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

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

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

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

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

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

<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>13,438.17</td>
<td>545</td>
</tr>
<tr>
<td>Vocational Services</td>
<td>691.42</td>
<td>106</td>
</tr>
<tr>
<td>School Services</td>
<td>19,306.67</td>
<td>110</td>
</tr>
<tr>
<td>Community Support Program</td>
<td>19,287.97</td>
<td>166</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>1,207.55</td>
<td>430</td>
</tr>
<tr>
<td>Residential Care*</td>
<td>1,700.00</td>
<td>26</td>
</tr>
<tr>
<td>Addiction Services</td>
<td>10,160.75</td>
<td>537</td>
</tr>
<tr>
<td>Adult Services</td>
<td>7,077.00</td>
<td>658</td>
</tr>
<tr>
<td>Criminal Justice Services</td>
<td>1,429.00</td>
<td>71</td>
</tr>
<tr>
<td>Access Services</td>
<td>902.92</td>
<td>1,236</td>
</tr>
<tr>
<td>TOTAL**</td>
<td>73,077.35</td>
<td>3,846</td>
</tr>
</tbody>
</table>

Central Vermont Substance Abuse Services (CVSAS) 8,681.08 596
Central Vermont Addiction Medicine (CVAM) 626

* Residential Care is reported in bed days not hours
** Clients may have been served in more than one program
CLARA MARTIN CENTER, INC
STATEMENT OF FINANCIAL POSITION (UNAUDITED)
FOR THE FISCAL YEAR ENDED JUNE 30, 2019

ASSETS

CURRENT ASSETS
Cash $ 2,466,609
Accounts Receivable, net 128,886
Other Current Assets 294,393
Total Current Assets 2,887,888

PROPERTY, PLANT & EQUIPMENT (net) 3,758,899

TOTAL ASSETS $ 6,646,737

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES
Accounts Payable $ 221,016
Short-Term Notes Payable 641,076
Deferred Revenue 1,159,950
Other Current Liabilities 958,154
Total Current Liabilities 2,970,190

LONG TERM LIABILITIES
1,250,850

NET ASSETS
Net Assets Without Donor Restrictions 2,417,689
Total Net Assets 2,417,689

TOTAL LIABILITIES & NET ASSETS $ 6,646,737

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

REVENUE
Consumer Fees, net $ 3,737,431
DMH Contracts & Grants 5,522,591
Other Revenue 2,490,863
Total Revenue 11,750,885

EXPENSES
Salaries 8,057,450
Fringe Benefits 1,473,695
Contracted Services 183,174
Operating Expenses 764,998
Program Expenses 292,696
Travel & Transportation 212,965
Facility Expenses 576,875
Total Expenses 11,561,859

CHANGE IN NET ASSETS $ 189,028

2019 STAFF
ANNIVERSARIES

35 years:
Linda Chambers

30 years:
Gretchen Linton
Nancy Duranleau

25 years:
Chris Titchenal
Deb Hawley

20 years:
Amanda Higgins
Gretchen Pembroke

15 years:
Brock Davis

10 years:
Michele Sargent

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

CONTACT US
Randolph: 802-728-4466
Bradford: 802-222-4477
Wilder: 802-295-1311
www.claramartin.org

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

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