

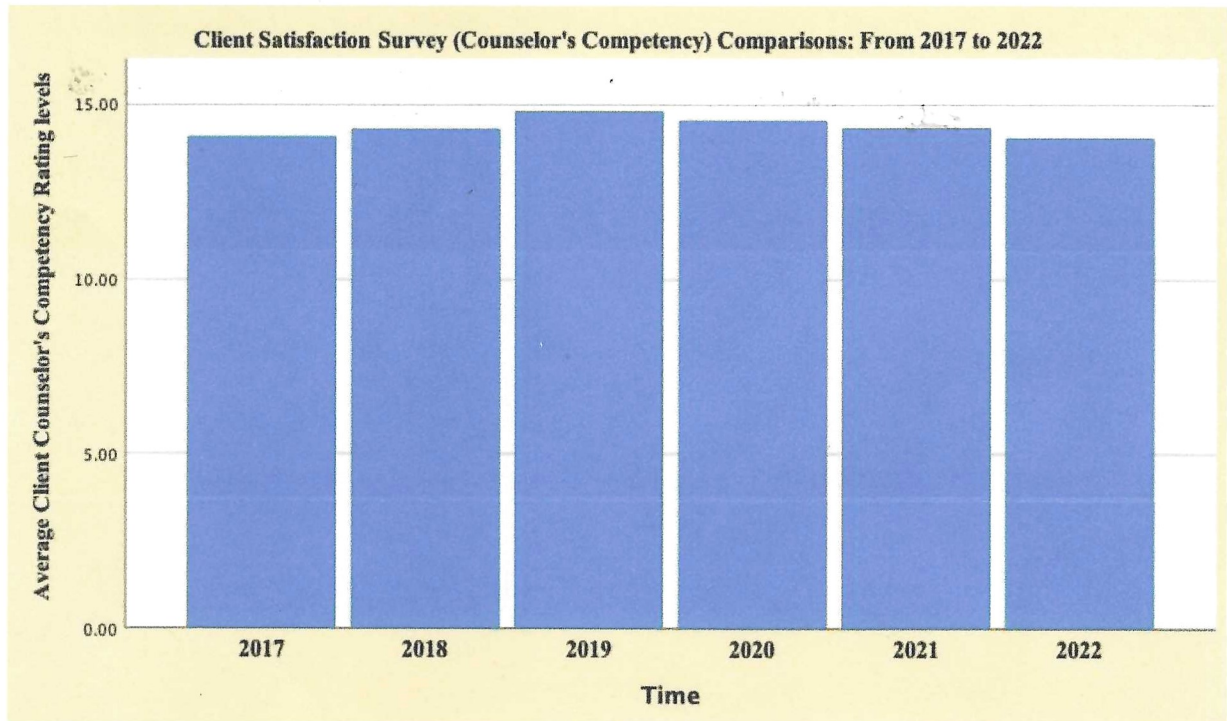
**COMPARISON OF CLIENT COUNSELOR'S COMPETENCY AVERAGE SCORES
(2017 TO 2022)**

Statistical Summaries: Client Satisfaction Survey for Counselor's Competency (2017 to 2022)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	15	14.07	15.00	1.39	12.00	15.00
2018	29	14.28	15.00	1.36	10.00	15.00
2019	33	14.79	15.00	0.70	12.00	15.00
2020	21	14.52	15.00	1.08	12.00	15.00
2021	27	14.30	15.00	1.51	9.00	15.00
2022	14	14.00	15.00	1.47	11.00	15.00
Total	139	14.39	15.00	1.25	9.00	15.00

Layman's Conclusion:

There were a total of 139 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017 to 2022. The results have shown that the participant's self-reported average counselor's competency scores have an increasing trend from 2017 to 2019 and a slight decreasing trend in years 2020 and 2021 of about 1.8% and 1.5%, respectively.

For year 2022, the downward trend continued with a decrease in average client's self-reported counselor's competency score by approximately 2.10% from the previous year and this current dip in the average score was lower than the previous two scores that suggested a decreasing trend exist.



Despite the downward trend in the last three years , the average scores were not statistically different in each of the last preceding six years implying consistent and dependable staff performance and such outcomes was within the center's benchmark of good client counselor's competency and therefore, the latest result was consistent in providing excellent services in the client's self-reported counselor's competency experience.

