2018 ANNUAL REPORT

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.

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.

Over the past six years, 1,690 people have responded to our client satisfaction survey. According to 2018 responses:

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.

CMC provides a vitally needed community service, kindly and professionally
– CMC Client

FY 2018 CLIENTS SERVED BY PROGRAM

<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>14,682.17</td>
<td>535</td>
</tr>
<tr>
<td>Vocational Services</td>
<td>763.43</td>
<td>104</td>
</tr>
<tr>
<td>School Services</td>
<td>18,324.80</td>
<td>103</td>
</tr>
<tr>
<td>Community Support Program</td>
<td>20,541.60</td>
<td>170</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>1,509.72</td>
<td>459</td>
</tr>
<tr>
<td>Residential Care*</td>
<td>1,607.00</td>
<td>31</td>
</tr>
<tr>
<td>Addiction Services</td>
<td>10,160.75</td>
<td>537</td>
</tr>
<tr>
<td>Adult Services</td>
<td>7,340.40</td>
<td>595</td>
</tr>
<tr>
<td>Criminal Justice Services</td>
<td>1,234.67</td>
<td>60</td>
</tr>
<tr>
<td>IDRP (formerly CRASH)</td>
<td>827.08</td>
<td>1,179</td>
</tr>
<tr>
<td>TOTAL**</td>
<td>76,991.62</td>
<td>4,105</td>
</tr>
</tbody>
</table>

Central Vermont Substance Abuse Services (CVSAS) 8,843.95 632
Central Vermont Addiction Medicine (CVAM) 794

* Residential Care is reported in bed days not hours
** Clients may have been served in more than one program
CLARA MARTIN CENTER, INC
STATEMENT OF FINANCIAL POSITION (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2018

ASSETS

CURRENT ASSETS
Cash $ 2,431,677
Accounts Receivable, net 277,558
Other Current Assets 351,192
Total Current Assets 3,060,427

PROPERTY, PLANT & EQUIPMENT (net) 2,425,656

TOTAL ASSETS $ 5,486,083

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES
Accounts Payable $ 179,679
Deferred Revenue 780,838
Other Current Liabilities 970,675
Total Current Liabilities 1,931,192

LONG TERM LIABILITIES 1,380,555

NET ASSETS
Unrestricted Net Assets 2,140,133
Temporarily Restricted Net Assets 34,203
Total Net Assets 2,174,336

TOTAL LIABILITIES & NET ASSETS $ 5,486,083

STATEMENT OF ACTIVITIES (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2018

REVENUE
Consumer Fees, net $ 4,685,160
DMH Contracts & Grants 4,042,379
Other Revenue 2,253,160
Total Revenue 10,980,699

EXPENSES
Salaries 7,470,414
Fringe Benefits 1,422,750
Contracted Services 228,882
Operating Expenses 745,997
Program Expenses 327,442
Travel & Transportation 196,302
Facility Expenses 581,248
Total Expenses 10,973,034

CHANGE IN NET ASSETS $ 7,664.32

2018 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

CONTACT US
RANDOLPH: 802-728-4466
BRADFORD: 802-222-4477
WILDER: 802-295-1311
WWW.CLARAMARTIN.ORG

24-HOUR EMERGENCY SERVICE
1-800-639-6360

WALK IN CLINIC

MONDAY  12:00-2:00 PM  RANDOLPH
TUESDAY  2:00-4:00 PM  RANDOLPH
THURSDAY  1:00-3:00 PM  RANDOLPH
FRIDAY  10:00-12:00 PM  BRADFORD