



Clara Martin Center  
People Helping People

## 2015 Client Survey Results

<b>Location</b>	Clara Martin Center
<b>Total Responses</b>	173

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	102	97	132	109
Really Agree	30	26	15	19
Agree	34	34	19	34
Maybe Agree/Maybe Disagree	6	11	6	9
Disagree	1	5	1	2
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	173	173	173	173
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	58.96%	56.07%	76.30%	63.01%
Really Agree	17.34%	15.03%	8.67%	10.98%
Agree	19.65%	19.65%	10.98%	19.65%
Maybe Agree/Maybe Disagree	3.47%	6.36%	3.47%	5.20%
Disagree	0.58%	2.89%	0.58%	1.16%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	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	95.95%	90.75%	95.95%	93.64%
Percent of Disagree & Below	0.58%	2.89%	0.58%	1.16%



Location	11 Main Street
Total Responses	11

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	6	7	8	8
Really Agree	3	1	0	0
Agree	2	3	1	2
Maybe Agree/Maybe Disagree	0	0	2	1
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	11	11	11	11
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	54.55%	63.64%	72.73%	72.73%
Really Agree	27.27%	9.09%	0.00%	0.00%
Agree	18.18%	27.27%	9.09%	18.18%
Maybe Agree/Maybe Disagree	0.00%	0.00%	18.18%	9.09%
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%
<b>Total</b>	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%

<b>Location</b>	<b>24 South Main</b>
<b>Total Responses</b>	<b>25</b>

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	15	15	17	15
Really Agree	1	2	3	3
Agree	9	6	2	5
Maybe Agree/Maybe Disagree	0	1	2	2
Disagree	0	1	1	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>
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	60.00%	60.00%	68.00%	60.00%
Really Agree	4.00%	8.00%	12.00%	12.00%
Agree	36.00%	24.00%	8.00%	20.00%
Maybe Agree/Maybe Disagree	0.00%	4.00%	8.00%	8.00%
Disagree	0.00%	4.00%	4.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
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%



Location	Bradford 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
Strongly Agree	8	8	13	8
Really Agree	9	4	5	4
Agree	3	8	3	7
Maybe Agree/Maybe Disagree	1	1	0	2
Disagree	0	0	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	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	38.10%	38.10%	61.90%	38.10%
Really Agree	42.86%	19.05%	23.81%	19.05%
Agree	14.29%	38.10%	14.29%	33.33%
Maybe Agree/Maybe Disagree	4.76%	4.76%	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%
<b>Total</b>	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%

<b>Location</b>	<b>Bradford Farmhouse</b>
<b>Total Responses</b>	<b>84</b>

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	61	56	71	63
Really Agree	8	9	4	6
Agree	11	10	7	11
Maybe Agree/Maybe Disagree	4	7	2	4
Disagree	0	2	0	0
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>
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	72.62%	66.67%	84.52%	75.00%
Really Agree	9.52%	10.71%	4.76%	7.14%
Agree	13.10%	11.90%	8.33%	13.10%
Maybe Agree/Maybe Disagree	4.76%	8.33%	2.38%	4.76%
Disagree	0.00%	2.38%	0.00%	0.00%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
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%



<b>Location</b>	<b>Ayers Brook</b>
<b>Total Responses</b>	<b>10</b>

<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>
Strongly Agree	6	6	10	6
Really Agree	2	2	0	2
Agree	2	2	0	2
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
<b>Total</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>
Strongly Agree	60.00%	60.00%	100.00%	60.00%
Really Agree	20.00%	20.00%	0.00%	20.00%
Agree	20.00%	20.00%	0.00%	20.00%
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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Questions:</b>	<b>You or your family member received the help you needed</b>	<b>You or your family member received the services that were just right for you</b>	<b>Staff treat you or your family member with respect</b>	<b>Services you or your family member received make a difference</b>
Percent of Agree & Above	92.06%	83.87%	96.83%	87.10%
Percent of Disagree & Below	1.59%	1.61%	0.00%	3.23%

Location	Wilder
Total Responses	22

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	6	5	13	9
Really Agree	7	8	3	4
Agree	7	5	6	7
Maybe Agree/Maybe Disagree	1	2	0	0
Disagree	1	2	0	2
Really Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
<b>Total</b>	<b>22</b>	<b>22</b>	<b>22</b>	<b>22</b>
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	27.27%	22.73%	59.09%	40.91%
Really Agree	31.82%	36.36%	13.64%	18.18%
Agree	31.82%	22.73%	27.27%	31.82%
Maybe Agree/Maybe Disagree	4.55%	9.09%	0.00%	0.00%
Disagree	4.55%	9.09%	0.00%	9.09%
Really Disagree	0.00%	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%	0.00%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
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%



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## 2015 Client Survey Comments

“Great staff; passionate, really good at returning phone calls, All around a wonderful place for treatment.”

“I would love to see the continuation of trauma groups with more flexible hours. Also would like to see grief/loss group about ways to deal with the loss of a loved one. Thank You.”

“Michelle is wonderful! She has helped me so much in the last few months.”

“I am very happy with the services I am currently receiving.”

“Good company.”

“The staff and group members help me a lot.”

“You guys are great and I don’t know where I would be without you. Thank you so so much.”

“I am so thankful that CMC makes the time for me. Krista is getting me a home.”

“I love Joy. She is the best.”

“Need computer and a room back would be really nice for us clients. Need a small fridge and microwave! When can we use the room where tv and couch in the room.”

“My Clara Martin team have made a huge positive impact on my life they have helped me so much in so many ways and are always understanding. Thank you Clara Martin :)”

“Thanks.”

“I wouldn’t be here otherwise!”

“I have gone to all three Clara Martins in Randolph. I think the people are great. They sometimes forget me but it means they are human. I would always recommend Clara Martin to anybody.”

“We need a self-compassion group. I’m moving and no longer will be coming to Clara Martin. I will miss this place very much. I will continue with HCRS. Somehow Clara Martin should be a role model on how mental health facilities should work. I plan to write an essay on this and send to NAMI. I love you all and thank you.”

“Yes, they all at CMC help me a lot.”

“Keep up the good work caring for others health and happiness.”

“Very awesome services.”





## 2015 Client Survey Comments

- "Since receiving care here at CMC from Jennifer Jones and Dr. Wendling, I feel like we've covered a lot of ground. They've helped me get my life back on track, and I could not be more grateful. Also, all of the staff has always been kind and understanding."
- "Wish regular doctor was in with Clara Martin."
- "Thank you very much for the services you provide."
- "I appreciate the help I'm receiving. Steve is a great counselor. Thank you!"
- "Feel that there is more services for people who aren't trying to help themselves then for the people who are trying to help themselves and do the right thing."
- "Great staff."
- "I hope we will get all our services. Keep up the good work."
- "Find that magic wand. More help with learning disability's communications!"
- "I have received excellent care for all the years I have been coming to Clara Martin. Admin staff is also kind and courteous."
- "Keep up the wonderful service."
- "Being able to see Dr. Buchanan more often."
- "I'm not sure I am making any progress besides getting out of the CRT program. I still feel like I am on the edge of healthy functioning."
- "Therapist is wonderful. Everyone is great here and Randolph."
- "Maybe get an iphone or tablet with limited services for all low income clients Thanks."
- "Just don't stop people off meds. Give them time to ween off them."
- "I absolutely love my counselors! They're just like extra mothers and help me work through anything and everything."
- "Great place-important to community."
- "You guys forget we are people. Don't talk down, offer more groups at different times."
- "Thank you! You have helped me through the hardest time of my life."
- "I enjoy coming to Clara Martin Center. The staff is very friendly since I've been coming. Thank you!"

"You all are awesome. I always feel humanized."

"The staff are great, especially dealing with the receptionist is always a positive experience. Greatly appreciated! Thank you all!"

"Better communication with my child's therapist could be better."

"I think CMC was wrong in its judgement on an issue concerning (my) client confidentiality vs. reportability. This has had, and is having (and will have) huge repercussions for me, too numerous and painful for me to list here. The decision should have been in favor of confidentiality, and I hope these kinds of incidents are carefully reviewed, so that your clients can continue to feel an appropriate level of trust in your organization and its (generally excellent) employees."

"The staff I interact with at Clara Martin Center in Bradford Vermont are incredible. They have helped me grow and become the person I am. Thank you for all that you do."

"Group calendar larger (this has been addressed by GL)"

"In the past I have experienced group meetings like "re-creation" where the patient re-creates a situation that troubles him or her to other patients. The audience tells the actor what the said problem might have been."

"Everyone I have met at this facility have been very supportive and professional. I would strongly recommend Clara Martin Center to anyone who needs mental health services."

"When one of your counselors came to my apartment to help me organize paperwork, it was tremendously helpful-but no one can do it any longer."

"The services I have received here make a big difference in my life and I am very thankful for them. The staff do a great job at making you feel welcome and at home. I think they are doing things just the way they should be done."

"Need a bigger waiting room."

"CMC is a great place where you can feel welcome and not worry about being judged."

"More food/coffee."

"Some of us require more help then what is on the service or seen and ask for it and still feel as though we don't receive the help we need. I'm asking for help in other areas too, and not sure I can receive them."

"I have been to multiple therapists before and never felt comfortable but I finally feel like I have found a fit at Clara Martin."

"Clara Martin Center has made an enormous difference in my mental and emotional health and has thus affected positively the dynamic of my entire family. I have nothing but good things to say!"



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## 2015 Client Survey Comments

"No suggestions: Comment: from intake onset throughout insurance processing/registration and therapist-Wendy. My appreciation is not measurable in words-thank you!"

"Its great talking to Peter. He treats you like a friend."

"I have only been here twice, therefore these questions don't necessarily apply to me yet."

"Keep up the great work."

"It probably should have said "strongly agree" but am clinging to the fantastical idea (belief) that something further remains that might pry me out of my cage."

"Clara Martin is doing a wonderful job of helping when they are allowed to help."

"We are thankful for Clara Martin Center."

"Excellent staff, excellent help, and excellent receptionist!!!"

"The counseling really helps the children which is very important, very nice people."

"Michelle is awesome."

"Continue your good work."