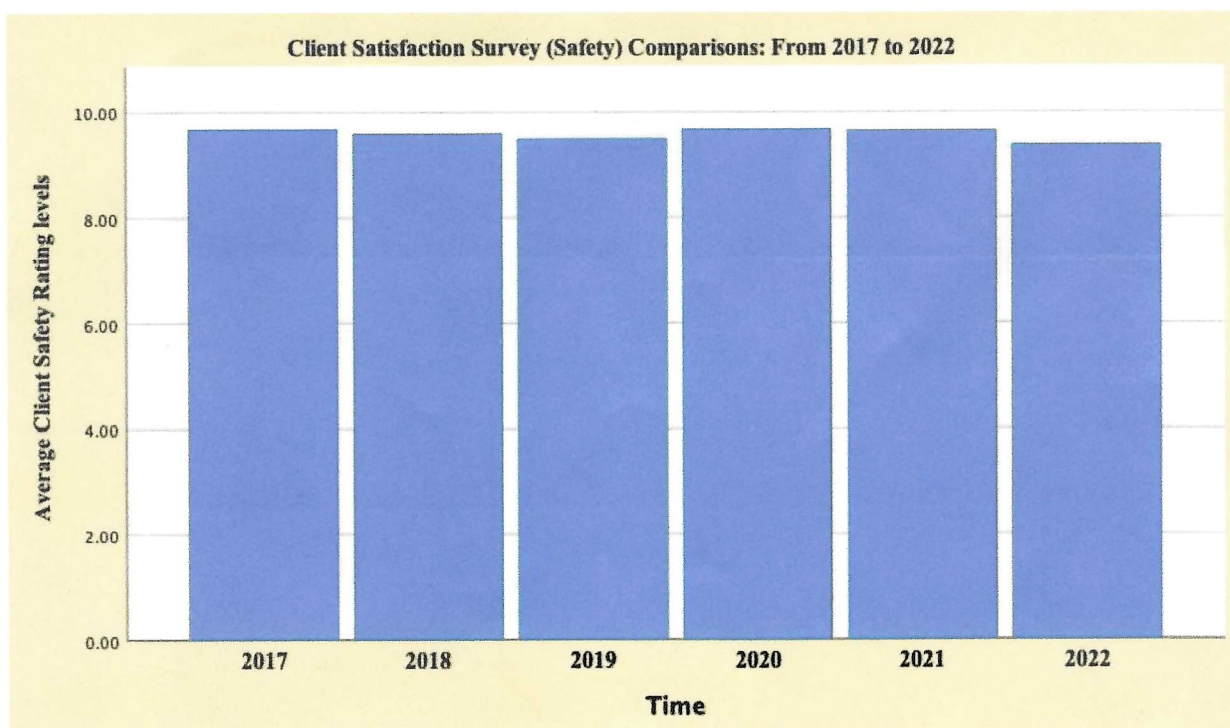


COMPARISON OF CLIENT SAFETY AVERAGE SCORES (2017 TO 2022)

Statistical Summaries: Client Satisfaction Survey for Client's Safety (2017 to 2022)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	15	9.67	10.00	0.72	8.00	10.00
2018	29	9.59	10.00	0.68	8.00	10.00
2019	33	9.48	10.00	0.91	7.00	10.00
2020	21	9.67	10.00	0.66	8.00	10.00
2021	27	9.63	10.00	0.93	6.00	10.00
2022	14	9.36	10.00	1.15	7.00	10.00
Total	139	9.57	10.00	0.83	6.00	10.00

Layman's Conclusion:

There were a total of 139 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017 to 2022. The results have shown that the participant's self-reported average perceived client safety scores after the treatment program have been decreasing in the last preceding three years but an increased of about 2.0% was detected in client safety for the year 2020 but decreased very



slightly in 2021 of approximately 0.38%. The latest result was not significant, meaning the decrease in average client safety was not different from previous years.

Similarly, year 2022 also suggested a slight decrease in average client safety score by approximately 2.5% from the previous year and not statistically significant across the six time periods. Overall, the result was within the center's benchmark of good client safety practice and therefore, the latest result was consistent in providing excellent services in the client's safety experience.

