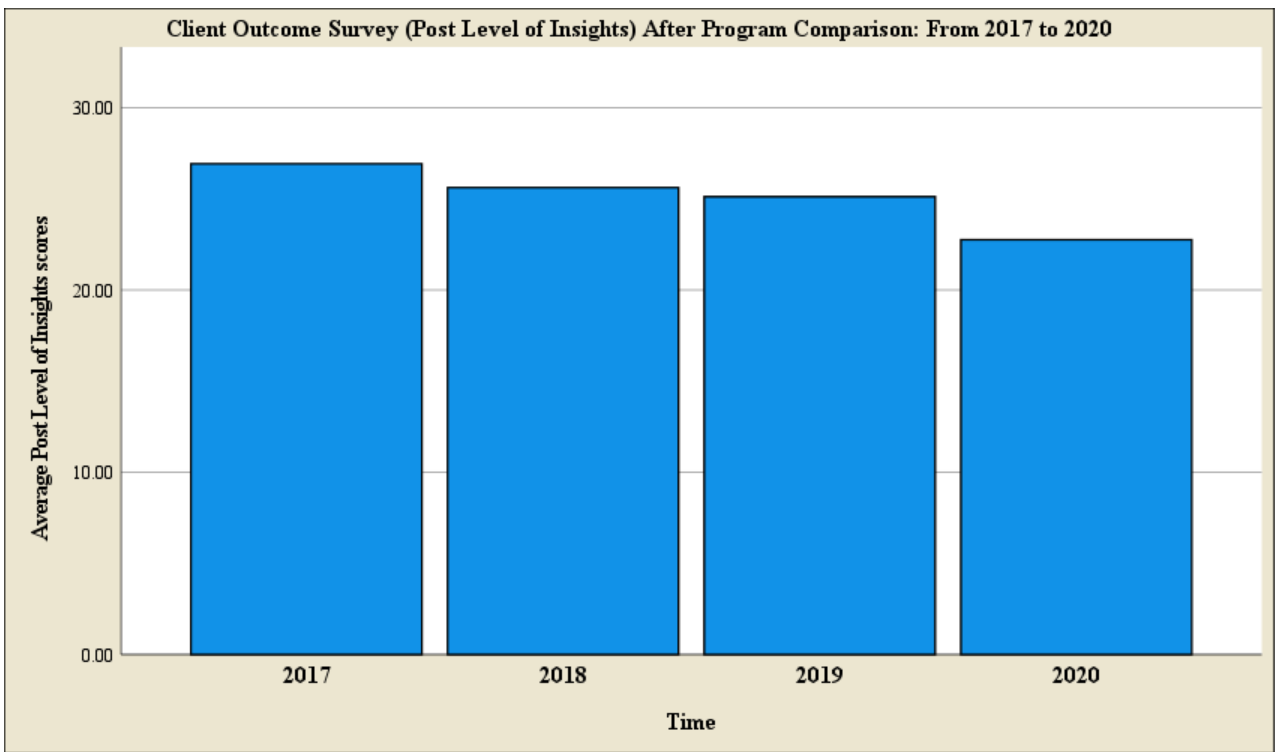




Client Outcome Survey: Comparison of Client Post Level of Insights average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Client Post-level Insights (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	0.0 (unfavorable) to 30.0 (favorable)	14	26.93	28.00	3.54	19.00	30.00
2018	0.0 (unfavorable) to 30.0 (favorable)	29	25.62	25.00	3.74	18.00	30.00
2019	0.0 (unfavorable) to 30.0 (favorable)	32	25.13	26.00	4.44	13.00	30.00
2020	0.0 (unfavorable) to 30.0 (favorable)	21	22.76	24.00	5.58	10.00	30.00
Total		96	25.02	25.00	4.54	10.00	30.00



Layman’s Conclusion:

There were a total of 96 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, 2019 and 2020. The results have shown that the participant's self-reported average post level of insights scores after the treatment program had been decreasing in the last preceding four years. Specifically, there was a decrease of about 9.43% from 2019 to 2020 in post-level of insights but not statistically significant from each other. This 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.