

# Maple Leaf Farm

10 Maple Leaf Road  
Underhill VT 05489

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# Maple Leaf Farm

10 Maple Leaf Road  
Underhill VT 05489  
[www.mapleleaf.org](http://www.mapleleaf.org)

*The Mission of Maple Leaf Farm is  
to help individuals recover from  
alcohol and drug addiction.  
802-899-2911*

*Maple Leaf Farm Newsletter, Published Bi-annually*

*Issue 11, Spring 2011*

## *From The Director*

Volunteers play a huge role in the success of every non-profit. We here at Maple Leaf Farm depend on the tireless donation of time and talent from volunteers in countless roles from serving on our Board of Directors to planting tulips and everywhere in between. Our Quality Assurance Program is a prime example of the vital contribution volunteers make. Mike Garrett spends hours each year compiling survey results to produce our QA report. The report has become instrumental in helping us to provide better care to our patients while documenting for funders and accreditation agencies our inputs, outcomes and successes. Not only does Mike produce the report, he developed the surveys and the measurement tools. We share some of his work with you on the following pages. We share below in Mike's own words how he began volunteering with Maple Leaf Farm.



"I have been helping with the annual quality assurance report for about sixteen years. My involvement with Maple Leaf Farm started in 1995 when I met the Executive Director at the time at a Vermont Business for Social Responsibility meeting in Burlington. As we talked, I discovered that a huge pile of patient satisfaction surveys had been collecting for quite a while and Maple Leaf Farm could use some help. I was just starting a new consulting business and analyzing surveys was something that I had considerable experiencing doing. After we had began working on the surveys together, the Director learned about my experience in quality assurance and asked me to help Maple Leaf Farm prepare for that year's CARF accreditation visit. That led to the design of the outcome surveys, the comprehensive measurement system and the annual quality assurance report. And the rest was history.

A few years later, I volunteered to be on the board, served as treasurer for three years and have been volunteering my time to help the Farm ever since.



Mike Garrett

While preparing the report takes a considerable amount of time, it is something I enjoy doing and it feels good giving back to our community in a small way. Using our gifts to help others is always a worthwhile endeavor."

Well said Mike. And greatly appreciated.

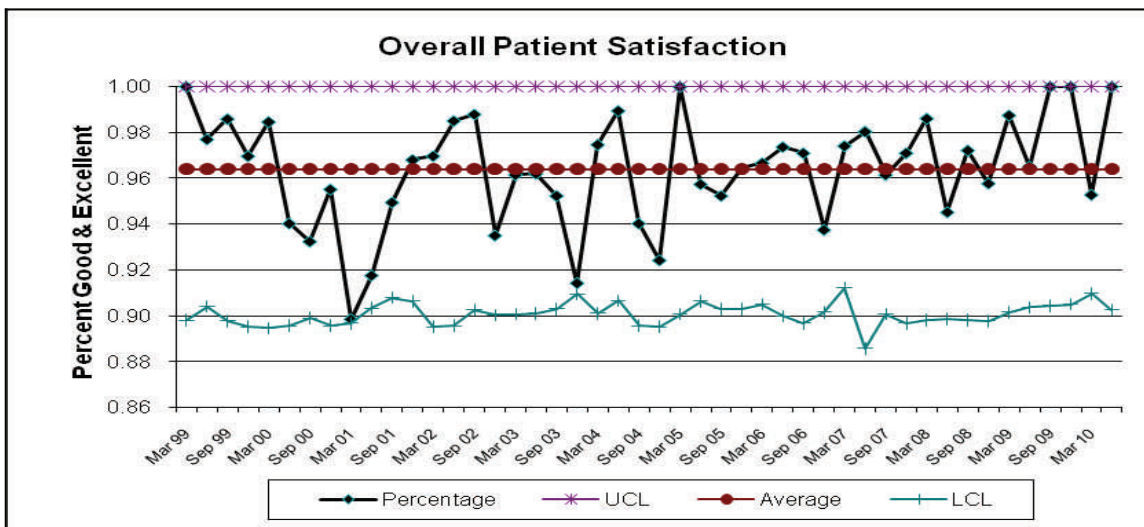
*Bill*



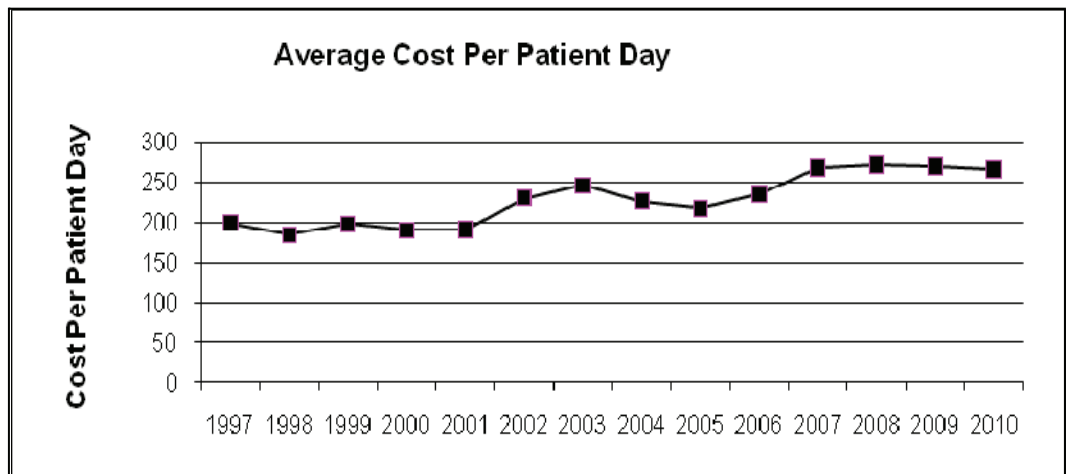
# Maple Leaf Farm

In FY 2010  
764 patients  
spent 12,781 days  
at Maple Leaf Farm.

Over ninety-eight percent (98.6%) of the patients felt Maple Leaf Farm was providing an excellent or good service, the highest yearly score ever received.



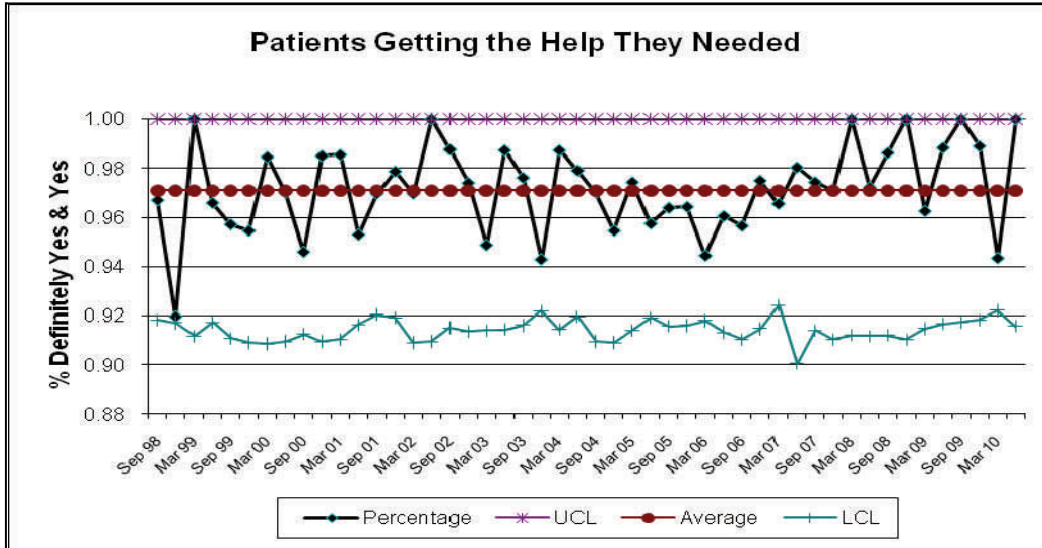
Maple Leaf Farm continues to be very cost effective. Total expenses only increased 0.2% during the year. Cost per patient day actually decreased very slightly.



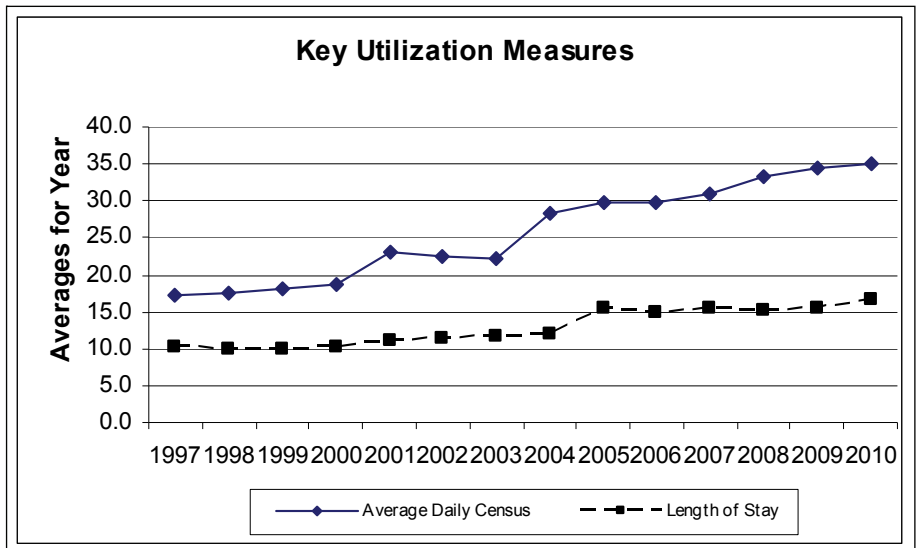
# By the Numbers



Overall, 98.6% of our patients felt they received the help they needed.



During this past year, admissions decreased by 7%, but the increased length of stay resulted in a higher average census.



Primary Substance:	
Alcohol	363
Crack/Cocaine	43
Marijuana	15
Heroin	37
Opiates	298
Benzo's	2
Amphetamines	5
Inhalant	1