



deep roots ♦ strong future

Clara Martin Center

2025 Outcomes Report



As I sit down to write this year's introduction, Vermont once again displays its breathtaking autumn beauty—a vivid reminder of nature's rhythm and resilience. It's also a fitting moment to reflect on the past year at the agency.

This has been a year marked by transformation and strength. I'm proud to share that Clara Martin Center became the first designated agency in Vermont to be certified by the Department of Mental Health as a Certified Community-Based Integrated Health Clinic (CCBHC). This milestone is the result of six years of strategic planning, beginning with our decision to pursue federal CCBHC grants. These grants positioned us to innovate and expand services during the challenges of the COVID era. When Vermont committed to the CCBHC model, our agency was chosen to help lead the way.

We also made a bold and thoughtful move to integrate substance use services into our adult programming—an alignment that enhances care and better serves our community.

Our same-day access model continues to evolve, ensuring timely, person-centered care. The philosophy of "right person, right place, right time" has proven effective in meeting individuals where they are.

School-based services have grown significantly, reflecting strong partnerships with local school systems. These collaborations have had a meaningful impact on students, families, and communities alike.

We are innovators and pioneers, steadfast in our mission to provide high-quality mental health and substance use services. Like nature, we adapt and evolve to meet the moment. Thanks to our dedicated, creative, and resilient staff, we continue to lead and shape the future of care in Vermont.

With deep gratitude and pride, thank you for your ongoing commitment—to the agency, our communities, those we serve, and to one another.
With respect and admiration,

Melanie

Melanie Gidney
Executive Director

VISION

Individuals and families in our local communities will have the resources and support they need to lead healthy, meaningful, and rewarding lives.

MISSION

Clara Martin Center supports people to lead fulfilling lives by providing high quality mental health and substance use services.



BOARD OF TRUSTEES

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Randolph Center
joined 2021*

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Ember Power (staff)

CHIEF OPERATING TEAM

Name	Title	Years of Service
Jena Trombly	Director of Human Resources & Compliance	34
Melanie Gidney	Executive Director	33
Gretchen Pembroke	Director of Adult Integrated Services	26
Dr. Kevin Buchanan	Medical Director	23
Jenni Campbell	Director of Child & Family Services	21
Michele Boutin	Health Information Director	20
Demetra Hazatones	Clinical Director	19
Christie Everett	Director of Operations	13
Caitlin Jansch	Administrative Operations Coordinator	4
Tim Ross	Chief Financial Officer	3
Ember Power	Director of Acute Care & Access Services	1

INITIATIVES

CCBHC

We are proud to have officially been certified as Vermont's first Certified Community Based Integrated Health Center (CCBHC)—a designation awarded in July 2025 by the Department of Mental Health and the Division of Substance Use Services. This achievement marks the culmination of a four-year transformation effort aimed at improving access to care, expanding services, and building a more integrated and responsive mental health and substance use system.

The CCBHC model is a nationally recognized framework designed to ensure comprehensive, person-centered care for individuals with mental health and substance use needs. As a certified CCBHC, CMC delivers nine essential services, including:

- Targeted case management
- Screening, assessment, and diagnosis
- Outpatient mental health and substance use treatment
- Primary care screenings
- Intensive services for veterans
- Psychiatric rehabilitation
- Peer support services
- Person and family-centered treatment planning
- Crisis services

Through this certification process, CMC has launched innovative programming such as a dedicated Peer Services team, eliminated wait times by offering same-day assessments, and strengthened the integration of mental health and physical health care. These changes reflect our ongoing commitment to removing barriers and ensuring timely, equitable access to care for all members of our community.

We are proud to lead the way in Vermont and remain focused on identifying and addressing the evolving needs of those we serve. This certification is not just a milestone—it's a promise to continue building a system where care is accessible, coordinated, and centered around the individual.

INTEGRATED SERVICES

Every individual served by the Clara Martin Center brings a unique set of experiences, strengths, and needs that influence their overall well-being. In response to the growing complexity of co-occurring mental health and substance use challenges, the organization is actively aligning its outpatient services under a unified Integrated model. This approach will merge mental health and substance use treatment programs into a cohesive framework, supported by a broad-based leadership structure that enhances clinical oversight, staff training, and service delivery. Integration will improve access to care through a single point of entry, strengthen coordination between treatment teams, reduce duplication of services, and expand both individual and group offerings. It will also enhance the identification and support of individuals with multifaceted needs, ensuring care is comprehensive, person-centered, and responsive. Ultimately, this transformation is designed to promote optimal health outcomes and provide a more seamless experience for those we serve.





MOBILE CRISIS

Since 2024, the Clara Martin Center has been an active participant in Vermont's statewide Mobile Crisis Response initiative. This program ensures that individuals of all ages experiencing emotional distress, mental health challenges, or substance use crises have access to immediate, compassionate support—24 hours a day, 7 days a week. A two-person team, consisting of an emergency clinician and a peer support staff member, is available to respond when appropriate and can meet individuals wherever they are—at home, at work, or in another community setting. By combining clinical expertise with lived experience, our mobile response team delivers effective, person-centered care at the moment it's needed most. Our mission is to provide comfort, reduce barriers to care, and ensure that no one faces a crisis alone.

EMPOWERING YOUTH THROUGH TRANSITION: TRANSITION AGE YOUTH & ADVENTURE PROGRAMS

Supporting young people as they navigate the critical transition into adulthood requires services that are flexible, engaging, and empowering. Clara Martin Center's Transition Age Youth (TAY) program offers a robust continuum of care for youth ages 16–22. Grounded in the Resiliency Model, TAY meets youth "where they are at," delivering individualized support in community settings that reflect each participant's unique needs and goals.

TAY provides comprehensive services including case management, therapy (individual, family, and group), housing and homelessness support, substance use education and treatment, vocational training, and life skills coaching. Whether a young person is working toward completing school, securing stable employment, or strengthening personal relationships, TAY offers the tools and guidance to help them succeed. Peer support from individuals with lived experience further enhances engagement and recovery.

To reach and retain youth, TAY integrates specialized tracks such as the JOBS or Compass programs. The JOBS program offers employment preparation, job development, benefits counseling, and collaboration with local employers. The Compass Program serves youth who are at heightened risk due to adjudication, homelessness, pregnancy, or other crises.

Complementing these clinical supports is CMC's Adventure Program, which uses experiential, outdoor, and team-based activities as therapeutic tools to build confidence, resilience, and social-emotional skills. Through monthly day trips, wilderness excursions, booster weekends, and summer groups, youth engage in hands-on learning that fosters communication, leadership, and trust—while providing a healthy outlet for stress and emotional growth.

Over the past year, referrals to both TAY and Adventure programming have increased, reflecting a growing need for services that blend clinical care with practical life skill development. Currently, CMC serves many youth across these programs, with plans to expand employment partnerships, community program options, and adventure-based therapeutic groups.

By combining traditional outpatient services with innovative experiential approaches, Clara Martin Center ensures that young people have access to a responsive framework that supports independence, resilience, and hope for the future.

right: Adventure Program participant climbs a wall of ice.





Access Services

WHO WE HELP

The Access Team at Clara Martin Center serves individuals within our community who are seeking support for mental health or substance use challenges. We are often the first point of contact, offering a welcoming and compassionate entry into care.

HOW WE HELP

Our team guides individuals through the initial steps of the intake process, ensuring their needs are heard and addressed from the very beginning. We work diligently to remove barriers to care—whether logistical, emotional, or systemic—so that every person can access the services they need with dignity and ease.

HIGHLIGHTS

The Access Program continues to be the cornerstone of service entry at Clara Martin Center and a key component of our Same Day Access initiative. It enables individuals to connect with essential services immediately, eliminating waitlists and streamlining care. With dedicated staff offering personalized support, no one navigates the system alone. The program is also expanding its network of community partnerships, breaking down barriers to healthcare and setting a new standard for responsive, person-centered care.

CHALLENGES

One of the ongoing challenges faced by the Access Team is the unpredictability of Same Day Access demand. The number of individuals and families presenting for services can vary significantly day to day, creating staffing pressures and requiring constant flexibility. Additionally, the use of multiple service locations adds complexity to scheduling and coordination, as staff must be available across various sites to meet community needs. Despite these challenges, the team remains committed to providing timely, compassionate care to all who seek support.

*above: CMC staff participate in Green Up Day 2025
below: 24 South Main Memorial Garden path*

This is a
wonderful service
and offers a lot to the
surrounding
communities.
Especially with the
increase in MH needs
the lack of resources.
-CMC Client

Clients Served

768





Clients Served

276

Acute Care Services

WHO WE HELP

The Clara Martin Center's Acute Care Program is here to support individuals during some of the most challenging moments in their lives. Our team provides compassionate care and works to foster resilience, helping people navigate crises with dignity and strength.

HOW WE HELP

The Acute Care Program is designed to offer immediate access to emergency support services. These services are available in a variety of settings—including our offices, local hospitals and emergency departments, individuals' homes, and other locations within the Clara Martin Center community. Whenever clinically appropriate, we prioritize community-based emergency care, allowing individuals to remain in their communities while receiving the support they need. When a higher level of care is necessary, our Acute Care staff guide and support individuals through the process, facilitating admissions to local crisis beds or inpatient hospitals.

HIGHLIGHTS

Acute Care services proudly collaborates with Peer program staff to form an enhanced Mobile Crisis Team, which is part of Vermont's statewide community-based mobile response initiative. This innovative model delivers a two-person response team—including professionals with lived experience—to individuals experiencing emotional, mental health, or substance use emergencies. Together, we are redefining crisis care by bringing compassionate, person-centered support directly to those who need it most.

CHALLENGES

The Acute Care Program faces several ongoing challenges that impact service delivery and expansion. Staffing shortages, especially in rural areas, continue to limit capacity and strain existing resources. These geographic regions also present infrastructure barriers, such as limited cell service and connectivity, which can delay response and complicate coordination. Additionally, funding constraints pose a significant hurdle—restricting the ability to grow programs, invest in technology, and offer competitive compensation to attract and retain skilled professionals. Despite these challenges, the team remains deeply committed to providing high-quality, community-based care to those in need.

802-728-4466 | claramartin.org

Emergency Mental Health Support

Our Bradford and Randolph offices offer emergency mental health support to anyone - client or community member!

WHEN

Monday - Friday
8:45am - 4:45pm

WHERE

11 N Main St
Randolph, VT
05060
802-728-4466

&

1483 Lower Plain
Bradford, VT
05033
802-222-4477

Need after hours support?
Speak with clinicians 24 hours a day
by calling our emergency line.

1-800-639-6360

THANKFUL
you are there
for people.

-CMC Client





Clients Served

17

Residential : Chris's Place

WHO WE HELP

Chris's Place remains a valuable resource for adult community members who need additional support during challenging times. It offers an alternative to inpatient psychiatric hospital admission, providing a safe and supportive environment for voluntary, short-term stays.

HOW WE HELP

The program is staffed 24 hours a day, 7 days a week to deliver intensive care and support. Individuals experiencing mental health crises can arrange a voluntary admission to receive personalized attention and stabilization services in a non-hospital setting.

HIGHLIGHTS

The majority of clients admitted to Chris's Place experience significant improvement in symptoms. Following a short-term stay, most individuals are able to return to their homes with enhanced coping strategies and reduced distress.

CHALLENGES

Chris's Place faces challenges common to intensive care programs, including staffing constraints and the need for sustainable funding. Maintaining 24/7 coverage with qualified professionals requires ongoing recruitment and retention efforts. Additionally, sharing a facility with Safe Haven can create limitations around space, privacy, and program differentiation, which may impact service delivery and guest experience.

This has been a
LIFESAVING
and changing experience
I had no place to go
and I have been
welcomed like a
FAMILY

-CMC Client





Clients Served

6

Residential : Safe Haven

WHO WE HELP

Safe Haven serves homeless adults who are living with a mental health or substance use diagnosis. The program offers a stable, recovery-oriented living environment where individuals can begin to rebuild their lives, work on personal goals, and receive support in a safe and welcoming community setting.

HOW WE HELP

Safe Haven provides housing within the community, creating a supportive space where guests can focus on recovery and personal growth. The program emphasizes individualized care, helping residents access services, build life skills, and strengthen their sense of autonomy. Staff and peers work collaboratively to ensure each person feels valued and empowered throughout their journey.

HIGHLIGHTS

A unique aspect of Safe Haven is its commitment to building a community of lived experience. Guests support one another within the house, fostering a culture of mutual respect and shared understanding. This peer-driven model extends beyond the home, connecting individuals to broader community resources and relationships that reinforce recovery and resilience.

CHALLENGES

Safe Haven continues to face staffing challenges, which impact the program's ability to expand services and maintain consistent coverage. Recruiting and retaining qualified staff—especially those with lived experience—is essential to sustaining the program's peer-driven model and ensuring high-quality support for residents.

All photos are of the vegetable and flower gardens around Chris's Place and Safe Haven



**We have people
at all levels
who are amazing
and
who care.**

-CMC Staff



SUCCESS STORY

Alan, a 40-year-old transgender male, was referred to Clara Martin Center after repeated emergency service interactions. Initially distrustful of the mental health system and resistant to therapy and medication, he was connected with a case manager who offered consistent, nonjudgmental support. Through a trauma-informed, client-centered approach, Alan gradually engaged in services, set personal goals, and began attending tailored group sessions. His progress highlights the power of individualized care, persistence, and meeting clients where they are.

Adult Outpatient Services

WHO WE HELP The Adult Services Program serves individuals aged 18 and older who are experiencing challenges related to mental health and/or substance use. Our clients include those seeking outpatient support as well as individuals requiring more intensive services. We work with adults from diverse backgrounds, including those navigating complex life transitions, co-occurring disorders, trauma, and social or economic barriers. The program is designed to meet clients where they are in their recovery journey, offering compassionate, individualized care that promotes stability, resilience, and improved quality of life.

HOW WE HELP The Adult Services Program provides individualized, comprehensive care to support adults in addressing mental health and substance use challenges. Each client begins with a thorough assessment that informs a personalized treatment plan tailored to their unique needs and goals. Services may include individual therapy using evidence-based practices, targeted case management, group therapy, and access to community-based supports. The program also offers care coordination, referrals to external providers and resources, and advocacy to help clients navigate complex systems. Through a collaborative and person-centered approach, we aim to empower individuals to achieve greater stability, resilience, and overall well-being.

below: CMC staff and family members in the 2025 WRJ Pride Parade



Clients Served

769



Clients Served

150

above: CMC's Holiday Meal Basket Committee showing off the 2024 meal baskets for community members.

HIGHLIGHTS

Over the past year, the Adult Services Program has seen meaningful growth and innovation in both clinical offerings and team development. A diverse range of therapeutic and support groups were introduced, including Strength in Aging, Healthy Habits, Rising Stronger, Building Resilience, Neurodiversity Group, and Caregiver Support Group, each designed to meet the evolving needs of our clients. Community engagement was a key focus, with events such as the Memorial Garden Ceremony fostering connection and healing. Organizationally, the integration of Adult Outpatient (AOP) and Community Support Program (CSP) services under a unified Adult Services umbrella has enhanced continuity of care. Weekly team meetings have provided a structured space for clinical collaboration, treatment planning and interdisciplinary communication.

CHALLENGES

The Adult Services Program has navigated several operational and systemic challenges over the past year. Staff have worked to adapt to changes in the Same Day Access model, which has significantly reshaped how individuals begin services at the agency. Additionally, the implementation of new eligibility criteria and enrollment processes for Intensive Adult Services has required significant adjustment and coordination. Transportation barriers continue to limit client access to services, particularly in rural areas. Furthermore, an increase in clients with Medicare or private insurance has posed limitations on the scope of case management services, as these funding sources often restrict the level of support that can be provided. Despite these obstacles, the team remains committed to delivering high-quality, client-centered care.

I feel
supported
&
valued
by everyone!

-CMC Staff





above: Clara Martin Center at the Chelsea Health Center

Primary Care Integration Services

WHO WE HELP

Through our partnerships with our local Federally Qualified Health Centers (FQHCs), Primary Care Providers (PCPs) and Support and Services at Home (SASH), we support adults, including older adults, in the community who are experiencing mental health challenges compounded by physical health concerns, social isolation, and limited access to resources. These individuals often face complex barriers to care, including transportation difficulties, cognitive decline, and a lack of natural supports. By collaborating with primary care providers and community-based programs, we aim to provide integrated, person-centered care that promotes independence, stability, and aging in place.

HOW WE HELP

The Primary Care Integration Program enhances care coordination for adults with complex mental and physical health needs. Monthly interdisciplinary meetings allow teams to discuss shared clients, identify emerging concerns, and develop integrated care plans that address both behavioral health and social determinants of health. These efforts include joint planning for community events, shared clinical learning opportunities, and coordinated responses to housing, cognitive decline, and aging-in-place needs. By leveraging the strengths of each organization, we ensure that clients receive holistic, person-centered support that promotes stability, independence, and overall well-being.

HIGHLIGHTS

The Primary Care Integration Program has continued to strengthen its community partnerships and expand its integrated care efforts. Notably, staff are co-located with primary care providers at the Chelsea Health Center, allowing for seamless coordination and timely mental health and substance use disorder services within a medical setting. Additionally, the program provides short-term treatment and resource support to patients at White River Family Practice, enhancing access to mental health services for individuals who may not require long-term care. Planning discussions have also resumed around a SASH grant proposal to embed a part-time clinician and Wellness Coach, further expanding service capacity and outreach.

CHALLENGES

While the partnerships with local FQHCs, PCPs and SASH have yielded valuable collaboration, several challenges have impacted consistency and progress. Staffing turnover across organizations has led to irregular attendance at monthly coordination meetings, affecting continuity in care planning and follow-up. Differences in operational processes have required ongoing clarification and alignment between agencies. These challenges underscore the importance of stable staffing, clear interagency communication, and aligned resources to strengthen collaboration.

**I'm so glad I found CMC when I did,
it's become my landing place!**

-CMC Staff



Clients Served

84

Peer Services

WHO WE HELP

The Peer Support Program at Clara Martin Center serves individuals across all programs who are living with mental health or substance use disorders. Our mission is to educate community members, healthcare professionals, families, and service providers about these conditions and provide meaningful support through shared lived experience.

HOW WE HELP

Using their own lived experiences, our Peer Support team models recovery and management skills. They advocate for clients, teach practical coping strategies, and offer emotional support. This approach helps individuals navigate their recovery journey with guidance from someone who truly understands their challenges.

HIGHLIGHTS

The Peer Support Program was established as part of the CCBHC development and has become a vital resource across Clara Martin Center's services. Peers play a key role in destigmatizing mental health and substance use disorders, fostering hope, and building trust with clients. Their presence enhances engagement and promotes long-term recovery.

CHALLENGES

As the Peer Support Program continues to grow, challenges include ensuring adequate staffing, training, and integration across all service areas. Sustaining funding and expanding awareness of the program's value are also critical to its continued success.



**Your incredible staff
of stellar humans
have always been
courteous,
kind,
and very caring.
They are
superior professionals
one and all.**
-CMC Client

photos: CMC Peer Support Services Team

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Child & Family Services

WHO WE HELP

We serve children from birth to age 22 and their families across the region. Many of the individuals we work with are navigating complex emotional, social, mental health and substance use challenges such as trauma, anxiety, depression, and difficulties in school or relationships. Our clients represent a diverse cross-section of the community, and we tailor our services to meet their unique needs. We also work closely with parents and caregivers, recognizing their essential role in a child's growth and wellbeing. Our team partners with families to build trust, strengthen relationships, and create sustainable pathways to healing and resilience.

HOW WE HELP

The Child & Family Program offers flexible, community-based mental health and substance use services for children, youth, and families. Our care includes individual and family therapy, case management, respite, psychiatry, crisis intervention, and skill-building, delivered in homes, schools, offices, and community settings. We provide specialized programming including early childhood and family mental health services that support healthy development, strengthen caregiver-child relationships, and address behavioral concerns in young children; Transitional Age Youth (TAY) services, adventure-based therapeutic activities, and outreach in home and community settings that allow us to engage young people in meaningful, natural, and developmentally appropriate ways. We collaborate closely with schools, pediatricians, and community partners to ensure wraparound support tailored to each family's unique needs.

SUCCESS STORY

One inspiring example from CMC's outpatient program is a young man who entered our care with a profound history of abuse and neglect prior to his involvement in the foster care system. After being adopted, he began receiving therapeutic support through specialized day programs, which laid the groundwork for his eventual transition to CMC's alternative school and outpatient services. Upon joining CMC, he demonstrated a strong capacity for growth. With consistent therapeutic support—both in school and through outpatient care—he began developing essential social-emotional and coping skills. These skills helped him manage behavioral patterns that had previously served as survival responses to trauma and instability.

Over time, he gained insight into intergenerational cycles and began articulating the

continued on next page



Clients Served

502



photos: Adventure Program Canoeing, Hiking, Outdoor and Indoor Rock Climbing

changes he wanted to make in his life. With steady encouragement and structured interventions, he significantly reduced risk-taking behaviors, improved his self-care practices, and ultimately graduated from high school—a milestone that reflected both personal resilience and the strength of the support network around him. Following graduation, he continued engaging with outpatient services and enrolled in CMC's JOBS program. There, he expanded his vocational skill set, strengthened his interpersonal communication, and deepened his understanding of financial literacy and independent living. His progress was not only measurable but deeply intentional: he secured employment in the exact role, with the exact employer, that he had identified as his goal at the outset of the JOBS program.

His journey reflects the transformative potential of integrated, trauma-informed care and the power of individualized support in helping youth move from survival to self-determination.

HIGHLIGHTS

Over the past year, the Child & Family Program has expanded access through innovative services like the Adventure Program, which uses experiential, outdoor-based activities to foster resilience, teamwork, and confidence. Our Transitional Age Youth services have provided critical support for young adults transitioning to independence, helping them build life skills, strengthen connections, and plan for their futures. We've also increased the number of outpatient services provided and the time spent engaging directly with youth. Families consistently report that having a trusted, consistent team has reduced feelings of isolation and improved overall wellbeing.

CHALLENGES

Like many providers, the Child & Family Program faces ongoing challenges in meeting the high demand for services. Workforce shortages, limited resources, and increasing complexity of family needs can impact our ability to respond as quickly as we would like. Additionally, barriers such as transportation and financial stressors often make it difficult for families to fully access care. Despite these challenges, our staff remain deeply committed to finding creative solutions, strengthening partnerships, and advocating for the supports children and families need to thrive. We continue to focus on breaking down barriers to care and ensuring equitable access across diverse environments.

It is a
privilege
 to be a part
of this work.
-CMC Staff





SUCCESS STORY

Years ago, a student was referred to East Valley Academy due to early trauma and difficulty thriving in traditional school settings. With the support of her adoptive family and district, she enrolled in EVA's therapeutic program. Initially she was guarded and non-trusting, facing cognitive and social-emotional challenges.

Through differentiated instruction, project-based learning, and a robust social-emotional curriculum, she steadily progressed. Her curiosity and gentle nature helped her build relationships and secure attachments. As she approached graduation, her team determined EVA remained her least restrictive and most supportive environment.

In her senior year, having met academic requirements, she focused on life skills and community engagement—volunteering at several local locations. By graduation, she had secured meaningful employment and demonstrated readiness for independent adulthood.



School Services

WHO WE HELP

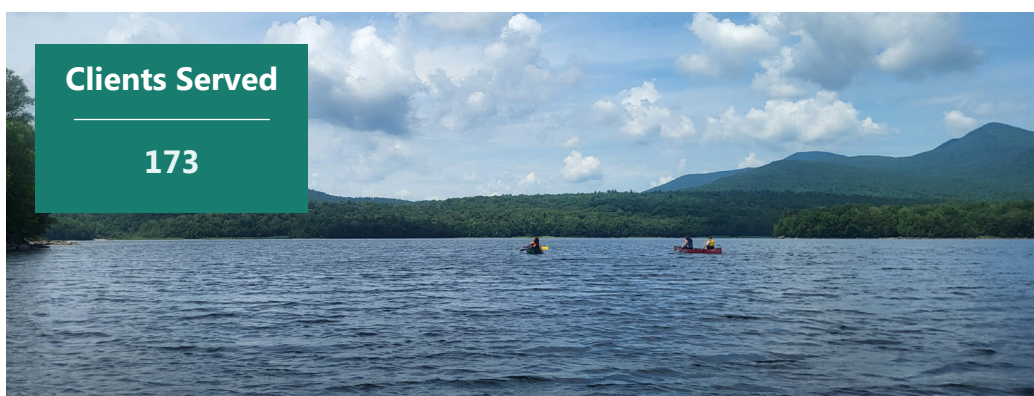
Clara Martin Center's School Services program supports students across Vermont who are experiencing mental health challenges. We currently serve youth from multiple Supervisory Unions and Districts. These students receive services either within their public schools or at our alternative therapeutic school, East Valley Academy (EVA). Our reach includes children in preschool through high school, and we work closely with families, educators, and school districts to ensure that youth facing emotional and behavioral challenges have access to the care they need.

HOW WE HELP

Our program offers a continuum of student-centered supports designed to help youth thrive both academically and emotionally. Services include school-based clinical care such as therapy and case management, as well as behavioral interventions delivered by behavior consultants, specialists, and 1:1 or small-group interventionists. School districts contract with CMC to embed these services directly into educational settings, and students who require a more intensive therapeutic environment may be referred to East Valley Academy. EVA provides strength-based instruction, proficiency-based graduation pathways, and an Adventure Learning model that fosters life skills through supported, healthy risk-taking. Youth enrolled in any of our school-based programs are also eligible to access outpatient services, allowing for a full continuum of care that extends beyond the classroom.

Clients Served

173





HIGHLIGHTS

This year, we saw a notable increase in the number of children accessing our school services, along with a rise in the volume of services delivered and total hours spent with youth. These trends reflect both the effectiveness of our integrated approach and the growing demand for mental health support within school environments. Our partnerships with school districts have expanded, and we continue to build collaborative, wraparound systems of care that meet students where they are. East Valley Academy remains a cornerstone of this work, offering a unique therapeutic setting that blends academic instruction with emotional growth and skill-building.

CHALLENGES

As demand for school-based mental health services continues to grow, we face ongoing challenges in maintaining flexible, responsive service delivery across diverse educational settings. Ensuring adequate staffing, coordination, and access is critical as we work to meet the evolving needs of our communities. The increased utilization of services underscores a rising need for mental health interventions among students, and we remain focused on expanding our reach while preserving the quality and consistency of care. Supporting children within multiple environments—especially schools, where they spend much of their time—is essential to our mission, and we are committed to adapting our services to meet this need.

The counselor
has made a
HUGE
impact in
my child's
LIFE!

-CMC Client





Substance Use Disorder Services

WHO WE HELP

Clara Martin Center's Substance Use Services Program supports individuals of all backgrounds who are experiencing challenges related to substance use and are seeking recovery-oriented care. We serve clients across the lifespan, including those with co-occurring mental health conditions, individuals impacted by trauma, and those facing social determinants of health such as housing instability, lack of transportation, and limited access to insurance. Our services are designed to meet people where they are in their recovery journey, offering compassionate, person-centered care that promotes safety, stability, and long-term wellness.

HOW WE HELP

Clara Martin Center provides comprehensive outpatient substance use services that support individuals throughout their recovery journey. With a person-centered, harm-reduction approach, we offer individual and group therapy, Intensive Outpatient Programming (IOP), and distribute safety supplies like Narcan and fentanyl test strips, with plans to expand access. Our integrated care model treats the whole person through cross-disciplinary collaboration and ongoing staff training. We maintain strong community partnerships, including an embedded Substance Use Disorder responder with the Hartford Police Department who conducts outreach and connects individuals to care. Medication-Assisted Treatment (MAT) is available for established clients, and we continue to offer the Impaired Driver Rehabilitation Program (IDRP), one of only four in Vermont. Through these efforts, we deliver accessible, compassionate, and effective care that empowers lasting recovery.

SUCCESS STORY

After multiple DUIs, Ellie* entered the Intensive Outpatient Program at Clara Martin Center and began a life-changing journey. In addition to IOP, Ellie engaged in individual therapy. Through her group and individual therapy work, Ellie uncovered that alcohol had been a way to cope with deep trauma and grief. With compassionate support and consistent care, she began to rebuild.

**I didn't think
recovery was possible
until I walked
through their doors**

-Ellie

Ellie shares that even after experiencing the unimaginable loss of both of her mother and son within a two-year period, Clara Martin Center's services, and the unwavering support of a dedicated counselor helped her to stay grounded and sober. Today, Ellie continues to receive care that she reports makes her feel safe, supported, and hopeful—no matter how difficult the road.

CMC SUD Clinician

*not client's actual name

below: Wilder staff on Halloween





Clients Served

288

HIGHLIGHTS

Clara Martin Center's Substance Use Services Program continues to grow through innovative care and strong community partnerships. CMC has resumed the Impaired Driver Rehabilitation Program (IDRP), one of only four in Vermont. With a strong harm reduction focus, we distribute Narcan and fentanyl test strips and plan to expand supply access. An embedded responder with the Hartford Police Department conducts outreach and connects individuals to treatment. Staff also engage in coordinated efforts like HartStat, Hartford Public Safety Meetings, the Situation Table, and monthly collaboration with the DUI Docket and Drug Court to ensure timely, responsive care for individuals navigating complex systems.

CHALLENGES

Despite continued growth and innovation, Clara Martin Center's Substance Use Services Program faces several ongoing challenges that impact service delivery and client engagement. A rising number of unhoused and uninsured or underinsured individuals in the community presents significant barriers to accessing care, particularly when transportation is limited or unavailable. These factors often lead to service interruptions or early disengagement due to financial constraints. Additionally, the complexity of coordinating care across systems—especially for individuals involved in legal proceedings or requiring specialized services—can strain resources and staff capacity. Maintaining consistent attendance in group programming and outreach efforts is also impacted by these systemic barriers.

*SUD services provided at 11 North Main Randolph and Wilder offices.
below: 2025 Overdose Awareness Vigil in White River Junction*



Thank you
for treating each
and everyone as a
special person
as opposed to
an illness.

-CMC Client



SUCCESS STORY

I have had the pleasure of working with an individual that has been highly focused on making positive change in all aspects of their life. This individual's journey is a testament to the strength of the human spirit and the power of recovery. After facing significant challenges with addiction and law enforcement, this individual made the courageous decision to change their course of life. Through perseverance and commitment, they have utilized recovery resources and community supports to rebuild their future.

**I went through enough pain
to want to make a change,
I don't want
the pain anymore.**

-Client

With each step forward, this individual has embraced the tools available, leaned on positive connections, and committed to making lasting change. "The desire has to be there." Progress is evident in the stability that has been created, the relationships that have been nurtured, and the confidence that continues to grow each day.

Looking ahead, this individual has set clear and meaningful goals for the future and is dedicated to achieving them. Their vision for success is matched by determination and daily effort, showing that recovery is not only about overcoming the past, but also about creating new opportunities for growth and achievement for the future.

-CMC SUD Clinician

Justice Involved Services

WHO WE HELP

Clara Martin Center's Justice Involved Services Program supports individuals under supervision within the criminal justice system across Orange, Windsor, Rutland, and Addison counties. The program primarily serves individuals who have been court-ordered or referred for treatment related to domestic violence and problematic sexual behaviors. These individuals often face complex behavioral health needs and legal obligations, requiring structured, evidence-based interventions. By providing specialized programming that aligns with state standards and clinical best practices, the program helps clients address harmful behaviors, reduce recidivism, and work toward long-term rehabilitation and accountability.

HOW WE HELP

Clara Martin Center's Justice Involved Services Program delivers evidence-based treatment and accountability programming for individuals under criminal justice supervision in Orange, Windsor, Rutland, and Addison counties. Focused on domestic violence and problematic sexual behaviors, the program uses the Risk-Need-Responsivity (RNR) model to tailor care based on each client's risk level and clinical needs. Lower-risk individuals may transition to less frequent engagement when appropriate. The Domestic Violence Accountability Program (DVAP) requires at least six months of participation, emphasizing education, behavior change, and accountability. These targeted services support rehabilitation, reduce recidivism, and foster safer communities.

*below: Christie Everett, Gretchen Pembroke and Jenni Campbell
at the National Council for Mental Wellbeing annual conference*





Clients Served

103



My therapist
is **AMAZING**
and I would
recommend her
to any and
everyone.

-CMC Client

HIGHLIGHTS

Clara Martin Center's Justice Involved Services continues to expand its specialized care for individuals under criminal justice supervision across Orange, Windsor, Rutland, and Addison counties. The adoption of the Risk-Need-Responsivity (RNR) model has improved individualized treatment planning and flexible service delivery, enhancing outcomes and resource efficiency. The Domestic Violence Accountability Program (DVAP) remains central, offering structured education and intervention over a minimum six-month period in alignment with state standards. These efforts reflect the program's commitment to evidence-based care, accountability, and rehabilitation.

CHALLENGES

Clara Martin Center's Justice Involved Services faces several challenges, including a reduction in service hours due to the shift toward individualized treatment under the Risk-Need-Responsivity model. Coordinating care across multiple counties and justice systems adds complexity, particularly in aligning with probation and parole requirements. Maintaining client engagement, especially among individuals with varying levels of motivation, remains an ongoing concern. Ensuring consistent adherence to state standards also requires continuous staff training and oversight.

*above right: Melanie Gidney and Christie Everett at the Vermont State House for Mental Health Advocacy Day.
right: Danielle Cayton and Melanie Gidney*



STAFF ANNIVERSARIES

5
YEARS

Joshua Amses
Lisa Cadow
Alicia Gelfant
Jesse Lawrence
Majida Miller
Turner Russo
Steve Shaw

10
YEARS

Jenny Beaudin
Karen Butler
Dana Huston
Donna O'Neill

20
YEARS

Michele Boutin

25
YEARS

Joy Appleton

CMC'S 2025 AWARDS



CMC was awarded the GOLD level Governor's Worksite Wellness Award for the second year in a row, thanks to the ongoing work of our Employee Wellness Committee!

The EWC continues to create engaging ways to integrate wellness into employee's daily lives through individual and team activities, office improvements, and much more.



CMC is a proud 2025 recipient of Mental Health America's Bell Seal for Workplace Mental Health! This was awarded for our commitment

to employee mental health and well-being. Providing excellent community mental health care starts from within. Supporting the mental health and wellbeing of our staff through different initiatives promotes a healthy workplace environment, and creates a wonderful place to provide mental health services for our community.

Client Satisfaction Survey

Over the last 13 years, our annual client satisfaction survey has received 3,083 responses! Here's what our clients have to say this year:

8.96/10 Clients said they would refer a family member or friend to Clara Martin Center

90.6% Clients reported that they received services that were just right for them

90.6% Clients reported receiving services they needed

97.4% Clients reported that Clara Martin Center treats them with respect

89.7% Clients reported that the services they received made a difference

86.8% Clients reported their quality of life improved as a result of the services they received

I absolutely LOVE CMC!

-CMC Client

Staff Satisfaction Survey

The 2025 Staff Satisfaction Survey results show that:

I feel driven to help the agency succeed 91.0%

I'm encouraged to take action when I see a problem 86.1%

I'd recommend CMC to a friend or family for employment 82.1%

I feel supported in my job 82.1%

Turnover Rate at CMC 19.8%

2024 Awards



Arnold Spahn Community Award

The 2024 Arnold Spahn Community Award was presented to Timothy Eberhardt, Spiritual Care Coordinator at Gifford Medical Center. Tim has been coordinating a weekly grief support group at the Gifford Medical Center Chapel. This group has no religious component, and is open to anyone who has experienced loss, regardless of faith. Tim is welcoming to everyone, and through this group, provides comfort and support to each and every attendee.

Vocational Award

The 2024 Vocational Services Award was presented to Central Vermont Adult Education Services, accepted by Brian Kravitz, Director of Outreach. This award is in recognition of their dedication to students by assisting them in navigating the complex education system with warmth, compassion, empathy, and hope, and their ongoing commitment to providing high-quality education support.



Martin Family Excellence Award

The 2024 Martin Family Excellence Award was presented to Kathy Robbins, Psychiatric Nurse Practitioner. This award recognizes Kathy's unwavering dedication to her clients, her team, and Clara Martin Center. Kathy is a cheerful, supportive, and knowledgeable member of our medical team. She is an amazing problem solver, a strong advocate for her clients, and a genuinely caring and committed person. Kathy goes above and beyond for everyone she works with, client and team members alike. Her willingness to further her education to expand her ability to improve client welfare and provide more client services is just one more example of the many things Kathy does that makes her an excellent model of the CMC motto "People Helping People".



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(802) 728-4466

Ayers Brook



35 Ayers Brook Road
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Randolph, VT 05060
(802) 728-4466

Chelsea Health



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

Intensive Adult



24 South Main Street
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(802) 728-6000



Clara Martin Center

people helping people

Providing Mental Health
and Substance Use Services
to Orange County and the
Upper Valley Since 1966

claramartin.org

24 Hour Emergency Line
1-800-639-6360

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Farmhouse



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East Valley Academy



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