



Question 1: Do you feel that you have made progress toward meeting your treatment expectations since starting services here?

Location	Have you made progress with treatment goals?		Total Surveys
	% Yes	% No	
Farmhouse	93.1%	6.9%	29
Bradford	96.6%	3.4%	118
Wilder	94.5%	4.5%	67
24 South Main	95.2%	4.8%	84
11 Main	93.9%	6.1%	147
Total Agency	95.1%	4.9%	432

Question 2: Do we treat you with dignity and respect?

Location	Do we treat you with dignity and respect?		Total Surveys
	% Yes	% No	
Farmhouse	100%	0%	29
Bradford	98.3%	1.7%	118
Wilder	94.5%	4.5%	67
24 South Main	100%	0%	84
11 Main	98.6%	1.4%	147
Total Agency	98.4%	1.6%	432

2013 Client Survey Comments

- Sarah Crosby is awesome! She uses techniques that work, gives reasons and info about diagnosis and treatment, stays on track with the task at hand.
- Exceptional caring and compassion.
- She has a really good bond with Amber and feels comfortable talking to her.
- [Client] really bonds with Jeanne and looks forward to seeing her.
- It's been very helpful being here with Andrew Nuss. I hope I can go all the way with my recovery and stay on track.
- I have improved, but still have a ways to go. I am feeling better, no longer suicidal.
- Better mood not really depressed.
- Sarah has been a great help to my son and helped me to be a better mom. Many times she was the only one [client] would talk to! We will never be able to thank her enough.
- My work with Chris has had a significant positive impact on my life. I have gained a deeper understanding of how my childhood experiences influenced my thoughts and beliefs and I have used that understanding to change how I experience the world.
- Got license back and in process of going to higher care of treatment. Clean and sober presently.
- I am not sure where I am. I know I have some issues and I am still trying to work on them.
- Without Sarah Crosby's expertise, [client] would not be making the progress he is making. It's always good to have someone to talk to and bounce thoughts, ideas, and situations off of in an effort to get honest feedback, which is a necessary thing in maintaining an honest recovery program.
- Sarah is great! We have tried numerous therapists and she is the only one who has been able to help.
- I feel that I am heard - not talked at or around. When I express a concern, my counselor always brings it back around to me and what is best for me, while working on my overall goals.
- No complaints.
- Brock is very helpful. He listens and offers helpful advice. I feel that I am getting closer to achieving my goals.
- None other than some progress - couldn't have done it without you - thanks!
- I think we have made significant improvements in regards to respect for each other and helping meet each other's needs.
- Have worked through many issues - feel better about some - still learning about others.
- Although I think progress for me is sometimes slow, I do think my progress is moving forward nicely.
- I feel better more often and have more insight into what I need to work on and what I want to do in life.
- I feel it has helped me a lot and continues to.
- Classes make you think about what's important.
- I still have problems though. I think I'm more mindful of my condition, no recurring episode of psychosis - "progress."
- It can be difficult because of the system and not because of the expertise of the social workers.
- Superior medical and therapy has made me take great strides toward tolerating my general mood (Dr. B and Kate L.)
- I always look forward to my meetings and always leave each one with renewed hope and happiness that life is getting better every day.

- Sarah Crosby has done a great job, both with her own counseling and referral to other services.
- Kate has been wonderful! She's opened my eyes to why I struggled throughout my young adult life and we've begun to work on breaking apart the concepts I've carried with me.
- Sarah has been supportive of "A" and our family, and helped build healthier interactions.
- I feel more confident, and have now got a job, which is helping to boost my self-esteem.
- I am now sober.
- I find the advice useful and it keeps me on track. Forward progress may be slow at times, yet still moving forward.
- Expectation: thoughtful and kind.
- Brooke has been very helpful!
- Off to a slow start due to my health and life issues.
- I do feel that my son has made some improvement in dealing with his anger.
- Just thought by now some of [client's] anger management would be better than it is. Would like to see more talk in office and less play at craft center. Sit him down and talk with him. No damn toys to distract him!
- Jean is wonderful! I have seen good improvements in the girls.
- From jail, court, now sober and no further legal trouble.
- Seems to come and go.
- I have continued AA meetings since June and still have not had a desire to drink - still need some work on anxiety.
- I felt that I was able to share things in a way that I was not being judged for choices that have led me here.
- [Client] looks forward to his visits with Jean. He is really applying what Jean is teaching him about appropriate talk/actions.
- Sarah is great! I would not be where I am today without her. She does amazing work.
- A little too much bouncing around. [Client] builds a good relationship with someone then they leave.
- Much needed family therapy has been overlooked and delayed for over a year and we still have not had a single session or made any plan or schedule to start sessions. I feel this is a huge missing piece of an otherwise very helpful, supportive, and thorough plan. Thank you for all the help you provide!
- Like the groups. Seems to work well.
- Not yet - but will be more diligent about coming to meetings.
- Andrew is excellent.
- My daughter looks forward every week to meetings with her counselor.
- They have helped me.
- I have made astounding progress in my behavior since I have started at EVA. I believe I am ready to proceed to a normal school environment and my mom, who doesn't take changes when it comes to my success, thinks I am ready as well.
- Yes, Mary has been a very, very good counselor and a great help to me.
- People are always available to talk and seem to sincerely care. They are good cheerleaders.
- My meetings with Andrew and Dr. Buchanan and Lynn and art group sustain overall controlled symptoms.
- There is a value on not comparing oneself better. I have been counseled not to judge myself so they "live and learn." It just isn't so easy to judge progress. I do feel that I am living and learning in time spent at Clara Martin Center. I am very glad for this town and specifically DBT. I have been able to reform my life and I look forward to learning more.

- Have come a long way since I started coming here. Still have a lot of work to do though.
- Yes, thank you. Doctor, therapist very attentive. Classes have improved my life.
- Cindy Pechon was wonderful. She gave me so many ways to look at what I am struggling with. She does not tell me how to do it; she suggests or points it out.
- Have begun to better understand how trauma contributes to current challenges.
- Lync whales has been very supportive in my treatment, thank you.
- Yes, and continue to do so every day.
- All well done.
- When I came here in 2009, I had trouble dealing with EVERYTHING. I had just come from rehab and still wasn't sober. Since then I have been sober for 3.5 years, have my own apt., and am holding down a part time job.
- Cindy seems very attentive to what I'm dealing with.
- Clara Martin has done great. I need to make more appointments.
- One-on-one therapy with counselor has helped quite a bit
- I have made progress but I know I am not there yet.
- All the help from Clara Martin Center has helped me.
- When I first started attending treatment at Clara Martin Center, I had a hard time checking mail, answering/ returning calls and just day to day stuff, due to a really high level of anxiety. I have learned coping skills to combat my anxiety and received tons of support, as well as patience from my treatment team. I now am able to do all the normal day-to-day stuff with lower anxiety, support, and by being prepared.
- Yes, I am coming to groups now, and trying to get to see Addie more regularly. I don't hesitate to call when I need to talk to someone.
- You guys have made me feel like I am worth loving and caring about myself. I feel like Clara Martin Center saved my life.
- I feel I'm on my way to learning ways to cope with my bipolar disorder/PTSD. The support group (bipolar) has been very helpful. I'm looking forward to more classes / support groups.
- All the progress I can at this time.
- Thank you, Clara Martin Center! ATT team!
- Would not make it, if not for Clara Martin Center.
- Well done.
- Some folks understand me - most do but some don't.
- I feel I have made a lot of progress.
- Clara Martin is a great motivator.
- Don't know what my expectations are?
- I was at my lowest point in life - now I am on the way back up.
- I have exceeded my expectations.
- I feel like Clara Martin Center helps me but I need to work more on myself.
- I have remained out of the hospital.
- I feel I've made progress. I keep progressing.
- My team was very flexible with what my needs were. I am very happy to have worked with "real" people. I actually could say what I needed to with out feeling judged.

- Since I have started with Chris, Lyn Wales, Dr. B. and other staff, I have been treated with respect, kindness, and I think I need to keep plowing away.
- I have become more involved with groups and meeting new people.
- Client will always have mental illness. Client reports up and downs with treatment and symptoms.
- Most definitely.
- Getting more focused and secure.
- [Client] is gaining self-confidence and I have been hearing less of "nobody will like me."
- Too soon to tell.
- I have seen a dramatic change in [client] since he started meeting with Alex weekly. When he gets home from being with Alex he's always happy, excited, and looks forward to seeing Alex every week. [Client] also has more self-esteem.
- Will does an excellent job, he is a true professional and very good at what he does. However, I don't want to come back and see him, so the program definitely works at deterring me from drinking.
- I feel that [client] needs more one on one and needs to listen to what is being said.
- Good advice.
- [Client] has been receiving services here about 7 years. You have all been really accommodating and helpful. Greatly appreciated.
- Yes, have come a long way.
- Wonderful, supportive, awesome treatment. I learn life changing things.
- [Client] is starting to learn boundaries and how to manage his behaviors, good and bad.
- Moving forward.
- Knows steps to take to keep self calm.
- I have made good progress since being out of prison.
- [Client] is doing a little better but still has moment where she is bothered more than expected.
- No longer consume intoxicating beverages and quit smoking marijuana
- My counselor has steered me in the way of thinking more positive and to think things through.
- I like coming to Clara Martin Center, I like talking to someone and I want to thank you for all your support.
- Appreciate the fact that treatment happens at school and occurs at a convenient time for [client]. Follow through happens which is important communication occurs almost weekly, I know what is going on.
- She seems to act a little better.
- Completely satisfied.
- She has opened up her communication skills with me more than ever before.
- [Client] has come a long way.
- When [client] was being seen and when he was on meds he was better. I hope that he can get back on track.
- Abby is great.
- I am finally able to call for help when I need it instead of going straight to suicide.
- This has been the best treatment I have gotten all my life!
- I progress towards my goal each time I come.
- Very helpful in improving my mental status.
- Clara Martin Center and all the staff we have worked with have always been so kind and good to us – going

above and beyond. I really appreciate it.

- I have become increasingly skillful at managing my MDD, and am now going through a divorce after a 32 year old relationship – chemically stable (so far)!!
- Great people.
- Have support I need to continue.
- I think Peter is very in-tuned with what I am feeling even if I don't come right out and say it.
- I feel venting takes out anger and helps with mood swings.
- I don't think I could have had a better instructor then Demetra. She not only is very knowledgeable but also is very entertaining and makes the sessions not boring at all. She is very interactive with the group. Love her!
- I have had my problems for a long time and it will take a long time to improve them.
- I came here to continue my services I was receiving when I lived in VA. I have received wonderful help here, I receive awesome input, respect, and am treated as a person here, with every one I come in contact with or on the phone. Everyone has shown a great deal of patience with me.
- I feel way better than when I came in the first time.
- I feel I have come a long way with the support of Clara Martin Center.
- Client reports struggling with stopping med, currently back on.
- I feel I have been given insight as to the reasons behind my behavior. I continue to learn each week and have learned a lot about myself.
- The staff are very polite and very good at explaining things.
- Michelle Harkins is fantastic - far exceeds my expectations.
- I'm learning how to change my life in a healthy way.
- I think Greg and Jerry are doing an incredible job caring for me.
- I very much enjoy coming to Clara Martin's treatment. The counselors are very helpful. I have been to I.O.P. (and aftercare) anger management and parenting class. Superbly taught.
- The classes are good the teachers are nice. They help us understand and I'm getting better.
- Over 2 years sobriety. I attend AA meetings on an average of 4-6 times/week.
- Learned a lot about myself.
- Only one person here at Clara Martin Center helps me with treatment and she is not here anymore. The one that took her place said "let's pick up where you left off next week" and we never did.
- I have been helped in making real life choices and decisions that would usually lead me to use, but Clara Martin Center has taught me to minimize situations and break them down so it isn't so extreme.
- Feeling better than I have in a long time.
- I enjoy coming weekly. I feel it has helped me with dealing with my substance abuse issues and family issues as well.
- I have learned such great tools to help me be a better person towards domestic abuse.
- I have learned several tools and strategies to avoid using mind altering substances.
- Treatment and assignments work and help but should be enforced more.
- Emotional control.
- I am a better parent than I was.
- Thanks to Paula being my rep., I have been catching up on some bills and trying a lot harder to stay focused.

- I feel like I can actually start to talk about things that are bothering me.
- Court reported treatment saved his life.
- Very happy with services.
- I still have a ways to go, but since starting with Clara Martin Center 2.5 years ago, I have made great strides in adopting coping mechanisms to make my life easier and more enjoyable.
- Accountability and therapy (group or otherwise) is healthy.
- Deb has really helped me a lot. She made me feel like she really cared about my progress and I'm not sure if I would have had the patience to wait for a spot at CVAM if I didn't have her fighting for me.
- My "spelling"
- Allows for ways to deal with stress and not turn to SA
- I enjoy group topics, I learn tons.
- I have started to want to stop smoking for real! I have started to cease smoking pot on Sundays. I went a few weeks before relapsing, but am on the right track.
- The staff has been great to work with. Most always are there when I need them.
- This place has been great when it comes to treatment, hospitality, and working with my travel needs.
- Sustaining sobriety was/is my treatment plan.
- I'm not using as much and I'm working on not using at all.
- It has changed service from left for the better. I still like Fran a lot, we need to be able to get a meeting once a week I think.
- Feeling a lot better cravings going down.
- They gave me the resources to start with CVAM and gave me a place to talk about my feelings and be around people who I can relate to and know how I feel and can compare things.
- Yes, the group atmosphere is helpful when checking in and the topics covered are helpful with addressing substance abuse.
- I feel great and the groups and Jeremy is helping me get past my alcohol and weed dependence. Me and Jeremy get along great.
- I am forced to be here by DOC and in that I am resistant to their objectives of the program.
- Without the program I would be on the streets getting drugs and back drinking.
- Yes, one major goal for me personally was to get out of certain circles because of having to buy dope on the street. That has ended and changed me dramatically.
- I like coming here very much and I am going to deeply regret losing the support I have here.
- It's a miracle to be clean for over a month. Their help was great.
- Everyone has been a huge support in helping me move forward with a happy, productive life.
- Happy to be back, plugging away, and feeling very positive.
- I am more confident with my sobriety and my temptations.
- I like the meetings, to help me be clean and conscious about my sobriety. I like the group and hear about other clients experiences.
- Structure and honesty are positive for me.
- I don't use while I'm here and I get less cravings since I started coming here.
- I found the first meeting very helpful but have not met my own expectations the 1st week, but that is not due to not getting a good experience from this group.

- I have learned to talk more about my problems and to understand myself better.
- Everyone has been very kind, compassionate toward my specific situation. As a professional staff they have been very informative, involved and produced an atmosphere that I found to be comfortable and trusting which is key for me and far as getting the most out of this.
- Lots of help from everyone.
- I love Jen and Dr. Richter, they're both so supportive and understanding. I couldn't have come so far without them.
- I think the program is awesome and I like the way I am treated. I just have one issue that I have mentioned to Jen and the Dr. about. Other than that everything is great.
- Sh** works.
- It has taken a lot of time but am aloud to go at my own pace trying to ween off subaxone.
- I think that since I've started my life has changed for the best, I have my own car, place and job. I have become a better friend, brother, husband, father, just a better person and am very happy with the services here.
- My counselor, doctor, and group meetings have changed my life dramatically. The compassion, consideration, and respect has been phenomenal. I could have never done this without them. All the support makes a significant difference.
- Since I have started this program in August of 2012, I have been sober. I have also faced many challenges against my sobriety with Dr. Richter, Jen, and Evelyn have all helped me get through without relapsing.
- Very helpful staff.
- I have been clean for 3 years as of July and I never could have done it without the help of CVSAS & CVAM.
- Too long.
- Two years ago my lifestyle was out of control. With the help of CVSAS I feel I have been able to put my life back together and changed my lifestyle completely and am alcohol free.
- I have grown a lot. I'm thankful for all the wonderful people in the program. Jen has helped me a lot with controlling my cravings.
- I feel I'm almost there but not sure because I'm still using whatever to maintain and not feel sick.
- Slowly but surely. It's taking forever because my doctor's office is a bunch of idiots but I'm trying as best I can to do everything with my work schedule. Thank God you guys are so cool here and work with me!
- Yes very good advice.
- Was impressed with how people shared in the group.
- I have learned a lot of self-talk methods.
- I'm starting to get comfortable with the group and I like the fact that the instructor was open about her past - it was helpful.
- I have just started with this group but other similar groups have helped tremendously.
- I've been learning from the counselors and 2nd group members experiences, as well as share my own and bring up issues from day to day life and recovery process.
- I have a start in the right direction with guidance
- I learn something new or gain a new perspective almost regularly.
- Shannon has been amazing during my recovery and I can't thank her or CVSAS enough. It's been the best for me and I'm confident in my recovery. I'm finally proud of myself.
- I've come a long...long...way!
- 4 classes for completion of CRASH course certificate is all that is required. No alcohol use has been present

for any further counseling. 3 of 4 classes completed.

- Decreased drug use of substances.
- I sure do. The staff are friendly and extremely helpful.
- Talking with a group of people with similar "issues" really helps push through it.
- With sobriety things are miserable in here.
- Staff changes so much.
- I have been treated really well by most staff.
- Much respect, thanks!
- Very nice staff, welcoming.
- Encouragement to let the tongue role on is very much appreciated.
- Have been meeting with Deb for a while. Great rapport - very nice woman. Has helped me greatly.
- The CVSAS staff conduct themselves in a professional manner.
- Everyone was respectful.
- Yes, and I feel that you are all very understanding. I've had to miss some time, not because I wanted to, and I don't get kicked out for being tied up with life.
- I feel very cared for.
- My "no" is due to the fact of being switched during groups because of a conflict of interest, but I was not told what the conflict was.
- I have always felt that the clinicians have not only treated me with dignity and respect but have made sure no one else in class was disrespectful either.
- Depends on whom you were dealing with and what the reason you had to deal with them for. So, I can't answer this question without a yes or no.
- All the counselors are great!
- Absolutely. I'm not just a client, everyone knows my name and treats me like a human, not "just another case."
- Always respectful and always treated with dignity.
- Any issue I have had with anyone working here has been handled.
- I appreciate everything that is done for me by you guys! Thank you very much!
- The staff is always sweet and kind. They're also always happy to help.
- Never had a problem with any staff with that.
- Everyone is kind and everyone is treated the same, and you don't look down at us.
- I feel like I get respect from everyone that works here.
- I like the counselors and group members' honesty.
- Jen's the best!
- Always been honest and respectful.
- I have always been extremely respected with the utmost respect and dignity.
- Both Jeannie and Shannon are respectful and caring towards each individual.
- Everyone is very nice and respectful with confidentiality and make you feel like they genuinely care and are concerned about your life, your recovery and to be able to help you with the steps to achieve a sober life.
- I feel comfortable with the group. My counselor holds a good group.

- Some of the information about my status was given to the group without my consent. I believe that CVSAS should talk to their clients before giving information.
- The walls are paper thin. Every room I've had a group session in, I've been incredibly uncomfortable/triggered by loud noises, slamming doors, and footsteps banging up and down the stairs.
- I like this program and will continue to travel to do it.
- Yes, most always, but it seems when you get people in here, they always seem to leave. But I love coming here it's been a great place.
- Every person I've ever encountered here as staff is extremely nice and seems to truly be a real good person.
- Jeannie was and is always someone I can go to. I've looked up to here and sure do miss her.
- I never felt like I was being looked down on because I'm an addict and I felt like Deb really understood me and trusted me and as an addict that can be hard to get from someone who has never been there but she never once made me feel like I was less than.
- The best care.
- I have full trust that Clara Martin Center will keep all the information I share confidential.
- Yes I find Peter very easy to talk to and understanding.
- I've always been treated kindly by the staff.
- I feel people here listen very well and are very professional. They show great respect.
- Jerry is very supportive with very good ideas. He is compassionate and knowledgeable.
- When I ask to be communicated with it tends to be the support side of the story and the full story is given to my PO. I fit me no one else does! Feeling as if my treatment goes behind my back and makes the decisions for me and distrust becomes stronger.
- Most professional treatment I've ever encountered.
- Never had any disrespect from anyone since I've been coming here. Very considerate and caring people.
- Both counselors are very knowledgeable and respectful and have been instrumental in my progress to understanding why abusive behavior happens.
- Everyone here is AWESOME.
- Excellent instructor - Demetra.
- I have found this experience to be quite satisfying.
- Staff has always been there for me and my family. Very willing to answer any questions for help I or family needs without prejudice.
- This is a fantastic treatment center. I have been here since 1999 - and have been blessed with the compassionate, impeccable service of Nancy Copeland, and the kind and warm reception of the folks who do all the administrative back up. And thank you for all you give.
- Abby's the best!
- You guys do an awesome job of making me feel welcome.
- My child enjoys his "friend" dates.
- [Client] is comfortable with her surroundings at Clara Martin Center and with Lasell.
- Allow for privacy and treatment without revealing the Clara Martin Center name.
- People are always pleasant when you walk-in or during counseling.
- Very relaxed and positive group.
- Everyone at Clara Martin Center is always smiling and very respectful. Wonderful place to walk into.
- [Client] looks forward to her time with Emma and always speaks well of her "meetings".

- Client reports drug abuse counselors could use work on approach. Believe approach is to push people to break and call it a breakthrough. Believes Dr. looks at client as a "drug addict".
- Everyone at Clara Martin Center has treated me with kindness and understanding and has advocated and supported my effort to become more involved with other people.
- I always get treated with respect and people who tried to keep me in anyway they can.
- I worked with Jen and Danielle and I didn't feel like I was just someone who was damaged. They took the time to relate to me in a way I really needed. Thank you. I will miss you!
- Services have been good and been tailored to my liking.
- I feel that Clara Martin Center treats me very nice. I would send people here if they needed services. Thank you.
- I have the best treatment team!
- You folks help me out the best you can.
- I recommend this to any/all.
- Thank you! Good progress and support. You help with wellness, stability, and are very friendly. Excellent! Cindy, Gretchen, Nancy D. + DV! B!
- I have been to many therapists since my early 20's (I'm now in mid-40's). I was diagnosed several years ago and have not felt as comfortable with others as I do with Cindy Pechon! She's my angel on earth.
- Yes, I have never been treated this good in my life. I really did not know that there were people in this world who cared like Clara Martin Center does. Thank you!
- When I have been depressed my team makes sure to call and check up on me and make sure I am doing ok, my case worker calls regularly to see how I am. When I am at groups they make sure to see how things are.
- Most of the time my treatment team treats me with more respect than I treat anybody with. I can't imagine working with any other group of people. The patience they have had in regards to me is amazing. Whenever I have had a relapse, whether it be on substances or self harm, I never felt as though I was being scolded or punished, which makes it much easier to be honest. Thanks you Clara Martin team!
- With the exception that I had been in an abusive (verbally) relationship and now am in group with the "abuser".
- Don't know what we'd do without Gretchen Pembroke because she knows all the things [client] has to do.
- Very pleased with the way I've been treated.
- Wonderful attitudes and friendly atmosphere.
- Danielle is an excellent case manager!
- I feel like somebody gives a sh**.
- Always! Absolutely. The most when I was nearest the low point (actually at low point). Thanks for that!
- I'm sorry I do not know how to express how she gave me what I needed to start healing. I'm not there yet but she has enabled me to use what she has taught me. I will miss her.
- Everyone always pleasant. My counselor Jenn is great. I adore her. She has helped me a great deal and I feel very comfortable with her.
- People spread rumors, and talk badly about, spy on me.
- You are treated as an equal and know that what you say stays with your therapist!
- At times, I feel like I am being treated with minor disrespect but I know they mean well.
- My daughter has never complained about being treated badly.
- Very kind and considerate.

- My son has always been treated with respect.
- Current counselor is very respectful. Past experiences with kids counselor was 90% excellent and 10% counter-aligned with their advice and stated goal; i.e. work with ex-wife to make decisions regarding kids, yet counselor and ex planned summer activities without my involvement, then a week later told me of the plans that were made. Not my idea of co-parenting or building an environment where co-parenting is encouraged and practiced.
- I feel like a person.
- Awesome listener.
- I feel comfortable with Kate and I feel my information is safe within the company.
- There is no sense of being talked down to or insulted.
- Always met with smiling faces and friendly hellos.
- Always made to feel positive (by staff, therapist, and Dr. B).
- I don't feel that I receive less dignity or respect. Good counselor.
- Individual employees do treatment - don't guide lives!
- I get so much of these things when I'm in treatment. I don't get it very much outside Clara Martin Center support.
- Staff are always respectful! Note: when filling out registration and medical history paperwork I found it repetitive and far too lengthy to be completed during the appointment.
- I always feel listened to - get feedback which helps.
- I have never felt that we have been disrespected. I don't feel judged and I feel very comfortable here.
- Very much so - you all awesome - thanks - especially you Brock.
- I feel that this is the one place where I can speak my mind on issues that concern me and not get treated negatively.
- I have never felt at Clara Martin Center or with Clara Martin Center employees that I am looked down upon or made to feel unworthy of receiving the best treatment available.
- Heather is a great and wonderful person. I enjoy coming to talk with her. She's uplifting!
- This is the best thing that has happened for [client].
- Sarah validates your feelings and congratulates you on good work. She makes you feel good about yourself.