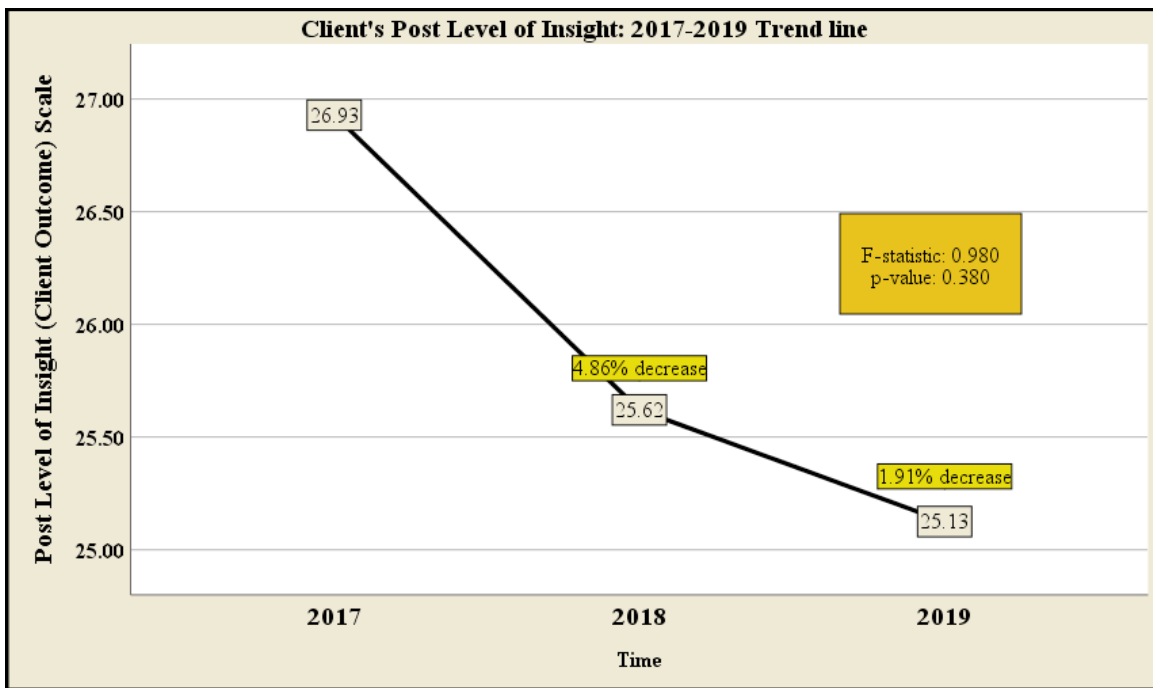




Comparison of Client Post Level of Insights average scores (2017, 2018 and 2019)

Statistical Summaries: Client Satisfaction Survey for Client Post-level Insights (2017 to 2019)

Time	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	0.0 (unfavorable) to 30.0 (favorable)	14	26.929	28	3.540	19.00	30.00
2018	0.0 (unfavorable) to 30.0 (favorable)	29	25.621	25	3.736	18.00	30.00
2019	0.0 (unfavorable) to 30.0 (favorable)	32	25.125	26	4.441	13.00	30.00
Total		75	25.653	26	4.022	13.00	30.00



Statistical Conclusion:

Examination of the line-plot above, is the *Client Post-level of Insights* domain within the *Client Satisfaction Survey* (CSS) measure across three time points (2017, 2018 and 2019) have revealed decreasing trend of 4.86% from 2017 to 2018 and a slight dip of 1.91% from 2018 to 2019. A *One-Way ANOVA* test was conducted and suggested that the

Client Post-level of Insights average scores for 2017 ($N = 14$, $M = 26.929$, $SD = 3.540$), for the 2018 ($N = 29$, $M = 25.621$, $SD = 3.736$) and for 2019 ($N = 32$, $M = 25.125$, $SD = 4.441$) were not statistically different from each other, $F(df = 2) = 0.980$, $p = 0.380$ with a very small size, $ETA^2 = 0.03$ and an observed statistical power of 0.99. The 95% CI for the mean differences between sample means for 2017 and 2018 had a lower bound of -1.90 and an upper bound of 4.52 and the sample means for 2018 and 2019 had a lower bound of -2.03 and an upper bound of 3.02. Additionally, the 9 domain of CSS across the three time periods have an adequate inter-item reliability of, $\alpha = 0.90$ and lastly, there were no demographic effects detected in both age and gender factors across the nine domains of CSS and thus were not accounted for in the statistical model.

Layman's Conclusion:

There were a total of 75 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 and 2019. The results have shown that the participant's self-reported average post level of insights scores after the treatment program were not statistically different in each of the last preceding three years. Although a decreasing trend was detected, the current rate of decrease was within the center's benchmark of good client post level of insights and therefore, the latest result was consistent in providing excellent services in the client's post level of insights outcome.