



2019 ANNUAL REPORT

As we celebrate 2019, we reflect on a year of excellence in our care delivery system here at the agency, which has been highlighted and affirmed by organizations who have all spent time this past year reviewing agency functions for quality and standards. Excellent business practices incorporate quality clinical care, maintaining regulatory standards, good financial management of all funding sources, and for our school program, meeting educational and special education standards.

Clinical quality standards were achieved by receiving a three year designation as a Vermont Care Partners Center of Excellence. The Center of Excellence is a statewide designation that identifies the agency as integral to the statewide system of community mental health providers as a place to get great care and a great place to work. Through the review, services are deemed to be of high value, comprehensive, and supports the whole person, while providing a supportive environment to the employees that work there. We are proud of the staff that work every day to ensure that Clara Martin Center is a welcoming place for individuals to seek care.

Regulatory standards were met by the culmination of a 4 year process for redesignation by the Vermont Department of Mental Health as a Designated Agency. Through the redesignation process, DMH gathered information from a variety of sources including documents submitted to DMH, information from consumers, staff, board members/committees, and the general public to determine services provided were in line with regulatory standards. In achieving redesignation, DMH “commends CMC’s leadership and staff for the excellent work they are doing and expresses sincere appreciation to the agency for its demonstrated commitment to improving the lives of Vermonters with mental health needs in the catchment area”.

Educational standards were obtained through a review by the VT Agency of Education of all aspects of educational needs delivered by East Valley Academy. While providing therapeutic services to youth with severe emotional and behavioral challenges, all aspects of a student’s education must be maintained and adhered to as well. Through a detailed review of each student and their record from time of enrollment, East Valley Academy was able to meet these high standards, and achieved a 5 year recertification to provide both General Education and Special Education Services.

And finally, in a review of the financial standards and controls in place at Clara Martin Center, an independent auditor came on site to review all financial statements, billing practices and internal controls to make sure that agency financial practices met standards and no changes to practice were identified through the audit, continuing a long line of quality assessments of the work the agency financial and billing staff do each and every day.

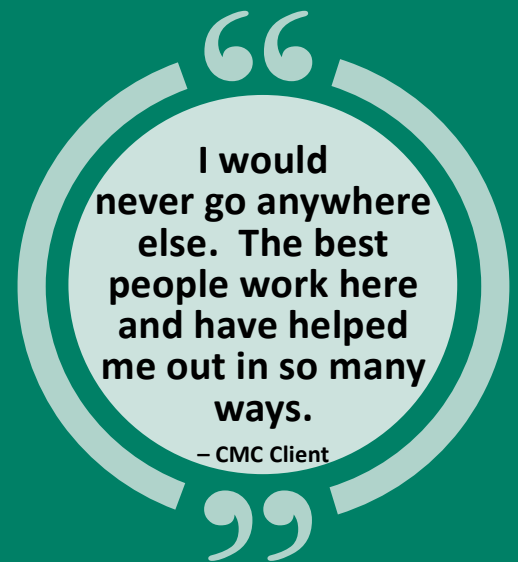
We want to thank everyone who contributed in large and small ways to the “year of excellence” that Clara Martin Center had this past year, and will strive every day to maintain the high standards that we believe helps us to provide the best care to the individuals we serve.

Over the past seven years, 2,009 people have responded to our client satisfaction survey. According to 2019 responses:

97.19% reported that Clara Martin Center treats them with dignity and respect.

90.28% reported that the services they received made a difference.

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



FY 2019 CLIENTS SERVED BY PROGRAM

Program Name	Total Hours	Number Served
Child & Family Program	13,438.17	545
Vocational Services	691.42	106
School Services	19,306.67	110
Community Support Program	19,287.97	166
Emergency Services	1,207.55	430
Residential Care*	1,700.00	26
Addiction Services	10,160.75	537
Adult Services	7,077.00	658
Criminal Justice Services	1,429.00	71
Access Services	902.92	1,236
TOTAL**	73,077.35	3,846
Central Vermont Substance Abuse Services (CVSAS)	8,681.08	596
Central Vermont Addiction Medicine (CVAM)		626

* Residential Care is reported in bed days not hours

** Clients may have been served in more than one program

CLARA MARTIN CENTER, INC
STATEMENT OF FINANCIAL POSITION (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2019

ASSETS		
CURRENT ASSETS		
Cash	\$	2,466,609
Accounts Receivable, net		126,866
Other Current Assets		294,393
Total Current Assets		2,887,868
PROPERTY, PLANT & EQUIPMENT (net)		3,758,869
TOTAL ASSETS	\$	6,646,737

LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts Payable	\$	221,016
Short-Term Notes Payable		641,076
Deferred Revenue		1,159,950
Other Current Liabilities		956,154
Total Current Liabilities		2,978,196
LONG TERM LIABILITIES		1,250,850
NET ASSETS		
Net Assets Without Donor Restrictions		2,417,689
Total Net Assets		2,417,689
TOTAL LIABILITIES & NET ASSETS	\$	6,646,735

STATEMENT OF ACTIVITIES (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2019

REVENUE		
Consumer Fees, net	\$	3,737,431
DMH Contracts & Grants		5,522,591
Other Revenue		2,490,863
Total Revenue		11,750,885
EXPENSES		
Salaries		8,057,456
Fringe Benefits		1,473,695
Contracted Services		183,174
Operating Expenses		764,998
Program Expenses		292,696
Travel & Transportation		212,965
Facility Expenses		576,875
Total Expenses		11,561,859
CHANGE IN NET ASSETS	\$	189,026

2019 STAFF ANNIVERSARIES

35 years:

Linda Chambers

30 years:

Gretchen Linton
Nancy Duranleau

25 years:

Chris Titchenal
Deb Hawley

20 years:

Amanda Higgins
Gretchen Pembroke

15 years:

Brock Davis

10 years:

Michele Sargent

5 years:

Carol Blanchard	Kate Mayer
Holly Benoir	Rachel Yeager
Justin Wagner	Wanda Jackson

CONTACT US

Randolph: 802-728-4466

Bradford: 802-222-4477

Wilder: 802-295-1311

www.claramartin.org

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