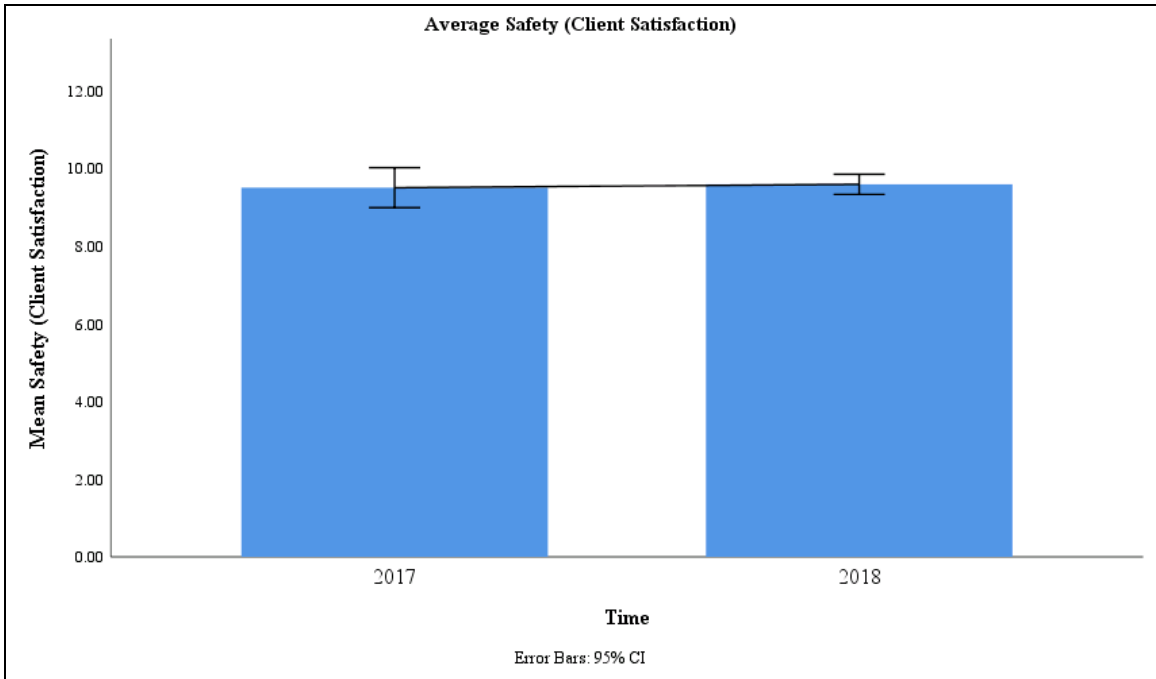




Comparison of Client Safety average scores (2017 vs. 2018)

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

| | | Safety (Client Satisfaction) | | | | | | |
|------|-------|---------------------------------------|-------|------|--------|--------------------|---------|---------|
| | | Scale Range | Count | Mean | Median | Standard Deviation | Minimum | Maximum |
| Time | 2017 | 2.0 (unfavorable) to 10.0 (favorable) | 15 | 9.67 | 10 | 0.720 | 8 | 10 |
| | 2018 | 2.0 (unfavorable) to 10.0 (favorable) | 29 | 9.59 | 10 | 0.680 | 8 | 10 |
| | Total | | 44 | 9.61 | 10 | 0.690 | 8 | 10 |



Bar charts of Client Safety domain between 2017 and 2018

Statistical Conclusion:

For the *Client Safety* domain of the *Client Satisfaction Survey* (CSS) measure between time points (2017 vs. 2018) have shown a very slight decrease of 0.827% in Client safety 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 safety scores for 2017 ($M = 9.67, SD = 0.720$), was almost equal in average client safety satisfaction scores from the 2018 ($M = 9.59, SD = 0.680$) and was not statistically different from each other, $F(df = 1) = 0.061, p = 0.806$ with a non-existent effect size, $partial\ ET A^2 = 0.001$ and an observed statistical power of 0.057. The 95% CI for the difference between sample means had a lower bound of -0.405 and an upper bound of 0.519. 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 safety scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the client's safety.