



## 2016 ANNUAL REPORT

*Over the past four years, 1107 people have responded to our client satisfaction survey.*

**97.15% reported that Clara Martin Center treats them with dignity and respect.**

**93.5% reported that the services they received made a difference.**

**“Clara Martin Center gave me a place to come and talk to someone who is trained to know how to help me and my family.”**

As we celebrate our golden anniversary, we reflect over 50 years ago when Clara Martin and others were advocating for mental health care in this rural region. When the Community Mental Health Act was signed into law in 1963 by John F. Kennedy, it changed the delivery of mental health care across the country. The work of Clara and others ensured that the small rural towns in Orange and Windsor counties were not overlooked when the state rolled out the new Federal initiative to create the designated community mental health system we all know today.

With the new legislation, the region opened Orange County Mental Health Services on October 27, 1966. Located in Randolph, Vermont, the agency served all of Orange County and the five northernmost Windsor County towns.

To honor Clara, our name changed to the Clara Martin Center in 1994. The agency has continued the crusade for access to mental health and addiction recovery services within our communities by expanding sites and programs over the last 50 years to accommodate the unique needs of the diverse populations we serve.

*A few initiatives Clara Martin Center continued to develop in 2016:*

**Zero Suicide** – As part of ongoing efforts to provide quality service that remains informed by evidence based best practice care, the Clara Martin Center has embraced the Zero Suicide framework. The foundational belief of Zero Suicide is that suicide deaths for individuals under care within health and behavioral health systems are preventable. It presents both a bold goal and an aspirational challenge.

**Access Development** – After identifying the need to improve our response and timeliness to requests for care, Clara Martin Center worked to initiate a centralized scheduling model of care that was launched in January of 2015. Through this work, the availability of clinical time was maximized and the responsiveness of the system was able to achieve results where new clients were able to begin services less than a week after their initial call to the agency.

**Workplace Safety** – Over the past two years, Clara Martin Center has spent significant time assessing the safety of buildings that we serve clients in, proactively addressing areas identified to make the environment as safe as possible for both the clients and the staff that work there. In addition, we have worked to enhance our communication protocols and responses when an issue of safety presents itself. This year, the agency invested in having staff trained as trainers under the ALICE model, a national model to provide preparation and plan for individuals and organizations on how to more proactively handle the threat of an aggressive intruder.

**Housing** – Clara Martin Center has worked to increase the availability of affordable housing in our service area through different initiatives and efforts to secure access to mainstream resources for clients. The Safe Haven program has been supported through federal HUD funding since its inception in 1998, but will be facing a shift in this funding next year. Through the work the agency has done with different departments at the state and federal level, Clara Martin Center is prepared to manage that change in funding with no interruptions to services delivered, further stabilizing this housing resource in an underserved area.

Looking forward, we know that mental health care will continue to change, develop and evolve. The agency will strive to remain at the forefront of these developments in the same way the agency has done since its inception 50 years ago.

### FY 2016 CLIENTS SERVED BY PROGRAM

Program Name	Total Hours	Number Served
Child & Family Program	17,346.07	634
Vocational Services	1,038.17	158
School Services	25,203.08	107
Community Support Program	18,767.05	180
Emergency Services	1,262.95	470
Residential Care*	1,851.00	44
Addiction Services	10,222.08	637
Adult Services	9,029.55	657
Criminal Justice Services	1,721.33	91
CRASH		351
Access Services	1,346.67	1,231
<b>TOTAL</b>	<b>87,787.95</b>	<b>4,560</b>
Central Vermont Substance Abuse Services (CVSAS)	11,923.10	752

\* Residential Care is reported in bed days not hours

**CLARA MARTIN CENTER, INC**  
**STATEMENT OF FINANCIAL POSITION (UNAUDITED)**  
**JUNE 30, 2016**

**ASSETS**

Current Assets	
Cash	\$ 1,860,661
Accounts Receivable, net	136,851
Other Current Assets	269,318
Total Current Assets	<u>2,266,830</u>
Property & Equipment, net	2,690,372
Other Assets	50,257
Total Assets	<u><u>\$ 5,007,459</u></u>

**LIABILITIES AND NET ASSETS**

Current Liabilities	
Accounts Payable	\$ 143,310
Deferred Revenue	410,581
Other Current Liabilities	909,766
Total Current Liabilities	<u>1,463,657</u>
Long Term Liabilities	1,515,452
Net Assets	
Unrestricted Net Assets	1,987,385
Temporarily Restricted Net Assets	40,965
Total Net Assets	<u>2,028,350</u>
Total Liabilities and Net Assets	<u><u>\$ 5,007,459</u></u>

**STATEMENT OF ACTIVITIES (UNAUDITED)**  
**FOR THE FISCAL YEAR ENDED JUNE 30, 2016**

REVENUE	
Consumer Fees, net	\$ 5,326,239
DMH Contracts & Grants	4,215,819
Other Revenue	2,304,720
Total Revenue	<u>11,846,778</u>
EXPENSES	
Salaries	6,509,920
Fringe Benefits	2,258,691
Contracted Services	284,717
Operating Expenses	886,794
Program Expenses	962,319
Travel & Transportation	238,435
Facility Expenses	593,861
Total Expenses	<u>11,734,737</u>
Change in Net Assets	<u><u>\$ 112,041</u></u>

## 2016 STAFF ANNIVERSARIES

**25 years:**

Rachel Emerson  
Jena Trombly

**15 years:**

Tom Breslin

**10 years:**

Paula Riviezzo  
Bridgette Herbst  
Andrew Nuss  
Cori Luppino  
Dan Boutah  
Denise Brooks  
Kelley Gage  
Demetra Hazatonos

**5 years:**

Nancy Perrault  
Robin Poulin  
Shannon Brennan  
Elliot Montrone

**“Great place, great people who know what they are doing and get you the help you need.”**

## CONTACT US

**Clara Martin Center**

PO Box G  
Randolph, Vermont 05060  
802-728-4466

[www.claramartin.org](http://www.claramartin.org)

 /claramartincenter

24-Hour Emergency Service  
**1-800-639-6360**

**Walk In Clinic**

Monday	12:00-2:00 PM	Bradford
Tuesday	2:00-4:00 PM	Randolph
Thursday	1:00-3:00 PM	Randolph
Friday	10:00-12:00 PM	Bradford