

Clara Martin Center
2014 Client Surveys

Location	Clara Martin Center
Total Responses	161

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
Strongly Agree	98	91	127	102
Really Agree	20	24	12	22
Agree	35	31	17	22
Maybe Agree/Maybe Disagree	6	12	3	10
Disagree	2	2	1	2
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	1
Total	161	160	160	159

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
Strongly Agree	60.87%	56.88%	79.38%	64.15%
Really Agree	12.42%	15.00%	7.50%	13.84%
Agree	21.74%	19.38%	10.63%	13.84%
Maybe Agree/Maybe Disagree	3.73%	7.50%	1.88%	6.29%
Disagree	1.24%	1.25%	0.63%	1.26%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.63%
Total	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
Percent of Agree & Above	95.03%	91.25%	97.50%	91.82%
Percent of Disagree & Below	1.24%	1.25%	0.63%	1.89%

Clara Martin Center
2014 Client Surveys

Location	11 Main Street
Total Repsonses	63

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
Strongly Agree	33	34	46	36
Really Agree	8	5	6	8
Agree	17	13	9	10
Maybe Agree/Maybe Disagree	4	9	2	6
Disagree	1	1	0	1
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	1
Total	63	62	63	62

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
Strongly Agree	52.38%	54.84%	73.02%	58.06%
Really Agree	12.70%	8.06%	9.52%	12.90%
Agree	26.98%	20.97%	14.29%	16.13%
Maybe Agree/Maybe Disagree	6.35%	14.52%	3.17%	9.68%
Disagree	1.59%	1.61%	0.00%	1.61%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	1.61%
Total	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
Percent of Agree & Above	92.06%	83.87%	96.83%	87.10%
Percent of Disagree & Below	1.59%	1.61%	0.00%	3.23%

Clara Martin Center
2014 Client Surveys

Location	24 South Main St
Total Responses	20

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
Strongly Agree	11	9	12	12
Really Agree	1	3	1	3
Agree	7	7	4	4
Maybe Agree/Maybe Disagree	0	0	1	0
Disagree	1	1	1	1
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Total	20	20	19	20

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
Strongly Agree	55.00%	45.00%	63.16%	60.00%
Really Agree	5.00%	15.00%	5.26%	15.00%
Agree	35.00%	35.00%	21.05%	20.00%
Maybe Agree/Maybe Disagree	0.00%	0.00%	5.26%	0.00%
Disagree	5.00%	5.00%	5.26%	5.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
Total	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
Percent of Agree & Above	95.00%	95.00%	89.47%	95.00%
Percent of Disagree & Below	5.00%	5.00%	5.26%	5.00%

Clara Martin Center
2014 Client Surveys

Location	Ayers Brook Center
Total Responses	9

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
Strongly Agree	5	4	7	7
Really Agree	2	3	1	0
Agree	1	1	1	1
Maybe Agree/Maybe Disagree	1	1	0	1
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Total	9	9	9	9

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
Strongly Agree	55.56%	44.44%	77.78%	77.78%
Really Agree	22.22%	33.33%	11.11%	0.00%
Agree	11.11%	11.11%	11.11%	11.11%
Maybe Agree/Maybe Disagree	11.11%	11.11%	0.00%	11.11%
Disagree	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
Total	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
Percent of Agree & Above	88.89%	88.89%	100.00%	88.89%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%

Clara Martin Center
2014 Client Surveys

Location	Bradford Main Site
Total Responses	9

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
Strongly Agree	8	8	9	9
Really Agree	1	0	0	0
Agree	0	1	0	0
Maybe Agree/Maybe Disagree	0	0	0	0
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Total	9	9	9	9

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
Strongly Agree	88.89%	88.89%	100.00%	100.00%
Really Agree	11.11%	0.00%	0.00%	0.00%
Agree	0.00%	11.11%	0.00%	0.00%
Maybe Agree/Maybe Disagree	0.00%	0.00%	0.00%	0.00%
Disagree	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
Total	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
Percent of Agree & Above	100.00%	100.00%	100.00%	100.00%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%

Clara Martin Center
2014 Client Surveys

Location	Farmhouse
Total Responses	39

Questions:	You or your family member received the help you needed	You or your family member received the services that were just right for you	Staff treat you or your family member with respect	Services you or your family member received make a difference
Strongly Agree	31	29	36	28
Really Agree	4	5	3	6
Agree	4	5	0	3
Maybe Agree/Maybe Disagree	0	0	0	1
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Total	39	39	39	38
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
Strongly Agree	79.49%	74.36%	92.31%	73.68%
Really Agree	10.26%	12.82%	7.69%	15.79%
Agree	10.26%	12.82%	0.00%	7.89%
Maybe Agree/Maybe Disagree	0.00%	0.00%	0.00%	2.63%
Disagree	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
Total	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
Percent of Agree & Above	100.00%	100.00%	100.00%	97.37%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%

Clara Martin Center
2014 Client Surveys

Location	Wilder
Total Repsonses	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
Strongly Agree	10	7	17	10
Really Agree	4	8	1	5
Agree	6	4	3	4
Maybe Agree/Maybe Disagree	1	2	0	2
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Total	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
Strongly Agree	47.62%	33.33%	80.95%	47.62%
Really Agree	19.05%	38.10%	4.76%	23.81%
Agree	28.57%	19.05%	14.29%	19.05%
Maybe Agree/Maybe Disagree	4.76%	9.52%	0.00%	9.52%
Disagree	0.00%	0.00%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
Total	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
Percent of Agree & Above	95.24%	90.48%	100.00%	90.48%
Percent of Disagree & Below	0.00%	0.00%	0.00%	0.00%

2014 Client Survey Comments

- I have really enjoyed coming to Clara Martin Center. Since I have started seeing my therapists, I have greatly improved in a great many things. For example, I am more social, less stressed, and more active. I would not change a thing.
- I have a team (CRT group) and my team – Jen, Danielle, Nancy, Dr. B. and my group leaders – Mari, Chris (Seeking Safety) and Cath-erin (DBT) are so great, understanding and I have gotten a lot from my services at Clara Martin Center. I feel so lucky to have my Clara Martin Center team.
- Made all the difference-Life Saving!
- This is only my 5th visit.
- Atmosphere has improved.
- They should have more programs to help people with bills.
- Clarification during the intake process about who will be the therapist rather than thinking that the intake may not be your counselor
- I get the feeling my questions are not taken serious or looked into because I am a mental health patient and some of the counselors need more training in the addiction program. Unable to answer questions about drugs.
- I've been here for about a year and I am losing my counselor Laurina which she made a great transition to a new one.
- I thank God for this place.
- The staff here at Clara Martin Center are very helpful, I really appreciate the help. Thanks.
- DBT should be 2 1/2 hours.
- Andrew is an excellent counselor and the office staff very pleasant. Only suggestion is that the paper bill sent to patients should be more detailed (showing amount billed, amount paid, and more detail rather than just balance due). The staff at Clara Martin could not be any better. They are already the best.
- This group has change my life around for the good and has helped me a lot.
- Yes it makes a difference because things don't stay bottled up inside.
- The staff is great at helping me and my girlfriend with anything we needed that they can help with and or do. Thank Adam, Laurina and new girl Lucy.
- I strongly agree with all this. It is so nice how they listen and help you, not judge you.
- They need more control so they can get us to be able to see our family better.

- This is only the second week of counseling. Everyone is very polite. Jean is wonderful with the kids. I have heard great things about the center. I will do another survey when we have used the service for awhile.
- Only my 2nd visit, too early to tell. So far so good. Seems to be good and caring people here.
- Great experience here.
- One of the counselors left and they gave me another that was good as the one I had before. It is easier to talk to a woman than a man.
- I think that CM does a really good job!
- This has been a lifeline to me. I don't know if I could be who I am today without the help I have received here. Thank you.
- Yoga class.
- Please continue the trauma groups – They are amazingly helpful. Thank you so much for having them!
- I am grateful for the help.
- So far the services have been going great.
- Should get a small snack section for waiting room, with crackers or similar.
- I had my privacy broken by Clara Martin reporting a suicidal episode to my PO.
- Through treatment at Clara Martin Center, I have been able to open my thoughts to others. I also feel that this entity has helped dissolve the fears that have, in the past, kept me from truly living life.
- I strongly think as well as feel that people who are disabled, struggling with thoughts as to what's right or wrong to do in order to "live" no matter what (community or town) be treated fairly/kindness, compassion, understanding and most importantly respect! This goes for workers at community action now Capstone. These people should be "helpful" not judgmental/hypocritical of how things are done-look at yourself first before you dare to speak about someone else! No one's perfect we are all human! We make mistakes, use bad/poor judgment without knowing in full the consequences that could appear. This is known as "doing the best you can" which we all strive to do. But until the economy gets better, living situations improve kindness, compassion, understanding, etc. are focused on-then we're all in a line of hurt and uncertainty. Thank you.
- Thank you for all you all do! Keep it up!
- If not for Clara Martin Center, I'd be dead! Krista Fiero is a lifesaver. She has gone above and beyond to help me out!
- We need a music group. I want a therapist.

- Waiting to be put on meds and it was supposed to happen last week but didn't. Seems like it is a huge run around to be put on meds when I need them!
- I would like to thank everyone that works at Clara Martin for the help you have given me.
- Just to continue the way you are doing. I feel that I am treated with respect.
- Dr. Buchanan should be more available to people in crisis!
- Dr. Buchanan is excellent! Cindy P. was wonderful. I like Sharon. Nancy D is great. Thank you also for housing and voc help.
- I think Clara Martin Center is a leader in the way mental health centers should be. And other centers could learn a lot from seeing how this center runs.
- I love Clara Martin.
- The Clara Martin Center has really awesome services.
- The people I work with are great and help out a lot and they are willing to help with any questions or problems I have.
- Needed med change-so far so good.
- Kristen really helped my Mom – and Jennifer has been wonderful. Thank you!
- Staff members went above and beyond to get me anything needed for my treatment.
- I am very happy with both Lexi and Dr. B. They have helped me tremendously.
- Kevin and Ruth make my life a lot easier.
- The services my family and I receive from the Clara Martin Center helps us get threw the tough times in life and help us see the light in the darkest of situations. Thank you for everything.
- The services you offer are great and we have seen a wonderful improvement in our child.
- I appreciate everyone's willingness to help ensure our foster children get the services and consistency they need.
- Too soon to tell. My little girl is just starting to see someone. I hope she will get the support she needs to deal with hard times and big changes.
- The staff was great and treated my grandchildren with the utmost respect.
- The children's group for summer is amazing!! Would love to see more groups for older teens/young adults that cater to social skills in the community.

- Everyone here is great!
- First time at the farmhouse, big difference after going to the other place for so long. Everything is upside down! Change is a good thing, but difficult for some.
- Has given me more confidence and I am able to speak up more than I used to.
- Everyone is always respectful and looks out for my safety, very caring.
- Clara Martin Center and the people who have made it what it is are incredible human beings. Their work is nothing short of greatness. I feel grateful for all the help I have received.
- Very important to the community.
- The days and times I attend group are convenient. I would like to attend a group that has a sports activity. Governor Shumlin is doing a study on what the effects of taxing and for legalizing marijuana. I don't think making marijuana legal is good for Vermont and Clara Martin.
- This is the only place I have come to get help and I really enjoy the atmosphere and staff. Don't change.
- Coming to Clara Martin Center literally saved my life. I am doing so much better and am so much happier.
- At the other mental health center I received services from I was sliding backwards now I am moving forward. Thank you very much!
- Very friendly and supportive atmosphere.
- I have only been seen 4 times so far but before this I met with 2 other counselors that were horrible. I thought I would never come back but now I see Nancy. I am so glad I gave it one more shot – Nancy is amazing.
- Clara Martin Center has been immensely helpful and I am very grateful.
- Everyone has been very help/very kind. Couldn't ask for better service.
- Keep up the good work!
- More take home papers, sayings, info, feedback, etc. (more objects to look at to remember or refer to for knowledge and support – hand's on stuff).
- The staff at the Farmhouse have treated my stay in all services with respect!
- Highest regard for Peter Butterfield.
- Clinician is good. I believe he gets it, as well I get it.

- Class has been very helpful. People care and that's good.
- Thank you for all your help.
- Need to keep your patients "in the loop" Not very much info on what is going on with the treatment to give the patient. Please have someone be closer to the phone for I must have tried to contact the front desk many times and no answer. Left messages and half the time no response or call back.
- I want Clara Martin Center to know that Courtney my therapist is greatest and awesome.
- I really enjoy meeting with Courtney.
- You are on the ball. Thanks
- Soda, water, snacks, fruit, cookies, pie, I'd even bring except gifts.
- I have learned how to work problems out and not get uptight with my wife anymore. Thanks!