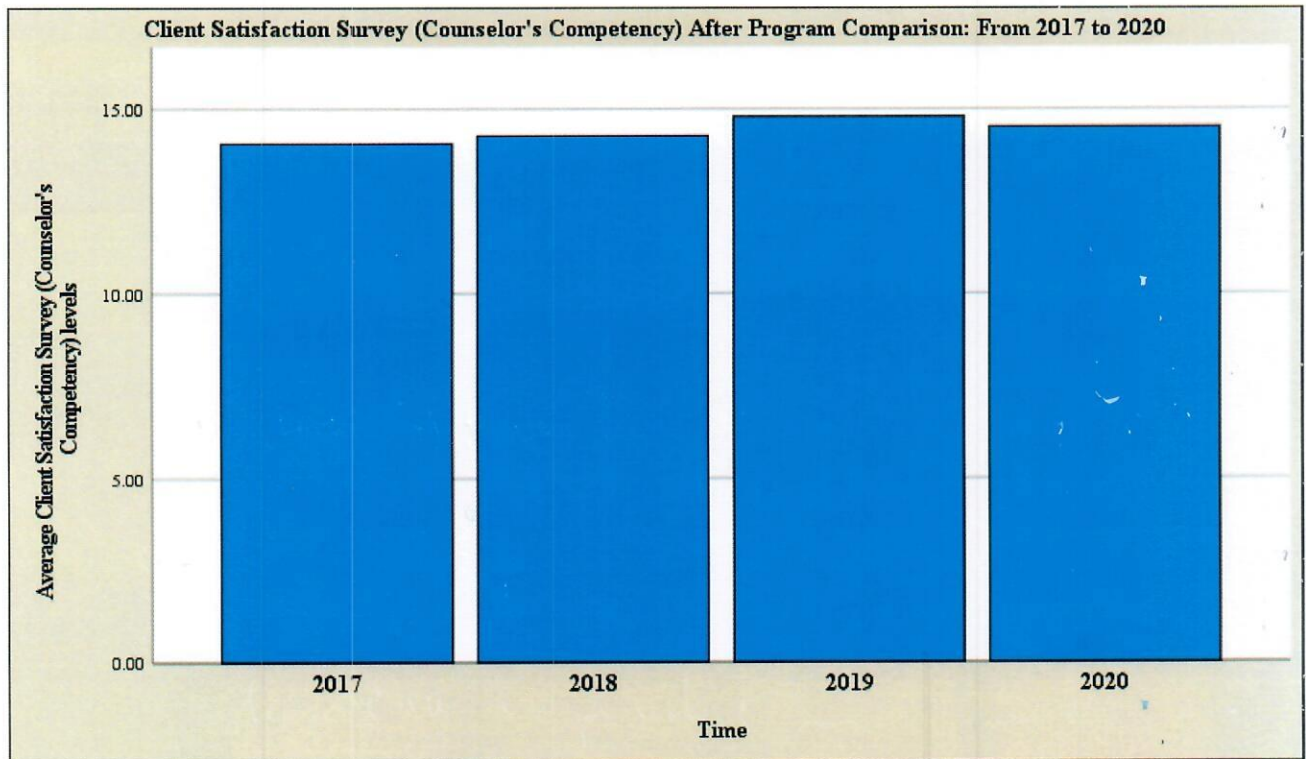




Client Satisfaction Survey: Comparison of Counselor’s Competency average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Counselor's Competency (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	3.0 (unfavorable) to 15.0 (favorable)	15	14.07	15.00	1.39	12.00	15.00
2018	3.0 (unfavorable) to 15.0 (favorable)	29	14.28	15.00	1.36	10.00	15.00
2019	3.0 (unfavorable) to 15.0 (favorable)	33	14.79	15.00	0.70	12.00	15.00
2020	3.0 (unfavorable) to 15.0 (favorable)	21	14.52	15.00	1.08	12.00	15.00
Total		98	14.47	15.00	1.13	10.00	15.00



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 counselors competency scores have an increasing trend from 2017 to 2019 and in year 2020 saw a very slight decrease of about 1.8% but this decrease was not significant. Overall, the results were within the center's benchmark of good counselors competency practice and therefore, the latest result was consistent in providing excellent services in the client's perceived counselor's competency outcome.