

**Real Time Customer Service Satisfaction Survey for
Supportive Services for Veteran Families (SSVF) Program
Contract Number: VA268-15-C-0066**

SSVF Participant Survey Data Results – Year End Report



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Performance Ratings for Service Providers – Statistical Methods

Objectives

The primary objective of the analysis is to identify service providers whose performance may be sufficiently lacking as to warrant managerial review. The secondary objective of the analysis is to identify service providers whose performance may be sufficiently superior as to serve potentially as exemplars. In each case, we need to rely on the survey responses in a specified period.

To achieve these objectives, we have designed a performance measure that (1) objectively reflects provider performance as reported by veterans, (2) may be interpreted in a way that accomplishes the stated objectives, and (3) incorporates the influence of sample size in a statistically valid way.

The Data

The data consist of the survey responses provided by veterans who were served by one of the service providers during the period from March 21, 2016 to September 30, 2016. Our analysis focuses on the first four questions since they provide a high-level evaluation of the service received by the veteran. These questions and the possible responses to each are:

Q1. How would you rate the <u>quality</u> of the services you have received from this supportive services provider?	Excellent Above Average Average Below Average Extremely Poor
Q2. If another Veteran or a friend were in need of similar help, would you <u>recommend</u> this supportive services provider to him or her?	Definitely Probably So Probably Not Definitely Not
Q3. How <u>satisfied</u> are you with the services you have received from this supportive services provider?	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied
Q4. If you needed help again and had a choice of where to go at no cost to you, would you <u>return</u> to this supportive services provider?	Definitely Probably So Probably Not Definitely Not

For each question, the two positive responses are highlighted in red. When a veteran provides one of the positive responses to a question, we say that the response is a *success*. All other responses constitute a *need for improvement*.

A Simple Approach

A simple, but inadequate, way to evaluate the performance of a service provider with respect to a given question is simply to compute the percentage of all responses to that question that are positive. For example, if ten veterans served by a given service provider answered Q1 and if eight of the responses were successful, then the percentage of successful responses would be 80%. If we sort the service providers according to their success rates from low to high, then those with the lowest success rates would appear near the top of the list while those with the highest success rates would appear near the bottom of the list.

However, this list would be misleading. If Service Provider A had only one veteran respond to Q1 and the response indicated a need for improvement, then their success rate would be 0%. If Service Provider B had five veterans respond to Q1 and only one response was a success, then their success rate would be 20%. It is clearly misleading – and unfair – to evaluate Service Provider A, who had only one opportunity for a success, below Service Provider B, who had five such opportunities. This simple method does not work because it does not incorporate the influence of sample size in a statistically valid way.

A Better Approach

Suppose that the nationwide success rate for Q1 is 70%; that is, 70% of all the responses received during the period from all veterans, across all service providers, were successes. Then, if Service Provider A were an average service provider, it would have had a 30% chance of having no successes in one opportunity. Similarly, if Service Provider B were an average service provider, it would have had a 3% chance¹ of having either one success or zero successes in five opportunities.

Thus, we would give Service Provider A a rating of 30% and Service Provider B a rating of 3% for Q1. We interpret these ratings by saying that Service Provider A performed as well or better than 30% of all average service providers on Q1 and Service Provider B performed as well or better than 3% of all average service providers on Q1. Clearly, we should be more concerned about the performance of Service Provider B.

¹ The 3% probability is computed using the binomial distribution with $n=5$ and $p=0.7$. It represents the probability of exactly 1 success plus the probability of exactly 0 successes. Put another way, it is the cumulative probability for 1 success, that is, the probability of 1 or fewer successes in $n=5$ tries when the probability of success on each try is $p=0.7$.

In general, a rating of R% means that the service provider performed as well or better than R% of all average service providers on the given question.

Results

The results for March 21, 2016 to September 30, 2016 are attached. (MDAC has also provided a separate Excel file to facilitate VA manipulation of the data). For each question, the results are shown with the service providers sorted by Provider ID and again sorted from low to high by provider rating for the given question. Provider ratings² less than 10% are shown with a red downward pointing arrow to indicate that the performance of these providers may be sufficiently below average as to warrant managerial review. Similarly, provider ratings greater than 90% are shown with a green upward pointing arrow to indicate that the performance of these providers may be sufficiently superior as to serve potentially as exemplars³. All other provider ratings are shown with a yellow rightward pointing arrow.

The results are also shown with the responses to Q1, Q2, Q3, and Q4 combined to provide an overall rating. Using cut-off values of 10% and 90%, we find that 75 of the 342 providers (21.9%) have an overall provider rating less than 10%, while 154 of the 342 providers (45.0%) have an overall provider rating greater than 90%. Using cut-off values of 5% and 95%, we find that sixty-one of the 342 providers (17.8%) have an overall provider rating less than 5%, while 140 of the 342 providers (40.9%) have an overall provider rating greater than 95%.

Suggested Utilization of the Results

We suggest that service providers with the lowest overall ratings be reviewed. A reasonable first step would be to identify which questions are contributing to the low overall rating. In some cases, all four questions are contributing to the low overall rating. However, consider Provider 14-TX-290. Its overall rating shows⁴ as 0% but its ratings for the four questions Q1 through Q4 are 0%, 68%, 12%, and 26%. This provider is having the greatest difficulty with Q1 (quality), Q3 (satisfied), and Q4 (return), in that order, but not with Q2 (recommend). Similarly, Provider C15-CA-501A also has an overall rating of 0% but none of its individual question ratings are below 11%.

² Provider ratings are shown rounded to the nearest whole percentage.

³ The 10% and 90% cut-off values may be chosen as the VA sees fit.

⁴ A provider rating that shows as 0% means that its actual value is less than 0.5%. No provider rating can equal 0%.

A reasonable next step would be to review the responses to the other survey questions. It may make sense to pay special attention to the verbatim responses, where the veterans have the opportunity to verbalize their concerns in ways that may not be possible in the other survey questions.

At some point, it will become necessary to involve the management of the service provider in the search for ways to improve service. We recommend that the intervention be conducted in a cooperative fashion, making clear that the goal is to improve service delivery. Doing so may uncover systematic problems that affect all or many service providers; resolving these problems may have a dramatic and widespread positive effect.

Finally, we suggest that changes in provider ratings from one year to another be reviewed as additional data are collected. This will identify if earlier concerns have been properly addressed and if the trend over time is as desired.

Q6abc(Verbatim) Other Supportive Services

Veterans were asked a series of questions about which supportive services they needed and received. If they received the service, they were then asked about the quality of the service. After answering questions about fifteen different specific services (inclusive of such things as case management, health care and rental assistance), they were given the option to write in services not mentioned that they felt they needed. Of the 2766 completed surveys, there were 307 respondents who identified “other” and then also indicated a specific service they needed. (Some of the “other” services indicated were actually duplicates of the original fifteen named services.) These 307 responses were first coded and then are tallied in the table below. Of all of the respondents, thirteen answered more than one “other” service that they needed.

Service Category	<u>Needed this service</u>	<u>Received this service</u>
Administrative (ID, paperwork, etc.)	10	4
Automotive repairs	25	15
Bills/Fees	27	10
Clothing	10	7
Education	3	2
Employment	10	3
Food	38	11
Household Items	109	69
Housing	22	6
Legal	9	1
Medical	3	0
Personal/Emotional support	8	5
Relocation Assistance	2	0
Rx	4	2
Transportation	28	15
Miscellaneous	12	3

Q7(Verbatim) Is there any other feedback about the supportive services provider that you wish to provide to the VA?

Of the 2766 completed surveys, 1291 answered Q7. These 1,291 Verbatim responses were independently coded by two researchers with extensive experience coding qualitative data. The two sets of codes were then compared and quality controlled for consistency. Responses were coded 1) as either positive or negative; 2) as to what specific aspect of the service was being qualified (e.g. caseworker, communication, speed of service, etc.); and, 3) as to whether or not a suggestion for improvement was offered in the response. Each response could be coded as both positive AND negative, and could pertain to multiple service aspect categories; therefore, the sum of positive and negative comments is greater than the total number of respondents who answered this question.

In summary, 815 responses contained positive comments, and 531 contained negative comments. Regarding caseworker/staff, 416 contained positive statements and 106 contained negative comments. Regarding speed of service, twenty-two stated that they were happy, while sixty-four said they were unhappy. Regarding housing services, 123 respondents stated that they received housing services, and were happy with the service, while thirty-nine respondents said that they received housing services, but were displeased with the quality of the accommodations. Ninety-one respondents claimed to have been in need of housing services, and to have not received said services. Twenty-five respondents said they were dissatisfied with the brevity of the program. Thirty-five respondents said they were dissatisfied with the eligibility requirements to receive services. Twenty-nine respondents stated that they believed funding of the program to be insufficient. Thirty-five respondents offered suggestions for improvement of the program.

Please note: if fewer than ten respondents commented on any one aspect of the SSVF program, that category was omitted from the breakdown below.

Positive: 815 comments

Positive – Caseworker: 416

Positive – Speed: 22

Positive – Specific Grantee: 122

Positive – System as Whole: 369

Positive – Specific Service (Employment): 24

Positive – Specific Service (Housing): 123

Positive – Specific Service (Medical): 10

Negative: 531 Comments

Negative – Caseworker: 106

Negative – Communication: 108

Negative – Speed: 64

Negative – Specific Grantee: 32

Negative – System as Whole: 209

Negative – System, specific (Duration): 25

Negative – System, specific (Eligibility): 35

Negative – System, specific (Funding): 29

Negative – Lack of Follow-up: 23

Negative – Quality of accommodations: 39

Negative – Specific Service Needed (Employment): 13

Negative – Specific Service Needed (Housing): 91

Negative – Specific Service Needed (Rent/Bills): 19

Overall Findings

The aggregate of all completed surveys indicated a 71% satisfaction rating (above average or excellent) in Q1.

- Respondents who needed services and then received the services ratings of overall satisfaction (Q1) ranged from 0.8% (health care) to 17.5% (other) *higher* in satisfaction than the average of 71%.
- Respondents who needed services and did not receive the services ratings of overall satisfaction (Q1) ranged from 18.8% (health care) to 50.6% (case management) *lower* in satisfaction than the average of 71%.

If a respondent needs a service and receives it, overall he/she is more satisfied with the program as a whole.

- Of the 416 respondents who had a positive comment about caseworker/staff in Q7 “Is there any other feedback about the supportive services provider that you wish to provide to the VA?”, 94.5% rated overall satisfaction as above average or excellent.
- Of the 106 who had a negative comment about caseworker/staff in Q7, 20 or 18.9% rated overall satisfaction as above average or excellent.

Regardless of specific service need/receipt, Caseworker/staff interaction with the respondents is extremely important regarding respondent satisfaction with the program as a whole.

Analysis of the Relationship between Supportive Services and Quality Satisfaction

Objective 1: Isolate each of the specific services and distinguish the likelihood of receiving a service if a respondent indicated that they needed the service

The following table shows for each supportive service the number of respondents who needed the service, the number who needed and received the service, the number who needed and did not receive the service and those that needed the service but did not indicate whether or not they actually received the service. Using case management as an example:

- 2657 veterans responded to the question "Did you need this service?"
- 2278 of them (85.7%) said yes, they needed Case Management services.
- 2001 of the 2278 veterans who needed Case Management services (87.8%) said that they received those services.
- 240 of the 2278 veterans who needed Case Management services (10.5%) did not receive those services.
- 37 of the 2278 veterans who needed Case Management services (1.6%) left the "Did you receive this service?" question unanswered.

The table indicates there are services which a large proportion of veterans need and received (i.e., case management, rental assistance, security and utility deposits and housing counseling). The table also highlights specific services that are needed but respondents have not received (i.e., legal, child care, moving costs).

Objective 2: Observe the relationship between each of the services with overall satisfaction of veterans' experience, as well as their opinions on the quality of services.

The following table shows the relationship between overall levels of satisfaction with their experience (Q1) and whether respondents indicated that they needed specific supportive services and whether or not they received specific services. The table also isolates those respondents who needed and received services and provides information on their perceptions of the quality of that service (Q8).

The table indicates that respondents had high levels of satisfaction overall (Q1) if they needed a service and received the service (especially compared to those that needed a service and did not receive the service). For example, veterans who needed case management had a high level of satisfaction with their

experience (based on the answers in Q1) and those that received case management rated the quality of supportive services high as well (based on the answers in Q8). The table also shows that those that needed and received case management, for example, also scored high on their overall level of satisfaction (Q1). On the other hand, veterans who needed help with moving costs had the lowest satisfaction rate (60.4%) in Q1. However, if they needed and received help with moving costs, their overall satisfaction is quite high (80%). Also, veterans who needed and received legal support had the lowest rate of satisfaction for the quality of the service (62.5%) for Q8, yet they rated their overall satisfaction high (80%).

Relationship between Supportive Services and Quality Satisfaction

Supportive Service	Responses	Needed			Needed and Received				Needed and Not Received			Needed and Received Unanswered		
		Count	% Who Needed	% Success Q1	Count	% Who Needed	% Success Q8	% Success Q1	Count	% Who Needed	% Success Q1	Count	% Who Needed	% Success Q1
Case Management	2657	2278	85.7%	73.9%	2001	87.8%	82.3%	79.2%	240	10.5%	20.4%	37	1.6%	56.8%
Assistance in Obtaining VA Benefits	2639	1615	61.2%	68.7%	1130	70.0%	77.1%	79.1%	463	28.7%	44.5%	22	1.4%	54.5%
Health Care	2422	1243	51.3%	67.7%	882	71.0%	69.6%	71.8%	293	23.6%	52.2%	68	5.5%	67.6%
Daily Living	2360	1230	52.1%	70.8%	826	67.2%	74.7%	84.5%	347	28.2%	40.1%	57	4.6%	71.9%
Personal Financial Planning	2341	1137	48.6%	76.0%	750	66.0%	78.3%	87.3%	329	28.9%	49.8%	58	5.1%	74.1%
Transportation	2338	1077	46.1%	71.9%	721	66.9%	71.2%	81.3%	303	28.1%	46.5%	53	4.9%	64.2%
Income Support	2385	1536	64.4%	72.0%	977	63.6%	78.3%	84.1%	484	31.5%	47.1%	75	4.9%	62.7%
Legal	2273	694	30.5%	62.4%	315	45.4%	62.5%	80.0%	331	47.7%	45.6%	48	6.9%	64.6%
Child Care	2204	187	8.5%	62.0%	70	37.4%	75.7%	84.3%	106	56.7%	47.2%	11	5.9%	81.8%
Housing Counseling	2453	1758	71.7%	73.5%	1392	79.2%	76.1%	80.7%	291	16.6%	33.7%	75	4.3%	70.7%
Rental Assistance	2531	2186	86.4%	72.3%	1735	79.4%	81.7%	79.8%	383	17.5%	34.2%	68	3.1%	61.8%
Utility Fee Payment Assistance	2410	1458	60.5%	67.9%	929	63.7%	80.5%	81.4%	485	33.3%	40.4%	44	3.0%	61.4%
Security and Utility Deposits	2434	1781	73.2%	71.4%	1351	75.9%	81.7%	79.9%	379	21.3%	39.6%	51	2.9%	60.8%
Moving Costs	2315	914	39.5%	60.4%	381	41.7%	79.0%	80.6%	491	53.7%	42.8%	42	4.6%	61.9%
Purchase of Emergency Supplies	2325	966	41.5%	66.2%	518	53.6%	81.5%	85.5%	411	42.5%	42.1%	37	3.8%	67.6%
Other	1647	405	24.6%	68.4%	208	51.4%	77.9%	88.5%	146	36.0%	41.1%	51	12.6%	64.7%

Q1: How would you rate the quality of the services you have received from this supportive services provider?

Extremely Poor Below Average Average Above Average Excellent

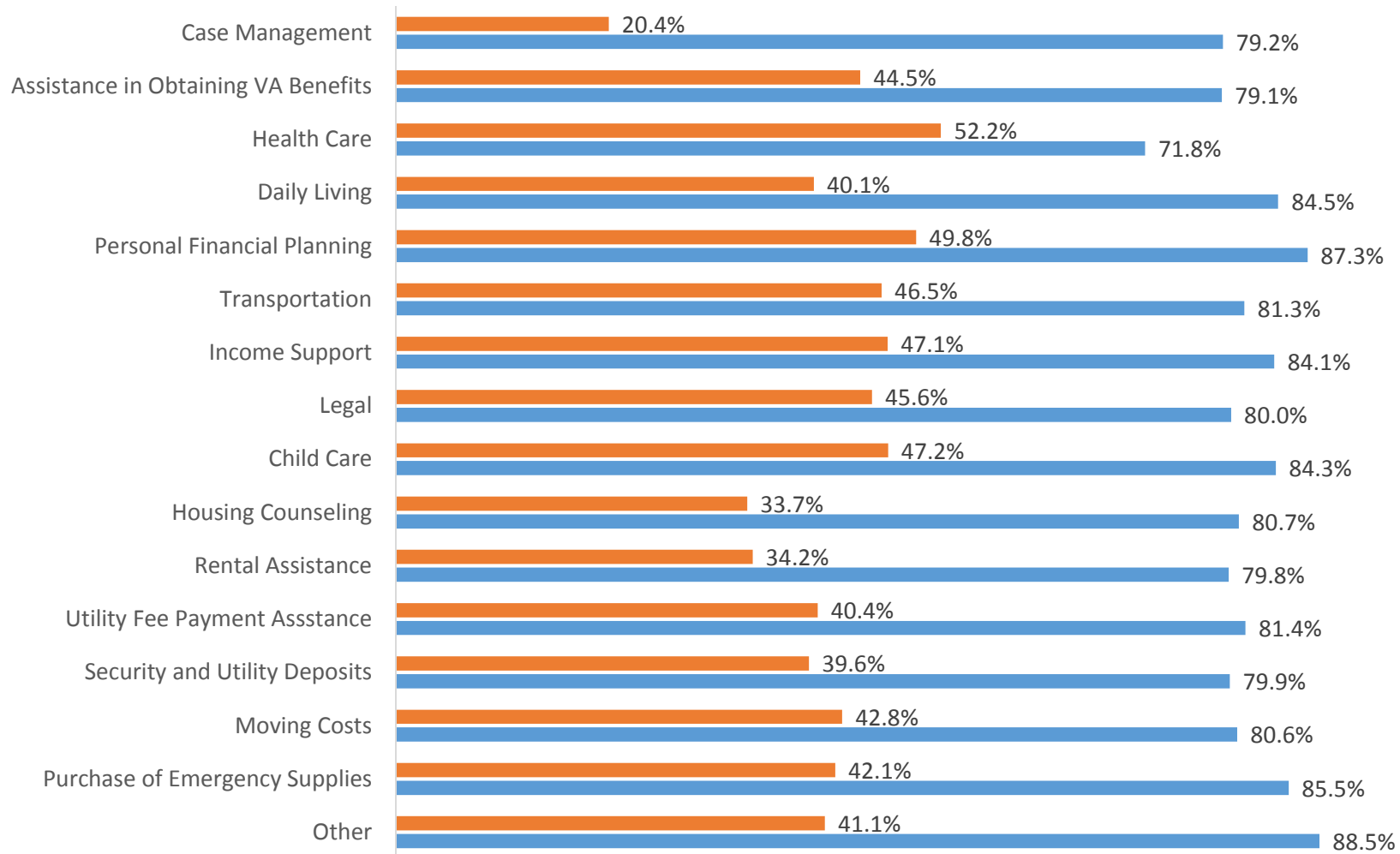
Q8: Please indicate which supportive services you received and indicate the quality of the supportive services received.

Extremely Poor Below Average Average Above Average Excellent

Success = Above Average or Excellent

Percentage Above Average or Excellent in Q1

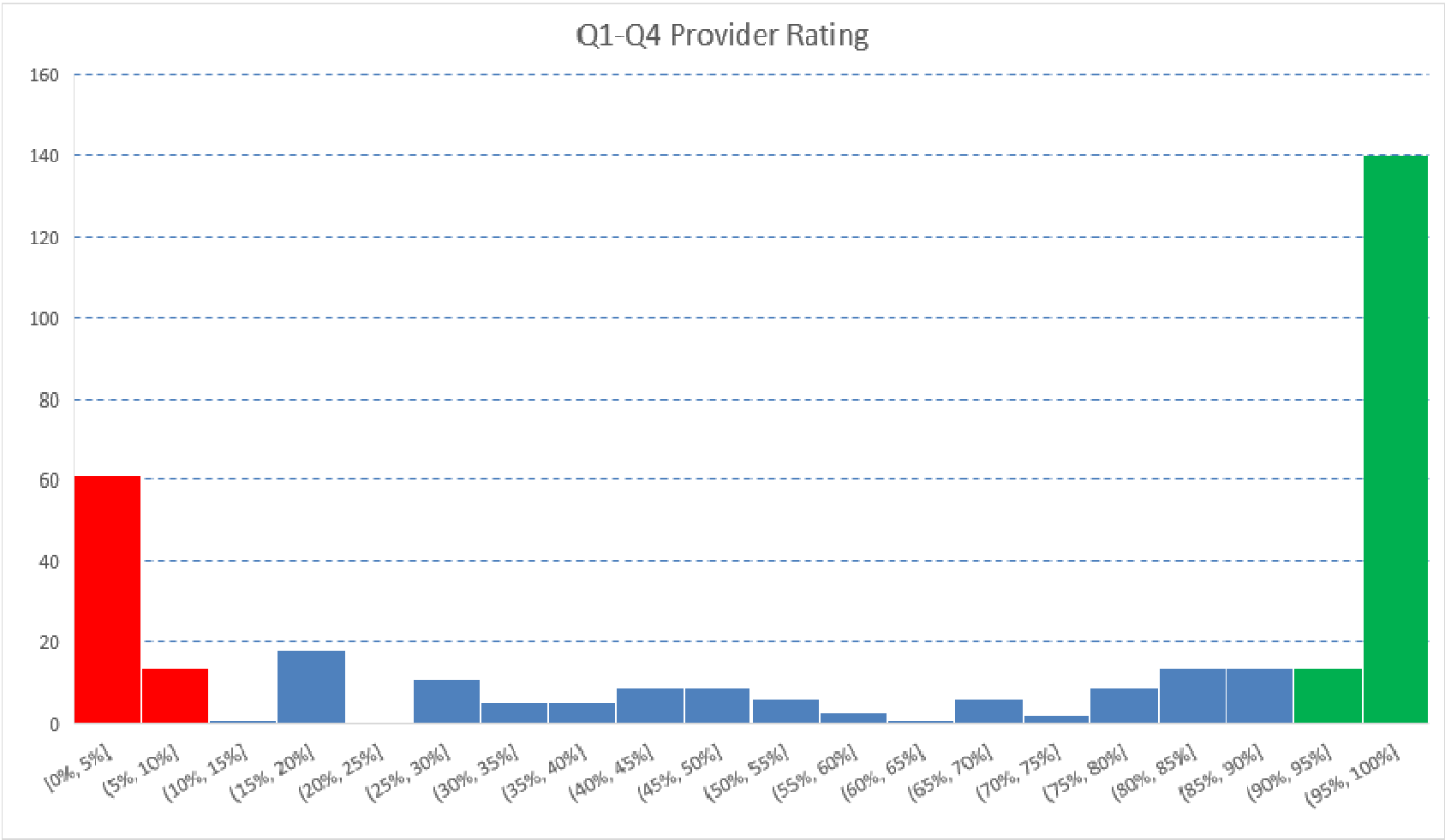
■ Needed and Not Received ■ Needed and Received



Possible Next Steps

- Service providers that did not have favorable ratings may benefit from a review of the Question 7 verbatims to ascertain if there are any consistent themes. Similarly, service providers with very favorable ratings may also benefit from the Question 7 verbatims to understand what was the basis of veterans' satisfaction with their services.
- Service providers may benefit from an additional question that asks those veterans that indicated dissatisfaction with a particular service, to clarify why he/she was not satisfied. This would only be possible if survey revisions are accepted by OMB.
- Regional Coordinators may benefit from training to help their individual service providers interpret the verbatims.
- Service providers should take a careful examination of the services that are needed and not received. In addition, a careful examination of those services that are rated low quality is needed. By examining these two areas, grantees may be able to revisit internal processes which may subsequently result in greater veteran satisfaction.
- Overwhelmingly veterans interactions with caseworkers and staff affect veterans overall feelings of satisfaction with the SSVF program. Perhaps lower scoring grantees would benefit from additional overall training of caseworkers and staff, that includes not only SSVF specific knowledge, but sensitivity and emotional intelligence training.

Appendix A: Grantee Rating Ranges



The x axis labels, (other than the first) have a closed interval on the left, marked by (, and an open interval on the right, marked by]. Thus, (5.0%, 10.0%] means greater than or equal to 5.0% and less than (but not equal to) 10.0%.



Provider Ratings

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
16-ZZ-278	↓ 1%	↓ 0%	↓ 0%	↓ 4%	↓ 0%	24	6
13-TX-142	↓ 0%	↓ 2%	↓ 0%	↓ 7%	↓ 0%	171	107
14-TN-283	↓ 1%	↓ 2%	↓ 1%	↓ 0%	↓ 0%	40	17
C15-CA-608B	↓ 1%	↓ 1%	↓ 3%	↓ 1%	↓ 0%	16	3
12-NY-061	↓ 6%	↓ 0%	↓ 2%	↓ 0%	↓ 0%	24	8
16-TX-074	↓ 1%	↓ 0%	↓ 1%	↓ 3%	↓ 0%	131	82
C15-NY-600A	↓ 2%	↓ 0%	↓ 3%	↓ 3%	↓ 0%	36	16
C15-CA-601A	↓ 3%	↓ 6%	↓ 0%	↓ 5%	↓ 0%	99	62
14-OH-269	↓ 1%	↓ 10%	↓ 5%	→ 15%	↓ 0%	40	22
13-GA-102	→ 11%	↓ 4%	↓ 4%	↓ 6%	↓ 0%	28	14
16-ZZ-037	↓ 2%	→ 18%	↓ 4%	↓ 6%	↓ 0%	28	14
14-TX-292	↓ 5%	→ 15%	↓ 0%	→ 14%	↓ 0%	103	68
14-GA-189	↓ 0%	→ 13%	↓ 7%	→ 14%	↓ 0%	127	86
14-CA-324	→ 19%	↓ 2%	↓ 6%	↓ 3%	↓ 0%	56	34
15-NY-252	↓ 3%	→ 10%	↓ 7%	→ 14%	↓ 0%	20	9
12-NC-049	→ 11%	→ 24%	↓ 3%	↓ 5%	↓ 0%	60	38
14-VA-297	→ 11%	↓ 8%	↓ 9%	↓ 5%	↓ 0%	60	38
14-TX-290	↓ 0%	→ 68%	→ 12%	→ 26%	↓ 0%	79	52
C15-SC-503A	↓ 5%	→ 23%	↓ 7%	↓ 9%	↓ 0%	32	18
12-NC-050	→ 29%	→ 11%	→ 22%	→ 14%	↓ 0%	4	0
13-MO-110	→ 29%	→ 11%	→ 22%	→ 14%	↓ 0%	4	0
14-MO-228	→ 29%	→ 11%	→ 22%	→ 14%	↓ 0%	4	0
C15-CA-501A	→ 29%	→ 11%	→ 22%	→ 14%	↓ 0%	4	0
14-GA-188	↓ 1%	↓ 10%	→ 37%	→ 15%	↓ 0%	40	24
14-MD-214	↓ 2%	→ 36%	↓ 7%	→ 19%	↓ 0%	44	27
13-ZZ-092	→ 13%	↓ 7%	↓ 4%	→ 16%	↓ 0%	132	93
15-GU-326	↓ 1%	→ 52%	↓ 2%	→ 59%	↓ 0%	24	13
12-MA-040	↓ 9%	→ 27%	→ 11%	→ 12%	↓ 0%	36	22
14-MA-211	→ 15%	→ 10%	→ 30%	↓ 9%	↓ 0%	19	10
12-ND-051	→ 33%	↓ 7%	→ 21%	↓ 9%	↓ 1%	16	8
13-WA-148	→ 33%	↓ 7%	→ 21%	↓ 9%	↓ 1%	16	8
14-MI-218	→ 33%	↓ 7%	→ 21%	↓ 9%	↓ 1%	16	8

Q1-Q4 Provider Rating

Providers	352
Number < 10%	75
Number > 90%	154
Lower Quartile	17.4%
Median	83.6%
Upper Quartile	100.0%
Mean	62.5%
SD	40.6%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-TX-293	↓ 8%	→ 21%	→ 39%	→ 26%	↓ 1%	8	3
C15-CA-604A	↓ 8%	→ 21%	→ 39%	→ 26%	↓ 1%	8	3
14-ZZ-301	→ 32%	→ 44%	↓ 10%	↓ 2%	↓ 1%	50	33
C15-NC-511B	↓ 5%	↓ 5%	→ 24%	→ 70%	↓ 1%	32	20
13-IL-105	→ 13%	→ 32%	→ 15%	→ 15%	↓ 1%	40	26
12-AL-002	→ 19%	→ 12%	→ 20%	→ 19%	↓ 1%	44	29
12-CA-019	→ 11%	→ 52%	↓ 9%	→ 14%	↓ 1%	60	41
13-ZZ-134	→ 11%	→ 21%	→ 17%	→ 26%	↓ 1%	56	38
14-AZ-159	↓ 9%	→ 30%	↓ 8%	→ 29%	↓ 1%	159	117
16-CA-009	↓ 4%	↓ 7%	→ 61%	→ 30%	↓ 2%	57	39
14-CA-173	↓ 9%	→ 85%	→ 11%	↓ 7%	↓ 2%	66	46
13-IN-106	→ 33%	→ 38%	→ 21%	↓ 9%	↓ 2%	16	9
14-MS-234	→ 33%	↓ 7%	→ 62%	↓ 9%	↓ 2%	16	9
14-CA-167	→ 29%	↑ 100%	→ 22%	→ 14%	↓ 2%	4	1
C15-FL-504A	→ 29%	→ 11%	→ 22%	↑ 100%	↓ 2%	4	1
14-WV-303	→ 45%	→ 10%	→ 30%	→ 14%	↓ 2%	20	12
C15-CA-514B	→ 31%	→ 56%	↓ 4%	→ 17%	↓ 3%	64	45
C15-KY-501A	→ 24%	→ 14%	→ 39%	→ 20%	↓ 3%	24	15
16-NJ-054	→ 11%	→ 18%	→ 18%	→ 65%	↓ 3%	28	18
12-ZZ-020	→ 16%	↓ 8%	→ 29%	→ 36%	↓ 3%	86	62
14-NC-236	→ 18%	→ 23%	→ 24%	→ 31%	↓ 3%	32	21
12-CA-017	→ 13%	↓ 10%	→ 37%	→ 41%	↓ 3%	40	27
15-WA-338	→ 25%	→ 12%	→ 44%	→ 19%	↓ 4%	45	31
12-MD-042	→ 50%	→ 21%	→ 39%	→ 26%	↓ 5%	8	4
14-CA-161	→ 50%	↑ 100%	↓ 5%	→ 26%	↓ 5%	8	4
14-VA-298	↓ 8%	↑ 100%	→ 39%	→ 26%	↓ 5%	8	4
C2015-CA-601B	→ 50%	→ 21%	→ 39%	→ 26%	↓ 5%	8	4
14-ZZ-321	→ 15%	→ 56%	→ 25%	→ 17%	↓ 5%	64	46
15-UT-336	→ 73%	↓ 10%	→ 25%	↓ 6%	↓ 5%	64	46
14-PA-282	→ 15%	→ 38%	→ 30%	→ 53%	↓ 5%	19	12
14-MI-220	→ 20%	→ 30%	→ 52%	→ 36%	↓ 6%	12	7
C2015-CA-601D	→ 20%	→ 30%	→ 52%	→ 36%	↓ 6%	12	7
C15-FL-501B	→ 40%	→ 12%	↓ 7%	→ 81%	↓ 6%	44	31

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-TN-285	➡ 25%	➡ 66%	➡ 11%	➡ 36%	⬇ 7%	36	25
13-DE-095	➡ 33%	➡ 38%	➡ 21%	➡ 45%	⬇ 7%	16	10
14-MI-219	➡ 42%	➡ 23%	➡ 24%	➡ 31%	⬇ 7%	32	22
14-CA-171	➡ 45%	➡ 45%	➡ 30%	➡ 14%	⬇ 7%	20	13
14-PA-273	➡ 45%	➡ 45%	➡ 30%	➡ 14%	⬇ 7%	20	13
C15-TX-601A	➡ 11%	➡ 57%	➡ 47%	➡ 25%	⬇ 7%	28	19
C2015-CA-600A	➡ 33%	➡ 18%	➡ 47%	➡ 25%	⬇ 7%	28	19
12-CT-021	➡ 24%	⬆ 100%	➡ 12%	➡ 20%	⬇ 7%	24	16
14-OH-260	➡ 24%	➡ 52%	➡ 39%	➡ 20%	⬇ 7%	24	16
14-AL-155	⬇ 5%	➡ 55%	➡ 22%	➡ 59%	⬇ 8%	208	160
C15-OH-502B	➡ 51%	➡ 27%	➡ 31%	➡ 36%	➡ 13%	36	26
13-NY-121	➡ 56%	➡ 52%	➡ 39%	➡ 20%	➡ 16%	24	17
C2015-OR-502B	➡ 24%	⬆ 100%	➡ 39%	➡ 20%	➡ 16%	24	17
14-IL-196	➡ 45%	➡ 45%	➡ 30%	➡ 53%	➡ 16%	20	14
C15-CA-609A	➡ 15%	➡ 45%	➡ 71%	➡ 53%	➡ 16%	20	14
12-WA-079	➡ 29%	⬆ 100%	➡ 22%	⬆ 100%	➡ 17%	4	2
14-FL-185	➡ 29%	⬆ 100%	➡ 22%	⬆ 100%	➡ 17%	4	2
14-MN-227	➡ 29%	⬆ 100%	➡ 22%	⬆ 100%	➡ 17%	4	2
13-FL-096	➡ 33%	➡ 38%	➡ 21%	⬆ 100%	➡ 17%	16	11
13-VA-144	➡ 75%	➡ 38%	➡ 62%	⬇ 9%	➡ 17%	16	11
13-ZZ-138	➡ 43%	⬇ 10%	➡ 47%	➡ 67%	➡ 17%	66	50
12-NJ-053	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
14-MD-216	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
14-VI-299	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
15-MS-331	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
15-PA-068	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
C15-GA-508B	➡ 20%	⬆ 100%	➡ 52%	➡ 36%	➡ 18%	12	8
C15-HI-501A	➡ 64%	➡ 30%	➡ 52%	➡ 36%	➡ 18%	12	8
16-NC-237	➡ 16%	➡ 79%	➡ 29%	➡ 46%	➡ 18%	100	77
12-AZ-003	➡ 42%	➡ 62%	➡ 54%	➡ 31%	➡ 25%	32	24
13-IL-104	➡ 42%	➡ 23%	➡ 54%	➡ 70%	➡ 25%	32	24
C2015-OR-505A	➡ 61%	➡ 21%	➡ 61%	➡ 30%	➡ 26%	56	43
12-CA-015	➡ 30%	➡ 65%	➡ 62%	➡ 26%	➡ 27%	76	59

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Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
12-NM-055	➡ 49%	➡ 37%	➡ 40%	➡ 50%	➡ 27%	76	59
14-MI-226	➡ 33%	➡ 57%	➡ 18%	⬆ 100%	➡ 27%	28	21
14-AZ-158	➡ 63%	➡ 34%	➡ 35%	➡ 46%	➡ 28%	72	56
12-OK-065	➡ 45%	➡ 45%	⬆ 100%	➡ 14%	➡ 29%	19	14
13-ZZ-094	➡ 25%	➡ 40%	➡ 77%	➡ 51%	➡ 30%	48	37
12-TX-072	➡ 24%	➡ 52%	➡ 77%	➡ 59%	➡ 30%	24	18
14-HI-190	➡ 56%	➡ 52%	➡ 39%	➡ 59%	➡ 30%	24	18
16-WY-342	➡ 71%	➡ 61%	➡ 37%	➡ 16%	➡ 31%	108	85
C2015-DC-500B	⬇ 7%	➡ 73%	➡ 72%	➡ 81%	➡ 32%	44	34
14-MI-222	➡ 45%	⬆ 100%	➡ 30%	➡ 53%	➡ 33%	20	15
C15-NY-603A	➡ 32%	⬆ 100%	➡ 37%	➡ 41%	➡ 34%	40	31
14-CA-176	➡ 67%	➡ 52%	➡ 21%	➡ 63%	➡ 35%	60	47
12-FL-025	➡ 27%	➡ 68%	➡ 66%	➡ 40%	➡ 35%	121	96
14-NY-256	➡ 75%	➡ 38%	➡ 62%	➡ 45%	➡ 36%	16	12
15-MO-330	➡ 33%	➡ 38%	➡ 62%	⬆ 100%	➡ 36%	16	12
C15-PA-500A	➡ 75%	➡ 38%	➡ 62%	➡ 45%	➡ 36%	16	12
12-CA-016	➡ 79%	➡ 66%	➡ 31%	➡ 36%	➡ 37%	36	28
C15-CO-503A	➡ 72%	➡ 40%	➡ 44%	➡ 51%	➡ 40%	47	37
12-TX-071	➡ 64%	⬆ 100%	➡ 52%	➡ 36%	➡ 41%	12	9
14-IL-194	➡ 18%	⬆ 100%	➡ 24%	⬆ 100%	➡ 41%	32	25
14-LA-207	➡ 18%	➡ 62%	➡ 86%	➡ 70%	➡ 41%	32	25
12-TX-076	➡ 10%	➡ 76%	➡ 77%	➡ 83%	➡ 43%	48	38
16-CA-008	➡ 48%	➡ 76%	➡ 50%	➡ 51%	➡ 43%	48	38
16-ZZ-036	➡ 72%	➡ 40%	➡ 50%	➡ 51%	➡ 43%	48	38
14-NY-254	➡ 33%	⬆ 100%	➡ 18%	⬆ 100%	➡ 44%	28	22
13-NV-117	➡ 67%	➡ 52%	➡ 66%	➡ 30%	➡ 45%	59	47
12-CA-013	➡ 50%	⬆ 100%	➡ 39%	⬆ 100%	➡ 47%	8	6
12-IL-033	➡ 50%	⬆ 100%	➡ 39%	⬆ 100%	➡ 47%	8	6
13-NY-120	⬇ 8%	⬆ 100%	⬆ 100%	⬆ 100%	➡ 47%	8	6
14-TN-287	➡ 50%	⬆ 100%	➡ 39%	⬆ 100%	➡ 47%	8	6
15-GA-325	➡ 50%	⬆ 100%	➡ 39%	⬆ 100%	➡ 47%	8	6
12-VA-077	➡ 67%	➡ 52%	➡ 66%	➡ 34%	➡ 47%	60	48
12-TX-075	➡ 56%	➡ 52%	➡ 77%	➡ 59%	➡ 49%	24	19

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Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
13-CT-093	➡ 59%	➡ 70%	➡ 37%	➡ 77%	➡ 50%	40	32
C15-IN-503A	➡ 82%	⬆ 100%	➡ 71%	➡ 14%	➡ 50%	19	15
14-NJ-242	➡ 38%	➡ 48%	➡ 61%	➡ 88%	➡ 50%	56	45
14-ZZ-153	➡ 20%	➡ 87%	➡ 52%	⬆ 92%	➡ 54%	68	55
15-TX-141	➡ 77%	➡ 79%	➡ 56%	➡ 26%	➡ 54%	52	42
12-NY-063	➡ 51%	⬆ 100%	➡ 31%	➡ 74%	➡ 54%	36	29
13-MO-047	➡ 82%	➡ 45%	➡ 71%	➡ 53%	➡ 54%	20	16
13-WI-150	➡ 82%	➡ 45%	➡ 71%	➡ 53%	➡ 54%	20	16
14-MI-224	⬆ 100%	⬆ 100%	➡ 22%	⬆ 100%	➡ 57%	4	3
C2015-TX-607B	⬆ 100%	⬆ 100%	⬆ 100%	➡ 14%	➡ 57%	4	3
13-MD-107	➡ 40%	➡ 73%	➡ 67%	➡ 81%	➡ 59%	43	35
14-VA-294	➡ 56%	➡ 52%	➡ 77%	⬆ 100%	➡ 62%	22	18
C2015-FL-519A	➡ 72%	⬆ 100%	➡ 47%	➡ 65%	➡ 67%	29	24
13-SD-136	➡ 87%	➡ 52%	➡ 77%	➡ 59%	➡ 69%	24	20
12-HI-030	➡ 64%	⬆ 100%	➡ 52%	⬆ 100%	➡ 70%	12	10
14-FL-182	➡ 64%	⬆ 100%	⬆ 100%	➡ 36%	➡ 70%	12	10
14-OH-268	➡ 64%	⬆ 100%	➡ 52%	⬆ 100%	➡ 70%	12	10
C15-CA-608A	➡ 64%	⬆ 100%	➡ 52%	⬆ 100%	➡ 70%	12	10
12-CA-006	➡ 79%	➡ 66%	➡ 61%	➡ 74%	➡ 70%	36	30
16-FL-099	➡ 66%	➡ 73%	➡ 72%	➡ 77%	➡ 73%	43	36
12-ME-043	➡ 72%	➡ 62%	➡ 86%	➡ 70%	➡ 75%	32	27
14-CA-164	➡ 72%	⬆ 100%	➡ 86%	➡ 31%	➡ 75%	32	27
14-FL-322	➡ 72%	⬆ 100%	➡ 54%	➡ 70%	➡ 75%	32	27
13-WA-146	➡ 45%	⬆ 100%	➡ 71%	⬆ 100%	➡ 76%	20	17
C15-GA-508A	➡ 82%	⬆ 100%	➡ 71%	➡ 53%	➡ 76%	20	17
C15-GA-500B	➡ 65%	➡ 57%	➡ 82%	⬆ 100%	➡ 78%	27	23
C15-WA-502A	➡ 77%	➡ 79%	➡ 81%	➡ 55%	➡ 80%	52	44
12-WI-080	➡ 83%	⬆ 100%	➡ 67%	➡ 41%	➡ 80%	40	34
13-ZZ-133	➡ 59%	➡ 70%	⬆ 91%	➡ 77%	➡ 80%	40	34
C15-WA-503A	➡ 65%	⬆ 100%	➡ 47%	⬆ 100%	➡ 81%	28	24
12-NY-060	⬆ 100%	⬆ 100%	➡ 39%	⬆ 100%	➡ 81%	8	7
14-AK-152	⬆ 100%	⬆ 100%	⬆ 100%	➡ 26%	➡ 81%	8	7
14-IL-198	➡ 50%	⬆ 100%	⬆ 100%	⬆ 100%	➡ 81%	8	7

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Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-ZZ-314	➡ 50%	⬆ 100%	⬆ 100%	⬆ 100%	➡ 81%	8	7
14-MA-209	➡ 77%	⬆ 91%	➡ 29%	⬆ 96%	➡ 82%	83	70
13-NV-118	➡ 86%	➡ 52%	➡ 87%	➡ 63%	➡ 83%	60	51
14-NM-246	➡ 48%	➡ 76%	⬆ 95%	➡ 83%	➡ 83%	48	41
14-CA-169	⬆ 100%	⬆ 100%	➡ 21%	⬆ 100%	➡ 84%	16	14
14-FL-187	➡ 75%	⬆ 100%	➡ 62%	⬆ 100%	➡ 84%	16	14
14-OR-272	➡ 33%	⬆ 100%	⬆ 100%	⬆ 100%	➡ 84%	16	14
14-PA-280	➡ 75%	⬆ 100%	➡ 62%	⬆ 100%	➡ 84%	16	14
C15-CA-506A	➡ 75%	⬆ 100%	➡ 62%	⬆ 100%	➡ 84%	16	14
14-PA-274	⬆ 95%	➡ 66%	➡ 61%	➡ 74%	➡ 84%	36	31
12-FL-024	⬆ 91%	➡ 59%	➡ 75%	➡ 70%	➡ 86%	68	58
12-IN-035	⬆ 94%	➡ 48%	➡ 84%	➡ 60%	➡ 86%	56	48
13-PR-132	➡ 56%	⬆ 100%	➡ 77%	⬆ 100%	➡ 86%	24	21
C15-OH-500B	➡ 87%	⬆ 100%	➡ 39%	⬆ 100%	➡ 86%	24	21
14-CA-177	➡ 86%	➡ 82%	➡ 84%	➡ 60%	➡ 87%	57	49
14-WV-305	➡ 59%	⬆ 100%	➡ 86%	➡ 77%	➡ 87%	38	33
12-LA-038	➡ 77%	➡ 79%	➡ 81%	➡ 83%	➡ 88%	51	44
13-AR-086	⬆ 93%	➡ 79%	➡ 81%	➡ 51%	➡ 88%	51	44
C2015-MT-500B	➡ 89%	➡ 55%	➡ 82%	➡ 69%	➡ 88%	100	85
13-AZ-087	➡ 73%	➡ 85%	➡ 71%	⬆ 91%	➡ 88%	64	55
14-NC-235	➡ 73%	➡ 85%	➡ 71%	⬆ 91%	➡ 88%	64	55
14-CT-178	➡ 77%	➡ 71%	⬆ 96%	➡ 57%	➡ 90%	84	72
14-PA-277	➡ 83%	➡ 70%	➡ 67%	⬆ 100%	➡ 90%	40	35
C15-CO-504A	➡ 83%	➡ 70%	⬆ 91%	➡ 77%	➡ 90%	40	35
14-OH-261	➡ 64%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 90%	11	10
15-IA-192	➡ 72%	➡ 73%	➡ 77%	⬆ 100%	⬆ 90%	47	41
14-AZ-160	➡ 82%	⬆ 100%	➡ 71%	⬆ 100%	⬆ 92%	20	18
14-LA-205	➡ 82%	⬆ 100%	➡ 71%	⬆ 100%	⬆ 92%	20	18
15-MI-328	➡ 82%	⬆ 100%	➡ 71%	⬆ 100%	⬆ 92%	20	18
15-CA-091	➡ 64%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 92%	12	11
C15-FL-513A	➡ 64%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 92%	12	11
C2015-CA-600B	➡ 64%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 92%	12	11
C15-MO-604A	➡ 65%	⬆ 100%	➡ 82%	⬆ 100%	⬆ 92%	28	25

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Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-ZZ-319	↑ 95%	→ 66%	→ 89%	→ 74%	↑ 93%	36	32
C15-MO-604B	↑ 95%	→ 66%	→ 89%	→ 74%	↑ 93%	36	32
14-FL-184	↑ 93%	→ 76%	→ 81%	→ 86%	↑ 94%	51	45
16-NY-057	→ 75%	→ 50%	↑ 98%	→ 84%	↑ 94%	128	110
12-SC-069	→ 77%	↑ 100%	→ 56%	↑ 100%	↑ 95%	52	46
14-AR-156	→ 56%	↑ 100%	↑ 100%	↑ 100%	↑ 96%	24	22
14-IN-199	→ 56%	↑ 100%	↑ 100%	↑ 100%	↑ 96%	24	22
16-NE-341	→ 56%	↑ 100%	↑ 100%	↑ 100%	↑ 96%	24	22
C15-MA-506A	→ 56%	↑ 100%	↑ 100%	↑ 100%	↑ 96%	24	22
C2015-CA-600H	→ 77%	↑ 100%	↑ 91%	→ 70%	↑ 96%	68	60
C2015-TX-607H	→ 81%	→ 73%	→ 89%	↑ 96%	↑ 96%	88	77
C15-TX-603A	↑ 97%	→ 70%	↑ 91%	→ 77%	↑ 96%	40	36
15-OH-333	→ 75%	↑ 100%	↑ 100%	↑ 100%	↑ 97%	16	15
C15-CA-500A	→ 75%	↑ 100%	↑ 100%	↑ 100%	↑ 97%	16	15
12-PA-067	↑ 98%	↑ 100%	→ 67%	→ 77%	↑ 97%	42	38
C15-KS-501A	↑ 93%	→ 89%	→ 52%	↑ 100%	↑ 97%	71	63
13-ZZ-147	→ 79%	↑ 100%	→ 89%	↑ 100%	↑ 98%	36	33
12-ZZ-041	↑ 93%	→ 79%	↑ 96%	→ 86%	↑ 98%	52	47
14-ZZ-313	↑ 93%	↑ 100%	→ 81%	→ 86%	↑ 98%	52	47
13-NY-119	↑ 91%	↑ 100%	→ 82%	↑ 100%	↑ 98%	28	26
12-CA-011	→ 82%	↑ 100%	↑ 100%	↑ 100%	↑ 99%	20	19
13-NY-122	→ 82%	↑ 100%	↑ 100%	↑ 100%	↑ 99%	20	19
14-MD-217	↑ 100%	↑ 100%	→ 71%	↑ 100%	↑ 99%	20	19
14-MA-210	↑ 97%	↑ 100%	↑ 91%	→ 77%	↑ 99%	40	37
C15-WA-500A	↑ 94%	↑ 100%	→ 86%	↑ 100%	↑ 99%	32	30
14-MD-215	→ 87%	↑ 100%	↑ 100%	↑ 100%	↑ 99%	24	23
C15-GA-500A	↑ 100%	↑ 100%	→ 77%	↑ 100%	↑ 99%	24	23
C15-IL-511A	→ 87%	↑ 100%	↑ 100%	↑ 100%	↑ 99%	24	23
13-TX-140	↑ 98%	→ 76%	↑ 95%	↑ 100%	↑ 100%	48	45
C2015-CA-504A	→ 67%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	59	55
14-MS-231	→ 86%	↑ 100%	↑ 97%	↑ 100%	↑ 100%	60	56
C15-NC-507A	↑ 94%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	32	31
12-MI-045	↑ 98%	↑ 100%	↑ 93%	↑ 100%	↑ 100%	44	42

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Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
C15-NC-501A	↑ 99%	↑ 100%	↑ 97%	→ 88%	↑ 100%	56	53
12-OR-066	↑ 95%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	35
16-CA-005	↑ 95%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	35
14-FL-179	↑ 99%	↑ 100%	↑ 97%	↑ 100%	↑ 100%	56	54
C15-FL-600A	↑ 100%	→ 87%	↑ 99%	↑ 93%	↑ 100%	121	112
12-CA-018	↑ 98%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	44	43
14-AZ-157	↑ 95%	↑ 98%	↑ 100%	↑ 99%	↑ 100%	132	122
14-CA-175	↑ 91%	↑ 100%	↑ 98%	↑ 100%	↑ 100%	187	171
14-TX-288	↑ 100%	↑ 100%	↑ 96%	↑ 100%	↑ 100%	52	51
C15-OR-500A	↑ 99%	↑ 100%	↑ 100%	↑ 96%	↑ 100%	88	84
14-IL-197	↑ 100%	↑ 100%	↑ 97%	↑ 100%	↑ 100%	56	55
C15-FL-502A	↑ 100%	↑ 100%	↑ 100%	↑ 98%	↑ 100%	100	97
16-MO-048	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	96	94
12-AK-001	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
12-AZ-004	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
12-CA-007	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-CA-014	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
12-FL-023	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-GA-029	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
12-ID-032	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-LA-039	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-MI-044	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
12-MN-046	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
12-NE-052	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-OH-064	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	47	47
12-WA-078	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	28	28
12-WV-081	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
12-ZZ-031	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
12-ZZ-070	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
13-CA-090	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-FL-098	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
13-GA-101	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
13-IA-103	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
13-MI-108	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-MS-111	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	24	24
13-NC-114	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-OH-123	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
13-OH-124	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
13-OR-125	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
13-OR-126	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-PA-129	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	56	56
13-PA-130	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
13-PA-131	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-WI-151	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
13-ZZ-145	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-CA-163	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-CA-170	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-FL-180	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	24	24
14-FL-181	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	24	24
14-ID-193	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	28	28
14-IN-200	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-KS-322	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-KY-204	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	36
14-LA-208	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-MI-221	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-MI-223	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-MO-229	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-MS-233	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-NE-239	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-NH-240	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-NJ-243	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
14-NM-247	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-NY-250	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-NY-251	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-NY-259	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	40	40
14-OH-262	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-OH-263	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-OH-264	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-OH-265	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-OH-266	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-OH-267	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
14-OK-270	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	60	60
14-OK-271	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	36
14-PA-276	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-PA-279	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-PA-281	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-TN-284	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
14-VA-296	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
14-WA-300	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	23	23
14-WI-302	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
14-WV-304	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-ZZ-308	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
14-ZZ-311	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
14-ZZ-317	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	36
15-IN-201	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
15-PA-334	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	28	28
15-ZZ-127	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
15-ZZ-340	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
16-NY-062	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	40	40
16-ZZ-058	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C15-CA-602B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C15-CA-606A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C15-CA-614A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C15-KS-501B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C15-MA-500A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
C15-MI-501A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C15-NV-500B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
C15-NY-600B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
C15-OH-505A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Provider Ratings -- cont'd.

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
C15-OR-501A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
C15-PR-503A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C15-TN-504A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C15-WA-503B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
C15-WI-501A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C2015-CA-500B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C2015-CA-508A	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C2015-CA-600E	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C2015-IL-510F	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
C2015-NV-500E	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	12	12
C2015-SC-502B	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	8	8
C2015-TX-607G	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	4	4
C2015-WA-501E	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	16	16
Average number of successes	71.0%	88.6%	78.3%	86.2%		10,997	8,909

81.0%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider?

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
13-TX-142	8	5	12	7	11	43	18	↓ 0%
14-TX-290		3	11	2	4	20	6	↓ 0%
14-GA-189	4	6	7	7	8	32	15	↓ 0%
C15-CA-608B	3		1			4	0	↓ 1%
14-GA-188	1	1	5	2	1	10	3	↓ 1%
14-OH-269	3	1	3		3	10	3	↓ 1%
14-TN-283	3	3	1	1	2	10	3	↓ 1%
15-GU-326	2		3	1		6	1	↓ 1%
16-ZZ-278	1	4		1		6	1	↓ 1%
16-TX-074	8	4	4	12	5	33	17	↓ 1%
14-MD-214	3	4		2	2	11	4	↓ 2%
C15-NY-600A	3	1	2	3		9	3	↓ 2%
16-ZZ-037	1	1	3		2	7	2	↓ 2%
15-NY-252	1	2	1	1		5	1	↓ 3%
C15-CA-601A	4	3	5	2	11	25	13	↓ 3%
16-CA-009	3	3	2	2	5	15	7	↓ 4%
14-TX-292	1	3	8	3	11	26	14	↓ 5%
C15-NC-511B	2	1	2	2	1	8	3	↓ 5%
C15-SC-503A	1	1	3	2	1	8	3	↓ 5%
14-AL-155	3	3	15	12	19	52	31	↓ 5%
12-NY-061	3		1		2	6	2	↓ 6%
C2015-DC-500B	1	1	4	2	3	11	5	↓ 7%
13-NY-120			2			2	0	↓ 8%
14-TX-293	1		1			2	0	↓ 8%
14-VA-298			2			2	0	↓ 8%
C15-CA-604A		1	1			2	0	↓ 8%
12-MA-040	3	1	1	1	3	9	4	↓ 9%
14-CA-173	1	2	5	2	7	17	9	↓ 9%
14-AZ-159	4	4	8	9	15	40	24	↓ 9%
12-TX-076			6	5	1	12	6	→ 10%
12-CA-019		4	3	3	5	15	8	→ 11%
12-NC-049	2	1	4	2	6	15	8	→ 11%
13-ZZ-134	1	5	1	4	4	15	8	→ 11%
14-VA-297	2	2	3	2	6	15	8	→ 11%
13-GA-102	3		1	2	1	7	3	→ 11%
16-NJ-054		2	2	1	2	7	3	→ 11%
C15-TX-601A		1	3	3		7	3	→ 11%
13-ZZ-092	2	5	6	4	16	33	20	→ 13%
12-CA-017	1	1	3	2	3	10	5	→ 13%
13-IL-105	2	1	2	1	4	10	5	→ 13%
14-MA-211		2	1	1	1	5	2	→ 15%
14-PA-282	1		2		2	5	2	→ 15%
C15-CA-609A	1		2	1	1	5	2	→ 15%
14-ZZ-321	1	2	4	6	3	16	9	→ 15%
12-ZZ-020	1	7	1	7	6	22	13	→ 16%
16-NC-237	3	1	6	8	7	25	15	→ 16%

Q1 Provider Rating

Providers	348
Number < 10%	29
Number > 90%	137
Lower Quartile	33.1%
Median	74.6%
Upper Quartile	100.0%
Mean	66.3%
SD	34.1%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
14-IL-194		1	3	1	3	8	4	➡ 18%
14-LA-207		1	3	1	3	8	4	➡ 18%
14-NC-236	1	1	2	1	3	8	4	➡ 18%
12-AL-002	2	2	1	3	3	11	6	➡ 19%
14-CA-324		4	2	3	5	14	8	➡ 19%
14-ZZ-153		5	2	6	4	17	10	➡ 20%
14-MI-220		1	1	1		3	1	➡ 20%
C15-GA-508B		1	1	1		3	1	➡ 20%
C2015-CA-601D		1	1		1	3	1	➡ 20%
12-CT-021	1		2	1	2	6	3	➡ 24%
12-TX-072	1		2	2	1	6	3	➡ 24%
14-OH-260	1	1	1	3		6	3	➡ 24%
C15-KY-501A	1	1	1		3	6	3	➡ 24%
C2015-OR-502B	1		2	2	1	6	3	➡ 24%
14-TN-285	2	1	1	2	3	9	5	➡ 25%
13-ZZ-094	1	2	2	3	4	12	7	➡ 25%
15-WA-338	2	1	2	4	3	12	7	➡ 25%
12-FL-025		4	7	5	15	31	20	➡ 27%
12-NC-050	1					1	0	➡ 29%
12-WA-079			1			1	0	➡ 29%
13-MO-110		1				1	0	➡ 29%
14-CA-167		1				1	0	➡ 29%
14-FL-185		1				1	0	➡ 29%
14-MN-227			1			1	0	➡ 29%
14-MO-228	1					1	0	➡ 29%
C15-CA-501A		1				1	0	➡ 29%
C15-FL-504A	1					1	0	➡ 29%
12-CA-015	2	1	4	5	7	19	12	➡ 30%
C15-CA-514B	1	2	3	6	4	16	10	➡ 31%
14-ZZ-301	3	1	1	2	6	13	8	➡ 32%
C15-NY-603A		2	2	1	5	10	6	➡ 32%
14-MI-226		2	1	2	2	7	4	➡ 33%
14-NY-254			3		4	7	4	➡ 33%
C2015-CA-600A	2		1	1	3	7	4	➡ 33%
12-ND-051		1	1		2	4	2	➡ 33%
13-DE-095		1	1		2	4	2	➡ 33%
13-FL-096	1		1	2		4	2	➡ 33%
13-IN-106			2	2		4	2	➡ 33%
13-WA-148		2			2	4	2	➡ 33%
14-MI-218	2				2	4	2	➡ 33%
14-MS-234			2	1	1	4	2	➡ 33%
14-OR-272			2	2		4	2	➡ 33%
15-MO-330	1		1	2		4	2	➡ 33%
14-NJ-242	1	1	3	1	8	14	9	➡ 38%
13-MD-107		1	3	4	3	11	7	➡ 40%
C15-FL-501B	1	1	2	3	4	11	7	➡ 40%
12-AZ-003	1		2	1	4	8	5	➡ 42%
13-IL-104	1	1	1	1	4	8	5	➡ 42%
14-MI-219	1	1	1	4	1	8	5	➡ 42%
13-ZZ-138	1	2	3	5	7	18	12	➡ 43%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
12-OK-065	1		1		3	5	3	→ 45%
13-WA-146		1	1	2	1	5	3	→ 45%
14-CA-171		1	1	1	2	5	3	→ 45%
14-IL-196	1		1	1	2	5	3	→ 45%
14-MI-222		1	1	2	1	5	3	→ 45%
14-PA-273	1		1	1	2	5	3	→ 45%
14-WV-303	2			1	2	5	3	→ 45%
14-NM-246	1		3		8	12	8	→ 48%
16-CA-008	1		3	5	3	12	8	→ 48%
12-NM-055	2	2	2	2	11	19	13	→ 49%
12-CA-013			1	1		2	1	→ 50%
12-IL-033			1		1	2	1	→ 50%
12-MD-042		1			1	2	1	→ 50%
14-CA-161		1			1	2	1	→ 50%
14-IL-198			1	1		2	1	→ 50%
14-TN-287		1		1		2	1	→ 50%
14-ZZ-314			1		1	2	1	→ 50%
15-GA-325			1	1		2	1	→ 50%
C2015-CA-601B		1			1	2	1	→ 50%
12-NY-063		2	1	4	2	9	6	→ 51%
C15-OH-502B	2	1		4	2	9	6	→ 51%
12-TX-075	1		1	4		6	4	→ 56%
13-NY-121			2	2	2	6	4	→ 56%
13-PR-132	1		1	2	2	6	4	→ 56%
14-AR-156		2		2	2	6	4	→ 56%
14-HI-190	1		1	2	2	6	4	→ 56%
14-IN-199			2	1	3	6	4	→ 56%
14-VA-294	1		1	4		6	4	→ 56%
16-NE-341			2	2	2	6	4	→ 56%
C15-MA-506A			2	1	3	6	4	→ 56%
13-CT-093		2	1	2	5	10	7	→ 59%
13-ZZ-133	1		2	6	1	10	7	→ 59%
14-WV-305		1	2		7	10	7	→ 59%
C2015-OR-505A	2	1	1	3	7	14	10	→ 61%
14-AZ-158	2	1	2	3	10	18	13	→ 63%
12-HI-030			1		2	3	2	→ 64%
12-NJ-053		1		1	1	3	2	→ 64%
12-TX-071		1			2	3	2	→ 64%
14-FL-182			1	1	1	3	2	→ 64%
14-MD-216	1				2	3	2	→ 64%
14-OH-261	1				2	3	2	→ 64%
14-OH-268			1	1	1	3	2	→ 64%
14-VI-299	1			1	1	3	2	→ 64%
15-CA-091			1		2	3	2	→ 64%
15-MS-331	1				2	3	2	→ 64%
15-PA-068	1			1	1	3	2	→ 64%
C15-CA-608A		1			2	3	2	→ 64%
C15-FL-513A			1	1	1	3	2	→ 64%
C15-HI-501A	1			1	1	3	2	→ 64%
C2015-CA-600B			1	2		3	2	→ 64%

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Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
C15-GA-500B		1	1	2	3	7	5	65%
C15-MO-604A			2	2	3	7	5	65%
C15-WA-503A		1	1	3	2	7	5	65%
16-FL-099		1	2	3	5	11	8	66%
12-VA-077	2	1	1	5	6	15	11	67%
13-NV-117	2	1	1	3	8	15	11	67%
14-CA-176	1		3	5	6	15	11	67%
C2015-CA-504A			4	7	4	15	11	67%
16-WY-342	2	3	2	5	15	27	20	71%
15-IA-192	1		2	5	4	12	9	72%
16-ZZ-036	1	1	1	2	7	12	9	72%
C15-CO-503A	1		2	4	5	12	9	72%
12-ME-043	1		1	4	2	8	6	72%
14-CA-164			2	3	3	8	6	72%
14-FL-322		1	1		6	8	6	72%
C2015-FL-519A		1	1	2	4	8	6	72%
13-AZ-087		1	3	3	9	16	12	73%
14-NC-235	1	1	2	7	5	16	12	73%
15-UT-336	2	1	1	4	8	16	12	73%
13-VA-144		1		2	1	4	3	75%
14-FL-187		1			3	4	3	75%
14-NY-256		1		1	2	4	3	75%
14-PA-280			1	1	2	4	3	75%
15-OH-333			1	1	2	4	3	75%
C15-CA-500A			1	2	1	4	3	75%
C15-CA-506A			1	1	2	4	3	75%
C15-PA-500A	1			3		4	3	75%
16-NY-057	1	1	6	12	12	32	24	75%
C2015-CA-600H		1	3	7	6	17	13	77%
14-CT-178	1		4	4	12	21	16	77%
14-MA-209	2	2	1	7	9	21	16	77%
12-LA-038	1		2	9	1	13	10	77%
12-SC-069		1	2	7	3	13	10	77%
15-TX-141	1	1	1	3	7	13	10	77%
C15-WA-502A	1	1	1	3	7	13	10	77%
12-CA-006	1		1		7	9	7	79%
12-CA-016	1	1		3	4	9	7	79%
13-ZZ-147			2	1	6	9	7	79%
C2015-TX-607H	1	1	3	4	13	22	17	81%
12-CA-011			1	1	3	5	4	82%
13-MO-047		1		1	3	5	4	82%
13-NY-122			1	1	3	5	4	82%
13-WI-150		1		1	3	5	4	82%
14-AZ-160			1	1	3	5	4	82%
14-LA-205			1	2	2	5	4	82%
15-MI-328			1	1	3	5	4	82%
C15-GA-508A			1		4	5	4	82%
C15-IN-503A	1			3	1	5	4	82%
12-WI-080		1	1	2	6	10	8	83%
14-PA-277		2		3	5	10	8	83%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
C15-CO-504A	1		1	5	3	10	8	83%
13-NV-118	1	1	1	6	6	15	12	86%
14-CA-177		1	2		12	15	12	86%
14-MS-231		1	2	3	9	15	12	86%
13-SD-136			1		5	6	5	87%
14-MD-215			1	3	2	6	5	87%
C15-IL-511A			1	2	3	6	5	87%
C15-OH-500B		1		5		6	5	87%
C2015-MT-500B	1	2	2	10	10	25	20	89%
13-NY-119			1	2	4	7	6	91%
12-FL-024	2		1	4	10	17	14	91%
14-CA-175		1	9	12	25	47	37	91%
12-ZZ-041	1		1	1	10	13	11	93%
13-AR-086		2		3	8	13	11	93%
14-FL-184	1	1		3	8	13	11	93%
14-ZZ-313			2	2	9	13	11	93%
C15-KS-501A			3	5	10	18	15	93%
C15-NC-507A			1	1	6	8	7	94%
C15-WA-500A			1	2	5	8	7	94%
12-IN-035	1		1	1	11	14	12	94%
14-AZ-157		1	5	14	13	33	27	95%
12-OR-066			1	2	6	9	8	95%
14-PA-274			1	2	6	9	8	95%
14-ZZ-319	1			3	5	9	8	95%
16-CA-005			1	1	7	9	8	95%
C15-MO-604B	1			3	5	9	8	95%
14-MA-210		1		1	8	10	9	97%
C15-TX-603A	1			1	8	10	9	97%
12-CA-018			1	3	7	11	10	98%
12-MI-045			1	3	7	11	10	98%
12-PA-067		1		4	6	11	10	98%
13-TX-140			1	1	10	12	11	98%
14-FL-179			1	6	7	14	13	99%
C15-NC-501A		1		2	11	14	13	99%
C15-OR-500A			2	5	15	22	20	99%
16-MO-048			2	8	14	24	22	100%
C15-FL-600A	1	1	1	9	19	31	28	100%
C15-FL-502A			1	11	13	25	24	100%
12-AK-001				1	1	2	2	100%
12-AZ-004				2	3	5	5	100%
12-CA-007					1	1	1	100%
12-CA-014					2	2	2	100%
12-FL-023					1	1	1	100%
12-GA-029				1	2	3	3	100%
12-ID-032				1		1	1	100%
12-LA-039					1	1	1	100%
12-MI-044				1	2	3	3	100%
12-MN-046				2	3	5	5	100%
12-NE-052				1		1	1	100%
12-NY-060					2	2	2	100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
12-OH-064				6	6	12	12	↑ 100%
12-WA-078				1	6	7	7	↑ 100%
12-WV-081					1	1	1	↑ 100%
12-ZZ-031				2	2	4	4	↑ 100%
12-ZZ-070					3	3	3	↑ 100%
13-CA-090				1		1	1	↑ 100%
13-FL-098				1	4	5	5	↑ 100%
13-GA-101				1	2	3	3	↑ 100%
13-IA-103				1	4	5	5	↑ 100%
13-MI-108					1	1	1	↑ 100%
13-MS-111				1	5	6	6	↑ 100%
13-NC-114					1	1	1	↑ 100%
13-OH-123					4	4	4	↑ 100%
13-OH-124				1	3	4	4	↑ 100%
13-OR-125				1	2	3	3	↑ 100%
13-OR-126					1	1	1	↑ 100%
13-PA-129				5	9	14	14	↑ 100%
13-PA-130					3	3	3	↑ 100%
13-PA-131					1	1	1	↑ 100%
13-WI-151					1	1	1	↑ 100%
13-ZZ-145				1	3	4	4	↑ 100%
14-AK-152					2	2	2	↑ 100%
14-CA-163					2	2	2	↑ 100%
14-CA-169				2	2	4	4	↑ 100%
14-CA-170					3	3	3	↑ 100%
14-FL-180				1	5	6	6	↑ 100%
14-FL-181				1	5	6	6	↑ 100%
14-ID-193				3	4	7	7	↑ 100%
14-IL-197				7	7	14	14	↑ 100%
14-IN-200					4	4	4	↑ 100%
14-KS-322				1	1	2	2	↑ 100%
14-KY-204				2	7	9	9	↑ 100%
14-LA-208					1	1	1	↑ 100%
14-MD-217				2	3	5	5	↑ 100%
14-MI-221				2		2	2	↑ 100%
14-MI-223					1	1	1	↑ 100%
14-MI-224				1		1	1	↑ 100%
14-MO-229					2	2	2	↑ 100%
14-MS-233					3	3	3	↑ 100%
14-NE-239				2	1	3	3	↑ 100%
14-NH-240				1	1	2	2	↑ 100%
14-NJ-243				2	3	5	5	↑ 100%
14-NM-247				1	2	3	3	↑ 100%
14-NY-250					4	4	4	↑ 100%
14-NY-251					4	4	4	↑ 100%
14-NY-259				3	7	10	10	↑ 100%
14-OH-262				1	2	3	3	↑ 100%
14-OH-263					1	1	1	↑ 100%
14-OH-264				1		1	1	↑ 100%
14-OH-265				1	2	3	3	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q1: How would you rate the quality of the services you have received from this supportive services provider? -- cont'd.

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
14-OH-266					1	1	1	↑ 100%
14-OH-267					3	3	3	↑ 100%
14-OK-270				5	10	15	15	↑ 100%
14-OK-271				3	6	9	9	↑ 100%
14-PA-276				1	3	4	4	↑ 100%
14-PA-279				1	3	4	4	↑ 100%
14-PA-281				1		1	1	↑ 100%
14-TN-284					2	2	2	↑ 100%
14-TX-288				5	8	13	13	↑ 100%
14-VA-296					4	4	4	↑ 100%
14-WA-300				1	5	6	6	↑ 100%
14-WI-302				2	3	5	5	↑ 100%
14-WV-304					1	1	1	↑ 100%
14-ZZ-308				4	1	5	5	↑ 100%
14-ZZ-311					1	1	1	↑ 100%
14-ZZ-317				1	8	9	9	↑ 100%
15-IN-201					2	2	2	↑ 100%
15-PA-334				1	6	7	7	↑ 100%
15-ZZ-127				4	1	5	5	↑ 100%
15-ZZ-340					3	3	3	↑ 100%
16-NY-062				2	8	10	10	↑ 100%
16-ZZ-058					1	1	1	↑ 100%
C15-CA-602B					2	2	2	↑ 100%
C15-CA-606A				1		1	1	↑ 100%
C15-CA-614A				1	1	2	2	↑ 100%
C15-GA-500A				2	4	6	6	↑ 100%
C15-KS-501B					1	1	1	↑ 100%
C15-MA-500A				1	3	4	4	↑ 100%
C15-MI-501A					2	2	2	↑ 100%
C15-NV-500B				4		4	4	↑ 100%
C15-NY-600B				2	3	5	5	↑ 100%
C15-OH-505A					1	1	1	↑ 100%
C15-OR-501A				1	2	3	3	↑ 100%
C15-PR-503A					1	1	1	↑ 100%
C15-TN-504A				1	1	2	2	↑ 100%
C15-WA-503B					5	5	5	↑ 100%
C15-WI-501A					1	1	1	↑ 100%
C2015-CA-500B					1	1	1	↑ 100%
C2015-CA-508A					1	1	1	↑ 100%
C2015-CA-600E					2	2	2	↑ 100%
C2015-IL-510F				1	2	3	3	↑ 100%
C2015-NV-500E					3	3	3	↑ 100%
C2015-SC-502B					2	2	2	↑ 100%
C2015-TX-607B				1		1	1	↑ 100%
C2015-TX-607G					1	1	1	↑ 100%
C2015-WA-501E				1	3	4	4	↑ 100%
Total	186	210	406	699	1265	2766	1964	

71.0%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her?

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
16-ZZ-278	1	4		1	6	1	↓ 0%
C15-NY-600A	3	2	2	2	9	4	↓ 0%
12-NY-061	3	1		2	6	2	↓ 0%
16-TX-074	5	5	5	18	33	23	↓ 0%
C15-CA-608B	3		1		4	1	↓ 1%
14-CA-324		5	1	8	14	9	↓ 2%
13-TX-142	5	5	11	21	42	32	↓ 2%
14-TN-283	1	3	3	3	10	6	↓ 2%
13-GA-102	2	1	1	3	7	4	↓ 4%
C15-NC-511B	1	2	1	4	8	5	↓ 5%
C15-CA-601A	4	2	5	14	25	19	↓ 6%
16-CA-009	3	1	2	8	14	10	↓ 7%
12-ND-051		2		2	4	2	↓ 7%
13-WA-148	1	1		2	4	2	↓ 7%
14-MI-218	2			2	4	2	↓ 7%
14-MS-234		2		2	4	2	↓ 7%
13-ZZ-092	2	5	6	20	33	26	↓ 7%
14-VA-297	3	1	1	10	15	11	↓ 8%
12-ZZ-020	1	4	2	14	21	16	↓ 8%
12-CA-017	1	2	2	5	10	7	↓ 10%
14-GA-188	1	2	2	5	10	7	↓ 10%
14-OH-269	3		3	4	10	7	↓ 10%
13-ZZ-138	1	3	3	9	16	12	↓ 10%
15-UT-336	1	3	1	11	16	12	↓ 10%
14-MA-211		2		3	5	3	→ 10%
14-WV-303	2			3	5	3	→ 10%
15-NY-252	2		1	2	5	3	→ 10%
12-NC-050	1				1	0	→ 11%
13-MO-110		1			1	0	→ 11%
14-MO-228	1				1	0	→ 11%
C15-CA-501A		1			1	0	→ 11%
C15-FL-504A		1			1	0	→ 11%
12-AL-002	2	1	1	7	11	8	→ 12%
15-WA-338	3		3	5	11	8	→ 12%
C15-FL-501B	1	2	1	7	11	8	→ 12%
14-GA-189	2	4	8	17	31	25	→ 13%
C15-KY-501A	2		1	3	6	4	→ 14%
14-TX-292	1	4	7	13	25	20	→ 15%
16-NJ-054		2	2	3	7	5	→ 18%
16-ZZ-037	2		3	2	7	5	→ 18%

Q2 Provider Rating

Providers 350

Number < 10% 24

Number > 90% 190

Lower Quartile 45.3%

Median 100.0%

Upper Quartile 100.0%

Mean 73.7%

SD 34.1%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
C2015-CA-600A	1	1	1	4	7	5	➡ 18%
13-ZZ-134	1	2	4	7	14	11	➡ 21%
C2015-OR-505A	2	1	2	9	14	11	➡ 21%
12-MD-042		1		1	2	1	➡ 21%
14-TX-293	1			1	2	1	➡ 21%
C15-CA-604A	1		1		2	1	➡ 21%
C2015-CA-601B		1		1	2	1	➡ 21%
13-IL-104		2		6	8	6	➡ 23%
14-MI-219	1	1	2	4	8	6	➡ 23%
14-NC-236	1	1	1	5	8	6	➡ 23%
C15-SC-503A	1	1	3	3	8	6	➡ 23%
12-NC-049	2	1	3	9	15	12	➡ 24%
12-MA-040	1	1	3	4	9	7	➡ 27%
C15-OH-502B		2	2	5	9	7	➡ 27%
14-AZ-159	3	3	8	26	40	34	➡ 30%
12-NJ-053		1		2	3	2	➡ 30%
14-MD-216		1		2	3	2	➡ 30%
14-MI-220		1	2		3	2	➡ 30%
14-VI-299		1	1	1	3	2	➡ 30%
15-MS-331	1			2	3	2	➡ 30%
15-PA-068	1			2	3	2	➡ 30%
C15-HI-501A	1			2	3	2	➡ 30%
C2015-CA-601D	1			2	3	2	➡ 30%
13-IL-105	1	1	3	5	10	8	➡ 32%
14-AZ-158	1	2	3	12	18	15	➡ 34%
14-MD-214	2		4	5	11	9	➡ 36%
12-NM-055		3	2	14	19	16	➡ 37%
13-DE-095		1	1	2	4	3	➡ 38%
13-FL-096		1	1	2	4	3	➡ 38%
13-IN-106		1	1	2	4	3	➡ 38%
13-VA-144		1		3	4	3	➡ 38%
14-NY-256		1	1	2	4	3	➡ 38%
14-PA-282		1	1	2	4	3	➡ 38%
15-MO-330		1	1	2	4	3	➡ 38%
C15-PA-500A	1			3	4	3	➡ 38%
13-ZZ-094	2		3	7	12	10	➡ 40%
16-ZZ-036		2	2	8	12	10	➡ 40%
C15-CO-503A	1	1	1	9	12	10	➡ 40%
14-ZZ-301	2		3	8	13	11	➡ 44%
12-OK-065		1	1	3	5	4	➡ 45%
13-MO-047		1		4	5	4	➡ 45%
13-WI-150		1		4	5	4	➡ 45%
14-CA-171	1			4	5	4	➡ 45%

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Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
14-IL-196	1		1	3	5	4	→ 45%
14-PA-273		1	1	3	5	4	→ 45%
C15-CA-609A	1		1	3	5	4	→ 45%
12-IN-035	1	1	1	11	14	12	→ 48%
14-NJ-242	1	1	2	10	14	12	→ 48%
16-NY-057	1	3	5	23	32	28	→ 50%
12-TX-072		1	5		6	5	→ 52%
12-TX-075	1		2	3	6	5	→ 52%
13-NY-121		1	2	3	6	5	→ 52%
13-SD-136		1		5	6	5	→ 52%
14-HI-190	1		1	4	6	5	→ 52%
14-OH-260	1		2	3	6	5	→ 52%
14-VA-294	1			5	6	5	→ 52%
15-GU-326	1		1	4	6	5	→ 52%
12-CA-019		2	4	9	15	13	→ 52%
12-VA-077	1	1	2	11	15	13	→ 52%
13-NV-117	1	1	2	11	15	13	→ 52%
13-NV-118	2		1	12	15	13	→ 52%
14-CA-176	1	1	1	12	15	13	→ 52%
14-AL-155	3	3	8	38	52	46	→ 55%
C2015-MT-500B	1	2	4	18	25	22	→ 55%
14-ZZ-321	1	1	7	7	16	14	→ 56%
C15-CA-514B	1	1	6	8	16	14	→ 56%
14-MI-226		1	1	5	7	6	→ 57%
C15-GA-500B		1	2	4	7	6	→ 57%
C15-TX-601A		1	2	4	7	6	→ 57%
12-FL-024	2		2	13	17	15	→ 59%
16-WY-342	2	1	5	19	27	24	→ 61%
12-AZ-003	1		1	6	8	7	→ 62%
12-ME-043	1		1	6	8	7	→ 62%
14-LA-207	1		2	5	8	7	→ 62%
12-CA-015	2		2	15	19	17	→ 65%
12-CA-006	1		1	7	9	8	→ 66%
12-CA-016	1		2	6	9	8	→ 66%
14-PA-274		1	1	7	9	8	→ 66%
14-TN-285		1	3	5	9	8	→ 66%
14-ZZ-319	1		1	7	9	8	→ 66%
C15-MO-604B	1		1	7	9	8	→ 66%
12-FL-025		3	6	21	30	27	→ 68%
14-TX-290		2	9	9	20	18	→ 68%
13-CT-093		1	2	7	10	9	→ 70%
13-ZZ-133		1	5	4	10	9	→ 70%
14-PA-277		1	2	7	10	9	→ 70%

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Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
C15-CO-504A	1		1	8	10	9	→ 70%
C15-TX-603A	1			9	10	9	→ 70%
14-CT-178	1	1	2	17	21	19	→ 71%
C2015-TX-607H		2	4	16	22	20	→ 73%
13-MD-107		1	3	7	11	10	→ 73%
15-IA-192		1	4	6	11	10	→ 73%
16-FL-099		1	3	7	11	10	→ 73%
C2015-DC-500B	1		2	8	11	10	→ 73%
12-TX-076		1	5	6	12	11	→ 76%
13-TX-140		1		11	12	11	→ 76%
14-FL-184		1	1	10	12	11	→ 76%
14-NM-246	1		1	10	12	11	→ 76%
16-CA-008		1	4	7	12	11	→ 76%
12-LA-038	1		3	9	13	12	→ 79%
12-ZZ-041	1			12	13	12	→ 79%
13-AR-086	1		1	11	13	12	→ 79%
15-TX-141		1	2	10	13	12	→ 79%
C15-WA-502A		1	3	9	13	12	→ 79%
16-NC-237	2		7	16	25	23	→ 79%
14-CA-177	1		2	11	14	13	→ 82%
13-AZ-087		1	4	11	16	15	→ 85%
14-CA-173	1		5	10	16	15	→ 85%
14-NC-235	1		4	11	16	15	→ 85%
C15-FL-600A	1	1		28	30	28	→ 87%
14-ZZ-153		1	6	10	17	16	→ 87%
C15-KS-501A		1	4	13	18	17	→ 89%
14-MA-209		1	7	12	20	19	↑ 91%
14-AZ-157		1	11	21	33	32	↑ 98%
12-AK-001				2	2	2	↑ 100%
12-AZ-004			1	4	5	5	↑ 100%
12-CA-007				1	1	1	↑ 100%
12-CA-011			1	4	5	5	↑ 100%
12-CA-013			1	1	2	2	↑ 100%
12-CA-014				2	2	2	↑ 100%
12-CA-018			2	9	11	11	↑ 100%
12-CT-021			3	3	6	6	↑ 100%
12-FL-023				1	1	1	↑ 100%
12-GA-029				3	3	3	↑ 100%
12-HI-030			1	2	3	3	↑ 100%
12-ID-032				1	1	1	↑ 100%
12-IL-033			1	1	2	2	↑ 100%
12-LA-039				1	1	1	↑ 100%
12-MI-044				3	3	3	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
12-MI-045			2	9	11	11	↑ 100%
12-MN-046			1	4	5	5	↑ 100%
12-NE-052				1	1	1	↑ 100%
12-NY-060				2	2	2	↑ 100%
12-NY-063			5	4	9	9	↑ 100%
12-OH-064			2	10	12	12	↑ 100%
12-OR-066			2	7	9	9	↑ 100%
12-PA-067			3	8	11	11	↑ 100%
12-SC-069			3	10	13	13	↑ 100%
12-TX-071			1	2	3	3	↑ 100%
12-WA-078				7	7	7	↑ 100%
12-WA-079			1		1	1	↑ 100%
12-WI-080			2	8	10	10	↑ 100%
12-WV-081				1	1	1	↑ 100%
12-ZZ-031				4	4	4	↑ 100%
12-ZZ-070				3	3	3	↑ 100%
13-CA-090				1	1	1	↑ 100%
13-FL-098				5	5	5	↑ 100%
13-GA-101				3	3	3	↑ 100%
13-IA-103				5	5	5	↑ 100%
13-MI-108				1	1	1	↑ 100%
13-MS-111				6	6	6	↑ 100%
13-NC-114				1	1	1	↑ 100%
13-NY-119			1	6	7	7	↑ 100%
13-NY-120			2		2	2	↑ 100%
13-NY-122			1	4	5	5	↑ 100%
13-OH-123				4	4	4	↑ 100%
13-OH-124				4	4	4	↑ 100%
13-OR-125			1	2	3	3	↑ 100%
13-OR-126			1		1	1	↑ 100%
13-PA-129			2	12	14	14	↑ 100%
13-PA-130				3	3	3	↑ 100%
13-PA-131				1	1	1	↑ 100%
13-PR-132			1	5	6	6	↑ 100%
13-WA-146			2	3	5	5	↑ 100%
13-WI-151				1	1	1	↑ 100%
13-ZZ-145				4	4	4	↑ 100%
13-ZZ-147			1	8	9	9	↑ 100%
14-AK-152				2	2	2	↑ 100%
14-AR-156				6	6	6	↑ 100%
14-AZ-160			1	4	5	5	↑ 100%
14-CA-161			2		2	2	↑ 100%
14-CA-163				2	2	2	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
14-CA-164			2	6	8	8	↑ 100%
14-CA-167			1		1	1	↑ 100%
14-CA-169			2	2	4	4	↑ 100%
14-CA-170			1	2	3	3	↑ 100%
14-CA-175			10	36	46	46	↑ 100%
14-FL-179			3	11	14	14	↑ 100%
14-FL-180				6	6	6	↑ 100%
14-FL-181			1	5	6	6	↑ 100%
14-FL-182			2	1	3	3	↑ 100%
14-FL-185			1		1	1	↑ 100%
14-FL-187			1	3	4	4	↑ 100%
14-FL-322			2	6	8	8	↑ 100%
14-ID-193				7	7	7	↑ 100%
14-IL-194			2	6	8	8	↑ 100%
14-IL-197				14	14	14	↑ 100%
14-IL-198			1	1	2	2	↑ 100%
14-IN-199			1	5	6	6	↑ 100%
14-IN-200				4	4	4	↑ 100%
14-KS-322			1	1	2	2	↑ 100%
14-KY-204			2	7	9	9	↑ 100%
14-LA-205			1	4	5	5	↑ 100%
14-LA-208				1	1	1	↑ 100%
14-MA-210			2	8	10	10	↑ 100%
14-MD-215			1	5	6	6	↑ 100%
14-MD-217				5	5	5	↑ 100%
14-MI-221				2	2	2	↑ 100%
14-MI-222			2	3	5	5	↑ 100%
14-MI-223				1	1	1	↑ 100%
14-MI-224				1	1	1	↑ 100%
14-MN-227			1		1	1	↑ 100%
14-MO-229				2	2	2	↑ 100%
14-MS-231				15	15	15	↑ 100%
14-MS-233				3	3	3	↑ 100%
14-NE-239			1	2	3	3	↑ 100%
14-NH-240			1	1	2	2	↑ 100%
14-NJ-243				5	5	5	↑ 100%
14-NM-247				3	3	3	↑ 100%
14-NY-250				4	4	4	↑ 100%
14-NY-251				4	4	4	↑ 100%
14-NY-254			3	4	7	7	↑ 100%
14-NY-259				10	10	10	↑ 100%
14-OH-261				3	3	3	↑ 100%
14-OH-262				3	3	3	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
14-OH-263				1	1	1	↑ 100%
14-OH-264				1	1	1	↑ 100%
14-OH-265				3	3	3	↑ 100%
14-OH-266				1	1	1	↑ 100%
14-OH-267				3	3	3	↑ 100%
14-OH-268			1	2	3	3	↑ 100%
14-OK-270			1	14	15	15	↑ 100%
14-OK-271			1	8	9	9	↑ 100%
14-OR-272			1	3	4	4	↑ 100%
14-PA-276				4	4	4	↑ 100%
14-PA-279				4	4	4	↑ 100%
14-PA-280				4	4	4	↑ 100%
14-PA-281				1	1	1	↑ 100%
14-TN-284				2	2	2	↑ 100%
14-TN-287			1	1	2	2	↑ 100%
14-TX-288			1	12	13	13	↑ 100%
14-VA-296				4	4	4	↑ 100%
14-VA-298			2		2	2	↑ 100%
14-WA-300			1	5	6	6	↑ 100%
14-WI-302			2	3	5	5	↑ 100%
14-WV-304				1	1	1	↑ 100%
14-WV-305			2	8	10	10	↑ 100%
14-ZZ-308				5	5	5	↑ 100%
14-ZZ-311				1	1	1	↑ 100%
14-ZZ-313			2	11	13	13	↑ 100%
14-ZZ-314			1	1	2	2	↑ 100%
14-ZZ-317				9	9	9	↑ 100%
15-CA-091			1	2	3	3	↑ 100%
15-GA-325				2	2	2	↑ 100%
15-IN-201				2	2	2	↑ 100%
15-MI-328			2	3	5	5	↑ 100%
15-OH-333			1	3	4	4	↑ 100%
15-PA-334				7	7	7	↑ 100%
15-ZZ-127			1	4	5	5	↑ 100%
15-ZZ-340				3	3	3	↑ 100%
16-CA-005				9	9	9	↑ 100%
16-MO-048			1	23	24	24	↑ 100%
16-NE-341			3	3	6	6	↑ 100%
16-NY-062				10	10	10	↑ 100%
16-ZZ-058				1	1	1	↑ 100%
C15-CA-500A				4	4	4	↑ 100%
C15-CA-506A			1	3	4	4	↑ 100%
C15-CA-602B				2	2	2	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
C15-CA-606A				1	1	1	↑ 100%
C15-CA-608A			1	2	3	3	↑ 100%
C15-CA-614A				2	2	2	↑ 100%
C15-FL-502A			4	21	25	25	↑ 100%
C15-FL-513A				3	3	3	↑ 100%
C15-GA-500A				6	6	6	↑ 100%
C15-GA-508A			1	4	5	5	↑ 100%
C15-GA-508B			1	2	3	3	↑ 100%
C15-IL-511A			1	5	6	6	↑ 100%
C15-IN-503A			1	3	4	4	↑ 100%
C15-KS-501B				1	1	1	↑ 100%
C15-MA-500A				4	4	4	↑ 100%
C15-MA-506A				6	6	6	↑ 100%
C15-MI-501A			1	1	2	2	↑ 100%
C15-MO-604A				7	7	7	↑ 100%
C15-NC-501A			2	12	14	14	↑ 100%
C15-NC-507A			1	7	8	8	↑ 100%
C15-NV-500B			1	3	4	4	↑ 100%
C15-NY-600B				5	5	5	↑ 100%
C15-NY-603A			2	8	10	10	↑ 100%
C15-OH-500B			2	4	6	6	↑ 100%
C15-OH-505A				1	1	1	↑ 100%
C15-OR-500A			2	20	22	22	↑ 100%
C15-OR-501A				3	3	3	↑ 100%
C15-PR-503A				1	1	1	↑ 100%
C15-TN-504A				2	2	2	↑ 100%
C15-WA-500A			2	6	8	8	↑ 100%
C15-WA-503A			1	6	7	7	↑ 100%
C15-WA-503B				5	5	5	↑ 100%
C15-WI-501A				1	1	1	↑ 100%
C2015-CA-500B				1	1	1	↑ 100%
C2015-CA-504A			4	11	15	15	↑ 100%
C2015-CA-508A				1	1	1	↑ 100%
C2015-CA-600B				3	3	3	↑ 100%
C2015-CA-600E				2	2	2	↑ 100%
C2015-CA-600H			2	15	17	17	↑ 100%
C2015-FL-519A			2	5	7	7	↑ 100%
C2015-IL-510F				3	3	3	↑ 100%
C2015-NV-500E				3	3	3	↑ 100%
C2015-OR-502B			3	3	6	6	↑ 100%
C2015-SC-502B				2	2	2	↑ 100%
C2015-TX-607B			1		1	1	↑ 100%
C2015-TX-607G				1	1	1	↑ 100%

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Q2: If another Veteran or a friend were in need of similar help, would you recommend this supportive services provider to him or her? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q2 Provider Rating
C2015-WA-501E				4	4	4	↑ 100%
Total	144	168	492	1942	2746	2434	

88.6%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider?

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
13-TX-142	9	6	4	11	13	43	24	↓ 0%
C15-CA-601A	4	4	4	2	10	24	12	↓ 0%
16-ZZ-278	2	3			1	6	1	↓ 0%
14-TX-292	2	5	5		14	26	14	↓ 0%
16-TX-074	5	6	3	6	13	33	19	↓ 1%
14-TN-283	2	3	1	2	2	10	4	↓ 1%
12-NY-061	4			1	1	6	2	↓ 2%
15-GU-326	1	1	2	1	1	6	2	↓ 2%
C15-NY-600A	1	3	1	3	1	9	4	↓ 3%
12-NC-049	3	1	3	2	6	15	8	↓ 3%
C15-CA-608B	3			1		4	1	↓ 3%
13-ZZ-092	3	5	4	5	16	33	21	↓ 4%
C15-CA-514B	1	2	4	2	7	16	9	↓ 4%
13-GA-102	1	3		2	1	7	3	↓ 4%
16-ZZ-037	2	1	1	1	2	7	3	↓ 4%
14-OH-269	3	1	1	3	2	10	5	↓ 5%
14-CA-161	1		1			2	0	↓ 5%
14-CA-324	1	2	3	1	7	14	8	↓ 6%
14-GA-189	3	5	3	10	11	32	21	↓ 7%
14-MD-214	3	1	1	4	2	11	6	↓ 7%
C15-FL-501B	2	1	2	1	5	11	6	↓ 7%
15-NY-252	1	1	1	1	1	5	2	↓ 7%
C15-SC-503A	1	2	1	2	2	8	4	↓ 7%
14-AZ-159	3	4	6	9	18	40	27	↓ 8%
12-CA-019		3	3	2	7	15	9	↓ 9%
14-VA-297	2	3	1	2	7	15	9	↓ 9%
14-ZZ-301	3	1	1	1	6	12	7	↓ 10%
12-MA-040	3	1		2	3	9	5	→ 11%
14-TN-285	2	1	1	1	4	9	5	→ 11%
14-CA-173		1	5	5	5	16	10	→ 11%
12-CT-021		1	2	1	2	6	3	→ 12%
14-TX-290	1	2	4	7	6	20	13	→ 12%
13-IL-105	2	1	1	1	5	10	6	→ 15%
13-ZZ-134	1	1	3	2	7	14	9	→ 17%
14-MI-226		1	2	2	2	7	4	→ 18%
14-NY-254			3		4	7	4	→ 18%
16-NJ-054		1	2	2	2	7	4	→ 18%
12-AL-002	3	1		4	3	11	7	→ 20%

Q3 Provider Rating	
Providers	350
Number < 10%	27
Number > 90%	148
Lower Quartile	38.6%
Median	76.9%
Upper Quartile	100.0%
Mean	67.7%
SD	34.0%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
12-ND-051		2			2	4	2	→ 21%
13-DE-095	1		1		2	4	2	→ 21%
13-FL-096			2	1	1	4	2	→ 21%
13-IN-106		1	1	1	1	4	2	→ 21%
13-WA-148		1	1		2	4	2	→ 21%
14-CA-169	2				2	4	2	→ 21%
14-MI-218	2				2	4	2	→ 21%
14-CA-176	2	1	2	4	6	15	10	→ 21%
12-NC-050		1				1	0	→ 22%
12-WA-079			1			1	0	→ 22%
13-MO-110		1				1	0	→ 22%
14-CA-167			1			1	0	→ 22%
14-FL-185		1				1	0	→ 22%
14-MI-224			1			1	0	→ 22%
14-MN-227			1			1	0	→ 22%
14-MO-228	1					1	0	→ 22%
C15-CA-501A			1			1	0	→ 22%
C15-FL-504A		1				1	0	→ 22%
14-AL-155	3	2	9	11	27	52	38	→ 22%
14-IL-194			3	2	3	8	5	→ 24%
14-MI-219	1	1	1	2	3	8	5	→ 24%
14-NC-236	2	1		3	2	8	5	→ 24%
C15-NC-511B	2		1	3	2	8	5	→ 24%
14-ZZ-321		2	3	5	6	16	11	→ 25%
15-UT-336	3	1	1	2	9	16	11	→ 25%
16-NC-237	3		4	8	10	25	18	→ 29%
12-ZZ-020		4	2	8	7	21	15	→ 29%
14-MA-209		2	4	1	14	21	15	→ 29%
14-CA-171	1		1		3	5	3	→ 30%
14-IL-196	1		1	1	2	5	3	→ 30%
14-MA-211			2	2	1	5	3	→ 30%
14-MI-222		1	1	2	1	5	3	→ 30%
14-PA-273	1	1		1	2	5	3	→ 30%
14-PA-282	1	1		1	2	5	3	→ 30%
14-WV-303	2				3	5	3	→ 30%
12-CA-016	1	2		2	4	9	6	→ 31%
12-NY-063	2	1		5	1	9	6	→ 31%
C15-OH-502B	2	1			6	9	6	→ 31%
14-AZ-158	2	1	2	2	11	18	13	→ 35%
16-WY-342	2	2	3	4	16	27	20	→ 37%
12-CA-017	1	1	1	4	3	10	7	→ 37%

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3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
13-CT-093		2	1	1	6	10	7	37%
14-GA-188	1		2	5	2	10	7	37%
C15-NY-603A	1	1	1	1	6	10	7	37%
13-NY-121			2	2	2	6	4	39%
14-HI-190	1		1	2	2	6	4	39%
14-OH-260	1		1	2	2	6	4	39%
C15-KY-501A	2			1	3	6	4	39%
C15-OH-500B			2	1	3	6	4	39%
C2015-OR-502B	1		1	2	2	6	4	39%
12-CA-013			1	1		2	1	39%
12-IL-033			1		1	2	1	39%
12-MD-042		1			1	2	1	39%
12-NY-060	1				1	2	1	39%
14-TN-287			1		1	2	1	39%
14-TX-293	1			1		2	1	39%
14-VA-298			1	1		2	1	39%
15-GA-325			1		1	2	1	39%
C15-CA-604A	1			1		2	1	39%
C2015-CA-601B		1			1	2	1	39%
12-NM-055	2	1	2	2	12	19	14	40%
15-WA-338	3			4	4	11	8	44%
C15-CO-503A		2	1	4	4	11	8	44%
13-ZZ-138	2	1	1	5	7	16	12	47%
C15-TX-601A	1		1	2	3	7	5	47%
C15-WA-503A		1	1	1	4	7	5	47%
C2015-CA-600A	1	1		2	3	7	5	47%
C2015-FL-519A		1	1		5	7	5	47%
16-CA-008		1	2	6	3	12	9	50%
16-ZZ-036		2	1	1	8	12	9	50%
12-HI-030			1		2	3	2	52%
12-NJ-053		1		1	1	3	2	52%
12-TX-071			1	1	1	3	2	52%
14-MD-216	1				2	3	2	52%
14-MI-220		1		2		3	2	52%
14-OH-268			1	1	1	3	2	52%
14-VI-299	1			1	1	3	2	52%
15-MS-331	1			1	1	3	2	52%
15-PA-068	1				2	3	2	52%
C15-CA-608A		1			2	3	2	52%
C15-GA-508B			1	1	1	3	2	52%
C15-HI-501A	1				2	3	2	52%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
C2015-CA-601D			1	1	1	3	2	→ 52%
14-ZZ-153		1	3	5	8	17	13	→ 52%
C15-KS-501A			4	4	9	17	13	→ 52%
12-AZ-003	1		1	2	4	8	6	→ 54%
13-IL-104		2		1	5	8	6	→ 54%
14-FL-322			2	1	5	8	6	→ 54%
12-SC-069		1	2	5	5	13	10	→ 56%
15-TX-141		2	1		10	13	10	→ 56%
14-NJ-242	1	1	1	2	9	14	11	→ 61%
16-CA-009	2	1		6	5	14	11	→ 61%
C2015-OR-505A	2		1	1	10	14	11	→ 61%
12-CA-006	1		1		7	9	7	→ 61%
14-PA-274			2	1	6	9	7	→ 61%
12-CA-015	2		2	6	9	19	15	→ 62%
13-VA-144		1		2	1	4	3	→ 62%
14-FL-187		1			3	4	3	→ 62%
14-MS-234			1	1	2	4	3	→ 62%
14-NY-256		1		1	2	4	3	→ 62%
14-PA-280			1		3	4	3	→ 62%
15-MO-330	1			2	1	4	3	→ 62%
C15-CA-506A			1		3	4	3	→ 62%
C15-PA-500A	1			1	2	4	3	→ 62%
12-FL-025		1	5	5	19	30	24	→ 66%
12-VA-077	2		1	6	6	15	12	→ 66%
13-NV-117	2		1	2	10	15	12	→ 66%
12-PA-067		1	1	3	5	10	8	→ 67%
12-WI-080			2	1	7	10	8	→ 67%
13-MD-107		1	1	4	4	10	8	→ 67%
14-PA-277		1	1	2	6	10	8	→ 67%
13-MO-047		1		1	3	5	4	→ 71%
13-WA-146			1	1	3	5	4	→ 71%
13-WI-150		1		1	3	5	4	→ 71%
14-AZ-160			1	1	3	5	4	→ 71%
14-LA-205			1	1	3	5	4	→ 71%
14-MD-217			1	1	3	5	4	→ 71%
15-MI-328			1		4	5	4	→ 71%
C15-CA-609A	1			3	1	5	4	→ 71%
C15-GA-508A			1		4	5	4	→ 71%
C15-IN-503A		1		1	3	5	4	→ 71%
13-AZ-087		1	2	2	11	16	13	→ 71%
14-NC-235	1		2	5	8	16	13	→ 71%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
16-FL-099		1	1	3	6	11	9	→ 72%
C2015-DC-500B	1	1		5	4	11	9	→ 72%
12-FL-024	2		1	4	10	17	14	→ 75%
12-TX-072	1			4	1	6	5	→ 77%
12-TX-075	1			4	1	6	5	→ 77%
13-PR-132		1		1	4	6	5	→ 77%
13-SD-136		1			5	6	5	→ 77%
14-VA-294	1			2	3	6	5	→ 77%
C15-GA-500A			1	1	4	6	5	→ 77%
12-TX-076			2	7	3	12	10	→ 77%
13-ZZ-094	1	1		3	7	12	10	→ 77%
15-IA-192	1		1	8	2	12	10	→ 77%
12-LA-038	1	1		8	3	13	11	→ 81%
13-AR-086	1		1	1	10	13	11	→ 81%
14-FL-184	1	1		3	8	13	11	→ 81%
14-ZZ-313			2	1	10	13	11	→ 81%
C15-WA-502A		2		3	8	13	11	→ 81%
13-NY-119			1	1	5	7	6	→ 82%
C15-GA-500B		1		3	3	7	6	→ 82%
C15-MO-604A			1		6	7	6	→ 82%
C2015-MT-500B	2	1	1	8	13	25	21	→ 82%
12-IN-035	1		1	1	11	14	12	→ 84%
14-CA-177		1	1	3	9	14	12	→ 84%
12-ME-043	1			2	5	8	7	→ 86%
14-CA-164		1		3	4	8	7	→ 86%
14-LA-207		1		3	4	8	7	→ 86%
14-WV-305			1		7	8	7	→ 86%
C15-WA-500A			1	1	6	8	7	→ 86%
13-NV-118	1	1		3	10	15	13	→ 87%
C2015-TX-607H		1	2	5	14	22	19	→ 89%
13-ZZ-147			1	2	6	9	8	→ 89%
14-ZZ-319	1			3	5	9	8	→ 89%
C15-MO-604B	1			3	5	9	8	→ 89%
C2015-CA-600H			2	3	12	17	15	↑ 91%
13-ZZ-133		1		2	7	10	9	↑ 91%
14-MA-210			1	2	7	10	9	↑ 91%
C15-CO-504A	1			7	2	10	9	↑ 91%
C15-TX-603A	1			3	6	10	9	↑ 91%
12-MI-045			1	3	7	11	10	↑ 93%
13-TX-140		1			11	12	11	↑ 95%
14-NM-246	1			4	7	12	11	↑ 95%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
12-ZZ-041	1			4	8	13	12	↑ 96%
14-TX-288			1	4	8	13	12	↑ 96%
14-CT-178	1		1	6	13	21	19	↑ 96%
14-FL-179			1	5	8	14	13	↑ 97%
14-IL-197			1	2	11	14	13	↑ 97%
C15-NC-501A			1	1	12	14	13	↑ 97%
14-MS-231		1			14	15	14	↑ 97%
16-NY-057	1	1	1	11	18	32	29	↑ 98%
14-CA-175			5	13	29	47	42	↑ 98%
C15-FL-600A	1		1	8	20	30	28	↑ 99%
C15-OR-500A			1	5	16	22	21	↑ 100%
14-AZ-157			2	13	18	33	31	↑ 100%
C15-FL-502A			1	6	18	25	24	↑ 100%
12-AK-001					2	2	2	↑ 100%
12-AZ-004				1	4	5	5	↑ 100%
12-CA-007					1	1	1	↑ 100%
12-CA-011				1	4	5	5	↑ 100%
12-CA-014					2	2	2	↑ 100%
12-CA-018				4	7	11	11	↑ 100%
12-FL-023					1	1	1	↑ 100%
12-GA-029					3	3	3	↑ 100%
12-ID-032					1	1	1	↑ 100%
12-LA-039					1	1	1	↑ 100%
12-MI-044				1	2	3	3	↑ 100%
12-MN-046				1	4	5	5	↑ 100%
12-NE-052					1	1	1	↑ 100%
12-OH-064				3	9	12	12	↑ 100%
12-OK-065				1	3	4	4	↑ 100%
12-OR-066				2	7	9	9	↑ 100%
12-WA-078					7	7	7	↑ 100%
12-WV-081					1	1	1	↑ 100%
12-ZZ-031					4	4	4	↑ 100%
12-ZZ-070					3	3	3	↑ 100%
13-CA-090					1	1	1	↑ 100%
13-FL-098					5	5	5	↑ 100%
13-GA-101				1	2	3	3	↑ 100%
13-IA-103				1	4	5	5	↑ 100%
13-MI-108					1	1	1	↑ 100%
13-MS-111				1	5	6	6	↑ 100%
13-NC-114					1	1	1	↑ 100%
13-NY-120				2		2	2	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
13-NY-122					5	5	5	↑ 100%
13-OH-123					4	4	4	↑ 100%
13-OH-124					4	4	4	↑ 100%
13-OR-125				1	2	3	3	↑ 100%
13-OR-126				1		1	1	↑ 100%
13-PA-129				2	12	14	14	↑ 100%
13-PA-130					3	3	3	↑ 100%
13-PA-131					1	1	1	↑ 100%
13-WI-151				1		1	1	↑ 100%
13-ZZ-145					4	4	4	↑ 100%
14-AK-152					2	2	2	↑ 100%
14-AR-156				1	5	6	6	↑ 100%
14-CA-163					2	2	2	↑ 100%
14-CA-170					3	3	3	↑ 100%
14-FL-180				1	5	6	6	↑ 100%
14-FL-181				1	5	6	6	↑ 100%
14-FL-182				2	1	3	3	↑ 100%
14-ID-193					7	7	7	↑ 100%
14-IL-198				1	1	2	2	↑ 100%
14-IN-199				3	3	6	6	↑ 100%
14-IN-200					4	4	4	↑ 100%
14-KS-322				1	1	2	2	↑ 100%
14-KY-204				1	8	9	9	↑ 100%
14-LA-208					1	1	1	↑ 100%
14-MD-215				3	3	6	6	↑ 100%
14-MI-221				1	1	2	2	↑ 100%
14-MI-223					1	1	1	↑ 100%
14-MO-229					2	2	2	↑ 100%
14-MS-233					3	3	3	↑ 100%
14-NE-239				1	2	3	3	↑ 100%
14-NH-240				1	1	2	2	↑ 100%
14-NJ-243					5	5	5	↑ 100%
14-NM-247				1	2	3	3	↑ 100%
14-NY-250					4	4	4	↑ 100%
14-NY-251					4	4	4	↑ 100%
14-NY-259				3	7	10	10	↑ 100%
14-OH-261				1	2	3	3	↑ 100%
14-OH-262					3	3	3	↑ 100%
14-OH-263					1	1	1	↑ 100%
14-OH-264					1	1	1	↑ 100%
14-OH-265					3	3	3	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
14-OH-266					1	1	1	↑ 100%
14-OH-267					3	3	3	↑ 100%
14-OK-270				1	14	15	15	↑ 100%
14-OK-271				2	7	9	9	↑ 100%
14-OR-272					4	4	4	↑ 100%
14-PA-276					4	4	4	↑ 100%
14-PA-279					4	4	4	↑ 100%
14-PA-281					1	1	1	↑ 100%
14-TN-284					2	2	2	↑ 100%
14-VA-296				1	3	4	4	↑ 100%
14-WA-300				1	5	6	6	↑ 100%
14-WI-302				2	3	5	5	↑ 100%
14-WV-304					1	1	1	↑ 100%
14-ZZ-308				2	3	5	5	↑ 100%
14-ZZ-311					1	1	1	↑ 100%
14-ZZ-314				1	1	2	2	↑ 100%
14-ZZ-317					9	9	9	↑ 100%
15-CA-091				1	2	3	3	↑ 100%
15-IN-201					2	2	2	↑ 100%
15-OH-333				1	3	4	4	↑ 100%
15-PA-334				1	6	7	7	↑ 100%
15-ZZ-127				3	2	5	5	↑ 100%
15-ZZ-340					3	3	3	↑ 100%
16-CA-005				1	8	9	9	↑ 100%
16-MO-048				7	17	24	24	↑ 100%
16-NE-341				5	1	6	6	↑ 100%
16-NY-062				3	7	10	10	↑ 100%
16-ZZ-058					1	1	1	↑ 100%
C15-CA-500A				2	2	4	4	↑ 100%
C15-CA-602B					2	2	2	↑ 100%
C15-CA-606A					1	1	1	↑ 100%
C15-CA-614A				1	1	2	2	↑ 100%
C15-FL-513A				1	2	3	3	↑ 100%
C15-IL-511A				2	4	6	6	↑ 100%
C15-KS-501B					1	1	1	↑ 100%
C15-MA-500A					4	4	4	↑ 100%
C15-MA-506A				1	5	6	6	↑ 100%
C15-MI-501A					2	2	2	↑ 100%
C15-NC-507A				3	5	8	8	↑ 100%
C15-NV-500B				4		4	4	↑ 100%
C15-NY-600B				2	3	5	5	↑ 100%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

3. How satisfied are you with the services you have received from this supportive services provider? -- cont'd.

Provider ID	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Satisfied or Very Satisfied	Q3 Provider Rating
C15-OH-505A					1	1	1	↑ 100%
C15-OR-501A					3	3	3	↑ 100%
C15-PR-503A					1	1	1	↑ 100%
C15-TN-504A					2	2	2	↑ 100%
C15-WA-503B					5	5	5	↑ 100%
C15-WI-501A					1	1	1	↑ 100%
C2015-CA-500B					1	1	1	↑ 100%
C2015-CA-504A				8	7	15	15	↑ 100%
C2015-CA-508A					1	1	1	↑ 100%
C2015-CA-600B				1	2	3	3	↑ 100%
C2015-CA-600E					2	2	2	↑ 100%
C2015-IL-510F					3	3	3	↑ 100%
C2015-NV-500E				1	2	3	3	↑ 100%
C2015-SC-502B				1	1	2	2	↑ 100%
C2015-TX-607B				1		1	1	↑ 100%
C2015-TX-607G					1	1	1	↑ 100%
C2015-WA-501E					4	4	4	↑ 100%
Total	182	168	245	622	1529	2746	2151	

78.3%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).

4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider?

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
14-TN-283	3	3		4	10	4	↓ 0%
12-NY-061	3	1		2	6	2	↓ 0%
C15-CA-608B	3		1		4	1	↓ 1%
14-ZZ-301		5	1	6	12	7	↓ 2%
C15-NY-600A	2	2	4	1	9	5	↓ 3%
16-TX-074	5	4	5	18	32	23	↓ 3%
14-CA-324		5	1	8	14	9	↓ 3%
16-ZZ-278		3	3		6	3	↓ 4%
12-NC-049	1	4	3	7	15	10	↓ 5%
14-VA-297	4	1	2	8	15	10	↓ 5%
C15-CA-601A	5	2	5	13	25	18	↓ 5%
15-UT-336	2	3	1	10	16	11	↓ 6%
13-GA-102	1	2	3	1	7	4	↓ 6%
16-ZZ-037	2	1	1	3	7	4	↓ 6%
13-TX-142	7	3	14	19	43	33	↓ 7%
14-CA-173	1	4	4	8	17	12	↓ 7%
C15-SC-503A	1	2	2	3	8	5	↓ 9%
12-ND-051	2			2	4	2	↓ 9%
13-IN-106	1	1	1	1	4	2	↓ 9%
13-VA-144		2		2	4	2	↓ 9%
13-WA-148	2			2	4	2	↓ 9%
14-MA-211		2		2	4	2	↓ 9%
14-MI-218	2			2	4	2	↓ 9%
14-MS-234		2		2	4	2	↓ 9%
12-MA-040		3	3	3	9	6	→ 12%
12-NC-050		1			1	0	→ 14%
13-MO-110		1			1	0	→ 14%
14-CA-167		1			1	0	→ 14%
14-MO-228	1				1	0	→ 14%
C15-CA-501A		1			1	0	→ 14%
C2015-TX-607B		1			1	0	→ 14%
14-TX-292	2	4	7	13	26	20	→ 14%
12-CA-019		4	4	7	15	11	→ 14%
12-OK-065		2		3	5	3	→ 14%
14-CA-171	2			3	5	3	→ 14%
14-PA-273		2		3	5	3	→ 14%
14-WV-303	2		1	2	5	3	→ 14%
15-NY-252	1	1	1	2	5	3	→ 14%
C15-IN-503A		2		3	5	3	→ 14%

Q4 Provider Rating	
Providers	350
Number < 10%	24
Number > 90%	180
Lower Quartile	36.0%
Median	99.6%
Upper Quartile	100.0%
Mean	70.9%
SD	35.2%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
14-GA-189	5	2	8	17	32	25	14%
13-IL-105		3	1	6	10	7	15%
14-GA-188	1	2	1	6	10	7	15%
14-OH-269	2	1	3	4	10	7	15%
16-WY-342	3	3	2	19	27	21	16%
13-ZZ-092	3	4	8	18	33	26	16%
14-ZZ-321	1	3	5	7	16	12	17%
C15-CA-514B	1	3	4	8	16	12	17%
12-AL-002	1	2	4	4	11	8	19%
14-MD-214	2	1	2	6	11	8	19%
15-WA-338	3		2	6	11	8	19%
12-CT-021		2	1	3	6	4	20%
13-NY-121		2	1	3	6	4	20%
14-OH-260	1	1	1	3	6	4	20%
C15-KY-501A	2		1	3	6	4	20%
C2015-OR-502B	1	1	1	3	6	4	20%
C15-TX-601A	1	1	1	4	7	5	25%
C2015-CA-600A		2	1	4	7	5	25%
12-MD-042		1		1	2	1	26%
14-AK-152	1			1	2	1	26%
14-CA-161		1	1		2	1	26%
14-TX-293	1			1	2	1	26%
14-VA-298		1	1		2	1	26%
C15-CA-604A		1	1		2	1	26%
C2015-CA-601B	1			1	2	1	26%
12-CA-015	2	2	3	12	19	15	26%
14-TX-290		4	8	7	19	15	26%
13-ZZ-134	1	2	3	7	13	10	26%
15-TX-141	1	2		10	13	10	26%
14-AZ-159	3	4	9	23	39	32	29%
13-NV-117	2	1		11	14	11	30%
16-CA-009	1	2	2	9	14	11	30%
C2015-OR-505A	2	1	1	10	14	11	30%
12-AZ-003	1	1		6	8	6	31%
14-CA-164		2	1	5	8	6	31%
14-MI-219	1	1	2	4	8	6	31%
14-NC-236		2	3	3	8	6	31%
12-VA-077	2	1	3	9	15	12	34%
12-CA-016	2		1	6	9	7	36%
14-TN-285	1	1	2	5	9	7	36%
C15-OH-502B		2	1	6	9	7	36%
12-NJ-053		1		2	3	2	36%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
12-TX-071		1	1	1	3	2	→ 36%
14-FL-182		1	1	1	3	2	→ 36%
14-MD-216		1		2	3	2	→ 36%
14-MI-220		1	1	1	3	2	→ 36%
14-VI-299		1	1	1	3	2	→ 36%
15-MS-331	1			2	3	2	→ 36%
15-PA-068		1		2	3	2	→ 36%
C15-GA-508B		1	1	1	3	2	→ 36%
C15-HI-501A	1			2	3	2	→ 36%
C2015-CA-601D	1		1	1	3	2	→ 36%
12-ZZ-020	1	3	6	12	22	18	→ 36%
12-FL-025	2	3	5	20	30	25	→ 40%
12-CA-017	1	1	3	5	10	8	→ 41%
12-WI-080		2	1	7	10	8	→ 41%
C15-NY-603A		2	2	6	10	8	→ 41%
13-DE-095	1		2	1	4	3	→ 45%
14-NY-256		1		3	4	3	→ 45%
C15-PA-500A	1			3	4	3	→ 45%
16-NC-237	2	2	2	19	25	21	→ 46%
14-AZ-158	2	1	2	13	18	15	→ 46%
12-NM-055		3	2	14	19	16	→ 50%
13-AR-086		2	1	9	12	10	→ 51%
13-ZZ-094	2		2	8	12	10	→ 51%
16-CA-008		2	4	6	12	10	→ 51%
16-ZZ-036		2	1	9	12	10	→ 51%
C15-CO-503A		2	3	7	12	10	→ 51%
13-MO-047		1	1	3	5	4	→ 53%
13-WI-150		1		4	5	4	→ 53%
14-IL-196	1		1	3	5	4	→ 53%
14-MI-222		1	1	3	5	4	→ 53%
14-PA-282		1	2	2	5	4	→ 53%
C15-CA-609A	1		1	3	5	4	→ 53%
C15-GA-508A	1			4	5	4	→ 53%
C15-WA-502A	1	1	2	9	13	11	→ 55%
14-CT-178	2	1	2	16	21	18	→ 57%
12-TX-072		1	5		6	5	→ 59%
12-TX-075	1		2	3	6	5	→ 59%
13-SD-136	1			5	6	5	→ 59%
14-HI-190	1			5	6	5	→ 59%
15-GU-326	1		5		6	5	→ 59%
14-AL-155	3	4	11	34	52	45	→ 59%
12-IN-035	1	1	1	11	14	12	→ 60%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
14-CA-177	2		1	11	14	12	60%
13-NV-118	2		2	11	15	13	63%
14-CA-176	2		2	11	15	13	63%
16-NJ-054		1	2	4	7	6	65%
C2015-FL-519A		1	1	5	7	6	65%
13-ZZ-138	2		6	8	16	14	67%
C2015-MT-500B	1	2	6	16	25	22	69%
12-ME-043	1		1	6	8	7	70%
13-IL-104		1	2	5	8	7	70%
14-FL-322		1	1	6	8	7	70%
14-LA-207	1		1	6	8	7	70%
C15-NC-511B	1		5	2	8	7	70%
12-FL-024	1	1	3	12	17	15	70%
C2015-CA-600H		2	3	12	17	15	70%
12-CA-006	1		1	7	9	8	74%
12-NY-063		1	2	6	9	8	74%
14-PA-274		1		8	9	8	74%
14-ZZ-319	1		1	7	9	8	74%
C15-MO-604B	1		1	7	9	8	74%
12-PA-067		1	1	8	10	9	77%
13-CT-093		1	2	7	10	9	77%
13-ZZ-133		1		9	10	9	77%
14-MA-210		1	1	8	10	9	77%
14-WV-305		1	1	8	10	9	77%
16-FL-099		1	3	6	10	9	77%
C15-CO-504A	1		1	8	10	9	77%
C15-TX-603A		1		9	10	9	77%
13-MD-107		1	4	6	11	10	81%
C15-FL-501B	1		4	6	11	10	81%
C2015-DC-500B		1	3	7	11	10	81%
12-LA-038	1		2	9	12	11	83%
12-TX-076		1	6	5	12	11	83%
14-NM-246	1		1	10	12	11	83%
16-NY-057	1	2	5	24	32	29	84%
12-ZZ-041	1		2	10	13	12	86%
14-FL-184		1	2	10	13	12	86%
14-ZZ-313		1	1	11	13	12	86%
14-NJ-242	1		3	10	14	13	88%
C15-NC-501A		1	1	12	14	13	88%
13-AZ-087		1	4	11	16	15	91%
14-NC-235	1		3	12	16	15	91%
14-ZZ-153		1	6	10	17	16	92%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
C15-FL-600A	2		4	24	30	28	↑ 93%
14-MA-209		1	6	14	21	20	↑ 96%
C15-OR-500A		1	4	17	22	21	↑ 96%
C2015-TX-607H		1	5	16	22	21	↑ 96%
C15-FL-502A		1	3	21	25	24	↑ 98%
14-AZ-157		1	13	19	33	32	↑ 99%
14-CA-175		1	11	35	47	46	↑ 100%
12-AK-001				2	2	2	↑ 100%
12-AZ-004			1	4	5	5	↑ 100%
12-CA-007				1	1	1	↑ 100%
12-CA-011			1	4	5	5	↑ 100%
12-CA-013			2		2	2	↑ 100%
12-CA-014				2	2	2	↑ 100%
12-CA-018			3	8	11	11	↑ 100%
12-FL-023				1	1	1	↑ 100%
12-GA-029				3	3	3	↑ 100%
12-HI-030			1	2	3	3	↑ 100%
12-ID-032				1	1	1	↑ 100%
12-IL-033				2	2	2	↑ 100%
12-LA-039				1	1	1	↑ 100%
12-MI-044				3	3	3	↑ 100%
12-MI-045			2	9	11	11	↑ 100%
12-MN-046			1	4	5	5	↑ 100%
12-NE-052				1	1	1	↑ 100%
12-NY-060				2	2	2	↑ 100%
12-OH-064			1	10	11	11	↑ 100%
12-OR-066			2	7	9	9	↑ 100%
12-SC-069			3	10	13	13	↑ 100%
12-WA-078				7	7	7	↑ 100%
12-WA-079			1		1	1	↑ 100%
12-WV-081				1	1	1	↑ 100%
12-ZZ-031				4	4	4	↑ 100%
12-ZZ-070				3	3	3	↑ 100%
13-CA-090				1	1	1	↑ 100%
13-FL-096			2	2	4	4	↑ 100%
13-FL-098				5	5	5	↑ 100%
13-GA-101				3	3	3	↑ 100%
13-IA-103			1	4	5	5	↑ 100%
13-MI-108				1	1	1	↑ 100%
13-MS-111			1	5	6	6	↑ 100%
13-NC-114				1	1	1	↑ 100%
13-NY-119			1	6	7	7	↑ 100%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
13-NY-120			2		2	2	↑ 100%
13-NY-122			1	4	5	5	↑ 100%
13-OH-123				4	4	4	↑ 100%
13-OH-124				4	4	4	↑ 100%
13-OR-125				3	3	3	↑ 100%
13-OR-126			1		1	1	↑ 100%
13-PA-129			1	13	14	14	↑ 100%
13-PA-130				3	3	3	↑ 100%
13-PA-131				1	1	1	↑ 100%
13-PR-132			1	5	6	6	↑ 100%
13-TX-140			1	11	12	12	↑ 100%
13-WA-146			2	3	5	5	↑ 100%
13-WI-151				1	1	1	↑ 100%
13-ZZ-145				4	4	4	↑ 100%
13-ZZ-147			1	8	9	9	↑ 100%
14-AR-156				6	6	6	↑ 100%
14-AZ-160			1	4	5	5	↑ 100%
14-CA-163				2	2	2	↑ 100%
14-CA-169				4	4	4	↑ 100%
14-CA-170			1	2	3	3	↑ 100%
14-FL-179			3	11	14	14	↑ 100%
14-FL-180			1	5	6	6	↑ 100%
14-FL-181			1	5	6	6	↑ 100%
14-FL-185			1		1	1	↑ 100%
14-FL-187			1	3	4	4	↑ 100%
14-ID-193				7	7	7	↑ 100%
14-IL-194			3	5	8	8	↑ 100%
14-IL-197				14	14	14	↑ 100%
14-IL-198				2	2	2	↑ 100%
14-IN-199			2	4	6	6	↑ 100%
14-IN-200				4	4	4	↑ 100%
14-KS-322			1	1	2	2	↑ 100%
14-KY-204				9	9	9	↑ 100%
14-LA-205			1	4	5	5	↑ 100%
14-LA-208				1	1	1	↑ 100%
14-MD-215			2	4	6	6	↑ 100%
14-MD-217				5	5	5	↑ 100%
14-MI-221				2	2	2	↑ 100%
14-MI-223				1	1	1	↑ 100%
14-MI-224				1	1	1	↑ 100%
14-MI-226			4	3	7	7	↑ 100%
14-MN-227				1	1	1	↑ 100%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
14-MO-229				2	2	2	↑ 100%
14-MS-231			2	13	15	15	↑ 100%
14-MS-233				3	3	3	↑ 100%
14-NE-239			1	2	3	3	↑ 100%
14-NH-240			1	1	2	2	↑ 100%
14-NJ-243				5	5	5	↑ 100%
14-NM-247				3	3	3	↑ 100%
14-NY-250			1	3	4	4	↑ 100%
14-NY-251				4	4	4	↑ 100%
14-NY-254			3	4	7	7	↑ 100%
14-NY-259			1	9	10	10	↑ 100%
14-OH-261				2	2	2	↑ 100%
14-OH-262				3	3	3	↑ 100%
14-OH-263				1	1	1	↑ 100%
14-OH-264				1	1	1	↑ 100%
14-OH-265				3	3	3	↑ 100%
14-OH-266				1	1	1	↑ 100%
14-OH-267				3	3	3	↑ 100%
14-OH-268			1	2	3	3	↑ 100%
14-OK-270			1	14	15	15	↑ 100%
14-OK-271			2	7	9	9	↑ 100%
14-OR-272			1	3	4	4	↑ 100%
14-PA-276				4	4	4	↑ 100%
14-PA-277			3	7	10	10	↑ 100%
14-PA-279				4	4	4	↑ 100%
14-PA-280				4	4	4	↑ 100%
14-PA-281				1	1	1	↑ 100%
14-TN-284				2	2	2	↑ 100%
14-TN-287			1	1	2	2	↑ 100%
14-TX-288			1	12	13	13	↑ 100%
14-VA-294				4	4	4	↑ 100%
14-VA-296			1	3	4	4	↑ 100%
14-WA-300			1	4	5	5	↑ 100%
14-WI-302			1	4	5	5	↑ 100%
14-WV-304				1	1	1	↑ 100%
14-ZZ-308			1	4	5	5	↑ 100%
14-ZZ-311				1	1	1	↑ 100%
14-ZZ-314			1	1	2	2	↑ 100%
14-ZZ-317			1	8	9	9	↑ 100%
15-CA-091			1	2	3	3	↑ 100%
15-GA-325			1	1	2	2	↑ 100%
15-IA-192			7	5	12	12	↑ 100%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
15-IN-201				2	2	2	↑ 100%
15-MI-328			2	3	5	5	↑ 100%
15-MO-330			3	1	4	4	↑ 100%
15-OH-333			1	3	4	4	↑ 100%
15-PA-334			1	6	7	7	↑ 100%
15-ZZ-127			3	2	5	5	↑ 100%
15-ZZ-340				3	3	3	↑ 100%
16-CA-005				9	9	9	↑ 100%
16-MO-048			3	21	24	24	↑ 100%
16-NE-341			4	2	6	6	↑ 100%
16-NY-062			2	8	10	10	↑ 100%
16-ZZ-058				1	1	1	↑ 100%
C15-CA-500A			1	3	4	4	↑ 100%
C15-CA-506A			1	3	4	4	↑ 100%
C15-CA-602B			1	1	2	2	↑ 100%
C15-CA-606A				1	1	1	↑ 100%
C15-CA-608A			1	2	3	3	↑ 100%
C15-CA-614A				2	2	2	↑ 100%
C15-FL-504A			1		1	1	↑ 100%
C15-FL-513A				3	3	3	↑ 100%
C15-GA-500A				6	6	6	↑ 100%
C15-GA-500B			2	4	6	6	↑ 100%
C15-IL-511A			1	5	6	6	↑ 100%
C15-KS-501A			6	12	18	18	↑ 100%
C15-KS-501B				1	1	1	↑ 100%
C15-MA-500A			1	3	4	4	↑ 100%
C15-MA-506A			1	5	6	6	↑ 100%
C15-MI-501A				2	2	2	↑ 100%
C15-MO-604A				7	7	7	↑ 100%
C15-NC-507A				8	8	8	↑ 100%
C15-NV-500B			2	2	4	4	↑ 100%
C15-NY-600B			2	3	5	5	↑ 100%
C15-OH-500B			1	5	6	6	↑ 100%
C15-OH-505A				1	1	1	↑ 100%
C15-OR-501A				3	3	3	↑ 100%
C15-PR-503A				1	1	1	↑ 100%
C15-TN-504A				2	2	2	↑ 100%
C15-WA-500A			1	7	8	8	↑ 100%
C15-WA-503A			4	3	7	7	↑ 100%
C15-WA-503B				5	5	5	↑ 100%
C15-WI-501A				1	1	1	↑ 100%
C2015-CA-500B				1	1	1	↑ 100%

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4. If you needed help again and had a choice of where to go at no cost to you, would you return to this supportive services provider? -- cont'd.

Provider ID	Definitely Not	Probably Not	Probably So	Definitely	Responses	Probably So or Definitely	Q4 Provider Rating
C2015-CA-504A			6	8	14	14	↑ 100%
C2015-CA-508A				1	1	1	↑ 100%
C2015-CA-600B				3	3	3	↑ 100%
C2015-CA-600E				2	2	2	↑ 100%
C2015-IL-510F				3	3	3	↑ 100%
C2015-NV-500E				3	3	3	↑ 100%
C2015-SC-502B				2	2	2	↑ 100%
C2015-TX-607G				1	1	1	↑ 100%
C2015-WA-501E				4	4	4	↑ 100%
Total	159	220	515	1845	2739	2360	

86.2%

The percentages in the table indicate that the service provider performed as well as or better than x percent of all average service providers. A red downward arrow indicates a rating below 10%. A green upward arrow indicates a rating above 90%. Yellow arrows indicate all of the providers in the mid-range (higher than 10% but lower than 90%).