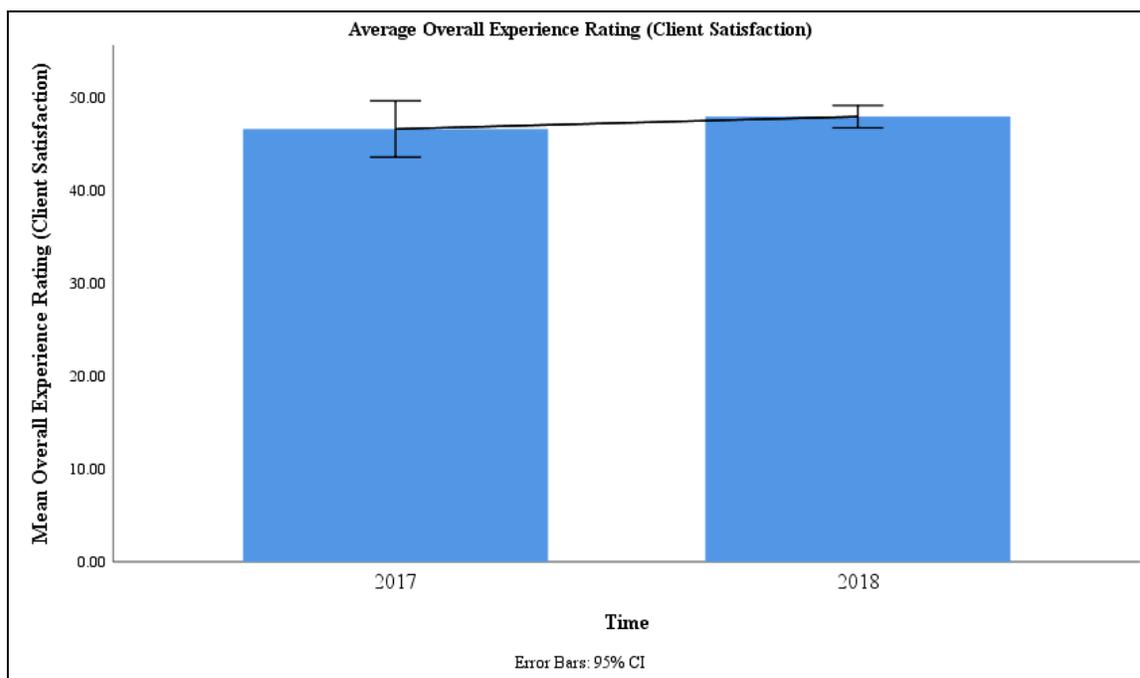




Comparison of Client Overall Experience average scores (2017 vs. 2018)

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

		Overall Experience Rating (Client Satisfaction)						
		Scale Range	Count	Mean	Median	Standard Deviation	Minimum	Maximum
Time	2017	10.0 (unfavorable) to 50.0 (favorable)	15	46.53	50	5.480	34	50
	2018	10.0 (unfavorable) to 50.0 (favorable)	29	47.86	49	3.160	38	50
	Total		44	47.41	49.5	4.080	34	50



Bar charts of Client Overall Experience domain between 2017 and 2018

Statistical Conclusion:

For the *Client Overall Experience* domain of the *Client Satisfaction Survey (CSS)* measure between time points (2017 vs. 2018) have shown an increase of almost 3.0% in client overall experience 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 overall experience scores for 2017 ($M = 46.53, SD = 5.480$), was lower than the average client overall experience score from the 2018 ($M = 47.86, SD = 3.160$) but not statistically different from each other, $F(df = 1) = 1.402, p = 0.243$ with a small effect size, $partial\ ET A^2 = 0.033$ and an observed statistical power of 0.212. The 95% CI for the difference between sample means had a lower bound of -4.265 and an upper bound of 1.113. Lastly, the 9 domain of CSS for both time periods have an adequate inter-item reliability of, $\alpha = 0.98$ and $\alpha = 0.95$, respectively.

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 overall experience scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the client's overall experience.