



2015 ANNUAL REPORT

For nearly 50 years, Clara Martin Center has provided high-quality community mental health and substance abuse services to the Upper Valley and greater Orange County. With this experience, Clara Martin Center continues to play a role in leading the mental health field into the future. The agency is constantly adapting to meet the needs of an ever-changing healthcare system, and above all – the needs of the people we serve and our communities.

Clara Martin Center continues to focus our client care within the philosophy of resiliency and recovery – the ability to bounce back from adversity, and the ability to achieve success in spite of setbacks and challenges.

Clara Martin Center began efforts to be identified as a Behavioral Health Center of Excellence – a great place to get care and a great place to work. While not a formal certification, being a Center of Excellence provides a framework to demonstrate the important work Clara Martin Center does, and the value it has in the communities we serve. It also sets high standards for the agency to achieve. The National Council for Behavioral Health identifies five elements used in determining a Center of Excellence – easy access, world class customer service, comprehensive care, excellent outcomes and excellent value.

Our high quality services are a testament to our most important resource, our staff. Staff continue to be trained on evidence based practices to ensure our services are the most effective for the people and the communities we serve.

Our annual client satisfaction survey continues to demonstrate that we are meeting our mission and the world class customer service standard set forth by the Center of Excellence. Over the past three years, almost 800 clients and family members responded to our survey. 97% reported that Clara Martin Center treats them with dignity and respect and 93% reported the services they received made a difference.

A few other notable events of 2015:

- East Valley Academy renovated its building to meet the changing needs of its students and staff.
- A Workplace Safety Committee conducted a review of all facilities. A multi-year staff training plan is being developed to focus on various safety responses.
- We have set forth a plan to improve access to services throughout our communities as we work towards the Center of Excellence standard of easy access.
- We continue to work in collaboration with our local schools to meet the changing landscape, which has significantly increased the growth of our School Services Program.
- With the assistance of the Department of Mental Health, CMC has adapted to the Federal HUD cuts which impacted our Transitional Housing Program.

We look forward to another successful year and the celebration of our 50th anniversary!

Almost 800 clients or family members have responded to our 2013, 2014 and 2015 client satisfaction surveys.

97% reported that Clara Martin Center treats them with dignity and respect.

93% reported that the services they received made a difference.

“The help I received has made such a difference that I would not be where I am today. I can’t thank you enough.”

FY 2015 CLIENTS SERVED BY PROGRAM

Program Name	Total Hours	Number Served
Child & Family Program	19,415.87	763
Jump On Board for Success (JOBS)	551.02	64
School Services	24,551.10	149
Community Support Program	19,462.33	168
Emergency Services	1,895.62	615
Chris’s Place	371.00	40
Safe Haven	1,434.75	15
Substance Abuse Services	10,103.53	814
CVSAS	12,448.17	734
Adult Services	10,082.55	909
Criminal Justice Services		363
CRASH		354
TOTAL	100,315.94	4,988

**THE CLARA MARTIN CENTER
STATEMENT OF FINANCIAL POSITION (UNAUDITED)**

JUNE 30, 2015

ASSETS

Current Assets	
Cash	\$ 1,350,060
Accounts Receivable, net	151,458
Other Current Assets	<u>395,925</u>
Total Current Assets	1,897,443
Property & Equipment, net	2,806,815
Other Assets	<u>280,539</u>
Total Assets	<u><u>\$ 4,984,797</u></u>

LIABILITIES AND NET ASSETS

Current Liabilities	
Accounts Payable	\$ 374,709
Deferred Revenue	190,525
Other Current Liabilities	<u>1,009,991</u>
Total Current Liabilities	1,575,225
Long Term Liabilities	1,637,568
Net Assets	
Unrestricted Net Assets	1,724,275
Temporarily Restricted Net Assets	<u>47,729</u>
Total Net Assets	<u>1,772,004</u>
Total Liabilities and Net Assets	<u><u>\$ 4,984,797</u></u>

**STATEMENT OF ACTIVITIES (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2015**

REVENUE	
Consumer Fees, net	\$ 5,526,620
DMH Contracts & Grants	3,517,059
Other Revenue	<u>2,471,723</u>
Total Revenue	11,515,402
EXPENSES	
Salaries	6,663,455
Fringe Benefits	2,241,637
Contracted Services	462,528
Operating Expenses	747,337
Program Expenses	351,467
Travel & Transportation	257,329
Facility Expenses	<u>570,650</u>
Total Expenses	<u>11,294,403</u>
Change in Net Assets	<u><u>\$ 220,999</u></u>

2015 STAFF ANNIVERSARIES

30 Years

Nancy Chamberlain

20 Years

Ruth Jameson
Jeanne Crowley

15 Years

Joy Appleton
Krista Fiero
Dawn Littlepage

10 Years

Michele Boutin
Alexis Sargent
Jenni Campbell
Sharron Lewis
Jeanne McMahan
Renee Davis
Peggy McKinley

5 Years

Lasell Bartlett
Alex Bronner
Richard Lanza
Kim Lightbear
Jeremy Bolio
Peter Butterfield
Kelly Dolan



**“Keep up
the good
work caring
for others
health and
happiness.”**

CONTACT US

Clara Martin Center

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