



2021 Client Survey Results

| | |
|------------------------|------------|
| Location | All |
| Total Responses | 153 |

| 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 | 3 | 2 | 3 | 5 |
| Disagree | 7 | 8 | 1 | 7 | 7 |
| Mixed | 9 | 6 | 5 | 13 | 15 |
| Agree | 58 | 59 | 27 | 49 | 52 |
| Strongly Agree | 75 | 77 | 118 | 81 | 73 |
| Total | 153 | 153 | 153 | 153 | 152 |

| 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 | 2.61% | 1.96% | 1.31% | 1.96% | 3.29% |
| Disagree | 4.58% | 5.23% | 0.65% | 4.58% | 4.61% |
| Mixed | 5.88% | 3.92% | 3.27% | 8.50% | 9.87% |
| Agree | 37.91% | 38.56% | 17.65% | 32.03% | 34.21% |
| Strongly Agree | 49.02% | 50.33% | 77.12% | 52.94% | 48.03% |
| 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 | 7.19% | 7.19% | 1.96% | 6.54% | 7.89% |
| Percent of Agree & Above | 86.93% | 88.89% | 94.77% | 84.97% | 82.24% |

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



2021 Client Survey Results

| | |
|------------------------|-----------------------|
| Location | 11 Main Street |
| 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 | 1 | 1 | 1 | 0 | 1 |
| Disagree | 0 | 0 | 0 | 0 | 1 |
| Mixed | 0 | 1 | 0 | 3 | 2 |
| Agree | 11 | 8 | 2 | 5 | 8 |
| Strongly Agree | 12 | 14 | 21 | 16 | 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 | 4.17% | 4.17% | 4.17% | 0.00% | 4.17% |
| Disagree | 0.00% | 0.00% | 0.00% | 0.00% | 4.17% |
| Mixed | 0.00% | 4.17% | 0.00% | 12.50% | 8.33% |
| Agree | 45.83% | 33.33% | 8.33% | 20.83% | 33.33% |
| Strongly Agree | 50.00% | 58.33% | 87.50% | 66.67% | 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 | 4.17% | 4.17% | 4.17% | 0.00% | 8.33% |
| Percent of Agree & Above | 95.83% | 91.67% | 95.83% | 87.50% | 83.33% |

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

Scale of 0-10
8.38 average



2021 Client Survey Results

| | |
|------------------------|----------------------|
| Location | 24 South Main |
| 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 | 1 |
| Mixed | 1 | 0 | 0 | 3 | 3 |
| Agree | 10 | 10 | 4 | 6 | 6 |
| Strongly Agree | 14 | 15 | 21 | 16 | 15 |
| 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% | 4.00% |
| Mixed | 4.00% | 0.00% | 0.00% | 12.00% | 12.00% |
| Agree | 40.00% | 40.00% | 16.00% | 24.00% | 24.00% |
| Strongly Agree | 56.00% | 60.00% | 84.00% | 64.00% | 60.00% |
| 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% | 4.00% |
| Percent of Agree & Above | 96.00% | 100.00% | 100.00% | 88.00% | 84.00% |

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

Scale of 0-10
8.76 average



2021 Client Survey Results

| | |
|------------------------|----------------------|
| Location | Bradford Main |
| 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 | 11 | 11 | 3 | 11 | 10 |
| Strongly Agree | 13 | 13 | 22 | 12 | 13 |
| 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 | 44.00% | 44.00% | 12.00% | 44.00% | 40.00% |
| Strongly Agree | 52.00% | 52.00% | 88.00% | 48.00% | 52.00% |
| 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
9.12 average



2021 Client Survey Results

| | |
|------------------------|---------------------------|
| Location | Bradford Farmhouse |
| Total Responses | 19 |

| 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 | 1 | 1 | 0 | 0 | 0 |
| Mixed | 0 | 0 | 1 | 2 | 2 |
| Agree | 6 | 7 | 1 | 7 | 9 |
| Strongly Agree | 12 | 11 | 17 | 10 | 7 |
| Total | 19 | 19 | 19 | 19 | 18 |

| 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 | 5.26% | 5.26% | 0.00% | 0.00% | 0.00% |
| Mixed | 0.00% | 0.00% | 5.26% | 10.53% | 11.11% |
| Agree | 31.58% | 36.84% | 5.26% | 36.84% | 50.00% |
| Strongly Agree | 63.16% | 57.89% | 89.47% | 52.63% | 38.89% |
| 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 | 5.26% | 5.26% | 0.00% | 0.00% | 0.00% |
| Percent of Agree & Above | 94.74% | 94.74% | 94.74% | 89.47% | 88.89% |

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

Scale of 0-10
8.11 average



2021 Client Survey Results

| | |
|------------------------|--------------------|
| Location | Ayers Brook |
| Total Responses | 12 |

| 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 | 0 | 0 | 1 | 1 |
| Disagree | 3 | 4 | 1 | 3 | 3 |
| Mixed | 0 | 0 | 1 | 0 | 0 |
| Agree | 4 | 4 | 4 | 4 | 4 |
| Strongly Agree | 4 | 4 | 6 | 4 | 4 |
| Total | 12 | 12 | 12 | 12 | 12 |

| 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 | 8.33% | 0.00% | 0.00% | 8.33% | 8.33% |
| Disagree | 25.00% | 33.33% | 8.33% | 25.00% | 25.00% |
| Mixed | 0.00% | 0.00% | 8.33% | 0.00% | 0.00% |
| Agree | 33.33% | 33.33% | 33.33% | 33.33% | 33.33% |
| Strongly Agree | 33.33% | 33.33% | 50.00% | 33.33% | 33.33% |
| 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 | 33.33% | 33.33% | 8.33% | 33.33% | 33.33% |
| Percent of Agree & Above | 66.67% | 66.67% | 83.33% | 66.67% | 66.67% |

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

Scale of 0-10
6.17 average



2021 Client Survey Results

| | |
|------------------------|---------------|
| Location | Wilder |
| Total Responses | 18 |

| 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 | 2 |
| Disagree | 1 | 0 | 0 | 1 | 0 |
| Mixed | 3 | 2 | 1 | 0 | 1 |
| Agree | 7 | 9 | 5 | 8 | 6 |
| Strongly Agree | 6 | 6 | 11 | 8 | 9 |
| Total | 18 | 18 | 18 | 18 | 18 |

| 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 | 5.56% | 5.56% | 5.56% | 5.56% | 11.11% |
| Disagree | 5.56% | 0.00% | 0.00% | 5.56% | 0.00% |
| Mixed | 16.67% | 11.11% | 5.56% | 0.00% | 5.56% |
| Agree | 38.89% | 50.00% | 27.78% | 44.44% | 33.33% |
| Strongly Agree | 33.33% | 33.33% | 61.11% | 44.44% | 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 | 11.11% | 5.56% | 5.56% | 11.11% | 11.11% |
| Percent of Agree & Above | 72.22% | 83.33% | 88.89% | 88.89% | 83.33% |

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

Scale of 0-10
8.00 average



2021 Client Survey Results

| | |
|------------------------|----------------------|
| Location | Chris's Place |
| Total Responses | 13 |

| 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 | 1 | 0 | 0 | 1 | 1 |
| Mixed | 0 | 1 | 0 | 0 | 1 |
| Agree | 2 | 2 | 0 | 0 | 2 |
| Strongly Agree | 10 | 10 | 13 | 12 | 9 |
| Total | 13 | 13 | 13 | 13 | 13 |

| 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 | 7.69% | 0.00% | 0.00% | 7.69% | 7.69% |
| Mixed | 0.00% | 7.69% | 0.00% | 0.00% | 7.69% |
| Agree | 15.38% | 15.38% | 0.00% | 0.00% | 15.38% |
| Strongly Agree | 76.92% | 76.92% | 100.00% | 92.31% | 69.23% |
| 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 | 7.69% | 0.00% | 0.00% | 7.69% | 7.69% |
| Percent of Agree & Above | 92.31% | 92.31% | 100.00% | 92.31% | 84.62% |

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

Scale of 0-10
9.54 average



2021 Client Survey Results

COMMENTS:

"Highest respect for Adam Bindrum."

"I am besieged with emails from 6-10 different persons! Overwhelmed & ZERO results-other than employment counselor."

"It nice to know you are there!"

"Jennie is amazing she has helped me come a long way to help me with dealing with past events"

"Let's unmask!!"

"Need more well trained counselors. Find out how to keep the good ones. More Medicare counselors"

"Sometimes when calling the main number the secretary isn't always very pleasant. I know people have bad days but if I'm calling isn't usually because I'm in a bad place. It doesn't seem like the person answering the phone is the regular woman. So whomever fills in that spot. Please be a little kinder sometimes, please and thank you"

"I cannot say ENOUGH amazing things about our experience! Your services have been a GODSEND to our family!"

"Can't wait for group to open back up, 6ft apart!! Over zoom, phone just doesn't do it, but get it has to do for now. Other than that I have no complaints."

"Thank you for being so quick to help us out. We only used zoom counseling so cannot compare it to in person."

"A+ services" The housing supports are really key, thank you. Dr. B is excellent; very kind & intelligent. I feel safe with him. Nancy D. "earth angel" continues to be wonderful, for 20 years to me!!! Holly B, "Mrs. VT" rocks!! She's funny, wise, compassionate. A terrific support. Will, therapist, uses a lot of positive psychology, enthusiasm, consideration, care. Melanie Gidney is outstanding as an Exec. Director, accessible, wise, kind. Gretchen P and Gretchen L are also "true gems". Kudos to the entire staff. Thank you!!!"

"I don't think it's fair that my services will stop just because I don't have time to call in on a regular basis. I am starting a new job soon and I'm going to lose everything that I worked so hard to get. It makes me wonder if I should work or not. It's a seasonal job and I will have to work with someone else during the winter months or go without."

"Individuals at Clara Martin have been great at assisting me with individual goals and needs."

"Clara Martin rules!!!"

"Maybe offer different types of therapy if possible."

"My suggestion is that we could get few people who are willing to go on a walking group and do some stretching before & after the walking group. I would like to see some kind of exercises that we all can do at CMC like we did last year before the COVID-19 Virus came about. I think it's very important for me and as well as others who would like to shape up and maybe to lose weight too. That's what I think CMC staff to think about it and I don't think it'll not cost anything, I'm not sure how CMC do things for us clients.. Thanks S.D"



2021 Client Survey Results

"Alicia and Dr. Buchanan are fabulous- very helpful"

"Phone and emails could be answered sooner, and more consistently"

"We are very happy with our experience"

"Everybody is great and I cannot say anything better I know if I know someone who need help Clara Martin will be the first name that I say"

"Both the Wilder and Bradford offices were and are extremely helpful awesome group of people"

"Sarah Metz was amazing!"

"The actual space AND the staff make such a difference from what I might have anticipated. I do The welcoming staff and the comfortable setting are a great combination, and I enjoy my appointments. A short "commute" is also a plus. Thanks for caring."

"Heather Hood is my housing caseworker and she is managing my situation very well."

"I will be much happier once the farm house opens back up from covid-19"

"Thank you so much for your services. I've been directed into better life management. And there is also friendly and helpful staff members"

"Generally, phone therapy is better than nothing, but makes it impossible to get clues about a client from demeanor, posture, etc. As a survivor of physical and emotional abuse, I find that phone contact feels safer. The phone can also help free those who hold the distorted belief that they look hideous to speak openly with a therapist. To others, the in-person aspects of therapy are not just useful, but necessary for a connection to form between therapist and client. One size will not fit all. The staff at Clara Martin does a good job of customizing treatment insofar as it can. You people are a great asset to this community."

"My child is birth female, but feels mentally male. His counselor frequently referred to him as her, and asked if "she was simply confused"."

"Gender neutral training and sensitivity for all Staff."

"It is really hard to get in touch with people, and follow through does not really happen."

"Aside from the covid question Clara Martin Center has been Great!! We have just stressed that screen zoom sessions have not been the same as in person sessions mainly because my guy just nods and agrees and doesn't actually talk it through like he has to do in person"

"My son's councilor was very inconsistent on making his appointments each week. Now we have another councilor he has not meet with yet. Also they keep contacting his father instead of me."

"Clara martin is a useless place that steals money from troubled people their staff doesn't care about their client they only see them as cash cows. Extremely unprofessional and should lose funding due to this"



2021 Client Survey Results

"All the counselors I have worked with have been great. Nobody forces a specific ideology down your throat. Of course treatment and recovery are the name of the game but they all understood there are different paths for different clients. I appreciate them very much."

"The group therapist that I see is very knowledgeable, however her abilities are being lost in this group."

"Get Renee weeks back w/ you & Clara martin."

"The state says meeting outside, w vaccinated people, is safe w masks off. i like to meet w my therapist at the picnic table; can you please relax your mask mandate? Thanks."

"Dear Clara Martin and Center my therapist Mr. Neil H. He's a wonderful therapist. He is so patient and kind. He's very attentive he lets me speak and listens to me for everything I have to say and always has wise information that I do implement into my life and I'm so grateful to have him in my life. He really help me the most difficult time in my life being separated for my children. And I'm very grateful for my psychiatrist Dr. Buchanan as well!"

"I'd like to thank all the staff for keeping me motivated and socializing more often and to schedule my vaccine."

"I enjoyed my time here. Thank you!"