

At the Heart of Wellness

ANNUAL REPORT 2016 – 2017



McCall Center
for Behavioral Health
prevention • recovery • community



Maria Coutant Skinner
LCSW
Executive Director

Dear friends;

The power of transformation is what we at McCall are privileged to witness in our work. For forty years we have been in the business of facilitating transformations – in people, in families, in our community. These every day miracles happen through the connections that are made here. Connection can transform despair to hope, pain to growth, isolation to friendship, and helplessness to healing.

Over the decades, we have transformed ourselves many times over. As we learn, innovate, respond to changing needs and expand our reach – we redefine our role – make new our vision. Connection is always at the core of our value system. As you read on, you'll hear more about how the relationships built at McCall translate to transformations. You'll know what it meant for Sal to understand that he could count on Glenn to be there in his hour of need and how he, in turn, provides that hope through his work with fellow veterans. And for Janet to find a room full of people who could understand how hard it is to worry about a child in the throes of addiction – and the power of a skilled and empathetic McCall staff person to guide that group of people through heart wrenching decisions. We're thrilled to share the honor bestowed upon our agency to be named by the Chamber of Commerce with the Quality of Life Award – a testimony to the many, treasured connections we have in our community.

The traditions that make McCall a special place that inspires trust and healing are what we value most. We are so deeply grateful to you for your support, your friendship and your connection. The transformations are possible because of you.

All my very best,

Maria

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, and each brings with them a wide variety of personal and professional experiences. Several of our members have served McCall for well over ten years, evidence of their commitment and caring for the organization and its mission.

Our role as directors is to ensure the financial solvency of the agency, which is done by evaluating financial policies, approving budgets and reviewing financial reports. Our board members have a sense of pride and enthusiasm for the work being accomplished by the staff of the McCall Center for Behavioral Health. Our growth in the past five years has demonstrated our commitment to the community at large and the clients we serve. As we enter our 41st year we remain committed to providing the highest quality of comprehensive, integrated substance abuse and mental health treatment with the goal of assisting people to lead healthier and more productive lives.

*D'Arcy N. Lovetere
President, Board of Directors*



BOARD OF DIRECTORS

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A History of Transformation

1977	Incorporated as Northwestern Connecticut Council on Alcoholism, the first alcohol treatment program in the area operated out of a small office in Sharon Hospital
1978	Renamed the McCall Foundation to honor the family from Lakeville that provided seed money for the organization
	Moved to offices on Prospect Place in Torrington to better serve the area's concentration of people
	"McCall House" opened on Migeon Avenue for residential treatment and as a 'halfway house'
1986	During a period of tremendous growth for alcohol/drug treatment, McCall outgrew its facilities on Prospect Place and moved to its current location at 58 High Street
1987	The Warner House (named after past Board of Directors' President, Dorothy Warner) was opened to serve Department of Correction clients
1988	A Day Program (PHP) was developed to expand intensive outpatient services
	Due to growth and the needs of clients outside of Torrington, McCall opened satellite outpatient offices on North Main Street in Winsted and on Upper Main Street in Lakeville
1990s	Introduced prevention programs: Positive Youth Program – Parenting Education & Support Center
1992	Fenton House was transformed from a three-quarter house into an intermediate residential treatment program for the office of alternative sanctions
1993	Established the Carnes Weeks Center, our intensive residential care facility (named for the former Board of Directors' President Dr. Carnes Weeks, Jr.) with readily available state funding
1994	A new family center was constructed on the main campus with funding from the Torrington Foundation for Public Giving & First National Bank of Litchfield.
2007	Hotchkiss House, an 8 bed recovery house was opened to provide long term housing for those who have completed one or more treatment programs.
2011	Hotchkiss house was repurposed for CSSD program which was moved from Fenton.
2013	Created the Litchfield County Opiate Task Force
2014	Received a grant from Thomaston Savings Bank to redesign our website
2015	Received a grant from the Foundation for Community Health to purchase and implement Advix, an electronic medical record system.
	Opened an office at Community Health and Wellness office with a full-time clinician
2016	Renamed the McCall Center for Behavior Health to better represent all aspects of the services McCall provides, Treatment and Recovery, Community, and Prevention
	Received a grant from the Draper Fund to upgrade our technology including phones, computers and server.
	Received a SAMHSA Grant for Medical Assisted Treatment (MAT) this enabled McCall to expand the hours for Dr. Kathuria and add a Registered Nurse, Recovery Coach and MAT specialist clinician to the services we offer.
2017	Fenton House now known as Hanson House becomes an intermediate residential program specifically for women who are in need of continued structure and therapeutic support. Hanson House was made possible by funding through DMHAS and a large grant from the Archdiocese of Hartford.
	The prevention department grows to a staff of nine full-time and two part-time employees, offering an array of services including:
	Parenting Support Services
	Early Childhood Consultation Partnership
	Parent Education Program
	Insight Group
	Four Community Coalitions
	Girls Circle
	The Boys' Council
	Educational Presentations
	Botvin LifeSkills
	Recovering Together
2018	Celebrates 40 years of service and continues to adapt to the changing needs of our clients and the communities we serve.

The Year *by* The Numbers

Provided services in **8** locations throughout the northwest corner

PREVENTION DEPARTMENT

- Served more than **7** communities through coalitions
- Directly connected with **426** clients and community members
- Reached more than **52,000** community members

300 individuals received case management, senior outreach, veterans support, or housing services by the Special Services Department

333 struggling individuals were supported supported in their recovery at the Carnes Weeks Center intensive residential program

Beacon Health designated our outpatient clinics as Enhanced Care Clinics in recognition of “best practices and the highest quality of care” being offered.

Opened **1** new outpatient office in North Canaan for residents of the previously underserved far northwest corner of the state

Our outpatient staff provided professional services to more than **1700** clients

Added **1** SAMHSA-funded Medication Assisted Treatment (MAT) Expansion Program, enabling McCall to offer best practice services through medication assisted treatment to the most vulnerable opioid dependent persons



The Quality of Life Award

The McCall Center for Behavioral Health was selected as the 2017 recipient of the *Quality of Life Award* due to our organization's commitment to the overall improvement in the quality of life in Northwest Connecticut. We are humbled and honored by this distinguished recognition.

About the award

The Chamber of Commerce of Northwest Connecticut recognizes individuals and organizations who have demonstrated exceptional and unselfish service to the Northwest Corner with their *Quality of Life Award* which is one of the *Celebration of Success Awards* presented by the Chamber on this day.

Litchfield Bancorp is the premiere sponsor of the *Celebration of Success Awards*. "Litchfield Bancorp is proud to be the sponsor of this signature event for the past 15 years," said CEO and bank president Thomas J. Villanova. "The people and organizations that have been past and current recipients are of the highest caliber and do tremendous things for our shared community. It is an honor for our organization to be associated with them."

"The 2017 honorees are admirable role models for us all," said JoAnn Ryan, chamber president and CEO. "Their list of contributions to the communities we serve is extensive. They are friends that can be counted on; they have shown compassion and care by brightening people's lives; they have grown their businesses and invested in our communities; they have each earned our respect by taking on regional challenges; and most of all, they strive to make this a better place in which to live and work for all citizens."

A New Program

Coalition makes strides toward tackling substance use



The Torrington Coalition to Reduce Youth Substance Use has been revitalized after being awarded the Drug Free Communities (DFC) grant from the Substance Abuse and Mental Health Services Administration. “Substance use is an issue that does not

discriminate and prevention is key in combatting this crisis; particularly among our youth,” said Maria Coutant Skinner, LCSW, Executive Director of the McCall Center for Behavioral Health, “By collaborating with community partners and working together, we can begin to see a sharp reduction in substance use in our community.”

McCall and the coalition are thrilled that Torrington was chosen for DFC funding. These dollars will allow community partners to effectively prevent young people from turning to drugs and alcohol by providing youth and their families with coping tools to deal with life’s inevitable stressors and challenges. The work essentially shifts what is considered typical or accepted teen behavior; i.e. “all high school students party” to a different, healthier perspective of; “I don’t need or want drugs and alcohol as part of my life.” McCall has a long history of partnering with state and federal organizations to make a positive impact towards reducing and eliminating the consequences of substance use, misuse, and abuse in local communities. While substance use issues are not unique to Torrington, our wealth of resources and engaged community sets us apart, and will make the difference in effectively addressing these concerns.


Join us

The Torrington Coalition to Reduce Youth Substance Use is open to members of the public, and is looking for individuals who are interested in actively participating in the planning, design, and implementation of substance use prevention activities. With a focus on evidence-based, sustainable, and community tailored activities, the coalition aims to model a “local solutions to local problems” philosophy.

Our Finances

McCall Foundation, Inc.
Statement of Activities | June 30, 2017 and 2016

	AUDITED 2017	AUDITED 2016
REVENUE AND SUPPORT		
Grants and Contracts	1,884,884	1,653,123
Program Services	2,404,787	2,263,961
Donations and Foundation Grants	38,947	115,979
Rental Income / Interest and other	348,473	321,007
Total Revenue and Support	4,677,091	4,354,070
EXPENSES		
Program	4,033,029	3,638,921
Administrative and General	505,182	484,314
Fundraising/Marketing	32,015	46,770
Total Expenses before Depreciation	4,570,226	4,170,005
Revenue Less Expenses	106,865	184,065
Total Depreciation Expense	223,106	216,430



Our mission is to reduce the incidence and impact of addictions and the negative effects of mental health disorders. We are focused on recovery, prevention and community. The primary goal is to provide comprehensive substance use treatment, as well as outpatient mental health treatment, in an integrated fashion so that those who suffer from these disorders might lead healthier and more productive lives. But, more than that, we're a group of dedicated professionals who are passionate about helping the people of our community. The people we serve are at the heart of everything we do. Every program, service and decision we make is centered around them and their wellness.



Getting Personal

A story of recovery

One Sunday morning driving home after church, Sal, intoxicated, lost consciousness and hit a telephone pole. Sal is a Vietnam combat veteran who has tried to get sober many times over the years. Despite his best efforts, the familiar painful memories would return, overwhelming him. So, Sal returned to what he knew would provide temporary relief in order to cope, alcohol. *But this time it was different.*

Sal was airlifted to Hartford Hospital with a serious head injury. His addiction had gone too far, his family and friends had suffered too much. He turned to McCall staff who over the years had never given up on him. Even when he failed to stay sober, time and again, he was welcomed back without judgement and with open arms. Sal entered the Carnes Weeks Center, our 28-day residential treatment program. He began to address the trauma he had experienced, to heal, and eventually, to share these new gifts with others. Sal graduated to our outpatient programs and now is celebrating more than five years of recovery. Sal now helps others find the freedom and happiness that he has found in recovery. He is involved in our Wisdom Group and helps other veterans to heal and be healthy.

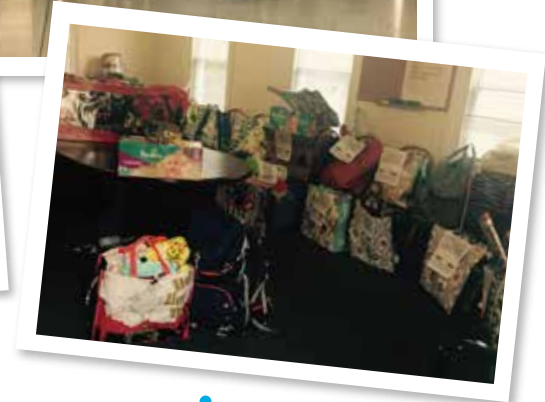


Recovering Together

Attending her first group, Janet came through the doors like many new group members do. She felt isolated, lost, hopeless, and she became emotional when she began to speak. Janet is just one of the many members of McCall's Recovering Together Support Group that began over two years ago. The support group is facilitated by a trained clinician and offers support and education to families of people struggling with addiction.

Since that first day, Janet has experienced a wide range of emotions surrounding her daughter's addiction. Her daughter has gone from actively using, to entering and prematurely leaving different treatment programs. She has been able to maintain brief periods of sobriety followed by relapses and at certain points, homelessness. Throughout her journey, Janet has come to group consistently, shared openly, and sought support and resources from the facilitators and other members. Janet firmly believes that without the group's educational components she would not have the ability to communicate effectively with her daughter. She credits the group for teaching her new communication strategies, self-awareness, confidence and strength.

The Recovering Together group is funded in part through donations and meets weekly at no cost to the participants. Janet has become a peer support in the group and now helps new members understand how integral the support, resources, and information has been to her ability to cope with a loved one struggling with addiction.



In The Community

Holiday Time

Our annual Wisdom Group Thanksgiving Dinner and Lunch with Santa were a great success and more than 30 seniors enjoyed the holidays with us. A huge thank you to all our staff and volunteers who make this special event possible each and every year.

We are eternally grateful to our community partners who support our staff in making what is often a stressful time of year into a time of joy and gratitude for the kindness and humanity that is alive and well. One such partnership is with Cigna Insurance Company. Each year, our friends at Cigna fulfill the wishes of identified families involved in our programs. Because of their generosity, more than 30 families had a joyful holiday season. This included Thanksgiving meals for more than two dozen needy families. They provided much more than a toy for a child. In the words of one tearfully grateful parent, "I was panicked about the holiday this year - it's been so hard - thank God for the generosity of these people. I am so relieved and so, so humbled!"



A day of caring

The folks from Superior Plus Energy Service painted the fence at our Veteran's House in Winsted on the United Way Day of Caring. They did a fantastic job and the Veterans and the staff at McCall are so grateful!



Hanson House Officially Opens

McCall was delighted to announce the opening of our Hanson House program in December 2017. Through funding from the DMHAS, Hanson House offers a program specifically designed to meet the needs of women 18 and older who are in active recovery from addiction. The program is a 7-bed intermediate residential treatment program staffed 24 hours a day, 7 days a week. During their stay residents receive twenty hours of clinical programming per week focusing on healing and assuming personal responsibility for their recovery.

The Hanson House program helps to alleviate perceived stigmas around women and recovery by offering holistic treatment and support to the identified residents as well as her existing supports. McCall recognizes the central role that relationships with children, intimate partners and others play in women's recovery. One goal close to the hearts of mothers seeking long term treatment is reunification with their children. That's why the Hanson House has a child friendly space on McCall's campus for family visits.

Without the support of our generous donors this safe space for women to heal would not be possible, we thank you for your continued support.

ADDITIONAL CHALLENGES FOR WOMEN

Women are less likely than men to obtain treatment for substance abuse disorders, as women suffering with addiction are often stigmatized.

Their perceived fitness as mothers is called into question, and they suffer more deeply from social and familial ostracism than their male counterparts.

There is often substance abuse imbedded in their intimate partner relationships, carrying with it the additional burden of leaving that relationship in order to achieve and maintain sobriety.



Where We Are. Where We're Going.

On the occasion of our 40th anniversary, we find ourselves in an era of unprecedented challenges. The opioid epidemic is now the leading cause of death for Americans under 50, and the numbers are rising. Overdoses killed more people last year than guns or car accidents combined, and are doing so at a pace faster than the H.I.V. epidemic at its peak.¹

Meanwhile, Connecticut's economic woes have hit non-profits especially hard with reduced grant funding and fewer agencies awarded state dollars overall. Recruitment and retention of a skilled behavioral health workforce is an ongoing and increasingly difficult task. Costs associated with that task continue to rise despite reduced resources to meet that need.

This is the bleak backdrop to the work that happens at the McCall Center every day. You might imagine that with all of those seemingly insurmountable challenges, our staff would be discouraged beyond measure. In reality, this remarkable group of people have risen to these challenges with a commitment to our clients and our community that humbles and inspires me – every single day. I know you'll join me in thanking them from the bottom of our hearts for the herculean efforts they put forth as they carry out the mission of McCall.

If you have had the opportunity to meet any of our amazing staff you'll note that it's not just a job for any of them. They love this agency, believe in its mission, have hope for their clients (even when those clients feel lost and hopeless) and know that their work is critically important to turn the tide of the ravages of addiction toward the journey of health.

¹ Salam, Maya. "The Opioid Epidemic: A Crisis Years in the Making." *The New York Times*, 27 Oct. 2017, www.nytimes.com/2017/10/26/us/opioid-crisis-public-health-emergency.html.

The vision for McCall has always been to meet our clients where they are. The expansion of our outpatient offices is one more way that we are working to accomplish this. Over the past few years we have noticed a sharp increase in our clients' need for Medication Assisted Treatment (MAT) and Outpatient Services. The trend of addiction treatment is changing. We now know that the majority of clients cannot leave their lives for 28 days, they have families to care for, work to attend to and lives to lead with people who depend on them.

We're changing how we help our clients. We meet them where they are at on their road to recovery, and we do that in the client's own community. We are expanding our outpatient offices and offering more of what our clients need. The additional space will allow for a HIPAA compliant reception area, triage office for walk in clients, and others necessary accommodations for our outpatient services. We firmly believe that this investment in integrated health is a pivotal step toward meeting the needs of our clients.

McCall is, as always, working at the heart of wellness.

HEARTFELT APPRECIATION

Thank you to our donors and supporters! We couldn't accomplish our goals without the support, involvement and passion you bring to the heart of wellness. Your time, talents and treasures ensure that everyone in our families, our communities, our state, always have access to quality, caring treatment.



*"Alone we can do
so little; together we
can do so much."*
Helen Keller



THANK YOU

Archdiocese of Hartford Archbishop's Annual Appeal

Center Congregational Church Torrington, CT

Civic Family Services

Community Foundation of Northwest Connecticut

Draper Fund

First Church of Winsted

Foundation for Community Health

Geer Village

Give Local Greater Waterbury & Litchfield Hills

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

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Department of Children and Families,
Department of Mental Health and Addiction Services

United Way of Northwest Connecticut

And the Veterans Administration.



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