



GROWING STRONGER  
*Together*



Fiscal Year 2022 - 2023 Annual Report



## MESSAGE FROM OUR *President & CEO*



**Maria Coutant Skinner, LCSW**  
**President and CEO**

**“Coming together is a beginning.  
Keeping together is progress.  
Working together is success.”**

**- Attributed to Edward Everett Hale and Henry Ford.**

The preceding quote perfectly encapsulates the accomplishments of the McCall Behavioral Health Network in its first year as a merged entity.

It may seem like a long time ago, but on July 1, 2022, the McCall Center for Behavioral Health and Central Naugatuck Valley Help, Inc. officially joined forces. Since then, we've moved forward in pursuit of a shared goal: helping individuals and families overcome adversity and achieve wellness.

One of our first major initiatives—the planned Anne and Rollin Bates Family Wellness Center in Torrington—is a perfect illustration of our success as a combined agency. Made possible thanks to two sources of remarkably generous support, a \$2 million commitment from the Anne and Rollin Bates Foundation and a \$1.4 million grant from the State of Connecticut's Community Investment Fund (CIF), the Bates Family Wellness Center fills a critical need for family wellness and mental health services in Northwestern Connecticut. As the most populated town in Litchfield County, Torrington is the ideal location for this valuable community resource.

Part of what makes the Bates Family Wellness Center such an exciting undertaking is the fact that it will focus on the area's growing Hispanic communities, with services specifically for Spanish-speaking residents. You'll find a more detailed summary of the Anne and Rollin Bates Family Wellness Center a bit later in this report.

You'll also learn about an honor that can be directly attributed to our remarkable staff comprised of caring individuals. Being named a Top Workplace for five consecutive years is particularly rewarding in the wake of the merger. The award, given by the Hearst CT Media Group, is based on survey results from McCall staff members. You can't be a top workplace without top-notch people throughout the organization. That means kind, conscientious, hard-working people at every one of our locations, performing a variety of important roles.

This report shows that the past fiscal year was proof-positive that the merger of two great agencies yielded amazing results.

**We came together**, pooling our talents and gifts, supporting one another at every turn. We even added some new faces along the way—all to provide our clients with the best possible care.

**We're keeping it together** by respecting each other, feeling a special connection with our co-workers and our clients (as evidenced by the Top Workplace award).

**We're working together** every day, combining our experience and expertise with passion and compassion, as we approach the future with unguarded optimism—inspiring hope and finding meaning in everything we do.

That's what I call success—and the foundation for an amazing future.



# MESSAGE FROM OUR *Our Board*

A cardiologist recently explained to me that we are all born with a hole in our heart. For 75% of people, the hole closes over a few days to a few months. However, for about 25% of us, the hole does not close completely. Sometimes it does not have consequences; sometimes it does. Our vulnerability and our fragility are apparent, but so is our resilience and our strength to grow and become strong.

The year 2023 represents the first full year of integration between CNV Help, Inc. and the McCall Center for Behavioral Health. The combined agency's foresight, care, and talent has resulted in the McCall Behavioral Health Network.

It has been a privilege to witness sustained growth powered by the belief in the agency's mission of promoting hope, wellness, and healing. This has been accomplished through a continuum of prevention, treatment, recovery support, and community engagement for individuals of all ages and for families in our community.

Our board of directors is a diverse group with many talents, but it is also a united group brought together by a belief in our mission statement coupled with a belief in service and caring. The board proudly partners with our President and CEO, Maria Coutant Skinner, LCSW, to provide her with the resources and support needed to serve the organization's constituents with a "client first" attitude.

Certainly, there have been challenges. There has been loss, as well. And yet the resiliency of staff members and their service within this organization propels us forward. The organization's care expands our breath to drive us like a tailwind into new opportunities to increase our commitment to help others.



***From left to right, back row:*** Frank Travisano; Joseph Stanley; Tami-Jo Stevenson; Jim Jones; Maria Coutant Skinner, LCSW; Tom Quinn; Paul McLaughlin, Jr. ***From left to right, front row:*** Deborah Ullman; Gail Petteway-Hardy; Gabby Bernstein.

In this report, you'll read about many successes that shine light within the agency. Three areas of note are awards, grants and gifts received, and acquisitions of needed properties for programs and services.

At a recent conference in our community, a presenter stated, "People who struggle with mental illness are usually in the dark, but here (in this community) they are in the light." It's reassuring to know that all those in service to others, particularly the dedicated McCall staff, hold a light—and they shine that light outward, collectively, as a beacon.

**Joseph Stanley, McCall Board Chair**

## **BOARD OF DIRECTORS**

**Joseph Stanley, Chair**

**Paul McLaughlin, Jr., Vice Chair**

**Deborah Ullman, Treasurer**

**Gail Petteway-Hardy, Secretary**

Dr. Michelle Apiado

Gabby Bernstein

Nancy Cannavo

Dana Coelho

Eugene Andrew Field

Jim Jones

Pamela Kennedy

Judge James Lawlor

Tom Quinn

Tami-Jo Stevenson

Susan Suhanovsky

Frank Travisano

Marie Wallace



## REMEMBERING Roslyn Campbell

11.26.74 – 6.27.23

McCall board member Roslyn Campbell believed that everyone should have access to the resources and care they need, regardless of their economic or social standing. She was an advocate for unheard voices in underserved communities. Those who knew Roslyn and worked alongside her admired her dedication, enthusiasm, and upbeat attitude. We all miss her and send our sincere condolences to her family.

# GROUNDWORK FOR *The Future*

## ***Merger marks a new beginning.***

The McCall Center for Behavioral Health and CNV Help, Inc. had been affiliated since July 1, 2020—yet the official merger was not finalized until July 1, 2022. It was the result of years of dedicated effort by both organizations.

The successful merger was accomplished under the direction of CNV Help, Inc.'s former Executive Director, Roberta Murtagh, and Maria Coutant Skinner, LCSW, then Executive Director at McCall. Leadership at both organizations had a vision. From the outset, they knew they shared similar values and goals. The proposed merger would provide the perfect opportunity to combine and expand the clinical and geographic continuum of care for both agencies.

When the merger was announced, Ms. Coutant Skinner, LCSW, said in a press release, "For over 50 years, Help, Inc. and McCall

have responded to the evolving needs of those we serve, providing our clients with individualized, evidence-based care that facilitates healing and the ability to sustain recovery. Going forward as one united agency, we will be able to better serve our clients in terms of clinical and geographical services and respond to the growing need for behavioral health care in the region."

And that's exactly what happened. One year later, as a unified force, the McCall Behavioral Health Network continues to be committed to the needs of the people we serve. We provide a welcoming, inclusive environment while attending to the whole person, as well as fostering a multi-cultural, anti-oppression presence inside and outside our organization.

*Torrington Ribbon Cutting Ceremony*



***From left to right:*** Northwest Connecticut Chamber of Commerce President and CEO, JoAnn Ryan; Torrington Director of Economic Development, Rista Malanca; President and CEO, Maria Coutant Skinner, LCSW; Chief Clinical Officer, Joy Pendola, LMFT, LADC; and Board Member, Eugene Andrew Field.

*Waterbury Ribbon Cutting Ceremony*



***From left to right:*** Director of Outpatient Services, Kelsey Dlugozima, LCSW; Chief Clinical Officer, Joy Pendola, LMFT, LADC; Board Members, Eugene Andrew Field and Susan Suhanovsky; President and CEO, Maria Coutant Skinner, LCSW; Waterbury Chamber of Commerce President and CEO, Lynn Ward; Waterbury Economic Director, Joe McGrath; and State Representative, Ron Napoli, Jr.



## Legislature increasing funding for nonprofits.

On June 6, 2022, the Connecticut State Legislature approved the final budget for Fiscal Years 2024 and 2025 by near-unanimous margins. While a significant portion will be earmarked for services that help people with developmental disabilities, the providers of mental health and addiction services will receive a 2.5 percent increase in funding.

“We appreciate that the levels of funding are higher than the zero percent and one percent in earlier versions of the budget,” Gian-Carl Casa, CT Community Nonprofit Alliance President and CEO, said in a statement. “We thank those who fought for more.”

Although the state has the ability to do more for hundreds of community nonprofits, people shouldn't be discouraged, according to the Public Policy and Advocacy team at The Alliance. In fact, Alliance members advocated at levels never seen before.

Many members of the McCall team attended a rally at the Capitol and/or reached out to legislators, lobbying for substantial increases in funding.



*From left to right:* Marisa Mittelstaedt, Director of Development & Marketing; Maria Coutant Skinner, LCSW, President and CEO; Josh Licursi, MPH, Prevention Facilitator & Digital Marketing Specialist; Chelsea Kapitancek, B.A., Prevention Facilitator; Darian Graells, B.A., Prevention Facilitator & Tobacco Treatment Specialist; Alicia Peterson, RSS, Family Recovery Coach; Traci Eburg, Community Engagement Specialist; Donna Bielefeld, B.S., Mental Health Awareness Training; Kevin Iglesias, MPH, Mental Health Awareness Training

As McCall's President and CEO Maria Coutant Skinner, LCSW, summed up:

**“Our voices were heard—we did move hearts and minds and some positive changes took place—now let's keep making good noise!”**



# McCall receives 2022 Top Workplace award.

The McCall Behavioral Health Network has been named a Top Workplace by Hearst Connecticut Top Workplaces for the fifth consecutive year (and for the first time since we merged). The award is based solely on the feedback offered through an employee survey. More than 100 of our staff members participated, and we are grateful for their input. Being named a Top Workplace is a great distinction—only 59 companies made this year’s list. We’re extremely honored, especially because the judges were our staff. Congratulations to all of our staff members who make McCall such a special place to work.



## Our Mission

We are a nonprofit organization which inspires hope and promotes 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.

## Our Vision

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.

## COMMUNITY *Impact*

Committed to ensuring everyone has access to the resources they may need, the McCall Behavioral Health Network connects with people wherever they are in their recovery journey. McCall provides support for those who often feel isolated and alone in their struggles. Our year in numbers demonstrates how the McCall Network helped individuals and families overcome adversity and achieve wellness.

### OUTPATIENT SERVICES & RESIDENTIAL TREATMENT PROGRAMS

**3,000+** CLIENTS SERVED



*Renato Outpatient Services Counselor,  
Carissa D'Amico, LMSW, ICGC-1*

### ADOLESCENT SERVICES

**45 teens** SUPPORTED BY INTENSIVE OUTPATIENT PROGRAMS



**31 teens** PARTICIPATED IN OUTPATIENT THERAPY



## PREVENTION SERVICES

**33 TRAINING SESSIONS**  
including Mental Health First Aid and  
QPR: Question, Persuade, Refer

**239 lbs. PRESCRIPTION MEDS**  
collected for destruction in **5** communities:  
Burlington, Canaan, Harwinton, Kent, and  
Torrington

**21 COMMUNITIES IMPACTED**



Director of Prevention Services,  
Andrew Lyon, MPH, CPS, and Prevention  
Facilitator & Tobacco Treatment Specialist,  
Darian Graells, B.A.

## FAMILY SERVICES

**70 FAMILIES RECEIVED PARENTING SERVICES**  
to promote overall wellness within the family dynamic

**70+ CHILDREN** received holiday gifts

**15 FAMILY MEMBERS & FRIENDS**  
of individuals in recovery—or struggling with active  
substance use—were supported by **Recovering Together**

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



Director of Family Services,  
Leann Mitchell, LCSW, tables  
the Overdose Awareness Vigil  
on August 31, 2022.

## EMPLOYMENT SUPPORT SERVICES

**77 CLIENTS SERVED**

**91% MAINTAINED EMPLOYMENT FOR AT LEAST 90 DAYS**

**82% MAINTAINED EMPLOYMENT FOR AT LEAST 6 MONTHS**  
(up from 65% when compared to the previous fiscal year)



Director of Special Services, Glenn  
Ryan, CAC CADC, speaks with board  
member Nancy Cannavo.

# EXTENDING *Our Gratitude*



McCall depends on the generous support of businesses, organizations, and individuals throughout Connecticut—so more people can have access to quality care.

## We'd like to take this opportunity to say "thank you."

### ***TO: The Anne and Rollin Bates Foundation.***

We're deeply indebted to the Anne and Rollin Bates Foundation for their unwavering generosity since 2019, helping us in so many ways (such as providing financial support that enabled us to get through the COVID pandemic, to name one example). And now with their \$2 million commitment to help fund the new Anne and Rollin Bates Family Wellness Center in Torrington, they continue to be a major part of our journey forward.

### ***TO: The State of Connecticut's Community Investment Fund (CIF).***

The Anne and Rollin Bates Family Wellness Center became closer to becoming a reality because of a generous \$1.4 million CIF grant from the state of Connecticut. We're extremely thankful. We appreciate the sentiments expressed by State Representative Michelle Cook: "The McCall Behavioral Health Network has been an indispensable resource to the city of Torrington. They provide a wide range of services, and this grant from CIF will ensure that they will continue to do so. I am grateful that this state funding was secured for an excellent organization in our community."

### ***TO: The CDC's Drug-Free Communities Support Program.***

On behalf of our Prevention Services department, we'd like to thank the Centers for Disease Control and Prevention for their generous grant award of \$125,000 per year for five years to help fund the Torrington Awareness & Prevention Partnership (TAPP).



***Director of Prevention Services, Andrew Lyon, MPH, CPS, (pictured here on the left) tables the Overdose Awareness Vigil on August 31, 2022.***





***TO: The Substance Abuse and Mental Health Services Administration (SAMHSA).***

McCall is deeply grateful to SAMHSA for their gift of \$124,990 per year for five years to help fund Mental Health Awareness Training (MHAT) by our Prevention Services team.



***From left to right:*** Director of Prevention Services, Andrew Lyon, MPH, CPS; Mental Health Awareness Trainers: Kevin Iglesias, MPH and Donna Bielefield, B.S.; and Fred Rosa from Charlotte Hungerford Hospital.

***TO: National recording artist Lucinda Rowe, her band, event sponsors, and the Warner Theatre for a special night of fundraising and celebration.***

On September 16, 2022, McCall staff, clients, board members, donors, and friends gathered at the Warner Theatre in Torrington to celebrate our newly merged organization. National recording artist Lucinda Rowe and her band put on a great show that was enjoyed by all. Sponsors included: Northwest Community Bank, Genoa Healthcare, Dunkin'® Donuts, Greenwood Counseling and Referrals, Torrington Savings Bank, Soundworks and Security, Northwest Hills Dealerships, and Rich Carlson Heating and Cooling, LLC. The event raised over \$9,000 for our organization.



***National recording artist Lucinda Rowe plays John Denver's greatest hits.***

***TO: Northwest Community Bank Foundation.***

We would like to give a huge thank you to the Northwest Community Bank Foundation, who awarded us with \$15,000 for website development.



***From left to right:*** Foundation Vice President and McCall Board Vice President, Paul McLaughlin, Jr.; McCall Foundation President and CEO, Maria Coutant Skinner, LCSW; Foundation Chair of the Board, Alan Colavecchio; and Foundation President, Stephen Reilly.

***TO: Everyone who participated in the 2023 GIVE LOCAL fundraising campaign.***

Because of your generosity, we're now able to fund Pet Therapy programs at McCall. You made a huge impact this year by more than doubling our typical amount raised. We cannot thank you enough for your support. In total, we raised \$14,350 from 119 donors. The total includes the \$5,000 challenge gift, generously provided by our board of directors. Considering the total number of donors, McCall came in 12th out of 287 local nonprofit organizations.



# New Programs & SERVICES

## ***Future Bates Family Wellness Center in Torrington:*** Providing resources to underserved communities.

In April 2023, the McCall Behavioral Health Network announced a major step toward the realization of a wellness center in Torrington. It's a much-needed community resource made possible by a \$2 million gift from the Anne and Rollin Bates Foundation and a \$1.4 million grant from the State of Connecticut's Community Investment Fund (CIF). The Anne and Rollin Bates Family Wellness Center will be located at 263 Migeon Avenue in Torrington and will positively impact the social determinants of health for families in our region. The goal is to reach families that are more likely to experience poor health outcomes because they're unable to access the care they need.

"The McCall Network treasures our relationship with the Anne and Rollin Bates Foundation," said Maria Coutant Skinner, LCSW, President and CEO of the McCall Behavioral Health Network. "The Foundation not only provides critical funding, they've become an essential part of our journey. Much of what we achieve would not be possible without their continued support. We're also extremely grateful to have CIF funding. Our thanks extend to the municipal and state representatives who supported our application. Without their advocacy, this outcome would not have been possible."

One important gap in care that the Bates Family Wellness Center project hopes to fill is the current lack of services for Spanish-speaking individuals—especially those struggling with mental health and substance use disorders. In fact, the needs of



the area's growing Hispanic communities will be a special focus of the Bates Family Wellness Center. McCall plans to expand their adolescent programming to include a Spanish-speaking clinician, to name just one example.

"This funding will do much to support the health and wellness of residents in this corner of Connecticut," said Rep. Maria Horn, Co-Chair of the Finance, Revenue, and Bonding Committee. "I appreciate the Anne and Rollin Bates Family Wellness Center for creating spaces for Spanish-speaking residents, eliminating a barrier for them while being cared for. I thank the McCall Behavioral Health Network for continuing to provide essential treatment to those in need."





*The Bates Family Wellness Center will be located at 263 Migeon Avenue in Torrington.*



The Bates Family Wellness Center will bring three important services to one central location in Torrington, which is the most populated town in rural Litchfield County. McCall's Prevention Services, Family Services, and Adolescent Services programs will all be housed at the Center.

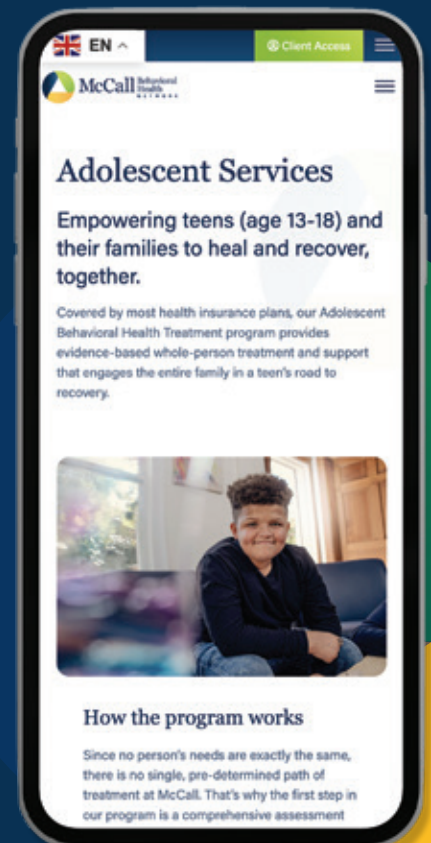
Part of McCall's ongoing mission is to provide services and resources to marginalized families with low socioeconomic status, minority communities of color, religion, and ethnicity, as well as members of the LGBTQ+ community, who are frequently underserved for behavioral health due to several factors that McCall continues to address, including cost of care and language barriers.

The Bates Family Wellness Center's Migeon Avenue location will also help preserve Torrington's architectural history. Ultimately, the project will support the wellness and behavioral health needs of young people and families. It will build the foundation for stronger, more economically resilient households by providing state-of-the-art prevention and treatment services.

## ***McCall's comprehensive new website features our expanded post-merger capabilities.***

After months of hard work, the McCall Behavioral Health Network's website went live in April 2023. The site is being constantly updated to reflect our organization's ongoing growth. If you haven't already, we encourage you to take a few moments to look around the site.

Just visit  
**[mccallbhn.org](https://mccallbhn.org)**



# New Programs & SERVICES

## **Adolescent Services:** helping younger people find their place.



In early July 2022, shortly after the merger of CNV HELP, Inc. and the McCall Center, Laura Cummings, LCSW, CCDP-D, Adolescent Clinical Supervisor, became head of McCall's Adolescent Services Department. That's when Adolescent Services, originally part of McCall Family Services, became its own stand-alone department.

**Laura Cummings,  
LCSW, CCDP-D,  
Adolescent Clinical  
Supervisor**

The department provides support primarily for young people, ages 13 to 18 (who are still in high school), with substance use disorders, mental health disorders, or both. Young clients

are typically referred to us by schools, hospitals, substance use programs, outpatient counseling groups, or individual therapists.

According to Laura, the COVID lockdown is having a lingering impact on young people. "We are still seeing effects from the pandemic," Laura says. "It interrupted young peoples' development. Kids are supposed to make social contacts."

Laura sees proof of this in the form of increased opioid use among adolescents as well as suicide attempts and increased mental health concerns. It ultimately leads to scared parents and a breakdown of trust within the family.

There are also issues around diversity and young people accepting who they are. "Young people are feeling like they can't be true to themselves," Laura notes. "We're preparing them for adulthood."

Early childhood trauma, such as being the victim of bullying, can translate into a person not having sufficient coping skills.



### **Outpatient treatment.**

McCall's Adolescent Services centers primarily around outpatient care. We offer two levels of care: Intensive Outpatient care in which clients are typically engaged in three-hour sessions, three days a week, and Outpatient care in which clients come in for one hour a week. Clients first receive a comprehensive assessment to determine the best level of care to meet the individual's needs.

In its first year, the Adolescent Services Department treated 45 individuals in Outpatient services and 31 clients through Intensive Outpatient Programs.

McCall's Adolescent Services are based in Torrington and will hopefully expand to Danbury and Waterbury in the future.

### **Healthy habits build self-reliance.**

Laura and her team use Cognitive Behavioral Therapy to teach young clients how to cope, how to act, and how to think positively. Assertive communication and negotiation skills are taught to improve relationships and rebuild trust within a client's family.

Mindfulness activities help clients stay present and focused. Tools that can facilitate healing include walking, journaling, role playing, artistic activities, and yoga. Physical health is a factor as well. Good sleeping habits, regular exercise, and a sensible diet can improve one's emotional wellbeing.

Learning how to become self-reliant and to develop effective coping skills, as Laura can attest, makes a big difference in a young person's life.



# A Look Back

AT THE YEAR



1. McCall's CLEAR team poses with our Mobile Wellness Van and Rover.  
2. McCall staff attends Compassionate Accountability Training.  
3. Narcan Overdose Rescue Kit.  
4. McCall's CLEAR team "member" with a Torrington Police Officer support a community member in need.  
5. McCall's leadership team attends a team building event with Adventure Recovery.  
6. The staggering number of syringes collected by McCall's CLEAR team in just over one month.

# Financials

## McCall Behavioral Health Network

Statement of Activities | June 30, 2023 and 2022

	Audited 2023	Audited 2022
<b>Revenue &amp; Support</b>		
Grants and Contracts	8,841,184	5,531,557
Program Services	10,625,604	4,964,362
Donations and Foundation Grants	213,423	353,585
Rental Income / Interest and Other	349,492	657,707
Insurance Proceeds	830,293	0
<b>Total Revenue and Support</b>	<b>20,859,996</b>	<b>11,507,211</b>
<b>Expenses</b>		
Program	15,691,914	9,684,899
Administrative and General	518,164	2,024,694
Marketing / Development	196,356	90,176
<b>Total Expenses Before Depreciation</b>	<b>16,406,434</b>	<b>11,799,769</b>
<b>Revenue Less Expenses</b>	<b>4,453,562</b>	<b>(292,558)</b>
Total Depreciation Expense	287,459	295,706



## *Thank You*

Anne and Rollin Bates Foundation  
Archdiocese of Hartford Archbishop's  
Annual Appeal  
Berkshire Taconic Community Foundation's  
Fund for the Northwest Corner  
BLN Annual Golf Tournament  
Civic Family Services  
Connecticut Community Foundation  
Department of Public Health  
Draper Foundation Fund of the Northwest  
Connecticut Community Foundation  
Foundation for Community Health  
Northwest Connecticut Community Foundation  
Resources and Services Administration Rural  
Communities Opioid Response Program  
Rotary Club of Torrington and Winsted Areas  
State of Connecticut Community  
Investment Fund  
Thomaston Savings Bank Foundation  
Union Savings Bank  
Warner Theatre

*McCall staff members attend  
"The Music is You: The Music of  
John Denver," a fundraising event  
and celebration at the Warner  
Theatre in September of 2022.*

## *Acknowledgments*

WE SINCERELY APPRECIATE THE SUPPORT  
EXTENDED TO US BY:

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

## *Advocacy*

THANK YOU FOR YOUR ADVOCACY AND SUPPORT:

US Senator Richard Blumenthal  
CT State Attorney General William Tong





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58 High Street, Torrington, CT 06790

**[mccallbhn.org](http://mccallbhn.org)**

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