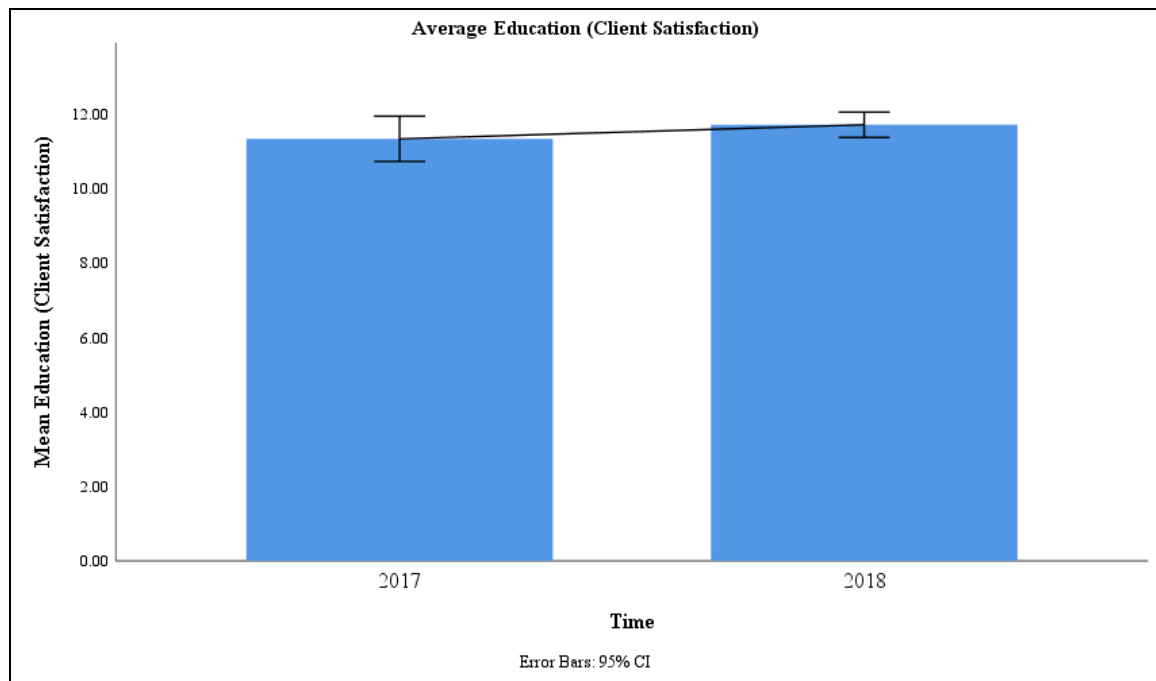




Comparison of Client Education average scores (2017 vs. 2018)

**Statistical Summary: Client Satisfaction Survey for Education (2017 vs 2018)**

		Education (Client Satisfaction)						
		Scale Range	Count	Mean	Median	Standard Deviation	Minimum	Maximum
Time	2017	2.0 (unfavorable) to 12.0 (favorable)	15	11.47	12	0.990	9	12
	2018	2.0 (unfavorable) to 12.0 (favorable)	29	11.69	12	0.890	8	12
	Total		44	11.61	12	0.920	8	12



Bar charts of Client Education domain between 2017 and 2018

Statistical Conclusion:

For the *Client Education* domain of the *Client Satisfaction Survey* (CSS) measure between time points (2017 vs. 2018) have shown an increase of almost 2.0% in client education 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 education scores for 2017 ( $M = 11.47$ ,  $SD = 0.990$ ), was almost equal in average client education satisfaction scores from the 2018 ( $M = 11.69$ ,  $SD = 0.890$ ) and was not statistically different from each other,  $F(df = 1) = 0.740$ ,  $p = 0.395$  with a very small effect size,  $partial\ ET A^2 = 0.018$  and an observed statistical power of 0.134. The 95% CI for the difference between sample means had a lower bound of -0.874 and an upper bound of 0.352. 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 client education scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the client's education process.