



deep roots ♦ strong future

Clara Martin Center

Over 50 years of People Helping People

2018 OUTCOMES REPORT

CONTENTS

- Board of Trustees.....2
- Leadership Team.....3
- Clara Martin Service Area4
- Clara Martin Center Mission and Goals5
- Clara Martin Center Initiatives.....6
- Access Program8
- Acute Care Program 10
- Adult Outpatient Program 14
- Primary Care Integration Program 16
- Child and Family Program 18
- Community Support Program 24
- Alcohol and Other Drug Program 28
- Criminal Justice Program 30
- Staff Anniversaries 32
- Staff Turnover..... 32
- Client Satisfaction Survey..... 33
- Collaborations and Partnerships..... 34
- Awards and Recognitions 36



This symbol denotes a Vermont Care Partners Center of Excellence standard.

WELCOME

We are proud to present to you our 2018 Outcomes Report. In the following pages you will see information on our new initiatives as well as in-depth details from every agency program. The Clara Martin Center has been committed to client care for 52 years and this outcomes report demonstrates that commitment by sharing our strengths and challenges with you.

With an emphasis on wellness and resiliency, the services at the Clara Martin Center focus on all aspects of a person's health throughout every stage of life. Each person who comes to the agency arrives with their own life story and those unique moments that have shaped them. We recognize that each person is on their own individual journey of health and discovery, so we partner with the individual to support them in their unique goals and emphasize their strengths and resiliency. This person centered approach recognizes that the client is their own best expert for driving any change process.



Linda Chambers
Executive Director

The Agency has been striving to provide community mental health services in unique and innovative ways which allow individuals to access the right services, at the right time. We want the process of accessing services to be easy and welcoming. It is as easy as making a phone call and talking with an Access Specialist who can help clarify the individual's needs and match those needs with appropriate care in a very timely manner.

In addition, we also recognize the important connection between mental health and physical health. Clara Martin Center has been collaborating with local health care providers and medical centers while balancing the current healthcare reform efforts. We are bridging the gap between traditional medical services and behavioral health services by maintaining active participation in local and statewide workgroups that bring experts from all of the entities together. These efforts are combined for the purpose of systems improvement and insuring high quality care is provided to those in need. We want the best, most streamlined care, to be available for our clients.

We look forward to continuing to provide high quality care and working with you in the years to come.



Board of Trustees

BOARD OF TRUSTEES

ARNOLD SPAHN (ARMY)

Board President

42 Years of Service

Representative from Randolph, joined board in 1976

Serves on: Board Planning Committee, Board Finance Committee, Board Advisory and Local Standing Committee, Board Personnel Committee

DENNIS BROWN

Board Vice President

17 Years of Service

Representative from Randolph, joined board in 2001

Serves on: Board Planning Committee, Chairman, Board Personnel Committee, Nominating Committee

MARIE ROBBINS

Board Treasurer

8 Years of Service

Representative from Randolph, joined board in 2010

Serves on: Board Planning Committee, Board Finance Committee, Nominating Committee

RON SCHOOLCRAFT

Board Secretary

13 Years of Service

Representative from Randolph Center, joined board in 2005

Serves on: Board Advisory and Local Standing Committee

PRISCILLA SPAHN

Board Member

11 Years of Service

Representative from Randolph, joined board in 2007

Serves on: Board Planning Committee, Board Advisory and Local Standing Committee, Board Personnel Committee

RACHEL WESTBROOK

Board Member

9 Years of Service

Representative from Randolph, joined board in 2009

Serves on: Board Planning Committee, Board Finance Committee, Board Personnel Committee

JEAN COPELAND

Board Member

1 Year of Service

Representative from Randolph, joined board in 2017

Serves on: Board Advisory and Local Standing Committee

BOARD ADVISORY AND LOCAL PROGRAM STANDING COMMITTEE

Arnold Spahn
Priscilla Spahn
Ron Schoolcraft
Jean Copeland
Marla Simpson
Barbara Dorn

Margaret Bennett
Linda Chambers *(staff)*
Gretchen Pembroke *(staff)*
Melanie Gidney *(staff)*
Tammy Austin *(staff)*
Christie Everett *(staff)*



Chief Operating Team

CHIEF OPERATING TEAM

The strength of the leadership team comes from the longevity, the clinical foundation and the varied experiences of its members. Each leader brings expertise, balance and perspective to the overall operations of the agency. Many of these leaders began at Clara Martin Center in entry level, clinical positions and were promoted over time.

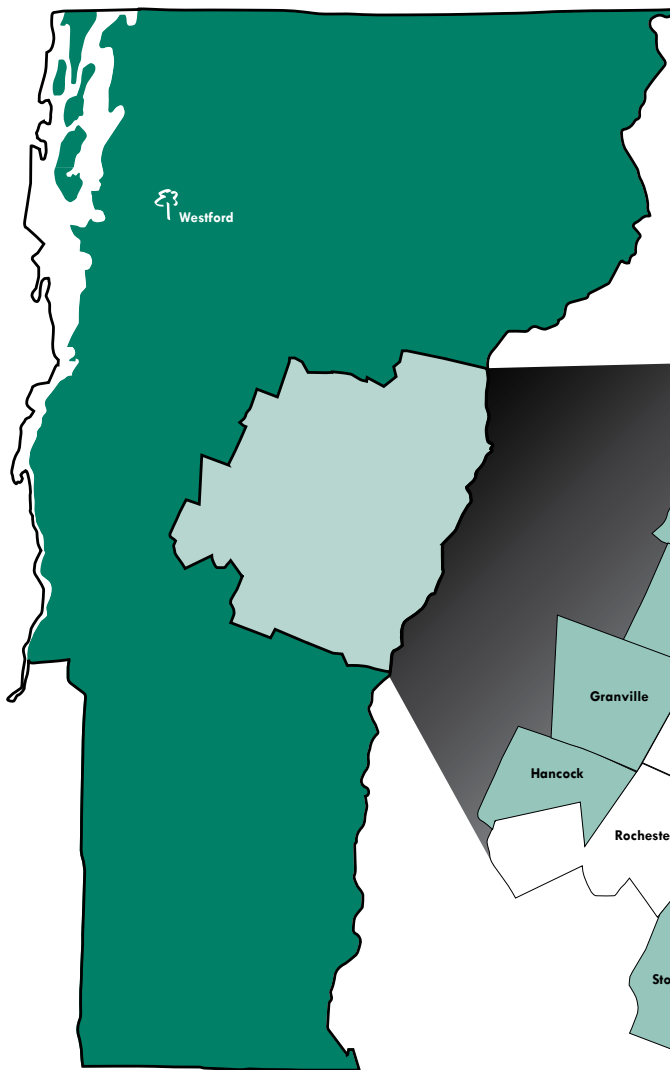
Employee	Title	Years with CMC
Linda Chambers	Executive Director	34
Jena Trombly	Director of Human Resources and Compliance	27
Melanie Gidney	Director of Quality Assurance and Systems Improvement	26
Amanda Higgins	Administrative Operations Coordinator	19
Gretchen Pembroke	Director of Adult Services	19
Dawn Littlepage	Clinical Director	18
Dr. Kevin Buchanan	Medical Director	16
Tammy Austin	Director of Child and Family Services	15
Renee Davis	Director of Substance Abuse and Criminal Justice Services	13
Demetra Hazatonos	Regional Coordinator	12
Christie Everett	Director of Acute Care and Program Development	6
Mark Hamilton	Chief Financial Officer	3
Gayle Plumb	Public Relations Manager	<1

Management and Chief Operating Team





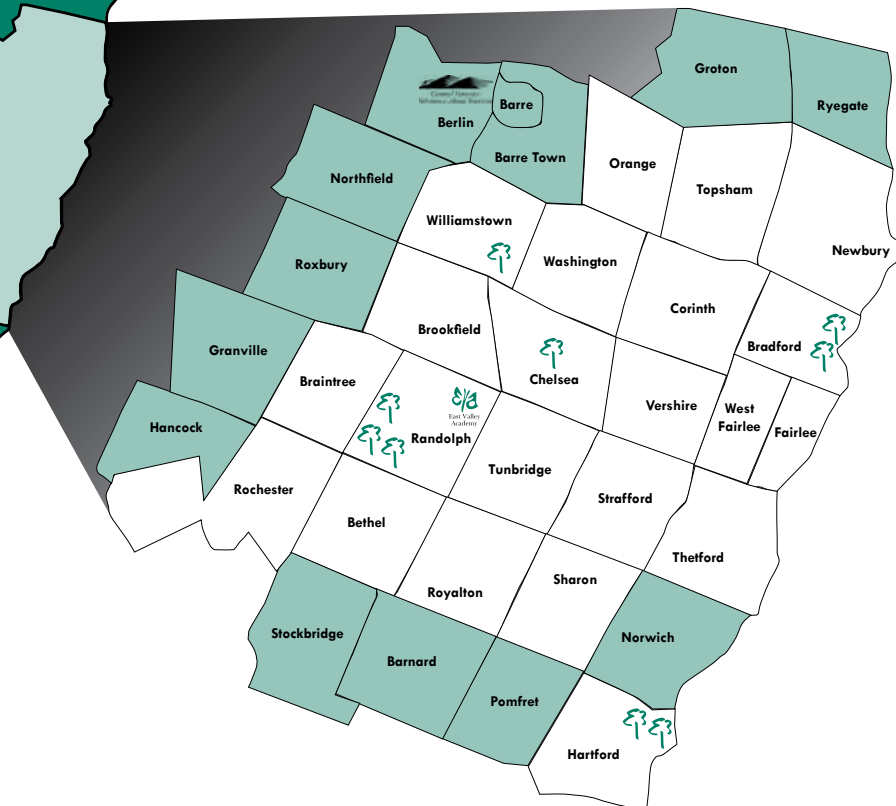
Business Office and Help Desk Staff



SERVICE AREA

Clara Martin Center is designated by the State of Vermont to serve Orange County and the greater Upper Valley area. This area is comprised of 20+ small towns separated by hills and valleys.

- Catchment Area
- Shared Catchment Area



OUR MISSION

Clara Martin Center is a community based, non-profit organization that provides acute and long-term behavioral health care services. We strive to be client-sensitive, cost-effective, and outcome based.

OUR GOALS

- To provide behavioral health care that responds to client needs, treats individuals with dignity, and is recognized as effective by clients and purchasers.
- To maintain ongoing fiscal viability of the agency through careful financial management and planning.
- To integrate a commitment to ongoing quality improvement throughout the organization.
- To strategically position the agency for the future behavioral and physical health care environment.
- To provide leadership in the efforts to reform the health care system so that the needs of Clara Martin Center clients are adequately addressed.

Scott and Lois Martin with Martin the Dinosaur at the 2nd Annual Color Splash. Scott is the son of Brewster and Clara Martin, the namesake of our agency. Read more about their story at www.claramartin.org/history.



ABOUT US

Philosophy and Practice

The Clara Martin Center adopted a philosophy of Resiliency and Recovery in 2006 and trained all staff and leadership in these principles. We adopted these principles as a basis for all agency operations including business office functions, management and administrative functions and within all of the clinical programming and services we offer. It is important to understand the protective factors at the base of our resiliency and recovery models.

Protective factors are those environmental conditions that support the growth of resiliency, the ability to bounce back from adversity and the ability to achieve success in spite of setbacks.

The factors we strive to embrace in every aspect of our environment and culture are:

1) Social Competency

- Caring relationships
- Unconditional positive regard
- Belonging to a positive peer culture

2) Problem Solving Skills

- High expectations
- Building from strengths
- Determining interest & desire
- Setting clearly defined individualized goals and benchmarks
- Structuring plans for success
- Developing commitment
- Rewards and incentives

3) A Sense of Meaning & Purpose

- Opportunities for meaningful participation
- Voice & decision making
- Choice
- Problem solving
- Networking and making connections
- Planning ahead
- Experiential
- Community service
- Self-expression
- Cooperative learning



CMC Representatives at Mental Health Advocacy Day

CMC INITIATIVES

HOUSING

Housing stability is often a key contributor to a person’s health and well-being. For those that experience mental health and substance use issues, lack of access to affordable housing can have a direct impact on one’s ability to both access care, and participate in long term recovery and treatment. Housing instability and lack of affordable housing options in Orange County continues to have an impact in our area and Clara Martin Center continues to focus efforts on addressing this issue. This issue can have a direct affect on the ability for people to be engaged in local communities, to have children thrive in schools, to access stable employment, and participate in their own health and wellness efforts. Since 2014, Clara Martin Center has focused efforts on creating additional affordable housing stock in the Randolph region, working with local and state partners including Downstreet Housing and Community Development, Pride Development, Vermont Housing and Conservation Board, the Vermont Community Development Program, the Vermont Department of Mental Health, the Randolph Area Community Development Corporation, and the federal government to bring funding resources to the agency to restore and rehabilitate an



Executive Director Linda Chambers honors Melanie Gidney, Director of Quality Assurance and Systems Improvement for 25 years of service to CMC.



CMC’s “Eye of the Tiger” float in the Bradford parade themed “Battle of the Bands”

agency owned building into new units of affordable housing, planned to be completed by the summer of 2019. This project will restore and add beds to the region that were lost at Safe Haven following a reduction in HUD funding a number of years ago.

ACCESS DEVELOPMENT

In 2015, the agency launched Centralized Scheduling and spent the next year evaluating changes made to the system while seeking greater feedback from both clients and clinicians on the process flow. In August of 2017, the Access program evaluated that information and launched Phase 2 of Access Development. At the core, this initiative focused on what the experience was for an individual seeking care from the time of the first call through intake and realigning agency functions to the correct staff role. Now, the organizational, billing and regulatory aspects of treatment initiation are completed by an Access Specialist instead of the clinician. The individual is then able to meet with the clinician for the intake and the two can start immediately focusing on building a therapeutic relationship, and working to identify treatment goals that are informed by the individual’s desires for care. At the conclusion of this clinical intake, the individual leaves with a follow up appointment scheduled and a treatment plan already begun.



Dawn Littlepage, Clinical Director, speaks at the opening of the agency’s annual art show.



Executive Director Linda Chambers starts the crowd at the Color Splash



CMC's mascot, Martin the Dinosaur, dancing with the Color Splash captains.

CULTURAL DIVERSITY

Continuing on in our commitment to the importance of Cultural Diversity and Competency, the Clara Martin Center supports these focused trainings for staff. In the spring, CMC hosted a competency training through our Brown Bag Series which was titled: “Who Am I? A Closer and Meaningful Look at Social Identities and Who You Are in Relation to Your Clients”. This involved a presentation and a hands-on worksheet to help staff identify diversity areas which could have potential impact on their relationship with clients. We plan to provide this training early in January 2019 for all of the management teams as well.

The Clara Martin Center also supported 11 staff in attending the Vermont Care Partners second training on Cultural Competency in Burlington. “Stepping Forward Together: The Conversation Continues” was held in March 2018 at the University of Vermont. The keynote speaker: Renee Branch Canady PhD, MPA presented on “Advancing Equity in Community and With Community”. There were several other workshops that staff elected to attend as well, for example: “Vermont’s Changing Demographics and How Health Equity Will Help Us Address Them”, “Fair and Impartial Policing in Vermont”, “But I Treat Everyone the Same! – How Our Unconscious Influences our Behaviors”, “Health Care Disparities and the Development of Integrated Care Models”, “Aging is Very Personal: Combating Ageism in Today’s Culture”, and “Moving Beyond Diversity: Strategies for Addressing Systemic Inequities in Organizations”.

HCR-20

Since violence seems to be on the increase and is becoming a more pervasive social problem, the Clara Martin

Center has embarked on a training path for using a cutting edge tool for assessing violence called HCR-20. The Historical Clinical Risk Management assessment uses a comprehensive set of professional guidelines for the assessment and management of violence risk in adults 18 years or older. The HCR-20 assesses an individual through 20 key violence risk factors. It is the most comprehensive violence instrument and is used to best assess and manage violence risk. The purpose of this assessment is to reduce the risk for violence and develop a specific plan for a client. It helps in constructing possible future risk scenarios with careful risk reduction management plans.

Our Director of Substance Abuse and Criminal Justice program completed this HCR-20 rigorous online training over a six month period and has been training a group of select CMC staff. Our plan is to continue to bring this forward to include more staff and develop a core internal consultation team.



Fresh veggies grown in the Bradford garden and free to clients!



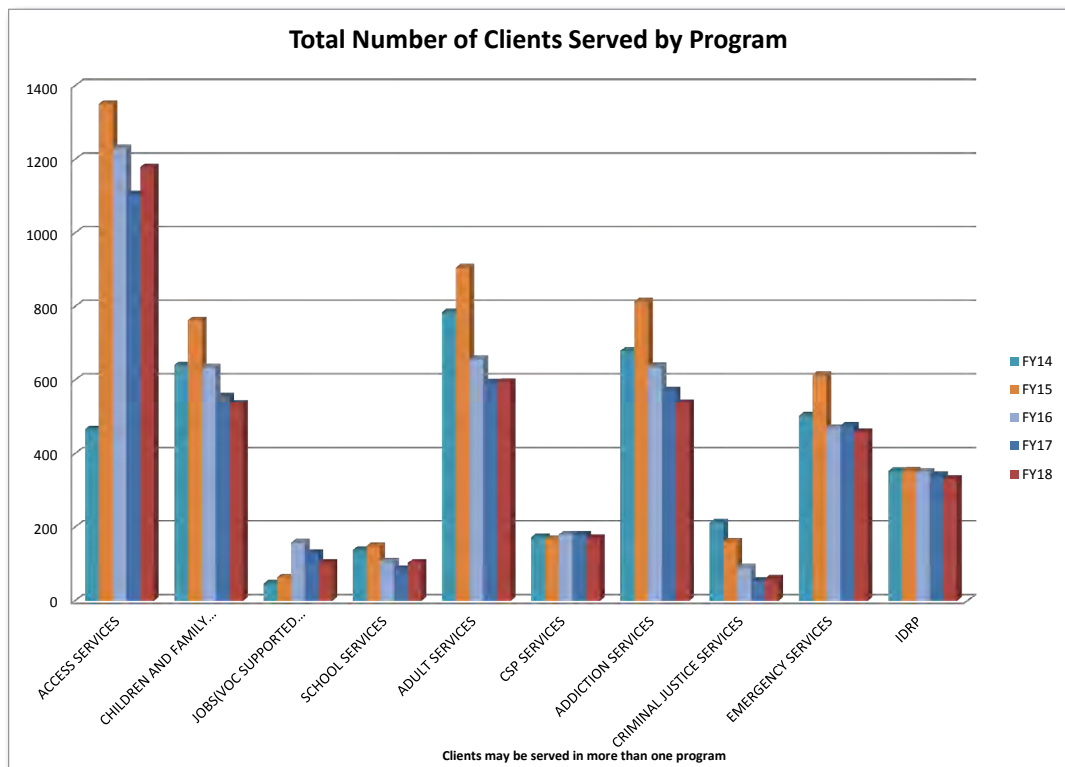
Access Team

ACCESS PROGRAM

The Access program continues to be the entry point for the majority of programs offered at the Clara Martin Center. The program focus is first and foremost on making the process of accessing care an easy and supportive one for the individual seeking to begin services. Access staff members work to assist individuals in addressing any barriers to care, that may include financial or transportation difficulties, streamlining entry into services in a timely manner, and supporting them through the completion of the intake process. At time of call, individuals are given an appointment to meet with an Access Specialist that will provide information and orientation to the agency, determine preliminary treatment needs or desires, and connect them with an identified clinician the same day as their

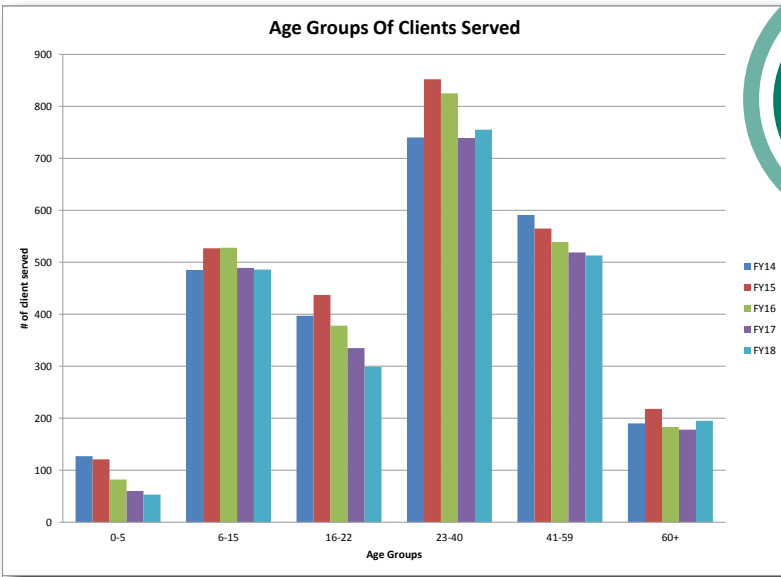
initial appointment with Access. Services can include:

- Linking clients with area resources both internally and externally as appropriate
- Assistance with overcoming payment and insurance barriers to treatment, and provides a safety net for those with limited ability to pay for services, evaluating immediate, intermediate and long-term care needs
- Ensure availability of services at multiple sites, on multiple days and at times that are convenient for clients
- Provide immediate consultation with brief treatment and referral sources



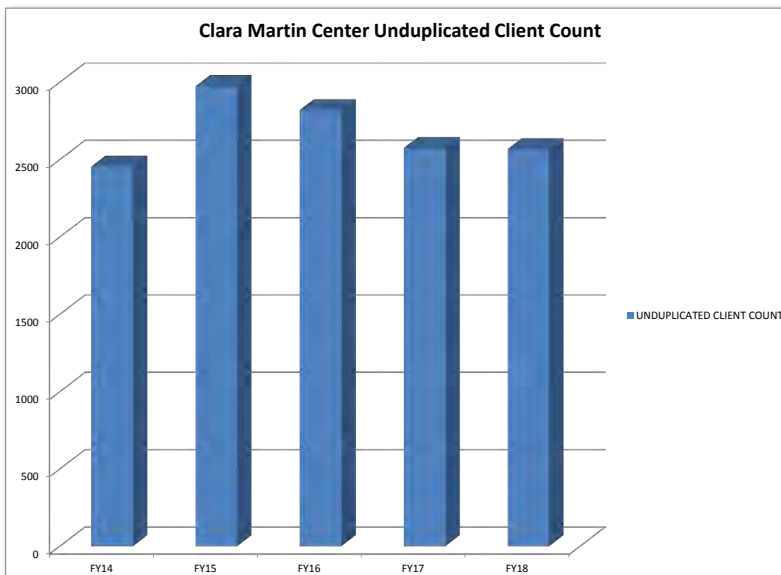
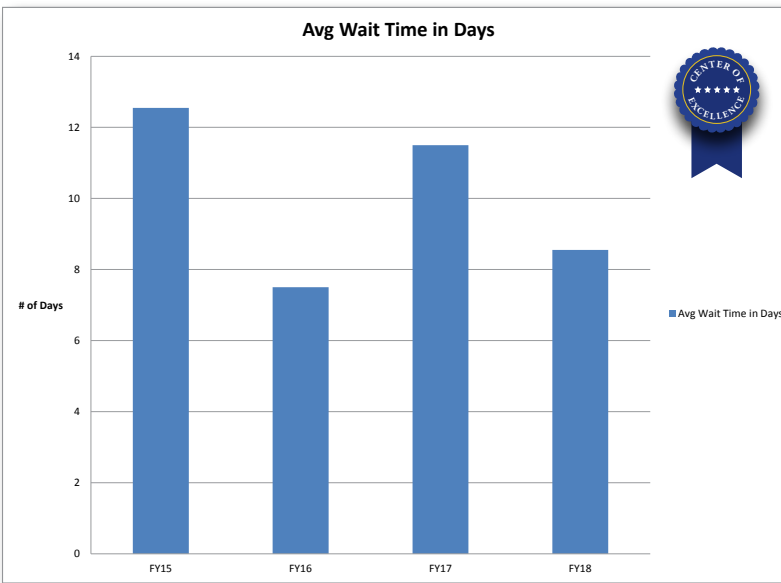
1,179
People
Served

HOW MUCH DID WE DO?



STORY BEHIND THE CURVE

With Phase 2 of Access Development being launched this past fiscal year, the agency continued to evaluate the system and seek feedback from clients and clinicians on the experience of both accessing care by the client, and providing care by the clinician. The time from initial call to the agency to the first appointment offered to the client continues to be tracked on a weekly and monthly basis by site and program, so that program leads can evaluate demands on their services, determine if additional clinical time can be made available by clinicians, and support earlier availability of clinical care to clients as needed. With continued staffing challenges in some sites due to turnover and open positions, the impact of this variable shows itself in the wait time data measure. As noted, following a decrease in wait times through FY 16 with the initiation of Centralized Scheduling, staffing challenges resulted in an increase in wait times across the agency in FY 17. Through ongoing recruitment efforts and system improvements to support clinicians to provide sooner intake times, the wait times across the agency showed a steady decrease throughout FY18.



“
If it wasn't for the services that I receive at CMC, I don't know where I'd be. The treatment I received has allowed me to lead a normal life again.
 – CMC Client
 ”



Acute Care Team

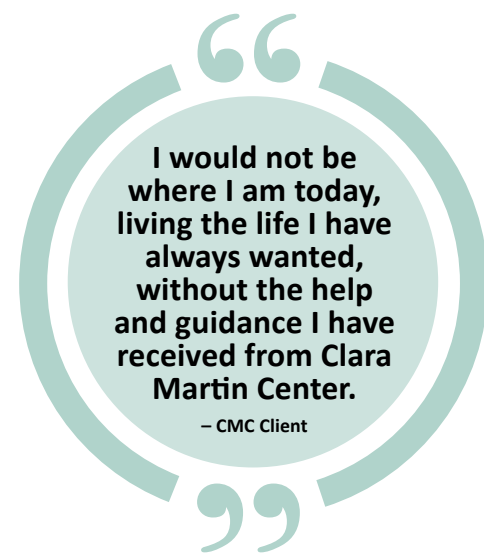
ACUTE CARE

The Acute Care Program at Clara Martin Center continues to be focused on providing immediate access to emergency support through a number of different avenues. The Acute Care system aims to be responsive to any community member that is experiencing a period of crisis in a caring and empathetic manner, providing support and assistance to address immediate treatment needs and assist clients in seeking appropriate services both at the Clara Martin Center, as well as services available through community partners. With the state of Vermont continuing its focus and support on a decentralized system of care, the Clara Martin Center strives to provide community based emergency care whenever clinically appropriate, supporting individuals through crisis periods to remain in their communities and to work with the Access Program to provide timely linkage to care for those interested in beginning services. If a higher level of care is indicated, Acute Care staff will support the client through that process, helping to facilitate admissions to local crisis beds, or inpatient hospitals as needed.

Services include:

EMERGENCY SERVICES

- Available to all ages 24 hours a day, 365 days a year either through in person emergency screenings or by telephone support based on need
- Designed to be intensive, time limited, and are intended to resolve or stabilize the immediate crisis through direct treatment, supportive services to significant others, or arrangement of other more appropriate resources
- Can be provided in the office, in the local hospital/ emergency department, at home or other places within the CMC service area



I would not be where I am today, living the life I have always wanted, without the help and guidance I have received from Clara Martin Center.

– CMC Client

- Provide proactive training opportunities to the communities we serve that include Youth/Adult Mental Health First Aid, CPR, Team Two Law Enforcement/Mental Health collaboration, and Assessing for Lethality as part of Zero Suicide efforts

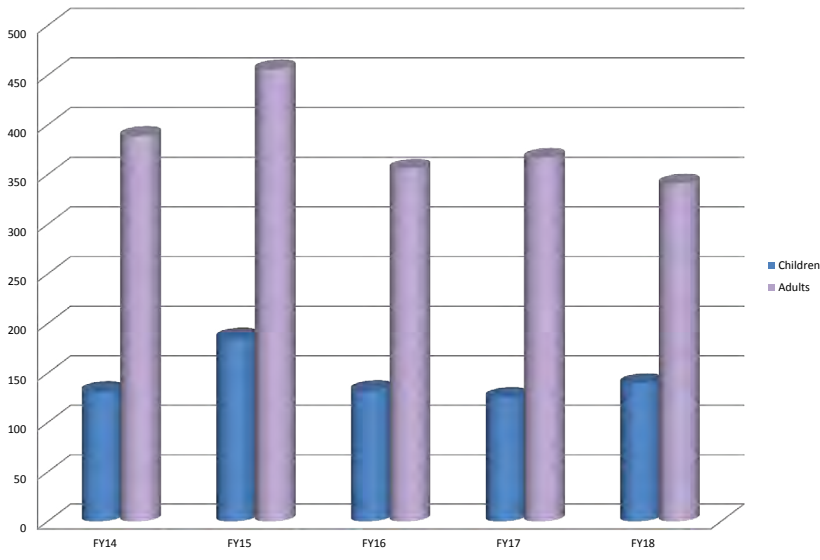
HOSPITAL DIVERSION CASE MANAGEMENT

- Short term case management available to adults, 18 years or older, who are either already engaged in outpatient services or those in the process of connecting with outpatient services who are not traditionally eligible for these services through other programs
- Focused on clients who are in need of case management services for a brief period to help minimize the usage of psychiatric hospitalizations, as well as support clients who are recently discharging from an inpatient setting until securing a connection with outpatient services

459
People
Served

HOW MUCH DID WE DO?

Emergency Clients Served

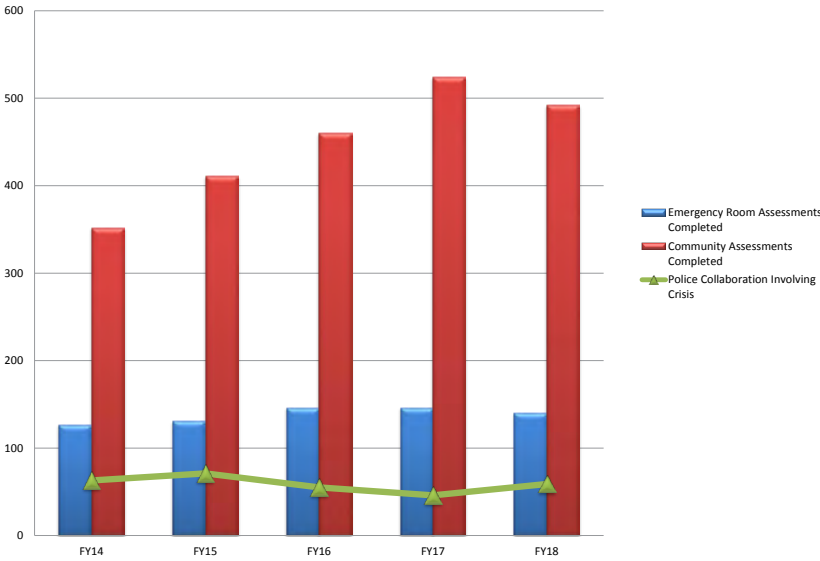


Acute Care services are available to all clients in the Clara Martin Center service area, as well as any community member that presents for services in our area.

STORY BEHIND THE CURVE

Acute Care staff continue their efforts to provide appropriate care at the least intensive and least intrusive level whenever possible. As the data shows in this report, these efforts have led to the vast majority of emergency care being able to be provided outside of a traditional emergency room setting, effectively able to help clients stabilize their crisis adequately enough at the time that they do not need to seek a higher level of care. Combined with this, Acute Care staff work closely with local law enforcement agencies to provide a mental health response during periods of police involvement, and remain available to respond in concert with law enforcement if mental health issues appear to be a contributing factor to police involvement so that the person receives the appropriate support during the crisis contact.

Emergency Assessments By Location With Police Involvement



“
**Thank you
for being
so accessible**
”

– CMC Client

COMMUNITY PARTNERS

- Gifford Medical Center
- Law Enforcement Agencies - Vermont State Police, Orange County Sheriff’s Department, Local Police Departments
- Washington County Mental Health Services
- Capstone Community Action



Chris's Place and Safe Haven Team

ACUTE CARE

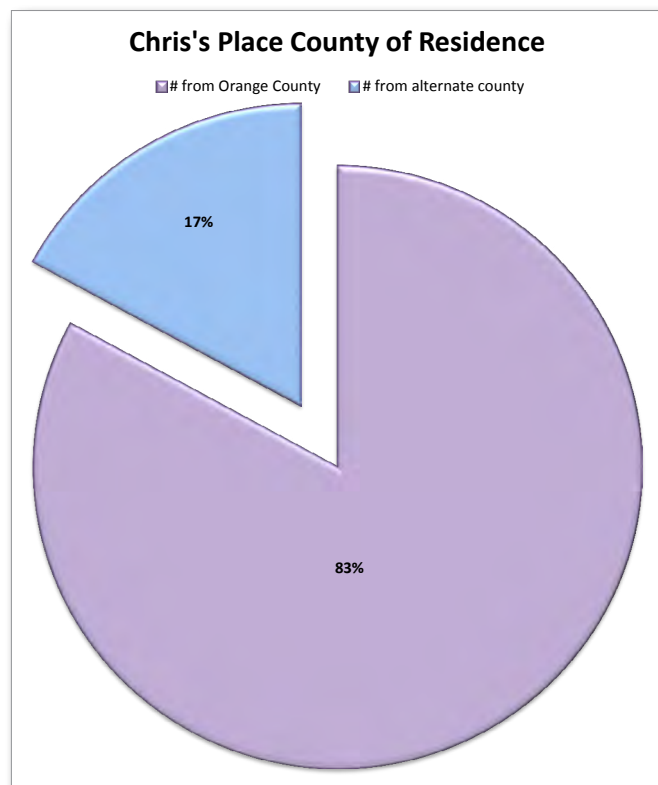
CHRIS'S PLACE

Established in 2012 as an enhancement to local care options in the wake of the closure of the Vermont State Hospital, Chris's Place remains a valuable resource in the Clara Martin Center service area as an alternative to a hospital admission. For adult community members who are experiencing a period of time in their life when they need additional support, they may arrange a voluntary



Chris's Place saved me from homelessness. I don't know where I'd be without this service.

– CMC Client



admission to the Chris's Place program. Chris's Place is staffed 24 hours a day, 7 days a week to provide intensive care and oversight so that clients are able to address current issues they are struggling with surrounded by readily available support. The overwhelming majority of clients admitted to Chris's Place experience a significant improvement in symptoms, and are able to return to their home following a short term admission to the program.

SAFE HAVEN

Celebrating 20 years of operation this past June, Safe Haven has supported over 165 individuals in that time to move from homelessness to housed. Safe Haven continues to provide a recovery oriented community living environment for homeless individuals that have a mental health diagnosis. Clara Martin Center staff work closely

with community partners to help identify individuals that may benefit from admission to the residence. After acceptance into Safe Haven, if an individual is interested in establishing outpatient clinical services at Clara Martin Center, they are connected with the Access Program to begin services and link with appropriate care.

Eligibility criteria:

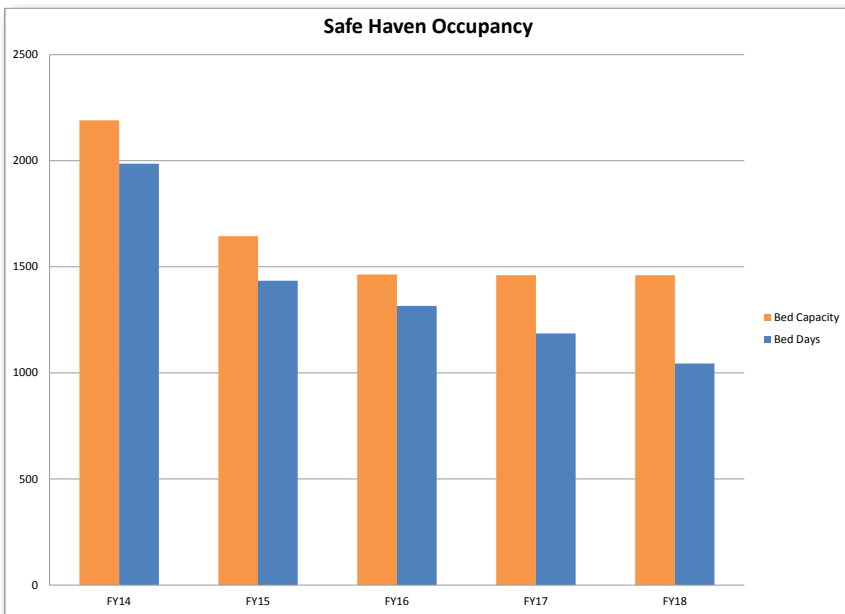
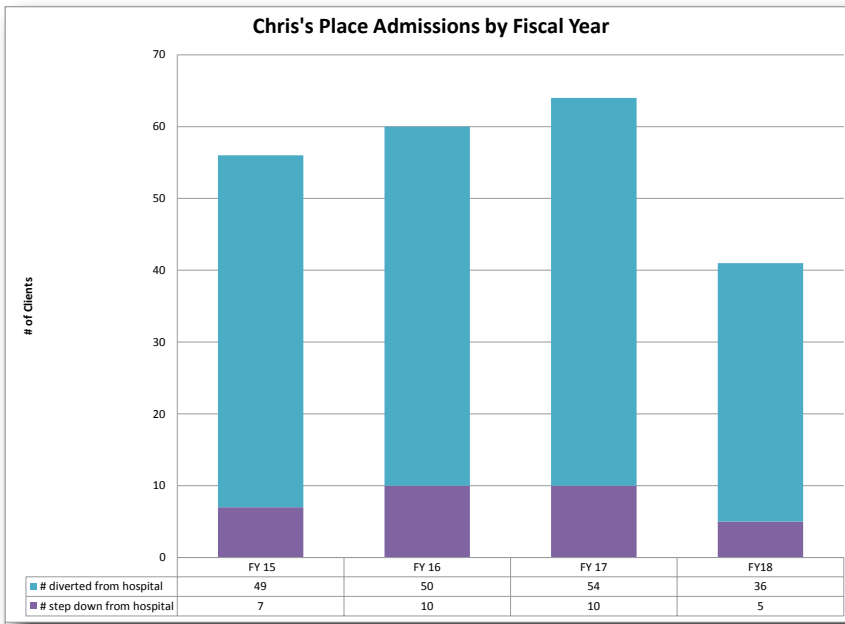
- Must be 18 years of age or older
- Must be an adult with a mental health or substance abuse diagnosis
- If beds available, may admit homeless individuals without a mental health or substance abuse diagnosis
- Meet current HUD definition of homelessness and have documentation of such
- May stay up to two years (average length of stay is 8 months)

41
People
Served

HOW MUCH DID WE DO?

STORY BEHIND THE CURVE

Continuing into FY18, Chris's Place remains a preferred alternative placement for care for individuals that request and require a short admission to the program to receive intensive support, in a 24/7 staffed program. As the data highlights 88% of admissions occurred for this type of support. Following an admission, the majority of individuals are able to return to their baseline functioning, and return to their home and community, without need for an inpatient hospitalization.



“
Staff treats us like family. Thanks for the help.
 – CMC Client
 ”

COMMUNITY PARTNERS

- Vermont Department of Mental Health
- Upper Valley Haven
- Good Samaritan Shelter
- Gifford Medical Center
- Capstone Community Action



Randolph Adult Outpatient Team

ADULT OUTPATIENT PROGRAM

The Adult Outpatient Program delivers outpatient mental health services to adults and promotes health and wellness by offering individualized supportive services.

Objectives

- Provide outpatient treatment in a variety of sites to meet the needs of individuals in the community
- Assist individuals in increasing functioning and improving the quality of their life through stress and symptom management, development of coping skills and processing of emotions
- Develop individualized plans of care to meet specific needs including treatment for multiple diagnoses or co-occurring substance abuse issues
- Provide services that are gender, culture and trauma sensitive
- Work collaboratively with other providers to ensure continuity of care

Clinical Services

- Assessment
- Individual, Couples or Family Therapy
- Psycho-educational Groups
- Case Management
- Psychiatric Evaluation, Medication Review and

Monitoring

- Psychiatric Consultation to Primary Care Physicians
- Care Coordination

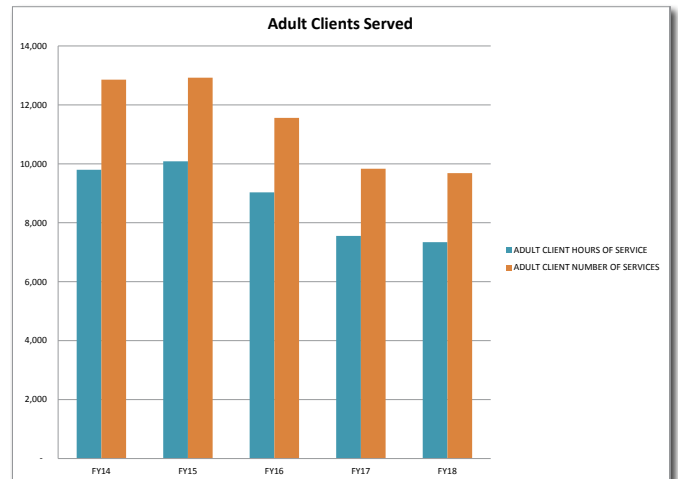
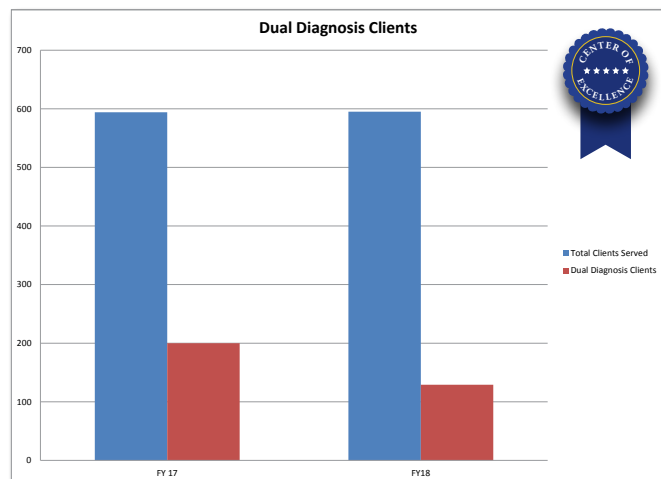
Evidence Based Practice Treatment

- Integrated Dual Diagnosis Treatment: Individual and Group
- Dialectical Behavioral Treatment Programming
- Wellness Recovery Action Plan groups
- Seeking Safety
- Mindfulness

Hospital Diversion Case Management provides short term support to help address social determinants of health issues which can create barriers for people who are trying to access help.

BLUEPRINT COLLABORATION

Clara Martin Center continues to be an active participant with the Vermont Blueprint for Health Model within the community. The agency attends monthly Community Health Team meetings in the Randolph and Bradford region as a way to share resources and coordinate care with local providers. The agency also participates in the Accountable Communities for Health Peer Learning Lab





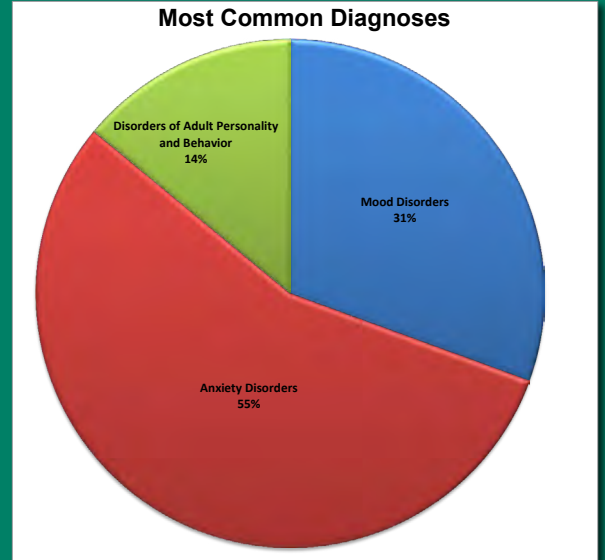
595
People
Served

HOW MUCH DID WE DO?

The total hours of service and total number of services was relatively steady from last year. For those seeking treatment, data showed an increase in numbers served aged 23-40 and also 60+.

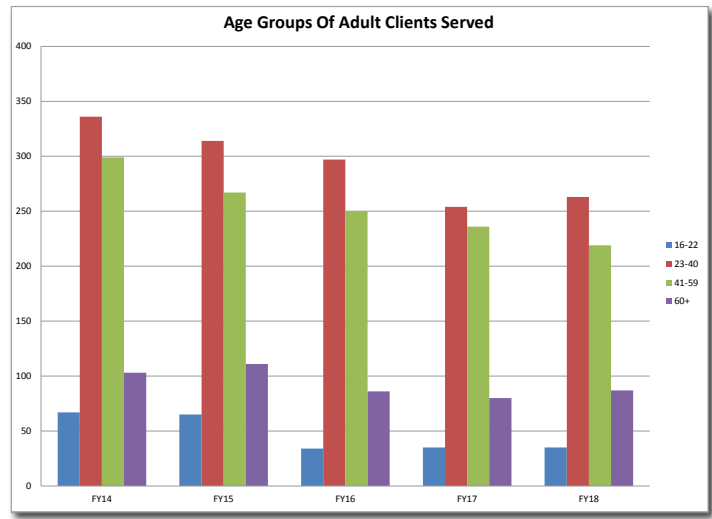
STORY BEHIND THE CURVE

Despite ongoing workforce issues resulting in staff turnover and vacancies, the Adult Outpatient Program continued to provide high quality services supported by evidence based practices. With over half of those seeking support presenting with issues related to anxiety, the services focused on trauma sensitive approaches in both individual and group formats. In addition, all individuals presenting for services were assessed and treated for both mental health and substance abuse issues when appropriate.



Bradford Adult Outpatient Team

sessions as a community partner. Clara Martin Center attends a monthly Support and Services at Home (SASH) meeting in both Randolph and Bradford to provide a voice for mental health services and to coordinate care for individuals that are enrolled in both the SASH program and then Clara Martin Center. Clara Martin Center continues to be a part of the Tri Care Area Eldercare Services program which serves Orange County, Washington County and Lamoille County. The program serves homebound elderly individuals in the community. The number of individuals served has stayed steady at 23 for FY18 in Orange County and a number of new referrals were received for the new fiscal year.



COMMUNITY PARTNERS

- Vermont State Housing Authority
- Upper Valley Haven
- Good Samaritan Shelter
- Vermont Food Bank
- Stagecoach Transportation Services
- Vermont Law School
- Capstone Community Action
- Washington County Mental Health
- Gifford Health Center
- Little Rivers Health Center
- Newbury Health Clinic
- Vermont Economic Services Division
- White River Family Practice
- Rural Community Transit

PRIMARY CARE INTEGRATION PROGRAM

The mission of the Primary Care Integration Program is to ensure access and coordination with primary health care services for those accessing services at the Clara Martin Center. Clara Martin Center has worked to develop strong, collaborative relationships with primary care practices within our service area. Clara Martin Center is co-located with Gifford Health Care in Chelsea at the Chelsea Health Center and works closely with their offices in Randolph, Bethel and Rochester. Clara Martin Center also provides contracted Care Coordination services at the White River Family Practice in White River Junction. Other primary care offices in which there is a strong relationship include Little Rivers Health Care – a federally qualified health center (FQHC) with offices in Bradford, Wells River and East Corinth; Upper Valley Pediatrics in Bradford; Newbury Health Clinic in Newbury; and Ammonoosuc Health Center in Woodsville, New Hampshire.

Objectives

- Improve access to primary care services for residents of the area
- Coordinate care and services from community organizations to meet the needs of the individual
- Participate on the Community Health Teams in Randolph, Bradford and White River Junction
- Obtain referrals from the Community Health Teams for our services
- Provide referrals to the Community Health Team for clients needing primary care services
- Support in accessing other services offered by community organizations
- Participate and coordinate with SASH teams in Randolph and Bradford
- Active on the Advisory Board for Randolph, White River Junction and Upper Valley Community Health Teams
- Participate in the Unified Community Collaborative for the Randolph Health Service Area and Upper Valley Health Service Area

Broad Clinical Services

- Care Coordination in Randolph, Bradford and White River Junction
- Psychiatric Consultations
- Screening
- Referrals to internal services and external resources
- Walk-in Clinic



- Emergency Services
- Case Management

Bradford Clinical Services

- Provide monthly psychiatric consultation access to Little Rivers Health Care along with provider consultations
- Attend monthly care coordination meetings with Little Rivers Health Care and Upper Valley Pediatrics

Chelsea Clinical Services

Clara Martin Center is co-located with Gifford Health Care at the Chelsea Health Center. The Chelsea Health Center is owned and overseen by the Chelsea Health Center Board.

- Clinical services available:
 - Clinical Assessment
 - Individual (adults and children), family, and couples counseling
 - Mental health and substance abuse treatment
- Medicare eligible clinical services

Randolph Clinical Services

- Medication Assisted Treatment (MAT) in conjunction with the Blueprint and Gifford Health Care
- Gifford Area Recovery Program (GARP) is a comprehensive and coordinated program to treat opiate addicted pregnant women
- Wellness Program for long term care clients

Wilder Clinical Services

- Clara Martin Center provides co-located care coordination services at the White River Family Practice one day per week which includes short term counseling and referrals

WHITE RIVER FAMILY PRACTICE

The Clara Martin Center has continued their collaborative relationship with the White River Family Practice (WRFP) that began in 2013. The aim of the collaboration is to increase access to mental health services for their patients. This is done by embedding a Clara Martin Center Clinician in the WRFP office to provide assessment, brief intervention and referral services. Over the five years that we've been working together, the hours have fluctuated according to funding availability of the practice.

The number of clients that received mental health services at WFRP increased from 105 in FY17 to 235 in FY18.

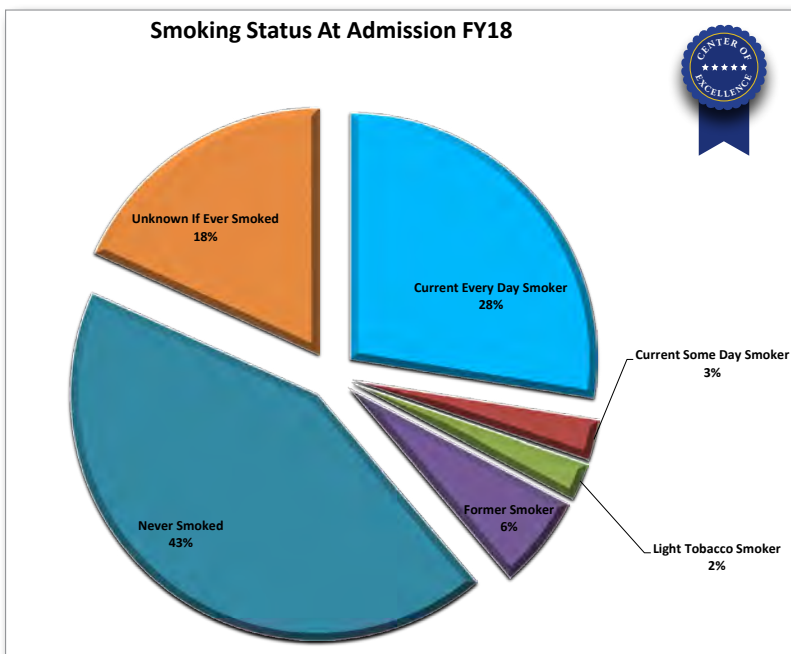
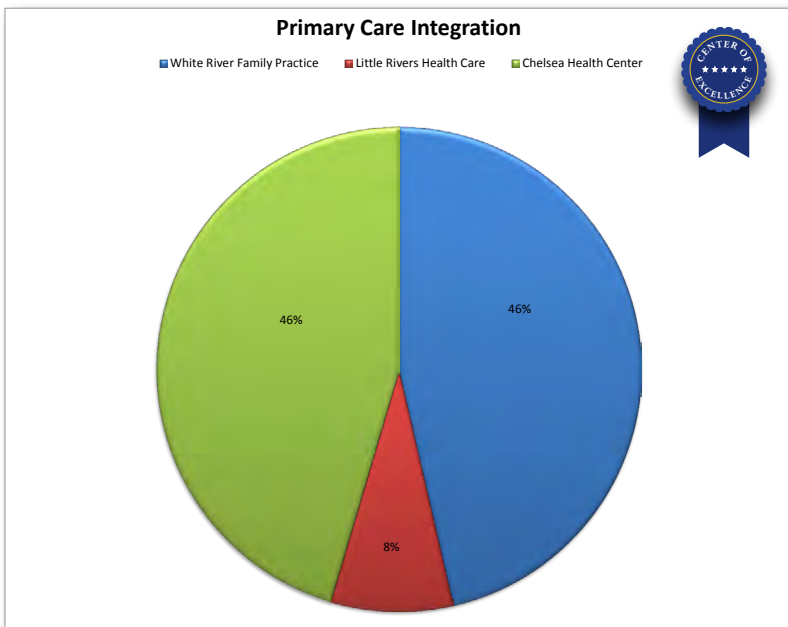
515
services
provided

HOW MUCH DID WE DO?

This past year proved itself to be a busy one for our Primary Care Integration Program as we saw an increase in the number of clients in our co-location site at the Chelsea Health Center as well as in the White River Family Practice site where we offer Care Coordination services.

STORY BEHIND THE CURVE

The need for integrated services between primary care and mental health care is growing as the daily stressors and demands on people increase. The ability for people to receive the right services at the right time becomes more crucial. The Clara Martin Center continues to be at the table to discuss State initiatives and community collaboration efforts that directly impact the county and the people that live here.



“
I have recommended CMC and will continue to recommend.
”
- CMC Client

COMMUNITY PARTNERS

- Vermont Blueprint for Health
- Gifford Health Care
- Little Rivers Health Care
- White River Family Practice
- Newbury Health Clinic
- Upper Valley Pediatrics
- Ammonoosuc Health Center
- SASH
- Chelsea Health Center Board
- Vermont Chronic Care Initiative (VCCI)



Bradford Child and Family Team

CHILD & FAMILY PROGRAM

The mission of the Child & Family Program at the Clara Martin Center is to provide high quality, comprehensive, and integrated prevention and community based services to children and their families. Our team fosters resilience, inspires change, helps families recover from difficult events and promotes healthy family systems. The Child and Family Program operates with the understanding that children and adolescents live within families and communities. Prevention and treatment is planned in collaboration with families and appropriate community members/

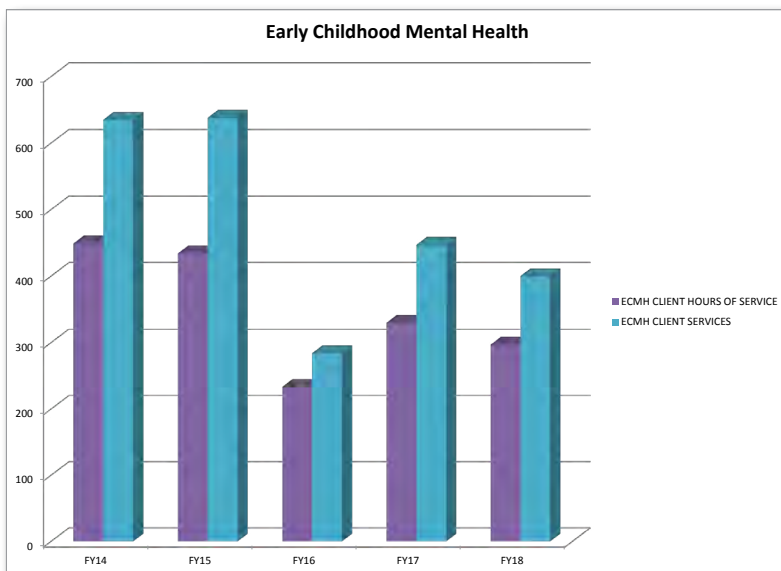
professionals. All services are intended to enhance the functioning of the family system. Our services are part of a comprehensive and coordinated array of community resources intended to form a “wrap around” safety net of support for every family in need in our region of Vermont. Each “wrap around” is designed to meet the unique needs of the child and their family.

EARLY CHILDHOOD MENTAL HEALTH (AGES 0-5)

In a regional collaboration with other early childhood providers, the Clara Martin Center provides therapeutic supports to young children, ages 0-6 years old, and their families. These services are specific to developmental, social and emotional needs and tend to be delivered through a more specific prevention based model. Services are provided in the home, community and at the office based upon need and appropriateness.

GENERAL OUTPATIENT SERVICES (AGES 6-15)

Within outpatient services, youth and their families receive individual and family therapy, community supports, case management, group programming, summer programming and respite. While general outpatient services are focused on ages 6-15, all of these services are available to any and all children within the larger Child and Family Program.



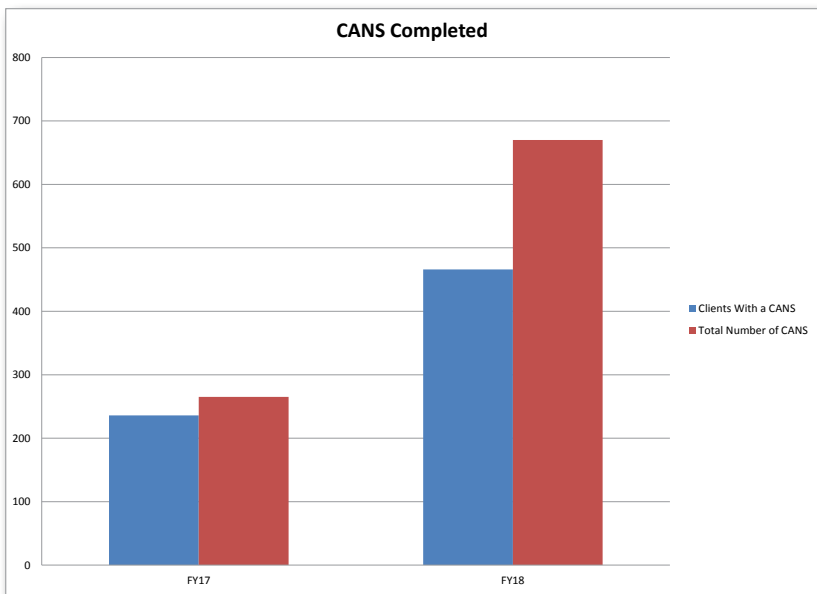
535
People
Served

HOW MUCH DID WE DO?



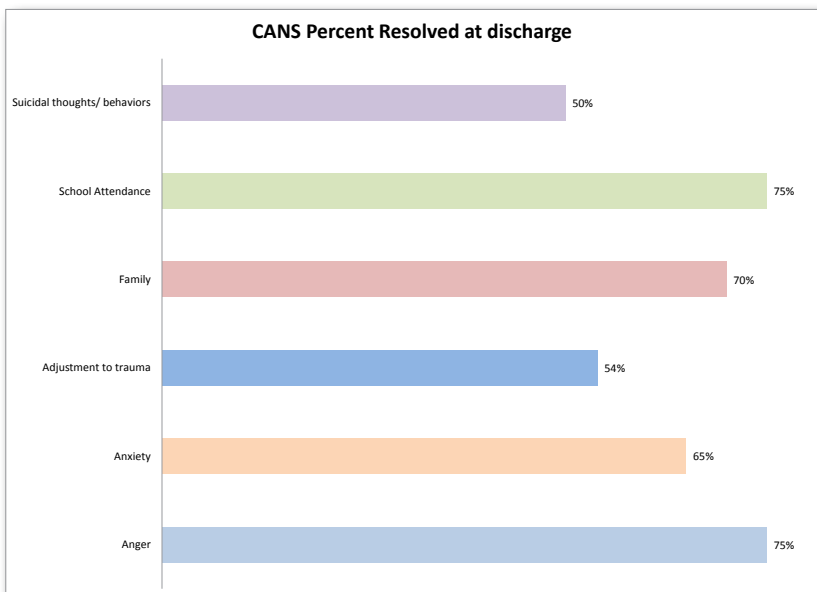
In FY 18, the Child and Family Program continued our focus on providing high quality evidence based treatment that best meets the needs of the clients and families that we serve. In FY18, we served 545 clients, providing 14,800 hours of services. While the total number of clients served decreased slightly over FY17, the hours of services provided increased. As a program, we continue to see clients and families with high levels of acuity. Trauma continues to be a significant precipitator to the symptoms that our clients and families are experiencing. With this knowledge in mind, we continue to provide trauma focused trainings to our staff, as well as designing our treatment groups with a trauma informed approach.

In our early childhood program we provided 400 services to children age 0-6 years of age and their families. This adds up to 297 hours of service. This slight decrease is attributed to staff turnover, as well as some aging out of services, and moving into the outpatient services program.



STORY BEHIND THE CURVE

In an effort to monitor the progress our clients are making, as well as being poised to meet the Centers for Excellence standards, the Child and Family program is implementing the use of the CANS (Child and Adolescent Needs and Strength) Tool with every child and family served. The CANS is a multi-purpose tool designed to identify strengths and needs, as well as monitor progress and facilitate quality improvement and treatment planning. The tool is administered at intake, and updated every six months. Based upon the results of the CANS tool, clinicians monitor and change the clinical goals of treatment. In FY 18, we have seen great progress in our CANS scores.



COMMUNITY PARTNERS

- Upper Valley Services
- Orange County Parent Child Center
- The Family Place
- Upper Valley Haven
- The Junction Teen Life Skills Center
- Bradford Teen Center
- VT Dept. of Child and Family Services
- White River Craft Center
- Randolph Recreation Department
- Upper Valley Pediatrics



Randolph Child and Family Team

CHILD & FAMILY PROGRAM

TRANSITION AGE YOUTH (TAY) (AGES 16-22)

The Transition Age Youth program provides services to youth 16-22 years of age, utilizing the Resiliency Model to meet clients “where they are at.” Providing therapeutic services and supports in the youth’s environment help adolescents and young adults succeed. TAY supports the adolescent or young adult in developing and maintaining caring relationships by being held to high expectations, and giving them opportunities to participate and contribute to their community.

- JOBS (Jump On Board For Success) provides job supports to young adults ages 16-22 who have graduated, are at risk of dropping out, or have dropped out of school, to aid them in preparing, securing and maintaining employment.
- Adventure Programming – The adventure based programming consists of a dynamic package of services that will engage clients in their treatment through experiential learning and adventure based treatment. We foster resiliency and inspire change for children and adolescents by incorporating their whole self, including strengths and competencies that are brought out through active forms of treatment. The adventure based program is a part of a comprehensive and coordinated array of community resources intended to promote self discovery and meaningful relationships through hands on learning in a group format. Elements of the program include:
 - Monthly day trips (for two age groups 12-15, and 16-18)
 - Week-long wilderness trips
 - Booster weekends



- Challenge group for teens
- Summer group programming
- Leadership Development – Through the state’s Youth In Transition (YIT) initiative, the TAY program focuses on developing the voice of young adults to speak out and share their experiences. This has proven to have tremendous impact and success in engaging local communities in a supportive process of understanding and de-stigmatizing our youth.

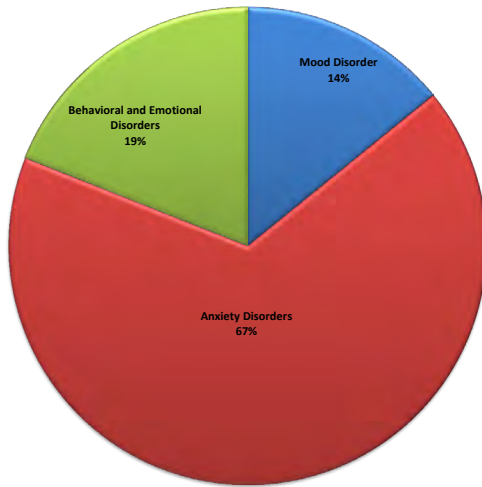
ALCOHOL AND OTHER DRUG SERVICES

Alcohol and other drug treatment, education and skills based services are embedded into our Transition Age Youth service programming. The Clara Martin Center is a co-occurring treatment agency that provides comprehensive treatment to address both substance abuse and mental health together. Services are provided in individual and family therapy, as well as group therapy modalities.

150
People
Served

HOW MUCH DID WE DO?

Most Common Diagnoses



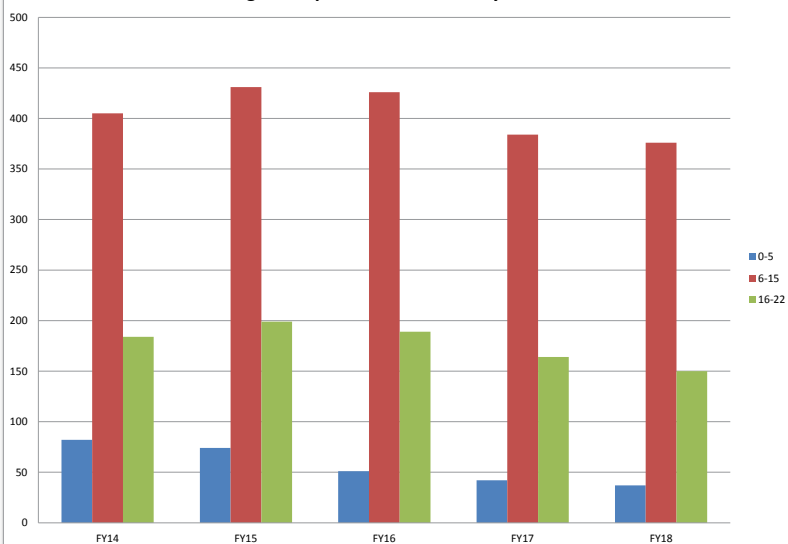
Our Transition Age Youth Program served 150 young adults (ages 16-26) over the past year. Our program strives to meet young adults where they are at, and provide them with the services that will best support their transition into adulthood. Our program supports the young adults we serve by engaging them in high interest activities that address their clinical needs.

STORY BEHIND THE CURVE

Our TAY program experienced a slight dip in the number of young adults served over the past year. This is due primarily to shifts in program funding for the JOBS program, and additional reporting requirements for the VCRHYP program. For FY18, the JOBS funding was decreased from an allocation that served the entirety of our catchment area, and the Hartford region, to a limited service area of just the Randolph region. This shift resulted in lower referrals in the Hartford and Bradford regions; however, our number of young adults in the Randolph region has increased greatly.

The JOBS program is on track to meet its Rehabilitation/Job placement targets for the grant period ending September. This program continues to meet and exceed its targeted outcomes, while providing the young adults with superior supports in meeting their holistic needs.

Age Group Of Child And Family Clients

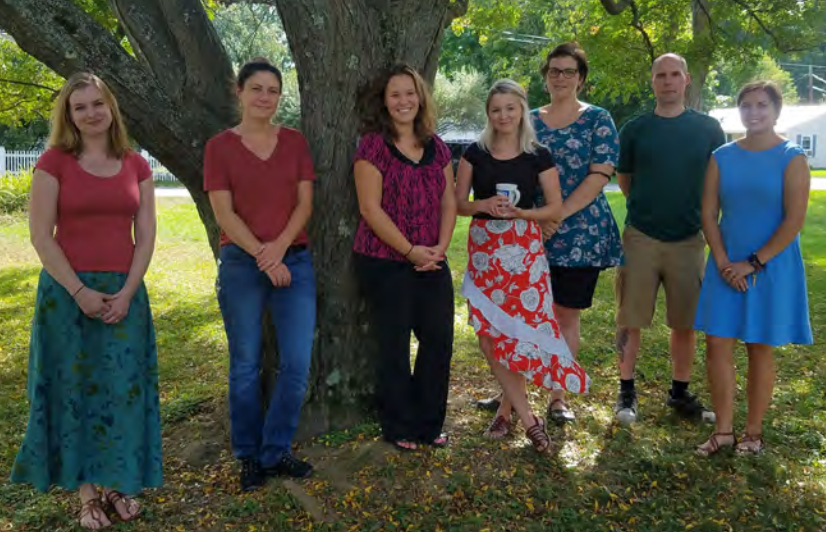


Thank you for
wonderful
compassionate
care.

– CMC Client

COMMUNITY PARTNERS

- Upper Valley Services
- Orange County Parent Child Center
- The Family Place
- Upper Valley Haven
- VT Dept. of Child and Family Services
- The Junction Teen Life Skills Center
- Bradford Teen Center
- White River Craft Center
- Randolph Recreation Department



Regional Alternative Program Team



East Valley Academy Team

SCHOOL SERVICES PROGRAM

SCHOOL SERVICES PROGRAM

The mission of the School Services Program is to provide a continuum of student centered supports and interventions that allow students with mental health challenges to be successful student learners. With a focus on prevention and early intervention, the goal of school services is the promotion of wellness for all students in their educational, family and community environments.

School Services include Behavioral Consultation, Behavioral Intervention, School Based Clinicians, and Alternative School Programming.

- Behavioral Consultation is a service that is available to schools that may be experiencing a struggle with one or more students. Behavioral Consultation provides individualized functional behavioral assessments and consultation for identified students or classrooms.
- Behavioral Intervention provides highly individualized programs for youth and their families living with significant emotional and behavioral disorders in the school setting. Often youth who receive these services are at risk of hospitalization or of being placed in a residential program. Through the use of Behavioral Consultation, a trained Behavioral Interventionist, Clinical Case Manager in conjunction with a close collaboration with the educational team, the majority of youth are able to maintain their placement in their homes, school and community.
- School Based Clinicians provide mental health treatment to students, as well as education and support to school staff within the schools. School Based Clinicians are integrated into the school team and are able to provide daily supports to youth struggling with emotional and behavioral disorders.

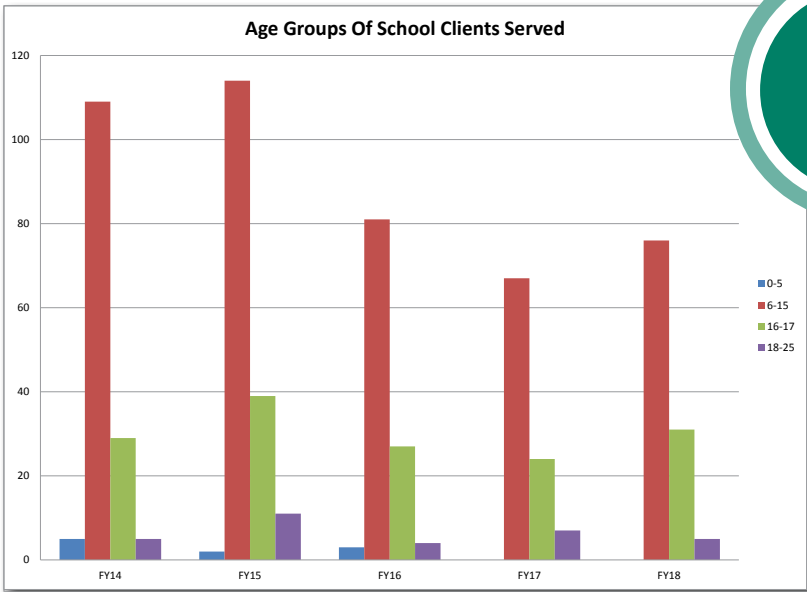


ALTERNATIVE SCHOOL PROGRAMMING

- East Valley Academy (EVA) is a licensed independent school that provides educational and therapeutic services to youth with severe emotional and behavioral challenges in grades 3-12. Youth who attend EVA are referred and tuitioned by their school. Clara Martin Center oversees all therapeutic as well as academic aspects of EVA.
- Wilder School (Regional Alternative Program – Hartford School District) is a licensed independent school made possible by a collaboration with the Hartford Area Regional Collaborative, that provides educational and therapeutic services to youth with severe emotional and behavioral challenges. Clara Martin Center oversees the therapeutic services provided within the Wilder School.

103
People
Served

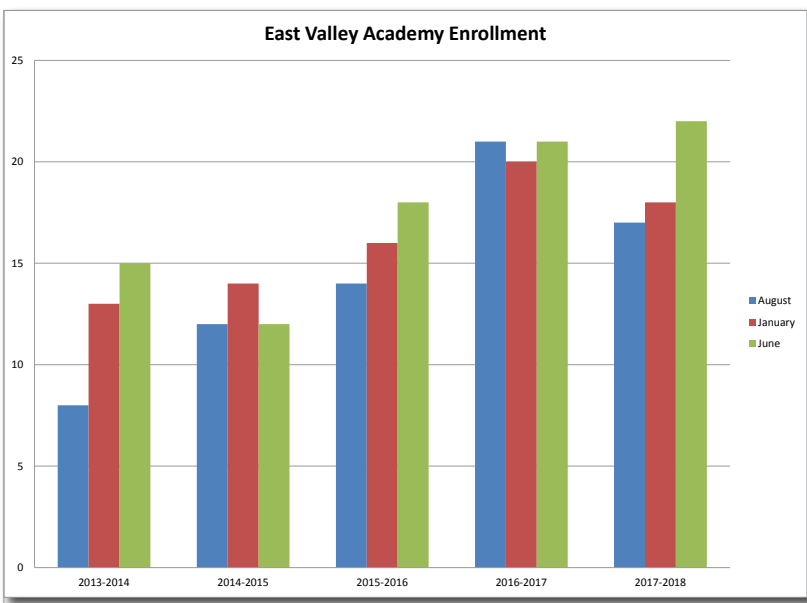
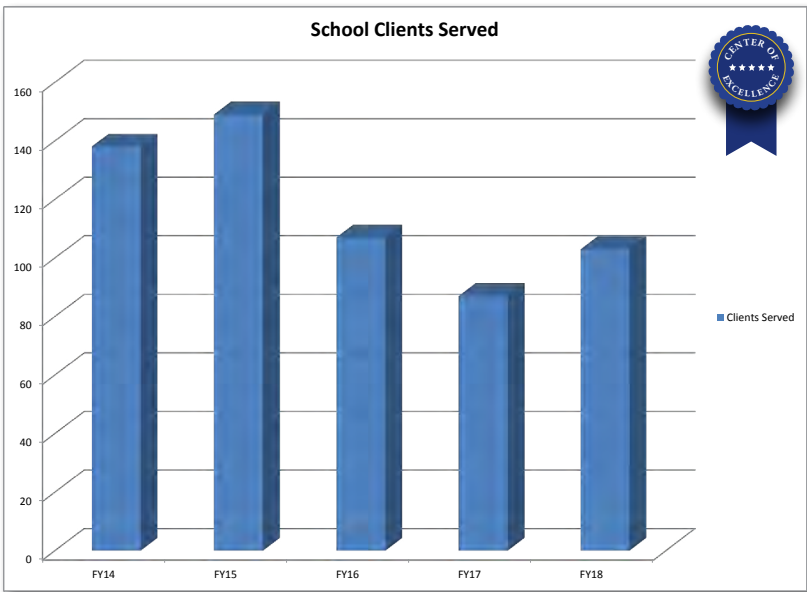
HOW MUCH DID WE DO?



In FY18, CMC provided School Based Clinician Services in one school in Orange County, and Behavioral Interventionists services to students in 3 schools across our region. While schools continue to struggle with tight budgets, our focus remains to provide high quality care using innovative best practices to the students and the school community.

STORY BEHIND THE CURVE

While our overall number of students served in public school settings has remained fairly stable over the last year, the enrollment at East Valley Academy continues to remain strong, with an enrollment of 22 in FY18. Our students at East Valley Academy continue to present with increasingly complex and chronic stressors, yielding a need for higher levels of supports. Our School Services program is also in the process of implementing the CANS (Child and Adolescent Needs and Strengths) Tool. We are compiling initial data and will be able to report out on demonstrated improvements in next year's report.



“
The agency has so much to offer to help so many.
– CMC Staff
”



Bradford Community Support Team

COMMUNITY SUPPORT PROGRAM

The Community Support Program (CSP) assists individuals with mental health issues in achieving and sustaining the highest quality of life consistent with their abilities, needs, personal ambitions, and available resources. The program strives to instill wellness to individuals living in the community.

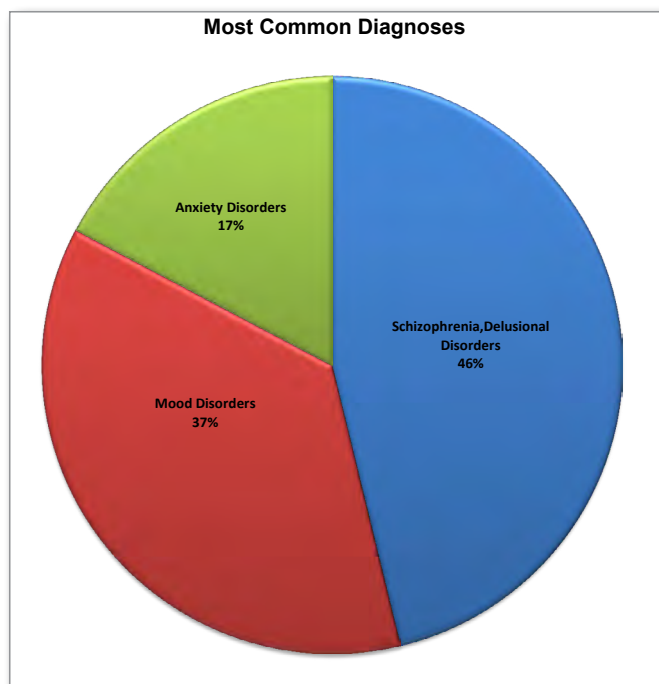
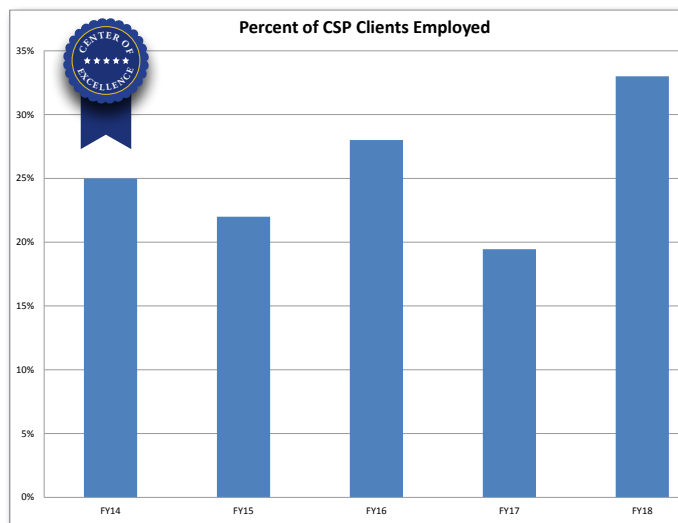
Objectives

- To insure that individuals in CSP are treated with dignity and respect, provided opportunities to work, learn, have recreational opportunities, and live in the community based on their personal choices
- To insure that services provided are individualized and emphasize health, wellness and recovery
- To insure wherever possible, services be used that are based on evidence-based treatment models
- To insure that treatment goals are directed by the individual
- To teach individuals how to handle the stressors they face in life
- To minimize the usage of psychiatric hospitalizations
- To minimize the usage of involuntary treatment, either in inpatient or outpatient settings

- To identify all diagnoses, both mental illness and substance abuse, and to treat both concurrently and within the same treatment team
- To provide an understanding of mental illness, of medications, and of feelings
- To support individuals in gaining self confidence to improve their living situation

Eligibility Criteria

CSP serves adults, 18 years and older, who meet the specific eligibility criteria set forth by the Vermont Department of Mental Health. The criteria must be met in three categories: diagnostic criteria, recent treatment history and level of impaired role functioning. Although persons with a primary diagnosis of Developmental Disability, head injuries, Alzheimer's disease, or Organic Brain Syndrome frequently have similar treatment needs, they are not included in this definition.



170
People
Served

HOW MUCH DID WE DO?

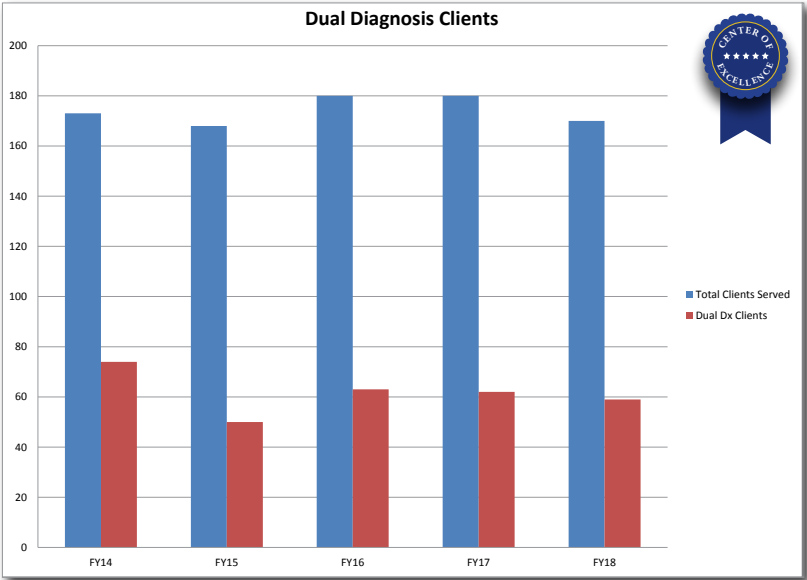
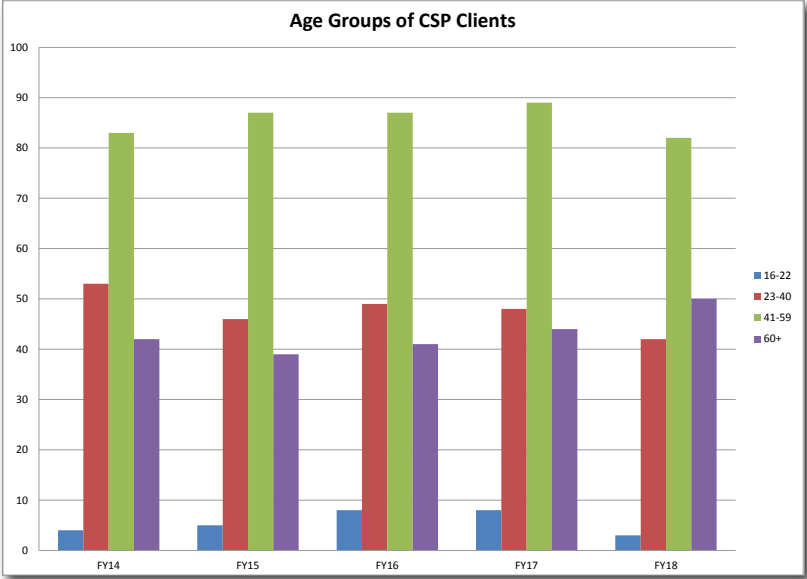
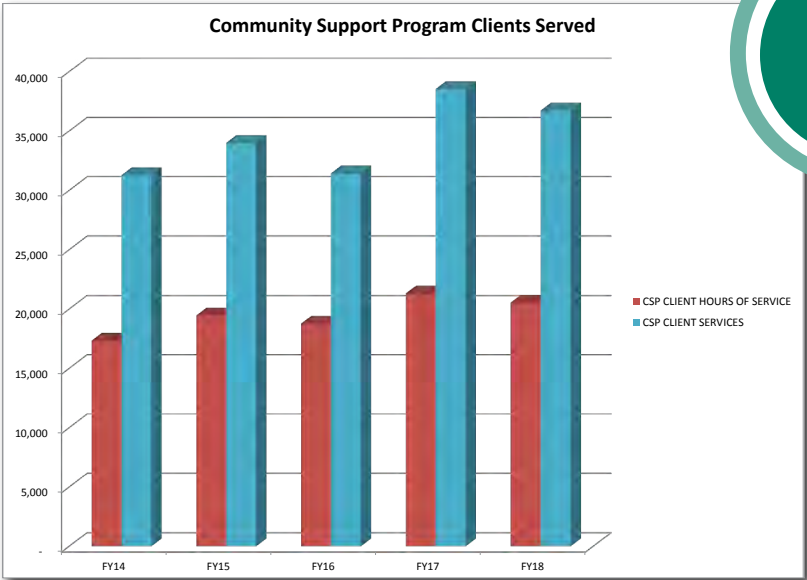
The Community Support Program saw a slight decline in the number of client services and the number of hours of services for FY18. The ability to provide services is directly tied to the ability to hire and retain staff.

The Supported Employment program had a very successful year at supporting individuals in the program to find and retain jobs.

STORY BEHIND THE CURVE

This past year the Community Support Program continued to offer a variety of recovery oriented and evidence based practice services. These services were offered in the office and in the community and both in an individual and in a group format. The program saw an increase in the number of individuals 60+ years of age which supports the data that Vermont has an aging population. This will be an ongoing area of focus in future years.

“
Staff is knowledgeable respectful and the fact that they care about the clients is extremely evident in their treatment of us.
”
- CMC Client



COMMUNITY PARTNERS

- Curves
- Gifford Health Center
- SASH
- Bayada Home Health
- Stagecoach Transportation Services
- Central Vermont Council on Aging
- Capstone Community Action
- Visiting Nurse Association
- Riverbend Residential Care Home
- Division of Vocational Rehabilitation
- Vermont Technical College gym



Randolph Community Support Program Team

COMMUNITY SUPPORT PROGRAM

Specific Programmatic Criteria:

Most clinical services are available to all clients in the CSP if they are clinically indicated by the individualized service plan developed in collaboration between the client and the treatment team. All CSP clients, regardless of need, are assigned to a primary case manager and are seen at least yearly by a member of the medical team.

Clinical Services

- Case Management, Outreach
 - Community-based supports
 - Social support services/socialization skills
 - Assistance with activities of daily living
 - Community integration
- Service Planning and Coordination
 - Assistance with acquiring benefits and the application process
 - Payeeship services
 - Housing support services
 - Difficulty of Care Program and Wellness Recovery Action Plan support services
 - Assistance with accessing medical and dental services
- Psychiatric Evaluation, Medication Review and Monitoring
- Individual Counseling
- Recovery and Wellness Groups
 - Women’s group, writing group, art group, cooking group, health and nutrition group, fitness groups, gardening group, walking group
- Peer Supports
- Emergency Services

Evidence Based Practice Treatment

- Integrated Dual Diagnosis Treatment: Individual and Group

- Dialectical Behavioral Treatment Programming
- Wellness Recovery Action Plan groups
- Seeking Safety
- Family Psycho-education and Support groups
- Individual Placement and Supports (IPS) model for Vocational Services

VOCATIONAL SERVICES/OUTREACH

The agency’s Supported Employment program assists adults within the agency’s CSP to identify, achieve and maintain vocational goals, including paid employment, in collaboration with community employers. The program also provides:

- Assistance with preparing for employment
- Assistance with job development
- Assistance with on-going job support

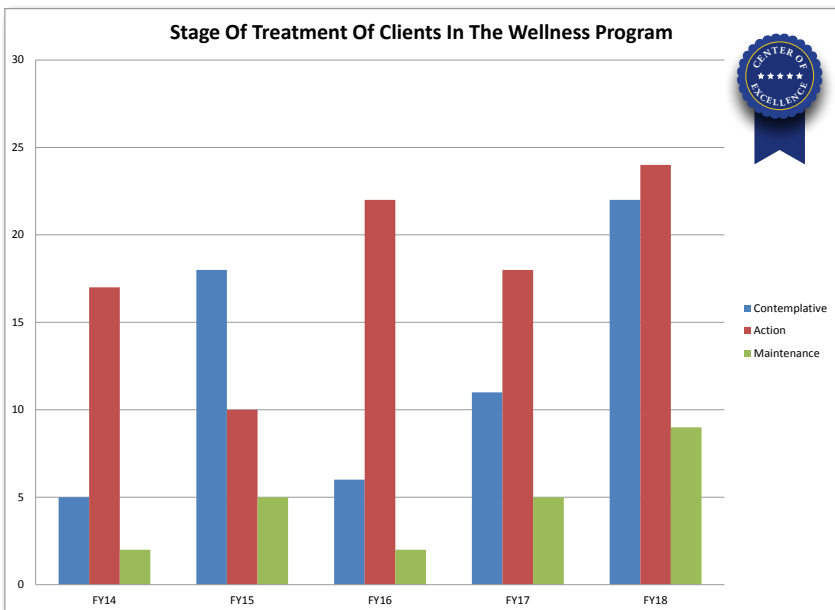
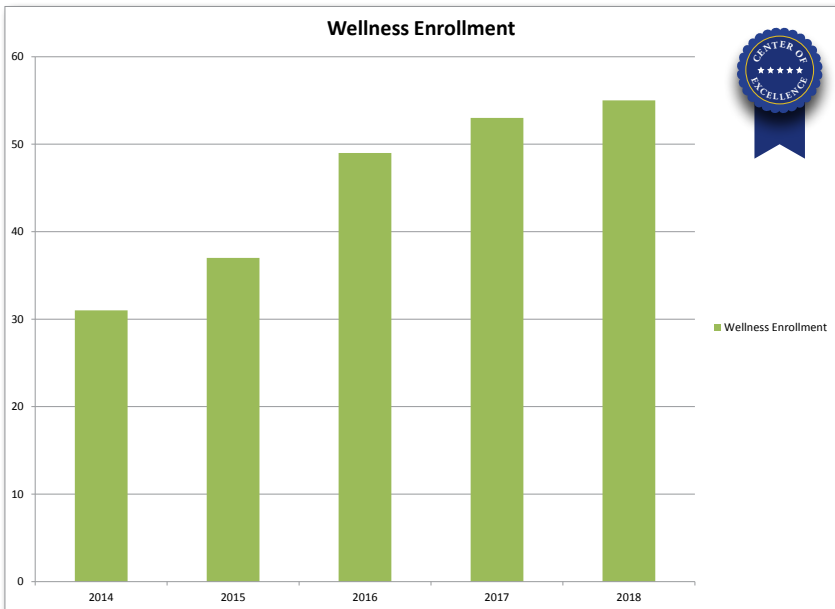
Supporting clients in moving forward with their vocational goals is recognized by Clara Martin Center as an important aspect of recovery, and the Agency continues to promote this evidence-based component of treatment. The program did see a decrease in the percentage of people employed in the program which can be partly attributed to the decrease in funding and resources available to support it.

HEALTH AND WELLNESS PROGRAM

The philosophy of the Health and Wellness Program is that physical health is an important component of overall health. Individuals are encouraged to engage in activities that promote physical as well as mental health. The program has a designated nurse who works to promote physical health on 4 levels.

1. On an individual level:
 - Personalized health coaching
 - Diet and exercise planning

- Wellness plan development
 - Social integration in the community
2. On a group level:
 - Social integration fitness groups – Curves, VTC, walking group
 - Health and nutritional support
 - Smoking cessation supports
 - Peer support and encouragement
 3. On a program level:
 - Coordination of Wellness Plan with Case Managers and support staff
 - Provide education on health issues
 - Assist in coordinating health activities
 4. On a community level:
 - Coordination with primary care and other health care providers in the community
 - Advocate for client to promote wellness
 - Communicate regarding health needs of clients
 - Foster an integrated approach to wellness for CSP clients



HOW MUCH DID WE DO?

There has been a steady increase in participation in the Wellness Program since its inception in 2009.

STORY BEHIND THE CURVE

People with serious mental illness die 20- 30 years earlier than the general population from cardiovascular disease and diabetes, conditions which are considered modifiable by diet and exercise (Cabassa, Ezell, & Lewis-Fernandez, 2010; Newcomer, 2008). In FY18 the Wellness Program saw an overall increase in the number of participants as well as an increase in the number of those participants in the action and maintenance stage of treatment. Wellness groups are offered twice a day to participants in order to offer flexibility and better accommodate people's daily schedules.

The services given here have helped me become more open about my daily life and helped me accept my past downfalls.

– CMC Client



Alcohol and Other Drug Team

ALCOHOL AND OTHER DRUG PROGRAM

The Alcohol and Other Drug Program promotes healthy lifestyles by reducing the harmful effects of alcohol and other drugs on the client, family and community.

Objectives

- Provide comprehensive treatment which addresses the needs of both the person with a substance concern and the people affected by the substance concern
- Identify clients who have co-occurring mental illness and help them develop goals and a treatment plan individualized to meet their needs
- Recognize abuse of alcohol or other drugs as a progressive disease that affects the psychological, emotional, physical, social, and spiritual health of the person. It often impacts any system he/she interacts with including their family, friends, workplace and community
- Provide outpatient treatment in a variety of sites to meet the needs of our clients.
- Provide education, consultation services, and support to family and friends of clients and other community organizations

- Work collaboratively with other providers and community organizations to provide continuity of care to our clients

Clinical Services

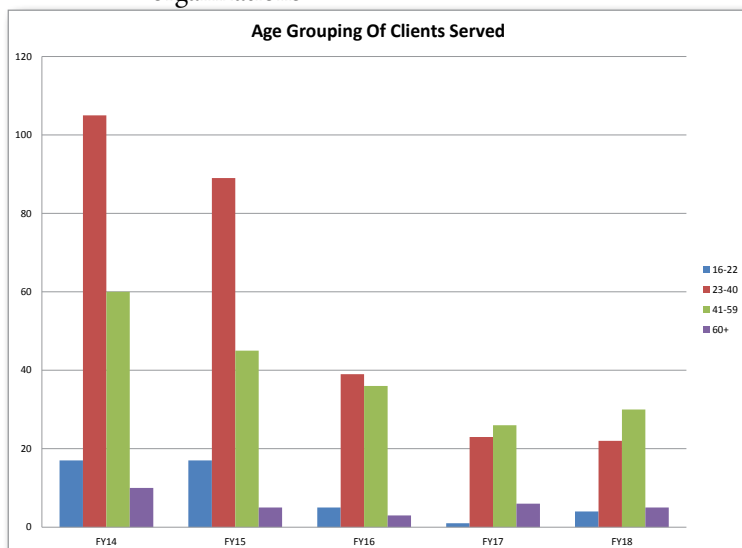
- Assessment and Referral to appropriate level of care
- Outpatient Services: Individual, Group and Family Therapy
- Quitting Time – Intensive Outpatient Program
- Medication Assisted Therapy
- Aftercare Recovery Services
- Psychiatric Evaluation, Medication Review and Monitoring
- Psycho-educational Groups
- Weekend IDRP (Impaired Driver Rehabilitation Program)
- Emergency Services
- Case Management

QUITTING TIME – INTENSIVE OUTPATIENT PROGRAM

Quitting Time helps clients with substance dependence maintain abstinence from alcohol and/or drugs and enhance their skills to prevent relapse. The program is offered in the daytime and evening to accommodate the needs of the clients. On average this program meets three times per week for approximately six weeks, however this is assessed and determined on a case-by-case basis to determine the appropriate length of treatment recommendations. Once a participant completes the intensive portion of this program, the recommendation is to continue in the outpatient after-care group as the maintenance portion of this program.

OUTPATIENT RECOVERY AND AFTER CARE GROUP

Recovery Group enhances relapse prevention skills and broadens client understanding of recovery as a lifestyle change.



537
People
Served

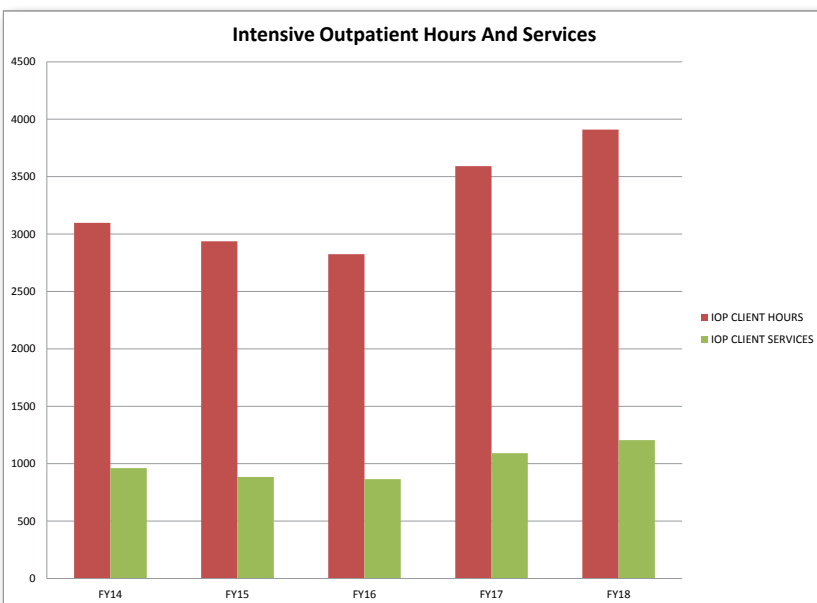
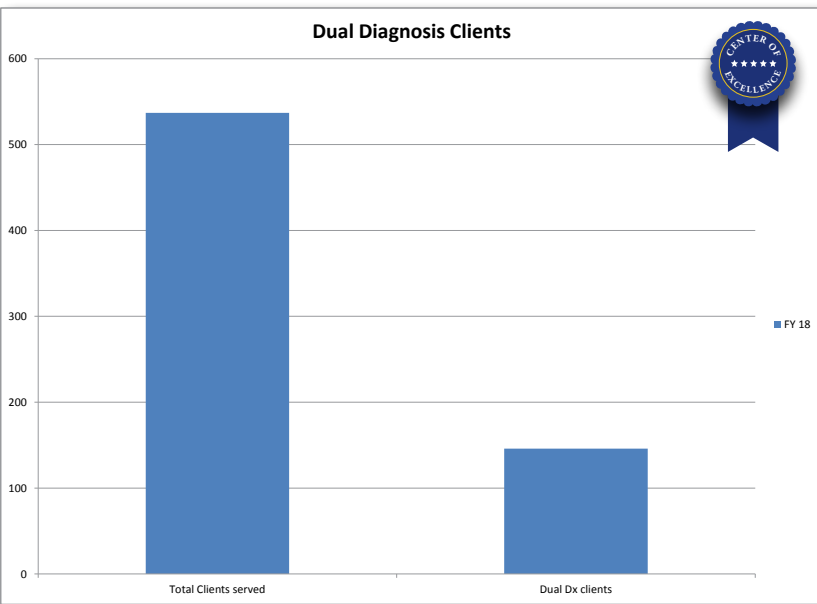
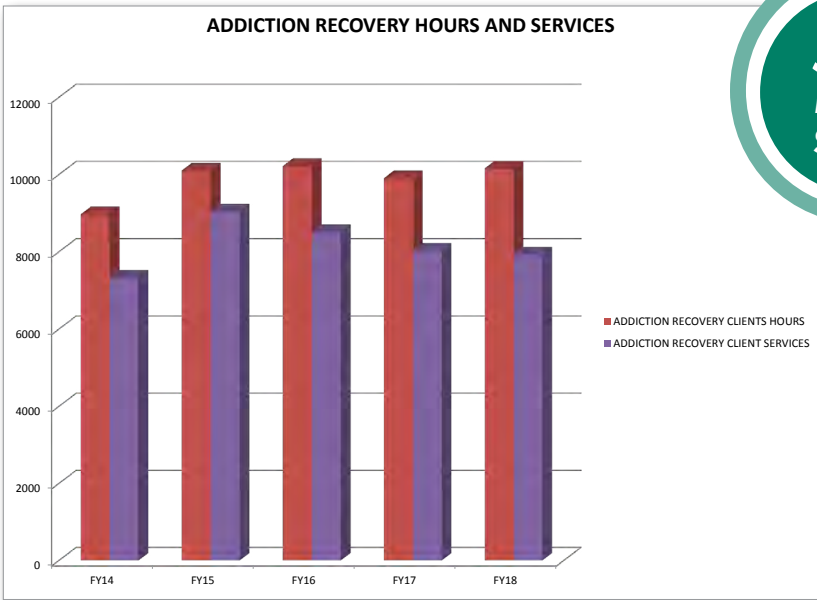
HOW MUCH DID WE DO?

Clara Martin Center's substance abuse programming is integrated into all programs to support the co-occurring culture that the agency upholds and to meet the intricate needs of the population. The program has seen a slight increase in the number of hours and services provided to this population.

STORY BEHIND THE CURVE

The amount of treatment provided in the Substance Abuse program has seen a small increase over the past year and has held rather steady over the past few years. Staffing consistencies within this program over the past year has helped to maintain the level of programming provided. The need for services continue to be in high demand as well as the complexities of the population.

The intensive outpatient program continues to see a growth of clients and services provided. This is due in part to the IOP started in the Randolph location. Although this program is smaller compared to the Wilder location, it has provided much needed services to this rural area. In order to maintain this program, continued referrals from community partners will be necessary.



COMMUNITY PARTNERS

- Turning Point
- Vermont Department of Corrections
- Primary Care Offices
- VT Dept. of Child and Family Services
- Upper Valley Haven
- Restorative Justice Centers

MOTIVATIONAL GROUP

Motivational Group helps clients develop increased awareness of the impact of alcohol or drug use has had in their lives. In addition, we hope to help increase the client's level of motivation to make healthier and safer decisions regarding their substance use. The group meets once each week. This group also meets IDRP recommendations for ongoing counseling towards license reinstatement.

CO-OCCURRING ISSUES GROUP

The goal of this group is to improve the health and self-care of clients with co-occurring substance abuse and mental illness. The group meets once per week.

SEEKING SAFETY GROUP

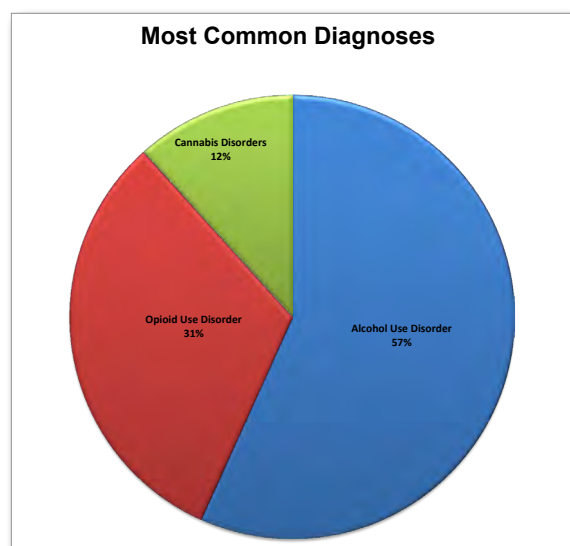
The seeking safety group is a present-focused therapy to help people attain safety from trauma/Post Traumatic Stress Disorder and substance abuse. The group is gender specific and consists of 25 topic areas related to trauma and substance abuse.

ADOLESCENT OUTPATIENT COUNSELING

The adolescent group helps participants develop increased awareness of the impact alcohol or drug use has on their lives. We also aim to increase their level of motivation to make healthier and safer decisions regarding their substance use. The groups meet once each week.

WEEKEND IMPAIRED DRIVER REHABILITATION PROGRAM (IDRP)

IDRP is a State of Vermont program designed to provide education on substance abuse and driving under the influence (DUI) for those convicted of a DUI 1 or DUI 2. Clara Martin Center offers a weekend IDRPs to eligible participants which includes the IDRPs intake evaluation, the IDRPs educational program, and the determination of whether or not further treatment is recommended.



CRIMINAL JUSTICE PROGRAM

The Criminal Justice Program provides effective assessment and treatment services to people who have been, or are currently involved with the court or corrections system. Our aim is to enhance their ability to function effectively in the community, re-enter the community successfully and reduce the risk of committing additional crimes.

Objectives

- Deliver specialized outpatient services in our Randolph, Bradford and Wilder sites
- Provide psychosocial assessments, individual therapy, specialized group therapy, family education, and support groups consistent with best practices
- Provide programming that is gender, culture and trauma sensitive
- Develop collaborative relationships with clients to help them reach identified treatment goals
- Incorporate interdisciplinary treatment planning to help clients take full responsibility for their crimes and gain the support needed to function successfully in the community
- Collaborate with community resources to ensure clients receive continuity of care and all services needed to function effectively in their communities

Clinical Services

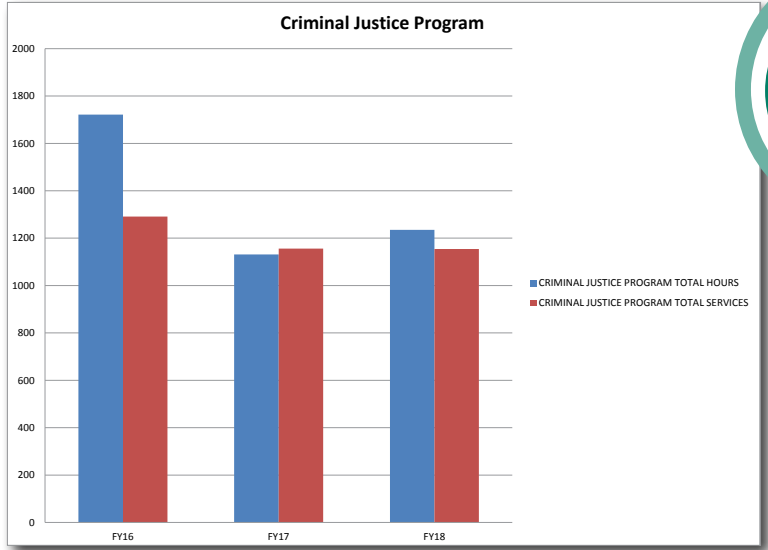
- Screening
- Assessment
- Individual Therapy
- Group Therapy
- Sex Offender Treatment Groups
- Domestic Violence Accountability Programming
- Anger Management
- Family Member's Educational and Support Groups
- Victim's Support
- Case Management
- Substance Abuse Reentry Assessments

DOMESTIC VIOLENCE ACCOUNTABILITY PROGRAMMING

The program adheres to the Vermont Standards for Domestic Violence Accountability Programming set forth by the Vermont Coalition for Domestic Abuse. The goal of the program is designed to provide education to domestic violence offenders to motivate them to end their abuse and to ultimately change their behavior.

60
People
Served

HOW MUCH DID WE DO?



STORY BEHIND THE CURVE

Clara Martin Center continues to have a specialty focus in the Criminal Justice program on two populations; community based sex offender programming and domestic violence accountability programming. These two programs are primarily fed by the Vermont Department of Corrections, Federal Probation and Parole and Department of Child and Family Services. The referrals and numbers served within these programs are in correlation to the need of these services from outside stakeholders. Over the past year we have seen an increase in referrals from the United States Federal Probation and Parole office in which we hold a contract with.

Clara Martin Center continues to have a total of four community based sex offender groups across the Wilder and Randolph sites in addition to one domestic violence accountability group located in Wilder.

ANGER MANAGEMENT

Anger management services can be provided in either a group or individual setting. This service aims to provide clients with skills necessary to identify and effectively manage emotions that may lead them to engage in threatening or assaultive behaviors.

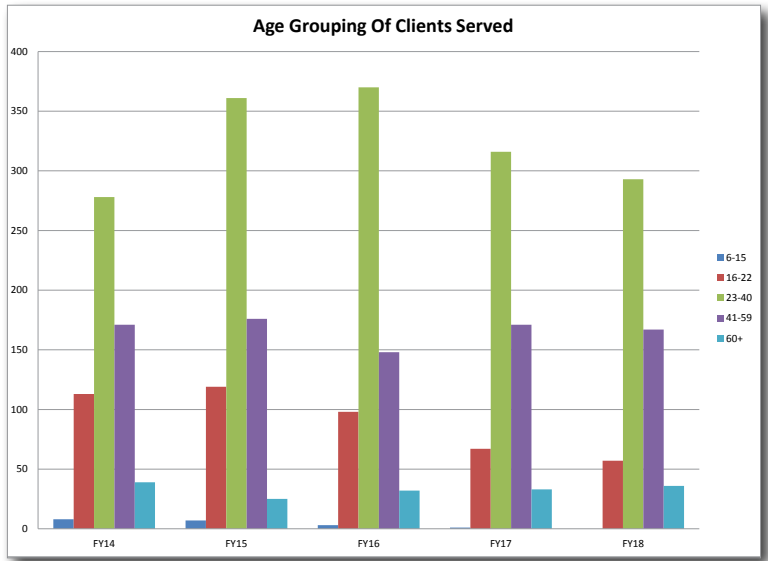
RE-ENTRY CASE MANAGEMENT

Re-entry case management services are for individuals supervised out of the Hartford and Barre probation and parole offices. These services assist individuals to successfully re-enter the community after incarceration or who are already on probation and parole and needing additional supports. Assessment and referrals are made to local agencies and resources to include but not limited to: substance abuse services, mental health services, employment services and health care.

COMMUNITY BASED SEX OFFENDER TREATMENT

The goal of the program is to decrease the risk of re-offense and promote healthy lifestyles through individual and group therapy. The program meets standards set forth by the Vermont Center for the Prevention and Treatment of Sexual Abuse. The Vermont Center for the Prevention and Treatment of Sexual Abuse provides the clinical supervision.

“
Keep doing what you are doing, it works. Thank you!
– CMC Client



COMMUNITY PARTNERS

- VT Department of Corrections
- VT Courts
- Restorative Justice Centers

STAFF ANNIVERSARIES

40 years:

Diane Pettersen

20 years:

Aida Busconi
Darrell Smith
Mary Tucker
Christalee Kinney
Laurie Tiemann-Farrington

15 years:

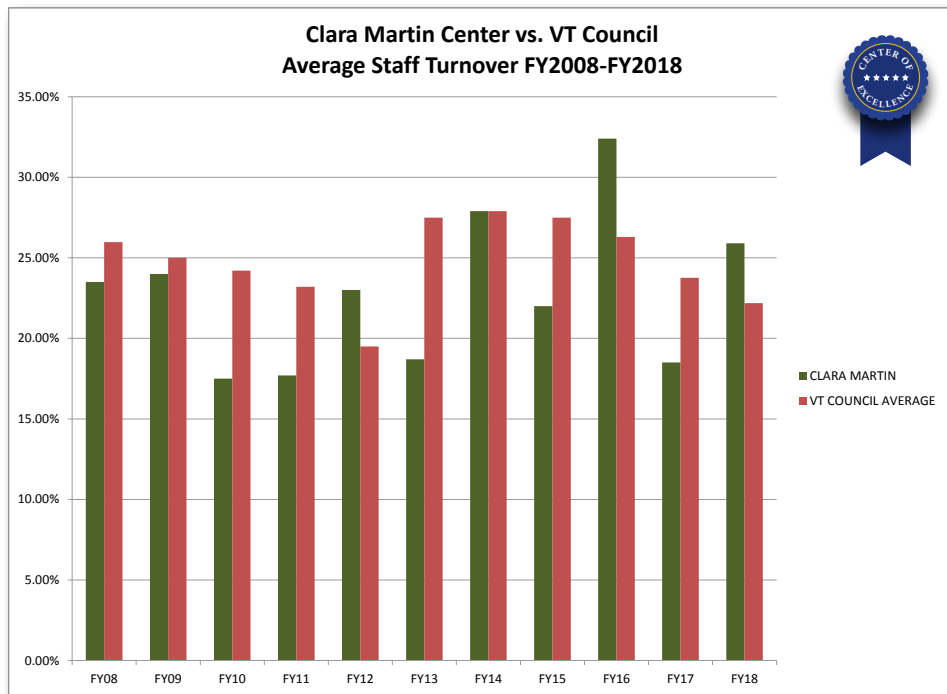
Tammy Austin

10 years:

Sarah Metz

5 years:

Lori Bean-McIntire
Courtney Reinders-Moote
Kristen Briggs
Michael Dooley
Danielle Drown
Heather Hood
Deborah Hopkins
Donna Kendall
Samantha Powers



FY18 STAFF SURVEY

Our annual staff survey provides us with feedback that informs future discussions related to compensation, benefits, supervision, staff wellness and more.

In conducting this survey, we are working with Vermont Care Partners and designated agencies around Vermont to gather comparable staff satisfaction feedback, which will allow us to compare answers with one another.

Data is based on 102 staff responses.

92.16%

of staff feel driven to help the agency succeed.

92.15%

of staff would recommend this agency to a friend or family member for services

72%

of staff would recommend this agency to a friend or family member for employment.

82%

of our staff agree that they are supported in their job and can get help when they need it

97.36%

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

93.73%

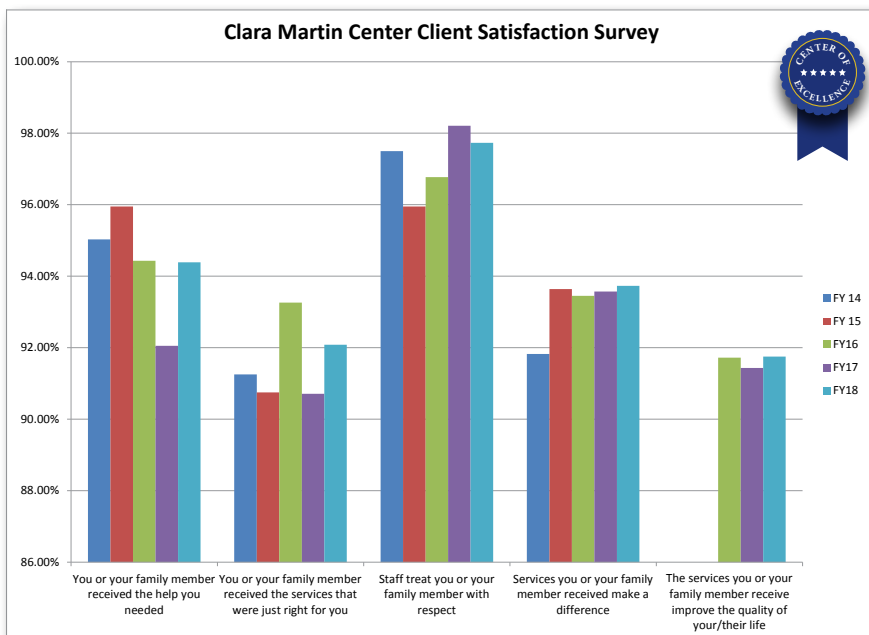
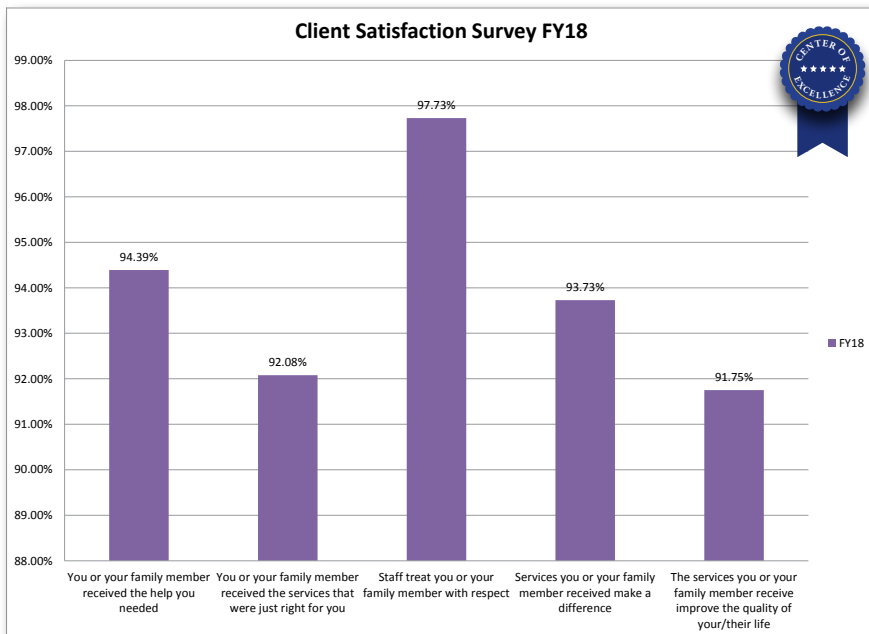
reported that the services they received made a difference.*

8.6 out of 10

people said they would refer a family member or friend to Clara Martin Center*

Over the past six years, 1,690 people have responded to our annual Client Satisfaction survey.

* Results from the 2018 Client Satisfaction Survey



“ I have been lucky to have been able to form very good relationships with skilled supervisors. ”
 – CMC Staff



Central Vermont Substance Abuse Services Team

COLLABORATION & PARTNERSHIP

CENTRAL VERMONT SUBSTANCE ABUSE SERVICES (CVSAS)

Central Vermont Substance Abuse Services (CVSAS) is a substance abuse service agency providing outpatient and intensive outpatient alcohol and other drug treatment services for community members of the Greater Washington County area. Central Vermont Addiction Medicine (CVAM), a program of CVSAS in collaboration with BAART Behavioral Health Services, is part of the Vermont Care Alliance for Opioid Addiction. CVAM provides medication assisted treatment for residents of Washington, Orange, and Lamoille Counties who are addicted to opiates.

CVSAS provides assessment and referral to appropriate level of care. Outpatient services offered include individual/group/family therapy, intensive outpatient programming, psychiatric consultation to primary care physicians, psycho-educational groups, DUI programming through the Impaired Driver Rehabilitation Program (IDRP), Washington County Treatment Court services, clinical services to the Lighthouse public inebriate program, medication assisted induction and stabilization for opiate addiction, case management, and, emergency services, which are provided by contract through Washington County Mental Health Services.

CVSAS is a program of Clara Martin Center, Washington County Mental Health Services and the Howard Center, representatives of which serve with community members on the Board of Directors. The staff includes licensed alcohol and drug counselors, licensed clinical mental health counselors, counseling interns, case managers, and a consulting psychiatrist.

I was hesitant to come here but now I am glad I did.

– CMC Client

COLLABORATIVE SOLUTIONS CORPORATION

In 2007, Clara Martin Center, The Howard Center, and Washington County Mental Health Services joined together to establish a new corporation called Collaborative Solutions Corporation. This entity was developed to create Community Recovery Residences (CRR) to assist the State of Vermont with the census at the Vermont State Hospital (VSH) and to meet the step down needs of hospitalized patients.

The first Community Recovery Residence established was Second Spring South, a licensed Level III Care Home located in Williamstown, Vermont. Second Spring North opened in Westford, Vermont in 2013.

CHELSEA HEALTH CENTER

Clara Martin Center collaborates with the Chelsea Health Center Board, Gifford Health Care and The Medicine Shoppe pharmacy to provide services in the rural towns of Chelsea, Tunbridge and Washington.



VERMONT CARE PARTNERS

The Vermont Council of Developmental and Mental Health Services and the Vermont Care Network (formerly Behavioral Health Network of Vermont) have come together under the partnership of Vermont Care Partners to provide statewide leadership for an integrated, high quality system of comprehensive services and supports.

The Vermont Council focuses on national and state policy development, lobbying and advocacy to strengthen developmental, mental health and substance abuse services.

The Vermont Care Network works to develop the state-wide network that integrates the full continuum of health, wellness and social services. By providing care beyond health care and through enhanced services, collaboration and integration, the network improves value, health outcomes and life satisfaction.

Demonstrating Accountability

The Vermont Care Partners provider network is accountable to the people they serve. They hold themselves accountable through:

- Community governance boards
- Consumer and family advisory committees
- Performance-based contracts with state government
- Quality assurance mechanisms
- Affiliations with Accountable Care Organizations and other partners

They assess and continuously improve the quality of our services by combining two quality models: Results Based Accountability (RBA) and Centers of Excellence (COE).

RBA looks at:

- How much we do
- How well we do it
- Whether anyone is better off

The work on RBA is being coordinated with a larger effort conducted by Vermont state government and the passage of Act 186, the Vermont Outcomes Bill.

COE focuses on five elements of quality:

- World class customer service built on a culture of staff and client engagement and wellness
- Excellent outcomes
- Easy access
- Comprehensive care
- Excellent value



MEMBER AGENCIES

- Champlain Community Services (CCS)
- Clara Martin Center (CMC)
- Counseling Service of Addison County (CSAC)
- Families First in Southern Vermont (FFSV)
- Green Mountain Support Services (GMSS)
- Health Care & Rehabilitation Services (HCRS)
- Howard Center (HC)
- Lamoille County Mental Health Services (LCMHS)
- Lincoln Street (LSI)
- Northeast Kingdom Human Services (NKHS)
- NFI Vermont Inc. (NFI)
- Northwestern Counseling & Support Services (NCSS)
- Rutland Mental Health Services (RMHS)
- United Counseling Service of Bennington County (UCS)
- Upper Valley Services (UVS)
- Washington County Mental Health Services (WCMHS)

AWARDS & RECOGNITION



Executive Director Linda Chambers presents Michele Boutin with The Brewster Martin Excellence Award

THE BREWSTER MARTIN EXCELLENCE AWARD

This award is dedicated in the name of a caring country doctor whose support of this center and more importantly the citizens of the greater Orange County area, was strong and will always be remembered.

Dr. Brewster Martin was a man who lived each day and enjoyed his life. Dr. Martin served on our Board of Trustees since the passing of his wife Clara Martin. He was full of humor; telling stories of his love for the stage or a loving story of his family and friends. He always asked “How are you?” and would quickly make you feel the bright light of the day in whatever you presented to him. He was proud of everyone and lived to promote happiness and strength in each person. His demonstrated love for life penetrated the very essence of the community and this organization.

Dr. Brewster Martin believed in the mind – body connection to physical and spiritual health. He lived this philosophy in his practice as a physician and in his support to the agency. Dr. Brewster Martin was one man who contributed to the spirit of the Board of Trustees, all of whom support the mission of a caring and responsive community of providers.

It is the commitment of the Board of Trustees to keep the strength of the organization focused on our future and to hold true to the spirit of those who helped to create this solid foundation on which we all stand today. The commitment of the Board is to the community and the staff who serves our communities with courage and strength, all of which is essential to the success of each citizen.

MICHELE BOUTIN WINS 2017 AWARD

Michele Boutin came to the agency in 2005, joining the agency IT Department and was quickly promoted to be our Health Information Coordinator. Her level of expertise and knowledge has benefited the agency and helped many staff to solve problems one day at a time. Michele

is a foundational member of the team that planned, reviewed, chose and implemented the electronic health record in 2012. She has been instrumental in the development of the system and its continual evolution of improvements.

- Michele is a consistent source of support for staff
- Michele is behind the scene, always willing to jump in at a moments notice
- Michele is an expert in all things related to the clinical record system
- Michele is grounded and establishes strong trusting relationships with staff
- Michele is able to work with the most difficult problems and helps to create solutions with success
- Michele is respected by all staff and is an excellent listener
- Michele is honest, dependable, loyal, compassionate and professional
- Michele is able to translate her skill across multiple groups of people and settings
- Michele is a creative fast thinker and is always willing to challenge herself to grow
- Michele is always friendly even in the face of difficult situations
- Michele is respected and has great relationships with many, both in the agency and in our community
- Michele is able to balance her home and work life and has mastered the concept of “one day at a time” while keeping a positive outlook everyday
- Michele is bright, fast thinking and a clever detective
- Michele is able to focus, monitor, and make other people’s jobs easier
- Michele exemplifies quality, commitment and excellence
- Michele is able to learn, develop and help others to be able to take on difficult new learning experiences

Michele expertly manages all of the clinical records in the agency, including monitoring, reviewing, teaching and identifying concerns. She is an expert in figuring out methods to make documentation sensible and easier for clinical staff. She is an expert in finding ways to collect information, create user friendly reports and find just about anything in the dark hole of archives. Michele’s skill, creativity, dedication and expertise as well as her ability to take on challenging issues in a supportive manner with her colleagues makes her an excellent choice for the Dr. Brewster Martin award. The agency service systems have improved over the years and Michele has helped in many of these initiatives. Michele is deserving of the honor and respect this award stands for and she is an excellent model of the Clara Martin Center motto “People Helping People”.



CLARA MARTIN CENTER

COLOR

3rd annual
5.5.2019

splash

A FUN AND COLORFUL 5K FOR EVERYONE!

SUNDAY
MAY 5, 2019

THETFORD ACADEMY
WOODS TRAIL





24-Hour Emergency Service
1-800-639-6360
www.claramartin.org

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

Randolph

11 North Main Street
P.O. Box G (mailing address)
Randolph, VT 05060
(802) 728-4466

Ayers Brook

35 Ayers Brook Road
P.O. Box G (mailing address)
Randolph, VT 05060
(802) 728-4466

Community Support Program

24 South Main Street
P.O. Box G (mailing address)
Randolph, VT 05060
(802) 728-6000

Safe Haven and Chris's Place

4 Highland Ave
Randolph, VT 05060
(802) 728-4466

East Valley Academy

579 VT Route 14 South
P.O. Box 237 (mailing address)
East Randolph, VT 05041
(802) 728-3896

Bradford Farmhouse

1740 Lower Plain Road
P.O. Box 278 (mailing address)
Bradford, VT 05033
(802) 222-4477

Bradford Main Site

1483 Lower Plain Road
P.O. Box 278 (mailing address)
Bradford, VT 05033
(802) 222-4477

Chelsea Health Center

356 VT Route 110
Chelsea, VT 05038
(802) 728-4466

Wilder Office

39 Fogg Farm Rd
P.O. Box 816 (mailing address)
Wilder, VT 05088
(802) 295-1311

Regional Alternative Program (RAP)

Norwich Avenue
Wilder, VT 05088
(802) 295-8628

**Central Vermont
Substance Abuse Services**

100 Hospitality Drive
P.O. Box 1468 (mailing address)
Berlin, VT 05601
(802) 223-4156

**Central Vermont
Addiction Medicine**

617 Comstock Road, Suite 5
Berlin, VT 05602
(802) 223-2003