



A whole-person approach
TO HEALTH & HEALING.



MESSAGE FROM OUR *President and CEO*



Maria Coutant Skinner, LCSW
President and CEO

“ Health is not merely the absence of illness, but the presence of dignity, connection, and hope.”

- Maria Coutant Skinner, LCSW, President and CEO

Dear Friends,

This year marks a significant chapter in McCall's history.

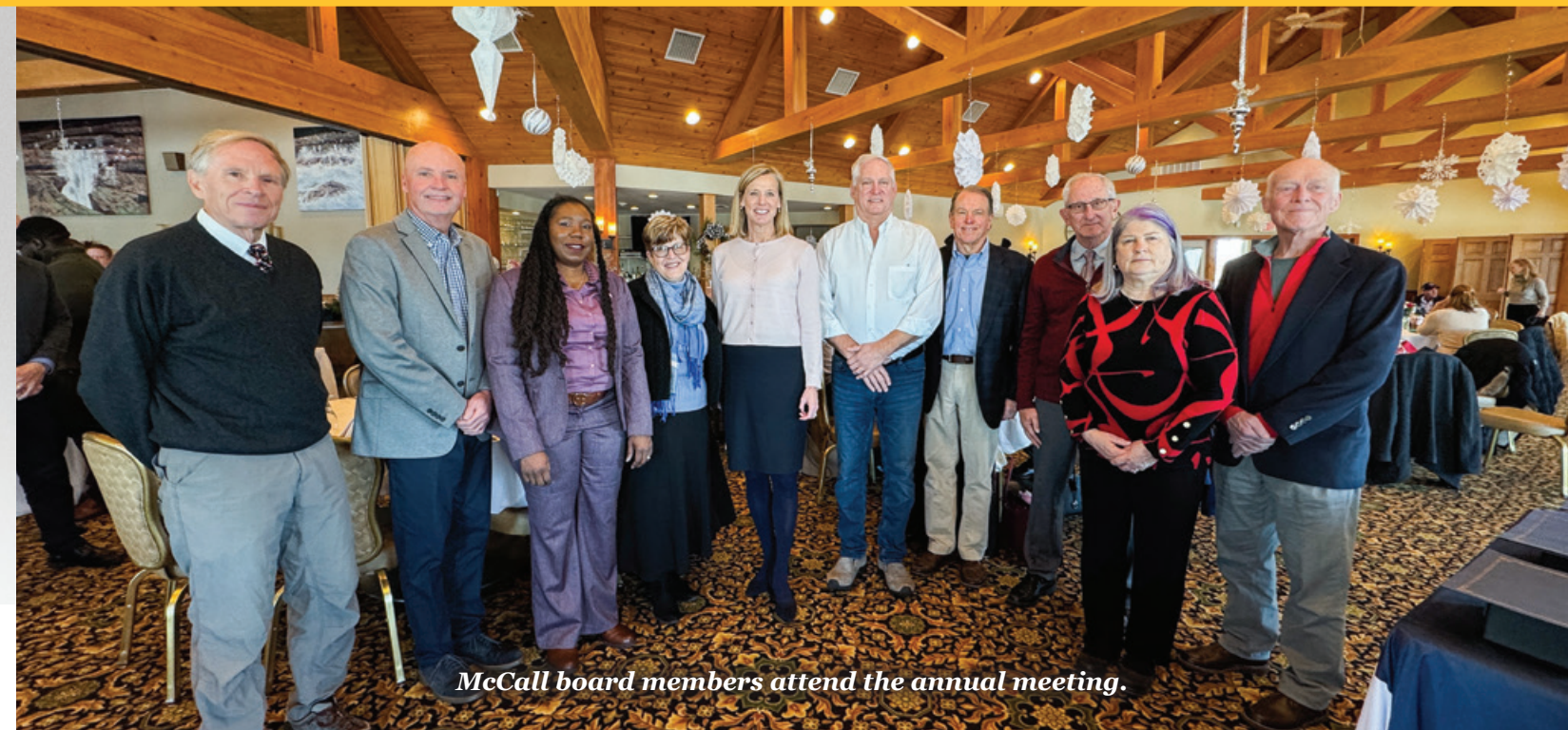
For more than five decades, McCall has responded to the evolving behavioral health needs of individuals and families across Connecticut. In Fiscal Year 2025, we took an important step forward in fulfilling that commitment by expanding our mission to include Primary Care services in our Whole Health Center in Waterbury, deepening our promise to treat the whole person.

Behavioral health does not exist in isolation. Neither does recovery. The individuals we serve often face complex and interconnected challenges—mental health concerns, substance use disorders, chronic medical conditions, housing instability, stigma, and systemic barriers to care. By integrating primary care into our continuum of services, we are reducing those barriers and ensuring that healing is coordinated, compassionate, and comprehensive.

This year also brought meaningful milestones. We celebrated the opening of the new Hanson House, providing a beautiful space for women in recovery. We expanded youth services in Waterbury thanks to the generosity of The Cigna Group Foundation. We secured transformational federal funding to launch the CLEAR initiative serving western Connecticut. And we were once again named a Top Workplace, affirming the compassion and dedication of our staff.

Each of these achievements reflects something larger than growth. They reflect trust from our community, public and private partners, and our donors and funders.

As we look ahead, we remain steadfast in our belief that whole-person health is essential to thriving communities. When we treat the mind and body together—without judgment and stigma—we change lives. And when lives change, communities grow stronger.



McCall board members attend the annual meeting.

MCCALL BOARD OF DIRECTORS

OFFICERS

- Joseph Stanley, Chair
- Paul A. McLaughlin, Jr., Vice Chair
- Gail Petteway-Hardy, Secretary
- Deborah Ullman, Treasurer

MEMBERS

- Gabrielle Bernstein
- Nancy Cannavo
- Dana Coelho
- Michelle Cook
- Eugene Andrew Field
- Tamika Goldson
- John Janco, Sr.
- James Jones
- Jay Moody
- Tami-Jo Stevenson
- Thomas Quinn

MISSION STATEMENT

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

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.



Whole-Person Care. A Whole New Life.

Thank you to Timisha for bravely sharing her experience and inspiring others on their path to recovery.

September 15, 2023, is the day Timisha calls her second chance.

Raised in a family shaped by addiction, substance use felt woven into the fabric of her life. But after a series of arrests and the very real possibility of five years in prison, everything stopped. Sitting in jail, she faced the consequences of her choices and the grief of losing her mother to an overdose just one year earlier.

"I knew this wasn't what I wanted," she says. "I didn't want my life to end like that."

With encouragement from support services while incarcerated, Timisha made a decision that would change her future: she would choose healing and recovery.

Her journey began at Hanson House, where structure became her lifeline. "Every hour was accounted for," she says. "That routine kept me from going astray." Surrounded by other women committed to healing, she found stability in daily groups, shared accountability, and consistent support. From there, she transitioned to McCall House, then into supportive housing, and today lives independently in a recovery residence, something she once believed was out of reach.

At first, she feared that no one would genuinely care—that treatment would simply be a job for staff members. Instead, she found something different. She speaks about her counselor, Marilyn, whose passion was unmistakable. "She stayed late. She took time with us. No one felt alone in their healing." She remembers Bonnie, the house manager, encouraging residents to clean their rooms and build life skills. "Those small things were actually big things," Timisha says. "They taught me how to live again."

The support extended beyond program walls. When she returned to court, letters from her counselors described her growth, resilience, and commitment. Hearing those words read aloud surprised her. "I didn't expect anyone to stand behind me like that." Because of her progress, she served 10 months instead of three years and was granted conditional release.

Two months into treatment, after experiencing a traumatic event in the community, she feared everything might unravel. Instead, she was met with even more care. McCall helped coordinate additional support and safe housing so she could focus on healing. "They didn't give up on me," she says. "That's when I felt truly safe and hopeful."

**"They didn't give up on me.
That's when I felt truly safe and hopeful."**

Timisha's journey is a powerful reflection of whole-person care in action—care that reaches beyond substance use and mental health treatment to strengthen physical health, emotional well-being, and daily stability. Through residential treatment, outpatient services, medication management, and integrated primary care, she received support that addressed every part of her life.

During her primary care visits, something shifted. "They treated me like a person," she says. "The APRN listened. It felt comfortable. I felt respected." For the first time in years, she scheduled appointments she had long avoided—seeing a dentist, visiting a gynecologist, and addressing medical concerns that had gone untreated during active addiction.

Healing, for Timisha, was no longer just about recovery. It was about reclaiming her health, her dignity, and her sense of self.

Today, her life looks very different. She meditates when stress rises. She has a full-time job, stable housing, and a driver's license. She wakes up grateful instead of isolating. "I enjoy my days now," she shares. She is most proud of rebuilding her

relationship with her son and hopes to one day reunite with all three of her children. "Without this support, I wouldn't be able to do that."

When asked what she would say to those who make this work possible, she pauses, overcome with emotion. "Thank you," she says. "You saved my life."

**"Those small thing were actually big things.
They taught me how to live again."**



Community Impact

OUR YEAR IN NUMBERS

Behind every number is a person rebuilding their life.

Grounded in our commitment to whole-person care, McCall ensures that individuals and families have access to comprehensive, compassionate services at every stage of the recovery journey. The numbers that follow tell a powerful story of hope in action, demonstrating how individuals and families overcame adversity and moved toward healing.

PRIMARY CARE

199 CLIENTS ACCESSED PRIMARY CARE— Supporting whole-person wellness through integrated health services



McCall's Primary Care exam room.

PREVENTION & FAMILY SERVICES

98 SCHOOL-BASED INSIGHT GROUPS— Reaching students where they learn and grow

166 COMMUNITY MEMBERS TRAINED— Advancing mental health awareness and suicide prevention

174 lbs OF MEDICATION COLLECTED— Reducing risk through safe Drug Take-Back efforts

21 YOUNG CHILDREN SUPPORTED— Providing early intervention through ECCP services



McCall's Prevention team making community connections.

OUTPATIENT SERVICES & RESIDENTIAL TREATMENT PROGRAMS

1,775 ADULTS SUPPORTED— Creating safe spaces for adults to heal and pursue lasting wellness



Residential clients enjoy an outing with Adventure Recovery.

CHILD & ADOLESCENT SERVICES

117 ADOLESCENTS RECEIVED CARE— Helping young people build healthier futures



CLEAR

265 REFERRALS RECEIVED— Connecting individuals to care across six service regions

3,226 COMMUNITY INTERACTIONS— Providing outreach, engagement, and real-time support

184 REFERRALS FOR SERVICES— Linking individuals to appropriate behavioral health and recovery resources

150 CONNECTIONS TO TREATMENT— Facilitating access to life-saving care and recovery pathways



Members of CLEAR attend the nonprofit rally at the Capitol.

McCall Named a Top Workplace — For the Seventh Consecutive Year.

For the seventh year in a row, McCall was recognized as a Top Workplace by the Hearst Connecticut Media Group, based entirely on confidential employee feedback conducted by Energage.

This recognition reflects a culture rooted in respect, empowerment, growth, and connection.

President and CEO Maria Coutant Skinner, LCSW, was also honored with the 2024 Top Leadership Award for midsize employers—her second time receiving this distinction.

TOP WORK PLACES
2018-2024

HEARST CONNECTICUT MEDIA GROUP

McCall Behavioral Health Network is a 2024 Top Workplace! 7 Years Running

“Our staff is what makes McCall special. This recognition belongs to them.”

—Maria Coutant Skinner, LCSW, President and CEO



A YEAR OF *Milestones*

Advancing Whole-Person Care.

Fiscal Year 2024–2025 marked a transformative chapter in advancing whole-person care across the communities we serve. At the heart of this progress is the expansion of services at McCall's Whole Health Center in Waterbury—a place designed to support healing of the body, mind, and spirit under one roof.

The Whole Health Center is more than a healthcare site. It is a welcoming, restorative environment where individuals and families can find stability, dignity, and hope. By embedding medical providers alongside behavioral health clinicians, McCall ensures that clients do not have to navigate fragmented systems to receive the care they deserve.

The grand opening marked a significant milestone for McCall's Whole Health Center. What began with outpatient services for adults and onsite Genoa Healthcare Pharmacy access has evolved into a fully integrated hub of care. With the launch of Primary Care services and the expansion of Child & Adolescent Outpatient

Services, families can now access coordinated medical and behavioral healthcare under one roof.

Community leaders and partners gathered to celebrate, including US Senator Richard Blumenthal, US Congresswoman Jahana Hayes, and Connecticut State Senator Joan Hartley, along with representatives from The Cigna Group Foundation, whose \$150,000 investment supported the expansion of Child & Adolescent Services.

Every milestone achieved this year was made possible through the dedication of staff, the partnership of community leaders, and the generosity of donors who share our belief that healing should be compassionate, coordinated, and accessible to all. McCall's Whole Health Center stands as a testament to what is possible when a community comes together to care for the whole person.



McCall's CEO, board members, and staff join local leaders and The Cigna Group Foundation to celebrate the grand opening.



Joy Pendola, LMFT, Chief Clinical Officer, addresses the crowd.



US Congresswoman Jahana Hayes presents McCall's CEO with a Special Congressional Recognition Award.

“Treating physical health, mental health, substance use, and social determinants of health all at once can change the trajectory of a person’s life.”

—Joy N. Pendola, LMFT, LADC, Chief Clinical Officer



US Senator Richard Blumenthal shows his support.

Strengthening Statewide Recovery Efforts.

In partnership with federal, state, and community leaders, McCall celebrated the announcement of \$7 million in federal funding to expand Connecticut's Community and Law Enforcement for Addiction and Recovery (CLEAR) initiative. As a lead partner in the effort, the McCall Behavioral Health Network will administer approximately \$3 million of this funding to support expanded outreach, treatment, and recovery services for individuals impacted by substance use across the region.

This funding allows McCall's CLEAR team to:

- Expand referrals from first responders, creating faster pathways to care
- Strengthen reentry services for individuals returning from incarceration
- Enhance drug analysis to identify emerging threats
- Provide trauma-informed family support for children impacted by substance use

With leadership from US Senators Chris Murphy and Richard Blumenthal, this initiative strengthens public health and public safety across western Connecticut.



McCall staff attend press conference in support of federal funding.



MORE NOTABLE *Milestones*

A Home Reimagined for Healing.

In June, we celebrated the opening of the new Hanson House at 176 Migeon Avenue in Torrington, a warm, welcoming home for women in recovery.

With \$325,000 in Congressional Discretionary Spending and strong community support, this historic residence has been thoughtfully restored to provide dignity, safety, and stability. We were honored to celebrate alongside Senator Richard Blumenthal, our board and staff, as well as local leaders.

Hanson House represents more than renovation—it reflects our unwavering belief that healing begins with a safe place to call home.



Local leaders, staff, board members and US Senator Richard Blumenthal attend the Hanson House ribbon-cutting ceremony.



The new Hanson House in Torrington.



The renovated living room.



The restored staircase and woodwork.



The renovated dining room.

McCall Goes Tobacco-Free.

On March 1, McCall officially launched its Tobacco-Free Policy—creating healthier environments for both staff and clients. One client’s improved medical stability following smoking cessation underscored the powerful connection between physical health and behavioral health treatment. This initiative represents another step toward integrated, whole-person wellness.

NextGen System Launch.

The successful launch of McCall’s NextGen capabilities marked a major advancement in clinical, operational, and billing efficiency. This multi-department initiative enhances coordination of care, improves documentation, and supports long-term sustainability.



EXTENDING *Our Gratitude*



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

We’d like to take this opportunity to say “thank you.”

TO: ARPA

Award amount: \$200,000

Funding will be used for: Leveraging NexGen Healthcare technology solutions to bolster our integrated care delivery capabilities, including our Electronic Health Record (EHC) system.

TO: The Anne and Rollin Bates Foundation

Award amount: \$50,000

Funding will be used for: Enhancing our Family Services capabilities.

TO: The NCCF Draper Foundation Fund

Award amount: \$40,000

Funding will be used for: Helping to sustain the Litchfield County Opiate Task Force Coordinator position, enabling continuity of services.

TO: The Cigna Group Foundation

Award amount: \$150,000

Funding will be used for: Extending McCall’s Adolescent Services to meet the needs of the Waterbury area, a diverse population that is facing barriers to the care they need due to social determinants of health.

TO: Scentsy

Gift amount: \$10,000

Funding will be used for: Furthering the Scentsy Family Foundation’s goal of bringing value to the world through supporting children, strengthening families, and building vibrant communities.

TO: Congregational Church of Salisbury

Award amount: \$10,000

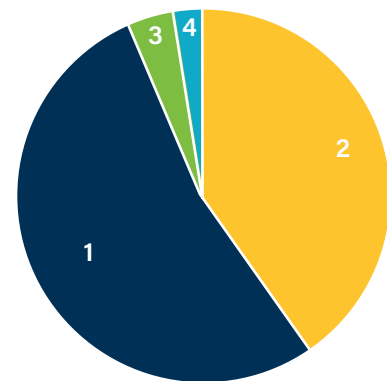
Funding will be used for: Providing compassionate care, expanding critical programs, and responding to emerging challenges.



McCall Behavioral Health Network

Statement of Activities | June 30, 2025 and 2024

	Audited 2024	Audited 2023
Revenue & Support		
Grants & Contracts	7,707,405	8,853,200
Program Services	11,425,786	11,691,555
Donations & Foundation Grants	943,594	921,257
Rental Income / Interest & Other	514,692	490,177
Insurance Proceeds	—	—
Total Revenue & Support	20,591,477	21,956,189



FY25 Total Revenue: \$20,591,477

- 1** 55% Program Services
- 2** 37% Grants & Contracts
- 3** 5% Donations & Foundation Grants
- 4** 3% Rental Income / Interest & Other

	Audited 2024	Audited 2023
Operating Expenses		
Program	19,054,132	18,624,266
Administrative & General	976,299	404,883
Marketing / Development	302,690	313,434
Total Operating Expenses Before Depreciation	20,333,121	19,342,583
Non-Operating Income & Expenses		
Investment Return	168,760	146,279
Total Non-Operating Income & Expenses	168,760	146,279
Revenue Less Expenses	427,116	2,759,885
Total Depreciation Expense	438,487	368,319

Thank You

OUR HEARTFELT THANKS FOR CONTRIBUTIONS FROM OUR FUNDERS:

- 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
 - Congregational Church of Salisbury
 - Draper Foundation Fund of the Northwest Connecticut Community Foundation
 - Foundation for Community Health
 - Northwest Community Bank
 - 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
 - The Cigna Group Foundation
 - Thomaston Savings Bank Foundation
 - Union Savings Bank
- AND OUR SPONSORS:
- Borghesi Building & Engineering Co., Inc.
 - Northwest Hills Automotive
 - Richard Carlson Heating and Cooling
 - Torrington Savings Bank

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
- State of Connecticut Department of Public Health
- United States Veterans Administration
- United Way of Northwest Connecticut

Advocacy

THANK YOU FOR YOUR ADVOCACY AND SUPPORT:

- CT State Attorney General William Tong
- CT State Comptroller Sean Scanlon
- CT State Representative Michele Cook
- CT State Representative Maria Horn
- CT State Senator Joan Hartley
- U.S. Congresswoman Jahana Hayes
- U.S. Senator Richard Blumenthal
- U.S. Senator Chris Murphy



A Look Back

AT THE YEAR



1. McCall's CEO speaks at the LCOTF Overdose Awareness Vigil & Resource Fair.
2. McCall staff attend the annual nonprofit rally at the Capitol.
3. A child opens a gift provided by McCall's Holiday Angels program.
4. US Senator Richard Blumenthal speaks at the Hanson House ribbon-cutting ceremony.
5. McCall clients enjoy pet therapy with Dash.
6. Hotchkiss House clients enjoy a night out bowling.
7. McCall staff distribute Narcan to local communities during Save a Life Day.
8. McCall staff and board members celebrate at the annual meeting.
9. CT State Comptroller visits McCall.
10. Local high school interns learn about career opportunities in behavioral healthcare.
11. The CLEAR team attends the PAARI National Law Enforcement Summit.
12. McCall staff celebrate Halloween.
13. McCall prepares for the NexGen Launch.
14. McCall staff out and about in the community.
15. The community explores what recovery means to them.
16. McCall CEO and Director of Community Engagement attend the Harm Reduction International Conference in Bogota, Colombia.





A whole-person approach to health and healing. | Fiscal Year 2024 - 2025 Annual Report

58 High Street, Torrington, CT 06790

mccallbhn.org

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