



Clara Martin Center 2022 Outcomes Report



Welcome



Melanie Gidney, Executive Director

The Clara Martin Center has continued to excel during a very challenging period of time. Over the past year, our staff have worked hard to meet the complex needs of the people we serve and our communities. As a society, we have seen an unprecedented increase in the need for mental health and substance use services, exacerbated by the pandemic, especially for our youth. Clara Martin Center has continued to meet the demands for services during a time of significant workforce challenges. Clara Martin Center has met these challenges through innovation and creativity as we reshape our presence in our communities. Being first in Vermont to receive a Certified Community Behavioral Health Clinic (CCBHC) grant, we are in the final year of our grant which was awarded to help meet the need for mental health and substance use services in our region. I am proud of our staff's ability to manage the high demand for services, at a time of great workforce challenges, and implement a significant grant. I am proud to announce that we were recently notified that we have received a CCBHC Implementation and Advancement grant to continue the great work we have started. This period of great societal upheaval requires a new, creative approach in how we deliver care. In taking care of others, it is paramount that we take care of ourselves as well.

Each year we survey our clients and survey our staff to gather a pulse on satisfaction. This is a valuable process which gives us vital information to continually improve and shift. We use this a method to inform, modify, and improve treatment for clients and to keep building support for our staff. Nurturing and cultivating our own resilience in order to continue our commitment to community mental health services must be a priority. I have immense pride in the commitment and dedication of our extraordinary staff. They have continuously risen to the challenge to meet this indelible period of time. It is in continuing to work together that we are reminded that we are stronger together and that we will get through this together. The world is as complicated and complex as ever. There are pressures, conflict, and competing demands at every turn, but I continue to be inspired by the strength of the people we serve and the resiliency and compassion of our staff. Our staff have the creativity and courage to guide clients in their own transformation and healing. This gives me great hope for all of us walking our way forward for now and into the future.



Agency Retreat at Lake Morey

Table of Contents

03.	Board of Trustees
04.	Chief Operating Team
05.	Service Area
06.	Agency Initiatives
08.	Certified Community Behavioral Health Clinic
09.	Access Program
10.	Emergency Program
11.	Residential Program
12.	Adult Outpatient Program
13.	Community Support Program
15.	Peer Support Program
16.	Primary Care Integration Program
17.	School Services Program
18.	Child and Family Program
20.	Substance Use Disorder Program
22.	Criminal Justice Program
23.	Client Satisfaction Survey
24.	Staff Satisfaction Survey
25.	Staff Anniversaries
26.	Awards and Recognition
28.	Collaborations and Partnerships

Our Mission

Clara Martin Center is a community based, non-profit organization that provides acute and long-term behavioral health care services. We strive to be client-sensitive, cost-effective, and outcome based.

Our Goals

To provide behavioral health care that responds to client needs, treats individuals with dignity, and is recognized as effective by clients and purchasers.

To maintain ongoing fiscal viability of the agency through careful financial management and planning.

To integrate a commitment to ongoing quality improvement throughout the organization.

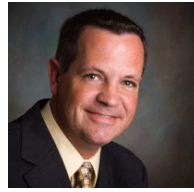
To strategically position the agency for the future behavioral and physical health care environment.

To provide leadership in the efforts to reform the health care system so that the needs of Clara Martin Center clients are adequately addressed.

Board of Trustees



Arnold Spahn, President
46 Years of Service, Joined Board in 1976
Representative from Randolph Center



Dennis Brown, Vice President
21 Years of Service, Joined Board in 2001
Representative from Randolph



Priscilla Spahn
15 Years of Service, Joined Board in 2007
Representative from Randolph Center



Rachel Westbrook, Secretary
13 Years of Service, Joined Board in 2009
Representative from Randolph



Chief Loretta Stalnaker
3 Years of Service, Joined Board in 2019
Representative from Royalton



John Durkee
2 Years of Service, Joined Board in 2020
Representative from Tunbridge



Dr. Page Spiess, Treasurer
1 Year of Service, Joined Board in 2021
Representative from Randolph Center



Carl Demrow
1 Year of Service, Joined Board in 2021
Representative from Corinth



Judi Brueggeman
Joined Board in 2022
Representative from Randolph Center

Board Advisory and Local Program Standing Committee

Arnold Spahn
Priscilla Spahn
Marla Simpson
Margaret Bennett

Melanie Gidney (staff)
Christie Everett (staff)
Gretchen Pembroke (staff)
Tammy Austin (staff)

*“I’m very grateful for Clara
Martin and staff. I’m not alone, I have the
support I’ve always needed but didn’t know how to
ask”.*

~Substance Use Disorder Program Client

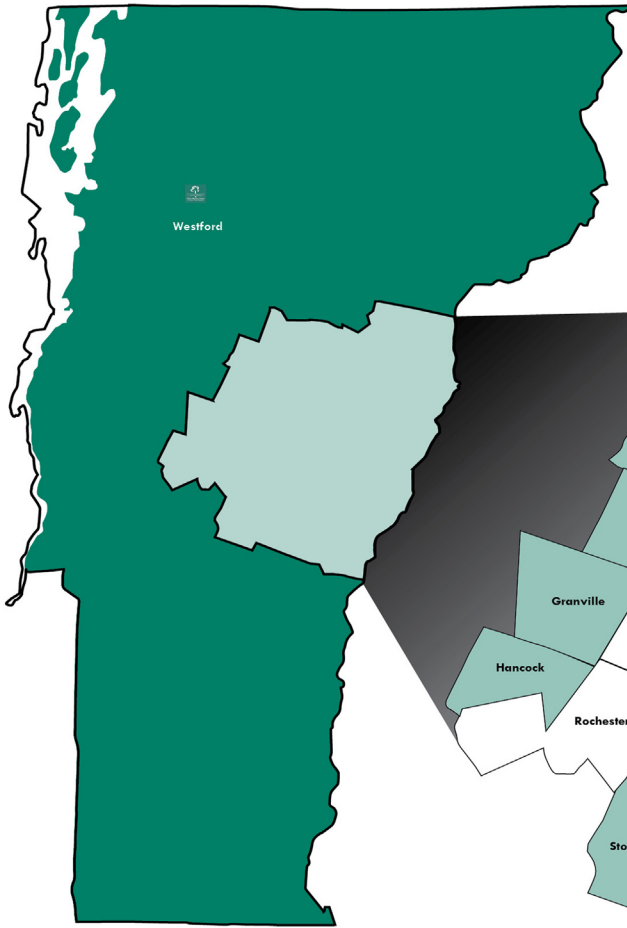
Chief Operating Team



The strength of the leadership team comes from the longevity, the clinical foundation and the varied experiences of its members. Each leader brings expertise, balance and perspective to the overall operations of the agency.

Employee	Title	Years with CMC
Jena Trombly	Director of Human Resources and Compliance	31
Melanie Gidney	Executive Director	30
Gretchen Pembroke	Director of Adult Services and Primary Care Integration	23
Dawn Littlepage	Clinical Director	22
Dr. Kevin Buchanan	Medical Director	20
Tammy Austin	Director of Child and Family Services	19
Jenni Campbell	Interim Director of Child and Family Services	17
Michele Boutin	Health Information Director	17
Demetra Hazatonos	Bradford Regional Director	16
Christie Everett	Director of Operations	10
Kristen Briggs	Director of Access and Acute Care Services	9
Danielle Cayton	Director of Substance Use and Criminal Justice Services	5
Tim Ross	Chief Financial Officer	0.5

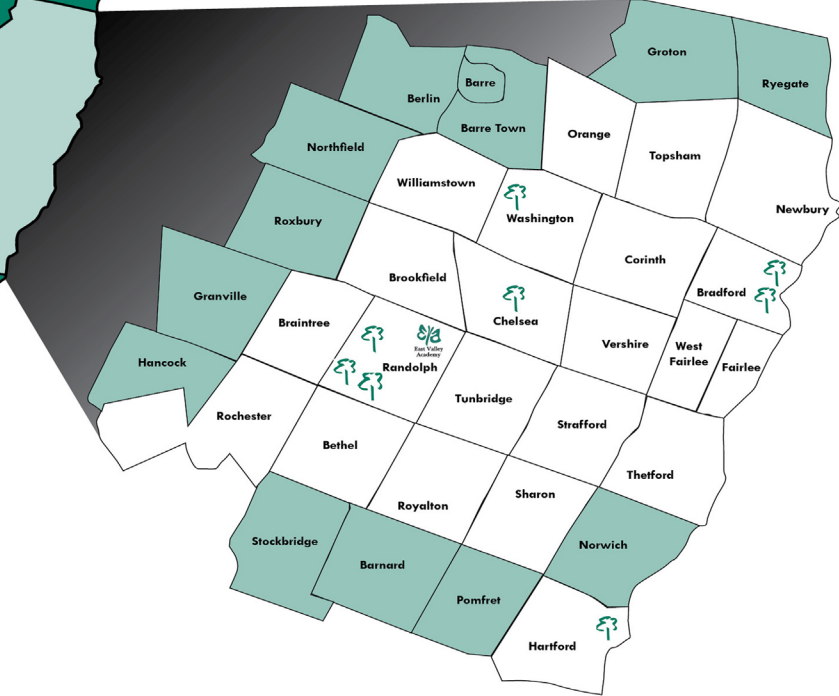
Service Area



SERVICE AREA

Clara Martin Center is designated by the State of Vermont to serve Orange County and the greater Upper Valley area. This area is comprised of 20+ small towns separated by hills and valleys.

□ Catchment Area ■ Shared Catchment Area



Business Office and Help Desk Staff

Agency Initiatives



Peer Support Services

Clara Martin Center began the development of a Peer Support Program made possible financially by the CCBHC grant opportunity. Agency leadership met with community partners to learn about other existing programs in the state. The focus for building the Peer Support Program was on client identified needs for support and evidence-based practice for team training and service delivery while maintaining focus on dignity, recognition, responsibility, integrity, and self-determination for everyone. The Peer Support Program participates in two community meetings to bring the peer lens to larger community discussions around resources and needs in the area. The program piloted services within the Wilder Substance Use Disorder Program and the Randolph Community Support Program with five individuals served beginning in June 2022. Recruitment efforts, training, and expanding the program to Emergency Services remained the immediate goal during this time as well.

RTA – Rapid Treatment Access for Alcohol Use Disorder

This year, CMC joined with the Division of Substance Use (formerly ADAP) to participate in an 18-month incentive project to reduce barriers to treatment for people with Alcohol Use Disorder (AUD). We have partnered with other local providers in Orange County and Windsor County, which include local emergency rooms, Gifford Addiction Medicine, and HCRS. The overarching purpose behind the RTA project is to create high access, low barrier options for clinical service delivery to incoming clients addressing their alcohol use concerns. This occurs by prioritizing and targeting the following:

- Smoothing the pathways for individuals to access treatment.
- Reinforcing evidence-based best practice.
- Recognizing that hospital emergency departments (EDs) may serve as a critical access point for individuals in rural communities and by integrating the ED into the system of care.
- Raising awareness of community-based treatment/recovery services.
- Supporting providers in the application of continuous quality/rapid cycle process improvement tools and techniques.

Throughout these 18 months, the Substance Use Disorder (SUD) and Access team will work to reduce wait-times for these referrals, eventually reaching a 3-day or less waiting period for assessments. The goals and vision of the RTA project as defined by the Department of Health include:

- 3 days or less from first point of contact with a treatment provider to when an individual receives their first treatment service.
- Addressing real or perceived barriers and optimizing access points.
- Ensuring no gap in service during level of care or provider to provider transfers.



We have already begun to see our wait-times reduced for clients seeking AUD treatment services, and are proud of the partnership between Access and SUD Clinical Staff. This project is in alignment with our goals for Same Day Access and reducing barriers to care as a CCBHC.

Agency Initiatives



Clinical Practices

Dialectical Behavior Therapy

Dialectical Behavior Therapy (DBT) is an evidenced based practice that was originally developed for individuals with symptoms of Borderline Personality Disorder. Individuals with this diagnosis experience chronic emotion dysregulation which can lead to life threatening and other problematic behaviors (non suicidal self injury, relational problems, substance use problems, impulsive behaviors, etc.). This treatment has been shown to be effective with adults and adolescents. It has also been shown to be effective for other diagnoses such as Major Depression, Bipolar, other Personality Disorder and Eating Disorders, to name a few. We have had an ongoing initiative at CMC to get staff trained in this model. We are also supporting staff training in the Child and Family program with a goal of implementing adolescent DBT programming in Bradford and Randolph.

Eye Movement Desensitization and Reprocessing

Eye Movement Desensitization and Reprocessing (EMDR) is a treatment originally created for PTSD. Like many other evidenced based approaches, it has proven to be effective for more than PTSD. Within trauma, information gets locked in an individual's brain. Situations in the present can trigger a trauma response because information is stuck. The bilateral movements in EMDR unlock the system and allow the brain to integrate, or process, information. This tends to happen more quickly than with other trauma-based treatments. EMDR prides itself on allowing the individual's own brain to do the healing. As the old adage goes, the body has an amazing capacity to heal itself. CMC has 4 EMDR trained staff and has recently created an internal EMDR consult group. As with DBT, our goal is to offer life saving treatment to our community.

Seeking Safety

Seeking Safety is an evidenced based treatment for individuals with trauma and PTSD. Its focus is to reduce trauma and substance use symptoms, and establish safety. When offered in a group setting the treatment is gender specific. Recently, two clinicians have been trained and have started a female Seeking Safety group.

Transition Age Youth Programming

Development during the Transition Age Youth years is essential to the overall success of the individual and their transition to adulthood. Individuals are faced with many challenges and obstacles during these years. Healthy habits and routines as well as focusing on physical and mental health are key elements to overall wellness. Learning and engaging in activities that promote overall wellness can make a tremendous impact on one's life. The Transition Age Youth (TAY) Program is excited to announce a focus on increasing programming, engagement and overall health and wellness of our youth age 16-22. With additional resources and flexibility from our CCBHC grant, the TAY Program has added the capacity of a TAY Coordinator to support and grow the program. Peer Support was also added to the program. Moving forward we will work to increase the health and wellness of TAY clients by adding in health and wellness screenings, increasing programming that focuses on physical activity and healthy lifestyles, group programming that encourages healthy eating and nutrition information, as well as supportive programming for LGBTQIA, and marginalized populations. We hope to partner with area resources to bring activities and opportunity to the communities in which we serve. These will include fitness classes, yoga and mindfulness, outing clubs and peer to peer connection with mentorship opportunities. We also hope to have the adventure program return, with Wilderness Adventure Experiences. Keep an eye out for posted activities and opportunities as we embark upon this adventure to re-energize the Transition Age Youth Program.

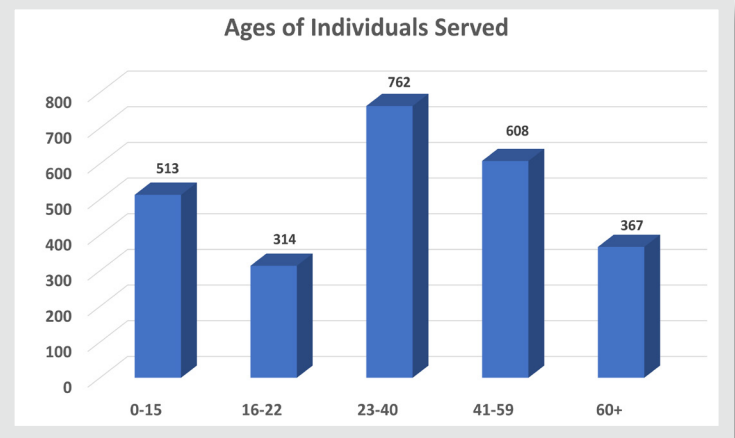




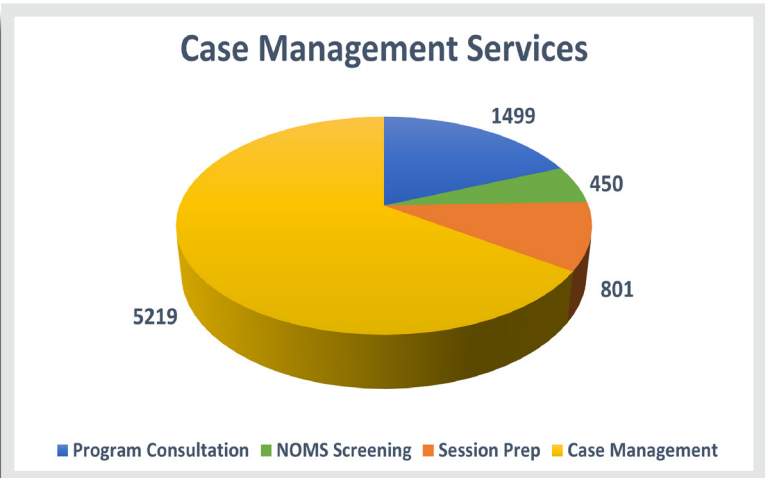
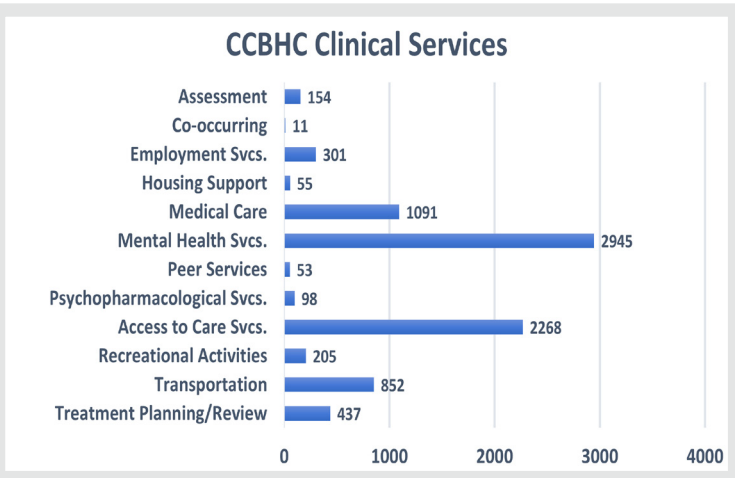
Certified Community Behavioral Health Clinic (CCBHC)

2022 recognized the full implementation of the Certified Community Behavioral Health Clinic model at Clara Martin Center as a result of the two-year CCBHC Expansion grant awarded by SAMHSA in 2021, the first of its kind awarded to a community mental health center in Vermont. This model of care expands access to a comprehensive range of person-centered addiction and mental health services regardless of an individual’s ability to pay, and provides a restructured funding system for the clinic that supports improved care coordination, greater evidence based practices, and a sustainable payment model. As existing services expanded, new services were developed, such as a full Peer Support Program with support now available to individuals in any program of the agency if they are interested in receiving support from those with lived experience. Services began being provided under the CCBHC model on June 15, 2021 and as of August 2022, Clara Martin Center staff were able to provide an additional 16, 449 expanded services and case management supports to individuals that either would have traditionally not been covered by an individual’s current health insurance, or based on established regulations, the individual may not have been eligible for prior to the grant, broadening access and reducing barriers to care.

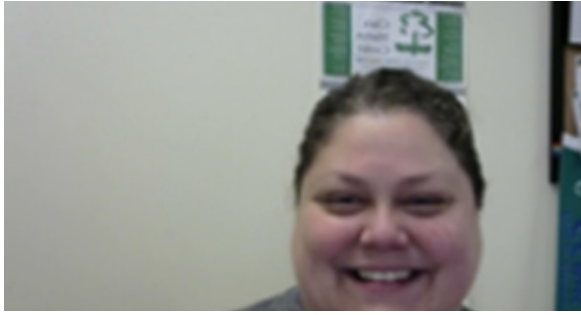
As an active participant in statewide healthcare reform efforts, Clara Martin Center is contributing its learned expertise on CCBHC, and partnering with representatives from the National Council on Mental Well-Being, Vermont Care Partners, other Designated Agencies, and various Vermont State Agencies and legislators to explore CCBHC as a potential foundation of statewide sustainable mental health and substance use care in the future.



“I have truly appreciated all of the years of service I continue to receive”
 ~Community Support Program Client



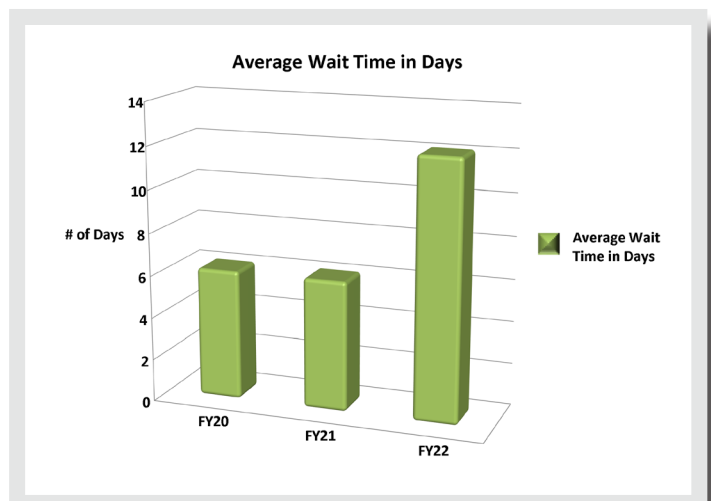
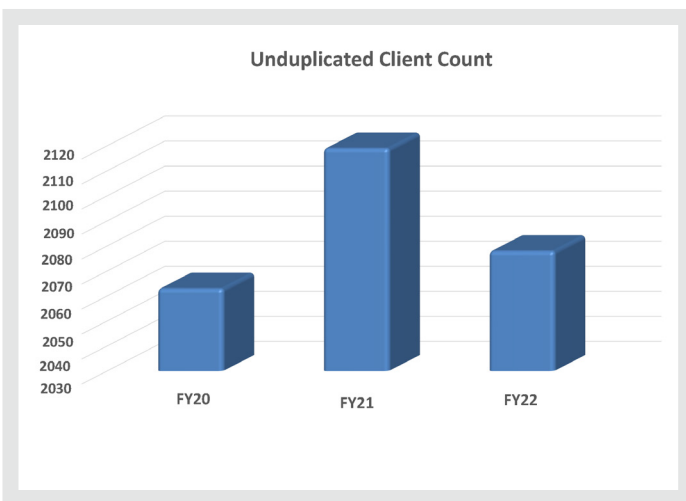
Access Program



Access Program Team

The Access Program continues to be the entry point for the majority of services offered at the Clara Martin Center. The program focus is first and foremost on making the process of accessing care an easy and supportive one for the individual seeking to begin services. Access staff members work to assist individuals in addressing any barriers to care, that may include financial or transportation difficulties, streamlining entry into services in a timely manner, and supporting them through completion of the intake process. The Access team works with each treatment team to identify what barriers may exist that are specific to that area, location, or team and find solutions to overcoming those barriers for clients and staff.

During FY22 there were waitlists for services at Clara Martin Center for the first time. The Access Team worked with leadership and treatment teams to identify ways to maximize current staff resources and clinically triage community needs in order to get new clients into services as quickly as possible. There is a focus on building staff resources and continuing collaboration across teams to focus on solutions to barriers to treatment and meeting client needs prior to intake which has been possible through CCBHC funding.



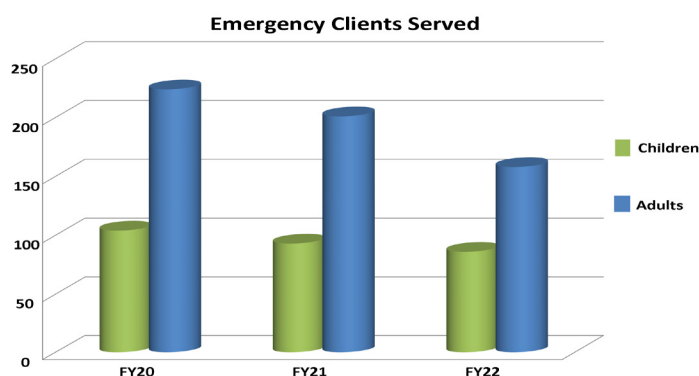
Emergency Program



Emergency Program Team

The Emergency Program is available to help individuals through trying times in their lives, to recover quickly from difficulties, and help foster that resilience. By providing immediate access to emergency support through a number of different avenues, the Acute Care system aims to be responsive to any community member who is experiencing a period of crisis in a caring and empathetic manner, provide support and assistance to address immediate treatment needs, and assist clients in seeking appropriate services both at Clara Martin Center, as well as services available through community partners.

Emergency services has continued to serve community members and clients in times of crisis and involving the direct treatment teams for those served as best practice. The Emergency Services team continues to provide consultation for teams and individuals across the agency as well as collaborate for ongoing safety planning and treatment needs. CCBHC funding has allowed for reimbursement for many services that previously had no funding stream attached which are now captured differently than before this grant opportunity began. This has impacted the way we capture the direct service Emergency Services provides and accounts for what may seem like a decrease in services across the team. As we continue our implementation of CCBHC and integrate all aspects into practice, we anticipate further evolution of ability to specifically capture the work by program regardless of funding stream.



“Best place ever to work!!”
~Clara Martin Center staff member

Residential Program

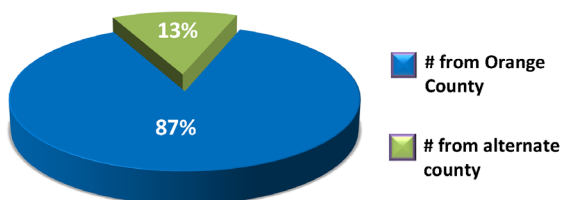


Safe Haven and Chris's Place

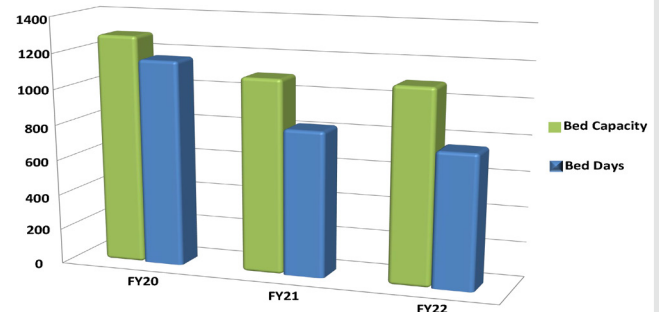
Chris's Place remains a valuable resource to individuals as an alternative setting to a hospital admission. For adult community members who are experiencing a period of time when they need additional support, they may arrange a voluntary short-term admission to the Chris's Place program. Chris's Place is staffed 24 hours a day, 7 days a week to provide intensive care and support.

Safe Haven continues to provide a recovery oriented living environment for homeless individuals who have a mental health or substance use diagnosis. Clara Martin Center staff work closely with community partners to help identify individuals that may benefit from admission to the residence. COVID-19 safe practices continue to be a priority to protect staff and clients. The guests and staff at Safe Haven and Chris's Place followed protocols to maintain safety as best practice along with cohort programs around the state. At times this meant closing one or both beds at Chris's Place to allow for physical distancing or cleaning protocols or positive case protocols. Safe Haven continued to operate at a three-bed capacity to allow for COVID positive case protocol as well as physical distancing within the program. Additionally, staffing shortages have impacted ability to utilize Chris's Place at times resulting in additional bed unavailability. During those times planning was in place for admissions to be scheduled in advance for clients to come in following the shortage. Treatment teams, Emergency Services, and Residential program staff collaborated around the planning and care for clients to best serve their needs during these times and ongoing.

Chris's Place County of Residence



Safe Haven Occupancy



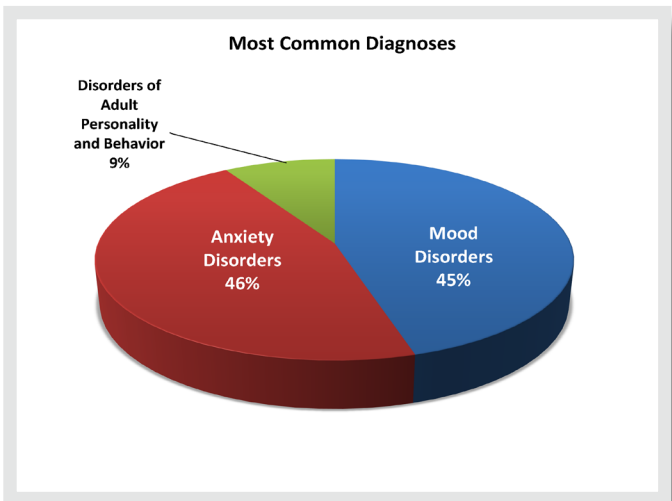
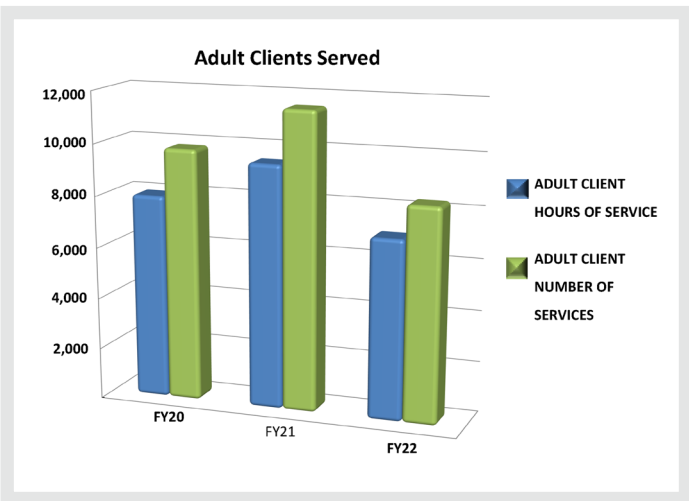
Adult Outpatient Program



Randolph Adult Outpatient Program Team

The Adult Outpatient Program delivers outpatient mental health services to adults and promotes health and wellness by offering individualized support services. As we moved through the second year of the pandemic, we continued to see a high demand for services. Staffing challenges created some barriers to being able to meet the need, however, for the majority of the year, we were able to offer services without a waitlist. The flexibility of case management services provided additional resources to the program. Anxiety continued to be the most common challenge that people presented with.

*“I feel happy and supported here”
~Residential Client*

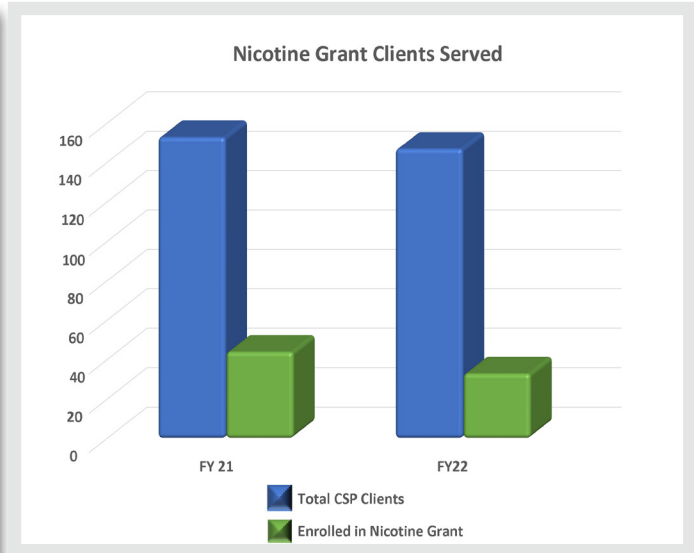
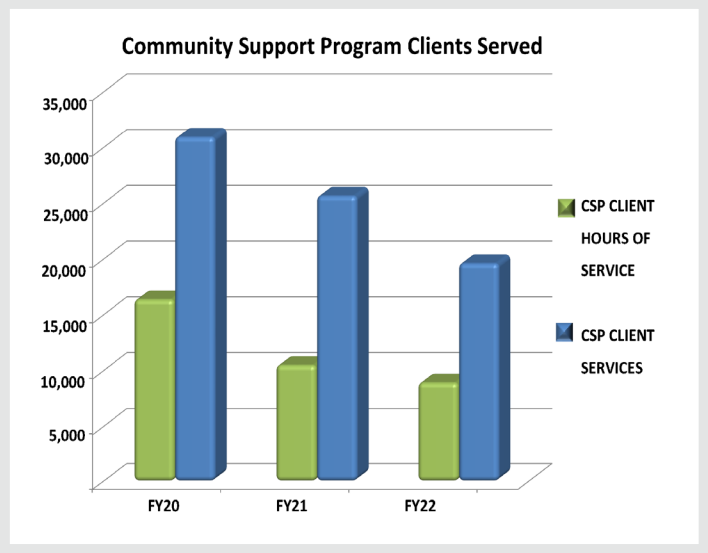


Community Support Program



Bradford Adult Outpatient and Community Support Program Teams

The Community Support Program (CSP) assists individuals with mental health challenges in achieving and sustaining the highest quality of life consistent with their abilities, needs, personal ambitions, and available resources. CSP serves adults, 18 years of age or older, who meet specific eligibility criteria set forth by the Vermont Department of Mental Health. The criteria must be met in three categories: diagnostic criteria, recent treatment history and level of impaired role functioning. All CSP clients, regardless of need, are assigned to a primary care manager and are seen at least annually by a member of the medical team. The program continued to feel the impact of the pandemic as we navigated safety precautions as it related to group activities and outings into the community. The need for mental health and substance use services was more crucial than ever, as the stress and uncertainty of the times was at the forefront. The program continued to offer essential services to cover basic needs during this time. The program also became an active participating meal site in the Everyone Eats initiative that provided nutritious meals to Vermonters in need of food assistance, as well as a stabilizing source of income to Vermont restaurants during the COVID pandemic.



Community Support Program



Randolph Community Support Program Team

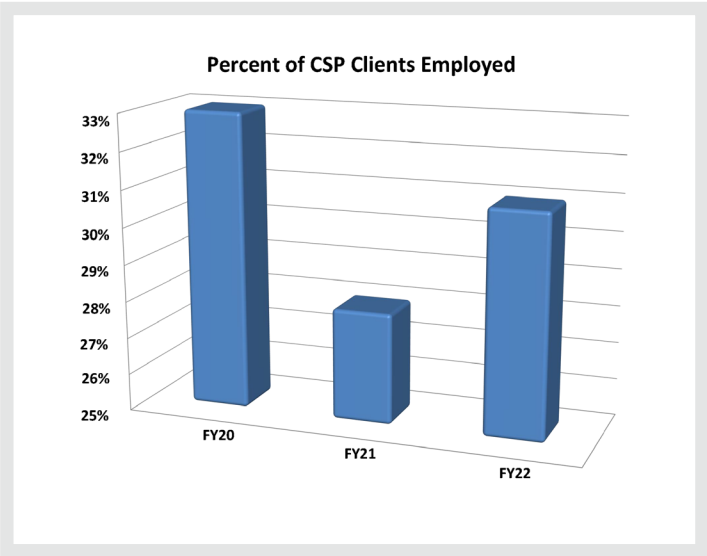


Vocational Services

The agency's Supported Employment program assists adults within the agency's CSP to identify, achieve and maintain vocational goals, including paid employment, in collaboration with community employers. The program also provides assistance with preparing for employment, assistance with job development, and assistance with on-going job support.

Wellness Program

The philosophy of the Health and Wellness Program is that physical health is an important component of overall health. Individuals are encouraged to engage in activities that promote physical as well as mental health. The program has a designated nurse who works to promote physical health on four levels: Individual, group, program and community.



Peer Support Program



Peer Support Program Team

The Support Assistants in the Peer Support Program understand the struggles that living with a mental health or substance use disorder can cause through their own lived experience, and can offer a unique level of support or assistance. Support Assistants have found hope and recovery, and offer assistance as a complement to the services throughout Clara Martin Center. With a mission to educate members of our communities, health care professionals, families and other service providers about mental health and substance use disorders, this work is done through a number of different pathways, including:

- Teaching individuals recovery and recovery management skills

- Advocating with the individual, for the individual

- Providing support to destigmatize and break down barriers one may encounter living with a mental health or substance use disorder

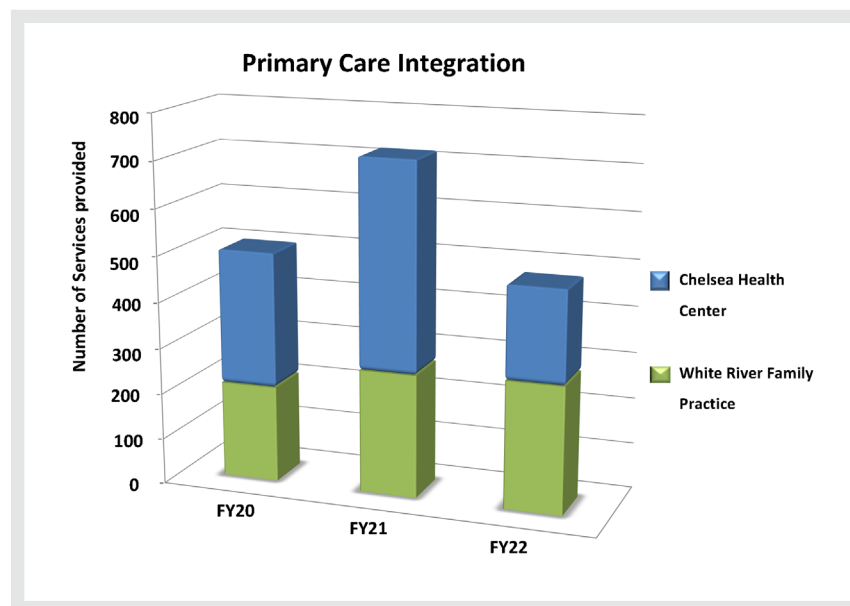
*As services just began to be provided at the end of FY22, data will begin to be reported beginning in FY23.

“I have enjoyed my time with the agency, and am grateful for the opportunities that the agency has given. My hope is that new staff can learn to appreciate the agency and all it has to give as well”

~Clara Martin Center staff member

Primary Care Integration Program

The mission of the Primary Care Integration Program is to ensure access and coordination with primary health care services for those accessing services at the Clara Martin Center. Clara Martin Center has worked to develop strong, collaborative relationships with primary care practices within our service area. Clara Martin Center is co-located with Gifford Health Care at the Chelsea Health Center and works closely with their offices in Randolph, Bethel and Rochester. Clara Martin Center also provides contracted care coordination services at White River Family Practice in White River Junction. Other primary care offices in which there is a strong relationship include Little Rivers Health Care, Upper Valley Pediatrics, Newbury Health Clinic, and Ammonoosuc Health Center. The Clara Martin Center maintained its collaborative relationships with primary care offices, offering short term counseling and referral services for White River Family Practice patients, as well as the continued-on site services at the Chelsea Health Center. Services were offered in person, by telehealth and telephonically, as a way to best meet the individuals needs.



“I have been very happy with the help I have received. I hope that the online sessions continue even after the threat of COVID decreases. I would never be able to regularly attend sessions in person. Thank you!”

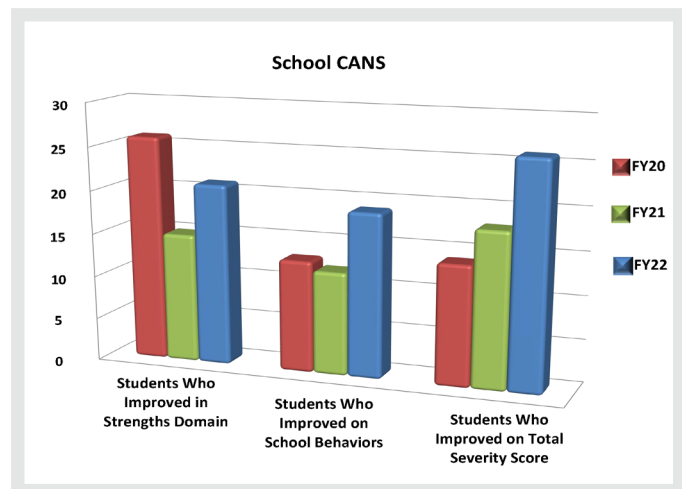
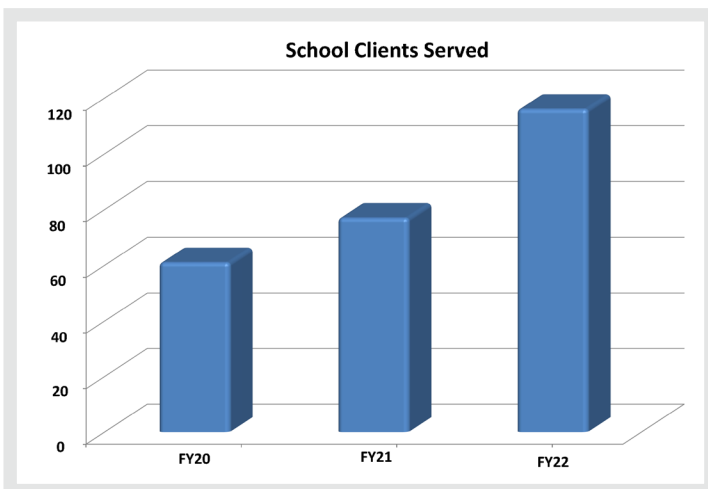
~Adult Outpatient Program Client

School Services Program



East Valley Academy Independent School Team

The mission of the School Services Program is to provide a continuum of student centered supports and interventions that allow students with mental health challenges to be successful student learners. With a focus on prevention and early intervention, the goal of school services is the promotion of wellness for all students in their educational, family, and community environments. School Services include Behavioral Analysis, Behavioral Consultation, Behavioral Intervention, School Based Clinicians, and Alternative School Programming. The School Services program increased the total number of clients served from 64 to 108 in 2022. This increase in clients served is a direct correlation to the increased contractual relationship with White River Valley Supervisory Union. The increased collaboration increased client access to School Based Clinicians, Behavioral Analysts and Classroom Supports. With these increase supports, we also saw improvements in results on the Child and Adolescent Needs and Strengths (CANS) Assessment ratings. Students improved in overall strengths, school behaviors and overall improvement in severity scores with a significant improvement in each of the areas.



Child and Family Program

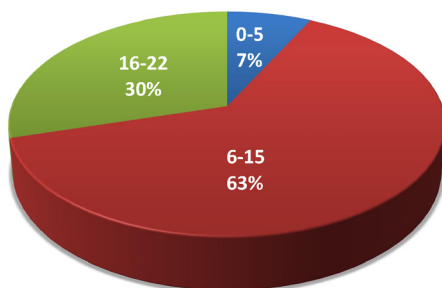


Randolph Child and Family Program Team

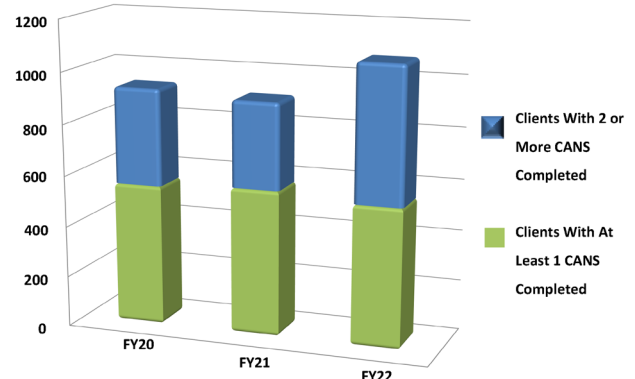
The mission of the Child and Family Program is to provide high quality, comprehensive and integrated prevention and community based services to children and their families. Prevention and treatment is planned in collaboration with families and appropriate community members/professionals. All services are intended to enhance the functioning of the family system. Our services are part of a comprehensive and coordinated array of community resources intended to form a “wrap around” safety net of support for every family in need in our region. The Child and Family Services Program continues to adjust and adapt to the effects of COVID on treatment and service delivery. Clients are increasing in their comfort levels with in person and group programming. While numbers of overall clients are lower than years prior, we continue to see improvement on Child and Adolescent Needs and Strengths assessments, and the overall number of reassessments also increased.

During 2022, the focus of Child and Family Services was to return services as much as possible to in person services and slowly increase group programming. We provided focused skill groups with small numbers to reduce COVID risks, and whenever possible provided services outdoors. Moving into 2023, we will continue to increase services in quantity and duration in order to support our clients with evidence based services.

Age Groups of Child and Family Clients Served



CANS Completed



Child and Family Program



Bradford Child and Family Program Team

Age appropriate services are provided under one of the three categories:

- Early Childhood Mental Health (Ages 0 - 5)
- General Outpatient Services (Ages 6 - 15)
- Transition Age Youth (TAY) Services (Ages 16 - 22)



School Services Team

“I have found the services from Clara Martin Center staff, in a variety of different ways, to be very effective. I appreciate the dedication of everyone involved”

~CCBHC Community Needs Assessment feedback received

Substance Use Disorder Program



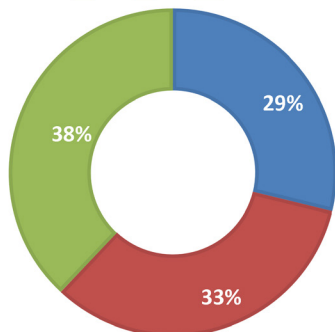
Wilder Substance Use Disorder Program Team

The Substance Use Disorder Program promotes healthy lifestyles by reducing the harmful effects of alcohol and other drugs on the client, family, and community. The program provides comprehensive treatment which addresses the needs of both the person with a substance concern and the people affected by the substance concern. Services provided through the Substance Use Disorder Program include:

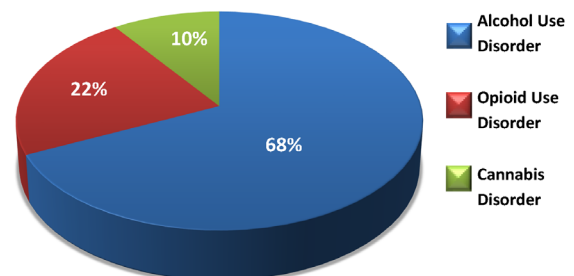
- Individual, Group and Family Therapy
- Quitting Time - Intensive Outpatient Program (IOP)
- Outpatient Recovery and Aftercare Group
- Motivational Group

CO-OCCURRING CLIENTS

FY20 FY21 FY22



Most Common Diagnoses



Substance Use Disorder Program

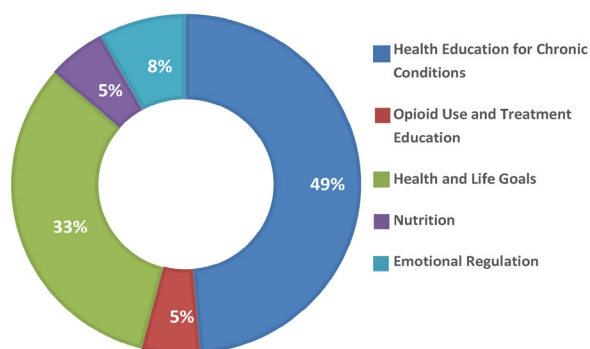
The need for services and complexity of this population has remained steadfast over the past year. While our communities have shown a strong amount of resilience over the past year, we continue to see clients struggling with more complex SUD needs and challenges. Specifically, the overdose rate in our community remains a high concern. We continue to offer and encourage use of Narcan within our program. We are always finding creative ways to meet these needs while maintaining the health and safety of staff and our clients. We have seen the increased flexibility of telehealth support allow for greater access for SUD clients, a positive change as a result of the COVID pandemic.

The Intensive Outpatient Program continues to provide evening IOP services. As of November, we are excited to resume IOP services in person at our Wilder site. In this level of care, in-person engagement and supports are crucial for ongoing assessment and interventions with clients. We feel confident this “back to basics” approach within IOP will yield a return to richer programming and increased engagement.

Our Medication Assisted Treatment (MAT) program remains steadfast, providing comprehensive therapeutic, nursing, psychiatry and care coordination for clients receiving MAT services.

With CCBHC funding, we have been excited to offer more nursing care and education within our SUD program, and have been able to effectively integrate nursing supports into our clinical team to more effectively meet a range of client needs—a goal thoroughly in alignment with the spirit of CCBHC. This has expanded to include wider staff education on infectious diseases, the ability to offer harm reduction materials at our Wilder location, and an expansion in our partnerships with local agencies working in alignment with and parallel to our SUD treatment approaches.

MEDICATED ASSISTED TREATMENT SERVICES



“I really appreciate and value the supervisory support I receive as well as openness to feedback from leadership”

~Clara Martin Center staff member

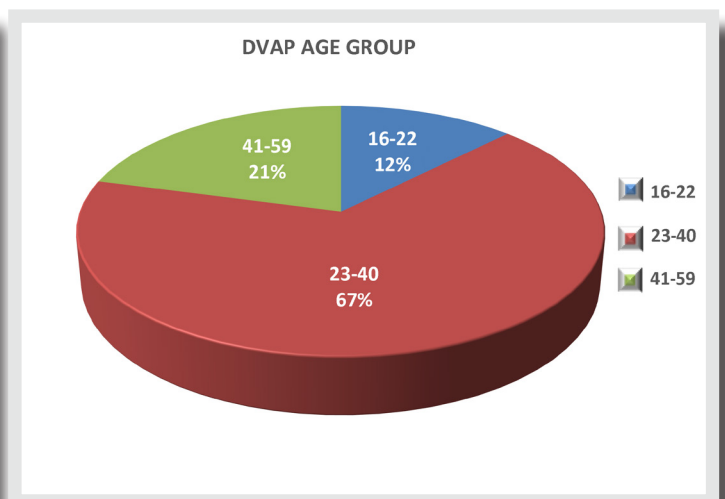
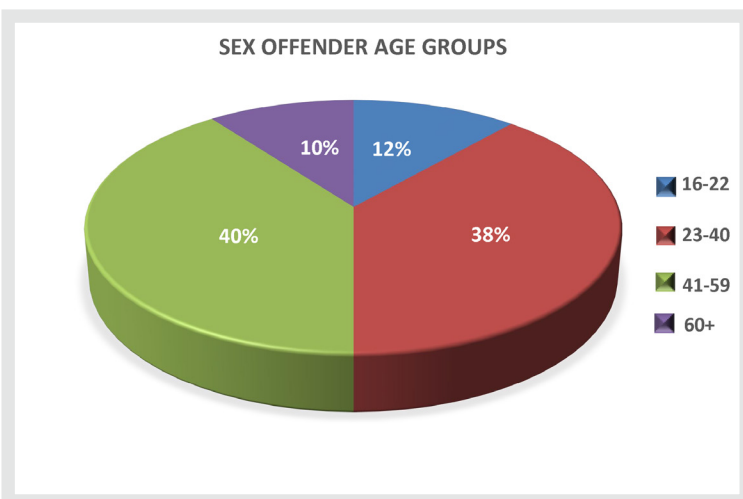
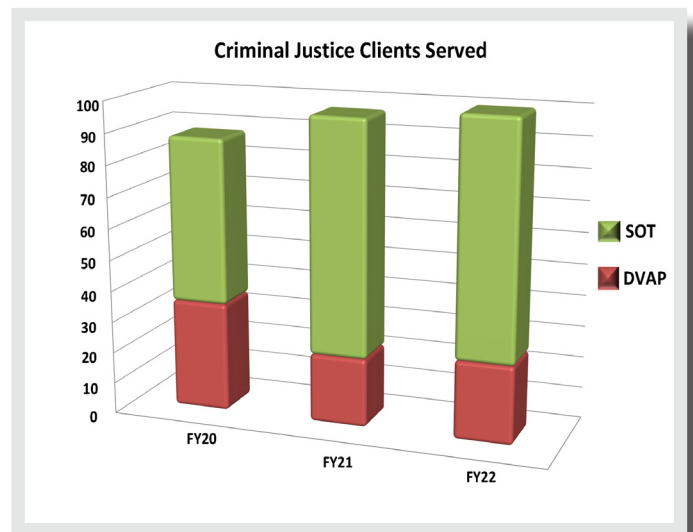
Criminal Justice Program



Criminal Justice Program Team

The Criminal Justice Program provides effective assessment and treatment services to people who have been, or are currently involved with the court or corrections system. Our aim is to enhance their ability to function and thrive effectively in the community, re-enter the community successfully and reduce the risk of committing additional crimes. Services provided through the Criminal Justice Program include:

- Domestic Violence Accountability Program (DVAP)
- Anger Management
- Re-Entry Case Management



Client Satisfaction Survey

Over the past ten years 2,553 people have responded to our annual Client Satisfaction Survey

96.5%

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

87.9%

reported that the services they received made a difference.

8.4 out of 10

people said they would refer a family member or friend to Clara Martin Center.

*results from the 2022 Client Satisfaction Survey

“My counselor has been very helpful to me. I trust that I can tell my counselor anything and there is never any judgment. My counselor also gives me great feedback and explains things fully to me”

~Adult Outpatient Program Client

Staff Satisfaction Survey

Our annual staff survey provides us with feedback that informs future discussions related to compensation, benefits, supervision, staff wellness and more.

91.6%
of staff feel driven to help the agency succeed.

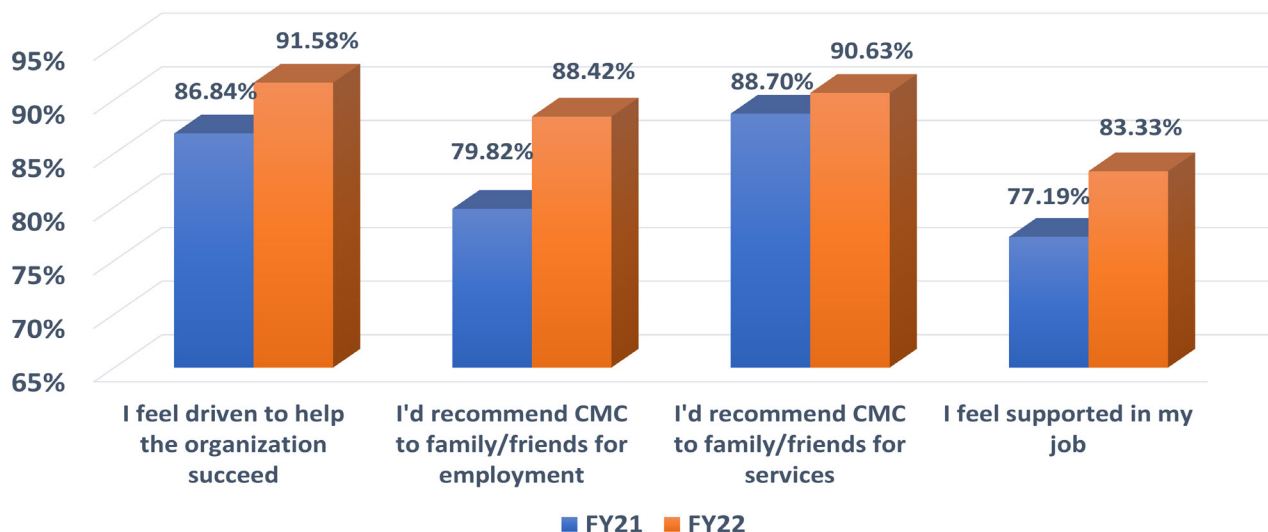
88.4%
of staff would recommend this agency to a friend or family member for employment.

83.3%
of our staff agree that they are supported in their job and can get help when they need it.

90.6%
of staff would recommend this agency to a friend or family member for services.

*Data is based on 96 staff

Staff Satisfaction Survey Results



Staff Anniversaries



Robin Wheeler



Melanie Gidney



April Ketchum



Kevin Buchanan



Adam Bindrum



Seth Berger
Christie Everett
Danielle Ferry
Sean Tangney



Devon Hannan
Bridget Kendall
Chelsey Perry

"Thank you for all you do"

*~Child and Family Program
Client*

The Brewster Martin Award

Aida Busconi Wins 2021 Award



This award is dedicated in the name of a caring country doctor whose support of this center and more importantly the citizens of the greater Orange County area, was strong and will always be remembered.

Dr. Brewster Martin was a man who lived each day and enjoyed his life. Dr. Martin served on our Board of Trustees since the passing of his wife, Clara Martin. He was full of humor; telling stories of his love for the stage or a loving story of his family and friends. He always asked “How are you?” and would quickly make you feel the bright light of the day in whatever you presented to him. His demonstrated love for life penetrated the very essence of the community and this organization.

Dr. Brewster Martin believed in the mind-body connection to physical and spiritual health. He lived this philosophy in his practice as a physician and in his support to the agency. Dr. Brewster Martin was one man who contributed to the spirit of the Board of Trustees, all of whom support the mission of a caring and responsive community of providers.

It is the commitment of the Board of Trustees to keep the strength of the organization focused on our future and to hold true to the spirit of those who helped to create this solid foundation which we all stand on today. The commitment of the Board is to the community and to the staff who serve our communities with courage and strength, all of which is essential to the success of each citizen.

Aida Busconi was first hired in 1998 as an Administrative Assistant at Central Vermont Substance Abuse Services (CVSAS), and has continued to work there in various roles throughout, including in her current role as Practice Manager.

- Aida is fiercely loyal to the organization, to its staff, and 100% committed to the work we do here and the clients we serve.
- Aida takes the time to get to know the staff, truly cares about our wellbeing, and is always asking, “Is there anything I can do to help?” And it’s not just lip service... if she can help she does.
- She typically is the first person clients see in the morning as she is usually the first to be on site. Always with a smile and doing what she can to make clients feel comfortable and welcome in what is so often the worst time of their lives.
- Aida is truly the heart of CVSAS, an amazing colleague... an amazing friend... and just an amazing human being in every way.
- Aida is often described as the heart of CVSAS.
- Aida is always willing to take someone under her wing and teach them anything she can.
- Aida stretches outside her own job to help everyone in the office.
- Aida greets every client with a smile and such compassion.
- Aida has been with CVSAS for years and has helped hundreds of clients and staff to stand on their own!
- Aida is an advocate for staff and clients both.
- Aida is well deserving of the Brewster Martin Excellence Award.

Aida is very deserving of the honor and respect this award stands for and she is an excellent model of the Clara Martin Center motto “People Helping People”.

The Arnold Spahn Community Award

Kym Anderson, COSA/Orange County Restorative Justice



In recognition of your support to people in accessing CMC services, and willingness to partner and provide resources to clients in the criminal justice program;

In appreciation of your support for both victims and offenders in the community;

In acknowledgement of the compassionate work you have done to help individuals re-enter our communities after incarceration;

In support of your commitment, passion, empathy and giving that has made a difference in the lives of many within our community;

Thank you Kym, your efforts exemplify how the accessibility of fundamental needs support the healing and well-being for all individuals!

Vocational Service Award

Hope Home Care, Bethel VT



Hope Home Care strives to help elderly and disabled individuals remain in their own homes by providing companionship, respite, meal preparation, light housekeeping, personal care, and shopping.

In honor of your support of clients in both the JOBS and CRT Supported Employment programs to find and keep meaningful work;

In recognition and appreciation of the sensitivity to the scheduling and flexibility needs of its workforce;

In appreciation of your ability to provide a rewarding employment opportunity that contributes to the quality of life for others;

Thank you Hope Home Care for your support in providing meaningful vocational opportunities for individuals that we serve!

Collaborations & Partnerships



Central Vermont Substance Abuse Services

Central Vermont Substance Abuse Services (CVSAS) is the state of Vermont's preferred provider of substance use services providing outpatient and intensive outpatient alcohol and drug treatment services for community members of the greater Washington County area. Central Vermont Addiction Medicine (CVAM), a program of CVSAS in collaboration with BAART Behavioral Health Services, is part of the Vermont Care Alliance for Opioid Addiction. CVAM provides medication assisted treatment for residents of Lamoille, Orange and Washington Counties who are addicted to opiates. CVSAS provides assessment and referral to the appropriate level of care using clinical guidelines including ASAM criteria. Outpatient services offered include individual/group/family therapy, intensive outpatient programming, psychiatric consultation to primary care physicians, psychoeducational groups, DUI programming through the Impaired Driver Rehabilitation Program (IDRP), Washington County Treatment Court services, clinical services to the Lighthouse public inebriate program, medication assisted induction and stabilization for opiate addiction, case management, and emergency services, which are provided by contract through Washington County Mental Health Services.



In 2007, Clara Martin Center, Howard Center and Washington County Mental Health Services joined together to establish a new corporation called Collaborative Solutions Corporation. This entity was developed to create Community Recovery Residences (CRR) to assist the State of Vermont with the census at the Vermont State Hospital and to meet the step down needs of hospitalized individuals. The first CRR established was Second Spring South, a licensed Level III Care Home located in Williamstown, Vermont. Second Spring North opened in Westford, Vermont in 2013.



Gifford Health Care

Caring for you... for life.

Clara Martin Center collaborates with the Chelsea Health Center Board and Gifford Health Care to provide services in the rural towns of Chelsea, Tunbridge, and Washington.



VERMONT CARE PARTNERS

Clara Martin Center is one of the sixteen member agencies of Vermont Care Partners. The Vermont Council of Developmental and Mental Health Services and the Vermont Care Network came together under the partnership of Vermont Care Partners to provide statewide leadership for an integrated, high quality system of comprehensive services and supports.

The Vermont Council focuses on national and state policy development, lobbying and advocacy to strengthen developmental, mental health and substance use services. The Vermont Care Network works to develop the statewide network that integrates the full continuum of health, wellness and social services. By providing care beyond health care and through enhanced services, collaboration and integration, the



24-Hour Emergency Services
1-800-639-6360
www.claramartin.org

RANDOLPH MAIN SITE
11 North Main Street
P.O. Box G (mailing address)
Randolph, VT 05060
(802) 728-4466

EAST VALLEY ACADEMY
579 VT Route 14 South
P.O. Box 237 (mailing address)
East Randolph, VT 05041
(802) 728-3896

WILDER OFFICE
39 Fogg Farm Road
P.O. Box 816 (mailing address)
Wilder, VT 05088
(802) 295-1311

AYERS BROOK OFFICE
35 Ayers Brook Road
P.O. Box G (mailing address)
Randolph, VT 05060
(802) 728-4466

BRADFORD FARMHOUSE
1740 Lower Plain Road
P.O. Box 278 (mailing address)
Bradford, VT 05033
(802) 222-4477

CHELSEA HEALTH CTR.
356 VT Route 110
Chelsea, VT 05038
(802) 728-4466

COMMUNITY SUPPORT PROGRAM
24 South Main Street
P.O. Box G (mailing address)
Randolph, VT 05060
(801) 728-6000

BRADFORD MAIN SITE
1483 Lower Plain Road
P.O. Box 278 (mailing address)
Bradford, VT 05033
(802) 222-4477

SAFE HAVEN and CHRIS'S PLACE
4 Highland Avenue
Randolph, VT 05060
(802) 728-4466

CENTRAL VERMONT SUBSTANCE ABUSE SERVICES (CVSAS)
100 Hospitality Drive
P.O. Box 1468 (mailing address)
Berlin, VT 05601

CENTRAL VERMONT ADDICTION MEDICINE (CVAM)
617 Comstock Road, Suite 5
Berlin, VT 05602
(802) 223-2003