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

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

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

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

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

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

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

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

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

* Residential Care is reported in bed days not hours
CLARA MARTIN CENTER, INC
STATEMENT OF FINANCIAL POSITION (UNAUDITED) JUNE 30, 2017

ASSETS

CURRENT ASSETS

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

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts Payable $ 111,996
Deferred Revenue 588,500
Other Current Liabilities 615,618
Total Current Liabilities 1,316,114
Long Term Liabilities 1,511,829

NET ASSETS

Unrestricted Net Assets 2,116,731
Temporarily Restricted Net Assets 37,585
Total Net Assets 2,154,316

Total Liabilities and Net Assets $ 4,982,259

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

REVENUE

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

EXPENSES

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

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

– CMC Staff

CONTACT US

Randolph: 802-728-4466
Bradford: 802-222-4477
Wilder: 802-295-1311

www.claramartin.org
facebook.com/claramartincenter

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

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