



CELEBRATING *Unity & Diversity*

Fiscal Year 2021 - 2022
Annual Report



Please note: The following report is for the fiscal year 2021-2022, during which time the McCall Behavioral Health Network was operating as two affiliated agencies, McCall Center for Behavioral Health and CNV Help, Inc.



MESSAGE FROM OUR *President & CEO*



Maria Coutant Skinner, LCSW
President & CEO

“Our ability to reach unity in diversity will be the beauty and the test of our civilization.”

– Mahatma Gandhi

Those words, written almost one hundred years ago, resonate as strongly today as they did for Mahatma Gandhi in 1925, as he dreamed of an independent and united homeland. If there's one takeaway from the past several years, it's that we can all agree that we don't always agree. We read about the divisiveness in national politics, in local communities, even within families. We're discouraged that people's opinions can seem so far apart. How can we ever move forward as a nation, as a community, or as a family?

In my message to you last year, I spoke of our work to strengthen our foundation of cultural competence by educating our staff in areas such as shared knowledge, gender sensitive treatment, and the value of diversity. That effort coincided with our long-term goal of the full integration of our two agencies—McCall and CNV Help, Inc.—into one cohesive whole. Both tasks involved learning, listening, educating, and most importantly, self-evaluation. Because ultimately, diverse backgrounds, respectful disagreements, and alternative viewpoints are the bonds that bring us together.

In this report, you'll read about our Inclusivity, Diversity, Equity & Accessibility (IDEA) Workgroup as it addresses today's evolving societal shifts. A key finding was that people should never assume they know how others want to be treated. Instead, it's essential that we learn how to listen and to understand how others would like to be treated.

You'll also learn how we're helping to fight the opioid crisis. Overdoses and overdose deaths continue to impact communities everywhere—and the towns and cities of Northwestern Connecticut are no exception. Fentanyl and xylazine are adding to the crisis, which has been exacerbated locally by limited resources and lack of services that can connect people with the help they need. Thankfully, programs are being put in place that can make

a real difference. These include the Rural Communities Opioid Response Program (RCORP) working together with members of the Litchfield County Opiate Task Force (including McCall).

As you continue through the report, you'll learn about:

- **Our partnership with Genoa Healthcare Pharmacy**, which offers on-site pharmacy services to our clients and their families.
- **Our new Problem Gambling Disorder Treatment program**—an outpatient program that offers education about whether gambling may be adversely affecting a person's life.
- **Our grant-funded partnership with Adventure Recovery** and how the great outdoors can assist individuals in recovery.
- **An honor that we're very proud to achieve**—we've been named a Top Workplace for a fifth consecutive year.

That brings us back to the sentiment expressed by Mahatma Gandhi. It's a time to celebrate unity and diversity—as a newly merged agency with the ability to improve the lives of others. A better future for individuals and families who've been impacted by substance use and mental health disorders—it's a beautiful goal. And I know we can achieve it.

MESSAGE FROM OUR *Our Board*

I was sitting in the finance office at Dempsey Center reviewing a document when I looked up for a minute to reflect. My eyes rested on an African proverb:

*“If you want to go fast, go alone.
If you want to go far, go together.”*

This sentiment perfectly encapsulates the fiscal year reflected in this annual report. During this time, we worked tirelessly toward the full merger of McCall Center for Behavioral Health and Central Naugatuck Valley Help, Inc. The merger was finalized on July 1, 2022, and resulted in a new agency with a now familiar name: McCall Behavioral Health Network.

The new agency combines the legacies of both CNV Help, Inc. and McCall into a stronger, more versatile, and more resilient organization. It reflects the many years of planning and perseverance of the two previous boards of directors, the staff at each agency, leadership, and our collective vision to serve, and to put our clients first. Now we are a fully integrated organization with one board of directors under the direction of our President & CEO, Maria Coutant Skinner, LCSW.

Our board of seventeen members currently has six active committees that bring their unique talents and perspectives to bear on the challenges that face our combined agency. In our new roles, we remain as passionate and compassionate as ever.

We continue to listen to each other, ask hard questions, and strive to overcome challenges, which in turn provides us with opportunities for growth and ultimately make us better prepared for the future.

Our strategic plan is a guiding light for our new organization. Included in the plan is our updated mission statement that reflects our ability and desire to provide “a continuum of behavioral health services—prevention, treatment, recovery support, and community engagement—for individuals of all ages and families” across Connecticut for many years to come.

The year 2022 certainly brought challenges such as the community's need for increased services, staffing, and workspace. We celebrated many successes including the award of numerous grants and gifts, along with the recognition as a *Top Workplace* by Hearst Media Group for the fifth consecutive year. We are also becoming known statewide as a provider of choice. These achievements are evidence of a very high level of dedication, competence, and care from our staff. We, the board, recognize our outstanding staff and the exemplary leadership of our CEO.

It is a privilege and honor to serve an extraordinary team and the united vision of putting clients first. As a former CEO of CNV Help, Inc., Rev. Ed Dempsey once shared: “The key to happiness is to love, and the essence of love is to serve.”

Joseph Stanley, McCall Board President

BOARD OF *Directors*

Dr. Michelle Apiado
Roslyn Campbell
Nancy Cannavo

Dana Coelho
Eugene Andrew Field
Marie Johnston
James Jones
Pamela Kennedy

Tom Quinn
Judge James Lawlor
Tami Jo Lind
D'Arcy Lovetere
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Gail Petteway-Hardy
Joseph Stanley
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Frank Travisano
Marie Wallace



REMEMBERING D'Arcy Lovetere

10.31.1941 - 06.01.2022

Former McCall employee, long-time board member and board president, D'Arcy Lovetere was a stalwart supporter of McCall, and believed wholeheartedly in our mission. She was influential in guiding the board 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 work. All of us who knew and worked with D'Arcy miss her dearly and send our deepest condolences to her family.



OUR *Future*

On July 1, 2022,

Central Naugatuck Valley Help, Inc. and McCall Center for Behavioral Health officially became one as:



This merger was the culmination of years of discovery, review, and hard work to ensure that people throughout the communities we serve continue to have access to a robust continuum of behavioral health services.

As part of the merger process, we worked closely with expert consultants to carefully craft our new identity, including our new name, and our new vision and mission statement.

In addition, we developed our strategic plan, as well as two new work groups focused on information technology and human resources. Together, these will help drive and guide the impact we have as an organization—both internally and externally—for years to come.



Mission

To inspire hope and promote wellness and healing through a continuum of behavioral health services—prevention, treatment, recovery support, and community engagement—for individuals of all ages and families across western Connecticut.

Vision

We will:

- Be strong and committed advocates for the needs of the communities and those we serve.
- Promote a multi-cultural, anti-oppression presence in our communities and within our own organization.
- Provide a place where individuals and families will find welcoming, caring, and effective programs and services for their behavioral health needs.
- 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.
- Employ dedicated, informed, solutions-focused professionals who draw satisfaction and joy from their work.
- Provide a learning and teaching environment for all staff and those new to the work.
- Remain committed to participation in continuous improvement and research, which is integral to finding new solutions to difficult problems and changing needs.

COMMUNITY *Impact*

Making connections and meeting our clients where they are at is ingrained in our organization's DNA. While each program is unique regarding the specific services that an individual or family receives, the common factor is that we make connections with people and support those who often feel isolated and alone in their struggles. Our year in numbers reflects this sentiment as we strive to provide inclusive, evidence-based, and individualized treatment to all.

OUTPATIENT SERVICES & RESIDENTIAL TREATMENT PROGRAMS

3,000+ UNIQUE CLIENTS SERVED

PREVENTION SERVICES



14 COMMUNITY EVENTS & TRAININGS
including Narcan & Question, Persuade, Refer suicide prevention trainings



350lbs PRESCRIPTION MEDS COLLECTED FOR DESTRUCTION
from **4** local communities

4,000 INDIVIDUALS
from **17** communities impacted

ADOLESCENT SERVICES



30 teens
SUPPORTED ON THEIR JOURNEY TO WELLNESS

FAMILY SERVICES

77 FAMILIES RECEIVED PARENTING SERVICES
to support positive relationships between caregivers and their children, as well as promote overall wellness within the family dynamic

15 FAMILY MEMBERS & FRIENDS OF LOVED ONES
in the recovery process, or currently struggling in active substance use disorder, were provided support by **Recovering Together**

50+ INDIVIDUALS
received recovery support, case management services, and connection to resources through **REACH** services



55 CHILDREN
received holiday gifts and support, thanks to our friends at **Cigna**



SPECIAL Thank Yous



As a nonprofit organization, McCall depends on and truly appreciates the support we receive from others. Every dollar donated and every effort made plays a key role in helping us deliver on our mission to ensure access to quality behavioral health care and support.

This year, we wanted to extend an extra special thank you to the following groups and individuals for their exceptional support.

**TO: Human Resources and Services Administration
Rural Communities Opioid Response Program (RCORP)**

**FOR: \$1 million grant to address the opioid epidemic in rural
Litchfield County**

The grant funding, which was largely made possible through the support of US Senators Richard Blumenthal and Chris Murphy and Congresswoman Jahana Hayes, will increase the access to and availability of evidence-based behavioral healthcare treatment options for those in rural Litchfield County communities.

TO: Department of Mental Health and Addiction Services

FOR: \$375,000 grant to support underage drinking prevention work

The grant brings \$125,000 per year for three years to support underage drinking prevention work in the communities of Harwinton and Burlington. This funding goes to support the continued work of the Region 10 Community Wellness Coalition and represents \$375,000 of secured funding over three years for the community.

TO: Thomaston Savings Bank Foundation

**FOR: Grant funding to expand our continuum of care to include
adventure-based counseling**

The grant funding, in partnership with Adventure Recovery, will provide clients at McCall with a unique outdoor service offering that will increase self-awareness, manage stress, and improve trust and communication.



*Nina Russel,
CFO*



*Rosamma Vithayathil,
Director of Finance*

**TO: McCall's Chief Financial Officer,
Nina Russell, and Director of Finance,
Rosamma Vithayathil**

**FOR: Saving McCall and CNV Help, Inc.
\$1.3 million through forgiven Personal
Protective Equipment (PPE) loans**

At the start of the pandemic, CNV Help, Inc. and McCall were able to apply for PPE loans through the Small Business Administration and Thomaston Savings Bank. The loans were to be used to pay salaries, hazard pay, health insurance costs, rent, and utilities, which ultimately ensured no disruption in services to our clients. Thanks to Nina's and Rosamma's hard work and dedication, we were able to apply for loan forgiveness and received the entire loan amount that was applied for.

Driving Enduring Change FOR OUR RURAL COMMUNITIES



**By: Lauren Pristo, MPH,
Director of Community Engagement**

Northwestern Connecticut is known for its rolling hills and beautiful fall foliage. Unfortunately, this bucolic region is also now known for the perniciousness of its opioid problem. Overdoses and overdose deaths continue to impact our local communities, devastating small rural towns and cities alike. The crisis is driven by a drug supply rife with unpredictable adulterants like fentanyl and xylazine and exacerbated locally by limited resources and barriers to accessing mental health and addiction services.

The Rural Communities Opioid Response Program (RCORP) brings together a consortium of Litchfield County Opiate Task Force members to address local challenges contributing to the overdose crisis. Consortium members include McCall Behavioral Health Network, Charlotte Hungerford Hospital, Torrington Area Health District, Greenwood Counseling and Referrals, and The Connecticut Office of Rural Health.

The collaborative effort of RCORP is key to empowering change across the region through shared purpose and resources. Consortium work leans on the unique experiences and assets of each partner, maximizes resources, and drives innovative and more sustainable solutions.

The consortium aims to gather data and support data-driven responses to the crisis; expand screenings for substance use disorders and access to same day treatment, including mobile Medication Assisted Treatment (MAT); increase communication, inter-agency referrals, and sharing of best practices; identify and respond to barriers to care in rural areas; and increase education and awareness around the root causes of addiction and multiple pathways to recovery.

Partnerships and collaboration drive enduring change.

The Litchfield County Opiate Task Force and RCORP Consortium will continue to work toward a deeply connected, supportive, and responsive system that can meet people where they are and deliver care that is compassionate and lifesaving in the face of a tumultuous drug crisis.





McCall Staff

Supporting a healthy community— INSIDE AND OUT.

At McCall, people are our top priority. That not only includes the people we serve, but also the people we employ. After all, the experiences of both are undeniably connected and ultimately affect the impact we can have on the health and wellness of our communities as a whole. The following initiatives and awards are just a few examples of our commitment to creating a positive workplace culture at McCall.

Inclusivity, Diversity, Equity & Accessibility (IDEA) Workgroup

In January, our IDEA workgroup members continued Cultural Competency Training with Berkshire Resources for Integration of Diverse Groups through Education (BRIDGE) in an eight-hour work session.

A key learning from the session was to never assume that we know how others want to be treated. Instead, it's important to sincerely listen and respond to others with how they want to be treated. Below are some of the goals set by members with this in mind:

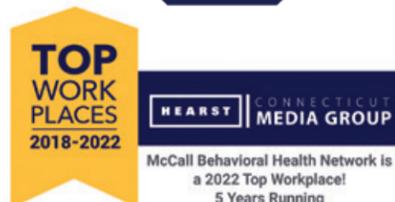
- Be more open minded with co-workers and clients.
- Seek out clients representing all cultures and ethnic backgrounds.
- Stop saying "you guys," "crazy," referring to women as girls and using antiquated phrases such as "rule of thumb" (which has a violent history).
- Actively advise clients of diverse cultural backgrounds to inform family members of our services.
- Create a gender-neutral dress code.
- Ask myself honest questions before I speak. For example: Is this a thoughtful approach to this conversation? I am trying to break the stigma with education, an open mind, and an open heart.
- If I see or hear behavior that is not appropriate, step in and be a "disrupter" of actions that may harm others.

The following awards that we received in 2022 are particularly meaningful because they're based solely on feedback from staff members.

- Hearst Connecticut Media Group Top Workplace (5th consecutive year)
- Energage Top Workplaces USA

We're humbled to know that our staff continues to feel valued and fulfilled by the work that they do, and that they have confidence in the leadership of our organization.

Congratulations—and thank you—to all of our staff who made these awards possible!



Problem Gambling Disorder Treatment

Our outpatient programs located in Torrington, Danbury, and Waterbury now provide education about problem gambling and the impact it has on individuals and their families. Through this education, we are working with those we serve to better identify if problem gambling is affecting their lives and how they can be supported in making a change.

Genoa Healthcare Pharmacy

We now partner with Genoa Healthcare® to offer on-site pharmacy services to our clients and staff, and their families. This partnership helps us deliver on our mission by providing a higher level of pharmacy services, specific to the population we serve, such as:

- Onsite medication dispensing, saving clients additional pharmacy trips
- Assistance with insurance plans and questions, including Medicaid and Medicare
- Medication delivery options at no additional cost
- Organization of medications in convenient pre-filled pill packaging
- Prior authorization assistance
- Personalized services to fit their needs
- Easy prescription transfers from existing pharmacies to Genoa Healthcare



Adventure-Based Counseling

Our residential clients now have the opportunity to participate in adventure-based counseling through our grant-funded partnership with Adventure Recovery, a recovery-based adventure guide and coaching service that leads individuals through the external and internal wilderness. Outdoor activities can include rock climbing, kayaking, canoeing, stand-up paddle boarding, snowboarding and skiing, orienteering, hiking and backpacking, and mountain and road biking. By participating in outdoor activities that broaden one's perspective, people are reintroduced to positive ways of relating to the self and others, as well as more healthful habits, learning they are capable and worthy of a life well lived.

What clients are saying about Adventure-Based Counseling:

In May, Dempsey Center clients and staff traveled to Hidden Valley Preserve located in Washington Depot, CT to hike with Adventure Recovery. The initial reactions were mixed, but in the end, clients surprised themselves and had a great time, even learning a bit about nature and resilience in recovery along the way.

"I was anxious about going on this hike with McCall and Adventure Recovery. However, our two guides immediately made me feel at ease when they started explaining how the hike relates to our recovery. I learned so many different things about flowers, plants, and trees but most importantly I learned what a peaceful and serene experience it was to walk through the woods. I want to personally thank both organizations for taking the time to help us connect to Mother Nature, it was an experience I will never forget." ~Charlie P.

"I had a great experience on the nature walk with Adventure Recovery. I was struggling with the higher power part of my recovery, then I started talking with the guide and I had a realization that being out in nature can be my higher power. I had a sense of calm and peace that I have been missing. Going on this hike was exactly what I needed." ~Rob E.

"It was a beautiful experience. This hike was very sobering for me and showed me that recovery can be fun." ~Jaye L.

"I was skeptical at first, but not only did I have a great time, I learned so many things about nature, recovery, and new techniques to help with my sobriety. Being out in nature, connecting with myself and others in this way really helped me to see that there is so much more I can do in my recovery to stay sober. I highly recommend this program to anyone in recovery." ~Larry P.



Financials

McCall Foundation, Inc.

Statement of Activities | June 30, 2022 and 2021

	Audited 2022	Audited 2021
Revenue & Support		
Grants and Contracts	3,137,632	2,643,031
Program Services	3,341,818	2,966,021
Donations and Foundation Grants	187,002	380,214
Rental Income / Interest and Other	271,858	293,696
PPP Income / COVID Relief		597,029
Total Revenue and Support	6,938,310	6,879,991
Expenses		
Program	6,020,896	5,913,593
Administrative and General	969,490	706,950
Marketing / Development	90,176	116,953
Total Expenses Before Depreciation	7,080,562	6,737,496
Revenue Less Expenses	(142,252)	142,495
Total Depreciation Expense	225,807	230,771

Central Naugatuck Valley Help, Inc.

Statement of Activities | June 30, 2022 and 2021

	Audited 2022	Audited 2021
Revenue & Support		
Grants and Contracts	2,393,925	2,464,580
Program Services	1,988,321	1,521,943
Donations and Foundation Grants	180,438	206,836
Rental Income / Interest and Other	2,250	26,602
PPP Income / COVID Relief		538,200
Total Revenue and Support	4,564,934	4,758,161
Expenses		
Program	3,664,003	3,466,877
Administrative and General	1,055,204	1,087,568
Total Expenses Before Depreciation	4,719,207	4,554,445
Revenue Less Expenses	(154,273)	203,716
Total Depreciation Expense	69,899	66,544

Thank You

Archdiocese of Hartford Archbishop's Annual Appeal

Anne and Rollin Bates Foundation

Association of the US Navy

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

The Hillacious Half

Resources and Services Administration Rural Communities Opioid Response Program

Rotary Club of Torrington & Winsted Areas

The Northwest Corner Fund of the Berkshire

Taconic Community Foundation

Thomaston Savings Bank Foundation

Town of Burlington Safe Harbor Teen – Region 10

Union Savings Bank

Workers Compensation Trust

Advocacy

THANK YOU FOR YOUR ADVOCACY AND SUPPORT:

US Senator Richard Blumenthal

CT State Attorney General William Tong

McCall Foundation, Inc. and CNV Help, Inc.

Combined Statement of Activities | June 30, 2022 and 2021

	Audited 2022	Audited 2021
Revenue & Support		
Grants and Contracts	5,531,557	5,107,611
Program Services	5,330,139	4,487,964
Donations and Foundation Grants	367,440	587,050
Rental Income / Interest and Other	274,108	320,298
PPP Income / COVID Relief		1,135,229
Total Revenue and Support	11,503,244	11,638,152
Expenses		
Program	9,684,899	9,380,470
Administrative and General	2,024,694	1,794,518
Marketing / Development	90,176	116,953
Total Expenses Before Depreciation	11,799,769	11,291,941
Revenue Less Expenses	(296,525)	346,211
Total Depreciation Expense	295,706	297,315

Working Together to Make a Difference

(from left to right):

Tom Narducci, LCSW, Administrative Director, Outpatient Behavioral Health, Charlotte Hungerford Hospital of Hartford Healthcare

Anuj Vohra, DO, Chair and Medical Director, Emergency Medicine, Charlotte Hungerford Hospital of Hartford Healthcare

Maria Coutant Skinner, LCSW, President & CEO, McCall Behavioral Health Network

United States Senator Richard Blumenthal

Lauren Pristo, MPH, Director of Community Engagement, CLEAR Statewide Project Manager, RCORP Program Director, Litchfield County Opiate Task Force Coordinator

John Simoncelli, LCSW, LADC, MPA, Executive Director, Greenwood's Counseling & Referrals, Inc

Acknowledgments

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





McCall Behavioral
Health
NETWORK

Celebrating Unity & Diversity

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