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

Contents

Performance Ratings for Service Providers – Statistical Methods

Objectives

A primary objective of the analysis is to identify service providers whose performance may be sufficiently inferior as to warrant managerial review. A related 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.

Another primary objective of this analysis is to monitor the performance of service providers over time. This will allow for the detection of performance degradation or improvement that can signal new problems or the solution of previous difficulties in service provision at individual providers.

To achieve these objectives, we must use 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 for a given period consist of the survey responses provided by veterans who were served by one of the service providers during the period referenced. 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. 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 10 veterans served by a given service provider answered Q1 and if 8 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 1 veteran respond to Q1 and the response indicated a need for improvement, then their success rate would be 0%. If Service Provider B had 5 veterans respond to Q1 and only 1 response was a success, then their success rate would be 20%. It is clearly unfair to evaluate Service Provider A, who had only 1 opportunity for a success, below Service Provider B, who had 5 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% for a given period, 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 above were an average service provider, it would have had a 30% chance of having no successes in one opportunity. Similarly, if Service Provider B above were an average service provider, it would have had a 3% chance[1] of having either 1 success or 0 successes in 5 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.

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[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.

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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.

Period-Over-Period Analysis: Individual Providers

The current period is October 1, 2016, through September 30, 2017 – we will refer to this period as Period 1. The previous period is March 1, 2016, through September 30, 2016 – we will refer to this period as Period 0. We compare the performance rating for each provider in Period 1 to that for the same provider in Period 0 using a standard two-sample, two-sided hypothesis test for the equality of two proportions. Service providers who report no client responses in either or both periods are excluded from this analysis.

Let π_0 be the population proportion of clients who rated the provider above average or excellent in Period 0, and let π_1 be the population proportion of clients who rated the provider above average or excellent in Period 1.

Hypotheses

H$_0$: $\pi_0 = \pi_1$: There has been no change in the population proportion

H$_A$: $\pi_0 \neq \pi_1$: There has been some change in the population proportion

Sample Data

Let n_0 be the sample size (number of client responses received) in Period 0, and let X_0 be the number of those client responses who rated the provider above average or excellent. Let n_1 be the sample size (number of client responses received) in Period 1, and let X_1 be the number of those clients who rated the provider above average or excellent in Period 1.

Define $p_0 = \frac{X_0}{n_0}$ and $p_1 = \frac{X_1}{n_1}$ be the sample proportion of clients who rated the provider above average or excellent in Period 0 and the sample proportion of clients who rated the provider above average or excellent in Period 1, respectively. Then $\bar{p} = \frac{X_0 + X_1}{n_0 + n_1}$ is the pooled proportion.

Test Statistic

Let $Z_{calc} = \frac{p_1 - p_0}{\sqrt{\bar{p}(1-\bar{p})\left(\frac{1}{n_0} + \frac{1}{n_1}\right)}}$. This test statistic is known to follow approximately a standard normal distribution, from which we compute the lower and upper critical values for our test statistic.

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Decision Rule

For present purposes, we propose that the two-sided significance level be set at 10%. Then, if $Z_{calc} < -1.645$, then we conclude (at the 10% level of significance) that the service provider performed <u>worse</u> in Period 1 than they had in Period 0.

If $Z_{calc} > +1.645$, then we conclude (at the 10% level of significance) that the service provider performed <u>better</u> in Period 1 than they had in Period 0.

Finally, if $-1.645 \leq Z_{calc} \leq 1.645$, then we conclude (at the 10% level of significance) that the service provider's performance did not change from Period 0 to Period 1.

Period-Over-Period Analysis: System-Level

We perform the analysis described above for the entire system using the total number of client responses received and the total number of clients who rated the provider above average or excellent within each period. This analysis provides system managers with a top-level view of the system's overall performance change from Period 0 to Period 1.

Results

Provider and System-Level Performance Ratings

The provider performance ratings for FY2017 are attached. For each question (Q1, Q2, Q3, and Q4), the results are shown with the service providers sorted from low to high by provider rating for the given question. Provider ratings[2] less than 10% are shown with a red downward pointing arrow to indicate that the performance of these providers may be sufficiently inferior 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 exemplars. 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. We find that 94 of the 364 providers (25.8%) have an overall provider rating less than 10%, while 135 of the 364 providers (37.1%) have an overall provider rating greater than 90%. The remaining 135 providers (37.1%) have an overall provider rating between 10% and 90%. If all providers delivered equal levels of service, we would expect to find 36.4 providers with performance ratings below 10%, another 36.4 providers with performance ratings above 90%, and 291.2 providers with performance ratings between 10% and 90%. The P-value for this deviation from expectations is less than 0.00005 in a multinomial test (chi-square = 442.02 with 2 degrees of freedom).

The graph below shows a histogram of the Q1-Q4 provider ratings in Period 1. The remarkable features of this graph are the very large numbers of providers at the extremes. We find 74 providers with performance ratings below 5% and 118 providers with performance ratings above 95% while no other intervals contains more than 20 providers. If all providers delivered equal levels of service, each interval would contain roughly the same number of providers and this graph would appear nearly flat.

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

Q1-Q4 Provider Rating in Period 1
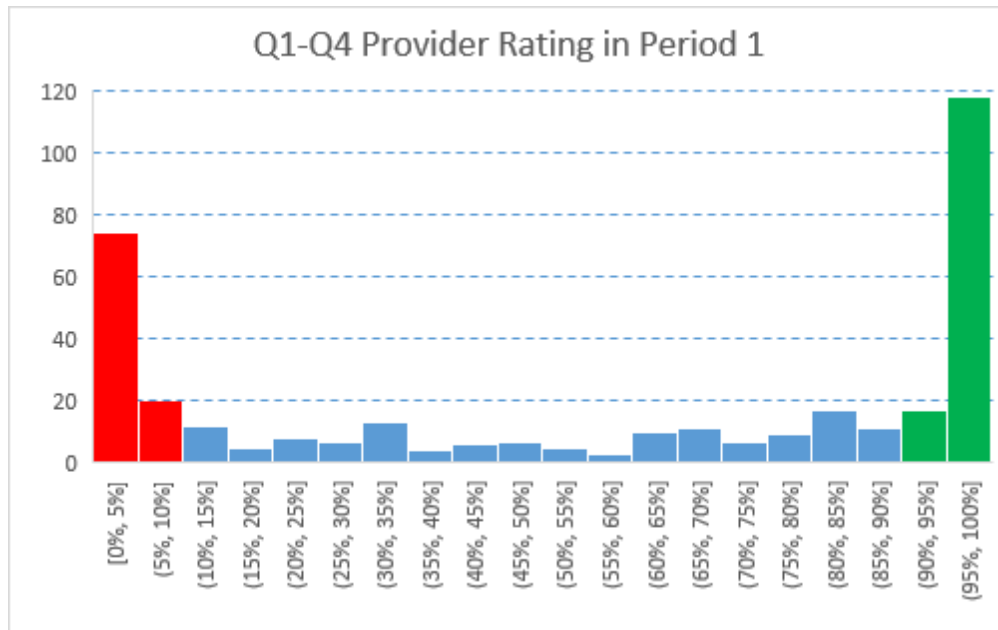
Period-Over-Period Analysis

We have 34 new providers in Period 1, which cannot be part of this analysis. There are 330 providers for which we have data for both Period 0 and Period 1. As shown in the attached results, using the 10% level of statistical significance, 89 of the 330 providers (27.0%) exhibited worse performance in Period 1 than they had in Period 2, 43 providers (13.0%) exhibited better performance in Period 1 than they had in Period 2, and the remaining 198 providers (60.0%) exhibited no change. If all providers delivered equal levels of service in each period, we would expect to find 33 providers with performance ratings below 10%, another 33 providers with performance ratings above 90%, and 264 providers with performance ratings between 10% and 90%. The P-value for this deviation from expectations is less than 0.00005 in a multinomial test (chi-square = 114.56 with 2 degrees of freedom). The results are shown twice, once sorted by Z_{calc} and once sorted by the change in performance rating, known as the effect size.

At the system level, there were 10,679 responses to questions Q1, Q2, Q3, or Q4 in Period 0, 8,644 of which (80.9%) rated the provider above average or excellent. In Period 1, there were 21,634 responses to questions Q1, Q2, Q3, or Q4, 16,501 of which (76.7%) rated the provider above average or excellent. The drop of 4.2 percentage points is highly statistically significant (P-value < 0.00005).

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. In other cases, only some of the questions are raising concerns. It can even happen that none of the questions has a rating below 10% individually, but their combined overall rating may be quite low.

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We also suggest that changes in provider ratings from one year to another continue to be examined as additional data are collected. This will identify if earlier concerns have been properly addressed and if the trend over time is as desired. We have found that 89 service providers performed worse in Period 1 than they had in Period 0. It would be reasonable to investigate those providers with the most negative effect size (greatest drop in performance rating) and whose effect size is statistically significant, as indicated by its Z_{calc}. Of particular interest in this group would be those providers who serve many clients.

A reasonable way to perform these investigations would be to review the responses to the other survey questions. In addition, we suggest that a review of 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.

It is also important to investigate the 118 highest performing providers to discover what they are doing that is generating such high ratings. Once again, their responses to the other survey questions and their verbatim responses will provide insight into this issue. The goal would be to develop practice guidelines for service providers that identify what factors affect service quality in either direction.

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.

Discussion

The systemwide performance rating dropped from 81.9% in Period 0 to 76.7% in Period 1. This drop of 4.2% is highly statistically significant. More than twice as many providers performed worse in Period 1 versus Period 0 than performed better (89 vs. 43).

It is quite clear that there are far more service providers than expected who are performing extremely poorly (rating less than 5%), and there are far more service providers than expected who are performing extremely well (rating greater than 95%), while the remaining service providers are distributed rather uniformly in the middle range. By focusing on these extreme performers, management can identify those service provider behaviors and characteristics that lead to better performance and can present these findings to service providers as evidence-based recommendations.

It may happen that some of the recommendations would involve system-level changes. By embracing both system-level and provider-level recommendations, management will demonstrate its commitment to the improvement of service delivery to its clients.

It will be important for service providers to recognize that this analysis will be repeated going forward and that performance changes will be monitored. It will also be important for service providers to understand that there will be both positive and negative consequences associated with the quality of service provision. The potential rewards and penalties need to be made clear at the outset so that there will be no misunderstanding when rewards are distributed and penalties are assessed. It will be critical

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to create an atmosphere of cooperation in working toward the shared system objective of high quality service to all veterans.

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 5,809 completed surveys, there were 529 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 529 responses were first coded and then are tallied in the table below. Of all of the respondents, 51 answered more than one "other" service that they needed.

Service Category	Needed this service	Received this service
Administrative (ID, paperwork, etc.)	39	15
Automotive repairs	40	23
Bills/Fees	60	24
Clothing	25	16
Education	2	0
Employment	24	7
Food	63	33
Household Items	190	109
Housing	56	15
Legal	11	3
Medical/Dental	8	2
Personal/Emotional support	39	17
Relocation Assistance	18	4
Rx	3	0
Transportation	52	15
Miscellaneous	9	2

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

Of the 5,809 completed surveys, 2,569 answered Q7. These 2,569 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, 1,835 responses contained positive comments, and 819 contained negative comments. Regarding caseworker/staff, 856 contained positive statements and 169 contained negative comments. Regarding speed of service, 39 stated that they were happy, while 117 said they were unhappy. Regarding housing services, 166 respondents stated that they received housing services, and were happy with the service, while 50 respondents said that they received permanent housing services, but were displeased with the quality/cost of the accommodations. Forty-one respondents claimed to have been in need of housing services, and to have not received said services. Forty-two respondents said they were dissatisfied with the brevity of the program. Fifty-nine respondents said they were dissatisfied with the eligibility requirements to receive services. Sixteen respondents stated that they believed funding of the program to be insufficient. Seventy-nine 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: 1,835 comments

Positive – Caseworker: 856

Positive – Speed: 39

Positive – Specific Grantee: 122

Positive – System as Whole: 1,016

Positive – Specific Service (Employment): 26

Positive – Specific Service (Housing): 166

Positive – Specific Service (Furniture/Household Items): 13

Positive – Specific Service (Rent/Bills): 20

Negative: 819 Comments

Negative – Caseworker: 169

Negative – Communication: 211

Negative – Speed: 117

Negative – Specific Grantee: 52

Negative – System as Whole: 309

Negative – System, specific (Duration): 42

Negative – System, specific (Eligibility): 59

Negative – System, specific (Funding): 16

Negative – Lack of Follow-up: 17

Negative – Quality/Cost of accommodations, both permanent and temporary: 65

Negative – Specific Service Needed (Employment): 30

Negative – Specific Service Needed (Housing): 41

Negative – Specific Service Needed (Rent/Bills): 37

Negative – Specific Service Needed (Furniture/Household Items): 21

Negative – Specific Service Needed (Medical/Dental): 26

Negative – Specific Service Needed (Vehicle Repair): 14

Overall Findings

The aggregate of all completed surveys indicated a 76% satisfaction rating (above average or excellent) in Q1.

- Of the respondents who needed services and then received the services, ratings of overall satisfaction (Q1) ranged from 1.93% (health care) to 11.8% (assistance with emergency supply purchase) *higher* in satisfaction than the average of 76%.
- Of the respondents who needed services and did not receive the services, ratings of overall satisfaction (Q1) ranged from 15.3% (child care) to 69.5% (assistance with moving costs) *lower* in satisfaction than the average of 76%.

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

- Of the 856 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 169 who had a negative comment about caseworker/staff in Q7, *15.9%* 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.

Appendix A

Period 1 vs. Period 0 Analysis

Ho: $\pi_{0} = \pi_{1}$: There has been no change in population proportion

Hᴀ: $\pi_{0} \neq \pi_{1}$: There has been some change in population proportion

Period 0	
3/1/2016 - 9/30/2016	
$\eta_{0} =$	10679
$X_{0} =$	8644
$p_{0} =$	0.809

Period 1	
10/1/2016 - 9/30/2017	
$\eta_{1} =$	21634
$X_{1} =$	16601
$p_{1} =$	0.767

$p_{1} - p_{0} =$ -0.042 Effect Size

$\bar{p} =$ 0.781

$Z =$ -8.61

Period 1 vs. Period 0	Number	Percentage
Worse Performance	89	26.4%
No Significant Change	205	60.8%
Better Performance	43	12.8%
Providers Evalutated	337	100%

Conclusion: Reject the null hypothesis that there has been no change in population proportion

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017 Responses	Top 2	Period 0 3/1/2016 - 9/30/2016 Responses	Top 2	p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
14-NC-235	110	49	64	55	0.859	0.445	0.598	-0.414 ⬇	-5.37
12-OH-064	88	56	47	47	1.000	0.636	0.763	-0.364 ⬇	-4.73
C15-OR-500A	52	34	88	84	0.955	0.654	0.843	-0.301 ⬇	-4.72
16-NY-062	120	77	40	40	1.000	0.642	0.731	-0.358 ⬇	-4.43
C15-TX-603A	64	31	40	36	0.900	0.484	0.644	-0.416 ⬇	-4.31
16-CA-005	115	69	36	35	0.972	0.600	0.689	-0.372 ⬇	-4.21
C15-FL-600A	100	72	121	112	0.926	0.720	0.833	-0.206 ⬇	-4.08
C2015-CA-504A	28	16	59	55	0.932	0.571	0.816	-0.361 ⬇	-4.06
13-CA-090	28	3	4	4	1.000	0.107	0.219	-0.893 ⬇	-4.04
12-MI-044	16	4	12	12	1.000	0.250	0.571	-0.750 ⬇	-3.97
14-FL-181	104	61	24	24	1.000	0.587	0.664	-0.413 ⬇	-3.87
C15-NC-501A	55	36	56	53	0.946	0.655	0.802	-0.292 ⬇	-3.86
12-MI-045	32	20	44	42	0.955	0.625	0.816	-0.330 ⬇	-3.66
C15-NY-600B	44	25	20	20	1.000	0.568	0.703	-0.432 ⬇	-3.50
14-AL-155	323	202	208	160	0.769	0.625	0.682	-0.144 ⬇	-3.47
16-NY-057	135	92	128	110	0.859	0.681	0.768	-0.178 ⬇	-3.42
C15-CO-504A	91	52	40	35	0.875	0.571	0.664	-0.304 ⬇	-3.39
C2015-CA-600E	44	16	8	8	1.000	0.364	0.462	-0.636 ⬇	-3.32
14-AZ-157	112	87	132	122	0.924	0.777	0.857	-0.147 ⬇	-3.27
13-NV-117	76	40	59	47	0.797	0.526	0.644	-0.270 ⬇	-3.25
C15-NY-603A	32	13	40	31	0.775	0.406	0.611	-0.369 ⬇	-3.19
C15-WA-503B	20	12	20	20	1.000	0.600	0.800	-0.400 ⬇	-3.16
14-OK-270	184	157	60	60	1.000	0.853	0.889	-0.147 ⬇	-3.15
15-ZZ-127	32	20	20	20	1.000	0.625	0.769	-0.375 ⬇	-3.12
14-ZZ-313	123	84	52	47	0.904	0.683	0.749	-0.221 ⬇	-3.08
14-ZZ-317	40	31	36	36	1.000	0.775	0.882	-0.225 ⬇	-3.03
C15-CO-503A	52	26	47	37	0.787	0.500	0.636	-0.287 ⬇	-2.97
13-PR-132	52	28	24	21	0.875	0.538	0.645	-0.337 ⬇	-2.85
13-PA-129	115	100	56	56	1.000	0.870	0.912	-0.130 ⬇	-2.83
13-OH-123	35	22	16	16	1.000	0.629	0.745	-0.371 ⬇	-2.82
C15-CA-602B	62	30	8	8	1.000	0.484	0.543	-0.516 ⬇	-2.76
13-IA-103	36	25	20	20	1.000	0.694	0.804	-0.306 ⬇	-2.76
14-PA-274	51	30	36	31	0.861	0.588	0.701	-0.273 ⬇	-2.74
12-ZZ-031	43	28	16	16	1.000	0.651	0.746	-0.349 ⬇	-2.74
14-IL-197	80	67	56	55	0.982	0.838	0.897	-0.145 ⬇	-2.73
14-ZZ-308	44	31	20	20	1.000	0.705	0.797	-0.295 ⬇	-2.72
C15-FL-502A	120	104	100	97	0.970	0.867	0.914	-0.103 ⬇	-2.72
14-GA-189	151	78	127	86	0.677	0.517	0.590	-0.161 ⬇	-2.71
C15-CA-500A	36	20	16	15	0.938	0.556	0.673	-0.382 ⬇	-2.71
14-TN-284	16	7	8	8	1.000	0.438	0.625	-0.563 ⬇	-2.68
14-WA-300	72	54	23	23	1.000	0.750	0.811	-0.250 ⬇	-2.66
14-ZZ-153	48	28	68	55	0.809	0.583	0.716	-0.225 ⬇	-2.65
13-GA-101	48	29	12	12	1.000	0.604	0.683	-0.396 ⬇	-2.64
14-CA-176	64	36	60	47	0.783	0.563	0.669	-0.221	-2.61

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017 Responses	Top 2	Period 0 3/1/2016 - 9/30/2016 Responses	Top 2	p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
14-OK-271	80	67	36	36	1.000	0.838	0.888	-0.163 ⬇	-2.57
13-MS-111	68	53	24	24	1.000	0.779	0.837	-0.221 ⬇	-2.52
14-TX-288	36	30	52	51	0.981	0.833	0.920	-0.147 ⬇	-2.51
C15-MI-501A	52	28	8	8	1.000	0.538	0.600	-0.462 ⬇	-2.48
14-PA-279	48	34	16	16	1.000	0.708	0.781	-0.292 ⬇	-2.44
C15-MA-500A	48	34	16	16	1.000	0.708	0.781	-0.292 ⬇	-2.44
12-CA-018	51	42	44	43	0.977	0.824	0.895	-0.154 ⬇	-2.43
14-MD-215	104	76	24	23	0.958	0.731	0.773	-0.228 ⬇	-2.40
15-MI-328	16	9	20	18	0.900	0.563	0.750	-0.338 ⬇	-2.32
14-LA-207	12	5	32	25	0.781	0.417	0.682	-0.365 ⬇	-2.31
12-MN-046	96	75	20	20	1.000	0.781	0.819	-0.219 ⬇	-2.31
14-MS-233	155	108	12	12	1.000	0.697	0.719	-0.303 ⬇	-2.25
C15-OH-500B	8	4	24	21	0.875	0.500	0.781	-0.375 ⬇	-2.22
12-AZ-004	34	27	20	20	1.000	0.794	0.870	-0.206 ⬇	-2.18
C15-OR-501A	83	59	12	12	1.000	0.711	0.747	-0.289 ⬇	-2.15
14-NY-259	56	50	40	40	1.000	0.893	0.938	-0.107 ⬇	-2.14
C2015-TX-607H	160	122	88	77	0.875	0.763	0.802	-0.113 ⬇	-2.13
14-WI-302	20	16	20	20	1.000	0.800	0.900	-0.200 ⬇	-2.11
C2015-CA-600B	79	48	12	11	0.917	0.608	0.648	-0.309 ⬇	-2.09
C2015-NV-500E	43	31	12	12	1.000	0.721	0.782	-0.279 ⬇	-2.07
C2015-CA-500B	24	11	4	4	1.000	0.458	0.536	-0.542 ⬇	-2.01
14-FL-187	86	53	16	14	0.875	0.616	0.657	-0.259 ⬇	-2.00
14-CA-175	176	149	187	171	0.914	0.847	0.882	-0.068 ⬇	-2.00
13-TX-140	102	83	48	45	0.938	0.814	0.853	-0.124 ⬇	-2.00
12-ZZ-020	113	66	86	62	0.721	0.584	0.643	-0.137 ⬇	-2.00
14-FL-179	48	41	56	54	0.964	0.854	0.913	-0.110 ⬇	-1.99
C15-NV-500B	64	51	16	16	1.000	0.797	0.838	-0.203 ⬇	-1.97
14-NY-250	95	76	16	16	1.000	0.800	0.829	-0.200 ⬇	-1.96
C15-WA-500A	68	53	32	30	0.938	0.779	0.830	-0.158 ⬇	-1.96
14-VA-296	76	61	16	16	1.000	0.803	0.837	-0.197 ⬇	-1.94
12-CT-021	32	13	24	16	0.667	0.406	0.518	-0.260 ⬇	-1.93
14-ID-193	24	21	28	28	1.000	0.875	0.942	-0.125 ⬇	-1.93
14-KS-322	36	24	8	8	1.000	0.667	0.727	-0.333 ⬇	-1.91
14-LA-205	50	34	20	18	0.900	0.680	0.743	-0.220 ⬇	-1.90
13-FL-098	12	10	20	20	1.000	0.833	0.938	-0.167 ⬇	-1.89
14-AR-156	63	46	24	22	0.917	0.730	0.782	-0.187 ⬇	-1.88
C15-MA-506A	48	35	24	22	0.917	0.729	0.792	-0.188 ⬇	-1.85
14-NJ-242	89	59	56	45	0.804	0.663	0.717	-0.141 ⬇	-1.83
14-NJ-243	40	34	20	20	1.000	0.850	0.900	-0.150 ⬇	-1.83
14-CA-164	58	39	32	27	0.844	0.672	0.733	-0.171 ⬇	-1.76
14-CA-170	52	41	12	12	1.000	0.788	0.828	-0.212 ⬇	-1.75
14-KY-204	88	81	36	36	1.000	0.920	0.944	-0.080 ⬇	-1.74
14-NE-239	24	19	12	12	1.000	0.792	0.861	-0.208 ⬇	-1.70
C2015-SC-502B	48	35	8	8	1.000	0.729	0.768	-0.271	-1.68

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017 Responses	Top 2	Period 0 3/1/2016 - 9/30/2016 Responses	Top 2	p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
14-PA-276	52	44	16	16	1.000	0.846	0.882	-0.154 ⬇	-1.67
14-NM-246	86	63	48	41	0.854	0.733	0.776	-0.122 ➡	-1.62
13-ZZ-147	144	116	36	33	0.917	0.806	0.828	-0.111 ➡	-1.58
13-ZZ-145	80	69	16	16	1.000	0.863	0.885	-0.138 ➡	-1.58
12-CA-007	43	26	4	4	1.000	0.605	0.638	-0.395 ➡	-1.57
14-MA-210	24	19	40	37	0.925	0.792	0.875	-0.133 ➡	-1.56
C15-TN-504A	47	36	8	8	1.000	0.766	0.800	-0.234 ➡	-1.53
14-MA-209	92	69	83	70	0.843	0.750	0.794	-0.093 ➡	-1.53
13-OH-124	15	13	16	16	1.000	0.867	0.935	-0.133 ➡	-1.51
14-IN-199	20	15	24	22	0.917	0.750	0.841	-0.167 ➡	-1.51
14-NM-247	24	20	12	12	1.000	0.833	0.889	-0.167 ➡	-1.50
13-WA-146	39	26	20	17	0.850	0.667	0.729	-0.183 ➡	-1.50
14-IN-200	64	56	16	16	1.000	0.875	0.900	-0.125 ➡	-1.49
16-ZZ-058	91	60	4	4	1.000	0.659	0.674	-0.341 ➡	-1.42
14-MS-231	24	20	60	56	0.933	0.833	0.905	-0.100 ➡	-1.41
14-PA-282	24	10	19	12	0.632	0.417	0.512	-0.215 ➡	-1.40
12-CA-014	40	32	8	8	1.000	0.800	0.833	-0.200 ➡	-1.39
14-FL-182	20	12	12	10	0.833	0.600	0.688	-0.233 ➡	-1.38
C15-KS-501A	83	67	71	63	0.887	0.807	0.844	-0.080 ➡	-1.37
14-OH-263	40	27	4	4	1.000	0.675	0.705	-0.325 ➡	-1.36
12-FL-023	28	19	4	4	1.000	0.679	0.719	-0.321 ➡	-1.34
14-OH-266	12	8	4	4	1.000	0.667	0.750	-0.333 ➡	-1.33
12-CA-019	92	53	60	41	0.683	0.576	0.618	-0.107 ➡	-1.33
C2015-WA-501E	79	71	16	16	1.000	0.899	0.916	-0.101 ➡	-1.33
12-LA-039	36	25	4	4	1.000	0.694	0.725	-0.306 ➡	-1.30
C15-CA-614A	103	85	8	8	1.000	0.825	0.838	-0.175 ➡	-1.29
C15-WA-503A	60	44	28	24	0.857	0.733	0.773	-0.124 ➡	-1.29
13-NV-118	44	33	60	51	0.850	0.750	0.808	-0.100 ➡	-1.28
C15-FL-513A	68	51	12	11	0.917	0.750	0.775	-0.167 ➡	-1.27
C15-WI-501A	44	31	4	4	1.000	0.705	0.729	-0.295 ➡	-1.27
14-NY-251	108	98	16	16	1.000	0.907	0.919	-0.093 ➡	-1.27
C15-IL-511A	20	17	24	23	0.958	0.850	0.909	-0.108 ➡	-1.24
12-TX-072	16	9	24	18	0.750	0.563	0.675	-0.188 ➡	-1.24
15-MO-330	8	4	16	12	0.750	0.500	0.667	-0.250 ➡	-1.22
14-FL-184	75	60	51	45	0.882	0.800	0.833	-0.082 ➡	-1.22
12-CA-015	43	29	76	59	0.776	0.674	0.739	-0.102 ➡	-1.22
12-SC-069	60	48	52	46	0.885	0.800	0.839	-0.085 ➡	-1.22
C15-MO-604A	36	28	28	25	0.893	0.778	0.828	-0.115 ➡	-1.21
C2015-CA-600H	160	131	68	60	0.882	0.819	0.838	-0.064 ➡	-1.19
12-PA-067	148	123	42	38	0.905	0.831	0.847	-0.074 ➡	-1.17
14-IL-198	36	24	8	7	0.875	0.667	0.705	-0.208 ➡	-1.17
14-ZZ-314	84	57	8	7	0.875	0.679	0.696	-0.196 ➡	-1.15
12-WI-080	88	67	40	34	0.850	0.761	0.789	-0.089 ➡	-1.14
C2015-TX-607G	12	9	4	4	1.000	0.750	0.813	-0.250	-1.11

| 2017 Provider ID | Period 1 10/1/2016 - 9/30/2017 | | Period 0 3/1/2016 - 9/30/2016 | | | | | Effect Size | Test Statistic |
	Responses	Top 2	Responses	Top 2	p_0	p_1	$\bar{p}$	$p_1 - p_0$	Z
14-AZ-160	72	57	20	18	0.900	0.792	0.815	-0.108	-1.10
12-GA-029	32	29	12	12	1.000	0.906	0.932	-0.094	-1.10
12-WA-078	48	46	28	28	1.000	0.958	0.974	-0.042	-1.09
C15-GA-500A	32	28	24	23	0.958	0.875	0.911	-0.083	-1.08
14-OH-262	68	62	12	12	1.000	0.912	0.925	-0.088	-1.07
C15-PR-503A	4	3	4	4	1.000	0.750	0.875	-0.250	-1.07
C15-CA-514B	84	52	64	45	0.703	0.619	0.655	-0.084	-1.07
14-MI-223	51	40	4	4	1.000	0.784	0.800	-0.216	-1.04
15-ZZ-340	24	22	12	12	1.000	0.917	0.944	-0.083	-1.03
14-VA-294	48	34	22	18	0.818	0.708	0.743	-0.110	-0.98
14-CT-178	96	77	84	72	0.857	0.802	0.828	-0.055	-0.98
15-IN-201	96	86	8	8	1.000	0.896	0.904	-0.104	-0.96
14-MI-221	48	43	8	8	1.000	0.896	0.911	-0.104	-0.96
C15-GA-500B	59	45	27	23	0.852	0.763	0.791	-0.089	-0.94
13-WI-151	55	46	4	4	1.000	0.836	0.847	-0.164	-0.88
15-PA-334	76	74	28	28	1.000	0.974	0.981	-0.026	-0.87
C2015-CA-601D	32	14	12	7	0.583	0.438	0.477	-0.146	-0.86
13-MD-107	58	43	43	35	0.814	0.741	0.772	-0.073	-0.86
14-IL-194	84	59	32	25	0.781	0.702	0.724	-0.079	-0.85
12-CA-017	51	30	40	27	0.675	0.588	0.626	-0.087	-0.85
13-TX-142	156	91	171	107	0.626	0.583	0.606	-0.042	-0.78
12-CA-011	123	110	20	19	0.950	0.894	0.902	-0.056	-0.78
C15-OH-505A	23	20	4	4	1.000	0.870	0.889	-0.130	-0.77
15-CA-091	83	69	12	11	0.917	0.831	0.842	-0.085	-0.76
13-ZZ-094	40	28	48	37	0.771	0.700	0.739	-0.071	-0.75
13-NC-114	32	28	4	4	1.000	0.875	0.889	-0.125	-0.75
14-LA-208	16	14	4	4	1.000	0.875	0.900	-0.125	-0.75
C15-IN-503A	64	45	19	15	0.789	0.703	0.723	-0.086	-0.74
15-GA-325	55	34	8	6	0.750	0.618	0.635	-0.132	-0.72
14-MO-229	16	15	8	8	1.000	0.938	0.958	-0.063	-0.72
14-OH-260	60	35	24	16	0.667	0.583	0.607	-0.083	-0.71
16-ZZ-036	92	68	48	38	0.792	0.739	0.757	-0.053	-0.69
14-OH-267	32	31	12	12	1.000	0.969	0.977	-0.031	-0.62
12-AK-001	44	42	8	8	1.000	0.955	0.962	-0.045	-0.61
13-PA-131	24	22	4	4	1.000	0.917	0.929	-0.083	-0.60
C15-CA-604A	12	3	8	3	0.375	0.250	0.300	-0.125	-0.60
14-NH-240	24	23	8	8	1.000	0.958	0.969	-0.042	-0.59
16-MO-048	151	146	96	94	0.979	0.967	0.972	-0.012	-0.57
13-IL-104	120	84	32	24	0.750	0.700	0.711	-0.050	-0.55
12-VA-077	32	24	60	48	0.800	0.750	0.783	-0.050	-0.55
14-OH-265	40	39	12	12	1.000	0.975	0.981	-0.025	-0.55
13-AR-086	51	42	51	44	0.863	0.824	0.843	-0.039	-0.54
12-FL-024	136	112	68	58	0.853	0.824	0.833	-0.029	-0.53
12-ZZ-070	88	86	12	12	1.000	0.977	0.980	-0.023	-0.53

| 2017 Provider ID | Period 1 10/1/2016 - 9/30/2017 | | Period 0 3/1/2016 - 9/30/2016 | | p_0 | p_1 | $\bar{p}$ | Effect Size | Test Statistic |
	Responses	Top 2	Responses	Top 2				$p_1 - p_0$	Z
14-CA-324	104	59	56	34	0.607	0.567	0.581	-0.040	-0.49
C15-GA-508B	24	14	12	8	0.667	0.583	0.611	-0.083	-0.48
13-NY-121	40	26	24	17	0.708	0.650	0.672	-0.058	-0.48
C15-CA-506A	28	23	16	14	0.875	0.821	0.841	-0.054	-0.47
12-TX-076	95	72	48	38	0.792	0.758	0.769	-0.034	-0.45
14-MD-217	24	22	20	19	0.950	0.917	0.932	-0.033	-0.44
C15-NC-507A	80	76	32	31	0.969	0.950	0.955	-0.019	-0.43
C2015-OR-505A	60	44	56	43	0.768	0.733	0.750	-0.035	-0.43
12-TX-075	92	69	24	19	0.792	0.750	0.759	-0.042	-0.42
C2015-OR-502B	56	37	24	17	0.708	0.661	0.675	-0.048	-0.42
16-NC-237	131	98	100	77	0.770	0.748	0.758	-0.022	-0.38
14-WV-304	28	27	4	4	1.000	0.964	0.969	-0.036	-0.38
13-NY-122	12	11	20	19	0.950	0.917	0.938	-0.033	-0.38
13-WI-150	80	61	20	16	0.800	0.763	0.770	-0.038	-0.36
13-NY-119	32	29	28	26	0.929	0.906	0.917	-0.022	-0.31
14-MI-222	24	17	20	15	0.750	0.708	0.727	-0.042	-0.31
14-MS-234	8	4	16	9	0.563	0.500	0.542	-0.063	-0.29
14-NC-236	48	30	32	21	0.656	0.625	0.638	-0.031	-0.28
15-OH-333	23	21	16	15	0.938	0.913	0.923	-0.024	-0.28
12-OK-065	99	70	19	14	0.737	0.707	0.712	-0.030	-0.26
14-AZ-158	147	112	72	56	0.778	0.762	0.767	-0.016	-0.26
C2015-TX-607B	23	16	4	3	0.750	0.696	0.704	-0.054	-0.22
14-FL-322	32	27	32	27	0.844	0.844	0.844	0.000	0.00
C15-PA-500A	44	33	16	12	0.750	0.750	0.750	0.000	0.00
13-OR-125	36	36	12	12	1.000	1.000	1.000	0.000	0.00
13-PA-130	24	24	12	12	1.000	1.000	1.000	0.000	0.00
13-MI-108	36	36	4	4	1.000	1.000	1.000	0.000	0.00
13-OR-126	24	24	4	4	1.000	1.000	1.000	0.000	0.00
C2015-CA-508A	8	8	4	4	1.000	1.000	1.000	0.000	0.00
14-PA-281	12	12	4	4	1.000	1.000	1.000	0.000	0.00
12-ID-032	20	20	4	4	1.000	1.000	1.000	0.000	0.00
C15-CA-606A	4	4	4	4	1.000	1.000	1.000	0.000	0.00
14-ZZ-311	8	8	4	4	1.000	1.000	1.000	0.000	0.00
C15-KS-501B	8	8	4	4	1.000	1.000	1.000	0.000	0.00
14-OH-264	12	12	4	4	1.000	1.000	1.000	0.000	0.00
12-CA-016	32	25	36	28	0.778	0.781	0.779	0.003	0.03
12-ZZ-041	96	87	52	47	0.904	0.906	0.905	0.002	0.05
12-NM-055	128	100	76	59	0.776	0.781	0.779	0.005	0.08
14-VI-299	16	11	12	8	0.667	0.688	0.679	0.021	0.12
C2015-MT-500B	224	192	100	85	0.850	0.857	0.855	0.007	0.17
C15-TX-601A	141	98	28	19	0.679	0.695	0.692	0.016	0.17
12-NY-060	48	43	8	7	0.875	0.896	0.893	0.021	0.18
14-TX-292	228	153	103	68	0.660	0.671	0.668	0.011	0.19
C15-WA-502A	36	31	52	44	0.846	0.861	0.852	0.015	0.19

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017 Responses	Top 2	Period 0 3/1/2016 - 9/30/2016 Responses	Top 2	p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
14-TX-293	7	3	8	3	0.375	0.429	0.400	0.054	0.21
14-MI-224	20	16	4	3	0.750	0.800	0.792	0.050	0.22
15-IA-192	36	32	47	41	0.872	0.889	0.880	0.017	0.23
C15-SC-503A	20	12	32	18	0.563	0.600	0.577	0.038	0.27
12-CA-006	104	89	36	30	0.833	0.856	0.850	0.022	0.32
12-IN-035	92	81	56	48	0.857	0.880	0.872	0.023	0.41
12-NY-063	68	57	36	29	0.806	0.838	0.827	0.033	0.42
15-TX-141	168	140	52	42	0.808	0.833	0.827	0.026	0.43
14-VA-297	40	27	60	38	0.633	0.675	0.650	0.042	0.43
14-PA-280	35	32	16	14	0.875	0.914	0.902	0.039	0.44
C15-GA-508A	28	25	20	17	0.850	0.893	0.875	0.043	0.44
13-SD-136	136	118	24	20	0.833	0.868	0.863	0.034	0.45
15-GU-326	40	24	24	13	0.542	0.600	0.578	0.058	0.46
C15-HI-501A	68	50	12	8	0.667	0.735	0.725	0.069	0.49
C15-NC-511B	107	72	32	20	0.625	0.673	0.662	0.048	0.50
14-CA-177	12	11	57	49	0.860	0.917	0.870	0.057	0.53
14-MI-218	52	30	16	8	0.500	0.577	0.559	0.077	0.54
14-MD-214	112	74	44	27	0.614	0.661	0.647	0.047	0.55
12-LA-038	59	53	51	44	0.863	0.898	0.882	0.036	0.58
C2015-CA-600A	87	64	28	19	0.679	0.736	0.722	0.057	0.59
14-NY-254	76	64	28	22	0.786	0.842	0.827	0.056	0.67
14-WV-305	128	116	38	33	0.868	0.906	0.898	0.038	0.68
14-IL-196	80	62	20	14	0.700	0.775	0.760	0.075	0.70
12-FL-025	415	341	121	96	0.793	0.822	0.815	0.028	0.71
13-CT-093	68	58	40	32	0.800	0.853	0.833	0.053	0.71
14-TN-287	28	24	8	6	0.750	0.857	0.833	0.107	0.72
14-GA-188	87	58	40	24	0.600	0.667	0.646	0.067	0.73
14-AK-152	4	4	8	7	0.875	1.000	0.917	0.125	0.74
14-MN-227	20	14	4	2	0.500	0.700	0.667	0.200	0.77
C15-MO-604B	88	82	36	32	0.889	0.932	0.919	0.043	0.80
16-FL-099	171	151	43	36	0.837	0.883	0.874	0.046	0.81
13-FL-096	164	128	16	11	0.688	0.780	0.772	0.093	0.85
C15-FL-501B	151	116	44	31	0.705	0.768	0.754	0.064	0.86
C15-CA-608A	16	15	12	10	0.833	0.938	0.893	0.104	0.88
15-UT-336	92	72	64	46	0.719	0.783	0.756	0.064	0.91
C15-OH-502B	28	23	36	26	0.722	0.821	0.766	0.099	0.93
13-ZZ-092	166	125	132	93	0.705	0.753	0.732	0.048	0.94
12-OR-066	32	32	36	35	0.972	1.000	0.985	0.028	0.95
13-IL-105	44	33	40	26	0.650	0.750	0.702	0.100	1.00
16-CA-009	135	102	57	39	0.684	0.756	0.734	0.071	1.02
C15-CA-609A	24	20	20	14	0.700	0.833	0.773	0.133	1.05
14-PA-273	20	16	20	13	0.650	0.800	0.725	0.150	1.06
13-VA-144	39	32	16	11	0.688	0.821	0.782	0.133	1.08
12-CA-013	88	78	8	6	0.750	0.886	0.875	0.136	1.12

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017 Responses	Top 2	Period 0 3/1/2016 - 9/30/2016 Responses	Top 2	p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
14-HI-190	55	47	24	18	0.750	0.855	0.823	0.105	1.12
12-MA-040	52	38	36	22	0.611	0.731	0.682	0.120	1.18
12-MD-042	132	93	8	4	0.500	0.705	0.693	0.205	1.22
16-CA-008	148	128	48	38	0.792	0.865	0.847	0.073	1.22
14-VA-298	16	12	8	4	0.500	0.750	0.667	0.250	1.22
14-CA-167	76	43	4	1	0.250	0.566	0.550	0.316	1.24
12-ME-043	56	52	32	27	0.844	0.929	0.898	0.085	1.26
13-AZ-087	155	142	64	55	0.859	0.916	0.900	0.057	1.27
14-CA-169	12	12	16	14	0.875	1.000	0.929	0.125	1.27
14-CA-173	55	44	66	46	0.697	0.800	0.744	0.103	1.29
12-NJ-053	60	50	12	8	0.667	0.833	0.806	0.167	1.33
C2015-FL-519A	64	59	29	24	0.828	0.922	0.892	0.094	1.36
14-FL-185	288	226	4	2	0.500	0.785	0.781	0.285	1.37
14-WV-303	20	16	20	12	0.600	0.800	0.700	0.200	1.38
14-OR-272	36	35	16	14	0.875	0.972	0.942	0.097	1.39
13-WA-148	28	20	16	8	0.500	0.714	0.636	0.214	1.42
C15-CA-601A	88	64	99	62	0.626	0.727	0.674	0.101	1.47
13-DE-095	56	45	16	10	0.625	0.804	0.764	0.179	1.48
14-OH-261	24	24	11	10	0.909	1.000	0.971	0.091	1.50
C2015-DC-500B	8	8	44	34	0.773	1.000	0.808	0.227	1.50
14-ZZ-301	87	68	50	33	0.660	0.782	0.737	0.122	1.56
14-MI-226	96	84	28	21	0.750	0.875	0.847	0.125	1.62
16-TX-074	328	231	131	82	0.626	0.704	0.682	0.078	1.63
14-TX-290	224	169	79	52	0.658	0.754	0.729	0.096	1.66
12-TX-071	52	48	12	9	0.750	0.923	0.891	0.173	1.73
14-ZZ-321	8	8	64	46	0.719	1.000	0.750	0.281	1.73
C15-KY-501A	44	36	24	15	0.625	0.818	0.750	0.193	1.76
14-TN-283	32	21	40	17	0.425	0.656	0.528	0.231	1.95
13-ZZ-134	36	31	56	38	0.679	0.861	0.750	0.183	1.97
16-ZZ-037	211	146	28	14	0.500	0.692	0.669	0.192	2.03
12-AZ-003	24	23	32	24	0.750	0.958	0.839	0.208	2.10
13-ZZ-133	60	58	40	34	0.850	0.967	0.920	0.117	2.11
13-MO-047	20	20	20	16	0.800	1.000	0.900	0.200	2.11
13-GA-102	95	68	28	14	0.500	0.716	0.667	0.216	2.13
14-NY-256	40	38	16	12	0.750	0.950	0.893	0.200	2.19
14-PA-277	100	97	40	35	0.875	0.970	0.943	0.095	2.19
14-MD-216	12	12	12	8	0.667	1.000	0.833	0.333	2.19
14-CA-161	8	8	8	4	0.500	1.000	0.750	0.500	2.31
14-MI-219	92	80	32	22	0.688	0.870	0.823	0.182	2.32
14-OH-269	28	23	40	22	0.550	0.821	0.662	0.271	2.33
14-MA-211	36	30	19	10	0.526	0.833	0.727	0.307	2.43
15-NY-252	32	25	20	9	0.450	0.781	0.654	0.331	2.44
12-AL-002	20	19	44	29	0.659	0.950	0.750	0.291	2.49
14-MO-228	32	21	4	0	0.000	0.656	0.583	0.656	2.51

2017 Provider ID	Period 1 10/1/2016 - 9/30/2017		Period 0 3/1/2016 - 9/30/2016		p_0	p_1	$\bar{p}$	Effect Size $p_1 - p_0$	Test Statistic Z
	Responses	Top 2	Responses	Top 2					
15-WA-338	56	50	45	31	0.689	0.893	0.802	0.204 ⬆	2.56
14-TN-285	88	78	36	25	0.694	0.886	0.831	0.192 ⬆	2.59
12-ND-051	20	18	16	8	0.500	0.900	0.722	0.400 ⬆	2.66
C15-FL-504A	12	11	4	1	0.250	0.917	0.750	0.667 ⬆	2.67
16-NJ-054	128	110	28	18	0.643	0.859	0.821	0.217 ⬆	2.70
14-CA-171	20	20	20	13	0.650	1.000	0.825	0.350 ⬆	2.91
12-NC-049	40	36	60	38	0.633	0.900	0.740	0.267 ⬆	2.98
C15-CA-501A	99	71	4	0	0.000	0.717	0.689	0.717 ⬆	3.04
12-NC-050	24	19	4	0	0.000	0.792	0.679	0.792 ⬆	3.14
14-MI-220	80	73	12	7	0.583	0.913	0.870	0.329 ⬆	3.16
12-WA-079	32	31	4	2	0.500	0.969	0.917	0.469 ⬆	3.20
14-OH-268	60	60	12	10	0.833	1.000	0.972	0.167 ⬆	3.21
12-IL-033	48	48	8	6	0.750	1.000	0.964	0.250 ⬆	3.53
13-MO-110	52	42	4	0	0.000	0.808	0.750	0.808 ⬆	3.59
14-AZ-159	199	177	159	117	0.736	0.889	0.821	0.154 ⬆	3.77
15-PA-068	72	70	12	8	0.667	0.972	0.929	0.306 ⬆	3.81
C2015-CA-601B	28	28	8	4	0.500	1.000	0.889	0.500 ⬆	3.97
C15-CA-608B	28	23	16	3	0.188	0.821	0.591	0.634 ⬆	4.11
C15-NY-600A	31	29	36	16	0.444	0.935	0.672	0.491 ⬆	4.27
13-IN-106	56	54	16	9	0.563	0.964	0.875	0.402 ⬆	4.29
12-NY-061	72	59	24	8	0.333	0.819	0.698	0.486 ⬆	4.49
16-ZZ-278	111	86	24	6	0.250	0.775	0.681	0.525 ⬆	5.00
Total	21634	16601	10679	8644	0.809	0.767	0.781	-0.042 ⬇	-8.61

Appendix B

Provider Ratings

Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
13-CA-090	0%	0%	0%	0%	0%	28	3
14-NC-235	0%	0%	1%	0%	0%	110	49
14-GA-189	0%	0%	0%	0%	0%	151	78
14-AL-155	0%	1%	0%	0%	0%	323	202
C2015-CA-600E	3%	0%	1%	0%	0%	44	16
13-TX-142	0%	3%	0%	1%	0%	156	91
15-FL-324	0%	1%	0%	8%	0%	59	27
C15-TX-603A	7%	1%	1%	0%	0%	64	31
C15-CA-602B	2%	1%	8%	0%	0%	62	30
13-NV-117	15%	0%	3%	0%	0%	76	40
14-CA-324	1%	15%	0%	1%	0%	104	59
12-ZZ-020	3%	1%	6%	1%	0%	113	66
12-CT-021	2%	2%	3%	4%	0%	32	13
C15-NY-603A	10%	2%	3%	1%	0%	32	13
12-MI-044	5%	5%	2%	6%	0%	16	4
C15-CO-503A	7%	7%	0%	4%	0%	52	26
C15-CO-504A	1%	8%	16%	0%	0%	91	52
14-FL-181	1%	7%	2%	3%	0%	104	61
12-CA-019	8%	1%	19%	0%	0%	92	53
16-CA-005	1%	1%	9%	7%	0%	115	69
C2015-CA-601D	2%	10%	3%	4%	0%	32	14
14-CA-167	2%	2%	9%	5%	0%	76	43
12-FL-028	13%	5%	1%	8%	0%	60	33
C15-CA-604A	15%	1%	8%	18%	0%	12	3
14-CA-176	34%	2%	4%	1%	0%	64	36
14-PA-282	16%	3%	7%	5%	0%	24	10
13-PR-132	19%	2%	6%	4%	0%	52	28
C15-MI-501A	19%	7%	1%	4%	0%	52	28
13-NV-056	1%	3%	11%	14%	0%	116	72
14-TX-292	13%	1%	10%	7%	0%	228	153
C2015-CA-500B	45%	45%	1%	1%	0%	24	11
C2015-CA-600B	3%	35%	9%	2%	0%	79	48

Q1-Q4 Provider Rating	
Providers	374
Number < 10%	94
Number > 90%	135
Lower Quartile	9.6%
Median	68.4%
Upper Quartile	99.0%
Mean	56.6%
Standard Deviation	40.8%

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-OH-260	13%	5%	10%	8%	0%	60	35
14-FL-187	14%	2%	25%	5%	0%	86	53
16-NY-062	4%	17%	2%	16%	0%	120	77
C15-CA-514B	11%	5%	14%	9%	0%	84	52
14-MI-218	19%	2%	17%	11%	0%	52	30
12-CA-010	23%	6%	2%	29%	0%	28	14
C15-NY-600B	26%	26%	10%	1%	0%	44	25
15-CA-322	24%	24%	17%	27%	0%	4	0
12-CA-017	7%	18%	4%	26%	0%	51	30
14-PA-274	19%	18%	14%	4%	0%	51	30
14-ZZ-153	14%	14%	4%	20%	0%	48	28
12-OH-064	6%	14%	7%	23%	0%	88	56
C15-CA-500A	15%	38%	5%	7%	0%	36	20
14-TN-284	25%	25%	14%	6%	0%	16	7
16-TX-074	0%	24%	33%	14%	0%	328	231
14-MD-214	12%	12%	19%	11%	1%	112	74
16-ZZ-037	19%	12%	17%	6%	1%	211	146
C15-TX-503A	17%	17%	13%	11%	1%	64	40
13-GA-101	5%	14%	34%	20%	1%	48	29
C15-CA-502A	81%	3%	21%	5%	1%	23	12
15-GA-325	3%	23%	39%	15%	1%	55	34
14-LA-207	15%	15%	43%	18%	1%	12	5
16-ZZ-058	17%	8%	32%	14%	1%	91	60
12-CA-007	26%	10%	8%	35%	1%	43	26
15-GU-326	2%	45%	24%	27%	1%	40	24
16-NY-057	18%	18%	34%	5%	1%	135	92
14-NJ-242	8%	31%	25%	14%	2%	89	59
C15-NC-511B	19%	9%	47%	9%	2%	107	72
C2015-CA-504A	23%	6%	35%	29%	2%	28	16
14-NC-236	5%	32%	4%	67%	2%	48	30
14-ZZ-313	11%	11%	25%	32%	2%	123	84
14-GA-188	27%	14%	29%	11%	2%	87	58
14-MS-233	13%	21%	20%	24%	2%	155	108
C15-TX-601A	14%	24%	20%	25%	3%	141	98

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
C15-GA-508B	→ 16%	→ 45%	↓ 7%	→ 52%	↓ 3%	24	14
C15-NC-501A	→ 45%	→ 45%	→ 17%	↓ 6%	↓ 4%	55	36
14-ZZ-314	→ 23%	→ 60%	↓ 6%	→ 18%	↓ 4%	84	57
C15-OR-500A	→ 19%	→ 39%	→ 39%	→ 11%	↓ 4%	52	34
C2015-OR-502B	↓ 10%	→ 23%	→ 21%	→ 55%	↓ 4%	56	37
13-OH-123	→ 38%	→ 15%	→ 41%	→ 21%	↓ 4%	35	22
12-MI-045	→ 30%	→ 30%	→ 15%	→ 37%	↓ 5%	32	20
15-ZZ-127	→ 30%	→ 30%	→ 15%	→ 37%	↓ 5%	32	20
13-IL-104	→ 29%	→ 29%	→ 41%	↓ 9%	↓ 5%	120	84
12-MD-042	→ 15%	→ 15%	→ 51%	→ 26%	↓ 5%	132	93
14-TX-293	↓ 6%	→ 42%	↑ 100%	→ 47%	↓ 5%	7	3
12-ZZ-031	→ 10%	→ 10%	→ 53%	→ 61%	↓ 6%	43	28
12-TX-072	→ 25%	→ 25%	→ 53%	→ 30%	↓ 6%	16	9
15-MI-328	→ 25%	→ 25%	→ 53%	→ 30%	↓ 6%	16	9
13-NY-121	→ 21%	→ 45%	→ 24%	→ 27%	↓ 6%	40	26
14-CA-164	→ 29%	→ 51%	→ 39%	↓ 8%	↓ 6%	58	39
14-FL-182	→ 35%	→ 35%	→ 21%	→ 41%	↓ 7%	20	12
C15-SC-503A	→ 35%	→ 35%	→ 21%	→ 41%	↓ 7%	20	12
C15-WA-503B	→ 35%	→ 35%	→ 21%	→ 41%	↓ 7%	20	12
14-MS-234	→ 43%	→ 42%	→ 31%	→ 47%	↓ 9%	8	4
15-MO-330	→ 43%	→ 42%	→ 31%	→ 47%	↓ 9%	8	4
C15-MN-500A	→ 43%	→ 42%	→ 31%	→ 47%	↓ 9%	8	4
C15-OH-500B	→ 43%	→ 42%	→ 31%	→ 47%	↓ 9%	8	4
14-NY-249	→ 23%	→ 53%	→ 35%	→ 29%	↓ 9%	28	18
12-OK-065	→ 40%	→ 40%	→ 22%	→ 21%	↓ 10%	99	70
13-WA-146	→ 45%	→ 20%	→ 82%	→ 11%	↓ 10%	39	26
14-LA-205	→ 19%	→ 18%	→ 87%	→ 26%	↓ 10%	50	34
14-IL-194	→ 23%	→ 11%	→ 73%	→ 33%	↓ 10%	84	59
14-MO-228	→ 30%	→ 30%	→ 41%	→ 37%	→ 10%	32	21
14-TN-283	→ 61%	→ 10%	→ 41%	→ 37%	→ 10%	32	21
12-CA-015	→ 52%	→ 26%	→ 24%	→ 35%	→ 10%	43	29
14-IL-198	→ 38%	→ 38%	→ 19%	→ 46%	→ 11%	36	24
14-KS-322	→ 38%	→ 15%	→ 82%	→ 21%	→ 11%	36	24
14-OH-263	→ 45%	→ 45%	→ 24%	→ 27%	→ 12%	40	27

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-VA-297	45%	45%	24%	27%	12%	40	27
C15-OR-501A	11%	60%	25%	52%	13%	83	59
13-GA-102	36%	35%	36%	31%	14%	95	68
C15-IN-503A	57%	17%	79%	11%	14%	64	45
C15-CA-501A	59%	13%	40%	36%	14%	99	71
14-IL-195	25%	67%	53%	30%	14%	16	10
C15-FL-600A	40%	40%	25%	36%	15%	100	72
12-FL-023	23%	53%	35%	61%	18%	28	19
12-LA-039	15%	68%	48%	46%	19%	36	25
13-IA-103	38%	38%	82%	21%	19%	36	25
13-ZZ-094	45%	20%	24%	80%	20%	40	28
14-ZZ-308	52%	52%	29%	35%	20%	44	31
C15-WI-501A	26%	26%	59%	61%	20%	44	31
14-PA-279	58%	58%	34%	20%	21%	48	34
14-VA-294	33%	32%	34%	67%	21%	48	34
C15-MA-500A	33%	58%	14%	67%	21%	48	34
14-MD-215	28%	62%	28%	41%	21%	104	76
C15-CA-601A	27%	45%	32%	57%	21%	88	64
C2015-IL-510C	24%	↑ 100%	↑ 100%	27%	23%	4	2
14-NM-246	82%	14%	46%	39%	25%	86	63
C2015-CA-600A	64%	27%	29%	57%	27%	87	64
C2015-TX-607B	16%	45%	↑ 100%	52%	27%	23	16
14-AR-156	57%	34%	25%	67%	28%	63	46
C2015-NV-500E	79%	26%	53%	35%	28%	43	31
16-ZZ-036	↓ 8%	84%	58%	44%	29%	92	68
14-OH-266	56%	56%	43%	61%	30%	12	8
C15-HI-501A	40%	21%	82%	51%	30%	68	50
14-VI-299	25%	67%	53%	72%	31%	16	11
C15-WA-503A	51%	29%	49%	61%	31%	60	44
C2015-OR-505A	51%	74%	25%	38%	31%	60	44
12-MA-040	64%	39%	39%	49%	31%	52	38
14-MN-227	75%	35%	61%	41%	31%	20	14
C15-MA-506A	58%	32%	34%	67%	31%	48	35
C2015-SC-502B	58%	32%	64%	42%	31%	48	35

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-MI-222	81%	45%	68%	20%	31%	24	17
13-WA-148	53%	53%	35%	61%	31%	28	20
16-NC-237	40%	56%	48%	40%	32%	131	98
14-TX-290	37%	73%	15%	57%	34%	224	169
13-ZZ-092	72%	30%	24%	61%	35%	166	125
13-MD-107	↑ 91%	51%	39%	20%	36%	58	43
12-TX-075	31%	31%	78%	62%	38%	92	69
14-MA-209	50%	49%	36%	62%	38%	92	69
16-CA-009	30%	44%	51%	74%	40%	135	102
14-WA-300	45%	45%	62%	56%	40%	72	54
C15-FL-513A	40%	21%	↑ 96%	51%	41%	68	51
13-IL-105	52%	78%	87%	15%	44%	44	33
13-NV-118	52%	52%	87%	35%	44%	44	33
C15-PA-500A	52%	52%	59%	61%	44%	44	33
12-TX-076	54%	35%	58%	67%	45%	95	72
14-AZ-158	70%	27%	77%	42%	46%	147	112
14-NV-248	68%	68%	48%	46%	46%	36	27
C2015-TX-607H	66%	15%	71%	67%	46%	160	122
12-VA-077	61%	61%	41%	68%	47%	32	24
12-WI-080	27%	64%	54%	75%	48%	88	67
C15-HI-501B	81%	81%	28%	52%	49%	24	18
13-WI-150	55%	75%	11%	83%	50%	80	61
14-IN-199	35%	75%	↑ 100%	41%	51%	20	15
C15-GA-500B	74%	74%	44%	38%	51%	59	45
14-VA-298	67%	67%	53%	72%	53%	16	12
C15-FL-501B	59%	44%	79%	46%	53%	151	116
C15-TN-504A	58%	58%	59%	67%	54%	47	36
C2015-TX-607G	56%	56%	↑ 100%	61%	55%	12	9
14-ZZ-318	↑ 100%	42%	↑ 100%	47%	59%	8	6
C15-CA-501B	↑ 100%	42%	↑ 100%	47%	59%	8	6
14-IL-196	89%	55%	69%	28%	60%	80	62
14-ZZ-317	74%	74%	53%	54%	60%	40	31
16-ZZ-278	36%	70%	71%	67%	60%	111	86
C15-MO-604A	68%	38%	82%	75%	62%	36	28

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
14-AZ-157	53%	36%	88%	67%	62%	112	87
13-MS-111	40%	82%	58%	72%	63%	68	53
C15-WA-500A	40%	62%	58%	88%	63%	68	53
12-CA-016	61%	61%	78%	68%	64%	32	25
14-MS-232	61%	61%	78%	68%	64%	32	25
15-NY-252	61%	61%	78%	68%	64%	32	25
C15-PR-503A	24%	▲ 100%	▲ 100%	▲ 100%	65%	4	3
14-ZZ-301	64%	64%	50%	75%	66%	87	68
12-MN-046	36%	87%	40%	82%	66%	96	75
14-MI-223	19%	64%	90%	▲ 90%	66%	51	40
15-UT-336	50%	84%	58%	62%	67%	92	72
12-NM-055	69%	82%	31%	67%	67%	128	100
13-FL-096	81%	54%	57%	57%	67%	164	128
12-NC-050	81%	81%	68%	52%	68%	24	19
14-MA-210	45%	81%	68%	85%	68%	24	19
14-NE-239	81%	81%	68%	52%	68%	24	19
14-CA-170	39%	86%	68%	73%	69%	52	41
12-AZ-004	68%	68%	73%	75%	70%	34	27
14-MI-224	75%	75%	61%	79%	71%	20	16
14-PA-273	75%	75%	61%	79%	71%	20	16
14-WI-302	75%	75%	61%	79%	71%	20	16
14-WV-303	75%	75%	61%	79%	71%	20	16
14-AZ-160	85%	45%	84%	56%	72%	72	57
12-CA-014	74%	74%	53%	80%	74%	40	32
17-NE-052	▲ 93%	34%	▲ 95%	45%	75%	64	51
C15-NV-500B	78%	78%	79%	45%	75%	64	51
14-CA-173	89%	69%	68%	55%	76%	55	44
12-SC-069	51%	74%	49%	▲ 94%	77%	60	48
14-FL-185	69%	▲ 95%	35%	49%	77%	288	226
13-DE-095	69%	89%	72%	55%	78%	56	45
14-FL-184	87%	50%	84%	62%	78%	75	60
13-MO-110	64%	64%	▲ 91%	73%	80%	52	42
14-VA-296	71%	50%	86%	80%	80%	76	61
14-NY-250	36%	87%	58%	▲ 92%	80%	95	76

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 ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
12-IL-034	→ 56%	↑ 100%	↑ 100%	→ 61%	→ 80%	12	10
13-FL-098	↑ 100%	→ 56%	↑ 100%	→ 61%	→ 80%	12	10
14-OH-269	→ 86%	→ 23%	↑ 100%	→ 89%	→ 81%	28	23
C15-CA-506A	→ 86%	→ 86%	→ 73%	→ 61%	→ 81%	28	23
C15-CA-608B	→ 86%	→ 53%	→ 73%	→ 89%	→ 81%	28	23
C15-OH-502B	→ 86%	→ 53%	→ 73%	→ 89%	→ 81%	28	23
13-NH-115	→ 83%	→ 82%	→ 64%	→ 67%	→ 81%	48	39
14-CT-178	↑ 95%	→ 72%	→ 81%	→ 31%	→ 82%	96	77
13-VA-144	→ 74%	→ 74%	→ 82%	→ 80%	→ 83%	39	32
C15-KY-501A	→ 52%	→ 52%	→ 87%	↑ 97%	→ 83%	44	36
C15-KS-501A	→ 78%	→ 60%	→ 88%	→ 71%	→ 83%	83	67
13-TN-139	→ 81%	→ 81%	→ 68%	→ 85%	→ 84%	24	20
14-IA-191	→ 81%	→ 81%	→ 68%	→ 85%	→ 84%	24	20
14-MS-231	→ 81%	→ 81%	→ 68%	→ 85%	→ 84%	24	20
14-NM-247	→ 81%	→ 81%	→ 68%	→ 85%	→ 84%	24	20
C15-CA-609A	→ 81%	→ 81%	→ 68%	→ 85%	→ 84%	24	20
C15-FL-510A	↑ 92%	→ 68%	→ 78%	→ 75%	→ 85%	35	29
12-CA-018	→ 86%	→ 39%	→ 90%	↑ 90%	→ 87%	51	42
13-AR-086	→ 86%	→ 86%	→ 64%	→ 73%	→ 87%	51	42
14-MA-211	→ 38%	↑ 92%	→ 82%	↑ 94%	→ 87%	36	30
14-TX-288	→ 68%	↑ 92%	→ 48%	↑ 94%	→ 87%	36	30
C15-IL-511A	↑ 100%	↑ 100%	→ 61%	→ 41%	→ 88%	20	17
13-ZZ-147	→ 90%	→ 67%	→ 60%	→ 80%	→ 88%	144	116
12-NY-061	→ 67%	→ 66%	→ 84%	↑ 90%	→ 88%	72	59
13-TX-140	↑ 91%	→ 79%	→ 81%	→ 58%	→ 89%	102	83
14-FL-322	→ 89%	→ 89%	→ 78%	→ 68%	→ 89%	32	27
13-OH-124	↑ 100%	→ 67%	↑ 100%	→ 72%	→ 89%	15	13
14-LA-208	↑ 100%	→ 67%	↑ 100%	→ 72%	↑ 91%	16	14
14-NE-238	↑ 100%	→ 67%	↑ 100%	→ 72%	↑ 91%	16	14
12-NJ-053	→ 74%	↑ 91%	→ 76%	→ 82%	↑ 92%	60	50
C15-FL-507A	→ 51%	↑ 98%	→ 76%	→ 82%	↑ 92%	60	50
14-TN-287	→ 86%	→ 86%	↑ 100%	→ 61%	↑ 92%	28	24
13-WI-151	→ 89%	→ 69%	↑ 91%	→ 78%	↑ 92%	55	46
14-NJ-243	→ 74%	↑ 94%	→ 85%	→ 80%	↑ 93%	40	34

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
C15-OH-505A	→ 81%	↑ 100%	↑ 100%	→ 52%	↑ 93%	23	20
C15-CA-614A	→ 79%	→ 79%	→ 83%	→ 87%	↑ 94%	103	85
15-CA-091	→ 60%	↑ 91%	↑ 98%	→ 71%	↑ 94%	83	69
14-PA-276	→ 86%	→ 86%	→ 68%	↑ 90%	↑ 94%	52	44
12-NY-063	→ 82%	→ 82%	→ 82%	→ 88%	↑ 94%	68	57
14-ID-193	→ 45%	→ 81%	↑ 100%	↑ 100%	↑ 94%	24	21
13-ZZ-134	↑ 92%	→ 68%	→ 82%	↑ 94%	↑ 94%	36	31
C15-WA-502A	↑ 92%	↑ 92%	→ 82%	→ 75%	↑ 94%	36	31
C2015-CA-600H	→ 88%	→ 88%	↑ 93%	→ 54%	↑ 95%	160	131
14-FL-179	↑ 100%	→ 82%	→ 90%	→ 42%	↑ 95%	48	41
14-IL-197	→ 55%	↑ 97%	→ 69%	↑ 94%	↑ 95%	80	67
14-OK-271	→ 75%	→ 89%	→ 69%	↑ 94%	↑ 95%	80	67
12-FL-024	→ 60%	↑ 94%	→ 86%	→ 85%	↑ 95%	136	112
14-NY-254	→ 71%	→ 87%	→ 86%	↑ 92%	↑ 96%	76	64
13-NY-122	↑ 100%	↑ 100%	↑ 100%	→ 61%	↑ 96%	12	11
14-CA-177	→ 56%	↑ 100%	↑ 100%	↑ 100%	↑ 96%	12	11
C15-FL-504A	↑ 100%	→ 56%	↑ 100%	↑ 100%	↑ 96%	12	11
13-NC-114	→ 89%	→ 89%	→ 78%	↑ 92%	↑ 96%	32	28
C15-GA-500A	→ 89%	→ 89%	→ 78%	↑ 92%	↑ 96%	32	28
14-HI-190	→ 69%	→ 89%	↑ 91%	↑ 93%	↑ 96%	55	47
12-ND-051	↑ 100%	→ 75%	↑ 100%	→ 79%	↑ 96%	20	18
13-CT-093	→ 82%	→ 82%	→ 82%	↑ 97%	↑ 97%	68	58
C15-GA-508A	→ 86%	→ 86%	→ 73%	↑ 100%	↑ 97%	28	25
12-PA-067	→ 83%	→ 82%	↑ 90%	↑ 91%	↑ 98%	148	123
17-ZZ-113	↑ 95%	↑ 94%	→ 84%	→ 67%	↑ 98%	160	133
15-IA-192	↑ 92%	↑ 92%	→ 82%	↑ 94%	↑ 98%	36	32
15-OH-333	↑ 100%	→ 81%	↑ 100%	→ 85%	↑ 98%	23	21
15-TX-141	↑ 96%	→ 72%	→ 87%	↑ 92%	↑ 98%	168	140
14-MO-229	→ 67%	↑ 100%	↑ 100%	↑ 100%	↑ 99%	16	15
C15-CA-608A	↑ 100%	↑ 100%	↑ 100%	→ 72%	↑ 99%	16	15
13-PA-131	↑ 100%	↑ 100%	↑ 100%	→ 52%	↑ 99%	24	22
14-MD-217	→ 81%	→ 81%	↑ 100%	↑ 100%	↑ 99%	24	22
15-ZZ-340	↑ 100%	→ 81%	↑ 100%	→ 85%	↑ 99%	24	22
13-ZZ-145	→ 75%	↑ 97%	→ 88%	↑ 94%	↑ 99%	80	69

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
12-GA-029	➡ 89%	➡ 89%	⬆ 100%	⬆ 92%	⬆ 99%	32	29
13-NY-119	➡ 89%	➡ 89%	⬆ 100%	⬆ 92%	⬆ 99%	32	29
14-IN-200	⬆ 93%	⬆ 93%	⬆ 95%	➡ 85%	⬆ 99%	64	56
12-CA-006	⬆ 97%	⬆ 90%	➡ 85%	➡ 87%	⬆ 99%	104	89
12-NC-049	⬆ 94%	⬆ 94%	⬆ 100%	➡ 80%	⬆ 99%	40	36
12-NY-060	⬆ 96%	⬆ 96%	➡ 90%	➡ 88%	⬆ 99%	48	43
14-MI-221	➡ 83%	⬆ 96%	➡ 90%	⬆ 98%	⬆ 99%	48	43
14-PA-280	⬆ 100%	⬆ 92%	⬆ 100%	➡ 75%	⬆ 99%	35	32
12-ZZ-026	⬆ 91%	⬆ 90%	⬆ 94%	⬆ 95%	⬆ 99%	102	88
14-NY-259	➡ 69%	⬆ 98%	⬆ 100%	⬆ 93%	⬆ 99%	56	50
15-WA-338	⬆ 100%	➡ 69%	⬆ 100%	➡ 78%	⬆ 99%	56	50
12-AL-002	➡ 75%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 99%	20	19
14-MI-219	➡ 84%	⬆ 94%	⬆ 92%	⬆ 97%	⬆ 99%	92	80
14-CA-175	➡ 65%	⬆ 93%	⬆ 99%	⬆ 97%	⬆ 100%	176	149
16-NJ-054	⬆ 92%	⬆ 99%	⬆ 93%	➡ 80%	⬆ 100%	128	110
12-FL-025	⬆ 94%	⬆ 98%	➡ 71%	⬆ 93%	⬆ 100%	415	341
12-LA-038	⬆ 98%	⬆ 98%	⬆ 93%	➡ 82%	⬆ 100%	59	53
C15-NY-600A	⬆ 100%	➡ 89%	⬆ 100%	⬆ 92%	⬆ 100%	31	29
14-MI-226	⬆ 95%	➡ 87%	⬆ 99%	⬆ 92%	⬆ 100%	96	84
C15-FL-502A	➡ 88%	⬆ 95%	⬆ 97%	⬆ 94%	⬆ 100%	120	104
13-PA-129	⬆ 94%	➡ 86%	➡ 88%	⬆ 99%	⬆ 100%	115	100
12-IN-035	⬆ 94%	⬆ 94%	⬆ 99%	⬆ 91%	⬆ 100%	92	81
12-AZ-003	⬆ 100%	➡ 81%	⬆ 100%	⬆ 100%	⬆ 100%	24	23
14-NH-240	⬆ 100%	➡ 81%	⬆ 100%	⬆ 100%	⬆ 100%	24	23
14-OK-270	⬆ 95%	⬆ 95%	⬆ 92%	⬆ 96%	⬆ 100%	184	157
12-CA-013	⬆ 100%	⬆ 93%	⬆ 100%	➡ 57%	⬆ 100%	88	78
14-TN-285	⬆ 93%	⬆ 93%	⬆ 98%	⬆ 96%	⬆ 100%	88	78
C15-CA-601B	➡ 87%	⬆ 99%	⬆ 99%	⬆ 92%	⬆ 100%	95	84
13-SD-136	⬆ 98%	⬆ 94%	⬆ 95%	⬆ 93%	⬆ 100%	136	118
16-CA-008	⬆ 99%	⬆ 96%	⬆ 100%	➡ 57%	⬆ 100%	148	128
C2015-WA-501E	➡ 89%	➡ 89%	⬆ 97%	⬆ 100%	⬆ 100%	79	71
12-TX-071	⬆ 97%	⬆ 100%	⬆ 91%	⬆ 90%	⬆ 100%	52	48
14-WV-304	⬆ 100%	⬆ 100%	⬆ 100%	➡ 89%	⬆ 100%	28	27
14-OH-262	⬆ 99%	⬆ 94%	⬆ 96%	⬆ 97%	⬆ 100%	68	62

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
15-IN-201	↑ 95%	↑ 95%	↑ 94%	↑ 99%	↑ 100%	96	86
12-ME-043	→ 89%	↑ 98%	↑ 100%	↑ 99%	↑ 100%	56	52
14-NY-256	↑ 94%	↑ 100%	↑ 100%	↑ 96%	↑ 100%	40	38
C2015-MT-500B	↑ 98%	↑ 95%	↑ 94%	↑ 98%	↑ 100%	224	192
C2015-FL-519A	↑ 93%	↑ 99%	↑ 100%	↑ 96%	↑ 100%	64	59
12-WA-079	↑ 100%	↑ 100%	↑ 100%	↑ 92%	↑ 100%	32	31
14-OH-267	↑ 100%	↑ 100%	↑ 100%	↑ 92%	↑ 100%	32	31
14-MI-220	↑ 97%	↑ 97%	→ 88%	↑ 100%	↑ 100%	80	73
12-AK-001	↑ 100%	↑ 100%	↑ 100%	→ 84%	↑ 100%	44	42
12-ZZ-041	↑ 100%	↑ 99%	→ 81%	↑ 98%	↑ 100%	96	87
12-CA-011	↑ 99%	↑ 99%	↑ 91%	↑ 98%	↑ 100%	123	110
14-OR-272	↑ 92%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	36	35
12-WA-078	↑ 96%	↑ 100%	→ 90%	↑ 100%	↑ 100%	48	46
14-NY-251	↑ 99%	↑ 92%	↑ 96%	↑ 100%	↑ 100%	108	98
14-KY-204	↑ 100%	→ 81%	↑ 100%	↑ 99%	↑ 100%	88	81
16-FL-099	↑ 99%	↑ 99%	↑ 98%	↑ 97%	↑ 100%	171	151
14-OH-265	↑ 100%	↑ 94%	↑ 100%	↑ 100%	↑ 100%	40	39
14-WV-305	↑ 97%	↑ 99%	↑ 98%	↑ 100%	↑ 100%	128	116
C15-MO-604B	↑ 100%	↑ 98%	↑ 98%	↑ 99%	↑ 100%	88	82
13-IN-106	↑ 100%	↑ 98%	↑ 100%	↑ 99%	↑ 100%	56	54
14-AZ-159	↑ 100%	↑ 97%	↑ 99%	↑ 99%	↑ 100%	199	177
13-ZZ-133	↑ 100%	↑ 98%	↑ 100%	↑ 99%	↑ 100%	60	58
C15-NC-507A	↑ 100%	↑ 97%	↑ 100%	↑ 100%	↑ 100%	80	76
13-AZ-087	↑ 99%	↑ 99%	↑ 99%	↑ 100%	↑ 100%	155	142
15-PA-068	↑ 99%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	72	70
14-AL-154	↑ 98%	↑ 99%	↑ 100%	↑ 100%	↑ 100%	212	192
15-PA-334	↑ 96%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	76	74
C2015-NV-500D	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	104	100
12-ZZ-070	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	88	86
14-PA-277	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	100	97
16-MO-048	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	151	146
12-ID-032	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	20	20
12-IL-033	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	48	48
12-OR-066	↑ 100%	↑ 100%	↑ 100%	↑ 100%	↑ 100%	32	32

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Provider ID	Q1	Q2	Q3	Q4	Q1-Q4	Total	Top 2
13-MI-108	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	36	36
13-MO-047	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	20	20
13-OR-125	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	36	36
13-OR-126	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	24	24
13-OR-128	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	4	4
13-PA-130	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	24	24
14-AK-152	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	4	4
14-CA-161	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
14-CA-169	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	12	12
14-CA-171	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	20	20
14-MA-211	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	4	4
14-MD-216	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	12	12
14-OH-261	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	24	24
14-OH-264	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	12	12
14-OH-268	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	60	60
14-PA-281	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	12	12
14-ZZ-310	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	4	4
14-ZZ-311	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
14-ZZ-321	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
C15-CA-606A	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	4	4
C15-CA-614B	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
C15-KS-501B	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
C15-OH-500A	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	7	7
C2015-CA-508A	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
C2015-CA-601B	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	28	28
C2015-DC-500B	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	⬆ 100%	8	8
Total						23135	17772

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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
14-NC-235	3	4	11	2	8	28	10	⬇ 0%
13-CA-090	2	3	1	1		7	1	⬇ 0%
14-GA-189	10	4	4	12	8	38	20	⬇ 0%
13-TX-142	5	5	8	3	18	39	21	⬇ 0%
15-FL-324	6	3		3	3	15	6	⬇ 0%
14-AL-155	11	5	15	19	31	81	50	⬇ 0%
16-TX-074	7	4	20	15	36	82	51	⬇ 0%
C15-CO-504A	2	2	7	8	4	23	12	⬇ 1%
14-CA-324	2	3	7	4	10	26	14	⬇ 1%
14-FL-181	6	1	5	4	10	26	14	⬇ 1%
13-NV-056	1	4	8	6	10	29	16	⬇ 1%
16-CA-005		6	7	3	13	29	16	⬇ 1%
15-GU-326	1	3	2	2	2	10	4	⬇ 2%
C15-CA-602B	3	2	3	2	6	16	8	⬇ 2%
14-CA-167	4	3	2	1	9	19	10	⬇ 2%
12-CT-021		2	3		3	8	3	⬇ 2%
C2015-CA-601D	2	1	2	3		8	3	⬇ 2%
C2015-CA-600E	2	3	1	4	1	11	5	⬇ 3%
12-ZZ-020	2	2	8	6	11	29	17	⬇ 3%
15-GA-325		2	5	3	4	14	7	⬇ 3%
C2015-CA-600B	4	2	3	1	10	20	11	⬇ 3%
16-NY-062	4	3	5	2	16	30	18	⬇ 4%
12-MI-044		2	1	1		4	1	⬇ 5%
13-GA-101	1	1	4		6	12	6	⬇ 5%
14-NC-236		1	5	2	4	12	6	⬇ 5%
14-TX-293		1	1			2	0	⬇ 6%
12-OH-064	4	1	4	5	8	22	13	⬇ 6%
C15-TX-603A		5	2	3	6	16	9	⬇ 7%
12-CA-017	1	2	3	4	3	13	7	⬇ 7%
C15-CO-503A	2	2	2	3	4	13	7	⬇ 7%
12-CA-019	4		5	6	8	23	14	⬇ 8%
14-NJ-242	4	2	3	4	10	23	14	⬇ 8%
16-ZZ-036	1	2	6	3	11	23	14	⬇ 8%
C2015-OR-502B		2	4	2	6	14	8	⬇ 10%
12-ZZ-031		2	3	2	4	11	6	➡ 10%
C15-NY-603A	2	1	1	2	2	8	4	➡ 10%
14-ZZ-313	2	3	6	3	17	31	20	➡ 11%
C15-CA-514B	3	1	4	6	7	21	13	➡ 11%
C15-OR-501A		4	4	1	12	21	13	➡ 11%

Q1 Provider Rating	
Providers	372
Number < 10%	34
Number > 90%	108
Lower Quartile	28.7%
Median	68.0%
Upper Quartile	94.4%
Mean	60.8%
Standard Deviation	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%).

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or		Q1 Provider Rating
14-MD-214	5	2	3	8	10	28	18	⇨	12%
14-TX-292	2	6	10	21	18	57	39	⇨	13%
14-MS-233	5	2	6	11	15	39	26	⇨	13%
12-FL-028	1	3	2	1	8	15	9	⇨	13%
14-OH-260	4		2	3	6	15	9	⇨	13%
C15-TX-601A	3	3	6	7	17	36	24	⇨	14%
14-FL-187	3		5	5	9	22	14	⇨	14%
14-ZZ-153	3		2	2	5	12	7	⇨	14%
14-LA-207		1	1		1	3	1	⇨	15%
C15-CA-604A		1	1	1		3	1	⇨	15%
12-LA-039		1	3	2	3	9	5	⇨	15%
C15-CA-500A	1	2	1	2	3	9	5	⇨	15%
12-MD-042	2	3	6	7	15	33	22	⇨	15%
13-NV-117	3	2	2	7	5	19	12	⇨	15%
14-PA-282		2	1	1	2	6	3	⇨	16%
C15-GA-508B		2	1	3		6	3	⇨	16%
C2015-TX-607B			3	1	2	6	3	⇨	16%
C15-TX-503A	1	3	2	2	8	16	10	⇨	17%
16-ZZ-058	1	1	6	3	12	23	15	⇨	17%
16-NY-057		4	7	6	17	34	23	⇨	18%
C15-NC-511B	2	1	6	9	9	27	18	⇨	19%
13-PR-132	1		4	2	6	13	8	⇨	19%
14-LA-205	4		1	5	3	13	8	⇨	19%
14-MI-218	1	3	1	3	5	13	8	⇨	19%
14-MI-223	1		4	2	6	13	8	⇨	19%
14-PA-274		2	3	3	5	13	8	⇨	19%
C15-MI-501A	1	2	2	2	6	13	8	⇨	19%
C15-OR-500A	1	2	2	1	7	13	8	⇨	19%
16-ZZ-037	4	3	9	12	25	53	37	⇨	19%
13-NY-121	1	1	2	2	4	10	6	⇨	21%
12-CA-010	3			3	1	7	4	⇨	23%
12-FL-023	1		2		4	7	4	⇨	23%
14-NY-249	2		1		4	7	4	⇨	23%
C2015-CA-504A		2	1	2	2	7	4	⇨	23%
14-IL-194		2	5	2	12	21	14	⇨	23%
14-ZZ-314		6	1	3	11	21	14	⇨	23%
15-CA-322	1					1	0	⇨	24%
C15-PR-503A			1			1	0	⇨	24%
C2015-IL-510C			1			1	0	⇨	24%
12-TX-072			2	1	1	4	2	⇨	25%
14-IL-195			2		2	4	2	⇨	25%
14-TN-284			2	2		4	2	⇨	25%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
14-VI-299			2	1	1	4	2	25%
15-MI-328	1		1		2	4	2	25%
12-CA-007	1	1	2	3	4	11	7	26%
C15-NY-600B	3		1	3	4	11	7	26%
C15-WI-501A	1	1	2	2	5	11	7	26%
12-WI-080	1	2	4	2	13	22	15	27%
14-GA-188		2	5	4	11	22	15	27%
C15-CA-601A	3		4	4	11	22	15	27%
14-MD-215	1	4	3	7	11	26	18	28%
14-CA-164		3	2	3	7	15	10	29%
13-IL-104	2	1	6	6	15	30	21	29%
16-CA-009	1	1	8	6	18	34	24	30%
12-MI-045		3		1	4	8	5	30%
14-MO-228	1		2	1	4	8	5	30%
15-ZZ-127	3			4	1	8	5	30%
12-TX-075	3		4	6	10	23	16	31%
14-VA-294	3		1	2	6	12	8	33%
C15-MA-500A	1	1	2	2	6	12	8	33%
14-CA-176	3		2	3	8	16	11	34%
14-FL-182	1		1		3	5	3	35%
14-IN-199			2	1	2	5	3	35%
C15-SC-503A		1	1	1	2	5	3	35%
C15-WA-503B		2			3	5	3	35%
12-MN-046	3		4	4	13	24	17	36%
13-GA-102	1	1	5	4	13	24	17	36%
14-NY-250	1		6	4	13	24	17	36%
16-ZZ-278	1	2	5	3	17	28	20	36%
14-TX-290	7		8	9	32	56	41	37%
13-IA-103	1		2	2	4	9	6	38%
13-OH-123		1	2	1	5	9	6	38%
14-IL-198		2	1	1	5	9	6	38%
14-KS-322	1		2	3	3	9	6	38%
14-MA-211	1		2	3	3	9	6	38%
14-CA-170	1	1	2		9	13	9	39%
13-MS-111		2	3	2	10	17	12	40%
C15-FL-513A		1	4	2	10	17	12	40%
C15-HI-501A	1	1	3	3	9	17	12	40%
C15-WA-500A		1	4	1	11	17	12	40%
12-OK-065	2	3	2	7	11	25	18	40%
C15-FL-600A	1	1	5	9	9	25	18	40%
16-NC-237	2	3	4	4	20	33	24	40%
14-MS-234	1				1	2	1	43%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
15-MO-330	1				1	2	1	43%
C15-MN-500A			1		1	2	1	43%
C15-OH-500B		1		1		2	1	43%
14-ID-193		1	1		4	6	4	45%
14-MA-210			2	2	2	6	4	45%
C2015-CA-500B	1		1	1	3	6	4	45%
14-WA-300	1	1	3	2	11	18	13	45%
13-WA-146	1		2	4	3	10	7	45%
13-ZZ-094		1	2	2	5	10	7	45%
14-OH-263	2	1		3	4	10	7	45%
14-VA-297		2	1	2	5	10	7	45%
C15-NC-501A	2	2		2	8	14	10	45%
14-MA-209	1	1	4	2	15	23	17	50%
15-UT-336		3	3	6	11	23	17	50%
12-SC-069	1	2	1	6	5	15	11	51%
C15-FL-507A		2	2	4	7	15	11	51%
C15-WA-503A	1	2	1	5	6	15	11	51%
C2015-OR-505A	2		2	4	7	15	11	51%
12-CA-015	1	1	1	3	5	11	8	52%
13-IL-105	2		1	3	5	11	8	52%
13-NV-118			3	3	5	11	8	52%
14-ZZ-308	1	1	1	1	7	11	8	52%
C15-KY-501A			3	2	6	11	8	52%
C15-PA-500A	1		2	2	6	11	8	52%
14-AZ-157	1	2	4	3	18	28	21	53%
13-WA-148	2			2	3	7	5	53%
12-TX-076		1	5	6	12	24	18	54%
13-WI-150	3		2	6	9	20	15	55%
14-IL-197	1	2	2		15	20	15	55%
12-IL-034			1	1	1	3	2	56%
14-CA-177			1		2	3	2	56%
14-OH-266	1				2	3	2	56%
C2015-TX-607G			1		2	3	2	56%
14-AR-156	2	1	1	1	11	16	12	57%
C15-IN-503A		2	2	3	9	16	12	57%
14-PA-279	1		2	4	5	12	9	58%
C15-MA-506A	1	1	1	1	8	12	9	58%
C15-TN-504A	1		2		9	12	9	58%
C2015-SC-502B	1		2	4	5	12	9	58%
C15-CA-501A	1	4	1	6	13	25	19	59%
C15-FL-501B	4	1	4	11	18	38	29	59%

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 ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
15-CA-091		1	4	1	15	21	16	60%
12-FL-024	1	1	6	4	22	34	26	60%
12-CA-016	1		1	2	4	8	6	61%
12-VA-077	1		1	1	5	8	6	61%
14-MS-232	1		1	1	5	8	6	61%
14-TN-283	1	1		1	5	8	6	61%
15-NY-252	1		1	1	5	8	6	61%
12-MA-040	2	1		4	6	13	10	64%
13-MO-110	1	1	1	3	7	13	10	64%
14-ZZ-301	4	1		3	14	22	17	64%
C2015-CA-600A	2	1	2	7	10	22	17	64%
14-CA-175		1	9	9	25	44	34	65%
C2015-TX-607H	1	4	4	8	23	40	31	66%
12-NY-061		1	3	3	11	18	14	67%
14-MO-229			1	2	1	4	3	67%
14-VA-298			1	1	2	4	3	67%
12-AZ-004		1	1	3	4	9	7	68%
14-NV-248		1	1	2	5	9	7	68%
14-TX-288			2	1	6	9	7	68%
C15-MO-604A	1	1		2	5	9	7	68%
12-NM-055	3	1	3	7	18	32	25	69%
14-FL-185	5	2	9	13	43	72	56	69%
13-DE-095		2	1	3	8	14	11	69%
14-HI-190	1		2	2	9	14	11	69%
14-NY-259			3	2	9	14	11	69%
14-AZ-158	1	3	4	8	21	37	29	70%
14-NY-254	1		3	1	14	19	15	71%
14-VA-296			4	3	12	19	15	71%
13-ZZ-092	1	6	2	6	27	42	33	72%
12-CA-014		1	1	3	5	10	8	74%
13-VA-144	1		1	2	6	10	8	74%
14-NJ-243		1	1		8	10	8	74%
14-ZZ-317	1		1	2	6	10	8	74%
12-NJ-053	1	1	1	1	11	15	12	74%
C15-GA-500B		2	1	3	9	15	12	74%
13-ZZ-145		1	3	4	12	20	16	75%
14-OK-271		2	2	4	12	20	16	75%
12-AL-002			1	1	3	5	4	75%
14-MI-224			1		4	5	4	75%
14-MN-227	1			1	3	5	4	75%
14-PA-273	1				4	5	4	75%
14-WI-302			1	1	3	5	4	75%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
14-WV-303	1			1	3	5	4	⇨ 75%
C15-NV-500B	1	1	1	4	9	16	13	⇨ 78%
C15-KS-501A	2	2		3	14	21	17	⇨ 78%
C2015-NV-500E	1	1		3	6	11	9	⇨ 79%
C15-CA-614A	2	2	1	3	18	26	21	⇨ 79%
13-FL-096	4	1	3	13	20	41	33	⇨ 81%
12-NC-050		1		2	3	6	5	⇨ 81%
13-TN-139	1				5	6	5	⇨ 81%
14-IA-191		1		1	4	6	5	⇨ 81%
14-MD-217			1	2	3	6	5	⇨ 81%
14-MI-222			1	3	2	6	5	⇨ 81%
14-MS-231			1	1	4	6	5	⇨ 81%
14-NE-239			1	2	3	6	5	⇨ 81%
14-NM-247		1		2	3	6	5	⇨ 81%
C15-CA-502A		1		4	1	6	5	⇨ 81%
C15-CA-609A			1	2	3	6	5	⇨ 81%
C15-HI-501B			1	3	2	6	5	⇨ 81%
C15-OH-505A			1	2	3	6	5	⇨ 81%
14-NM-246	3		1	5	13	22	18	⇨ 82%
12-NY-063	1		2	3	11	17	14	⇨ 82%
13-CT-093	1	2		5	9	17	14	⇨ 82%
12-PA-067	2	1	4	8	22	37	30	⇨ 83%
13-NH-115			2	3	7	12	10	⇨ 83%
14-MI-221	2			2	8	12	10	⇨ 83%
14-MI-219			4	3	16	23	19	⇨ 84%
14-AZ-160		1	2	4	11	18	15	⇨ 85%
14-OH-269			1	3	3	7	6	⇨ 86%
14-TN-287			1	1	5	7	6	⇨ 86%
C15-CA-506A	1			2	4	7	6	⇨ 86%
C15-CA-608B		1		1	5	7	6	⇨ 86%
C15-GA-508A		1		2	4	7	6	⇨ 86%
C15-OH-502B	1			3	3	7	6	⇨ 86%
12-CA-018			2	2	9	13	11	⇨ 86%
13-AR-086		2		4	7	13	11	⇨ 86%
14-PA-276	1		1	2	9	13	11	⇨ 86%
C15-CA-601B			4	2	18	24	20	⇨ 87%
14-FL-184	1		2	3	13	19	16	⇨ 87%
C2015-CA-600H	1	1	5	10	23	40	33	⇨ 88%
C15-FL-502A	1	1	3	2	23	30	25	⇨ 88%
12-ME-043			2	4	8	14	12	⇨ 89%
13-WI-151		1	1	2	10	14	12	⇨ 89%
14-CA-173	1	1		4	8	14	12	⇨ 89%

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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
12-GA-029			1	1	6	8	7	⇨ 89%
13-NC-114	1			1	6	8	7	⇨ 89%
13-NY-119			1	2	5	8	7	⇨ 89%
14-FL-322	1			1	6	8	7	⇨ 89%
C15-GA-500A	1				7	8	7	⇨ 89%
14-IL-196	1	2			7	10	20	17 ⇨ 89%
C2015-WA-501E	1	1	1	4	13	20	17	⇨ 89%
13-ZZ-147	2	2	2	7	23	36	30	⇨ 90%
12-ZZ-026		2	2	6	16	26	22	⬆ 91%
13-TX-140		1	3	4	18	26	22	⬆ 91%
13-MD-107		1	1	3	10	15	13	⬆ 91%
16-NJ-054	3		2	6	21	32	27	⬆ 92%
13-ZZ-134	1			1	7	9	8	⬆ 92%
14-OR-272			1		8	9	8	⬆ 92%
15-IA-192			1	3	5	9	8	⬆ 92%
C15-FL-510A		1		2	6	9	8	⬆ 92%
C15-WA-502A		1			8	9	8	⬆ 92%
14-IN-200		1	1	2	12	16	14	⬆ 93%
17-NE-052			2	10	4	16	14	⬆ 93%
C2015-FL-519A			2	1	13	16	14	⬆ 93%
14-TN-285			3	7	12	22	19	⬆ 93%
12-NC-049			1	2	7	10	9	⬆ 94%
14-NY-256			1	1	8	10	9	⬆ 94%
12-FL-025	4	4	11	21	64	104	85	⬆ 94%
12-IN-035			3	2	18	23	20	⬆ 94%
13-PA-129		3	1	6	19	29	25	⬆ 94%
17-ZZ-113		4	2	12	22	40	34	⬆ 95%
14-OK-270	1	3	3	5	34	46	39	⬆ 95%
14-CT-178	1	1	1	7	14	24	21	⬆ 95%
14-MI-226		1	2	3	18	24	21	⬆ 95%
15-IN-201		2	1	2	19	24	21	⬆ 95%
15-TX-141	1	1	4	12	24	42	36	⬆ 96%
15-PA-334			2	2	15	19	17	⬆ 96%
12-NY-060		1		2	9	12	11	⬆ 96%
12-WA-078			1	3	8	12	11	⬆ 96%
12-CA-006		1	2	1	22	26	23	⬆ 97%
14-WV-305		1	3	3	25	32	28	⬆ 97%
14-MI-220			2	4	14	20	18	⬆ 97%
12-TX-071	1			2	10	13	12	⬆ 97%
C2015-MT-500B	2	1	5	8	40	56	48	⬆ 98%
13-SD-136	1		3	9	21	34	30	⬆ 98%
14-AL-154			7	9	37	53	46	⬆ 98%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q1 Provider Rating
12-LA-038			1	3	11	15	14	⬆	98%
16-FL-099			5	9	29	43	38	⬆	99%
16-CA-008	1		3	8	25	37	33	⬆	99%
12-CA-011	1		2	6	22	31	28	⬆	99%
14-OH-262		1		1	15	17	16	⬆	99%
13-AZ-087	2	1	1	7	28	39	35	⬆	99%
15-PA-068			1	1	16	18	17	⬆	99%
14-NY-251	1	1		2	23	27	25	⬆	99%
C15-NC-507A			1	5	14	20	19	⬆	100%
14-AZ-159	2		3	13	32	50	45	⬆	100%
12-CA-013			1	3	18	22	21	⬆	100%
14-KY-204			1	6	15	22	21	⬆	100%
C15-MO-604B			1	6	15	22	21	⬆	100%
12-ZZ-041			1	3	20	24	23	⬆	100%
14-PA-277			1	2	22	25	24	⬆	100%
C2015-NV-500D			1	4	21	26	25	⬆	100%
16-MO-048		1	1	7	29	38	36	⬆	100%
12-AK-001				5	6	11	11	⬆	100%
12-AZ-003				1	5	6	6	⬆	100%
12-ID-032				3	2	5	5	⬆	100%
12-IL-033				3	9	12	12	⬆	100%
12-ND-051				2	3	5	5	⬆	100%
12-OR-066				1	7	8	8	⬆	100%
12-WA-079					8	8	8	⬆	100%
12-ZZ-070				2	20	22	22	⬆	100%
13-FL-098				2	1	3	3	⬆	100%
13-IN-106				2	12	14	14	⬆	100%
13-MI-108				2	7	9	9	⬆	100%
13-MO-047				1	4	5	5	⬆	100%
13-NY-122				2	1	3	3	⬆	100%
13-OH-124				1	3	4	4	⬆	100%
13-OR-125				3	6	9	9	⬆	100%
13-OR-126					6	6	6	⬆	100%
13-OR-128					1	1	1	⬆	100%
13-PA-130					6	6	6	⬆	100%
13-PA-131				3	3	6	6	⬆	100%
13-ZZ-133				4	11	15	15	⬆	100%
14-AK-152					1	1	1	⬆	100%
14-CA-161					2	2	2	⬆	100%
14-CA-169					3	3	3	⬆	100%
14-CA-171				3	2	5	5	⬆	100%
14-FL-179				3	9	12	12	⬆	100%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q1 Provider Rating
14-LA-208				2	2	4	4 ⬆	100%
14-MA-211				1		1	1 ⬆	100%
14-MD-216					3	3	3 ⬆	100%
14-NE-238				2	2	4	4 ⬆	100%
14-NH-240				2	4	6	6 ⬆	100%
14-OH-261				1	5	6	6 ⬆	100%
14-OH-264				1	2	3	3 ⬆	100%
14-OH-265				1	9	10	10 ⬆	100%
14-OH-267				3	5	8	8 ⬆	100%
14-OH-268				2	13	15	15 ⬆	100%
14-PA-280				5	4	9	9 ⬆	100%
14-PA-281				1	2	3	3 ⬆	100%
14-WV-304				4	3	7	7 ⬆	100%
14-ZZ-310					1	1	1 ⬆	100%
14-ZZ-311				1	1	2	2 ⬆	100%
14-ZZ-318				2		2	2 ⬆	100%
14-ZZ-321					2	2	2 ⬆	100%
15-OH-333				1	5	6	6 ⬆	100%
15-WA-338				4	10	14	14 ⬆	100%
15-ZZ-340				1	5	6	6 ⬆	100%
C15-CA-501B				1	1	2	2 ⬆	100%
C15-CA-606A					1	1	1 ⬆	100%
C15-CA-608A					4	4	4 ⬆	100%
C15-CA-614B					2	2	2 ⬆	100%
C15-FL-504A				1	2	3	3 ⬆	100%
C15-IL-511A				1	4	5	5 ⬆	100%
C15-KS-501B				1	1	2	2 ⬆	100%
C15-NY-600A				1	7	8	8 ⬆	100%
C15-OH-500A				1	1	2	2 ⬆	100%
C2015-CA-508A				1	1	2	2 ⬆	100%
C2015-CA-601B				1	6	7	7 ⬆	100%
C2015-DC-500B				1	1	2	2 ⬆	100%
Total	339	337	729	1143	3261	5809	4404	

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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?

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q2 Provider Rating
14-NC-235	4		11	11		28	11	⬇ 0%
C2015-CA-600E		2	6	3		11	3	⬇ 0%
13-CA-090	1	4	1	1		7	1	⬇ 0%
14-GA-189	8	5	5	20		38	20	⬇ 0%
13-NV-117	4	1	5	8		19	8	⬇ 0%
C15-CA-602B	2	3	3	7		16	7	⬇ 1%
C15-TX-603A	1	4	4	7		16	7	⬇ 1%
14-TX-292	2	6	14	35		57	35	⬇ 1%
12-CA-019	3	1	7	12		23	12	⬇ 1%
12-ZZ-020	3	3	6	16		29	16	⬇ 1%
16-CA-005		3	10	16		29	16	⬇ 1%
14-AL-155	7	10	12	51	1	81	52	⬇ 1%
15-FL-324	1	3	3	7		15	7	⬇ 1%
C15-CA-604A		2	1			3	0	⬇ 1%
13-PR-132		4	3	6		13	6	⬇ 2%
14-MI-218	1	1	5	6		13	6	⬇ 2%
14-CA-176	2	2	4	8		16	8	⬇ 2%
14-CA-167	5		4	10		19	10	⬇ 2%
14-FL-187	1	3	4	12		22	12	⬇ 2%
12-CT-021		2	3	3		8	3	⬇ 2%
C15-NY-603A	1	4		3		8	3	⬇ 2%
13-NV-056		5	7	17		29	17	⬇ 3%
13-TX-142	2	7	6	24		39	24	⬇ 3%
14-PA-282		2	2	2		6	2	⬇ 3%
C15-CA-502A	1	1	1	2		6	2	⬇ 3%
C15-CA-514B	2	2	5	12		21	12	⬇ 5%
12-MI-044		2	1	1		4	1	⬇ 5%
12-FL-028		3	4	8		15	8	⬇ 5%
14-OH-260	1	2	4	8		15	8	⬇ 5%
12-CA-010	3		1	3		7	3	⬇ 6%
C2015-CA-504A		1	3	3		7	3	⬇ 6%
C15-CO-503A	2	2	2	7		13	7	⬇ 7%
C15-MI-501A	3		3	7		13	7	⬇ 7%
14-FL-181	6	1	3	16		26	16	⬇ 7%
16-ZZ-058		1	7	14		23	14	⬇ 8%
C15-CO-504A	1	2	5	14		23	14	⬇ 8%
C15-NC-511B	1	2	6	17		27	17	⬇ 9%
12-CA-007		2	2	6		11	6	➡ 10%
12-ZZ-031			4	6		11	6	➡ 10%

Q2 Provider Rating	
Providers	372
Number < 10%	37
Number > 90%	107
Lower Quartile	31.0%
Median	67.8%
Upper Quartile	93.7%
Mean	60.8%
Standard Deviation	33.9%

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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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q2 Provider Rating
14-TN-283		1	2	4		8	4	10%
C2015-CA-601D	1	1	2	4		8	4	10%
14-ZZ-313	1	3	6	20		31	20	11%
14-IL-194		1	7	13		21	13	11%
14-MD-214	3	2	5	18		28	18	12%
16-ZZ-037	3	3	11	36		53	36	12%
C15-CA-501A		4	5	16		25	16	13%
12-OH-064	5		3	14		22	14	14%
14-GA-188	1	1	5	14		22	14	14%
14-NM-246	3		3	14		22	14	14%
13-GA-101	1	1	3	7		12	7	14%
14-ZZ-153		2	3	7		12	7	14%
14-LA-207			2	1		3	1	15%
C2015-TX-607H	1	2	10	27		40	27	15%
13-OH-123		1	3	5		9	5	15%
14-KS-322	1		3	5		9	5	15%
12-MD-042	2	2	7	22		33	22	15%
14-CA-324	1	3	5	17		26	17	15%
16-NY-062	4	2	4	20		30	20	17%
C15-IN-503A			5	10		16	10	17%
C15-TX-503A			5	10		16	10	17%
16-NY-057		3	8	23		34	23	18%
12-CA-017	1	2	2	8		13	8	18%
14-LA-205	1		3	8		13	8	18%
14-PA-274		2	3	8		13	8	18%
13-WA-146		1	3	6		10	6	20%
13-ZZ-094			4	6		10	6	20%
C15-FL-513A			5	11		17	11	21%
C15-HI-501A	2		4	11		17	11	21%
14-MS-233	4	2	5	27		39	27	21%
14-OH-269			3	4		7	4	23%
15-GA-325	2	1	1	9		14	9	23%
C2015-OR-502B		2	3	9		14	9	23%
C15-TX-601A		3	6	25		36	25	24%
16-TX-074	4	4	13	59		82	59	24%
15-CA-322	1					1	0	24%
12-TX-072			2	2		4	2	25%
14-TN-284		1	1	2		4	2	25%
15-MI-328	1		1	2		4	2	25%
12-CA-015	1	1	2	7		11	7	26%
C15-NY-600B	2	1	1	7		11	7	26%
C15-WI-501A	1		3	7		11	7	26%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q2 Provider Rating
C2015-NV-500E	1		2	7		11	7	⇨	26%
14-AZ-158	1	2	7	26		37	26	⇨	27%
C2015-CA-600A	3	1	1	15		22	15	⇨	27%
C15-WA-503A	1		4	10		15	10	⇨	29%
13-IL-104	2	1	6	21		30	21	⇨	29%
12-MI-045		1	2	5		8	5	⇨	30%
14-MO-228		1	2	5		8	5	⇨	30%
15-ZZ-127	2	1		5		8	5	⇨	30%
13-ZZ-092	3	2	6	30		42	30	⇨	30%
12-TX-075	1	1	5	16		23	16	⇨	31%
14-NJ-242	3	1	1	16		23	16	⇨	31%
14-NC-236	1	1	2	8		12	8	⇨	32%
14-VA-294	3	1		8		12	8	⇨	32%
C15-MA-506A	1	1	2	8		12	8	⇨	32%
C2015-SC-502B		1	3	8		12	8	⇨	32%
14-AR-156	2		2	11		16	11	⇨	34%
17-NE-052			5	11		16	11	⇨	34%
C2015-CA-600B	3	1	1	14		20	14	⇨	35%
14-FL-182			2	3		5	3	⇨	35%
14-MN-227		1	1	3		5	3	⇨	35%
C15-SC-503A			2	3		5	3	⇨	35%
C15-WA-503B		1	1	3		5	3	⇨	35%
12-TX-076			6	17		24	17	⇨	35%
13-GA-102		1	5	17		24	17	⇨	35%
14-AZ-157	1	1	6	20		28	20	⇨	36%
13-IA-103	1		2	6		9	6	⇨	38%
14-IL-198	1	2		6		9	6	⇨	38%
C15-CA-500A		3		6		9	6	⇨	38%
C15-MO-604A	1		2	6		9	6	⇨	38%
12-CA-018		1	2	9		13	9	⇨	39%
12-MA-040	2	1	1	9		13	9	⇨	39%
C15-OR-500A		3	1	9		13	9	⇨	39%
12-OK-065	3		3	18		25	18	⇨	40%
C15-FL-600A	1		6	18		25	18	⇨	40%
14-MS-234	1			1		2	1	⇨	42%
14-TX-293		1		1		2	1	⇨	42%
14-ZZ-318			1	1		2	1	⇨	42%
15-MO-330	1			1		2	1	⇨	42%
C15-CA-501B			1	1		2	1	⇨	42%
C15-MN-500A			1	1		2	1	⇨	42%
C15-OH-500B			1	1		2	1	⇨	42%
C15-FL-501B	3	3	3	28		38	28	⇨	44%

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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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q2 Provider Rating
16-CA-009		1	8	25		34	25	⇒	44%
C15-CA-601A	3		3	16		22	16	⇒	45%
14-MI-222			2	4		6	4	⇒	45%
C15-GA-508B		2		4		6	4	⇒	45%
C2015-CA-500B	1		1	4		6	4	⇒	45%
C2015-TX-607B			1	4		6	4	⇒	45%
14-AZ-160		1	4	13		18	13	⇒	45%
14-WA-300		3	2	13		18	13	⇒	45%
C15-NC-501A	1	2	1	10		14	10	⇒	45%
13-NY-121	1	2		7		10	7	⇒	45%
14-OH-263		2	1	7		10	7	⇒	45%
14-VA-297	1	2		7		10	7	⇒	45%
15-GU-326			3	7		10	7	⇒	45%
14-MA-209	1	2	3	17		23	17	⇒	49%
14-FL-184	1		3	14		19	14	⇒	50%
14-VA-296		1	4	14		19	14	⇒	50%
13-MD-107		1	1	11		15	11	⇒	51%
14-CA-164		2	1	11		15	11	⇒	51%
13-NV-118			3	8		11	8	⇒	52%
14-ZZ-308	2		1	8		11	8	⇒	52%
C15-KY-501A			2	8		11	8	⇒	52%
C15-PA-500A		1	2	8		11	8	⇒	52%
12-FL-023	1	1		5		7	5	⇒	53%
13-WA-148	2			5		7	5	⇒	53%
14-NY-249		2		5		7	5	⇒	53%
C15-CA-608B		1		5		7	5	⇒	53%
C15-OH-502B		1		5		7	5	⇒	53%
13-FL-096	3	2	4	31		41	31	⇒	54%
14-IL-196	2		3	15		20	15	⇒	55%
16-NC-237	3	2	3	25		33	25	⇒	56%
13-FL-098			1	2		3	2	⇒	56%
14-OH-266	1			2		3	2	⇒	56%
C15-FL-504A			1	2		3	2	⇒	56%
C2015-TX-607G			1	2		3	2	⇒	56%
14-PA-279		1	2	9		12	9	⇒	58%
C15-MA-500A		1	2	9		12	9	⇒	58%
C15-TN-504A		1	1	9		12	9	⇒	58%
14-ZZ-314		3	2	16		21	16	⇒	60%
C15-KS-501A		1	2	16		21	16	⇒	60%
C15-OR-501A		1	4	16		21	16	⇒	60%
12-CA-016	1		1	6		8	6	⇒	61%
12-VA-077	1		1	6		8	6	⇒	61%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q2 Provider Rating
14-MS-232		1	1	6		8	6	⇨	61%
15-NY-252		1	1	6		8	6	⇨	61%
C15-WA-500A	1		3	13		17	13	⇨	62%
14-MD-215		4	2	20		26	20	⇨	62%
13-MO-110	1		2	10		13	10	⇨	64%
14-MI-223	1		1	10		13	10	⇨	64%
12-WI-080		1	4	17		22	17	⇨	64%
14-ZZ-301	2	3		17		22	17	⇨	64%
12-NY-061		1	3	14		18	14	⇨	66%
13-ZZ-147	2	2	3	28		36	28	⇨	67%
13-OH-124				3		4	3	⇨	67%
14-IL-195		1		3		4	3	⇨	67%
14-LA-208			1	3		4	3	⇨	67%
14-NE-238			1	3		4	3	⇨	67%
14-VA-298		1		3		4	3	⇨	67%
14-VI-299			1	3		4	3	⇨	67%
12-AZ-004		1		7		9	7	⇨	68%
12-LA-039		1	1	7		9	7	⇨	68%
13-ZZ-134	1		1	7		9	7	⇨	68%
14-NV-248		1	1	7		9	7	⇨	68%
C15-FL-510A		1	1	7		9	7	⇨	68%
13-WI-151		1	1	11		14	11	⇨	69%
14-CA-173		1	2	11		14	11	⇨	69%
15-WA-338			3	11		14	11	⇨	69%
16-ZZ-278	1	2	2	22		28	22	⇨	70%
15-TX-141		2	7	33		42	33	⇨	72%
14-CT-178	1		4	19		24	19	⇨	72%
14-TX-290	4	5	3	44		56	44	⇨	73%
12-CA-014			2	8		10	8	⇨	74%
13-VA-144	1			8		10	8	⇨	74%
14-ZZ-317			2	8		10	8	⇨	74%
12-SC-069	1		2	12		15	12	⇨	74%
C15-GA-500B		1	1	12		15	12	⇨	74%
C2015-OR-505A	1	1	1	12		15	12	⇨	74%
13-WI-150	2		2	16		20	16	⇨	75%
12-ND-051			1	4		5	4	⇨	75%
14-IN-199			1	4		5	4	⇨	75%
14-MI-224			1	4		5	4	⇨	75%
14-PA-273		1		4		5	4	⇨	75%
14-WI-302			1	4		5	4	⇨	75%
14-WV-303	1			4		5	4	⇨	75%
C15-NV-500B	1	1	1	13		16	13	⇨	78%

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 ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q2 Provider Rating
13-IL-105	1		1	9		11	9 ⇒	78%
13-TX-140		1	3	21		26	21 ⇒	79%
C15-CA-614A	1	1	3	21		26	21 ⇒	79%
12-AZ-003			1	5		6	5 ⇒	81%
12-NC-050	1			5		6	5 ⇒	81%
13-TN-139	1			5		6	5 ⇒	81%
14-IA-191		1		5		6	5 ⇒	81%
14-ID-193			1	5		6	5 ⇒	81%
14-MA-210			1	5		6	5 ⇒	81%
14-MD-217			1	5		6	5 ⇒	81%
14-MS-231			1	5		6	5 ⇒	81%
14-NE-239			1	5		6	5 ⇒	81%
14-NH-240			1	5		6	5 ⇒	81%
14-NM-247			1	5		6	5 ⇒	81%
15-OH-333				5		6	5 ⇒	81%
15-ZZ-340			1	5		6	5 ⇒	81%
C15-CA-609A		1		5		6	5 ⇒	81%
C15-HI-501B		1		5		6	5 ⇒	81%
14-KY-204			4	18		22	18 ⇒	81%
12-NY-063	1		2	14		17	14 ⇒	82%
13-CT-093	1		2	14		17	14 ⇒	82%
13-MS-111			2	14		17	14 ⇒	82%
12-NM-055	1	2	3	26		32	26 ⇒	82%
12-PA-067	1	1	5	30		37	30 ⇒	82%
13-NH-115			2	10		12	10 ⇒	82%
14-FL-179			2	10		12	10 ⇒	82%
15-UT-336		1	3	19		23	19 ⇒	84%
16-ZZ-036		2	2	19		23	19 ⇒	84%
14-TN-287			1	6		7	6 ⇒	86%
C15-CA-506A			1	6		7	6 ⇒	86%
C15-GA-508A			1	5	1	7	6 ⇒	86%
13-AR-086		2		11		13	11 ⇒	86%
14-CA-170	1	1		11		13	11 ⇒	86%
14-PA-276	1		1	11		13	11 ⇒	86%
13-PA-129		1	3	24		29	24 ⇒	86%
12-MN-046	3		1	20		24	20 ⇒	87%
14-MI-226	1		3	20		24	20 ⇒	87%
14-NY-250	1	1	2	20		24	20 ⇒	87%
14-NY-254	1		2	16		19	16 ⇒	87%
C2015-CA-600H	1	2	4	32	1	40	33 ⇒	88%
13-DE-095		1	1	12		14	12 ⇒	89%
14-HI-190	1	1		12		14	12 ⇒	89%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q2 Provider Rating
12-GA-029			1	7		8	7	⇨	89%
13-NC-114	1			7		8	7	⇨	89%
13-NY-119			1	7		8	7	⇨	89%
14-FL-322	1			7		8	7	⇨	89%
C15-GA-500A	1			7		8	7	⇨	89%
C15-NY-600A			1	7		8	7	⇨	89%
14-OK-271		2	1	17		20	17	⇨	89%
C2015-WA-501E	1		2	17		20	17	⇨	89%
12-CA-006		1	3	22		26	22	⬆	90%
12-ZZ-026	1	1	1	22		26	22	⬆	90%
12-NJ-053	1		1	13		15	13	⬆	91%
15-CA-091		1	2	18		21	18	⬆	91%
14-MA-211	1			8		9	8	⬆	92%
14-PA-280			1	8		9	8	⬆	92%
14-TX-288			1	8		9	8	⬆	92%
15-IA-192			1	8		9	8	⬆	92%
C15-WA-502A	1			8		9	8	⬆	92%
14-NY-251	1	1	2	23		27	23	⬆	92%
14-IN-200			2	14		16	14	⬆	93%
12-CA-013			3	19		22	19	⬆	93%
14-TN-285		1	2	19		22	19	⬆	93%
14-CA-175			7	37		44	37	⬆	93%
12-NC-049			1	9		10	9	⬆	94%
14-NJ-243			1	9		10	9	⬆	94%
14-OH-265			1	9		10	9	⬆	94%
12-FL-024	1	1	3	29		34	29	⬆	94%
13-SD-136	1	1	3	29		34	29	⬆	94%
12-IN-035			3	20		23	20	⬆	94%
14-MI-219		2	1	20		23	20	⬆	94%
14-OH-262	1			15		17	15	⬆	94%
17-ZZ-113		3	3	34		40	34	⬆	94%
C2015-MT-500B	3	1	5	47		56	47	⬆	95%
14-OK-270	2	1	4	39		46	39	⬆	95%
15-IN-201		1	2	21		24	21	⬆	95%
14-FL-185	4	4	4	60		72	60	⬆	95%
C15-FL-502A	2		2	26		30	26	⬆	95%
16-CA-008	1		4	32		37	32	⬆	96%
12-NY-060		1		11		12	11	⬆	96%
14-MI-221			1	11		12	11	⬆	96%
13-ZZ-145			2	18		20	18	⬆	97%
14-IL-197	1		1	18		20	18	⬆	97%
14-MI-220		1	1	18		20	18	⬆	97%

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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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q2 Provider Rating
C15-NC-507A			2	18		20	18	↑ 97%
14-AZ-159	1	1	4	43		50	43	↑ 97%
12-ME-043			1	13		14	13	↑ 98%
13-IN-106			1	13		14	13	↑ 98%
14-NY-259			1	13		14	13	↑ 98%
12-FL-025	4	3	10	87		104	87	↑ 98%
C15-MO-604B			1	20		22	20	↑ 98%
12-LA-038			1	14		15	14	↑ 98%
13-ZZ-133			1	14		15	14	↑ 98%
C15-FL-507A	1			14		15	14	↑ 98%
16-FL-099		1	4	38		43	38	↑ 99%
C2015-FL-519A			1	15		16	15	↑ 99%
12-ZZ-041			2	22		24	22	↑ 99%
C15-CA-601B		1		22		24	22	↑ 99%
12-CA-011	1		2	28		31	28	↑ 99%
14-WV-305		1	2	29		32	29	↑ 99%
16-NJ-054	2		1	29		32	29	↑ 99%
13-AZ-087	2		2	35		39	35	↑ 99%
14-AL-154	2		4	47		53	47	↑ 99%
12-ZZ-070				21		22	21	↑ 100%
C2015-NV-500D			1	25		26	25	↑ 100%
12-AK-001				11		11	11	↑ 100%
12-AL-002				5		5	5	↑ 100%
12-ID-032				5		5	5	↑ 100%
12-IL-033				12		12	12	↑ 100%
12-IL-034				3		3	3	↑ 100%
12-OR-066				8		8	8	↑ 100%
12-TX-071				13		13	13	↑ 100%
12-WA-078				12		12	12	↑ 100%
12-WA-079				8		8	8	↑ 100%
13-MI-108				9		9	9	↑ 100%
13-MO-047				5		5	5	↑ 100%
13-NY-122				3		3	3	↑ 100%
13-OR-125				9		9	9	↑ 100%
13-OR-126				6		6	6	↑ 100%
13-OR-128				1		1	1	↑ 100%
13-PA-130				6		6	6	↑ 100%
13-PA-131				6		6	6	↑ 100%
14-AK-152				1		1	1	↑ 100%
14-CA-161				2		2	2	↑ 100%
14-CA-169				3		3	3	↑ 100%
14-CA-171				5		5	5	↑ 100%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q2 Provider Rating
14-CA-177				3		3	3	⬆ 100%
14-MA-211				1		1	1	⬆ 100%
14-MD-216				3		3	3	⬆ 100%
14-MO-229				4		4	4	⬆ 100%
14-NY-256				10		10	10	⬆ 100%
14-OH-261				6		6	6	⬆ 100%
14-OH-264				3		3	3	⬆ 100%
14-OH-267				8		8	8	⬆ 100%
14-OH-268				15		15	15	⬆ 100%
14-OR-272				9		9	9	⬆ 100%
14-PA-277				25		25	25	⬆ 100%
14-PA-281				3		3	3	⬆ 100%
14-WV-304				7		7	7	⬆ 100%
14-ZZ-310				1		1	1	⬆ 100%
14-ZZ-311				2		2	2	⬆ 100%
14-ZZ-321				2		2	2	⬆ 100%
15-PA-068				18		18	18	⬆ 100%
15-PA-334				19		19	19	⬆ 100%
16-MO-048				38		38	38	⬆ 100%
C15-CA-606A				1		1	1	⬆ 100%
C15-CA-608A				4		4	4	⬆ 100%
C15-CA-614B				2		2	2	⬆ 100%
C15-IL-511A				5		5	5	⬆ 100%
C15-KS-501B				2		2	2	⬆ 100%
C15-OH-500A				2		2	2	⬆ 100%
C15-OH-505A				6		6	6	⬆ 100%
C15-PR-503A				1		1	1	⬆ 100%
C2015-CA-508A				2		2	2	⬆ 100%
C2015-CA-601B				7		7	7	⬆ 100%
C2015-DC-500B				2		2	2	⬆ 100%
C2015-IL-510C				1		1	1	⬆ 100%
Total	259	307	763	4404	3	5809	4407	

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Q3. How satisfied are you with 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		Q3 Provider Rating
13-CA-090	1	3	2	1		7	1	⬇	0%
14-GA-189	9	4	2	8	14	37	22	⬇	0%
15-FL-324	4	3	1	3	3	14	6	⬇	0%
14-AL-155	9	5	10	18	37	80	55	⬇	0%
14-CA-324	3	4	4	6	9	26	15	⬇	0%
C15-CO-503A	2	2	3		6	13	6	⬇	0%
13-TX-142	4	4	6	6	19	39	25	⬇	0%
C2015-CA-600E	1	1	4	2	3	11	5	⬇	1%
12-FL-028		4	3	1	7	15	8	⬇	1%
14-NC-235	3	1	6	7	9	26	16	⬇	1%
C2015-CA-500B	1	1	2	1	1	6	2	⬇	1%
C15-TX-603A	2	3	2	3	6	16	9	⬇	1%
C15-MI-501A	1	3	2	2	5	13	7	⬇	1%
12-MI-044	1	2		1		4	1	⬇	2%
12-CA-010	4			1	2	7	3	⬇	2%
16-NY-062	4	2	4	1	19	30	20	⬇	2%
14-FL-181	6	2	1	7	10	26	17	⬇	3%
13-NV-117	4	1	2	6	6	19	12	⬇	3%
12-CT-021		1	3	2	2	8	4	⬇	3%
C15-NY-603A	2	1	1	2	2	8	4	⬇	3%
C2015-CA-601D	2		2	2	2	8	4	⬇	3%
12-CA-017	2	3		3	4	12	7	⬇	4%
14-NC-236	1	1	3	2	5	12	7	⬇	4%
14-ZZ-153		1	4	2	5	12	7	⬇	4%
14-CA-176	3	1	2	1	9	16	10	⬇	4%
C15-CA-500A		3	1		5	9	5	⬇	5%
14-ZZ-314	1	4	2	3	11	21	14	⬇	6%
13-PR-132		1	4	3	5	13	8	⬇	6%
12-ZZ-020	2	2	4	6	12	26	18	⬇	7%
14-PA-282		1	2	1	2	6	3	⬇	7%
C15-GA-508B	1		2	1	2	6	3	⬇	7%
12-OH-064	5	2		5	10	22	15	⬇	7%
12-CA-007	1	1	2	1	5	10	6	⬇	8%
C15-CA-602B	3		2	3	6	14	9	⬇	8%
C15-CA-604A		1	1	1		3	1	⬇	8%
14-CA-167	4	1	1	4	9	19	13	⬇	9%
C2015-CA-600B	3		3	4	9	19	13	⬇	9%
16-CA-005	1	2	5	9	11	28	20	⬇	10%
14-OH-260	2	2	1	2	8	15	10	➡	10%

Q3 Provider Rating	
Providers	371
Number < 10%	38
Number > 90%	120
Lower Quartile	31.5%
Median	72.3%
Upper Quartile	98.8%
Mean	63.1%
Standard Deviation	34.5%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q3 Provider Rating
14-TX-292	2	7	5	18	25	57	43	10%
C15-NY-600B	2	1	1	4	3	11	7	11%
13-NV-056		2	6	10	11	29	21	11%
13-WI-150	3		3	2	12	20	14	12%
C15-TX-503A	1	3	1	3	8	16	11	13%
14-PA-274		2	2	2	6	12	8	14%
C15-MA-500A		1	3	2	6	12	8	14%
C15-CA-514B	4		2	6	9	21	15	14%
14-TN-284			2	2		4	2	14%
12-MI-045		2	1	1	4	8	5	15%
15-ZZ-127	2	1		2	3	8	5	15%
14-TX-290	6	3	4	6	37	56	43	16%
C15-CO-504A	3	1	2	11	5	22	16	17%
15-CA-322	1					1	0	17%
14-MI-218	1	1	2	3	6	13	9	17%
C15-NC-501A	3	1		2	7	13	9	17%
16-ZZ-037	2	3	7	11	29	52	40	17%
14-IL-198		1	2		6	9	6	19%
12-CA-019	3	1	2	8	9	23	17	19%
14-MD-214	3	1	3	6	15	28	21	20%
14-MS-233	3	2	4	11	18	38	29	20%
C15-TX-601A		2	6	5	20	33	25	20%
14-FL-182	1		1		3	5	3	21%
C15-CA-502A		2		1	2	5	3	21%
C15-SC-503A	1	1			3	5	3	21%
C15-WA-503B		1	1		3	5	3	21%
C2015-OR-502B		1	3	3	7	14	10	21%
12-OK-065	2	2	2	6	12	24	18	22%
12-CA-015	1		2	1	6	10	7	24%
13-NY-121	1	1	1	2	5	10	7	24%
13-ZZ-094			3	3	4	10	7	24%
14-OH-263	2		1	2	5	10	7	24%
14-VA-297		1	1	1	6	10	7	24%
15-GU-326		2	1	2	5	10	7	24%
13-ZZ-092	3	4	2	6	25	40	31	24%
14-ZZ-313	1	4	2	7	16	30	23	25%
14-AR-156	2		2	1	10	15	11	25%
C2015-OR-505A	1	1	2	3	8	15	11	25%
C15-FL-600A	1	2	3	7	12	25	19	25%
14-FL-187	2	2	1	5	10	20	15	25%
14-NJ-242	3	2		2	13	20	15	25%
C15-OR-501A		3	2	2	13	20	15	25%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q3 Provider Rating
C15-HI-501B			2	1	3	6	4	28%
14-MD-215	3	2	1	6	14	26	20	28%
14-GA-188	1	1	3	7	9	21	16	29%
C2015-CA-600A	2	2	1	8	8	21	16	29%
14-ZZ-308	2		1	1	7	11	8	29%
12-NM-055	2	4	1	6	19	32	25	31%
14-MS-234	1				1	2	1	31%
15-MO-330			1		1	2	1	31%
C15-MN-500A			1		1	2	1	31%
C15-OH-500B			1		1	2	1	31%
16-ZZ-058	1	3	1	5	12	22	17	33%
C15-CA-601A	3	1	1	3	14	22	17	33%
16-TX-074	5	4	6	23	43	82	66	33%
16-NY-057		3	4	10	16	33	26	34%
13-GA-101	1	1	1	3	6	12	9	34%
14-PA-279	1		2	4	5	12	9	34%
14-VA-294	3			1	8	12	9	34%
C15-MA-506A	1	1	1	2	7	12	9	34%
12-FL-023	1	1		1	4	7	5	35%
13-WA-148	2				5	7	5	35%
14-NY-249	2			1	4	7	5	35%
C2015-CA-504A		1	1	2	3	7	5	35%
14-FL-185	6	4	4	11	47	72	58	36%
13-GA-102		2	3	3	15	23	18	36%
14-MA-209		2	3	2	16	23	18	36%
12-MA-040	2	1		2	8	13	10	39%
13-MD-107		1		2	8	13	10	39%
14-CA-164			3	4	6	13	10	39%
15-GA-325	1	1	1	5	5	13	10	39%
C15-OR-500A	2	1		6	4	13	10	39%
12-MN-046	3		2	4	15	24	19	40%
C15-CA-501A	2	1	2	5	14	24	19	40%
12-VA-077	1		1		6	8	6	41%
13-OH-123		1	1	3	3	8	6	41%
14-MO-228	1		1	3	3	8	6	41%
14-TN-283	1	1		1	5	8	6	41%
13-IL-104	2	2	2	10	14	30	24	42%
14-LA-207		1		1	1	3	2	43%
14-OH-266	1				2	3	2	43%
C15-GA-500B		2	1	4	7	14	11	44%
14-NM-246	3		1	2	14	20	16	46%
C15-NC-511B	1	1	3	7	14	26	21	47%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q3 Provider Rating
12-LA-039		1	1	4	3	9	7	48%
14-NV-248		1	1	3	4	9	7	48%
14-TX-288			2		7	9	7	48%
16-NC-237	1	4	1	5	21	32	26	48%
12-SC-069	1	1	1	1	11	15	12	49%
C15-WA-503A	1		2	2	10	15	12	49%
14-ZZ-301	4			3	14	21	17	50%
12-MD-042	1	2	3	9	18	33	27	51%
16-CA-009	1	1	4	6	21	33	27	51%
12-TX-072			1	1	2	4	3	53%
14-IL-195		1		1	2	4	3	53%
14-VA-298		1			3	4	3	53%
14-VI-299			1	1	2	4	3	53%
15-MI-328	1			1	2	4	3	53%
12-CA-014		1	1	2	6	10	8	53%
12-ZZ-031	1	1		3	5	10	8	53%
14-ZZ-317		1	1	1	7	10	8	53%
C2015-NV-500E	1	1		2	6	10	8	53%
12-WI-080	2		2	3	15	22	18	54%
13-FL-096	5	2		7	27	41	34	57%
12-TX-076		1	3	4	15	23	19	58%
14-NY-250	1		3	6	13	23	19	58%
15-UT-336		2	2	7	12	23	19	58%
16-ZZ-036		2	2	5	14	23	19	58%
13-MS-111		1	2	1	13	17	14	58%
C15-WA-500A	1		2	2	12	17	14	58%
C15-PA-500A	1		1	4	5	11	9	59%
C15-TN-504A	1		1	1	8	11	9	59%
C15-WI-501A	1		1	4	5	11	9	59%
13-ZZ-147	2	2	2	4	26	36	30	60%
14-MI-224			1		4	5	4	61%
14-MN-227	1			1	3	5	4	61%
14-PA-273	1			1	3	5	4	61%
14-WI-302			1		4	5	4	61%
14-WV-303	1			1	3	5	4	61%
C15-IL-511A	1				4	5	4	61%
14-WA-300	1	1	1	4	11	18	15	62%
13-AR-086			2	3	7	12	10	64%
13-NH-115			2		10	12	10	64%
C2015-SC-502B		1	1	3	7	12	10	64%
12-NC-050	1			1	4	6	5	68%
13-TN-139	1			1	4	6	5	68%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q3 Provider Rating
14-IA-191		1		1	4	6	5	68%
14-MA-210			1	2	3	6	5	68%
14-MI-222			1	1	4	6	5	68%
14-MS-231			1	3	2	6	5	68%
14-NE-239		1			5	6	5	68%
14-NM-247	1			1	4	6	5	68%
C15-CA-609A		1			5	6	5	68%
14-CA-170	1		1	3	8	13	11	68%
14-CA-173		2		2	9	13	11	68%
14-PA-276	1		1	3	8	13	11	68%
14-IL-196	2		1	5	12	20	17	69%
14-IL-197	2	1		3	14	20	17	69%
14-OK-271	2		1	2	15	20	17	69%
16-ZZ-278	1	1	2	5	18	27	23	71%
C2015-TX-607H		4	2	4	30	40	34	71%
12-FL-025	4	2	10	29	58	103	87	71%
13-DE-095		1	1	5	7	14	12	72%
14-IL-194	1		2	6	12	21	18	73%
12-AZ-004		1		1	5	7	6	73%
C15-CA-506A	1			2	4	7	6	73%
C15-CA-608B		1		2	4	7	6	73%
C15-GA-508A		1		2	4	7	6	73%
C15-OH-502B		1		1	5	7	6	73%
12-NJ-053	1		1	2	11	15	13	76%
C15-FL-507A		1	1	4	9	15	13	76%
14-AZ-158	2	2	1	10	21	36	31	77%
12-CA-016	1			3	4	8	7	78%
13-NC-114	1			1	6	8	7	78%
14-FL-322		1			7	8	7	78%
14-MS-232		1		1	6	8	7	78%
15-NY-252		1		3	4	8	7	78%
C15-FL-510A		1		1	6	8	7	78%
C15-GA-500A	1				7	8	7	78%
12-TX-075	2	1		8	12	23	20	78%
C15-FL-501B	3	2		9	23	37	32	79%
C15-IN-503A		2		6	8	16	14	79%
C15-NV-500B	1	1		4	10	16	14	79%
12-ZZ-041	1		2	4	17	24	21	81%
13-TX-140		2	1	5	16	24	21	81%
14-CT-178	1	1	1	3	18	24	21	81%
12-NY-063	1		1	2	13	17	15	82%
13-CT-093		2		4	11	17	15	82%

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 ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q3 Provider Rating
C15-HI-501A	2			5	10	17	15	→	82%
13-IA-103	1			4	4	9	8	→	82%
13-VA-144	1			2	6	9	8	→	82%
13-WA-146		1		3	5	9	8	→	82%
13-ZZ-134	1			2	6	9	8	→	82%
14-KS-322	1			6	2	9	8	→	82%
14-MA-211		1		4	4	9	8	→	82%
15-IA-192		1		3	5	9	8	→	82%
C15-MO-604A	1			1	7	9	8	→	82%
C15-WA-502A		1			8	9	8	→	82%
C15-CA-614A		2	1	3	19	25	22	→	83%
17-ZZ-113		4	1	7	28	40	35	→	84%
12-NY-061	1		1	5	11	18	16	→	84%
14-AZ-160		2		6	10	18	16	→	84%
14-FL-184	1		1	3	13	18	16	→	84%
14-NJ-243			1	1	8	10	9	→	85%
12-CA-006		1	2	2	21	26	23	→	85%
12-FL-024	1		3	7	23	34	30	→	86%
14-NY-254	1		1	2	15	19	17	→	86%
14-VA-296	1		1	5	12	19	17	→	86%
15-TX-141	1	2	2	8	29	42	37	→	87%
13-IL-105	1			2	8	11	10	→	88%
13-NV-118			1	5	5	11	10	→	88%
14-LA-205		1		4	6	11	10	→	88%
C15-KY-501A			1	2	8	11	10	→	88%
13-ZZ-145		1	1	4	14	20	18	→	88%
14-MI-220			2	2	16	20	18	→	88%
C15-KS-501A		1	1	4	14	20	18	→	88%
13-PA-129			3	4	21	28	25	→	88%
14-AZ-157		3		8	17	28	25	→	88%
12-CA-018			1	4	7	12	11	→	90%
12-NY-060			1	1	10	12	11	→	90%
12-WA-078			1	3	8	12	11	→	90%
14-FL-179			1	3	8	12	11	→	90%
14-MI-221		1		3	8	12	11	→	90%
14-MI-223	1			5	6	12	11	→	90%
12-PA-067	2	1	1	6	27	37	33	↑	90%
12-CA-011	1		2	7	20	30	27	↑	91%
12-TX-071			1	1	11	13	12	↑	91%
13-MO-110	1			3	9	13	12	↑	91%
13-WI-151			1	2	10	13	12	↑	91%
14-HI-190	1			3	9	13	12	↑	91%

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 ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q3 Provider Rating
14-OK-270	2	3		6	35	46	41	⬆	92%
14-MI-219		1	1	5	16	23	21	⬆	93%
12-LA-038			1	1	12	14	13	⬆	93%
C2015-CA-600H	1	2	1	10	26	40	36	⬆	93%
16-NJ-054	3			4	25	32	29	⬆	93%
12-ZZ-026		1	1	5	17	24	22	⬆	94%
15-IN-201	1	1		2	20	24	22	⬆	94%
C2015-MT-500B	3	2	1	8	42	56	50	⬆	94%
13-SD-136	1		2	9	22	34	31	⬆	95%
14-IN-200		1		2	13	16	15	⬆	95%
17-NE-052			1	6	9	16	15	⬆	95%
14-NY-251	1		1	1	24	27	25	⬆	96%
14-OH-262		1		1	15	17	16	⬆	96%
C15-FL-513A		1		7	9	17	16	⬆	96%
C2015-WA-501E		1		2	16	19	18	⬆	97%
C15-FL-502A	2			3	25	30	28	⬆	98%
15-CA-091	1			5	14	20	19	⬆	98%
14-WV-305			2	4	26	32	30	⬆	98%
16-FL-099		1	2	10	29	42	39	⬆	98%
14-TN-285		1		6	15	22	21	⬆	98%
C15-MO-604B	1			4	17	22	21	⬆	98%
12-IN-035			1	3	19	23	22	⬆	99%
C15-CA-601B		1		5	17	23	22	⬆	99%
14-CA-175			3	8	33	44	41	⬆	99%
14-MI-226			1	5	18	24	23	⬆	99%
13-AZ-087	1		1	4	32	38	36	⬆	99%
14-AZ-159	2		1	9	37	49	46	⬆	99%
16-CA-008	1			8	28	37	36	⬆	100%
16-MO-048		1		4	32	37	36	⬆	100%
14-AL-154			1	12	40	53	52	⬆	100%
12-AK-001				2	9	11	11	⬆	100%
12-AL-002					5	5	5	⬆	100%
12-AZ-003				1	5	6	6	⬆	100%
12-CA-013				4	18	22	22	⬆	100%
12-GA-029				2	6	8	8	⬆	100%
12-ID-032				2	3	5	5	⬆	100%
12-IL-033				1	11	12	12	⬆	100%
12-IL-034				2	1	3	3	⬆	100%
12-ME-043				3	11	14	14	⬆	100%
12-NC-049				2	8	10	10	⬆	100%
12-ND-051				2	3	5	5	⬆	100%
12-OR-066				1	7	8	8	⬆	100%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q3 Provider Rating
12-ZZ-070				1	21	22	22	↑	100%
13-FL-098				2	1	3	3	↑	100%
13-IN-106				1	13	14	14	↑	100%
13-MI-108				2	7	9	9	↑	100%
13-MO-047					5	5	5	↑	100%
13-NY-119				2	6	8	8	↑	100%
13-NY-122				2	1	3	3	↑	100%
13-OH-124				1	2	3	3	↑	100%
13-OR-125				2	7	9	9	↑	100%
13-OR-126				1	5	6	6	↑	100%
13-OR-128					1	1	1	↑	100%
13-PA-130					6	6	6	↑	100%
13-PA-131				2	4	6	6	↑	100%
13-ZZ-133				4	11	15	15	↑	100%
14-AK-152					1	1	1	↑	100%
14-CA-161					2	2	2	↑	100%
14-CA-169					3	3	3	↑	100%
14-CA-171				2	3	5	5	↑	100%
14-CA-177					3	3	3	↑	100%
14-ID-193				2	4	6	6	↑	100%
14-IN-199				3	2	5	5	↑	100%
14-KY-204				5	17	22	22	↑	100%
14-LA-208				1	3	4	4	↑	100%
14-MA-211				1		1	1	↑	100%
14-MD-216					3	3	3	↑	100%
14-MD-217				2	4	6	6	↑	100%
14-MO-229				1	3	4	4	↑	100%
14-NE-238				1	3	4	4	↑	100%
14-NH-240				2	4	6	6	↑	100%
14-NY-256					10	10	10	↑	100%
14-NY-259				3	11	14	14	↑	100%
14-OH-261				2	4	6	6	↑	100%
14-OH-264				1	2	3	3	↑	100%
14-OH-265					10	10	10	↑	100%
14-OH-267					8	8	8	↑	100%
14-OH-268					15	15	15	↑	100%
14-OH-269				3	4	7	7	↑	100%
14-OR-272				1	8	9	9	↑	100%
14-PA-277				4	21	25	25	↑	100%
14-PA-280				2	6	8	8	↑	100%
14-PA-281				1	2	3	3	↑	100%
14-TN-287				1	6	7	7	↑	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%).

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q3 Provider Rating
14-TX-293				1		1	1	⬆ 100%
14-WV-304				3	4	7	7	⬆ 100%
14-ZZ-310					1	1	1	⬆ 100%
14-ZZ-311				1	1	2	2	⬆ 100%
14-ZZ-318				1	1	2	2	⬆ 100%
14-ZZ-321					2	2	2	⬆ 100%
15-OH-333					5	5	5	⬆ 100%
15-PA-068				2	16	18	18	⬆ 100%
15-PA-334				3	16	19	19	⬆ 100%
15-WA-338				4	10	14	14	⬆ 100%
15-ZZ-340				1	5	6	6	⬆ 100%
C15-CA-501B				1	1	2	2	⬆ 100%
C15-CA-606A					1	1	1	⬆ 100%
C15-CA-608A					4	4	4	⬆ 100%
C15-CA-614B					2	2	2	⬆ 100%
C15-FL-504A				1	2	3	3	⬆ 100%
C15-KS-501B					2	2	2	⬆ 100%
C15-NC-507A				3	17	20	20	⬆ 100%
C15-NY-600A				1	6	7	7	⬆ 100%
C15-OH-500A					1	1	1	⬆ 100%
C15-OH-505A				1	4	5	5	⬆ 100%
C15-PR-503A				1		1	1	⬆ 100%
C2015-CA-508A					2	2	2	⬆ 100%
C2015-CA-601B					7	7	7	⬆ 100%
C2015-DC-500B				1	1	2	2	⬆ 100%
C2015-FL-519A				2	14	16	16	⬆ 100%
C2015-IL-510C				1		1	1	⬆ 100%
C2015-NV-500D				4	22	26	26	⬆ 100%
C2015-TX-607B				4	1	5	5	⬆ 100%
C2015-TX-607G				1	2	3	3	⬆ 100%
Total	313	287	377	1151	3567	5700	4718	

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Q4. 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 ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent		Q4 Provider Rating
14-GA-189	7	5	9	16		38	16	⬇	0%
13-CA-090	1	2	4			7	0	⬇	0%
14-AL-155	6	9	20	45		81	45	⬇	0%
14-NC-235	3	3	5	12		28	12	⬇	0%
C2015-CA-600E	1	5	2	3		11	3	⬇	0%
12-CA-019	3	1	9	10		23	10	⬇	0%
C15-CO-504A	3	3	5	10		23	10	⬇	0%
C15-CA-602B	2	3	3	6		16	6	⬇	0%
C15-TX-603A	3	2	5	6		16	6	⬇	0%
13-NV-117	5		6	8		19	8	⬇	0%
C15-NY-603A	1	3	2	2		8	2	⬇	1%
C2015-CA-500B	2	1	2	1		6	1	⬇	1%
13-TX-142	6	6	5	21		39	21	⬇	1%
14-CA-324	4	3	6	13		26	13	⬇	1%
12-ZZ-020	2	3	5	15		29	15	⬇	1%
C15-NY-600B	2	1	3	4		11	4	⬇	1%
14-CA-176	3	3	3	7		16	7	⬇	1%
C2015-CA-600B	4	3	1	10		20	10	⬇	2%
14-FL-181	5	3	4	14		26	14	⬇	3%
13-PR-132		2	5	6		13	6	⬇	4%
14-PA-274	1		4	6		13	6	⬇	4%
C15-CO-503A	2	2	3	6		13	6	⬇	4%
C15-MI-501A	2	3	2	6		13	6	⬇	4%
12-CT-021		3	2	3		8	3	⬇	4%
C2015-CA-601D	1	2	2	3		8	3	⬇	4%
14-CA-167	4	1	4	10		19	10	⬇	5%
14-FL-187	1	2	4	12		22	12	⬇	5%
14-PA-282		1	3	2		6	2	⬇	5%
C15-CA-502A		2	1	2		6	2	⬇	5%
16-NY-057		3	10	20		34	20	⬇	5%
C15-NC-501A	2	2	2	7		14	7	⬇	6%
16-ZZ-037	2	4	12	33		53	33	⬇	6%
12-MI-044		2	1	1		4	1	⬇	6%
14-TN-284		1	2	1		4	1	⬇	6%
C15-CA-500A		4		4		9	4	⬇	7%
16-CA-005	1	2	7	16	1	29	17	⬇	7%
14-TX-292	3	7	9	36		57	36	⬇	7%
12-FL-028	1	3	3	8		15	8	⬇	8%
14-CA-164		2	3	8		15	8	⬇	8%

Q4 Provider Rating	
Providers	372
Number < 10%	44
Number > 90%	110
Lower Quartile	31.5%
Median	67.1%
Upper Quartile	92.5%
Mean	60.6%
Standard Deviation	33.6%

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

Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
14-OH-260	1	2	4	8		15	8	⬇ 8%
15-FL-324	3	2	1	8		15	8	⬇ 8%
13-IL-104	2	2	7	18		30	18	⬇ 9%
C15-NC-511B	1	2	7	16		27	16	⬇ 9%
C15-CA-514B	3		6	12		21	12	⬇ 9%
13-WA-146		1	3	5		10	5	➡ 11%
14-MD-214	3	1	6	17		28	17	➡ 11%
14-MI-218	1	2	2	7		13	7	➡ 11%
C15-OR-500A	1	1	3	7		13	7	➡ 11%
14-GA-188		4	4	13		22	13	➡ 11%
C15-IN-503A	1		5	9		16	9	➡ 11%
C15-TX-503A	1	1	5	9		16	9	➡ 11%
13-NV-056		3	8	18		29	18	➡ 14%
16-TX-074	2	11	14	54	1	82	55	➡ 14%
14-NJ-242	3	1		14		23	14	➡ 14%
16-ZZ-058		2	6	14		23	14	➡ 14%
13-IL-105	1		4	6		11	6	➡ 15%
15-GA-325	2		3	8		14	8	➡ 15%
16-NY-062	5	2	4	19		30	19	➡ 16%
14-LA-207		2		1		3	1	➡ 18%
C15-CA-604A		1	1	1		3	1	➡ 18%
14-ZZ-314		5	3	13		21	13	➡ 18%
13-MD-107	1		2	8	1	15	9	➡ 20%
13-GA-101	1	2	2	7		12	7	➡ 20%
14-PA-279		2	3	7		12	7	➡ 20%
14-ZZ-153	1	1	3	7		12	7	➡ 20%
14-MI-222			3	3		6	3	➡ 20%
13-IA-103	1		2	5		9	5	➡ 21%
13-OH-123		1	2	5		9	5	➡ 21%
14-KS-322	1		3	5		9	5	➡ 21%
12-OK-065	4	1	3	16		25	16	➡ 21%
12-OH-064	4	2	2	14		22	14	➡ 23%
14-MS-233	3	4	4	25	1	39	26	➡ 24%
C15-TX-601A		3	6	24		36	24	➡ 25%
12-CA-017	1	3		8		13	8	➡ 26%
14-LA-205		1	2	8		13	8	➡ 26%
12-MD-042	3		7	22		33	22	➡ 26%
15-CA-322	1					1	0	➡ 27%
C2015-IL-510C			1			1	0	➡ 27%
13-NY-121	2	1	1	6		10	6	➡ 27%
14-OH-263	1	1	1	6		10	6	➡ 27%
14-VA-297	1		3	5	1	10	6	➡ 27%

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Q4. 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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
15-GU-326		2	2	6		10	6	27%
14-IL-196	2		5	13		20	13	28%
12-CA-010	2	1		4		7	4	29%
14-NY-249	1	1		4		7	4	29%
C2015-CA-504A		1	2	4		7	4	29%
12-TX-072			2	2		4	2	30%
14-IL-195		1	1	2		4	2	30%
15-MI-328	1		1	2		4	2	30%
13-GA-102		2	5	16		24	16	31%
14-CT-178	2		6	16		24	16	31%
14-ZZ-313	2	3	4	21		31	21	32%
14-IL-194	1	1	5	14		21	14	33%
12-CA-007	1	1	1	7		11	7	35%
12-CA-015	1	1	1	7		11	7	35%
13-NV-118			4	7		11	7	35%
14-ZZ-308	2	1	1	7		11	7	35%
C2015-NV-500E	1	1	1	7		11	7	35%
C15-CA-501A	1	2	4	17		25	17	36%
C15-FL-600A	1	1	6	17		25	17	36%
12-MI-045		2	1	5		8	5	37%
14-MO-228			3	5		8	5	37%
14-TN-283	1	1	1	5		8	5	37%
15-ZZ-127	1	1	1	5		8	5	37%
C15-GA-500B		2	1	10		15	10	38%
C2015-OR-505A	1	1	3	10		15	10	38%
14-NM-246	3		2	15		22	15	39%
16-NC-237	2	1	6	23		33	23	40%
14-MD-215	2	3	3	18		26	18	41%
14-FL-182		2		3		5	3	41%
14-IN-199			2	3		5	3	41%
14-MN-227		1	1	3		5	3	41%
C15-IL-511A			2	3		5	3	41%
C15-SC-503A			2	3		5	3	41%
C15-WA-503B		1	1	3		5	3	41%
14-FL-179		2	1	8		12	8	42%
C2015-SC-502B		1	3	8		12	8	42%
14-AZ-158	3	1	6	26		37	26	42%
16-ZZ-036		3	4	16		23	16	44%
17-NE-052			5	10	1	16	11	45%
C15-NV-500B	1	2	2	11		16	11	45%
12-LA-039		1	2	6		9	6	46%
14-IL-198	1	1	1	6		9	6	46%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
14-NV-248		1	2	6		9	6	46%
C15-FL-501B	4	3	3	27		38	27	46%
14-MS-234	1			1		2	1	47%
14-TX-293				1		2	1	47%
14-ZZ-318			1	1		2	1	47%
15-MO-330			1	1		2	1	47%
C15-CA-501B			1	1		2	1	47%
C15-MN-500A		1		1		2	1	47%
C15-OH-500B			1	1		2	1	47%
12-MA-040	2	1	1	9		13	9	49%
14-FL-185	4	5	10	52		72	52	49%
C15-FL-513A			5	12		17	12	51%
C15-HI-501A	2		3	12		17	12	51%
12-NC-050		1		4		6	4	52%
13-PA-131			1	4		6	4	52%
14-NE-239			1	4		6	4	52%
C15-GA-508B		1	1	4		6	4	52%
C15-HI-501B		1	1	4		6	4	52%
C15-OH-505A			1	4		6	4	52%
C2015-TX-607B			1	4		6	4	52%
C15-OR-501A	1	1	4	15		21	15	52%
14-ZZ-317		1	2	7		10	7	54%
C2015-CA-600H	1	2	7	29		40	29	54%
13-DE-095		1	2	10		14	10	55%
14-CA-173	1	1	1	10		14	10	55%
C2015-OR-502B	1	1	2	10		14	10	55%
14-AZ-160		2	3	13		18	13	56%
14-WA-300		2	3	13		18	13	56%
16-CA-008	1	2	6	27		37	27	57%
14-TX-290	8	3	4	41		56	41	57%
12-CA-013			5	16		22	16	57%
C15-CA-601A	2	2	2	16		22	16	57%
C2015-CA-600A	2	2	1	16		22	16	57%
13-FL-096	3	3	5	30		41	30	57%
13-TX-140	1	1	4	19		26	19	58%
12-FL-023	1	1		5		7	5	61%
13-WA-148	2			5		7	5	61%
14-TN-287			2	5		7	5	61%
C15-CA-506A		1	1	5		7	5	61%
12-ZZ-031			2	7	1	11	8	61%
C15-PA-500A	1		2	8		11	8	61%
C15-WI-501A	1		1	8		11	8	61%

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Q4. 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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
13-ZZ-092	3	3	4	31		42	31	61%
C15-WA-503A	1	1	2	11		15	11	61%
12-IL-034			1	2		3	2	61%
13-FL-098			1	2		3	2	61%
13-NY-122			1	2		3	2	61%
14-OH-266	1			2		3	2	61%
C2015-TX-607G			1	2		3	2	61%
14-FL-184	1		3	14		19	14	62%
12-TX-075	2	1	2	17		23	17	62%
14-MA-209	1	2	3	17		23	17	62%
15-UT-336		1	4	17		23	17	62%
12-TX-076		3	2	18		24	18	67%
14-AR-156	2		1	12		16	12	67%
14-AZ-157		2	5	21		28	21	67%
16-ZZ-278	1	2	2	21		28	21	67%
12-NM-055	1	3	3	24		32	24	67%
13-NH-115		1	2	9		12	9	67%
14-NC-236	1	2		9		12	9	67%
14-VA-294	1	1	1	9		12	9	67%
C15-MA-500A		2	1	9		12	9	67%
C15-MA-506A	1	2		9		12	9	67%
C15-TN-504A		1	1	9		12	9	67%
17-ZZ-113		2	7	30		40	30	67%
C2015-TX-607H		1	9	30		40	30	67%
12-CA-016	1		1	6		8	6	68%
12-VA-077	1		1	6		8	6	68%
14-FL-322	1		1	6		8	6	68%
14-MS-232		1	1	6		8	6	68%
15-NY-252		1	1	6		8	6	68%
15-CA-091		1	3	16		21	16	71%
C15-KS-501A		2	2	16		21	16	71%
13-MS-111			2	13		17	13	72%
13-OH-124				3		4	3	72%
14-LA-208			1	3		4	3	72%
14-NE-238			1	3		4	3	72%
14-VA-298		1		3		4	3	72%
14-VI-299			1	3		4	3	72%
C15-CA-608A			1	3		4	3	72%
13-AR-086		1	1	10		13	10	73%
13-MO-110	1		2	10		13	10	73%
14-CA-170		1	1	10		13	10	73%
16-CA-009	1		5	26		34	26	74%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
12-AZ-004		1		7		9	7	75%
14-PA-280			1	7		9	7	75%
C15-FL-510A	1			7		9	7	75%
C15-MO-604A	1		1	7		9	7	75%
C15-WA-502A		1	1	7		9	7	75%
12-WI-080		2	3	17		22	17	75%
14-ZZ-301	4			17		22	17	75%
13-WI-151			2	11		14	11	78%
15-WA-338			3	11		14	11	78%
12-ND-051			1	4		5	4	79%
14-MI-224			1	4		5	4	79%
14-PA-273		1		4		5	4	79%
14-WI-302			1	4		5	4	79%
14-WV-303	1			4		5	4	79%
13-ZZ-147	3	2	3	28		36	28	80%
14-VA-296			4	15		19	15	80%
12-CA-014		1	1	8		10	8	80%
12-NC-049			2	8		10	8	80%
13-VA-144	1		1	8		10	8	80%
13-ZZ-094			2	8		10	8	80%
14-NJ-243			2	8		10	8	80%
16-NJ-054	2		5	25		32	25	80%
12-LA-038			2	12		15	12	82%
12-NJ-053	1		2	12		15	12	82%
C15-FL-507A	1	2		12		15	12	82%
12-MN-046	3		2	19		24	19	82%
13-WI-150	3		1	16		20	16	83%
12-AK-001			2	9		11	9	84%
13-TN-139	1			5		6	5	85%
14-IA-191		1		5		6	5	85%
14-MA-210			1	5		6	5	85%
14-MS-231			1	5		6	5	85%
14-NM-247		1		5		6	5	85%
15-OH-333				5		6	5	85%
15-ZZ-340			1	5		6	5	85%
C15-CA-609A			1	5		6	5	85%
14-IN-200		2	1	13		16	13	85%
12-FL-024	1	2	2	27		34	27	85%
12-CA-006		2	2	21		26	21	87%
C15-CA-614A	1	1	2	21		26	21	87%
12-NY-060		1	1	10		12	10	88%
12-NY-063	1	1	1	14		17	14	88%

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Q4. 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	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
C15-WA-500A	1		2	14		17	14 ⇨	88%
14-OH-269			1	6		7	6 ⇨	89%
14-WV-304			1	6		7	6 ⇨	89%
C15-CA-608B	1			6		7	6 ⇨	89%
C15-OH-502B	1			6		7	6 ⇨	89%
12-NY-061	1		2	15		18	15 ⬆	90%
12-CA-018		1		11		13	11 ⬆	90%
12-TX-071			2	11		13	11 ⬆	90%
14-MI-223	1			11		13	11 ⬆	90%
14-PA-276	1		1	11		13	11 ⬆	90%
12-IN-035		1	2	19		23	19 ⬆	91%
12-PA-067	3	1	3	30		37	30 ⬆	91%
15-TX-141		2	6	34		42	34 ⬆	92%
12-GA-029			1	7		8	7 ⬆	92%
12-WA-079			1	7		8	7 ⬆	92%
13-NC-114	1			7		8	7 ⬆	92%
13-NY-119			1	7		8	7 ⬆	92%
14-OH-267			1	7		8	7 ⬆	92%
C15-GA-500A	1			7		8	7 ⬆	92%
C15-NY-600A			1	7		8	7 ⬆	92%
14-NY-254	2		1	16		19	16 ⬆	92%
14-MI-226			3	20		24	20 ⬆	92%
14-NY-250	1	1	2	20		24	20 ⬆	92%
C15-CA-601B		1	2	20		24	20 ⬆	92%
14-HI-190	1			12		14	12 ⬆	93%
14-NY-259		1		12		14	12 ⬆	93%
13-SD-136	2		4	28		34	28 ⬆	93%
12-FL-025	4	2	15	82		104	82 ⬆	93%
13-ZZ-145			3	17		20	17 ⬆	94%
14-IL-197	1	1		17		20	17 ⬆	94%
14-OK-271	1	1	1	17		20	17 ⬆	94%
C15-FL-502A	2	1	1	25		30	25 ⬆	94%
13-ZZ-134	1			8		9	8 ⬆	94%
14-MA-211		1		8		9	8 ⬆	94%
14-TX-288			1	8		9	8 ⬆	94%
15-IA-192	1			8		9	8 ⬆	94%
12-SC-069	1	1		13		15	13 ⬆	94%
12-ZZ-026		1	1	22		26	22 ⬆	95%
C2015-FL-519A			2	14		16	14 ⬆	96%
14-OK-270	1	3	4	38		46	38 ⬆	96%
14-NY-256			1	9		10	9 ⬆	96%
14-TN-285	1		2	19		22	19 ⬆	96%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
13-CT-093		2		15		17	15 ⬆	97%
14-OH-262	1		1	15		17	15 ⬆	97%
16-FL-099		1	4	36		43	36 ⬆	97%
14-MI-219		1	2	20		23	20 ⬆	97%
C15-KY-501A			1	10		11	10 ⬆	97%
14-CA-175		1	6	37		44	37 ⬆	97%
12-ZZ-041		1	2	21		24	21 ⬆	98%
14-MI-221			1	11		12	11 ⬆	98%
C2015-MT-500B	3	1	5	47		56	47 ⬆	98%
12-CA-011	1		2	27		31	27 ⬆	98%
12-ME-043				13		14	13 ⬆	99%
13-IN-106			1	13		14	13 ⬆	99%
14-KY-204			2	20		22	20 ⬆	99%
C15-MO-604B			2	19	1	22	20 ⬆	99%
13-ZZ-133			1	14		15	14 ⬆	99%
14-AZ-159	1		5	43		50	43 ⬆	99%
13-PA-129		1	1	26		29	26 ⬆	99%
15-IN-201		1	1	22		24	22 ⬆	99%
14-PA-277			2	23		25	23 ⬆	100%
15-PA-068			1	17		18	17 ⬆	100%
14-WV-305			3	29		32	29 ⬆	100%
C2015-NV-500D			2	24		26	24 ⬆	100%
14-NY-251	1	1		25		27	25 ⬆	100%
14-MI-220		1		19		20	19 ⬆	100%
C15-NC-507A			1	19		20	19 ⬆	100%
C2015-WA-501E			1	19		20	19 ⬆	100%
14-AL-154	1		5	47		53	47 ⬆	100%
12-ZZ-070			1	21		22	21 ⬆	100%
13-AZ-087	1	1		36		39	36 ⬆	100%
16-MO-048			2	36		38	36 ⬆	100%
12-AL-002				5		5	5 ⬆	100%
12-AZ-003				6		6	6 ⬆	100%
12-ID-032				5		5	5 ⬆	100%
12-IL-033				12		12	12 ⬆	100%
12-OR-066				8		8	8 ⬆	100%
12-WA-078				12		12	12 ⬆	100%
13-MI-108				9		9	9 ⬆	100%
13-MO-047				5		5	5 ⬆	100%
13-OR-125				9		9	9 ⬆	100%
13-OR-126				6		6	6 ⬆	100%
13-OR-128				1		1	1 ⬆	100%
13-PA-130				6		6	6 ⬆	100%

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Provider ID	Extremely Poor	Below Average	Average	Above Average	Excellent	Responses	Above Average or Excellent	Q4 Provider Rating
14-AK-152				1		1	1	⬆ 100%
14-CA-161				2		2	2	⬆ 100%
14-CA-169				3		3	3	⬆ 100%
14-CA-171				5		5	5	⬆ 100%
14-CA-177				3		3	3	⬆ 100%
14-ID-193				6		6	6	⬆ 100%
14-MA-211				1		1	1	⬆ 100%
14-MD-216				3		3	3	⬆ 100%
14-MD-217				6		6	6	⬆ 100%
14-MO-229				4		4	4	⬆ 100%
14-NH-240				6		6	6	⬆ 100%
14-OH-261				6		6	6	⬆ 100%
14-OH-264				3		3	3	⬆ 100%
14-OH-265				10		10	10	⬆ 100%
14-OH-268				15		15	15	⬆ 100%
14-OR-272				9		9	9	⬆ 100%
14-PA-281				3		3	3	⬆ 100%
14-ZZ-310				1		1	1	⬆ 100%
14-ZZ-311				2		2	2	⬆ 100%
14-ZZ-321				2		2	2	⬆ 100%
15-PA-334				19		19	19	⬆ 100%
C15-CA-606A				1		1	1	⬆ 100%
C15-CA-614B				2		2	2	⬆ 100%
C15-FL-504A				3		3	3	⬆ 100%
C15-GA-508A				6	1	7	7	⬆ 100%
C15-KS-501B				2		2	2	⬆ 100%
C15-OH-500A				2		2	2	⬆ 100%
C15-PR-503A				1		1	1	⬆ 100%
C2015-CA-508A				2		2	2	⬆ 100%
C2015-CA-601B				7		7	7	⬆ 100%
C2015-DC-500B				2		2	2	⬆ 100%
Total	295	349	781	4226	9	5809	4235	

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