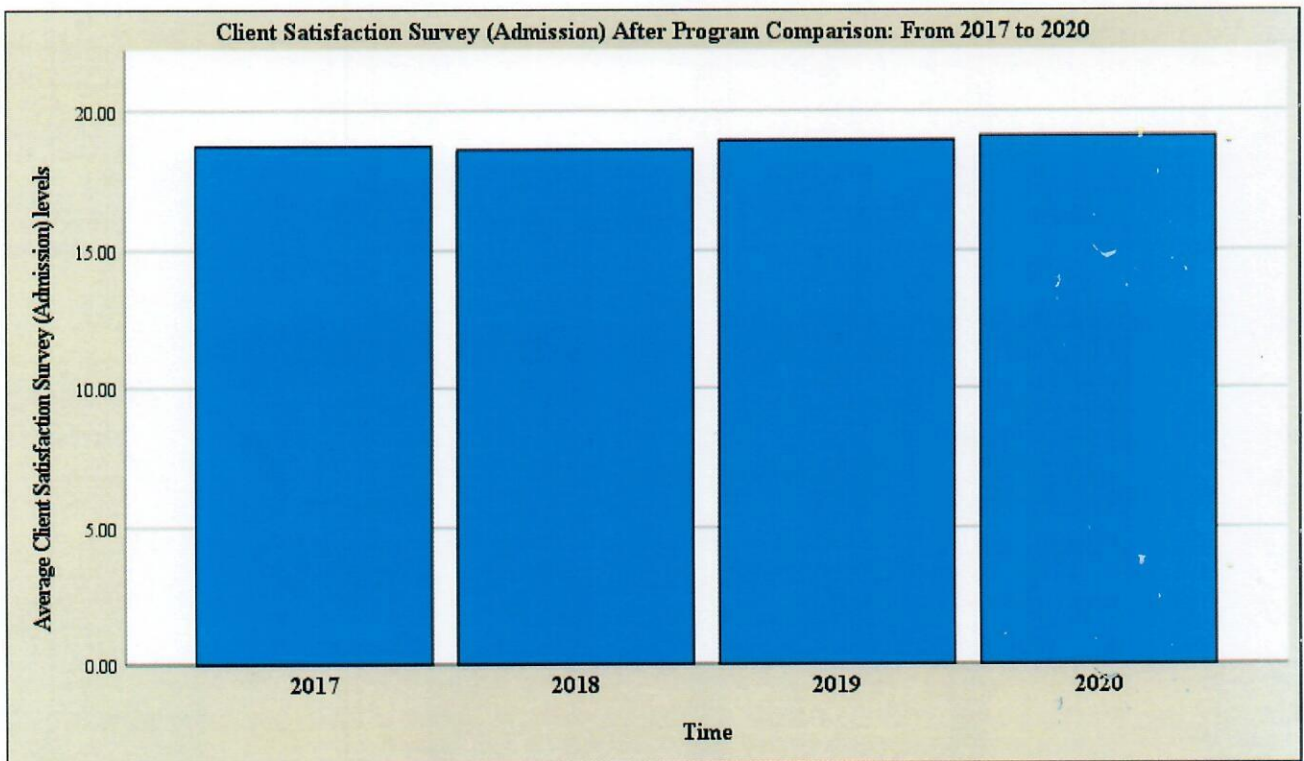




Client Satisfaction Survey: Comparison of Client Admission process average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Client Admission (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	4.0 (unfavorable) to 20.0 (favorable)	15	18.73	20.00	2.25	12.00	20.00
2018	4.0 (unfavorable) to 20.0 (favorable)	29	18.62	20.00	2.24	12.00	20.00
2019	4.0 (unfavorable) to 20.0 (favorable)	33	18.94	20.00	1.64	14.00	20.00
2020	4.0 (unfavorable) to 20.0 (favorable)	21	19.10	20.00	1.61	16.00	20.00
Total		98	18.85	20.00	1.91	12.00	20.00



Layman's Conclusion:

There were a total of 98 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017, 2018, 2019 and 2020. The results have shown that the

participant's self-reported average admission process scores after the treatment program have had an increasing trend in each of the last preceding four years. The increasing trend was within the center's benchmark of good client admission process practice and therefore, the latest result was consistent in providing excellent services in the client's admission process experience.