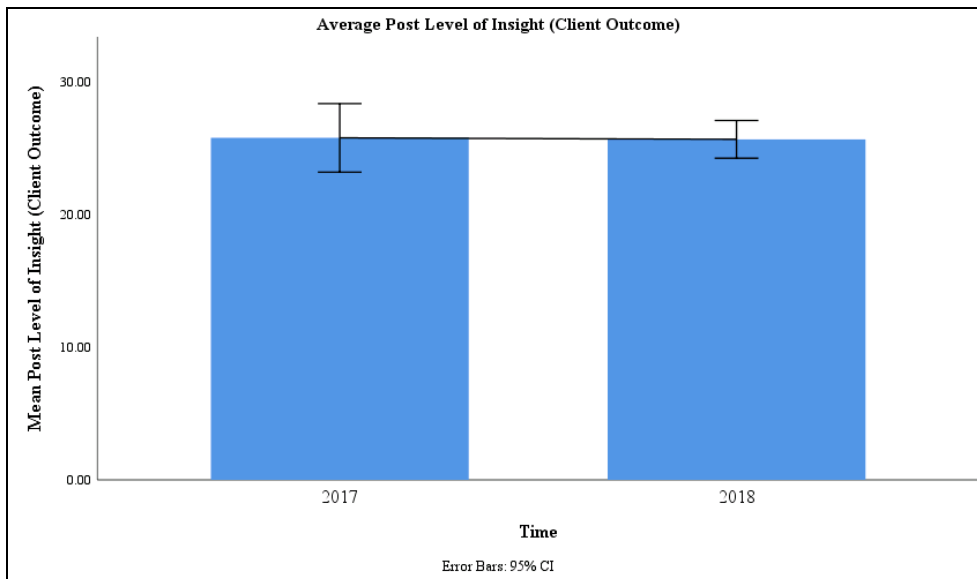




Comparison of Client Post Level of Insights average scores (2017 vs. 2018)

**Statistical Summary: Client Satisfaction Survey for Post Level of Insights (2017 vs 2018)**

		Post Level of Insight (Client Outcome)						
		Scale Range	Count	Mean	Median	Standard Deviation	Minimum	Maximum
Time	2017	0.0 (unfavorable) to 30.0 (favorable)	15	26.57	28	3.460	19	30
	2018	0.0 (unfavorable) to 30.0 (favorable)	29	25.62	25	3.740	18	30
		Total	44	25.93	26	3.630	18	30



Bar charts of Client Post Level of insights domain between 2017 and 2018

Statistical Conclusion:

For the *Client's Post level of Insights* domain of the *Client Satisfaction Survey* (CSS) measure between time points (2017 vs. 2018) have shown a decrease of 3.5% in Client post level of insights 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 post level of insights scores for 2017 ( $M = 26.57$ ,  $SD = 3.460$ ), was almost equal in average client post level of insight scores from the 2018 ( $M = 25.62$ ,  $SD = 3.740$ ) and was not statistically different from each other,  $F(df = 1) = 0.641$ ,  $p = 0.428$  with a non-existent effect size,  $partial\ \eta^2 = 0.015$  and an observed statistical power of 0.122. The 95% CI for the difference between sample means had a lower bound of -1.448 and an upper bound of 3.350. 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 post level of insight scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the client's post level of insights.