



Clara Martin Center

50 years of *People Helping People*

2016 Client Survey Results

Location	Clara Martin Center
Total Repsonses	341

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	Recommend Clara Martin Center to a Friend
Strongly Agree	197	204	248	180	164	188
Really Agree	68	52	54	53	56	41
Agree	57	62	28	38	46	47
Maybe Agree/Maybe Disagree	15	16	8	16	21	8
Disagree	2	4	1	2	1	2
Really Disagree	0	2	1	0	0	1
Strongly Disagree	2	1	1	1	2	3
Total	341	341	341	290	290	290

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	Recommend Clara Martin Center to a Friend
Strongly Agree	57.77%	59.82%	72.73%	62.07%	56.55%	65%
Really Agree	19.94%	15.25%	15.84%	18.28%	19.31%	14%
Agree	16.72%	18.18%	8.21%	13.10%	15.86%	16%
Maybe Agree/Maybe Disagree	4.40%	4.69%	2.35%	5.52%	7.24%	3%
Disagree	0.59%	1.17%	0.29%	0.69%	0.34%	1%
Really Disagree	0.00%	0.59%	0.29%	0.00%	0.00%	0%
Strongly Disagree	0.59%	0.29%	0.29%	0.34%	0.69%	1%
Total	100%	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	Recommend Clara Martin Center to a Friend
Perecent of Agree & Above	94.43%	93.26%	96.77%	93.45%	91.72%	95.17%
Percent of Disagree & Below	1.17%	2.05%	0.88%	1.03%	1.03%	2.07%



Clara Martin Center

50 years of *People Helping People*

2016 Client Survey Results

Location	11 Main Street
Total Responses	94

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	Recommend Clara Martin Center to a Friend
Strongly Agree	44	41	71	53	43	55
Really Agree	25	21	9	21	22	18
Agree	20	24	12	13	21	20
Maybe Agree/Maybe Disagree	3	5	2	7	8	1
Disagree	2	2	0	0	0	0
Really Disagree	0	1	0	0	0	0
Strongly Disagree	0	0	0	0	0	0
Total	94	94	94	94	94	94

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	Recommend Clara Martin Center to a Friend
Strongly Agree	46.81%	43.62%	75.53%	56.38%	45.74%	59%
Really Agree	26.60%	22.34%	9.57%	22.34%	23.40%	19%
Agree	21.28%	25.53%	12.77%	13.83%	22.34%	21%
Maybe Agree/Maybe Disagree	3.19%	5.32%	2.13%	7.45%	8.51%	1%
Disagree	2.13%	2.13%	0.00%	0.00%	0.00%	0%
Really Disagree	0.00%	1.06%	0.00%	0.00%	0.00%	0%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	94.68%	91.49%	97.87%	92.55%	91.49%	98.94%
Percent of Disagree & Below	2.13%	3.19%	0.00%	0.00%	0.00%	0.00%



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2016 Client Survey Results

Location	24 South Main
Total Responses	21

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	Recommend Clara Martin Center to a Friend
Strongly Agree	20	19	16	18	18	18
Really Agree	0	1	4	1	1	0
Agree	1	1	0	2	2	2
Maybe Agree/Maybe Disagree	0	0	0	0	0	1
Disagree	0	0	0	0	0	0
Really Disagree	0	0	1	0	0	0
Strongly Disagree	0	0	0	0	0	0
Total	21	21	21	21	21	21

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	Recommend Clara Martin Center to a Friend
Strongly Agree	95.24%	90.48%	76.19%	85.71%	85.71%	86%
Really Agree	0.00%	4.76%	19.05%	4.76%	4.76%	0%
Agree	4.76%	4.76%	0.00%	9.52%	9.52%	10%
Maybe Agree/Maybe Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	5%
Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Really Disagree	0.00%	0.00%	4.76%	0.00%	0.00%	0%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	100.00%	100.00%	95.24%	100.00%	100.00%	95.24%
Percent of Disagree & Below	0.00%	0.00%	4.76%	0.00%	0.00%	0.00%



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2016 Client Survey Results

Location	Bradford Main
Total Responses	67

Questions:	You or your family member received the help you	You or your family member received the services that were just right	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	Recommend Clara Martin Center to a Friend
Strongly Agree	35	36	46	42	39	37
Really Agree	13	9	12	12	14	13
Agree	10	15	6	8	6	11
Maybe Agree/Maybe Disagree	8	5	2	4	7	2
Disagree	0	1	0	0	0	2
Really Disagree	0	0	0	0	0	0
Strongly Disagree	1	1	1	1	1	2
Total	67	67	67	67	67	67

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	Recommend Clara Martin Center to a Friend
Strongly Agree	52.24%	53.73%	68.66%	62.69%	58.21%	55%
Really Agree	19.40%	13.43%	17.91%	17.91%	20.90%	19%
Agree	14.93%	22.39%	8.96%	11.94%	8.96%	16%
Maybe Agree/Maybe Disagree	11.94%	7.46%	2.99%	5.97%	10.45%	3%
Disagree	0.00%	1.49%	0.00%	0.00%	0.00%	3%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Strongly Disagree	1.49%	1.49%	1.49%	1.49%	1.49%	3%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	86.57%	89.55%	95.52%	92.54%	88.06%	91.04%
Percent of Disagree & Below	1.49%	2.99%	1.49%	1.49%	1.49%	5.97%



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2016 Client Survey Results

Location	Bradford Farmhouse
Total Responses	51

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	Recommend Clara Martin Center to a Friend
Strongly Agree	30	31	40	31	29	37
Really Agree	7	6	7	9	9	6
Agree	12	9	3	7	9	5
Maybe Agree/Maybe Disagree	2	4	1	4	4	3
Disagree	0	1	0	0	0	0
Really Disagree	0	0	0	0	0	0
Strongly Disagree	0	0	0	0	0	0
Total	51	51	51	51	51	51

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	Recommend Clara Martin Center to a Friend
Strongly Agree	58.82%	60.78%	78.43%	60.78%	56.86%	73%
Really Agree	13.73%	11.76%	13.73%	17.65%	17.65%	12%
Agree	23.53%	17.65%	5.88%	13.73%	17.65%	10%
Maybe Agree/Maybe Disagree	3.92%	7.84%	1.96%	7.84%	7.84%	6%
Disagree	0.00%	1.96%	0.00%	0.00%	0.00%	0%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	96.08%	90.20%	98.04%	92.16%	92.16%	94.12%
Percent of Disagree & Below	0.00%	1.96%	0.00%	0.00%	0.00%	0.00%



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2016 Client Survey Results

Location	Ayers Brook
Total Responses	34

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	Recommend Clara Martin Center to a Friend
Strongly Agree	24	23	30	22	23	26
Really Agree	4	4	2	6	7	3
Agree	5	6	1	4	2	3
Maybe Agree/Maybe Disagree	0	1	0	0	1	1
Disagree	0	0	1	2	0	0
Really Disagree	0	0	0	0	0	0
Strongly Disagree	1	0	0	0	1	1
Total	34	34	34	34	34	34

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	Recommend Clara Martin Center to a Friend
Strongly Agree	70.59%	67.65%	88.24%	64.71%	67.65%	76%
Really Agree	11.76%	11.76%	5.88%	17.65%	20.59%	9%
Agree	14.71%	17.65%	2.94%	11.76%	5.88%	9%
Maybe Agree/Maybe Disagree	0.00%	2.94%	0.00%	0.00%	2.94%	3%
Disagree	0.00%	0.00%	2.94%	5.88%	0.00%	0%
Really Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Strongly Disagree	2.94%	0.00%	0.00%	0.00%	2.94%	3%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	97.06%	97.06%	97.06%	94.12%	94.12%	94.12%
Percent of Disagree & Below	2.94%	0.00%	2.94%	5.88%	2.94%	2.94%



Clara Martin Center

50 years of *People Helping People*

2016 Client Survey Results

Location	Wilder
Total Responses	23

Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life	Recommend Clara Martin Center to a Friend
Strongly Agree	15	14	17	14	12	15
Really Agree	2	2	3	4	3	1
Agree	5	5	3	4	6	6
Maybe Agree/Maybe Disagree	1	1	0	1	1	0
Disagree	0	0	0	0	1	0
Really Disagree	0	1	0	0	0	1
Strongly Disagree	0	0	0	0	0	0
Total	23	23	23	23	23	23

Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference	The services you or your family member receive improve the quality of your/their life	Recommend Clara Martin Center to a Friend
Strongly Agree	65.22%	60.87%	73.91%	60.87%	52.17%	65%
Really Agree	8.70%	8.70%	13.04%	17.39%	13.04%	4%
Agree	21.74%	21.74%	13.04%	17.39%	26.09%	26%
Maybe Agree/Maybe Disagree	4.35%	4.35%	0.00%	4.35%	4.35%	0%
Disagree	0.00%	0.00%	0.00%	0.00%	4.35%	0%
Really Disagree	0.00%	4.35%	0.00%	0.00%	0.00%	4%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0%
Total	100%	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	Recommend Clara Martin Center to a Friend
Percent of Agree & Above	95.65%	91.30%	100.00%	95.65%	91.30%	95.65%
Percent of Disagree & Below	0.00%	4.35%	0.00%	0.00%	4.35%	4.35%



2016 Client Survey Comments

"Love you guys :)"

"It has been a great way to structure my schedule."

"Love the staff!"

"I really enjoy my classes they have helped more than I can explain. I feel safe and secure, plus my counselor Courtney is amazing! :)"

"It has helped me a lot with the encouragement to achieve my positive outlook and outcome."

"You only get what you put into it."

"Help find ways to convince families that want to go here, to go here. Sam Powers is awesome!!!"

"Jeanne and Carol rock!"

"It is very nice coming here. Coming here has definitely helped my daughter and I."

"Keep being amazing."

"The extra support for my daughter is greatly appreciated."

"Thanks!"

"Ashley is the best person in the world."

"Sara Crosby does a great job."

"Very pleased with the whole program. Counselors and staff are wonderful!"

"Client and Adam make a great team."

"Linda Chambers of all people won't return my phone calls."

"Ashley deserves a raise! You guys are amazing!"

"The staff here at Clara Martin are awesome."

"I like this place and I like it (quote from 5 year old). The staff is great and willing to help out."

"Staff have gone out of their way to be supportive and kind especially during current crisis."



2016 Client Survey Comments

"Adam really helps me get through the struggles in life and that's great. He's like abig brother to me."

"Keep up the good work and thanks."

"Sometimes longer time slots would be helpful. Also, listening to the patient and doing what they need in any given situation."

"Continued good luck. Do not change a thing!"

"Sarah Crosby gives me the help I need even if I say I don't want it."

"I've already recommended services to a friend."

"It's been a wonderful experience so far."

"Clara Martin had made a big impact on my life and has helped me to change my life around for the better."

"Could not imagine not having these services. After years of therapy I finally feel lilke I am getting the help I need. The people are wonderful!"

"Very good place to come to get the help I need."

"Keep on keeping on guys!"

"Clara Martin has been great for my grandshildren. The support they give them is wonderful."

"It has been quite valuable and I am impressed with how sincerely caring the staff and clinicians are at getting the help best for me. Thank you."

"Great place, nice staff and everyone is helpful."

"I work in human services as a counselor/case manager in other counties which has made me really appreciate CMC. People can get help when they need it which is huge. Thank you!"

"Already have recommended Clara Martin to people that now go here."

"I have always been treated extremely well. I am very thankful for all the services that have been available to me."

"I would love to see my psychiatrist more often. I have to see my PCP in between med checks."

"Some staff are rude, need to work on that."

"Can you have more confidentiality - cllients can be assured that their histories are confidential, not shared with other staff."



2016 Client Survey Comments

"A lovely place to come, always clean, respectful, kind staff. Possibly help if there were a few more groups for teens."

"Having intake staff be more understanding, compassionate, and effective when I bring my son to get him some help with his mental health and substance abuse issues!! So far that experience, I rate it as needs improvement!!"

"I am a new client. Very happy with the help I've received. I can't be "strong" about agreement only because of the short time. (in essence - looks like time well spent, but effectiveness can only be assessed later)."

"My lukewarm answer to 2 and 4 stem from my own difficulty with understanding what I need, not from my inadequacy of the staff or their programs. I think Clara Martin Center is a real asset to the area."

"Peter is a great person to talk to like talking to a friend."

"He can wear the face mask if he wants."

"Free Coffee."

"My son really enjoys seeing his therapist. We see his therapist as a family to help our son with respect and behaviors."

"Timing does not fit into family schedules. Kids need to miss school to attend. Group meetings are not available to us as they do not coincide with school release times."

"I have dealt with Clara Martin staff on a work level in past (referrals) and in personal way now and they (staff) have never disappointed me."

"Joy is always helpful and nice and Yetzika is a very helpful, warm and friendly receptionist. Daniel helps me do very important paperwork and organize tasks well. Gretcehn is a very helpful new counselor for me. Kelley is great with my grandson and responsive with me. Dimitra runs a wonderful DBT class (mindful also) and I hope to be able to take it again please."

"Keep the good work going Thank you."

"I have only been here a few months but been in "centers" for 15+ years. I am so happy I switched. I have noticed a huge difference in my quality of life and for me to feel and see that is wonderful. You gave me life!"

"Everything has been great."

"None. I think all of the staff is great and I feel priveledged to be seen here."

"All good people."



2016 Client Survey Comments

"I would like to give kuddos to Sarah Crosby :) !!"

"Keep up the good work! The people here are so wonderful. They really make a great difference in my life. Without them, I wouldn't be where I am."

"I have been coming here for a lot of years and have done nothing but grown."

"Hoping to see the same clinician for a long time (Brock) "

"Pizza in every meeting!"

"There needs to be more communication between doctor, therapist and office staff so that patients don't slip through the cracks."

"Without Clara Martin, without Lexi, I would not be functioning or making the decisions I need to become a happy and healthy person-I owe everything to EVERYONE who is helping me and my son survive. "

"Yes. Thank you, I am very grateful to have this help in my life."

"Do not really care."

"THANK YOU ALL!!!"

"Thanks."

"No matter which office you see someone in, the staff is always welcoming. I have always felt that all the staff really care."

"We should have music group and computer group."

"My treatment team at Clara Martin has strongly improved my quality of life!"

"Awesome, Welcomed feeling here, Excellent."

"It's a wonderful place (CMC) to get H.E.L.P. All staff are so friendly and willing to help get your life back to :) life again. I find it very, very helpful to me cuz my life has changed for the better than 17 years ago. Thanks for CMC for helping me get thru all my problems and life together!"

"Thank you for helping me with my troubles."

"You helped me out a lot. Thank you very much."

"Excellent!!"



2016 Client Survey Comments

"I am very grateful for the services that I receive at Clara Martin center with all the staff."

"Wonderful facility- I was very impressed."

"All of you are doing a great job helping people. Thank you very much."

"You need a group for people with PTSD and have troubles dealing with the public."

"I think all the staff is very welcoming, understanding and insightful."

"Great people that work here. They are all quite amazing!"

"Keep it up!"

"Kate Luscomb goes above and beyond any other therapist I've received treatment from. She is empathetic and supportive when I need it and challenges my thought process when necessary."

"You people are great."

"Keep up the good work."

"More Ben and Jerry's ice cream ."

"Seeking safety is a wonderful group. My only criticism is Dr. B. He doesn't always listen."

"Would like to see Dr. Buchanan every 3 to 4 months."

"Like that no one is judgemental as with others I have dealt with."

"Since I have been a part of Clara Martin (5 months) I and others have seen positive changes in my life. Thank you!"

"People here are very nice and approachable."

"The Clara Martin Center and staff have made a distinct difference in my ability to cope with my life."

"I am very happy with my services and couldn't ask for a better therapist :)"

"The people here have not only made a difference with me but also many people I know."



2016 Client Survey Comments

"Great place, great people who know what they are doing and get you the help you need."

"Show up at the ER for crisis moments!"

"Would like to see trauma groups continue. They have made a bigger difference in my life than counseling alone has. Please continue them. TY"

"As I am midway through my appointments some are hard to judge for to answer. I personally prefer using pastors but have been recently told I need to use a state licensed person."

"For myself I am getting what I need."

"I have used Clara Martin services for myself and my daughter. We love our people. :)"

"For my child I think there is not enough. My child runs over the staff person and that's not what needs to happen."

"Clara Martin Center has been very supportive, I appreciate the assistance."

"I love my therapist and Dr. B if it wasn't for them I would not be where I am today. So thank you so much!"

"That they are great people and with great respect."

"I don't understand why therapists leave. I've had 3 going on 4 cause they leave for another job. Just hard to trust therapists or get near to them in fright they'll leave. "

"The variety of services offered are helpful."

"Stop changing staff all the time. People with trust issues that does not help with matters about trust. It is very devastating when this happens. It can harden people's hearts and make matters worse."

"Children's counselors need to be more impartial or ? with taking sides with one parent over the other. Children who are receiving counseling, both of their parents should be meeting with counselors more frequently. My kids counselors are strongly influenced by the kids mother and not in a positive/realistic way."

"Sharon Stearns and Dr. Buchanan have made the transition to Vermont a lot easier for me. I am thankful for Clara Martin."

"Billing is slow and confusing"

"Adam B is amazing. He has helped me and my family so much. I thank all of you at Clara Martin."

"I have been a patient for over 5 years and really like Dr. Buchanan and Peggy McKinley. My group has changed counselors a lot but I really like our new counselor Kathy Marshall."