

FISCAL  
YEAR 2020-2021

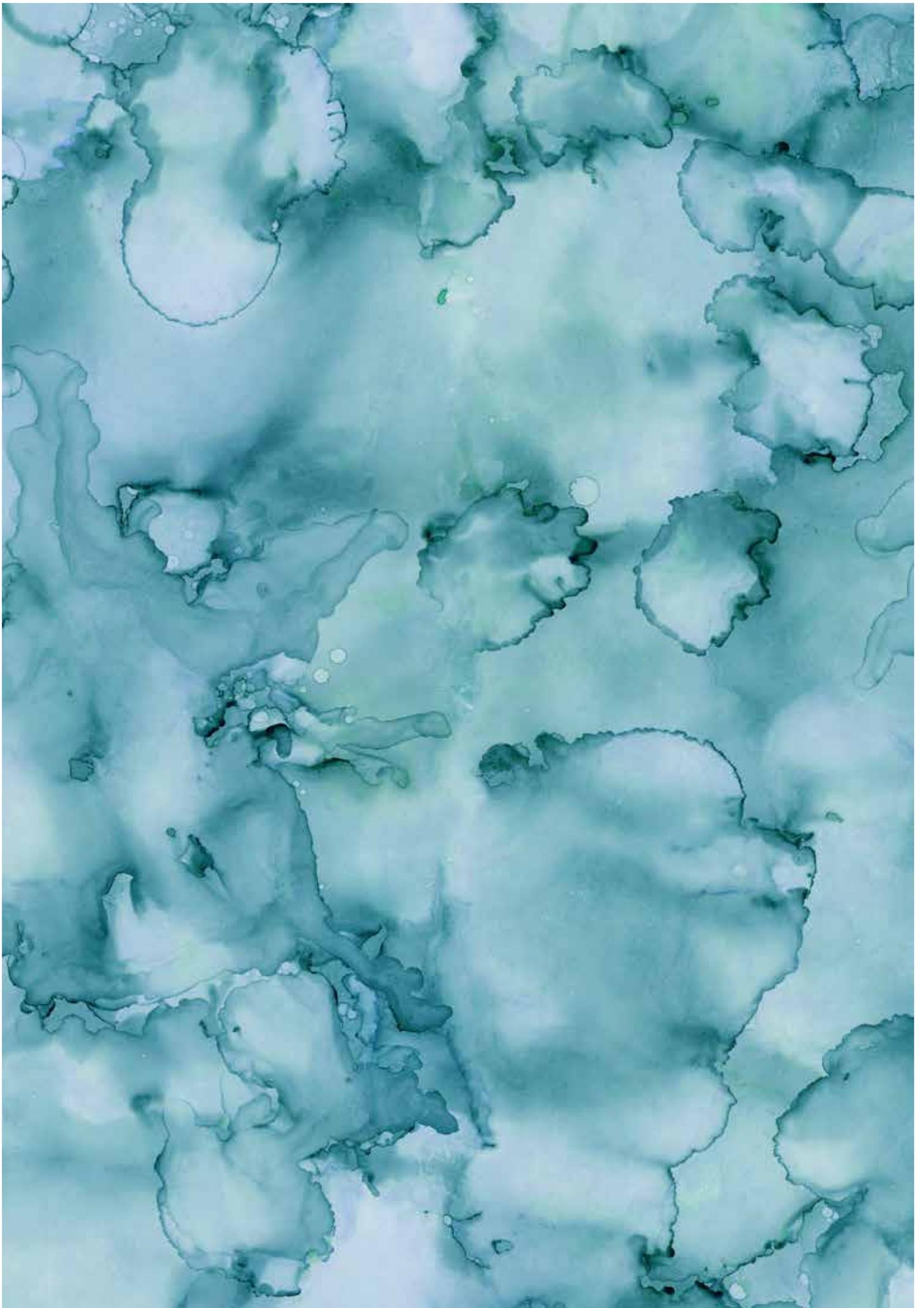
# ANNUAL REPORT



**McCall Center**  
for Behavioral Health  
*prevention • recovery • community*



**HELP, Inc.**



# MESSAGE FROM OUR CEO



**Maria Coutant Skinner, LCSW**  
**CEO**

**“In spite of everything I still believe that people are really good at heart. I simply can’t build up my hopes on a foundation consisting of confusion, misery, and death...if I look up into the heavens, I think that it will all come right, that this cruelty too will end, and that peace and tranquility will return again.”**

These words of hope and resilience, written by Anne Frank over seventy years ago, and just months before her death, speak out to us across the years and remain timeless. Anne lived in a world plunged into a cataclysmic war. For three years she lived in complete and total isolation with her family in their secret annex in Amsterdam. Yet this remarkable young woman never lost her capacity to love, to hope and to dream. I think of her words as we begin, ever so slowly, to emerge from the shadows of the global pandemic, welcoming the first signs of spring and a return to normalcy.

In my message to you last year I spoke of the glimmers of hope that pierced the darkest times of the pandemic. Glimmers of hope provided by our dedicated staff, who went to any lengths to care for their clients, glimmers of hope provided by our resilient clients, who adjusted and adapted to changes in their treatment delivery, and glimmers of hope provided by you, our loyal and dedicated friends, who supported us both emotionally and economically.

In this report you will be glad, but not surprised to read, that those glimmers of hope continue. You’ll read about our success at providing services via telehealth. Initiated to address the isolation of the pandemic, telehealth now serves as a service delivery platform during inclement weather, or when a client is unable to obtain a ride or childcare, becoming a major

key to service accessibility for our clients and staff. You’ll read about our ongoing work to strengthen our agency’s foundation of cultural competence by educating staff in areas including shared knowledge, gender sensitive treatment, valuing diversity, and self-evaluation, as well as adapting our programs, policies, and procedures to improve equity and inclusion efforts. You will read about our long-term work on the shared goal of a fully integrated merging of McCall Center for Behavioral Health with Central Naugatuck Valley Help, Inc. due to take place on July 1st of 2022. The culmination of many years of work, key staff from both agencies meet to develop and re-write policies, procedures, and objectives, with the goal of creating one seamless continuum of care.

And you will read about the continued support of friends, including the Anne and Rollin Bates Foundation and The Draper Foundation Fund of the Northwest Connecticut Community Foundation. We are forever grateful for the generosity of all of our donors. Their continued support enables us to expand and improve upon our mission to promote wellness and healing through a continuum of behavioral health services to individual of all ages and families across western Connecticut.

Hope, it’s what we do here each and every day. We never give up hope, and as Anne Frank wrote, we believe in the goodness of people and that it will all come right in the end.

# MESSAGE FROM OUR BOARDS

## FROM THE MCCALL BOARD

I look back on 2021 as another challenging year for our clients, our staff, and our agency. Many of the challenges from 2020 remain with us, namely the global COVID pandemic.

Our community and our entire nation have had to learn to take the pandemic in stride, adapting and adjusting our daily lives, often at a moment's notice, while fighting off COVID fatigue. To those of you who are friends of McCall it will come as no surprise that our staff rose to these challenges and have, in their usual professional and caring way, provided the essential services to our clients throughout this difficult year. McCall services continued uninterrupted, in person or via our telehealth platform, enabling clients to remain connected to their counselors and to their recovery.

2021 also marks my 16th year as a member of the board serving this outstanding agency. At this milestone I want to commend and thank each and every staff member for their commitment to our mission, an agency truly is its staff, and McCall is no exception. 2022 will be another year of challenges, growth, development, and success as we continue the work it has been our honor to provide for over forty years.

**D'Arcy Lovetere**

**McCall President, Board of Directors**

*Just prior to this report going to press we learned the sad news of the death of our friend, board president, D'Arcy Lovetere. She was a stalwart supporter of McCall who believed wholeheartedly in our mission. She was instrumental in guiding us through the long merger process, always willing to address any issue with the knowledge and sense of humor that she brought to all of her board work. D'Arcy's legacy is one of strength and love, and I am so grateful to have known her and call her colleague and friend. – Maria Coutant Skinner, LCSW, CEO*



## FROM THE HELP, INC. BOARD

It was over 30 years ago when then Help, Inc. Board President Frank Travisano and board member Lou Lombard approached me about serving on Help, Inc.'s board. I remember asking, "What can I do?" Their reply was, "listen and ask questions".

Listening was okay with me; asking questions and becoming the center of attention was outside my comfort zone. However, understanding the mission of Help, Inc., and based on my respect and trust in both Frank and Lou, I accepted.

It is also my respect and trust in the current boards of directors and the joint missions of both Help, Inc. and McCall that led me to serving in my current positions as both president of the board of directors of Help, Inc. and as a board member of McCall. It is my honor and privilege to do so.

As a Help, Inc. board member for many years, I have seen changes, but none starker and more consequential than in the last several years. A priest once said to me, "God delights in change". If I take that on faith, then I must believe that change presents an opportunity for good. Maybe the challenge of change requires us to rise beyond ourselves. Fulton Sheen said, "Nothing ever happens in the world that does not happen first inside the human heart".

I have witnessed a reach for a higher place in the way our two boards have agreed to affiliate for the greater good of our clients. Our merger is on the horizon in order to meet such challenges of change. I believe I continue to witness board members rise to a greater place during our now Zoom board

meetings. I believe I discern that same rise to a greater place when listening to our CEO, Maria Coutant Skinner, describe the challenges both our agencies face and the extraordinary response by our extraordinary caring staff members.

Our lives are but a blink in time. And yet it is what we do with our time that can be so consequential to ourselves and to others. To cultivate and grow the collective good will; that is what will remain eternal. The boards of McCall and Help, Inc. are keenly aware of the impact our agencies have had, and can continue to have, on that collective goodwill.

My thoughts expressed here pale in contrast to the efforts put forth daily by the staff of both McCall and Help, Inc. Our annual report highlights some of those efforts and successes. Yes, successes amid the many, many challenges faced by our agencies and staff.

The need to discern, nurture and grow is the responsibility of our boards. The challenges are apparent. The changes needed are evident and ongoing. What will remain constant is the good that we foster. That "good" will sustain us now and well into the future.

**Joseph Stanley**

**Help, Inc. President, Board of Directors**

**McCall Board Member**

# OUR FUTURE



## Mission Statement

We are a nonprofit organization which inspires hope and promotes wellness and healing through a continuum of behavioral health services — prevention, treatment, recovery supports, and community engagement — for individuals of all ages and families across western Connecticut.

INSPIRES HOPE • PROMOTES WELLNESS

## Vision Statement

We will be strong and committed advocates for the needs of the communities and those we serve. We will be a multi-cultural, anti-oppression presence in our communities and within our own organization. Individuals and families will find welcoming, caring, and effective programs and services for their behavioral health needs. We will attend to whole person health needs and wellness – sometimes through our strong collaborations with partner organizations to assure that each client’s unique needs are met. Our staff is dedicated, informed, solutions-focused, and draws satisfaction and joy from their work. We will be a learning and teaching environment for all staff and those new to the work. We will be committed to participation in continuous improvement and research, which is integral to finding new solutions to difficult problems and changing needs.

STRONG • CONFIDENT • COMMITTED ADVOCATES



## Board Of Directors

### MCCALL OFFICERS

- D'Arcy Lovetere  
President
- Paul A. McLaughlin, Jr.  
Vice President
- Marie Wallace  
Secretary/Treasurer

### HELP, INC. OFFICERS

- Joseph Stanley  
President
- Frank Travisano  
1st Vice President
- Pamela Kennedy  
2nd Vice President
- Marie Johnston  
Treasurer
- Gail Petteway-Hardy  
Secretary

### MCCALL MEMBERS

- Dana Coelho
- Dr. Michelle Apiado
- James Jones
- Nancy Cannavo
- Susan Suhanovsky
- Tami Jo Lind

### HELP, INC. MEMBERS

- Dana Coelho
- Eugene Andrew Field
- Judge James Lawlor
- Paul A. McLaughlin, Jr.
- Roslyn Campbell
- Tami Jo Lind



## COMMUNITY IMPACT

COVID-19 continues to impact the mental health and substance use of our loved ones and members of our community. Which means our services are needed now more than ever. Our year in numbers reflects this trend as we aim to provide services in a way that increases accessibility to treatment for all.

### The need for telehealth services continued to grow:

- Telehealth appointments increased by 200%
- 103 months of prepaid service and 82 phones were provided to clients, ensuring access to telehealth services
- COVID-19 Assistance for Community Health (COACH) 2.0 provided individual or group counseling to 2,749 people

**Prevention:** 4,800 people in 17 communities were impacted by our efforts

**Recovery:** 3,500+ clients received treatment at Help, Inc. and McCall

**Community:** 78 families created safe and positive homes with the help of Parenting Support Services

# 2022 MERGER

# IN SIGHT

After signing the official affiliation agreement in 2020, we have been hard at work at McCall and Help, Inc. preparing for the full merger.

In particular, Maria Coutant Skinner became the CEO of both organizations in February 2021. In addition, we formed workgroups to streamline our internal processes. Both of these changes will help to ensure a seamless and consistent experience for our clients, no matter where they receive their services.

Together, our newly combined organization will be able to provide fully integrated prevention and treatment services to even more individuals, families, and communities across western Connecticut.

The full merger is scheduled for July 2022 – and we’re proud to report that we’re ready and excited for what the future holds.

#### CEO IN PLACE

February 2021 CEO of both organizations appointed

#### STREAMLINED PROCESSES

To ensure seamless experience for our clients

#### FULL MERGER

Scheduled for July 2022

# DIVING INTO INTEGRATION WORK

Joining the McCall and Help, Inc. team on July 1, 2020 was a thrill for me, especially on the official day of the two organizations affiliation! I previously had the pleasure of working with McCall as an original co-chair of the Litchfield County Opiate Task Force and as a native of Waterbury, I was familiar with Help, Inc.

As the Chief Clinical Officer for both organizations, I was tasked with identifying how our two systems could integrate. Time was of the essence; there was a tremendous amount of work to do before becoming one organization.

In thinking about what tasks needed to be accomplished and what kind of organization we wanted to become, five original workgroups were established: Corporate Compliance, Evidenced-Based Practices and Outcome Measures, Health and Safety, Trauma Informed Care, and Inclusion, Diversity, Equity, and Accessibility (IDEA). Staff from both organizations at every level were asked to participate in these workgroups with a shared purpose, allowing us to leverage the best practices from each organization.

When I consider what we have accomplished thus far it is truly outstanding. We have developed universal documents such as chart audit tools, discharge summaries, and crisis plans. We planned and scheduled training for our staff in Cognitive Behavioral Treatment/ Motivational Interviewing (CBT/MI) and Dialectal Behavior Therapy (DBT). We have also initiated an after-care outcome survey, shared policies and procedures, safety measures, and goals to make our new agency feel safe and accessible to each and every client and staff member.

Having the opportunity to help shape our organization has been rewarding, productive, and energizing for all who have been involved. I look forward to the months ahead.



**Joy Pendola, LMFT LADC,  
Chief Clinical Officer**

A SPECIAL THANK YOU

# THE DRAPER FOUNDATION FUND & THE ANNE & ROLLIN BATES FOUNDATION

We continue to be amazed by the selflessness and generosity of all of our donors. And this year, we want to offer a special thank you for two unique donations.

## For helping us expand our team...

Our people are our greatest asset. They're the heart and soul of our organization, and the reason we're able to make an impact every day. That's why The Draper Foundation Fund of the Northwest Community Foundation's 2020 grant meant so much to us. It enabled us to hire our new Development and Marketing Project Manager, Marisa Mittelstaedt.

In this position, Marisa has been instrumental in helping us to amplify our message, expand our reach and, perhaps most importantly, destigmatize mental health and substance use disorders. Stigma is a barrier to treatment, but with consistent, thoughtful communication initiatives, we've been able to break down this barrier and even increase philanthropic donations.

## ...and make the right first impression.

When clients come to the McCall House for treatment and recovery, we want them to know they're worthy and that people care. Thanks to the Anne and Rollin Bates Foundation's donation, we were able to complete much-needed repairs to the McCall House's front porch, allowing that message to come through loud and clear the moment our clients climb the front steps. Now, with the new structure and seating, clients are welcomed home to a beautiful place that encourages them to continue on their recovery journey.



# INCLUSIVITY, DIVERSITY, EQUITY, AND ACCESSIBILITY

**At McCall and Help, Inc. we are committed to creating a workplace culture that reflects the diversity and individuality of our staff and our clients.**

In January of 2021 we redesigned what was our Multicultural Committee to form the Inclusivity, Diversity, Equity, and Accessibility (IDEA) Workgroup and partnered with Berkshire Resources for Integration of Diverse Groups through Education (BRIDGE).



Together we began our quest to identify and effectively address and reduce disparities for populations who have been traditionally marginalized and underserved. Through our internal IDEA Workgroup, guidance from BRIDGE, and the support from our entire staff we aim to:

- Become a health organization whose services are community-centered; one that elevates the voices, experiences, and needs of those they serve.
- Become an institution that reflects the highest integrity and intentionality with respect to its staff's needs, access, and advancement.

Through these efforts, we'll help to ensure that our workplace culture and client experience honors and represents everyone's individuality – regardless of age, race, gender identity, or sexual orientation.

## About BRIDGE

Founded in 2007, BRIDGE is a grassroots organization dedicated to advancing equity and justice by promoting cultural competence, positive psychology, and mutual understanding and acceptance. The organization acts as a catalyst for change through collaboration, education, training, dialogue, fellowship, and advocacy. They are a minority and women run non-profit certified by the Office of Supplier Diversity of the Commonwealth of Massachusetts. Their certified competencies are training, education, language access, and multicultural awareness. BRIDGE connects vulnerable community members with key resources and networks, while also providing education to both local institutions and the community at large.

# TOP WORK PLACES 2021

HEARST CONNECTICUT  
MEDIA GROUP

For the fourth consecutive year and the first as a combined agency, McCall and Help, Inc. received the 2021 Top Workplace Award from the Hearst Connecticut Media Group. In addition, CEO Maria Coutant Skinner received Hearst Connecticut Media Top Leader award for midsize employers.

These awards would be an honor any year, but held particular meaning in 2021 as we continued to work toward the official merger. To us, this was a true testament to the positive work environment and focus on our mission that we are committed to maintaining every day.

Organizations who receive these awards are nominated solely based on feedback from staff members, which is gathered through a third-party survey.

# NEW PROGRAMS & INITIATIVES



## COVID-19 ASSISTANCE FOR COMMUNITY HEALTH (COACH) 2.0

As the COVID-19 pandemic continues, we're committed to continuing – and growing – our COACH program. It provides free, confidential support resources to help individuals manage the emotional toll of the pandemic by developing adaptive coping skills, establishing and maintaining connection despite social distance, and more. We can also provide referrals to local resources for support with basic needs.



## REIKI

As part of our whole-person approach to treatment, many of our staff members have been trained in the practice of Reiki. In recovery, Reiki can be used as an unparalleled non-pharmacological tool to reduce stress and anxiety. Additionally, Reiki can increase mental clarity and focus when healing from a substance use disorder. Consistent Reiki therapy can help with pain, incorporating new habits, and can provide a gentle release for unprocessed grief and trauma.



## PEAR THERAPEUTICS

To complement our outpatient treatment program, we now offer access to Pear Therapeutics' reSET and reSET-O digital therapy programs. Available to clients 24/7, right from their phone, reSET and reSET-O feature behavioral therapy modules, activities, and self-reporting tools that are designed to improve engagement and long-term outcomes. Using the Pear platform, clinicians can also track patient treatment progress.

# FAMILY SERVICES

# SPOTLIGHT



Raising children today is no easy task, let alone doing so amid a global pandemic. Children and parents alike are navigating new ways of living, social isolation, added anxiety, and more. We offer families of all ages and needs a broad range of services backed by 40 years of experience.

*Here's just a sampling of some of the support we provide.*

## TEEN BEHAVIORAL HEALTH TREATMENT PROGRAM

This program provides evidence-based whole-person treatment and support that engages the entire family on teen's road to recovery. The first step is a comprehensive assessment conducted by one of our licensed therapists. Based on each individual's needs, the therapist works together with families to develop personalized treatment plans specifically designed to address behavioral health conditions such as stress, anxiety, depression, and substance use.

Some of the tools commonly used as part of our care plans include:

- Individual therapy
- Group therapy
- Psychiatric services

## THE EARLY CHILDHOOD CONSULTATION PARTNERSHIP (ECCP)<sup>®</sup>

ECCP<sup>®</sup> was developed to meet the social and emotional needs of children up to five years old. ECCP<sup>®</sup> builds the capacity of caregivers by offering free in-home or classroom-based support, education, and consultation, which promotes the most enduring and ideal outcomes for young children.

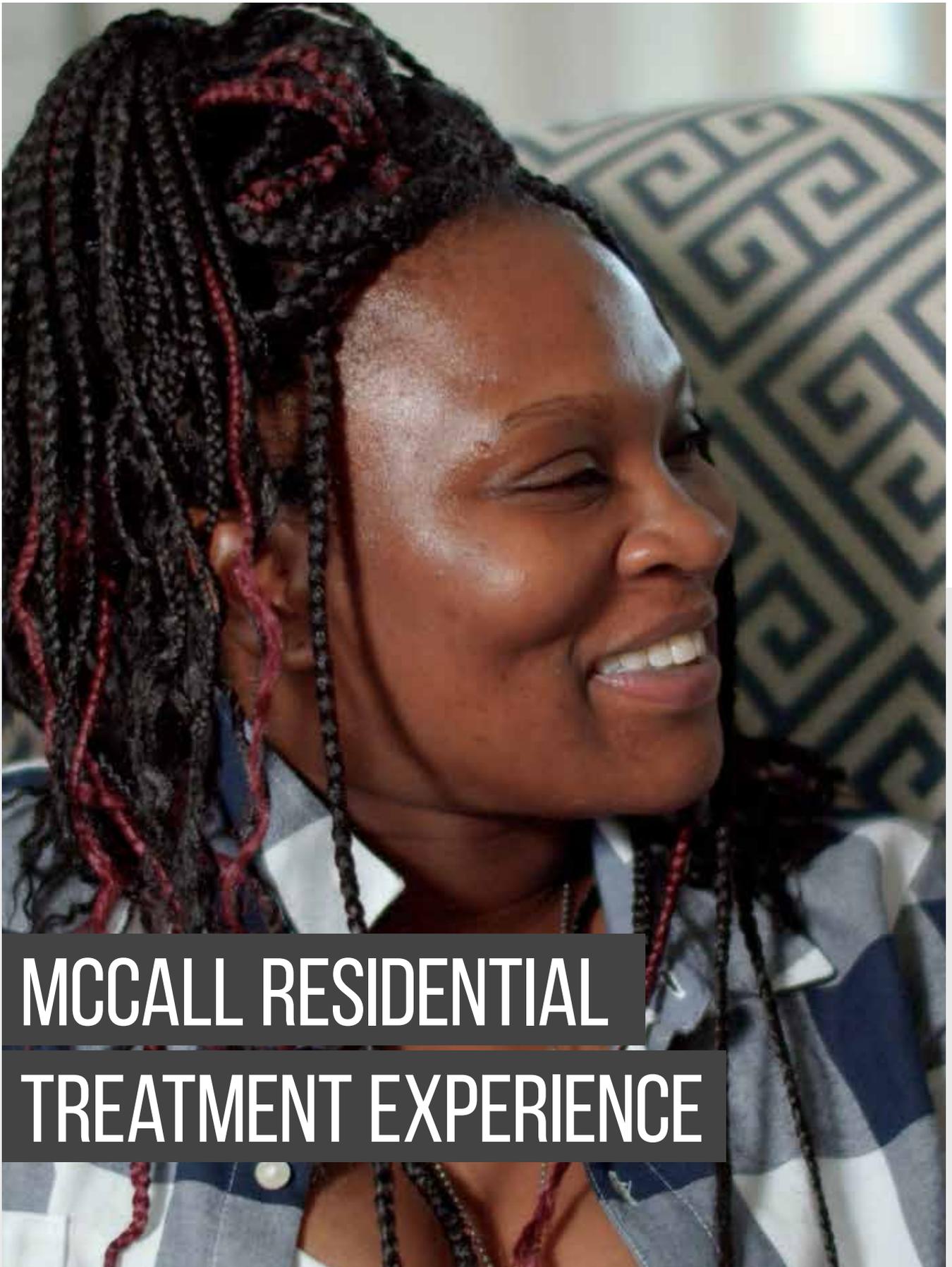
## PARENTING SUPPORT SERVICES

This in-home, evidence-based program is designed to strengthen parents' and other primary caregivers' independence, resourcefulness, and problem-solving skills. Parents and caregivers participate in weekly two-hour home visits for sixteen weeks with a trained and accredited parent educator to learn how to create positive and safe home environments

that support their child's emotional, behavioral, and cognitive strengths. Families receive a thorough assessment, helping them to identify parenting strengths and challenges. The curriculum may be used to target a broad range of behaviors, and the parent or caregiver chooses the target behavior(s) to be addressed.

## SELF-MANAGEMENT AND RECOVERY TRAINING (SMART) RECOVERY

SMART Recovery is a support group designed to help empower young people who want to make a healthy change, such as stopping the use of drugs or alcohol, or other behaviors that are holding them back. Participants work on how to cope with urges and how to manage thoughts, feelings, and behaviors. They also develop ways to build and maintain motivation and live a balanced life.



# MCCALL RESIDENTIAL TREATMENT EXPERIENCE

with Carnes Weeks Alumni, Shy

I lost my father at a very young age and early in my adolescence I began looking for love in all the wrong places. I experienced trauma, which caused me to get depressed and I began isolating myself. It was during this time that an acquaintance mistakenly gave me a cigarette laced with PCP and from then on, I kept using it to cope with my emotions. I was suspended from school and frequently ran away from home. I was placed in group homes and got pregnant with my youngest son. I was doing better but then my heart got broken and I ended up in rehab for the first time.

### **A BEAUTIFUL MISTAKE**

I called McCall by mistake; I am so grateful that they called me back. I couldn't have asked for a more caring and compassionate team. I never thought that I could sit down and open up to a counselor, but I did. They made me feel comfortable and safe, going above and beyond to help me.

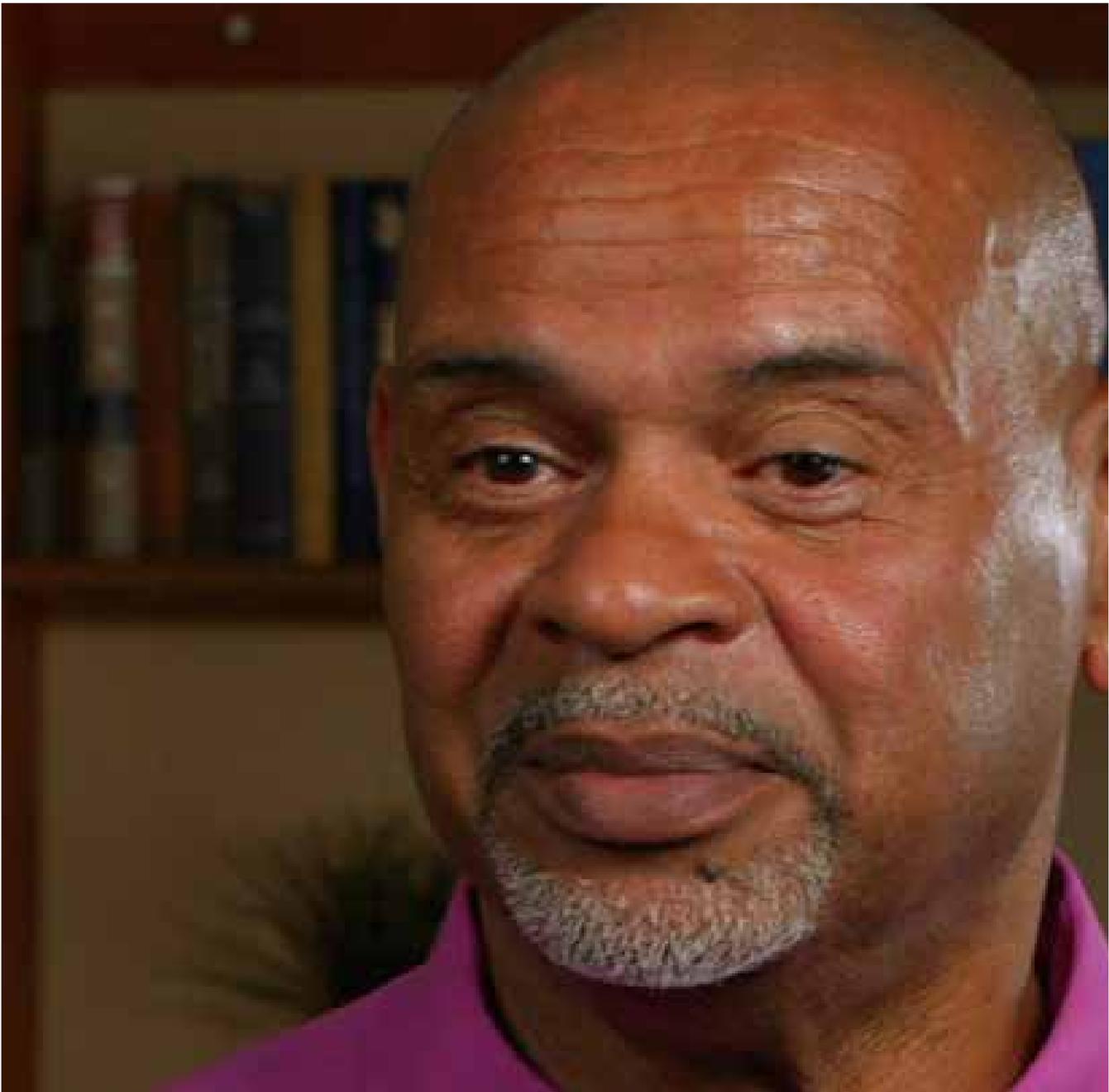
### **A SAFE PLACE FOR WOMEN**

Women are often afraid to enter treatment. We have families to care for, children, and jobs. It is hard to leave and know everything will be okay. The staff at McCall addressed my needs and made sure my sons were included in my recovery. They even went to the state capitol to help me obtain visitation and ensure I was able to meet with them on the McCall campus.

The women's group was also an important part of my recovery. Through the group, I realized that I wasn't the only one who had been through something traumatic. Hearing other women talk about their experiences allowed me to open up and let me know that I wasn't alone.

### **ON THE JOURNEY TOGETHER**

When I was ready to leave Carnes Weeks, I was offered additional services to further my recovery. I was connected to Recovery, Engagement, Access, Coaching & Healing (REACH) workers, outpatient and employment services, and trauma groups. McCall continues to be a support system for me to this day. Even though I had to come these doors a couple of times to get it, I am now living a full life in recovery with my sons and eternally grateful for that beautiful mistake.



# HELP, INC. RESIDENTIAL TREATMENT EXPERIENCE

with Dempsey Services Alumni, Herb

I grew up in a dysfunctional family. Both of my parents and many members of my extended family had substance use disorders. I was often surrounded by chaos while living in that environment. I started using too and by the age of 17 I was arrested for the first time. I became all that I could become.

At the time of my arrest, there was an option to choose prison or the military. I opted to join the United States Marine Corps. My time in the military gave me a glimpse of success, but it really only magnified my drinking. When I got out, I went right back to drinking, using drugs, and living a criminal lifestyle. During this time, I also got married, had two children, and kept bouncing in and out of prison.

## FINDING THAT HUMAN CONNECTION

I didn't find the right treatment until later in life. A judge saw something in me and gave me a chance to embrace recovery and that's how I came to Help, Inc. Through treatment and small group sessions I learned a lot about myself.

In those small groups I heard other people's stories and they heard mine. We made deep connections and it was motivating to see others who were in recovery. At times while sharing my story and the difficulties in my life, things that I thought were a hindrance were actually helping others.

## THE PROFOUND MOMENTS IN TREATMENT

Treatment helped me realize that there was a spiritual part of me that I wasn't taking care of and that needed to heal. Now it is not about me anymore; it's about my recovery journey that lasts a lifetime. Healing that spiritual side of me gave me a second chance and finding the right people to help me do that was the most important lesson I have ever learned in my life.



# FINANCIALS

	McCall & Help Audited Total FY 2020-2021	McCall & Help Audited Total FY 2019-2020
<b>REVENUE &amp; SUPPORT</b>		
Grants and Contracts	5,107,611	4,768,506
Program Services	4,276,663	4,540,378
Donations and Foundation Grants	613,280	515,339
Rental Income / Interest and Other	505,369	573,664
PPP Income / COVID Relief	1,135,229	354,870
<b>Total Revenue and Support</b>	<b>11,638,152</b>	<b>10,752,757</b>
<b>EXPENSES</b>		
Program	9,380,470	8,986,787
Administrative and General	1,794,518	1,720,876
Marketing/Development	116,953	103,281
<b>Total Expenses before Depreciation</b>	<b>11,291,941</b>	<b>10,810,944</b>
<b>Revenue Less Expenses</b>	<b>346,211</b>	<b>(58,187)</b>

# 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  
Foundation for Community Health  
Greer Village  
The Hillacious Half  
Rotary Club of Torrington & Winsted Areas  
Saint Matthew Lutheran Church Avon, CT  
The Northwest Corner Fund of the Berkshire Taconic Community Foundation  
Torrington Savings Bank Foundation  
Untapped Potential  
Wheeler Clinic

# ACKNOWLEDGEMENTS

WE SINCERELY APPRECIATE THE SUPPORT EXTENDED TO US BY:

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

