



2018 Client Survey Results

Location	All
Total Responses	303

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	172	157	230	157	168
Agree	114	122	65	127	110
Unsure	7	17	3	16	19
Disagree	8	4	4	3	5
Strongly Disagree	2	3	1	0	1
Total	303	303	303	303	303

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	56.77%	51.82%	75.91%	51.82%	55.45%
Agree	37.62%	40.26%	21.45%	41.91%	36.30%
Unsure	2.31%	5.61%	0.99%	5.28%	6.27%
Disagree	2.64%	1.32%	1.32%	0.99%	1.65%
Strongly Disagree	0.66%	0.99%	0.33%	0.00%	0.33%
Total	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	94.39%	92.08%	97.36%	93.73%	91.75%
Percent of Disagree & Below	3.30%	2.31%	1.65%	0.99%	1.98%

I/We would recommend Clara Martin Center to a friend or colleague.

Scale of 0-10
8.6 average



2018 Client Survey Results

Location	11 Main Street
Total Responses	39

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	23	21	29	21	21
Agree	12	14	8	11	11
Unsure	2	3	1	6	6
Disagree	1	1	1	1	1
Strongly Disagree	1	0	0	0	0
Total	39	39	39	39	39

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	58.97%	53.85%	74.36%	53.85%	53.85%
Agree	30.77%	35.90%	20.51%	28.21%	28.21%
Unsure	5.13%	7.69%	2.56%	15.38%	15.38%
Disagree	2.56%	2.56%	2.56%	2.56%	2.56%
Strongly Disagree	2.56%	0.00%	0.00%	0.00%	0.00%
Total	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	89.74%	89.74%	94.87%	82.05%	82.05%
Percent of Disagree & Below	5.13%	2.56%	2.56%	2.56%	2.56%

I/We would recommend Clara Martin Center to a friend or colleague. **Scale of 0-10**
8.6 average



2018 Client Survey Results

Location	24 South Main
Total Responses	13

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	8	7	8	11	8
Agree	2	3	3	1	3
Unsure	2	2	1	0	2
Disagree	1	0	1	1	0
Strongly Disagree	0	1	0	0	0
Total	13	13	13	13	13

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	61.54%	53.85%	61.54%	84.62%	61.54%
Agree	15.38%	23.08%	23.08%	7.69%	23.08%
Unsure	15.38%	15.38%	7.69%	0.00%	15.38%
Disagree	7.69%	0.00%	7.69%	7.69%	0.00%
Strongly Disagree	0.00%	7.69%	0.00%	0.00%	0.00%
Total	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	76.92%	76.92%	84.62%	92.31%	84.62%
Percent of Disagree & Below	7.69%	7.69%	7.69%	7.69%	0.00%

I/We would recommend Clara Martin Center to a friend or colleague. Scale of 0-10
8.4 average



2018 Client Survey Results

Location	Bradford Main
Total Responses	97

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	53	45	74	31	54
Agree	41	45	22	63	34
Unsure	1	5	0	3	7
Disagree	2	2	1	0	2
Strongly Disagree	0	0	0	0	0
Total	97	97	97	97	97

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	54.64%	46.39%	76.29%	31.96%	55.67%
Agree	42.27%	46.39%	22.68%	64.95%	35.05%
Unsure	1.03%	5.15%	0.00%	3.09%	7.22%
Disagree	2.06%	2.06%	1.03%	0.00%	2.06%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Total	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	96.91%	92.78%	98.97%	96.91%	90.72%
Percent of Disagree & Below	2.06%	2.06%	1.03%	0.00%	2.06%

I/We would recommend Clara Martin Center to a friend or colleague.

Scale of 0-10
8.6 average



2018 Client Survey Results

Location	Bradford Farmhouse
Total Responses	43

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	27	22	35	27	23
Agree	13	18	7	16	18
Unsure	1	2	0	0	1
Disagree	1	0	0	0	0
Strongly Disagree	1	1	1	0	1
Total	43	43	43	43	43

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	62.79%	51.16%	81.40%	62.79%	53.49%
Agree	30.23%	41.86%	16.28%	37.21%	41.86%
Unsure	2.33%	4.65%	0.00%	0.00%	2.33%
Disagree	2.33%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	2.33%	2.33%	2.33%	0.00%	2.33%
Total	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	93.02%	93.02%	97.67%	100.00%	95.35%
Percent of Disagree & Below	4.65%	2.33%	2.33%	0.00%	2.33%

I/We would recommend Clara Martin Center to a friend or colleague. Scale of 0-10
9.1 average



2018 Client Survey Results

Location	Ayers Brook
Total Responses	22

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	11	9	18	11	9
Agree	10	12	4	10	12
Unsure	0	1	0	1	1
Disagree	1	0	0	0	0
Strongly Disagree	0	0	0	0	0
Total	22	22	22	22	22

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	50.00%	40.91%	81.82%	50.00%	40.91%
Agree	45.45%	54.55%	18.18%	45.45%	54.55%
Unsure	0.00%	4.55%	0.00%	4.55%	4.55%
Disagree	4.55%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Total	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	95.45%	95.45%	100.00%	95.45%	95.45%
Percent of Disagree & Below	4.55%	0.00%	0.00%	0.00%	0.00%

I/We would recommend Clara Martin Center to a friend or colleague.

Scale of 0-10
8.9 average



2018 Client Survey Results

Location	Ayers Brook
Total Responses	22

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	11	9	18	11	9
Agree	10	12	4	10	12
Unsure	0	1	0	1	1
Disagree	1	0	0	0	0
Strongly Disagree	0	0	0	0	0
Total	22	22	22	22	22

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	50.00%	40.91%	81.82%	50.00%	40.91%
Agree	45.45%	54.55%	18.18%	45.45%	54.55%
Unsure	0.00%	4.55%	0.00%	4.55%	4.55%
Disagree	4.55%	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Total	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	95.45%	95.45%	100.00%	95.45%	95.45%
Percent of Disagree & Below	4.55%	0.00%	0.00%	0.00%	0.00%

I/We would recommend Clara Martin Center to a friend or colleague. **Scale of 0-10**
8.9 average



2018 Client Survey Results

Location	Wilder
Total Responses	53

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	27	30	38	32	30
Agree	24	19	13	19	21
Unsure	1	4	1	1	1
Disagree	1	0	1	1	1
Strongly Disagree	0	0	0	0	0
Total	53	53	53	53	53

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	50.94%	56.60%	71.70%	60.38%	56.60%
Agree	45.28%	35.85%	24.53%	35.85%	39.62%
Unsure	1.89%	7.55%	1.89%	1.89%	1.89%
Disagree	1.89%	0.00%	1.89%	1.89%	1.89%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Total	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	96.23%	92.45%	96.23%	96.23%	96.23%
Percent of Disagree & Below	1.89%	0.00%	1.89%	1.89%	1.89%

I/We would recommend Clara Martin Center to a friend or colleague.

Scale of 0-10
8.8 average



2018 Client Survey Results

Location	Chris's Place
Total Responses	36

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	23	23	28	24	23
Agree	12	11	8	7	11
Unsure	0	0	0	5	1
Disagree	1	1	0	0	1
Strongly Disagree	0	1	0	0	0
Total	36	36	36	36	36

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	63.89%	63.89%	77.78%	66.67%	63.89%
Agree	33.33%	30.56%	22.22%	19.44%	30.56%
Unsure	0.00%	0.00%	0.00%	13.89%	2.78%
Disagree	2.78%	2.78%	0.00%	0.00%	2.78%
Strongly Disagree	0.00%	2.78%	0.00%	0.00%	0.00%
Total	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	97.22%	94.44%	100.00%	86.11%	94.44%
Percent of Disagree & Below	2.78%	5.56%	0.00%	0.00%	2.78%

I/We would recommend Clara Martin Center to a friend or colleague.

Scale of 0-10
7.8 average



2018 Client Survey Results

COMMENTS:

"If it wasn't for Jim and Cori I wouldn't be here today"

"At first when I was not able to think or communicate like I am now doing, something "in me" was fighting back and not allowing me to be who I am and who I want to be. I'm still who I am, but learning techniques to handle sensitive situations. "

"You have helped my son and I get through difficult parts in our life. We are grateful! "

"Thank you for being so accessible"

"Thank you for wonderful compassionate care"

"no, you are great!"

"Maybe hold off on the satisfaction survey until your client has had more than one visit"

"More groups"

"Switching therapist a lot. Have had 5 different ones. They get other jobs or something. This is a problem for me. "

"They are a great support even though I'm on a medication for pain not addiction, but it's fine. The groups and the doctor and nurse help. "

"Therapists should not be contacting clients about unpaid bills."

"Laura is awesome"

"The trauma group I attended made a huge improvement in my life. I feel it is wrong to put so much into the drug programs and take away the help for so very many people with trauma, sexual, physical, abuse problems such as PTSD. There are so many people who suffer from this than drug addiction. And these people also cross into addictions for relief. We want the groups back that help women-as well as men with these problems, including veterans. "

"The therapist I have now has a better helping/learning style than my previous, more adjustable."

"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"

"Having recreational activities on Fridays"

"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."

"Fix broken window in downstairs conference room at 24 South Main"



2018 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"

"Clara Martin need TV. Weather channel"

"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 are great in every way. I am strong because of the staff. "

"I don't know what I would do if I did not have their assistance. I would be LOST and ALONE."

"I'm very grateful for my counselor Kim."

"Ms. Lightbear is fantastic and receptionist is great very helpful"

"I wish I came here years ago. "

"We really liked Sherry Cole and how she worked with our daughter. We didn't like the way her departure was handled. Courtney is wonderful with her though."

"Wonderful and very helpful staff. "

"Sarah is fantastic! Couldn't ask for a better match with my son. He loves her and the sessions are great! "

"I have found the staff to be amazing for both myself and my five year old son. I have recommended Clara Martin to several friends. "

"Love the staff. Very helpful."

"I have had a very positive experience with Clara Martin Center. Very happy with all aspects of care."

"You guys do a wonderful job with me and are very accommodating. I love working with you all. "

"Steve is really amazing and helpful. He never makes me feel like I'm being judged, or in the wrong for how I feel."

"Very respectful and understanding! Very helpful!!"

"I feel really lucky to have the chance to work with Phoebe in the last couple of months. I feel like I have gained a lot of important skills. "



2018 Client Survey Results

"CMC has saved my life. "

"I have been seeing Steve at the Bradford location for about a year. He has been very helpful in helping me with my issues. "

"Really glad your services are available. "

"I have always been treated well here. I love the staff that I have gotten to know. This has been greatly appreciated."

"Meeting with Steve has made a huge improvement to my life and me as a person! "

"Just that it is a great place to come, like it a lot. "

"Finally getting med appointment and taking it away. Now I am back to self-medicating-no doctor apt in sight. I'm wasting my time and effort trying to better myself."

"CMC is a great place. "

"Thank you!"

"I think Kim is a wonderful counselor and person, she has helped me so much. I would recommend her to almost anybody. "

"CMC has gotten better over the years-more organized. I have been coming here for 20 years. Thanks."

"I very much appreciate the work that has been my program here. Especially all of the forward motion, and work with Kim. "

"Kim has helped me in so many ways. She has shown me a different look on life and ways to handle and cope with my anger, stress and depression. I would definitely recommend people who have trust issues to see Kim. She's very easy to talk to and is caring and very helpful in a professional/motherly/friend way. She don't rush you to talk about your problems or past and lets you talk about it when you are ready. And for that reason I am happy to have her as a counselor. "

"Sometimes it is difficult to negotiate who to talk to at reception but that quickly gets resolved most of the time"

"I don't know what I would do without Clara Martin's help!"

"Keep doing what you are doing it works. Thank you"

"Gretchen and Crystal help me a lot and Joy is always wonderfully nice and warm and friendly when I come in or speak on the phone. The help I am getting is great but I need some prescriptions for my ADD and depression from Dr. Buchanan. When I took my ADD meds I was much less depressed. "

"I like to see Clara Martin have sports games. I like to see Clara Martin have contests. "

"CMC provides a vitally needed community service, kindly and professionally"

"It would be great if Dr. Buchanan had more time for appointments. Sometimes it is hard to have Maria help and have him not know or give guidance. "

"Make groups more available Bradford way (even Chelsea) and more consistent. Groups, Groups!! Trauma survivor groups, seeking safety, etc."

"I would not be where I am today, living the life I have always wanted, without the help and guidance I have received from Clara Martin Center. "



2018 Client Survey Results

"I think Heather Hood is an outstanding case worker got me in so many areas that have dealt with this year. She has gone above and beyond as I can always understand the things I read when my anxiety was overwhelming. "

"My help from Gretchen and Crystal is wonderful and Joy is always very nice, friendly & helpful."

"I appreciate the location and the atmosphere at the Farmhouse facility. I feel a sense of anonymity and "personable space" at this location. Staff are all courteous and welcoming."

"I'm still here!"

"Ashley is awesome"

"Love this business, would recommend"

"Thank you so much!"

"Clara Martin Center is awesome "

"Staff treats us like family. Thanks for the help."

"Going to miss Sarah! Carol is the best!"

"Thank you for all your services. I have recommended CMC and will continue to recommend."

"you guys should keep doing what you are doing"

"Still too early to tell. Previous help with Jeanne McMahan was excellent. "

"Lucy is the greatest"

"I was hesitant to come here but now I am glad I did"

"Kathy is my counselor. She is absolutely wonderful. I am always looking forward to my weekly session with her. Clara Martin Center has helped me tremendously in my recovery. Thank you for all you do! "

"Staff is knowledgeable respectful and the fact that they care about the clients is extremely evident in their treatment of us."

"You guys seem to do a good job a hard dichotomy-providing treatment while under the gaze a system based as much or more on retribution than correction!"

"I feel you need more promoting of resources and activities/exercises outside of the center that can help with daily living. More informative. "

"The services given here have helped me become more open about my daily life and helped me accept my past downfalls."

"If it wasn't for the services that I receive at Clara Martin Center, I don't know where I'd be. The treatment I receive d have allowed me to lead a normal life again. Thanks to everyone who has helped me. "

"I could not do it without the support of the staff. "



2018 Client Survey Results

"Courtney is the best counselor ever, she changed my life for the better in an amazing way! "

"Clara Martin staff and services has provided ample support for me since I got sober 2 years ago and I am grateful. They are a part of my sober support team. Please pay the counselors more, they deserve it. "

"Clara Martin Natalie Vail especially has given me my life back. Thank you from the bottom of my heart! "

"Everyone is always super pleasant and respectful."

"Staff is always extremely nice and very helpful. Receptionist always greets me and ask how I'm doing. Courtney has been very helpful getting me through situations that I didn't see I had I have made a total attitude adjustment and a better outlook on life."

"I'm O.K."

"The people are really nice."

"This is a great place. I am very grateful for this place and all the staff. I am going to miss everyone. Thank you for helping me."

"They should get the level system straightened out so clients know what level they're on."

"Keep doing the great work you all do."

"All the staff were great even though I was difficult at times. I am going to miss them."

"Your place is great"

"This place is great!! People are so nice here. Understanding, caring and very helpful. Thanks so much, I love you all. It's a big part of my life. I would definitely recommend it to a friend, or family member."

"To have a doctor more available."

"I love you more!"

"Thanks to all the wonderful staff!"

"Chris's Place saved me from homelessness. I don't know where I'd be without this service." (heart)

"It was helpful. I am ready to hit the road to home."

"More smiles, Happy bunnies"

"Sometimes they make you leave, when you're not stable enough to be out there yet. But survivors, survive (Thank you all!!) (Luv ya!!)"

"It's a great place for respite care with caring people, who care,"

"Everyone was kind and courteous. I was looking for something with counseling."

"None, but thanks for the treatment from all the staff."

"I believe everything was fine, maybe more structure, otherwise it was great!"



2018 Client Survey Results

"I had a great time here and it was helpful to have a break."

"Get Dr. Kevin B or another nurse practitioner to assist with case load."

"Some of the staff, won't name names but I noticed in both Safe Haven and Chris' Place were not respectful, and created tension towards me and my mental health status."

"Keep up the good work & what you do as a team."

"The staff was very helpful. I needed a med adjustment & was grateful for the bed & it is reassuring to know that is here in Randolph."

"I appreciate the services of Chris's Place. The staff treated me with respect."