



2019 Client Survey Results

Location	All
Total Responses	319

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	4	4	4	5	4
Disagree	3	1	0	20	4
Mixed	24	20	5	21	37
Agree	125	120	66	117	111
Strongly Agree	163	174	244	156	163
Total	319	319	319	319	319

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	1.25%	1.25%	1.25%	1.57%	1.25%
Disagree	0.94%	0.31%	0.00%	6.27%	1.25%
Mixed	7.52%	6.27%	1.57%	6.58%	11.60%
Agree	39.18%	37.62%	20.69%	36.68%	34.80%
Strongly Agree	51.10%	54.55%	76.49%	48.90%	51.10%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	2.19%	1.57%	1.25%	7.84%	2.51%
Percent of Agree & Above	90.28%	92.16%	97.18%	85.58%	85.89%

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

Scale of 0-10
8.6 average



2019 Client Survey Results

Location	11 Main Street
Total Responses	102

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	1	1	1	1	1
Disagree	1	0	0	0	1
Mixed	11	7	2	7	14
Agree	45	44	20	52	40
Strongly Agree	44	50	79	42	46
Total	102	102	102	102	102

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0.98%	0.98%	0.98%	0.98%	0.98%
Disagree	0.98%	0.00%	0.00%	0.00%	0.98%
Mixed	10.78%	6.86%	1.96%	6.86%	13.73%
Agree	44.12%	43.14%	19.61%	50.98%	39.22%
Strongly Agree	43.14%	49.02%	77.45%	41.18%	45.10%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	1.96%	0.98%	0.98%	0.98%	1.96%
Percent of Agree & Above	87.25%	92.16%	97.06%	92.16%	84.31%

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

Scale of 0-10
8.5 average



2019 Client Survey Results

Location	24 South Main
Total Responses	10

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0	0	0	0	0
Disagree	0	0	0	0	0
Mixed	0	0	0	0	0
Agree	3	4	2	3	2
Strongly Agree	7	6	8	7	8
Total	10	10	10	10	10

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Mixed	0.00%	0.00%	0.00%	0.00%	0.00%
Agree	30.00%	40.00%	20.00%	30.00%	20.00%
Strongly Agree	70.00%	60.00%	80.00%	70.00%	80.00%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%
Percent of Agree & Above	100.00%	100.00%	100.00%	100.00%	100.00%

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

Scale of 0-10
9.5 average



2019 Client Survey Results

Location	Bradford Main
Total Responses	24

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0	0	0	0	0
Disagree	0	0	0	0	1
Mixed	4	3	0	4	3
Agree	8	6	4	7	8
Strongly Agree	12	15	20	13	12
Total	24	24	24	24	24

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	4.17%
Mixed	16.67%	12.50%	0.00%	16.67%	12.50%
Agree	33.33%	25.00%	16.67%	29.17%	33.33%
Strongly Agree	50.00%	62.50%	83.33%	54.17%	50.00%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	4.17%
Percent of Agree & Above	83.33%	87.50%	100.00%	83.33%	83.33%

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



2019 Client Survey Results

Location	Bradford Farmhouse
Total Responses	66

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0	0	1	0	0
Disagree	0	1	0	0	1
Mixed	0	3	0	3	9
Agree	29	21	10	23	24
Strongly Agree	37	41	55	40	32
Total	66	66	66	66	66

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0.00%	0.00%	1.52%	0.00%	0.00%
Disagree	0.00%	1.52%	0.00%	0.00%	1.52%
Mixed	0.00%	4.55%	0.00%	4.55%	13.64%
Agree	43.94%	31.82%	15.15%	34.85%	36.36%
Strongly Agree	56.06%	62.12%	83.33%	60.61%	48.48%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	0.00%	1.52%	1.52%	0.00%	1.52%
Percent of Agree & Above	100.00%	93.94%	98.48%	95.45%	84.85%

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

Scale of 0-10
9.3 average



2019 Client Survey Results

Location	Ayers Brook
Total Responses	26

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	1	1	1	2	1
Disagree	0	0	0	1	0
Mixed	3	0	1	1	3
Agree	9	14	9	8	10
Strongly Agree	13	11	15	14	12
Total	26	26	26	26	26

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	3.85%	3.85%	3.85%	7.69%	3.85%
Disagree	0.00%	0.00%	0.00%	3.85%	0.00%
Mixed	11.54%	0.00%	3.85%	3.85%	11.54%
Agree	34.62%	53.85%	34.62%	30.77%	38.46%
Strongly Agree	50.00%	42.31%	57.69%	53.85%	46.15%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	3.85%	3.85%	3.85%	11.54%	3.85%
Percent of Agree & Above	84.62%	96.15%	92.31%	84.62%	84.62%

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



2019 Client Survey Results

Location	Wilder
Total Responses	66

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	2	2	1	2	2
Disagree	2	0	0	19	1
Mixed	5	6	2	4	6
Agree	25	28	19	24	26
Strongly Agree	32	30	44	17	31
Total	66	66	66	66	66

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	3.03%	3.03%	1.52%	3.03%	3.03%
Disagree	3.03%	0.00%	0.00%	28.79%	1.52%
Mixed	7.58%	9.09%	3.03%	6.06%	9.09%
Agree	37.88%	42.42%	28.79%	36.36%	39.39%
Strongly Agree	48.48%	45.45%	66.67%	25.76%	46.97%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	6.06%	3.03%	1.52%	31.82%	4.55%
Percent of Agree & Above	86.36%	87.88%	95.45%	62.12%	86.36%

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

Scale of 0-10
8.7 average



2019 Client Survey Results

Location	Chris's Place
Total Responses	25

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0	0	0	0	0
Disagree	0	0	0	0	0
Mixed	1	1	0	2	2
Agree	6	3	2	0	1
Strongly Agree	18	21	23	23	22
Total	25	25	25	25	25

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Mixed	4.00%	4.00%	0.00%	8.00%	8.00%
Agree	24.00%	12.00%	8.00%	0.00%	4.00%
Strongly Agree	72.00%	84.00%	92.00%	92.00%	88.00%
Total	100%	100%	100%	100%	100%

Questions:	I/We received services that were just right for me/us.	I/We received the services that I/we needed.	Staff treated me/us with respect.	The services that I/we received made a difference.	My/Our quality of life improved as a result of the services I/we received.
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%	0.00%
Percent of Agree & Above	96.00%	96.00%	100.00%	92.00%	92.00%

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

Scale of 0-10
9.6 average



2019 Client Survey Results

COMMENTS:

"more classes/groups; pamphlet listing services offered (or flyers), especially by what types of services offered with case management; are 25 min appointments really necessary for medication management when meds don't change? Is testing or referral for testing available (eg: neuropsych ect)?; on a completely personal note: enough with the quarterly goal-setting and other truly obnoxious paperwork! It consumes FAR TOO MUCH TIME during appointments! And the pressure to come up with variations on year-long goal(s) is ridiculous!"

"Client/patient privacy is important and appreciated."

"Clara Martin has improved my life - Thank You"

"2nd meeting so far I have thought Clara Martin Center to be professional and helpful"

"Somewhat hard to initially set up and get into the system. I had 3 sessions before I actually saw someone. But once I did, very helpful"

"CMC Clinicians need more training in LGBTQ clients"

"Clara Martin staff is very professional and pleased with the services"

"I don't need the treatment that I'm getting to make a difference"

"Thank you for all of your time and efforts aiding and guiding those that need it. Only thought... maybe more art or colors in the waiting area/halls"

"Love the motivational Mondays"

"The switch to the Good Lives program I think was a very good decision"

"Very great staff, they have the time to explain things verses shove it down our throat. Very respectable."

"I appreciate reminder phone calls. I'm happy with the service Clara Martin provides."

"The best thing I could have done"

"Thank you for all that you do!"

"Thank you for all the good work"

"I love how inviting your waiting room is"

"I cannot think of anything to add but Thank You."

"CMC is such a great resource. Thanks for being here!!"

"Billing is confusing and weird and a non-stop hassle. I appreciate it's not simple but it's tough to understand."



2019 Client Survey Results

"I have been grateful since beginning Clara Martin on my own over 2 years ago before a relapse."

"My counselor has helped me learn so many things about myself I never knew and I'm still learning a lot more. Thank you"

"Have already recommended Clara Martin, generally, and Jennie Beaudin, Specifically"

"Thank you for all your care and compassion and follow up <3 you make my life exponentially better!"

"Clara Martin has saved my life. They are always there when I am in need."

"All staff incredibly friendly and professional!"

"Jen Beckwith is the best"

"Keep doing what you are doing! Thanks!"

"Billing is a constant hassle. Bills don't have date of service on it and no one can tell me how much things will cost. People are all Amazing"

"Keep up the Good work!!"

"I am one who can say, If it wasn't for Clara Martin Center I would be dead in some dig - or I'd be lying under a bridge homeless. Well I was homeless - I am I am dedicated my help, anything to try and pay back for everything they did for me, and when I see the staff, they smile, if that don't make your day I'm sorry cause it makes my day all the time."

"CMC does well for me and it helps me every day"

"Thank you Danielle, Gretchen, Heidi, Jen, Brock and many others/// You have helped see the best in myself"

"For bingo group would like to have more often prizes for the winners. Need to have someone (staff) have all or some clients to walk on a walking group at a reasonable time and day of the week. Thanks."

"Keep it up"

"Clara Martin Center has always been a major support in my life, from counseling to groups"

"Need to be more in contact with counselors /patients"

"You Guys are awesome!"

"Love, Love, Love!"

"I really appreciate my clinician's flexibility in regards to my young children. That accommodation is the reason I have been able to continue therapy."

"Only challenge I have faced is the turnover of staff. But staff is always kind, caring & helpful & flexible with scheduling :) "



2019 Client Survey Results

"The DBT Program was great, and so is Peter Butterfield"

"Clara Martin continues to provide outstanding mental health services! I feel extremely lucky to have this center as a resource, particularly in the current health care climate where access to mental health care is challenging at best."

"Always friendly Caring and supportive!"

"I have recommended you guys to many people. You do a great job and are very welcoming and safe in my opinion. :) "

"Thanks for everything!"

"Have recommended Clara Martin to others. I need more help with transportation to food shelf and laundry mat, etc.."

"The Staff at Clara Martin are wonderful and kind, they are needed and appreciated by the community"

"At least 15 years. Do not know what I would do without Clara Martin Center. A+"

"It would be nice if counselors stayed longer instead of leaving"

"I would just like to get in quicker with doctor but everyone is great including with my son, groups etc.."

"Offers great one-on-one support. Wish there was more group support for postpartum"

"Clara Martin provides an invaluable service for this area. Some people are harder to help than others, and may fall through the cracks. But on the whole I think the Clara Martin staff do a very good job"

"Very nice atmosphere and services given are excellent"

"The services provided to me here Including psychological and counseling. Clara Martin exceeds expectations. I am very thankful for them being here as a service."

"I'm not sure where I'd be or if I'd be if it were not for Clara Martin. The service and care here is outstanding!"

"I can't say Thank you enough to convey the gratitude I feel towards Clara Martin Center and all its staff."

"If I was not leaving the state I would still be here at Clara Martin. I also truly love this place and feel they've held me together and helped me to live my life independently. I will miss Gretchen Dr. Buchanan, Joy, Chelsea, and all I've known here. P.W. & Rocco"

"Clara Martin has brought me full circle."

"More handicap accessibility. Stairs are difficult for me."



2019 Client Survey Results

"My kids love it here!"

"Carol is a very sweet person and always makes sure your needs are met"

"Carol is very friendly"

"It's been life altering in our family's ability to communicate"

"The interaction between the staff and us is always welcoming :)"

"Sam is amazing. She helped us out a lot we are going to miss her. We love you Sam."

"For the kids I think that they need more stuff to play with"

"It's a good place to be when you need help"

"More Psychiatrists, more hours available"

"I welcome Clara Martin"

"Amanda is GREAT! Bridget is a Awesome Asset to Clara Martin :)"

"Need to listen to what is said not just what the program says"

"1)"received services that were just right"-that's impossible... how about +/-10% or just rightness? 2)I miss Renee 3)You guys have access to materials through ATSA that I wish you'd share & use"

"The biggest problem is check in times. More assigned work "needs" to be addressed"

"Great people"

"I feel that I have grown in my recovery and mental health situation that has been on going"

"Thank you"

"Thank you for all that you do!"

"Amanda has been amazing. CMC has really helped me regain stability, which is great"

"There is a high turnover rate for counselors here, that is my concern in recommending Clara Martin"



2019 Client Survey Results

"I would never go anywhere else. The best people work here and have helped me out in so many ways."

"I got treated awesome from this center. They helped me get my life and my kids back. I am forever grateful."

"Groups for family support"

"The therapists I had (1) & Amanda are wonderful top professionals"

"You guys are great! Keep up the good work!"

"Kathy and Amanda are amazing! They are so supportive and caring! Bridget is also very helpful and pleasant!"

"Bridget always greets me with a very positive attitude every time I come in! Courtney has been a huge help in my success to my recovery!"

"I have always enjoyed coming here, always feel very comfortable. The staff is amazing! Bridget and Courtney have been so welcoming, friendly and very helpful. Thankful for the opportunity to be able to come here."

"They help me out a lot and I appreciate it."

"Keep up the good work. (smiley face)"

"Since I was discharged from an inpatient hospital unit, being in a crisis stabilization unit didn't seem to make much sense, but I was quickly moved to my permanent room."

"The staff was awesome and helpful on getting me help and getting a new home."

"Thank you!"

"They help me a lot and feel better."