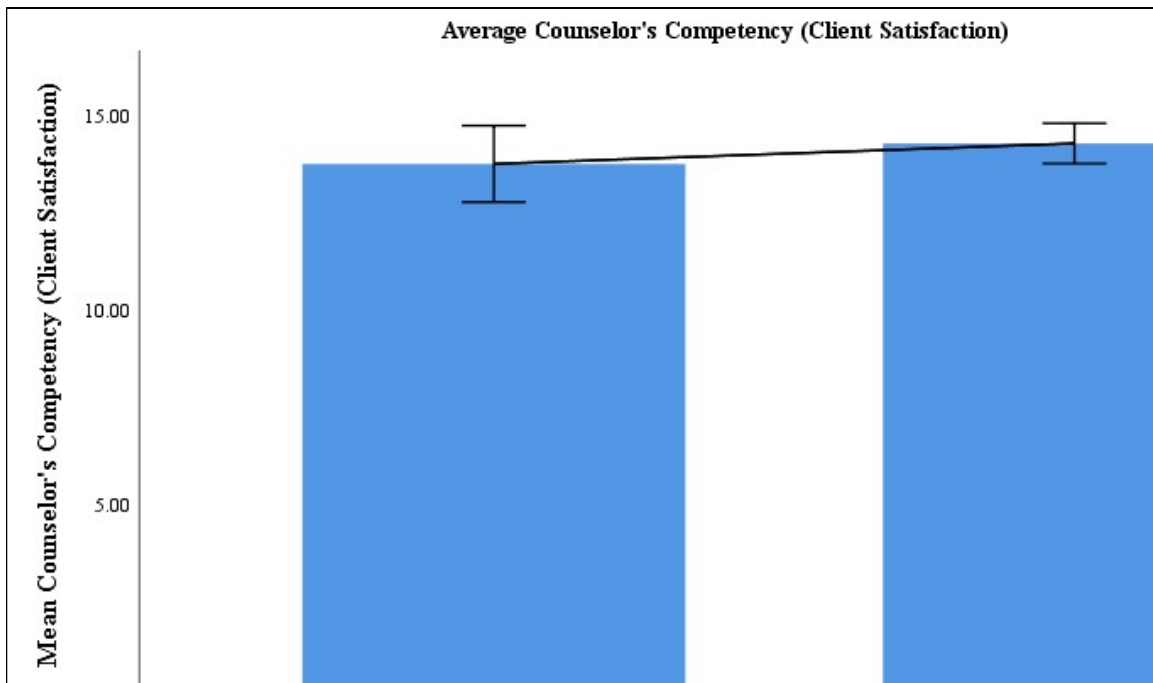




Comparison of Client Counselor’s Competency average scores (2017 vs. 2018)

Statistical Summary: Client Satisfaction Survey for Counselor's Competency (2017 vs 2018)

		Counselor's Competency (Client Satisfaction)						
		Scale Range	Count	Mean	Median	Standard Deviation	Minimum	Maximum
Time	2017	3.0 (unfavorable) to 15.0 (favorable)	15	14.07	15	1.390	12	15
	2018	3.0 (unfavorable) to 15.0 (favorable)	29	14.28	15	1.360	10	15
	Total		44	14.2	15	1.360	10	15



Bar charts of Client Counselor’s Competency domain between 2017 and 2018

Statistical Conclusion:

For the *Client Counselor’s Competency* domain of the *Client Satisfaction Survey* (CSS) measure between time points (2017 vs. 2018) have shown an increase of about 1.50% in client counselor’s competency satisfaction from 2017 to 2018. A pairwise

comparison (*MANOVA* was used across the 9 domains of CSS with $n = 2,000$ bootstrap samples and a 95% bias correction) have revealed that the client counselor's competency scores for 2017 ($M = 14.07$, $SD = 1.390$), was almost equal in average client counselor's competency satisfaction scores from the 2018 ($M = 14.28$, $SD = 1.360$) and was not statistically different from each other, $F(df = 1) = 0.379$, $p = 0.542$ with a non-existent effect size, $partial\ ET A^2 = 0.009$ and an observed statistical power of 0.092. The 95% CI for the difference between sample means had a lower bound of -1.181 and an upper bound of 0.629. Lastly, the 9 domain of CSS for both time periods have an adequate inter-item reliability of, $\alpha = 0.98$ and $\alpha = 0.95$.

Layman's Conclusion:

There were a total of 44 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. The results have shown that the participant's average counselor's competency scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the counselor's competency ratings.