



2020 Client Survey Results

Location	All
Total Responses	221

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	7	5	4	3	4
Disagree	1	1	1	1	5
Mixed	23	14	4	19	33
Agree	90	88	52	85	79
Strongly Agree	98	109	158	112	95
Total	219	217	219	220	216

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	3.20%	2.30%	1.83%	1.36%	1.85%
Disagree	0.46%	0.46%	0.46%	0.45%	2.31%
Mixed	10.50%	6.45%	1.83%	8.64%	15.28%
Agree	41.10%	40.55%	23.74%	38.64%	36.57%
Strongly Agree	44.75%	50.23%	72.15%	50.91%	43.98%
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	3.65%	2.76%	2.28%	1.82%	4.17%
Percent of Agree & Above	85.84%	90.78%	95.89%	89.55%	80.56%

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

Scale of 0-10
8.6 average



2020 Client Survey Results

I/We would recommend Clara Martin Center to a friend or colleague. 8.6

Location	11 Main Street
Total Responses	44

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	1	1	1	1
Disagree	0	0	1	0	0
Mixed	7	2	1	3	8
Agree	17	17	10	19	18
Strongly Agree	18	23	31	21	16
Total	44	43	44	44	43

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	4.55%	2.33%	2.27%	2.27%	2.33%
Disagree	0.00%	0.00%	2.27%	0.00%	0.00%
Mixed	15.91%	4.65%	2.27%	6.82%	18.60%
Agree	38.64%	39.53%	22.73%	43.18%	41.86%
Strongly Agree	40.91%	53.49%	70.45%	47.73%	37.21%
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	4.55%	2.33%	4.55%	2.27%	2.33%
Percent of Agree & Above	79.55%	93.02%	93.18%	90.91%	79.07%

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



2020 Client Survey Results

Location	24 South Main
Total Responses	43

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	1	1	0	0
Disagree	0	0	0	0	0
Mixed	2	1	2	5	5
Agree	18	17	7	12	17
Strongly Agree	21	24	33	26	21
Total	43	43	43	43	43

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	4.65%	2.33%	2.33%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%
Mixed	4.65%	2.33%	4.65%	11.63%	11.63%
Agree	41.86%	39.53%	16.28%	27.91%	39.53%
Strongly Agree	48.84%	55.81%	76.74%	60.47%	48.84%
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	4.65%	2.33%	2.33%	0.00%	0.00%
Percent of Agree & Above	90.70%	95.35%	93.02%	88.37%	88.37%

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

Scale of 0-10
8.7 average



2020 Client Survey Results

Location	Bradford Main
Total Responses	21

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	0	1
Disagree	1	1	0	1	2
Mixed	1	1	0	1	1
Agree	8	7	5	7	7
Strongly Agree	9	9	14	12	9
Total	20	19	20	21	20

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	5.00%	5.26%	5.00%	0.00%	5.00%
Disagree	5.00%	5.26%	0.00%	4.76%	10.00%
Mixed	5.00%	5.26%	0.00%	4.76%	5.00%
Agree	40.00%	36.84%	25.00%	33.33%	35.00%
Strongly Agree	45.00%	47.37%	70.00%	57.14%	45.00%
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	10.00%	10.53%	5.00%	4.76%	15.00%
Percent of Agree & Above	85.00%	84.21%	95.00%	90.48%	80.00%

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

Scale of 0-10
8.6 average



2020 Client Survey Results

Location	Bradford Farmhouse
Total Responses	33

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	2	2	0	1	7
Agree	15	16	9	15	13
Strongly Agree	16	15	24	17	13
Total	33	33	33	33	33

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	6.06%	6.06%	0.00%	3.03%	21.21%
Agree	45.45%	48.48%	27.27%	45.45%	39.39%
Strongly Agree	48.48%	45.45%	72.73%	51.52%	39.39%
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	93.94%	93.94%	100.00%	96.97%	78.79%

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

Scale of 0-10
8.75 average



2020 Client Survey Results

Location	Ayers Brook
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	6	5	0	3	8
Agree	11	12	9	15	7
Strongly Agree	8	8	16	7	9
Total	25	25	25	25	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%	0.00%
Mixed	24.00%	20.00%	0.00%	12.00%	33.33%
Agree	44.00%	48.00%	36.00%	60.00%	29.17%
Strongly Agree	32.00%	32.00%	64.00%	28.00%	37.50%
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	76.00%	80.00%	100.00%	88.00%	66.67%

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



2020 Client Survey Results

Location	Wilder
Total Responses	22

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	0	0	0	0	3
Mixed	4	3	0	4	2
Agree	9	8	6	7	8
Strongly Agree	8	10	15	10	8
Total	22	22	22	22	22

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	4.55%	4.55%	4.55%	4.55%	4.55%
Disagree	0.00%	0.00%	0.00%	0.00%	13.64%
Mixed	18.18%	13.64%	0.00%	18.18%	9.09%
Agree	40.91%	36.36%	27.27%	31.82%	36.36%
Strongly Agree	36.36%	45.45%	68.18%	45.45%	36.36%
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	4.55%	4.55%	4.55%	4.55%	18.18%
Percent of Agree & Above	77.27%	81.82%	95.45%	77.27%	72.73%

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

Scale of 0-10
7.95 average



2020 Client Survey Results

Location	Chris's Place
Total Responses	20

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	1	0	0
Agree	5	4	0	4	3
Strongly Agree	15	16	19	16	17
Total	20	20	20	20	20

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%	5.00%	0.00%	0.00%
Agree	25.00%	20.00%	0.00%	20.00%	15.00%
Strongly Agree	75.00%	80.00%	95.00%	80.00%	85.00%
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%	95.00%	100.00%	100.00%

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

Scale of 0-10
9.55 average



2020 Client Survey Results

COMMENTS:

“Thank you for having so many skilled professionals.”

“I appreciate that my therapist, Chris T, has been with you for a long time. Many of my friends have had negative experiences with Clara Martin due to high turnover of counselors.”

“I feel during this time of uncertainty Clara Martin did an outstanding job of doing everything they could for all the clients they serve!!!”

“My therapist is great but the woman at the front desk(Nancy I think) before COVID19 was a bit difficult and short during our interactions and/or inattentive”

“I can't lip read because we have to wear masks. There is a type of mask that let's me read lips. Clara Martin is helping me look into hearing aides. I love the Clara Martin they help me feel like we are a family. I can't wait to see everybody but this way keeps everybody safe.”

“In general, things have been wonderful. I find Clara Martin's bills impossible to understand and paying for services is always a huge hassle.”

“I will forever be grateful for the service I received at Clara Martin. They made a huge difference in my life. I would like to thank the entire staff at Clara Martin for their professionalism and for treating me with respect and dignity.”

“1) Meet and greet! The interaction plays a big roll in setting the mood! 2) The air machines suck!! They are not calming. If I wouldn't use them to calm my baby why would I put them in an office. Maybe try a whale or ocean sound like you hear on meditation youtube”

“It is probably best to do facetime so they can understand better.”

“I like phone calls because I can't walk up there. Can't get there if raining hard or snow time. My wheelchair is not made for that.”

“Because I am currently in a program at CMC, I cannot answer the questions properly. All questions ask for an answer of how it was, and not how it is. However, as of this point, I am very pleased with the services that I have received from Clara Martin Center. I am also very thankful to be counseled by a counselor who knows what she's talking about, with explanation, understanding, and without judgment. Thank you JB.”

“Thank you to everyone who takes their time to check in with me several times a week. I never realized how important it is to ME to keep connected to the people who support me the most. I appreciate everything and everyone that has supported me through this time.”

“My therapist Amanda Plante is wonderful! Prior to her, I had Brock, then Mari and then Dan so I was extremely skeptical of a new therapist. But she eased into it which is exactly what I needed and now I feel like I have great therapeutic sessions every week that helps so much! My case manager is Krista Fiero. I can't say enough great things about her. Since way back when I was in Safe Haven and her office was in that building I wanted her for my case manager but I wasn't in the right program. But I could tell her anything and that helped so much! Hen h n I was switched to the proper program, I requested Krista. She is ALWAYS available to me. Due to my circumstances I can't always talk freely on the phone during the COVID so we email. I'm able to ask for the services I need in private. I truly believe if I had to switch therapists again or case manager, I would stop going to Clara Martin. They are that important to my issues.”

“The phone call check-ins have been going well.”

“I don't like the phone as well as I do in person. I suppose it's better than nothing, but I do miss the personal and private meetings.”

“Very often, my only conversation for the week, will be with my therapist :)”



2020 Client Survey Results

"I missed being in group, being around others. I don't like isolating. I usually try to get out among people and not stay to myself like going to AA meetings, the store or meet with friends for a meal. I also missed hugs, a lot."

"I am doing good with staying home, I get calls from Krista, Mary, Bill, and Darrell. So I do get to talk to someone."

"The phone options took away much of the anxiety of being over 65 years old and living alone."

"I found it much easier to chat with my therapist via phone because it's sometimes difficult to make it to my appointment."

"Appreciate attention to detail. Thank you for bubble pack medications."

"Just because someone isn't currently in "high risk" doesn't mean they should be pushed to the back of the line/list when it comes to physical visits with therapists as more and more is allowed"

"My children and I have taken advantage of several of your programs. We feel CMC is a valuable asset to our community."

" I feel that Heidi as well as Amanda were a great help to me during this time. Thank you all."

"I am very grateful to ALL people that have helped me for the past 4 years. It's been tough on me. Krista has been a great person to be in my life."

"Mental health services and others must seek ways to combat abuse situations in the home for the vulnerable children and adults, during any pandemics."

"Appreciate my counselors and nurses checking in on me."

"Thank you for going beyond the call of duty. The suggestions and help in this time have kept my spirits up!"

"During the shutdown Terry Moylan was a great help to me. She called me 1-2x weekly. Thanks to her."

"Keep up the good work!"

"Krista Fiero and Amanda Plante got me through this added anxiety from COVID19. When my anxiety and fear got too much, they were both right there. They helped so much! I believe if I wasn't a Clara Martin client, my paranoia would have overwhelmed me. I already have anxiety and PTSD and the huge isolation was tough so it was very helpful to have Krista and Amanda a phone call away and Krista helped with my food situation and had my food shelf items delivered."

"Please continue offering online and phone services."

"I have benefitted tremendously from the contact with Nancy Duranleau and Dr. Buchanan and Gretchen Linton. Many thanks to Gretchen Pembroke. Keep up the good work!!!"

"Dr. B is a very, very good psychiatrist. He cares for the people he takes care of and everything. He has a heart of gold."



2020 Client Survey Results

"You should have used zoom or some other video meeting for therapy but I was glad to at least be face to face, even masked for 2 hours, Dr. B"

"I can't put into words how much I appreciate Clara Martin. They changed my life for the better, and still. Thank you so much!!"

"I have been meeting with Paul Foster. At our first session, he set the fees at \$12 per session. Since I'm an 89 year old widow who lives on social security, so that amount was doable. I paid each week! Now we've been talking on the telephone, so I'm sending a check for \$6 a session, as they are only 20-30 minutes long. I appreciate you making this possible."

"Please get back to face to face and in-person sessions"

"I enjoy everyone at Clara Martin, I think everything is great"

"Courtney is AWESOME!!"

"THANK YOU SO MUCH CLARA MARTIN CENTER!!! We are so grateful :)"

"Very happy with my therapist of 9 years and my current case manager. My psychiatrist is very good also."

"It was hard on me to lose the Clara Martin services that I had before COVID19. I understand we all need to be safe."

"Sarah Metz is one out of 3 people I've done work with and she's the only one that's been able to help."

"Having the ability to call my counselor if I need to talk--just knowing that--is important to me. Though I haven't had to do that--his assurance of is availability to talk is like knowing there is a life line I can reach out for. I appreciate this very much. Thank you for all your good work and for being there."

"Covid19 has obliterated DBT and other group therapies. I'm sure people are thinking hard about how to resume them safely. Again, a Zoom meeting might be better than nothing, once we were familiar with the process and the phone or computer on which we would meet. The first time will feel awkward, but will get better. That is, of course, if everyone has a Zoom-ready device. Life is going to be strange from now on."

"Thank you so much for everything, all of you! Stay safe!"

"My life is COMPLETELY different from the services I have received over the years at Clara Martin. I have come a long way and have greatly decreased my hospital stays in the last 5 years."



2020 Client Survey Results

"There are things I'd like to get out of my therapy that Clara Martin does not support or encourage, which bothers me. I know I have access to some practices that would be of use to me, more than any traditional methods, because my therapist has additional training, yet I feel that Clara Martin probably does not have an open interpretation of what methodologies are useful to clients, especially if they don't respond to the usual western, clinical treatments. I feel I would really like to seek a private therapist who could meet my needs fully but I don't have the financial resources. CM really makes me feel like a "patient" - someone being treated - rather than someone who is in charge of their own life goals and healing, someone with agency and power. This is key in transformational healing, and I think it's a real problem in the mental health field. All of that being said, I appreciate my therapist, she is kind and thoughtful and has been helpful in many ways. Everyone at CM has treated me well and made me feel welcome. Thank you for your extra effort to make sure everyone gets care during the COVID pandemic - I understand it is taking a toll on your staff and resources as well. I'm immensely grateful that CM exists, because it is extremely hard to find affordable therapeutic care in rural VT as a person on Medicaid. My criticisms are mostly of the mental health field as large, which CM can't help but be entrenched in, I just wanted to give my honest feedback that I really think western psychiatric treatment is flawed, and could use re-defining. Thanks for considering my input, and thanks for your hard work!!"

"Thank you so much to the staff of Clara Martin. I would highly recommend them to anyone in need. There seems to be various services that they provide that could be to a great advantage for many"

"I have one thing, add more camps for high schoolers!"

"Randolph H.S. forced me to have my grandson come to Clara Martin. We are now dropping services."

"I found it hard for my child because he wanted to see his counselor but the only program was "zoom chat" and because we only had a school computer he is not allowed to use that so is unable to see his counselor. When I asked if Clara Martin could go through google was told NO but the school could use that chat so I wasn't understanding why it was not able to chat in a way that was available to my child. My son's counselor has been great at calling and talking with myself and my son to do anything to make this easier on us and I'm very grateful for that. Thanks R.D. my son and I are very grateful you have helped in many ways."

"Please continue to offer online/phone services after COVID19 is over."

"We couldn't imagine what our transition would be like without the support of Clara Martins staff. You rock!"

"Nah, that covers it. Basically Clara Martin is nice and video is like 80% as good"

"Overall I am very grateful for the Clara Martin Center and my counselor. Jennifer Estes is a wonderful person and she continues to help me with my substance issues and mental health. I'm way more happier than I have been in a long time! Thank you so much and I hope that you will re-open the center asap"

"Thank you for your support and help over these past years."

"Bridget is the soul of your wilder building. Give her a raise, you have a reputation as a place young therapists start at and then leave for "better"(higher paying?) jobs elsewhere... is that true? So far the young clinicians have made up in cheerfulness and honesty what they may lack in experience. The good life model is pretty good, and once the workbook has been thoroughly edited it should be more useful."

"I don't have any more feedback about COVID19 but I found treatment good not only as treatment but as support and I hope my suggestions helped some of the others in the group. Now that I'm done I will miss being a part of the group and I hope to find a meeting in my area. P.S. Thanks to the ones that took the time to help me."

"I am in group and the 1 on 1 with counselors is not there. Need to take 5min and go over things 1 on 1"



2020 Client Survey Results

“Just want to give a special thanks to Courtney Reinders and Jennifer Estes for all their help in making everyone's experience during the COVID19 pandemic as smooth and enjoyable as possible”

“I learned this at Clara Martin. I put this as a way to follow my or anyone else risk factors. Same as fire risk. Stop, Drop, Roll on out of the risk, Talk to someone before and if it keeps happening to be a risk get help.”

“Everyone at Clara Martin Center is great!”

“Crystal Irish has been my clinician since November 2019. She has been an absolutely terrific support. Her gentle but clear guidance give me the tools to better process thought, anxiety, and communication during a time of great challenge in my relationship. She is an asset to your center. Thank you for everything CMC!”

“Gretchen is fantastic! Thanks to her exceptional skills & insight, I'm finally dealing with all the past trauma & grief and beginning to move on with my life. Thank you so, so much.”

“I would have liked more check-ins. There were some staff that I felt didn't check in with me at all while others checked in with me more.”

“Wonderful people. A stress free environment. A comfortable room. A quiet yard and peaceful. Great care and respect. Could have been better meals. Thank you very much.”

“I am so thankful that I have Chris's Place to turn to when I am in a crisis, so I can't even thank you enough.”

“Keep up the good work every time I go home from Chris's Place I feel much better about myself. Clara Martin and Chris's Place keep up the good work us people need you people”

“ Have nothing to say things are great “

“I guess just keep doing what you all do. I'm grateful and very lucky that I was able to come here. “

“None but the service is wonderful”

“The staff are great thank you so much....”

“My Experience at Chris' Place was very positive. I felt safe and comfortable at all times.”