begun and find new opportunities to grow as an agency. The path to becoming the best version of ourselves is never entirely clear. However, blessed with your support, the efforts of our wonderful staff, and the inspiration of our clients, I am confident we will realize all the promise of the year ahead.

Maria

Maria Coutant Skinner, LCSW
Executive Director

MESSAGE FROM OUR BOARD

It is an honor and a privilege to serve as the president of the Board of Directors for the McCall Center for Behavioral Health. The Board is comprised of individuals from the many communities of Litchfield County. Each member of the Board brings a unique perspective informed by the diversity of experience and expertise that they embody. Many Board members have served terms exceeding a decade; their care for McCall and commitment to its mission are a testament to the dedication of McCall's leadership.

As Directors, we have a duty to protect the agency's solvency so that it can continue to serve the individuals and families of northwest Connecticut. To that end, we evaluate financial policies, approve budgets, and review financial reports to guard the agency's financial health and guide its strategic direction. We are proud of the agency's progress and the excellent work of its staff. Over the last several years, we have seen the agency evolve and grow. Today, we serve more of the community and serve them better than ever before. Our programs and services set the standard for behavioral health prevention and treatment, and we are community and coalition leaders in improving accessibility and care throughout the region.

Over the last year, we have seen McCall create new programs, renovate and expand its facilities, and overhaul its services to achieve CARF accreditation. We have seen McCall recognized as a model agency and a

top employer. We have seen McCall thrive, and we are excited about what the future will hold. Together with the agency's administrative leadership and staff, we expect to see the agency continue to grow and flourish in the coming year. We have every confidence that 2020 will prove just as exciting and productive as 2019, and that the year ahead will see McCall redouble its commitment to providing the highest quality of comprehensive and integrated substance use and mental health prevention and treatment with the goal of assisting people to lead healthier and more productive lives.

D'Arcy Lovetere
President, Board Of Directors

BOARD OF DIRECTORS

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IMPACT IN OUR COMMUNITY

Provided services in 9 locations

Supported and treated 1,255 clients

Introduced 6 new alternative and adjunctive therapies

Launched 3 new programs for women, teens and residential clients

Served more than 7 communities through prevention coalitions

Reached more than 52,000 with prevention messaging

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.

EXTENDING OUR REACH

INTRODUCING OUTPATIENT SUPPORT FOR TEENS

A new adolescent outpatient treatment program was launched this year after we received licensure from Connecticut Department of Children and Families. We can now meet the complex and pressing mental and behavioral health needs of adolescents at the critical moment when they and their lives are rapidly evolving. Our staff has been specifically trained in interventions that can change the trajectory of a teen's life. Treatment this early in life, while neuropathways are developing, can be quite effective to stop addiction and to help teens develop lifelong healthy coping skills.

REACHING NEW AND EXPECTANT MOTHERS

We now offer vital services specifically to women, particularly those who are pregnant and/or parenting. We help them in their recovery journey while building skills and networks to help assure they have all they need to raise a happy, healthy child. Services are available across Region 5 with a focus on Torrington, Waterbury, and Danbury.

Thanks to the Women's REACH program funded by a grant from the Department of Mental Health and Addiction Services through the State Opioid Response program.



DRIVING SUCCESS WITH EMPLOYMENT SERVICES

A new mobile employment program brings support right to people in residential care, from inpatient to intermediate to recovery houses. We help individuals develop the skills and tools they need to rejoin the workforce. We offer help with writing resumes, developing interview skills and building their networks. We also assist with clothing and transportation if needed. It's a flexible program that removes barriers to recovery and employment, which is a critical step in a person's recovery. Employment increases the likelihood of sustaining recovery, having a sense of purpose and agency.

Thanks to the State Opioid Response grant for mobile employment services from the Connecticut Department of Mental Health and Addiction Services.

CONTINUING OUR TRAUMA AND GENDER EFFORTS

McCall is committed to sustaining the values gained in our Trauma and Gender Initiative that began in 2018. With help from the Connecticut Women's Consortium, we work to ensure that our facilities, programs and culture support the needs of our clients by recognizing the unique influence of their gender, gender expression, and sexuality, and by being completely trauma-informed in our care. These practices have been integrated into every aspect of our work.

“McCall provides care with a trauma-informed and gender-sensitive lens.”

Commission on Accreditation of Rehabilitation Facilities (CARF)

NEW PROGRAMS AND SERVICES

EXPANDING OUR THERAPIES

Aiding our mission to treat clients and wholly-formed individuals with complex needs, we are providing alternative and adjunctive therapies – many of which are possible through partnerships with area non-profits.

USING EMDR WITH ADDICTION

We are treating clients with Eye Movement Desensitization and Reprocessing (EMDR). EMDR is a powerful type of therapy to help with trauma, anxiety, depression and addiction. Deliberate eye movements are used to retrain the brain and change the way patients feel about particular thoughts. Very effective at healing trauma, EMDR therapy can help clients free themselves of the suffering tied to their past. It can also help them to better handle triggers and cravings in recovery.

PRACTICING MINDFULNESS

The Copper Beech Institute and its outreach-teacher, Sandrine Harris, bring life-saving resilience and mindfulness skills to McCall clients and frontline employees. She provides nearly 20 sessions a month for McCall in intensive outpatient programs, Hanson House, anger management and relapse prevention groups. Individuals in recovery from addiction and survivors of trauma respond very well to this powerful practice.

Thanks to The Copper Beech Institute and a grant from the Aetna Foundation.

EXPRESSING THROUGH ART

In collaboration with the Northwest Connecticut Arts Council, we've introduced artistic expression groups in the Hanson House program. With increasing evidence to support the use of expressive therapies in the treatment of substance use and mental health disorders, we are grateful to have Steph Burr, the Council's Membership & Outreach Manager, work with women to create fun and expressive works of art (with no prior art skills or experience needed).

Thanks to the Northwest Connecticut Arts Council for their donated time and effort for this exciting offering.

STRETCHING SKILLS WITH TRAUMA-FOCUSED YOGA

Laura Thomas, a licensed marriage and family therapist of Heartspace Therapy and Yoga, provides trauma-focused yoga to women in the Hanson House program. The sixteen-week curriculum uses movement and breath work to build distress tolerance and desensitize post-traumatic stress triggers. Our clients report that they frequently use the skills learned in their yoga classes, whether it's breathing calmly in stressful situation with their children and partners or keeping healthy with their consistent practice.

Thanks to a grant from the Northwest Connecticut Community Foundation.

HEARING POSITIVE RESULTS FROM AURICULAR ACUPUNCTURE

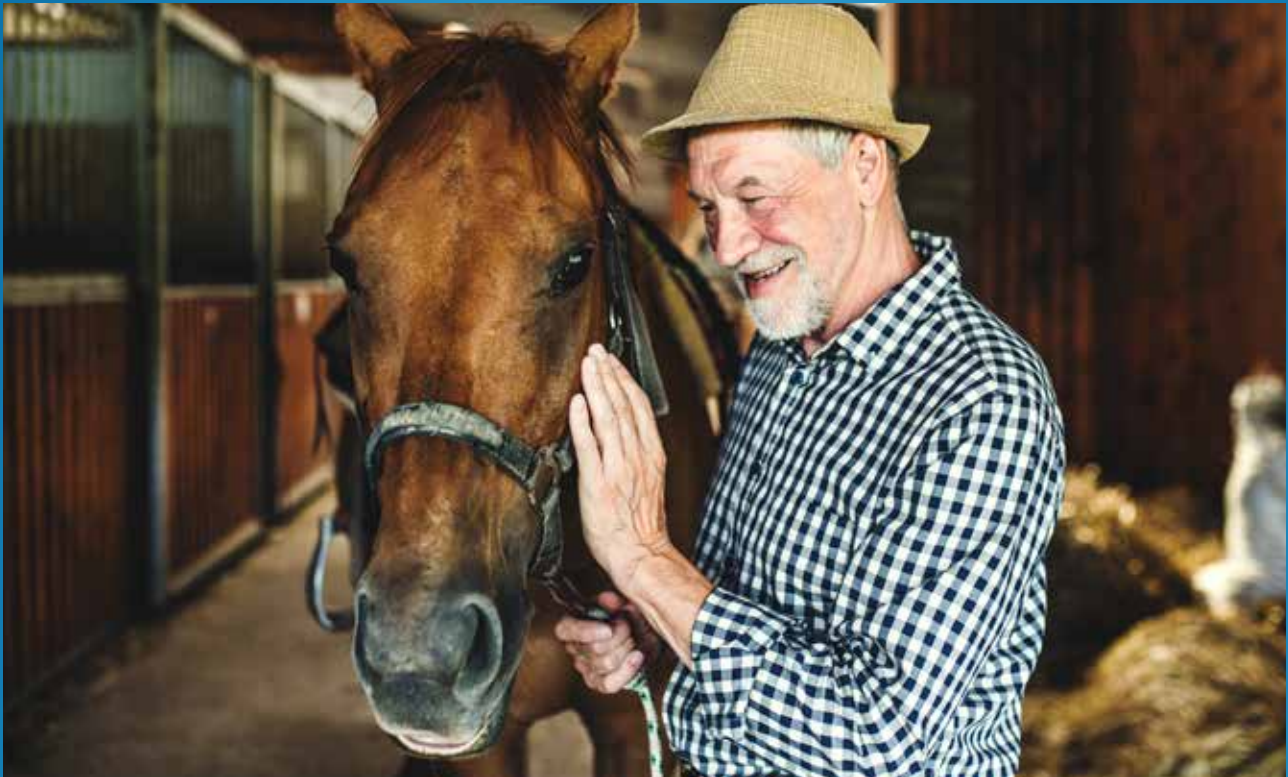
In line with emerging research into the benefits of the therapy to individuals with substance use disorders, McCall now offers auricular acupuncture to outpatient clients. The therapy involves inserting tiny needles into the tissue of the outer ear for approximately thirty minutes. The process has been shown to promote relaxation, stress reduction and a sense of calm.

Thanks to the Connecticut Department of Mental Health and Addiction Services for the funds to train McCall staff.

LEADING THE WAY WITH EQUINE THERAPY FOR VETERANS

In partnership with SpiritHorse Therapeutic Riding Center of Canton, we will begin offering monthly equine-assisted therapeutic riding sessions to veterans in our VA Transitional Housing Program. Riders, according to their own abilities, will lead, groom and saddle their horse before and unsaddle after each lesson. SpiritHorse therapists will work with riders on speech, sensory, balance, behavior and cognitive processing, depending on each individual's needs.

Thanks to a grant from the Northwest Connecticut Community Foundation.



“I am truly grateful for Hanson House. I hope this agency continues to be a pioneer in resources for women.”

Client

“McCall has a commitment to person-centered care that permeates every aspect of its culture.”

Commission on Accreditation of Rehabilitation Facilities (CARF)



- HIPAA-compliant space for outpatient intakes
- ADA-compliant sidewalks and ramps for better accessibility
- Fully-equipped medical exam room, allowing for whole-person care, including physical exams and on-site lab services
- Comfortable outpatient waiting area
- Upgrades to a conference room, a group room and six offices
- Technology upgrades throughout the facilities



RENOVATIONS AND UPGRADES

We have completed expansive renovations to our outpatient facilities at 58 High Street in Torrington thanks to the generosity of the Draper Foundation Fund of the Northwest Connecticut Community Foundation and the Office of Policy and Management (OPM) through the Nonprofit Grant Program. The newly renovated facility offers not only a warm and welcoming reception area, but expanded and newly furnished offices and group rooms, a medical examination room and a new staff kitchen. These capital improvements ensure that McCall will continue to be able to serve our clients in a space that reflects the understanding, care and respect that we have for them. The work reflects our ongoing commitment to offering services in facilities that make our clients feel at home.

We are deeply grateful and extend our thanks to the Draper Foundation Fund of the Northwest Connecticut Community Foundation for their support.

About the Draper Foundation Fund of the Northwest Connecticut Community Foundation

The Draper Foundation Fund was established posthumously by Jim and Shirley Draper of Colebrook in 2011. They were known for their deep love of community and philanthropy. The Fund supports the values that the Drapers held dear—the education and welfare of children, the protection of animals, and the health and wellbeing of their fellow residents of Connecticut’s northwest corner. Their tremendous generosity is felt throughout our community.



LET'S HEAR IT FOR MCCALL.



Representatives from the Commission on Accreditation of Rehabilitation Facilities (CARF) visited McCall this fall and offered a glowing review of the organization. Feedback included:

- Smart, competent, committed staff with unparalleled enthusiasm
- A culture of teamwork and client-centered care
- Beautifully maintained facilities – home-like, comfortable and safe
- Excellent financial stewardship



Named a Top Workplace in Connecticut by Hearst Connecticut Media Group for second consecutive year.



Recognized by Guidestar for non-profit transparency.



McCall received an Official Citation from the Connecticut General Assembly for our commitment to the people we serve and our work in the community.

FINANCIAL REPORT

McCall Foundation, Inc | Statement of Activities | June 30, 2019 and 2018

	AUDITED 2019	AUDITED 2018
REVENUE AND SUPPORT		
Grants and Contracts	1,937,097	1,798,743
Program Services	3,030,027	2,807,007
Donations and Foundation Grants	309,520	133,209
Rental Income / Interest and other	288,549	299,789
Total Revenue and Support	5,565,193	5,038,748
EXPENSES		
Program	4,655,906	4,237,868
Administrative and General	582,208	516,602
Fundraising/Marketing	46,104	35,911
Total Expenses before Depreciation	5,284,218	4,790,381
Revenue Less Expenses	280,975	248,367
Total Depreciation Expense	222,925	217,961



FINDING HELP AND GIVING BACK.

Through understanding, compassion and hope.

Vicki's husband had just passed away from illness when her oldest daughter, Jackie, died of a Vicodin overdose. Jackie had first been prescribed Vicodin when her ankle was badly injured in a car accident.

Around the same time, Vicki's youngest daughter used Vicodin once. Vicki believes that, having been deeply affected by her sister's passing, Sidney wanted to know what it had all been about. She was 14 at the time. By the time Sidney was 18, she was using heroin.

Vicki looked for someone who could help her to help Sidney. Someone who could help her understand what was happening to her daughter. She found that in a new group at McCall called Recovering Together.

It offered guidance on how to help the family as a whole. Vicki learned about family dynamics, boundaries, and, above all, what the disease addiction is and how it impacts individuals and families. She learned how to take care of herself and her daughter—how to understand that you're helping, not pushing the person away.

She came to realize the Recovering Together group was about more than information, more than addiction. The

group was about caring for the loved ones and families as well. It was about supporting one another without judgment. It was about love.

Since then, Vicki has volunteered with the group, offering the support and guidance that she had once sought. Although her daughter has now been in recovery for years, Vicki has stayed with the group. She helps others understand the disease and why their loved ones behave as they do in the clutches of addiction.

Helping others avoid the traps of shame and self-blame, Vicki wants parents and loved ones to know that they don't have to live in fear of mental illness or fear of the accompanying stigma. There are places they can go where those with addiction are viewed as real people with real pain. They are treated with love.

In addition to the Recovering Together group, she works with the Litchfield County Opiate Task, the Harm Reduction Rover, and local homeless services. But Vicki says she gets back more than she gives. She has a purpose – to make sure that no one has to feel lost the way that she once did when she didn't know where to turn.

THANK YOU

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

ACKNOWLEDGEMENT

We sincerely appreciate the support extended to us by:

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



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prevention • recovery • community

McCall Center for Behavioral Health
58 High Street
Torrington, CT 06790
860.496.2100
webinfo@mccallcenterct.org
mccallcenterct.org

Outpatient 860.496.2100 | Residential 860.618.6297 | Prevention 860.496.2139 | Special Services 860.485.8605