



# Clara Martin Center

Over 50 years of *People Helping People*

## 2017 Client Survey Results

**Location:** Clara Martin Center  
**Total Responses** 280

Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	171	156	217	180	177
Really Agree	38	48	31	31	37
Agree	50	50	27	51	42
Maybe Agree/Maybe Disagree	21	23	4	17	22
Disagree	0	3	1	1	1
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	1
<b>Total</b>	<b>280</b>	<b>280</b>	<b>280</b>	<b>280</b>	<b>280</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	61.07%	55.71%	77.50%	64.29%	63.21%
Really Agree	13.57%	17.14%	11.07%	11.07%	13.21%
Agree	17.86%	17.86%	9.64%	18.21%	15.00%
Maybe Agree/Maybe Disagree	7.50%	8.21%	1.43%	6.07%	7.86%
Disagree	0.00%	1.07%	0.36%	0.36%	0.36%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.36%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	92.50%	90.71%	98.21%	93.57%	91.43%
Percent of Disagree & Below	0.00%	1.07%	0.36%	0.36%	0.71%



## 2017 Client Survey Results

<b>Location</b>	<b>11 Main Street</b>
<b>Total Responses</b>	<b>52</b>

<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Strongly Agree	25	20	36	27	26
Really Agree	10	10	7	7	7
Agree	12	14	8	14	12
Maybe Agree/Maybe Disagree	5	7	1	4	6
Disagree	0	1	0	0	1
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>52</b>

<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Strongly Agree	48.08%	38.46%	69.23%	51.92%	50.00%
Really Agree	19.23%	19.23%	13.46%	13.46%	13.46%
Agree	23.08%	26.92%	15.38%	26.92%	23.08%
Maybe Agree/Maybe Disagree	9.62%	13.46%	1.92%	7.69%	11.54%
Disagree	0.00%	1.92%	0.00%	0.00%	1.92%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Percent of Agree & Above	90.38%	84.62%	98.08%	92.31%	86.54%
Percent of Disagree & Below	0.00%	1.92%	0.00%	0.00%	1.92%



## 2017 Client Survey Results

<b>Location</b>		<b>24 South Main</b>			
<b>Total Responses</b>		<b>25</b>			
<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Strongly Agree	18	20	21	21	21
Really Agree	5	3	3	1	1
Agree	1	2	0	2	2
Maybe Agree/Maybe Disagree	1	0	1	1	1
Disagree	0	0	0	0	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>
<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Strongly Agree	72.00%	80.00%	84.00%	84.00%	84.00%
Really Agree	20.00%	12.00%	12.00%	4.00%	4.00%
Agree	4.00%	8.00%	0.00%	8.00%	8.00%
Maybe Agree/Maybe Disagree	4.00%	0.00%	4.00%	4.00%	4.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>	<b>The services you or your family member receive improve the quality of your/their life</b>
Percent of Agree & Above	96.00%	100.00%	96.00%	96.00%	96.00%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%



## 2017 Client Survey Results

Location	Bradford Main				
Total Responses	83				
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	50	44	68	49	50
Really Agree	13	17	6	10	12
Agree	12	12	8	18	13
Maybe Agree/Maybe Disagree	8	10	1	6	8
Disagree	0	0	0	0	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>83</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	60.24%	53.01%	81.93%	59.04%	60.24%
Really Agree	15.66%	20.48%	7.23%	12.05%	14.46%
Agree	14.46%	14.46%	9.64%	21.69%	15.66%
Maybe Agree/Maybe Disagree	9.64%	12.05%	1.20%	7.23%	9.64%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	90.36%	87.95%	98.80%	92.77%	90.36%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%



## 2017 Client Survey Results

Location	Bradford Farmhouse				
Total Responses	20				
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	15	12	15	16	16
Really Agree	1	5	4	2	2
Agree	4	3	1	2	2
Maybe Agree/Maybe Disagree	0	0	0	0	0
Disagree	0	0	0	0	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	20	20	20	20	20
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	75.00%	60.00%	75.00%	80.00%	80.00%
Really Agree	5.00%	25.00%	20.00%	10.00%	10.00%
Agree	20.00%	15.00%	5.00%	10.00%	10.00%
Maybe Agree/Maybe Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	100%	100%	100%	100%	100%
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%



## 2017 Client Survey Results

Location	Ayers Brook				
Total Responses	23				
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	12	10	16	12	12
Really Agree	4	8	5	6	8
Agree	3	1	1	2	0
Maybe Agree/Maybe Disagree	4	3	0	2	2
Disagree	0	1	1	1	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	1
<b>Total</b>	23	23	23	23	23
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	52.17%	43.48%	69.57%	52.17%	52.17%
Really Agree	17.39%	34.78%	21.74%	26.09%	34.78%
Agree	13.04%	4.35%	4.35%	8.70%	0.00%
Maybe Agree/Maybe Disagree	17.39%	13.04%	0.00%	8.70%	8.70%
Disagree	0.00%	4.35%	4.35%	4.35%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	4.35%
<b>Total</b>	100%	100%	100%	100%	100%
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	82.61%	82.61%	95.65%	86.96%	86.96%
Percent of Disagree & Below	0.00%	4.35%	4.35%	4.35%	4.35%



## 2017 Client Survey Results

Location	Wilder				
Total Responses	30				
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	21	20	24	22	22
Really Agree	2	2	2	1	2
Agree	5	7	4	4	3
Maybe Agree/Maybe Disagree	2	1	0	3	3
Disagree	0	0	0	0	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	70.00%	66.67%	80.00%	73.33%	73.33%
Really Agree	6.67%	6.67%	6.67%	3.33%	6.67%
Agree	16.67%	23.33%	13.33%	13.33%	10.00%
Maybe Agree/Maybe Disagree	6.67%	3.33%	0.00%	10.00%	10.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	93.33%	96.67%	100.00%	90.00%	90.00%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%



## 2017 Client Survey Results

Location	Chris's Place				
Total Responses	47				
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	30	30	37	33	30
Really Agree	3	3	4	4	5
Agree	13	11	5	9	10
Maybe Agree/Maybe Disagree	1	2	1	1	2
Disagree	0	1	0	0	0
Really Disagree	0	0	0	0	0
Strongly Disagree	0	0	0	0	0
<b>Total</b>	<b>47</b>	<b>47</b>	<b>47</b>	<b>47</b>	<b>47</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Strongly Agree	63.83%	63.83%	78.72%	70.21%	63.83%
Really Agree	6.38%	6.38%	8.51%	8.51%	10.64%
Agree	27.66%	23.40%	10.64%	19.15%	21.28%
Maybe Agree/Maybe Disagree	2.13%	4.26%	2.13%	2.13%	4.26%
Disagree	0.00%	2.13%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life
Percent of Agree & Above	97.87%	93.62%	97.87%	97.87%	95.74%
Percent of Disagree & Below	0.00%	2.13%	0.00%	0.00%	0.00%





## 2017 Client Survey Results

"I think the Randolph office has quality, caring staff that is willing to adapt to each individual consumer's needs."

"My therapist and doctor and receptionist are all very respectful and honest. I have been to many facilities. Clara Martin is really detailed with therapy and I am happy it exists for my mental health"

"My family has used Clara Martin Center in the past and we were very satisfied with our care. That is why, when I was gain in need, I returned. "

"I've been coming to Clara Martin for over a year now. I know I am getting help I needed and more. I love this place. It had helped me love myself without shame. "

"Talk therapy is not for everyone, but for me it's a lifesaver. Thank you! "

"Better tissues, more groups."

"Dr. B and Sharon Stearns are exceptional."

"The place is great!"

"Clara Martin encouraged and supported me in changing my life around. IT's been a long hard road, it hasn't always been easy, but I feel like my life would be more unbearable and difficult had I not found these amazing people. I could have died without them. "

"I like the service, I never give 10's or recommendations"

"There needs to be an ongoing trauma group-many people need it. "

"Great staff, wonderful people and exceptional doctor (Dr. B) and therapists!"

"Keep up the good work and thanks for holding my friends bag. That's really sweet. "



## 2017 Client Survey Results

“It is difficult to not feel like you are being judged. I feel like once you have a "mental health" issue diagnosed there is a lot of stigma around that, and it's a lot more than that. “

“The lady that takes over for Nancy is really mean, bad attitude-but I have changed my life around completely thanks to Clara Martin, and the Safe Haven.”

“Have recommended many for your help. Thank you for being there for me. “

“Great psych/medical treatment. I have recommended "family" members for care here.”

“I have always have great service at Clara Martin. I recently have my grandson see someone at the center. “

“Thank you for helping me. “

“Even though I'm an addict in recovery, things come up out of my control, understanding of the genuine uncontrollable things in life, willing to compromise”

“Seems as though paperwork is more important than treatment forced to do questionnaire that has nothing to do with why I am here!”

“Desk person needs to be more helpful”

“I have referred and my friend has benefitted from their care at Clara Martin.”

“I have been receiving help since 2011. I don't know where I'd be if I didn't have Randolph's Clara Martin. My daughter has been coming since 2014. I just wanted to say thank you again. Way to go staff.”

“Yes, computer group and music group”

“This place is awesome, and I think everyone here are very amazing. I feel like this place is an oasis of productivity. Everyone needs “raises, and more funding for mental health should come here. Only praises for Clara Martin. I owe my life to C.M.



## 2017 Client Survey Results

"Krista is a great worker"

"It is amazing the support, and activities that are offered by the CSP program. I recommended CMC last week to a friend."

"I am really thankful for the services"

"I have had good help every time I came."

"Game while we wait"

"I love the Clara Martin staff and I don't know where I'd be without you all. Thank you"

"Been treated fair and beyond."

"Keep up the good work, thanks"

"It would be nice as an AOP client we should be able to have trips like other clients. We work just as hard we should reward for going to class or groups or individual therapy."

"They help me a lot on my problems and I would recommend anybody to CMC."

"I am very thankful for Clara martin and all the staff here!"

"As a single mom, it's hard to take a half day off to make sure my kids get their counseling sessions. IT would be nice if both could be seen at school, but that proved to be unreliable. Vacation weeks are hard because the reality of a working, single parent's life is groups that are 10AM-3PM are impossible and many times individual therapy is cancelled because there are groups. Also, my son does receive services as school as well as having individual sessions in office, but the day the school provides is Monday, the most missed day because of holidays. The revolving door of staff has been frustrating, though we've been lucky so far with our son's counselors. One of the two other concerns I have is the difficulty finding the time to touch base with my children's counselor, lack of feedback and collaboration with school teachers, MD's etc. "



## 2017 Client Survey Results

“Keep up the good work”

“Kim is wonderful!!”

“The staff is always friendly and welcoming!”

“If client knew someone who needed help client would recommend CMC to others. I like to thank the secretary for always helping and smiling. “

“front desk girl so so sweet”

“Clara Martin Center as a whole needs another or more psychologists. A 6-7 month wait time is ridiculous.”

“Just thanks for being there and providing reliable resources that I did not know about!”

“Kim has helped me a lot. I think she is a great fit for me because she has helped me see things through a different point of view instead of the way I normally see things and has helped me cope with my depression and anxiety and anger.”

“Thank you for being here!!! I commend Peter, Desiree, Danielle, Michelle, Rachel for their personal assistance. “

“For the past 8 years I've been supported through the worst, and wouldn't trade these services for the world! :) “

“If a day is canceled reserve it for another day in the same week.”

“Just say no to drugs”

“Everyone has always done everything possible to help me and my wife improve our lives and stay safe! Thanks”

“We have only had one appointment so far...”



## 2017 Client Survey Results

“Very pleased with the help I have gotten.”

“I love the staff and would suggest Clara Martin to anyone in need. :) “

“I have told many of the wonderful services and resources available at C.M.”

“Always professional and look out for me. I have recommended many times. I have been coming here for 13+years. Dr. B-Renee, Danielle-Joy are the BEST and all the other care managers in the past. I don't know where I would be without CMC.”

“Yes and I have recommended a friend to CMC”

“There should be more help for housing program. I feel it would people who are homeless like my boyfriend and I are homeless”

“Very happy how things are working, fit my daughter right in, and helped her-Thanks”

“CMC needs donut and coffee station for clients and after hour help is nice to have.”

“Been with CMC over 10 years. Everyone is helpful especially during crisis. “

“Must have doughnuts! TV with access to channels.”

“Should have yoga and mindfulness more. Kim is such a kind and wise woman, she is such a big part of my sobriety and sanity-most all of the staff have been so kind and helpful. Yetzi always goes out of her wat to help and make us feel welcome!”

“I think Phoebe is doing an excellent job. “

“Youngest was supposed to be seen at the school was seeing twice and the counselor was not seeing anymore-why? stopped?”



## 2017 Client Survey Results

“Carol ALWAYS remembers us/me and my service is perfect for me. “

“Only had one visit”

“Keep a grief counseling class and a trauma support class open at all times! Waiting for a new class or having a class cancelled causes more stress/anxiety and causes multiple setbacks in my successful treatment. “

“Great job! Keep up the great work, staff always friendly and very helpful. “

“Everyone here is so wonderful and kind. The environment is so caring and non-stressful. “

“Maybe a support group for parents dealing with parenting issues”

Outside groups/graduation outside

This place and staff are unexpectedly exceptional, awesome, comfortable and trustworthy. TY!

You all are great and I thank you for all the support I receive here.

Make sure that the people are serious about change. There is a lot of hoop jumping and no real change. Thus repeat offenders. Your time is valuable to people who really need your help. Thanks for all your help.

The staff truly cares. They helped me save my own life. Thank you.

For the past 5 years, the staff and services have made an incredible difference in all aspects of my life.

In my opinion, Clara Martin Center does a great job in providing services to people. The staff is always friendly and helpful and every person that works there deserves to be recognized.



## 2017 Client Survey Results

“I am very grateful to Michelle, Cathy, Courtney, and everyone at Clara Martin.”

“Thank you!”

“Lucy Campbell is the best therapist I've ever seen. Having seen quite a few in my lifetime. I consider myself an expert. Hold on to her! “

“Thank you for helping me get my life back!”

“Lucy is amazing! (And Everyone)”

“Every secretary should state their location i.e. Bradford, Wilder, Randolph...”

“Lucy is wonderfully amazing and awesome!”

“I feel that my counselor is very well trained, competent, and familiar with the issues we speak of. She has my trust. Thank you”

“Good job with Felmon (?) staff. Just what I needed. “

“Courtney is very professional and an excellent clinician. Very helpful. Thanks”

“Excellent!”

“All staff very helpful and polite”