

2017 ANNUAL REPORT

As we spent the last year marking our 50th anniversary, we celebrated the accomplishments of our past, while looking toward the future. With a “Better, Better, Best” philosophy at the core of our quality improvement efforts, we are motivated through change and development. The results in our outcome data show a continuously improving care delivery system. Our efforts demonstrate our commitment to build and improve the health and resiliency of the communities, individuals and families in Orange County and Upper Valley over the last half century.

A few initiatives Clara Martin Center continued to focus on in 2017:

ACCESS SYSTEM

Our commitment to provide timely requests for care to clients, will be further enhanced as we advance to the next phase of our Access development initiative. Clara Martin Center has been fine tuning our Access System as a quality improvement effort with the goal to be able to meet the needs of all clients on the same day they call for services. The agency continues to evaluate the process through the “eyes of a client” to determine ways to address barriers to care, decrease time spent on non-therapeutic work, and make the process as smooth and welcoming for the client as possible.

WORKFORCE DEVELOPMENT

Competitively compensating and retaining our workforce in these challenging times is the focus of development. Retaining our workforce due to chronic underfunding of the designated agencies for many years is expected to be a challenge for several years to come. However, this underfunding has not deterred us from developing a staff that provides a strong foundation for the agency, because Clara Martin Center uses its best resource – its people – to continually move forward. We invest in developing our staff to their highest potential and promoting from within, providing a flexible path into the future.

RISK MANAGEMENT

The agency has put a strong focus on identifying and reducing potential risks related to clinical care. Clara Martin Center’s goal is to make sure the client is well cared for through quality services, that any concerns are heard and addressed in a timely manner, that safety for clients and employees is monitored, and that there is integrated compliance with state expectations and mental health laws.

As part of the agency’s work on risk management, we continue to work toward a Zero Suicide culture within the organization. Zero Suicide is an initiative championed by the state of Vermont Department of Mental Health and Clara Martin Center with a foundational belief that suicide deaths for individuals under care within health and behavioral health systems are preventable. As part of this commitment, we have researched the best practices in assessment tools and are providing training on these practices to staff.

Here at Clara Martin Center, we never stop striving to improve. We recognize there will be many challenges to embrace in the future, and our commitment to deliver the best care possible – by remaining flexible to adapt to the ever changing world around us – will carry us through to the next 50 years.



Clara Martin Center

Over 50 years of *People Helping People*

Over the past five years, 1,387 people have responded to our client satisfaction survey.

97.61% reported that Clara Martin Center treats them with dignity and respect.

93.8% reported that the services they received made a difference.

7.4 out of 10 people said they would refer a family member or friend to Clara Martin Center

“I’ve been coming to Clara Martin for over a year now. I know I am getting help I needed and more. I love this place. It has helped me love myself without shame.”

– CMC Client

FY 2017 CLIENTS SERVED BY PROGRAM

Program Name	Total Hours	Number Served
Child & Family Program	13,272.57	556
Vocational Services	806.42	130
School Services	19,868.42	87
Community Support Program	21,309.35	180
Emergency Services	1,565.55	476
Residential Care*	1,598.00	64
Addiction Services	9,907.83	572
Adult Services	7,552.72	594
Criminal Justice Services	1,721.33	91
CRASH		341
Access Services	1,155.58	1,106
TOTAL	78,170.77	3,801

Central Vermont Substance Abuse Services (CVSAS) 9,352.92 657

* Residential Care is reported in bed days not hours

CLARA MARTIN CENTER, INC
STATEMENT OF FINANCIAL POSITION (UNAUDITED) JUNE 30, 2017

ASSETS	
CURRENT ASSETS	
Cash	\$ 1,879,728
Accounts Receivable, net	223,908
Other Current Assets	<u>271,110</u>
Total Current Assets	2,374,746
Property & Equipment, net	2,598,819
Other Assets	<u>8,694</u>
Total Assets	<u>4,982,259</u>

LIABILITIES AND NET ASSETS	
CURRENT LIABILITIES	
Accounts Payable	\$ 111,996
Deferred Revenue	588,500
Other Current Liabilities	<u>615,618</u>
Total Current Liabilities	1,316,114
Long Term Liabilities	1,511,829
NET ASSETS	
Unrestricted Net Assets	2,116,731
Temporarily Restricted Net Assets	<u>37,585</u>
Total Net Assets	<u>2,154,316</u>
Total Liabilities and Net Assets	<u>\$ 4,982,259</u>

STATEMENT OF ACTIVITIES (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2017

REVENUE	
Consumer Fees, net	\$ 4,506,338
DMH Contracts & Grants	3,806,455
Other Revenue	<u>2,380,512</u>
Total Revenue	10,693,305

EXPENSES	
Salaries	6,794,390
Fringe Benefits	1,663,215
Contracted Services	227,858
Operating Expenses	753,355
Program Expenses	388,665
Travel & Transportation	202,070
Facility Expenses	<u>573,464</u>
Total Expenses	<u>10,603,017</u>
Change in Net Assets	<u>\$ 90,288</u>

2017 STAFF ANNIVERSARIES

30 years:

Robin Wheeler

25 years:

Melanie Gidney

20 years:

April Ketchum

15 years:

Kevin Buchanan

10 years:

Adam Bindrum

5 years:

Christie Everett

Ashley Armstrong

Charlie Baughman

Danielle Ferry

Michelle Harkins

Amanda Maurier

Jenny Wade

Lester Walbridge

I am extremely thankful for this job, this endless journey of learning, the CMC community and connections.

– CMC Staff

CONTACT US

Randolph: 802-728-4466

Bradford: 802-222-4477

Wilder: 802-295-1311

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