

Our Commitment to Transparency

October 2026



Dear friends,

In a departure from my usual content, I'd like to share a bit about what happens behind the scenes at McCall. There is a great deal of talk right now about waste, fraud, and abuse of public dollars.

Strict guidelines for the use of those funds are appropriate, and organizations that receive tax-derived funding should be, and are, subject to outside scrutiny.

A few organizations have fallen short of expectations and, through the oversight process, have been found to have spent public dollars in ways not intended. Stories like these can erode trust in all recipients of public funds, and it is tempting to paint us all with a broad brush. A look inside may help.

Below are some of the regulatory structures that ensure McCall delivers on the quality and fiscal integrity we promise in our programs.

The list is not exhaustive, but I hope it sheds light on the complex system that holds organizations accountable.

- **CT Department of Public Health** licenses all of our clinical programs and facilities. It can and does conduct unannounced site visits and follows up on any concerning incidents.
- **CT Department of Children and Families** licenses and monitors our child and adolescent programs for quality and safety, as well as ensuring staff background checks, education, and training.
- **CT Department of Mental Health and Addiction Services** oversees all of our mental health and addiction treatment programs, assessing compliance and quality.
- **Advanced Behavioral Health** certifies all of our Medicaid services under the 1115 substance use disorder waiver demonstration, ensuring adherence to American Society of Addiction Medicine standards.
- **CT Department of Housing**, together with partner agencies, oversees the financial practices of our housing programs, as well as the care of the facilities and the clients they serve.
- **The Joint Commission** accredits McCall, signifying that our organization meets its standards for safety and quality of care.
- **Carelon**, the Administrative Services Organization for Connecticut residents insured through Medicaid, authorizes payment based on medical necessity.
- **An independent auditor** conducts our annual Single State Audit and federal audit, as well as an audit of our 403(b) retirement plan.
- **Every funding source** receives reports from us on the number, demographics, and needs of the people we serve, as well as outcomes and impact, in the formats and on the schedules those entities determine.
- **Our Quality and Compliance Department** conducts quarterly chart audits, sets quality goals and measures, and produces an annual report on the many metrics we track: a report card of progress and impact for every program in our continuum of care.
- **Our Board of Directors** holds authority over our fiscal policies, patient safety, and quality of care. It meets monthly and thoroughly reviews the governance of our organization.

Each of these measures, whether put in place by internal or external entities, helps us keep the promise we are honored to make: that we are a trusted service provider, worthy of the faith placed in us.

As you hear narratives of waste, fraud, and abuse of public dollars, and calls for more stringent oversight, I encourage you to stay open and ask what measures are already in place. As a consumer, taxpayer, and citizen, you deserve that transparency. Operating these oversight structures also represents a significant public investment, so we want to be judicious with it. We need these funds to serve our community, and trust is essential to the work we do.

I warmly welcome you to call or visit to learn more.

All my best,

Maria

Maria Coutant Skinner, LCSW
President and CEO



You Check on Everyone Else. Who Checks on You?

Growing up, McCall President and CEO Maria Coutant Skinner, LCSW, was surrounded by family. But her household looked a little different from most.

Her family is filled with wonderful, interesting people. They include sensitive storytellers, musical, adventurous and bright folks- a true cast of characters. Some also struggled with unaddressed pain from trauma and substance use that led to some challenging chapters in their lives. Those circumstances led 22 cousins to live with her family, some for a short time and others for much longer. Two were eventually adopted by her parents.

Her home was a place where family members could turn when life became difficult. Her parents had the compassion, knowledge, and resources to help children who needed stability and support.

But looking back, Maria recognizes something that wasn't always considered at the time: How were those experiences affecting everyone else in the family?

Continue reading

More stories for you to enjoy.



Coming Soon! Our 2026 Annual Appeal

What if you could give someone peace of mind? During McCall's Annual Appeal, you can!

At McCall, no one is turned away due to an inability to pay. Every dollar raised through the end of the year helps bridge the gap between what clients can afford and the care they deserve.

Stay tuned for our campaign kickoff and how you can help!

Explore our 2026 Annual Appeal



How to Create a Healthier Holiday

The holidays can bring joy, but also stress and difficult emotions. McCall Family Recovery Coach Farrah McCullough shares tips for setting boundaries, managing expectations, and caring for yourself and your loved ones.

Read the article



Seasonal Affective Disorder Can Impact People in Recovery

The colder months and shorter days can take a toll on mental health, especially for those in recovery. Learn how Seasonal Affective Disorder can impact recovery and ways to support yourself and loved ones through the winter months.

Read the article



The McCall Funding Committee is excited to announce recent financial support extended to our organization. We're extremely grateful for the generous gifts that will help further our mission.

Thank You, Bishop Juan Miguel Betancourt and the Archdiocese of Hartford

This generous $15,000 donation will help support operating costs for our new Anne and Rollin Bates Family Wellness Center in Torrington, which will bring prevention, family services, and child and adolescent outpatient care together under one roof.



Gifts in Action: New CPR Training Supplies

Thanks to a grant awarded through the Northwest CT Community Foundation's third grant cycle of 2025, we were able to purchase eight new CPR training manikins and 175 American Heart Association training booklets to support CPR certification for staff who work directly with clients.





Candidates Come Together for the 2026 Western CT Legislative Candidate Forum



Organized by the CT Community Nonprofit Alliance, the forum brought together nonprofit leaders, community members, and local candidates for the Connecticut General Assembly to discuss the issues that matter most to nonprofits and the communities we serve.

Thank you to everyone who attended and helped make this an opportunity for meaningful conversation. A special thank you to the participating candidates and legislators:

- Kimberly Becker, Democratic Candidate, 62nd House District
- Paul Honig, State Senator, 8th Senate District
- Maria Horn, State Representative, 64th House District
- Stephen Harding, State Senator, 30th Senate District



Meet McCally the Carecrow!

He may be made of straw, but he's stuffed with love and compassion, thanks to our Prevention Department!

You'll find him at Tapping Reeve Meadow alongside 50 other creative scarecrows for the Litchfield Historical Society's 7th Annual Scarecrows on the Meadow Contest.

The last day to meet the scarecrows is November 1. While you're there, leave a positive thought in one of his jars to help spread a little hope and encouragement to the people we serve.



A Morning of Networking at McCall's Whole Health Center

Throughout the year, the Waterbury Regional Chamber's Health Care Council hosts "Out for Health" networking events, bringing together local healthcare professionals, providers, and businesses.

This past month, we were proud to host the latest event at McCall's Whole Health Center, bringing local leaders together to connect and learn more about our services.

Thank you to everyone who joined us, and a special shout-out to our incredible staff who helped organize the event and provide tours of the facility!



Resources for Your Next Chapter

McCall staff attended the Reentry Resource Expo at Albertus Magnus College in New Haven, hosted by the Connecticut Department of Correction.

The event brought together community organizations, service providers, and local partners to share valuable resources and support individuals as they transition back into their communities.



A Spooktacular Night in Waterbury

On October 28, Marisa Mittelstaedt, MBA, and Sarah Want, MA, joined in the Halloween fun at Wellmore's Trunk-or-Treat in Waterbury!

Hundreds of kids dressed in their Halloween best showed off creative costumes while exploring festive trunks decorated by local organizations. It was a spooktacular evening filled with treats, smiles, and community spirit!

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We're grateful for every review, comment, and piece of feedback we receive from our clients and staff. If you've had a positive experience with us, we'd love for you to take a moment to share your story by leaving us a review. Your feedback helps others learn more about the care and support we provide.

Leave your review here

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