

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

SSVF Participant Survey Data Results – Year End Report



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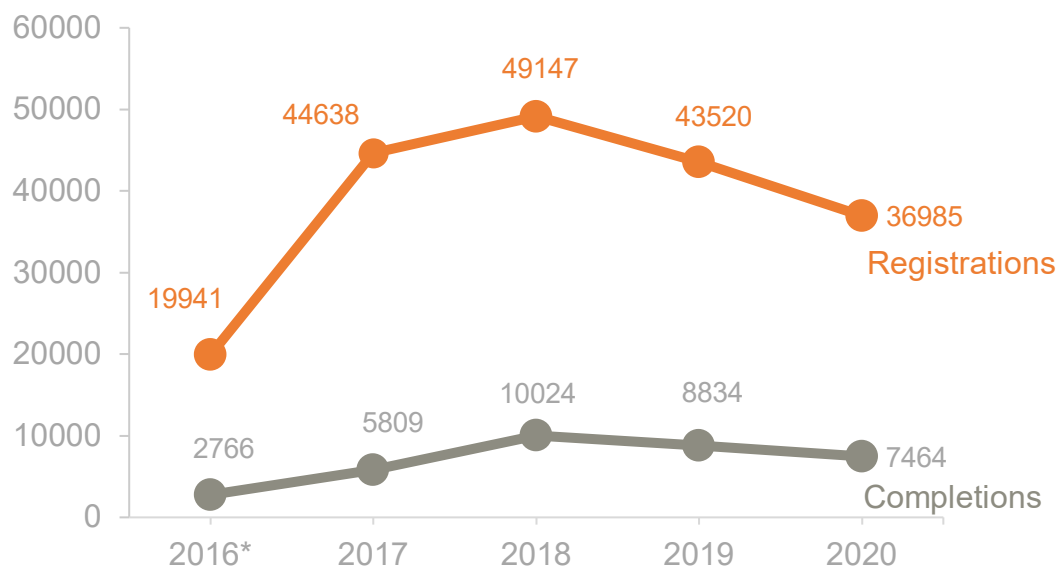
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Summary Statistics 2016-2020

Overall

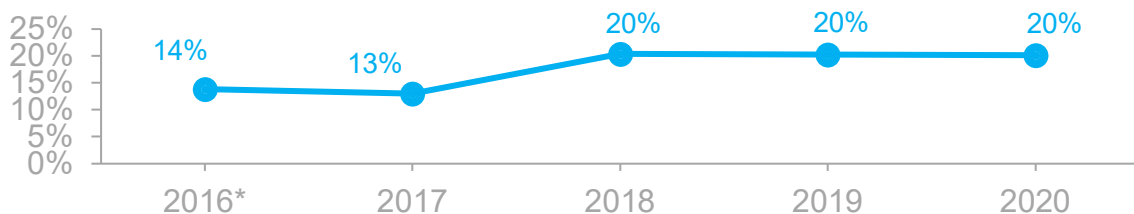
Below is a comparison of the summary statistics for each year M. Davis and Company, Inc. has administered the Supportive Services for Veteran Families Satisfaction Survey. The following graphs show a year by year comparison of the number of registrations, the number of completed surveys and the response rate (number of completed surveys/number of registrations) for 2016 to 2020.

Number of Veteran Registrations and Survey Completions by Year



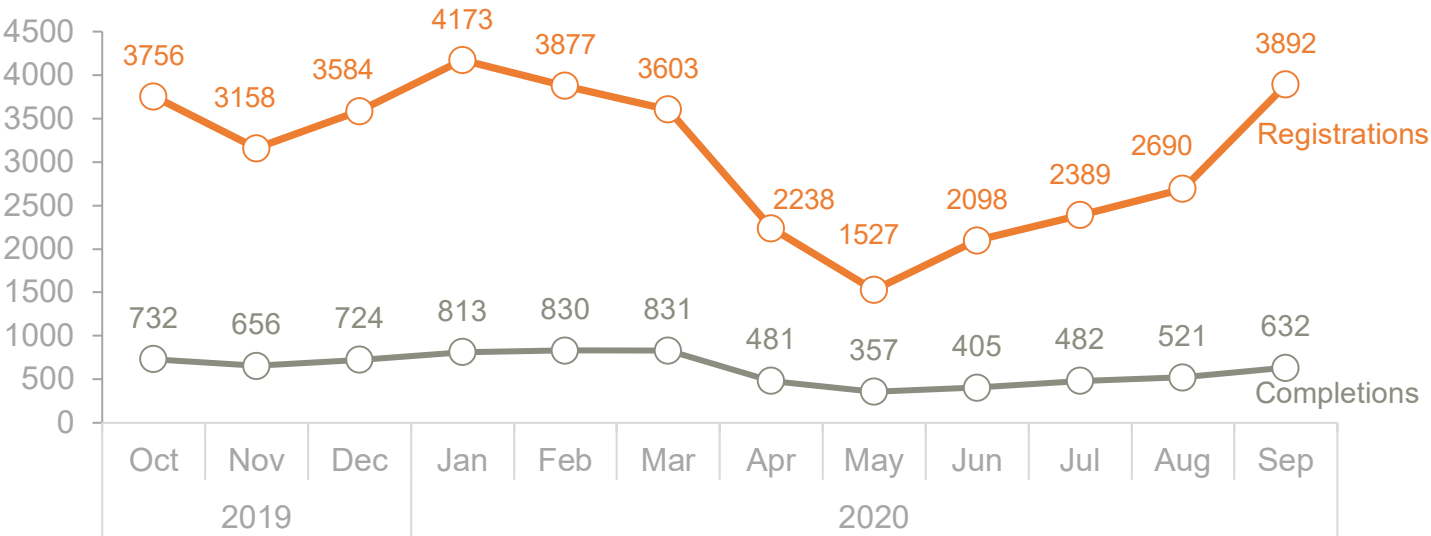
*MDAC took over the project part-way through the year. Thus, there is only 7 months of data available for FY 2016.

Yearly Response Rate

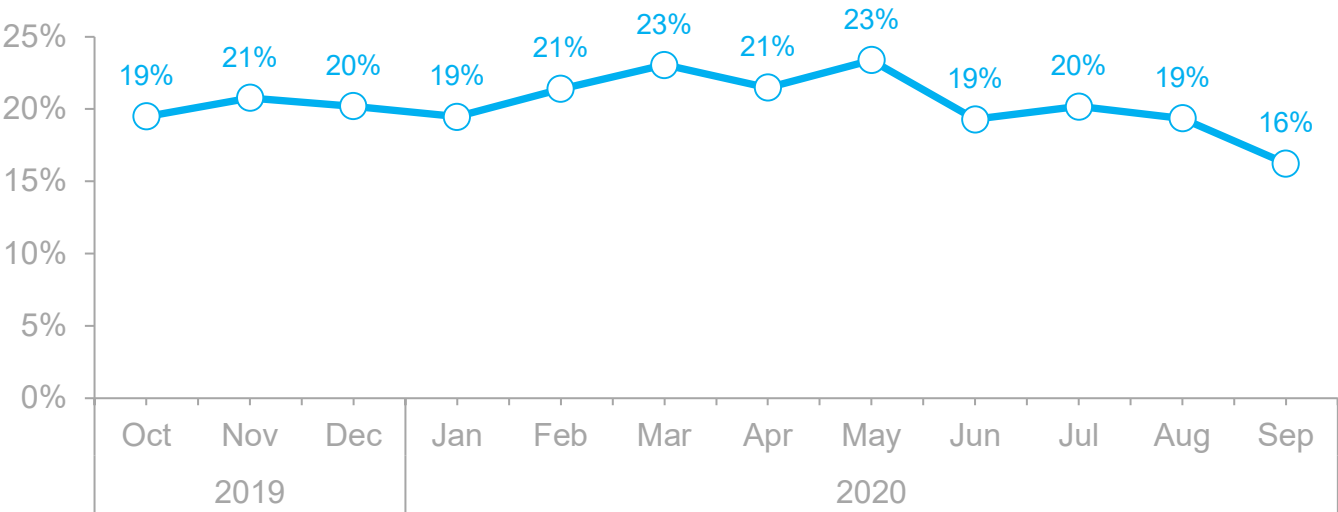


Response Rate = Completed Survey/ Registrations

FY2020: Veteran Registrations and Survey Completions



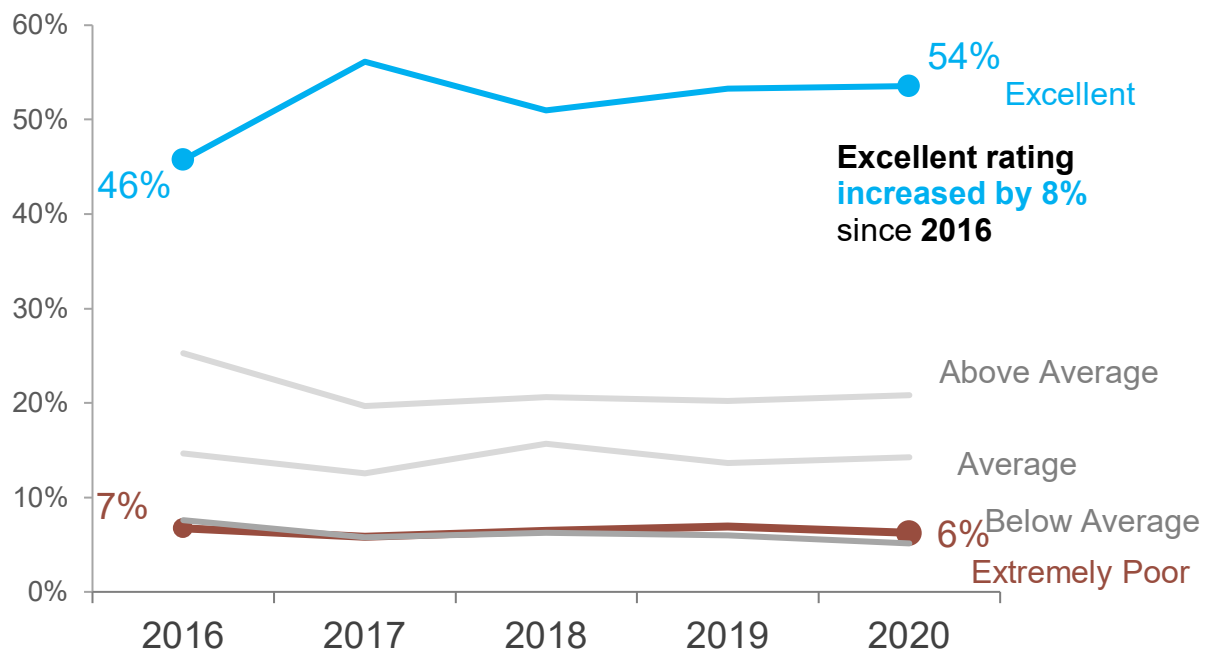
FY2020: Veteran Response Rate



Overall Satisfaction

Question 1 (Q1) asks “How would you rate the quality of the services you have received from this supportive services provider?” The following graph shows a comparison of the responses to this question from 2016 to 2020.

Q1 Rate the quality of the services you have received



Q1 and Q6, Q7, Q8

We analyzed the relationship between the responses to question Q1 and responses to questions Q6, Q7, and Q8. The primary purpose of this analysis is to identify the extent to which the responses to questions Q6, Q7, and Q8 are associated with the response to question Q1. The questions are:

Q1. How would you rate the **quality of the services** you have received from this supportive services provider? (Top 2 responses: 4 = Above Average; 5 = Excellent)

Q6. How satisfied are you with the **courteousness of the staff person that you initially spoke with** when you contacted the provider? (Top 2 responses: 1 = Very Satisfied; 2 = Satisfied)

Q7. How satisfied are you with the **courteousness of the staff person that you dealt with most often** while you were working with this provider? (Top 2 responses: 1 = Very Satisfied; 2 = Satisfied)

Q8. How satisfied are you with the **timeliness of communication** with the staff person that you dealt with most often while you were working with this provider? (Top 2 responses: 1 = Very Satisfied; 2 = Satisfied)

Logistic Regression Model

We use logistic regression to assess the likelihood of that a respondent would give one of the Top 2 responses to Q1 given whether their responses to Q6, Q7, and Q8 were one of the Top 2 responses. The resulting logistic regression model is:

Logistic Regression of Q1Top2				
Predictor Variables	Coefficient	Std Error	Coef/SE	P
Constant	-1.26568	0.07686	-16.47	0.0000
Q6Top2	0.40152	0.12348	3.25	0.0011
Q7Top2	0.81403	0.14195	5.73	0.0000
Q8Top2	2.13359	0.11413	18.69	0.0000
Deviance	4890.22			
P-Value	1.0000			
Degrees of Freedom	6098			
Convergence criterion of 0.01 met after 4 iterations				
Cases Included	6102	Missing Cases	1362	

We see that all three coefficients are highly statistically significant (each coefficient's P-value is less than 0.01). The model deviance, which is a measure of the model's goodness of fit to the data, is very low and therefore has a very high P-value.

The odds ratios associated with the three predictor variables are:

Logistic Regression Odds Ratios for Q1Top2			
Predictor Variables	95% C.I. Lower Limit	Odds Ratio	95% C.I. Upper Limit
Q6Top2	1.17	1.49	1.90
Q7Top2	1.71	2.26	2.98
Q8Top2	6.75	8.45	10.56

We interpret the odds ratios as follows:

- A respondent who provides one of the Top 2 responses to Q6 is **49% more likely** to provide one of the Top 2 responses to Q1.
- A respondent who provides one of the Top 2 responses to Q7 is **126% more likely** to provide one of the Top 2 responses to Q1.
- A respondent who provides one of the Top 2 responses to Q8 is **745% more likely** to provide one of the Top 2 responses to Q1.

Thus, ***timeliness of communication*** with the staff person that the client dealt with most often is a strong predictor of the client's assessment of the ***quality of the services*** the client received. In addition, the ***courteousness of the staff person that the client dealt with most often*** and the ***courteousness of the staff person that the client initially spoke with*** are also important predictors of the client's assessment of the ***quality of the services*** the client received.

Spearman Rank Correlations

The results from the logistic regression model are consistent with those we derive from an analysis of the Spearman Rank Correlations among these variables. In this analysis, all five of the response values were used without collapsing into the Top 2, and the responses to Q1 were recoded to be consistent with those from Q6, Q7, and Q8 (smaller values represent a more positive response). The recoded Q1 variable is shown as Q1R.

Spearman's Rank Correlation is analogous to the more familiar correlation coefficient associated with ordinary least squares regression analysis (the square root of R^2 with sign matching that of the slope). However, since ordinary least squares regression cannot be applied when the dependent variable (response to Q1) is measured on an ordinal scale, rather than an interval or ratio scale, Spearman's Rank Correlation is computed using each observation's ***rank***, that is, its position relative to all other values, i.e., first, second, etc. Since there are many ties (all responses with the same value are tied in the rankings), the ranks are corrected for ties.

The Spearman Rank Correlations are shown below. Positive (negative) values indicate that larger values of one variable are associated with larger (smaller) values of the other variable. We note that all of the Spearman Correlation Coefficients are positive, and all are highly statistically significant (P-values < 0.00005) P-values are not shown. Values closer to +1 indicate stronger relationships between the variables.

Spearman Rank Correlations, Corrected for Ties				
	Q1R	Q6	Q7	Q8
Q1R	1.0000			
Q6	0.5535	1.0000		
Q7	0.6228	0.8020	1.0000	
Q8	0.6477	0.7306	0.8409	1.0000
Maximum Difference Allowed Between Ties				0.00001
Cases Included 6102		Missing Cases 1362		

Questions Q8 and Q7 have the strongest Spearman Rank Correlations (0.6477 and 0.6228, respectively) with Q1, with Q6 having a slightly smaller value (0.5535). This is consistent with the results found in the logistic regression analysis.

We also observe strong relationships between Q7 and Q8 (0.8409), between Q7 and Q6 (0.8020), and between Q6 and Q8 (0.7306). Thus, courteousness of the staff initially and throughout the service process, and timeliness of communication are positively associated with each other and with the client's assessment of the quality of the services delivered. Put another way, **staff courtesy and timely communications are related to each other, and additionally each affects assessments of the overall service quality.**

Q6, Q7 and Q8

Question 6 (Q6) asks “How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?” Question 7 (Q7) asks “How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?” Question 8 (Q8) asks “How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?” The following graph shows the responses to this question in 2020.

Survey Results: VA Staff person

Very Dissatisfied | Dissatisfied | Not Satisfied or Dissatisfied | Satisfied | **Very Satisfied**

Percent of Total

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Q6:How satisfied are you with the courteousness of the staff person that you initially spoke?



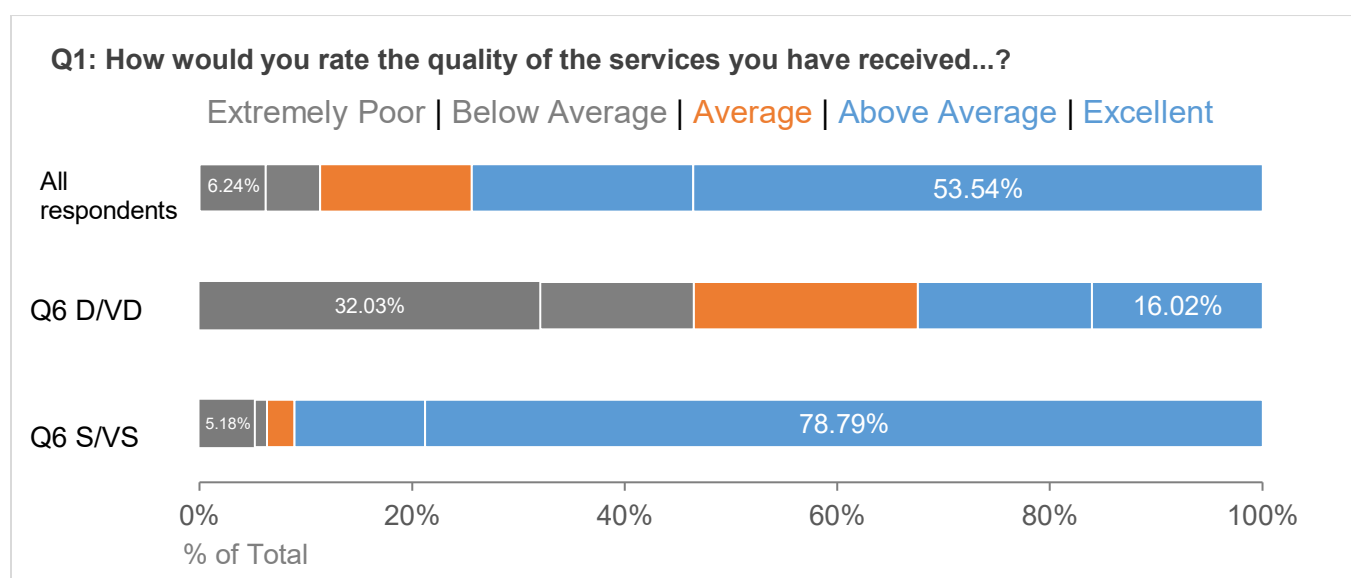
Q7:How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?



Q8: How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?

Courteousness of the Staff Person Respondent Initially Spoke With

The stacked horizontal bar chart in the following graph shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) for those respondents who answered ‘satisfied’ or ‘very satisfied’ to Q6 (How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?). It also shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) for those respondents who answered ‘dissatisfied’ or ‘very dissatisfied’ to Q6 (How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?). The bar chart provides a comparison to the responses to Q1 for all respondents in 2020.



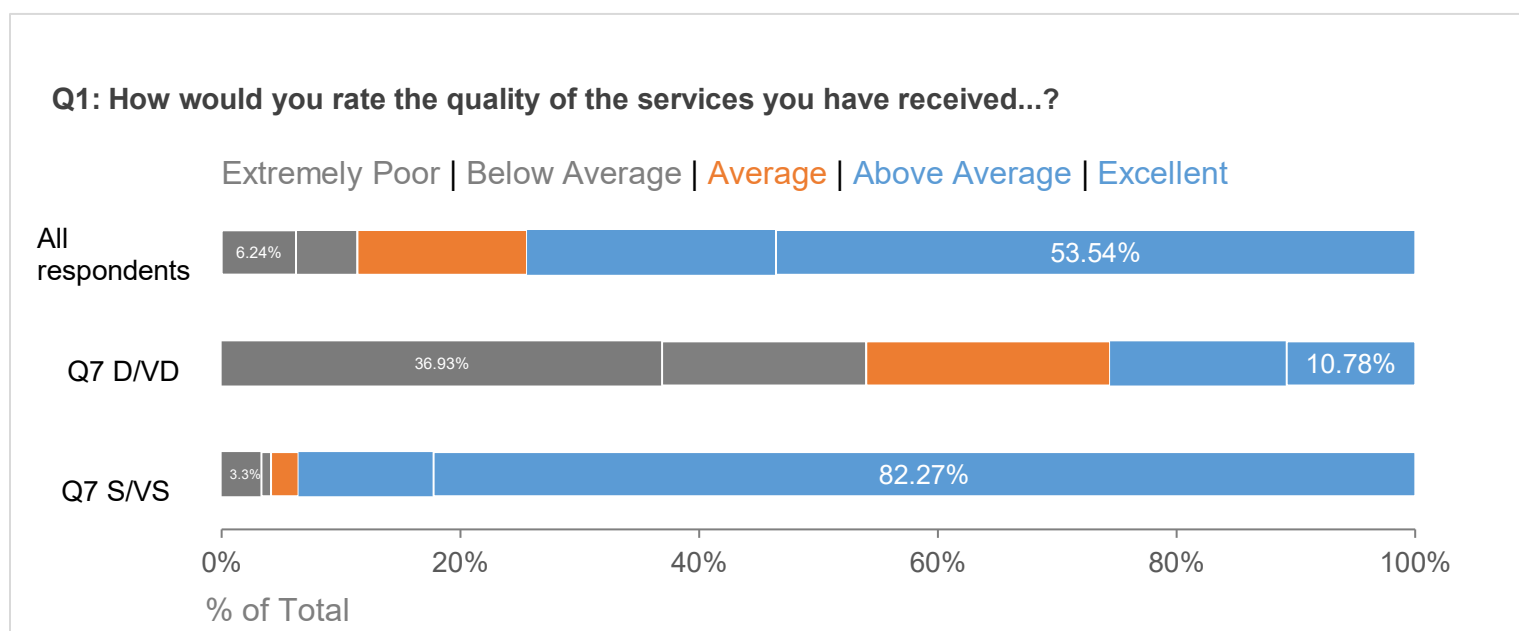
Q6.D/VD: N=Respondents who answered Dissatisfied or Very Dissatisfied to Q6

Q6.S/VS: N=Respondents who answered Satisfied or Very Satisfied to Q6

Q6. “How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?”

Courteousness of the Staff Person Respondent Dealt with Most Often

The stacked horizontal bar chart in the following graph shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) by those people who answered ‘satisfied’ or ‘very satisfied’ to Q7 (How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?). It also shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) for those people who answered ‘dissatisfied’ or ‘very dissatisfied’ to Q7 (How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?). The bar chart provides a comparison to the responses to Q1 for all respondents in 2020



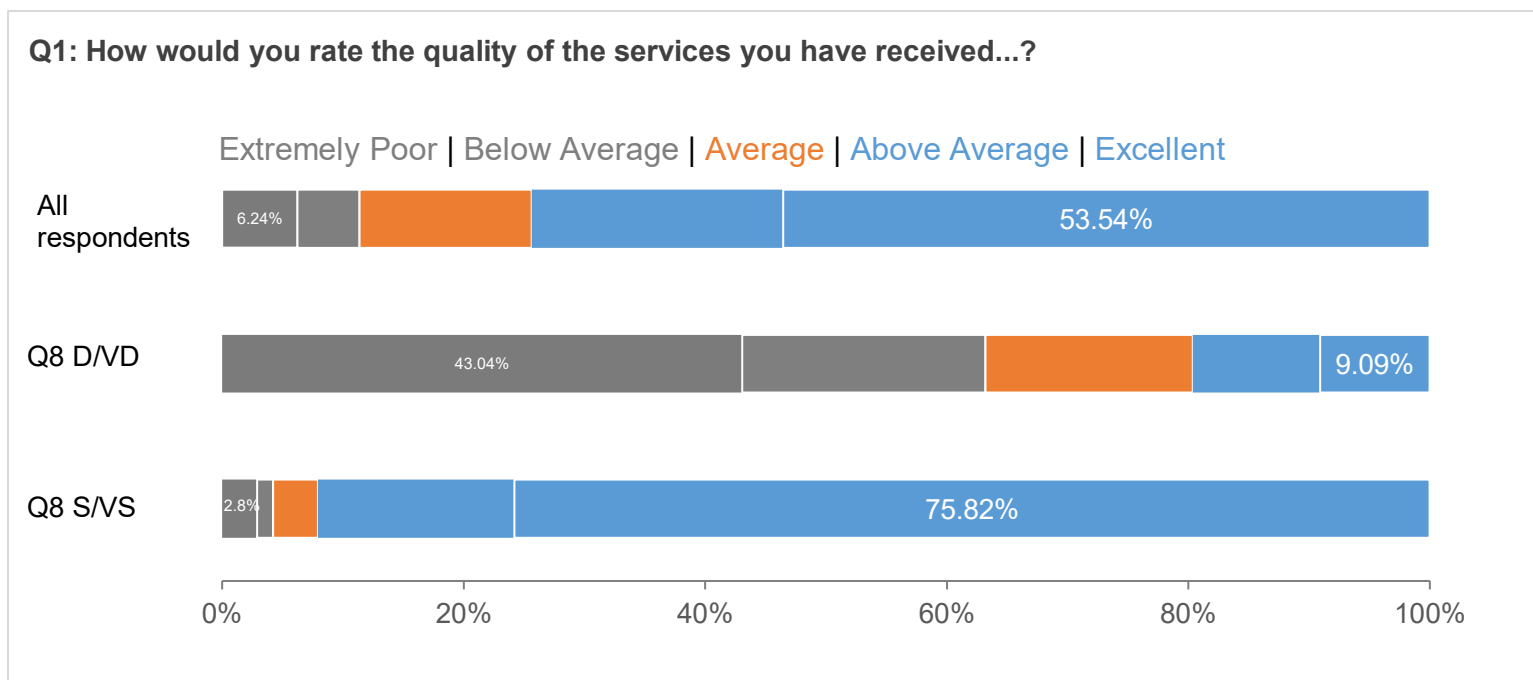
Q7.S/VS: N=Respondents who answered Satisfied or Very Satisfied to Q7

Q7.D/VD: N=Respondents who answered Dissatisfied or Very Dissatisfied to Q7

Q.7. “How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?”

Timeliness of Communication with the Staff Person that the Respondent Dealt with Most Often

The stacked horizontal bar chart in the following graph shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) by those people who answered 'satisfied' or 'very satisfied' to Q8 (How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider. It also shows the 2020 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) by those people who answered 'dissatisfied' or 'very dissatisfied' to Q8 (How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?). The bar chart provides a comparison to the responses to Q1 for all respondents in 2020.



Q8.S/VS: N=Respondents who answered Satisfied or Very Satisfied to Q8

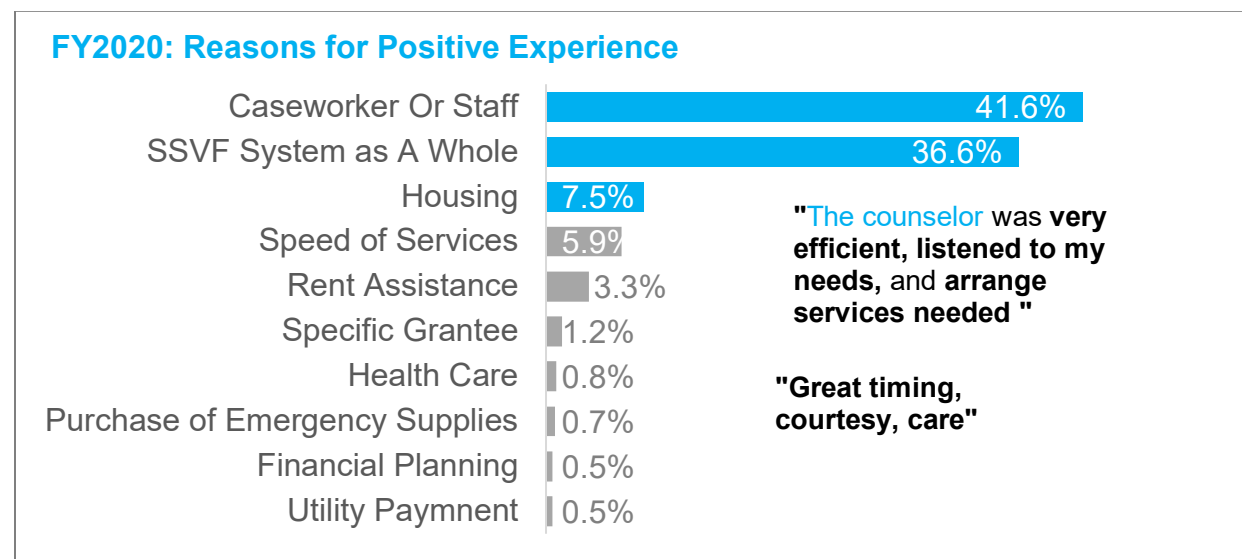
Q8.D/VD: N=Respondents who answered Dissatisfied or Very Dissatisfied to Q8

Q8. "How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?"

Open Ended Response Questions

Positive Experiences

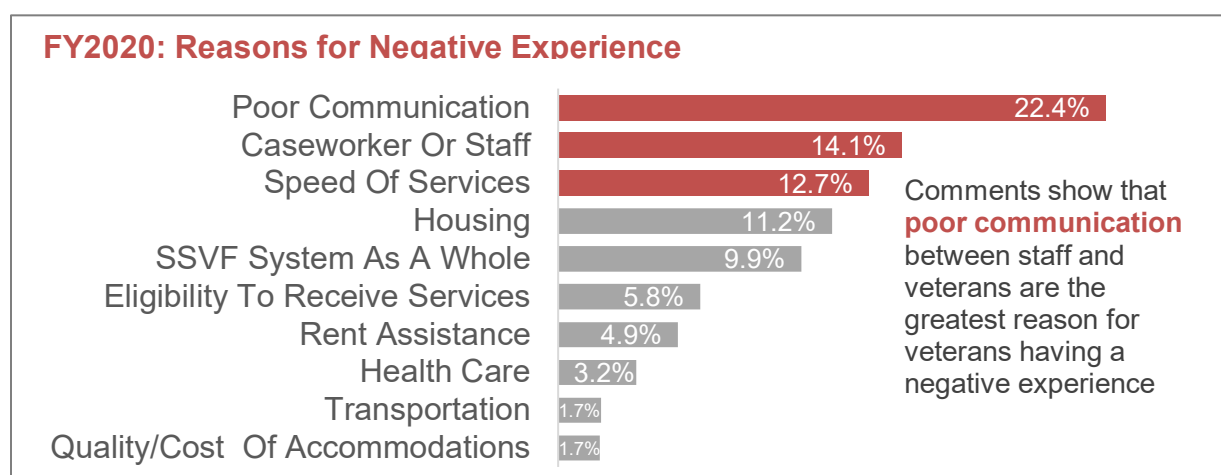
Question 9 (Q9) asks "If your experiences were positive with this supportive services provider, please tell us why". The following graph shows the responses to this question in 2020.



Responses based on survey question "If your experiences were positive with this supportive services provider, please tell us why". 5,144 Total positive responses. Each response can be coded to more than one category; therefore, the sum of percentages may not equal 100%.

Negative Experiences

Question 10 (Q10) asks "If your experiences were negative with this supportive services provider, please tell us why." The following graph shows the responses to this question in 2020.



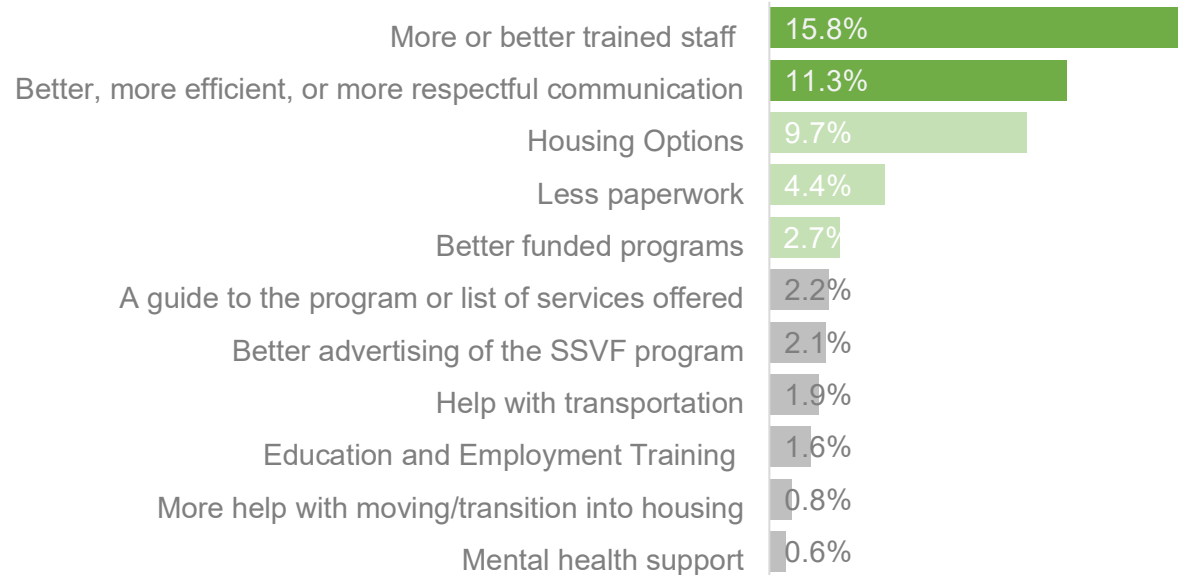
Responses based on survey question "If your experiences were negative with this supportive services provider, please tell us why."

2,064 Total negative responses. Each response can be coded to more than one category; therefore, the sum of the percentages may not equal 100%.

Suggestions

Question 11 (Q11) asks "**Please list any additional suggestions as to how to improve the SSVF Program.**" The graph below shows the responses in 2020.

FY2020:Veterans Suggestions



Responses based on survey question "Please list any additional suggestions as to how to improve the SSVF program"

Each response can be coded to more than one category; therefore, the sum of percentages may not equal 100%

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 to potentially serve as exemplars.

Another primary objective of this analysis is to monitor the performance of service providers over time. This enables 1) detection of performance degradation or improvement; 2) identification of emerging problems; and 3) solutions to service provision challenges for individual providers.

To achieve these objectives, we 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. Our analysis focuses on the first survey question:

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

The two positive responses are Excellent and Above Average. When a veteran provides one of these positive responses to a question, we say that the response is a *success*. All other responses constitute a *need for improvement*.

Analysis 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. Suppose further that Service Provider A had 8 successes in 10 cases, an 80% success rate, and that Service Provider B had 150 successes in 200 cases, a 75% success rate. It is tempting to conclude that Service Provider A performed better than did Service Provider B. However, this conclusion would ignore the fact that Service Provider B served many more clients than did Service Provider A.

Instead, to evaluate Service Provider A, we compute the probability that an average service provider would have had 8 or fewer successes in 10 cases when the probability of success on each case is the nationwide success rate of 70%. This probability is 85.1%. To evaluate Service Provider B, we compute the probability that an average service provider would have had 150 or fewer successes in 200 cases when the probability of success on each case is the nationwide success rate of 70%. This probability is 94.9%. These probabilities are computed using the binomial distribution.

Thus, we would give Service Provider A a rating of 85.1% and Service Provider B a rating of 94.9%. We interpret these ratings by saying that Service Provider A performed as well or better than 85.1% of all average service providers and Service Provider B performed as well or better than 94.9% of all average service providers.

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

Period-Over-Period Analysis: Individual Providers

There are five periods covered by this analysis:

1. **Period 0:** March 1, 2016-September 30, 2016
2. **Period 1:** October 1, 2016-September 30, 2017
3. **Period 2:** October 1, 2017-September 30, 2018
4. **Period 3:** October 1, 2018-September 30, 2019
5. **Period 4:** October 1, 2019-September 30, 2020

In our previous reports, we compared the performance rating for each provider in Period 1 to that for the same provider in Period 0, the performance rating for each provider in Period 2 to that for the same provider in Period 1, and the performance rating for each provider in Period 3 to that for the same provider in Period 2. In this report, we compare the performance rating for each provider in Period 4 to that for the same provider in Period 3.

We perform these comparisons 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_1 be the population proportion of clients who rated the provider above average or excellent in the earlier period 1 and let π_2 be the population proportion of clients who rated the provider above average or excellent in the later period.

Hypotheses

$H_0: \pi_1 = \pi_2$: There has been no change in the population proportion

$H_A: \pi_1 \neq \pi_2$: There has been some change in the population proportion

Sample Data

Let n_1 be the sample size (number of client responses received) in the earlier period and let X_1 be the number of those client responses who rated the provider above average or excellent. Let n_2 be the sample size (number of client responses received) in the later period and let X_2 be the number of those client responses who rated the provider above average or excellent.

Define $p_1 = \frac{X_1}{n_1}$ and $p_2 = \frac{X_2}{n_2}$; the sample proportion of clients who rated the provider above average or excellent in the earlier period and the sample proportion of clients who rated the provider above average or excellent in the later period, respectively. Then $\bar{p} = \frac{X_1 + X_2}{n_1 + n_2}$ is the pooled proportion, which estimates the success rate for both periods combined. This estimate would be appropriate if the null hypothesis were true, and all test statistics are computed using that assumption as part of the fundamental logic of hypothesis testing.

Test Statistic

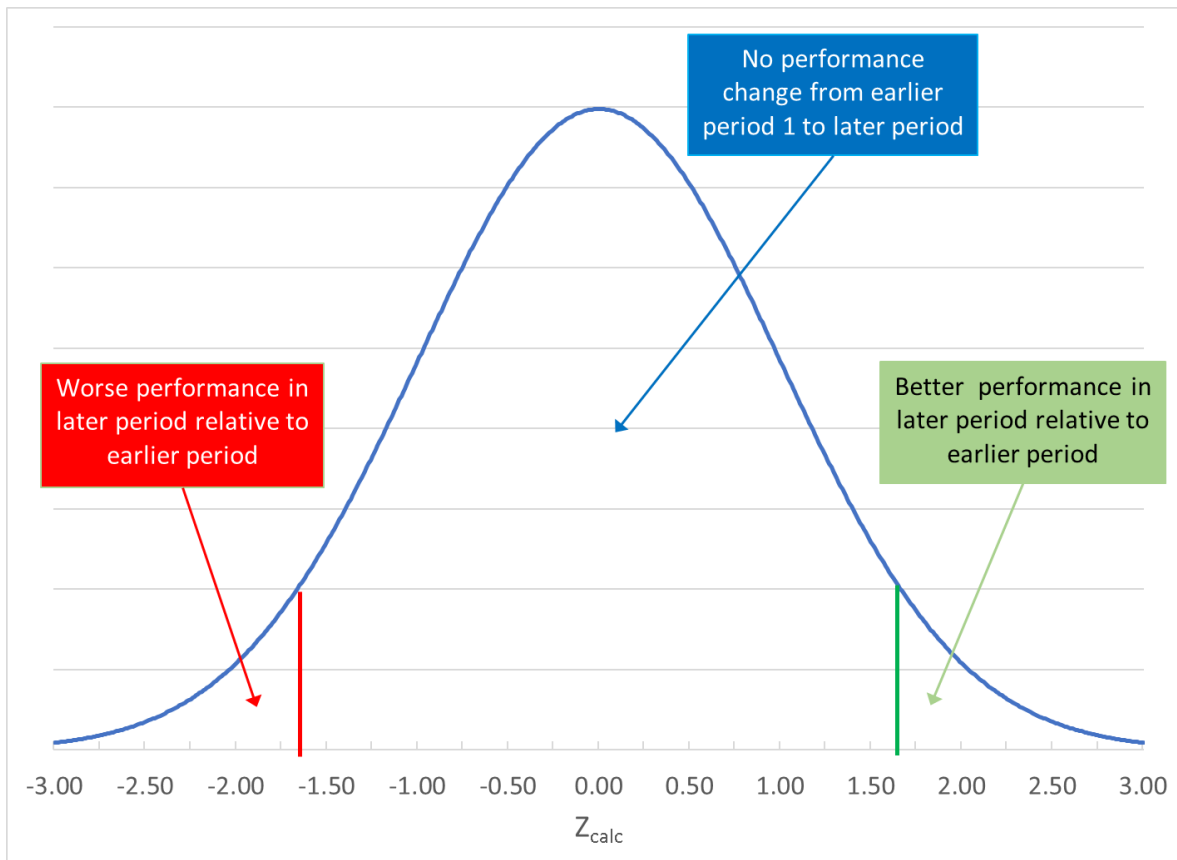
Let $Z_{calc} = \frac{p_2 - p_1}{\sqrt{\bar{p}(1-\bar{p})\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$. If the null hypothesis is true, then this test statistic is known to follow

approximately a standard normal distribution, from which we compute the lower and upper critical values for our test statistic. The test statistic Z_{calc} can range in theory from $-\infty$ to $+\infty$. If the null hypothesis H_0 is true, then we expect that Z_{calc} to be zero; however, random variation causes Z_{calc} to vary even if there has been no change from the earlier period to the later period. The standard normal distribution tells us how likely we are to observe a given amount random variation.

If the provider performed better in the later period than it did in the earlier period, then we expect Z_{calc} to be positive, while if the provider performed worse in the later period than it did in the earlier period, then we expect Z_{calc} to be negative. In the next section, we will show how to decide whether the observed change in performance is statistically significant, that is, unlikely to be the result of randomness.

Decision Rule

For present purposes, we propose that the two-sided significance level be set at 10%. The standard normal distribution tells us that there is a 5% chance that $Z_{calc} < -1.645$ and a 5% chance that $Z_{calc} > +1.645$. See figure below. Therefore, if $Z_{calc} < -1.645$, then we conclude (at the 10% level of significance) that the service provider performed worse in the later period than it had in the earlier period. However, if $Z_{calc} > +1.645$, then we conclude (at the 10% level of significance) that the service provider performed better in the later period than it had in the earlier period. 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 the earlier period to the later period.



How to interpret the calculated Z.

Period-Over-Period Analysis: System-Level

The analysis described above was also undertaken 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 the earlier period to the later period.

Results

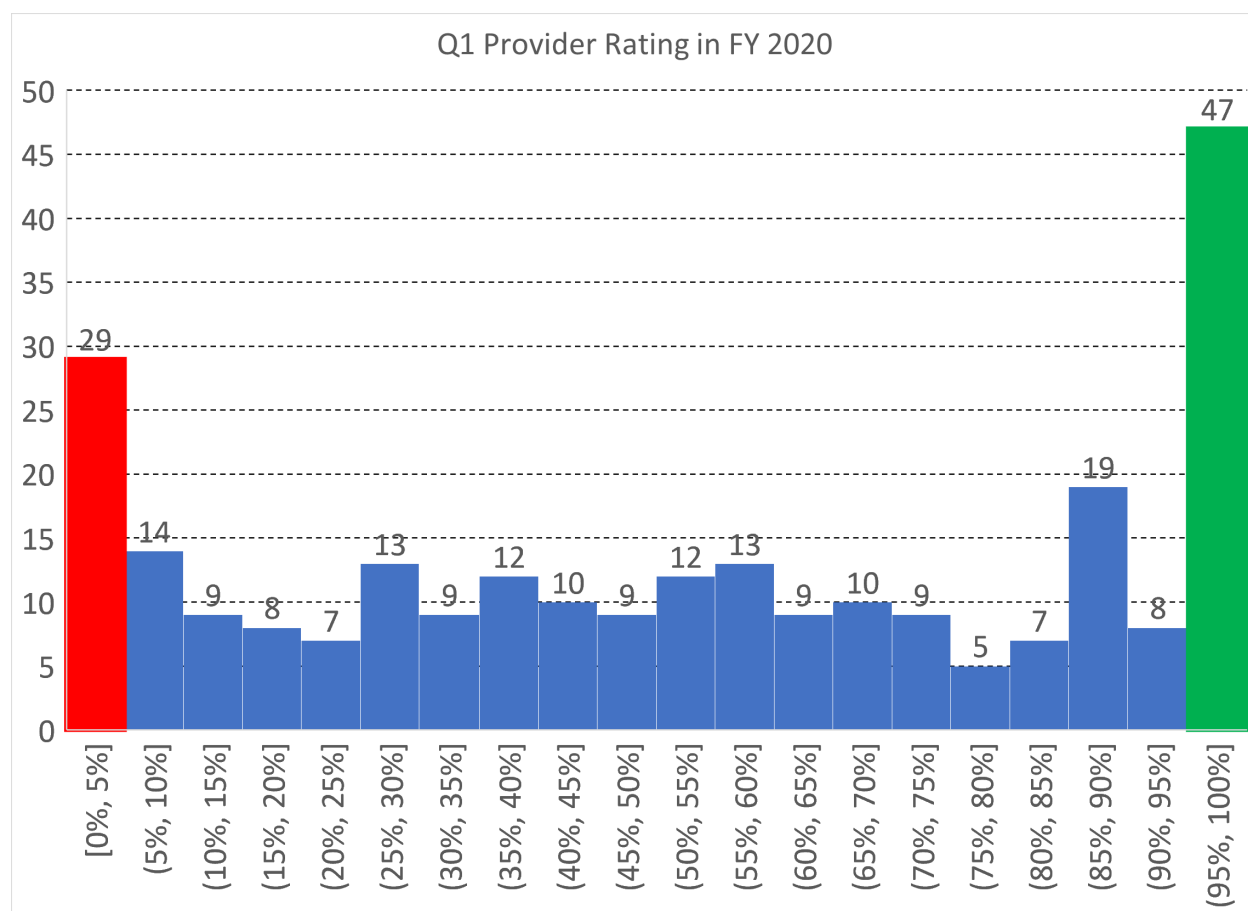
Provider and System-Level Performance Ratings

The provider performance ratings for FY2020 are shown in Appendices A and B rounded to one place after the decimal point. The results are presented by provider rating from low to high followed by service providers sorted by Provider ID. Provider ratings less than 5% are shown in red to indicate that the performance of these providers may be sufficiently inferior as to warrant managerial review. Similarly, provider ratings greater than 95% are shown in green to indicate that the performance of these providers may be sufficiently superior as to serve potentially as exemplars.

We find that 29 of the 259 providers (11.2%) have an overall provider rating less than 5%, while 47 of the 259 providers (18.1%) have an overall provider rating greater than 95%. The remaining 183 providers (70.7%) have an overall provider rating between 5% and 95%. If all providers delivered equal levels of service, we would expect to find 13.0 providers with performance ratings below 5%, another 13.0 providers with performance ratings above 95%, and 233.1 providers with performance ratings

between 5% and 95%. The P-value for this deviation from expectations is less than 0.00005 in a multinomial test (chi-square = 119.43 with 2 degrees of freedom).

The graph below shows a histogram of the Q1 provider ratings in Period 4. The remarkable features of this graph are the large numbers of providers at the extremes. At the low end, we find 29 providers with performance ratings below 5% and 14 providers with performance ratings between 5% and 10%. At the high end, we find 47 providers with performance ratings above 95%. No other interval contains more than 19 providers. If all providers delivered equal levels of service, each interval would contain roughly the same number of providers (13) and this graph would appear nearly flat.



Period-Over-Period Analysis

MDAC has data for both Period 3 and Period 4 for 159 providers. As shown in Appendix C, using the two-tailed 10% level of statistical significance, 3 of the 159 providers (1.9%) exhibited worse performance in Period 4 than they had in Period 3, 5 providers (3.1%) exhibited better performance in Period 4 than they had in Period 3, and the remaining 151 providers (95.0%) exhibited no change. If all providers delivered equal levels of service in each period, we would expect to find 7.9 providers with performance ratings below 5%, another 7.9 providers with performance ratings above 95%, and 143.1 providers with

performance ratings between 5% and 95%. This deviation from expectations is not statistically significant; the P-value is 0.1035 in a multinomial test (chi-square = 4.54 with 2 degrees of freedom).

At the system level, there were 3,758 responses in Period 4, 2,773 of which (73.8%) rated the provider above average or excellent. In Period 3, there were 4,800 responses, 3,480 of which (72.5%) rated the provider above average or excellent. The increase of 1.3 percentage points is not statistically significant in a two-tailed test (P-value = 0.1903).

Suggested Utilization of the Results

We suggest reviewing service providers with the lowest overall ratings and plan to have Regional Coordinators work to help these grantees improve. We also suggest reviewing any changes in provider ratings from one year to another to identify whether previous concerns, if any, have been adequately addressed. We have identified 29 providers with an overall provider rating less than 5%. A reasonable way to perform these investigations is to review the responses to the other survey questions. In addition, we suggest reviewing the open-end responses, where the veterans can verbalize their concerns in ways that may not be possible in the other survey questions.

In addition, we have found that 3 service providers performed worse in Period 4 than they had in Period 3. 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} .

It is also important to investigate the 47 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 providers to improve service. We recommend that this involvement begin immediately and that the intervention be conducted in a cooperative fashion, making clear that the goal is to improve service delivery. Doing so may uncover systemic problems that affect all or many service providers; resolving these problems may have a dramatic and widespread positive effect.

Discussion

The systemwide percentage of responses to Q1 that were in the Top 2 declined from 81.9% in Period 0 to 76.7% in Period 1 to 71.6% in Period 2. In Period 3, this percentage rebounded to 73.5%, and in Period 4 the percentage was 74.4%.

It is 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 is possible some of the recommendations could involve system-level changes. By embracing both system-level and provider-level recommendations, management may demonstrate its commitment to improving service delivery to its clients.

It is important for service providers to recognize that this analysis will be repeated going forward and that performance changes will be monitored. It is critical to create an atmosphere of cooperation in working toward the shared system objective of high-quality service to all veterans.

Appendix A

Service Provider Performance in Period 4 (October 1, 2019 through September 30, 2020) sorted by Performance Rating.

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-ZZ-034	Volunteers of America of Illinois	43	22	0.0%
14-MD-214	Project PLASE Inc.	35	18	0.1%
14-NY-259	Volunteers of America-Greater New York Inc.	13	4	0.1%
14-ZZ-153	United Way of Central Alabama	23	10	0.1%
20-CA-017	The Salvation Army a California Corporation	27	13	0.1%
20-ZZ-092	Volunteers of America Colorado Branch Inc.	90	56	0.2%
19-CA-009	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	153	101	0.3%
20-CO-020	Rocky Mountain Human Services	108	69	0.3%
14-FL-181	United Way of Broward County	61	37	0.5%
19-CA-014	People Assisting the Homeless (PATH)	77	48	0.5%
18-CA-176	Volunteers of America of Los Angeles Inc.	31	17	0.7%
19-ZZ-324	Changing Homelessness Inc.	72	45	0.7%
13-WA-148	YWCA of Seattle - King County - Snohomish County	9	3	0.8%
12-FL-028	Jewish Family & Childrens Service Of The Suncoast Inc	17	8	0.9%
19-ZZ-278	Veterans Multi-Service Center Inc.	70	44	0.9%
12-NY-060	HELP Social Service Corporation	20	10	1.0%
15-GA-325	Volunteers of America Southeast Inc.	12	5	1.1%
20-TX-072	Caritas of Austin	3	0	1.3%
16-ZZ-058	Soldier On Inc.	33	19	1.4%
18-TX-292	American GI Forum National Veterans Outreach Program Inc.	93	61	1.4%
13-IN-106	Community Action of Northeast Indiana Inc. (dba Brightpoint)	13	6	1.9%
20-GA-188	Travelers Aid of Metro Atlanta Inc.	47	29	1.9%
20-NV-118	The Salvation Army a California Corporation	16	8	2.0%
12-OH-064	Mental Health Services for Homeless Persons Inc. d.b.a FrontLine Service	25	14	2.1%
14-IL-198	Catholic Charities of the Archdiocese of Chicago	19	10	2.1%
14-GA-189	United Way of Greater Atlanta Inc.	51	32	2.2%
18-CA-008	United States Veterans Initiative	49	31	2.9%
15-IA-192	Hawkeye Area Community Action Program Inc.	20	11	3.0%
18-CA-011	WestCare California Inc.	69	46	4.7%
18-FL-362	Tampa Crossroads Inc.	35	22	5.4%
12-IL-033	Thresholds	7	3	6.0%
13-ZZ-134	The Alston Wilkes Society (AWS Alston Wilkes Veterans Home)	16	9	6.3%
18-KY-379	Volunteers of America Mid-States Inc.	29	18	6.3%
14-MI-223	Community Rebuilders	13	7	6.5%
14-VA-294	Total Action Against Poverty In Roanoke Valley	10	5	6.5%
19-OH-269	Volunteers of America of Greater Ohio	79	54	7.0%
14-NJ-242	Catholic Family and Community Service	30	19	7.9%
16-NJ-054	Community Hope Inc.	44	29	8.1%
20-LA-208	Start Corporation	37	24	8.1%
19-FL-025	Purpose Built Families Foundation	169	121	9.7%
19-TX-290	Baker Ripley	31	20	9.8%
19-ZZ-070	Centerstone of Tennessee Inc.	67	46	9.8%
20-IN-451	HVAF of Indiana Inc.	31	20	9.8%
12-LA-038	Volunteers of America of Greater New Orleans	18	11	11.3%
14-PA-276	Community Action Agency of Delaware County Inc.	18	11	11.3%
18-CA-019	Community Catalysts of California	43	29	12.3%
13-ZZ-133	Operation Stand Down Rhode Island	29	19	13.0%
19-OH-263	Talbert House Inc.	3	1	14.3%
S20-NY-600C	Volunteers of America-Greater New York Inc.	3	1	14.3%
14-MD-215	New Vision House of Hope Inc.	19	12	14.4%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-WI-080	Center For Veterans Issues Limited	78	55	14.8%
19-NC-114	Asheville-Buncombe Community Christian Ministry Inc.	78	55	14.8%
14-CA-167	East Oakland Community Project	6	3	15.1%
20-TX-450	Family Endeavors Inc.	6	3	15.1%
12-MI-045	Southwest Counseling Solutions	30	20	15.6%
14-PA-282	Volunteers of America of Pennsylvania Inc.	16	10	15.9%
18-MI-383	Volunteers of America Michigan Inc.	16	10	15.9%
12-AL-002	Housing First Inc.	13	8	17.7%
18-CA-354	United States Veterans Initiative	35	24	19.2%
19-CA-173	Vietnam Veterans of San Diego	73	52	19.4%
20-VA-144	Volunteers of America Chesapeake	32	22	21.3%
18-CA-420	Volunteers of America Southwest California Inc.	7	4	21.9%
12-FL-024	Advocate Program Inc.	40	28	22.7%
14-MS-231	Mississippi United to End Homelessness Inc.	1	0	23.8%
14-CA-170	Knowledge Education for Your Success Inc.	4	2	24.2%
14-MD-217	St. James A.M.E. Zion Church-Zion House	4	2	24.2%
19-TX-140	The Salvation Army a Georgia Corporation	4	2	24.2%
19-CA-010	Homefirst Services Of Santa Clara County	11	7	25.4%
14-CT-178	Columbus House Inc.	22	15	25.5%
13-IL-104	The Salvation Army an Illinois Corporation	26	18	26.5%
20-AZ-159	United States Veterans Initiative	26	18	26.5%
20-OK-065	Community Service Council of Greater Tulsa Inc.	30	21	27.2%
12-CT-021	Community Renewal Team Inc.	15	10	27.5%
13-IL-105	Heartland Human Care Services Inc.	15	10	27.5%
18-CA-171	Lighthouse Treatment Center	15	10	27.5%
20-LA-207	Elle Foundation	15	10	27.5%
14-ZZ-313	Housing Counseling Services Inc.	42	30	28.6%
18-CA-006	Volunteers of America of Los Angeles Inc.	42	30	28.6%
13-OR-126	Central Oregon Veterans Outreach	8	5	29.2%
20-ZZ-301	Goodwill Industries of The Inland Northwest	78	57	29.8%
15-OH-333	Lutheran Social Services of Central Ohio	12	8	31.5%
20-NV-056	United States Veterans Initiative	79	58	32.1%
12-MA-040	Volunteers of America of Massachusetts Inc.	16	11	32.7%
20-MA-211	Vietnam Veterans Workshop Inc.	16	11	32.7%
14-TN-287	Catholic Charities Inc. (dba Catholic Charities of the Diocese of Memphis Inc.)	24	17	34.0%
18-TX-404	Front Steps Inc.	5	3	34.2%
19-AZ-004	Primavera Foundation	28	20	34.4%
19-CA-005	Mental Health America of Los Angeles	32	23	34.6%
20-NY-250	The Jericho Project	36	26	34.7%
13-NY-119	Catholic Charities of the Roman Catholic Diocese of Syracuse NY	9	6	36.6%
14-OH-261	Licking County Coalition for Housing	9	6	36.6%
14-VA-296	Hampton Roads Community Action Program Inc.	9	6	36.6%
14-VA-298	STOP Incorporated	9	6	36.6%
19-ZZ-127	Transition Projects Inc.	69	51	37.3%
13-MD-107	Three Oaks Homeless Shelter Inc.	13	9	37.6%
18-ZZ-239	Blue Valley Community Action Inc.	13	9	37.6%
20-OR-430	Community Action Partnership of Oregon	13	9	37.6%
13-NY-121	Soldier On of Delaware Inc.	45	33	38.1%
19-AZ-436	Community Bridges Inc.	45	33	38.1%
20-GA-369	Project Community Connections Inc.	21	15	38.3%
20-FL-099	Society of St. Vincent de Paul South Pinellas Inc.	86	64	39.0%
19-ZZ-094	Friendship Place	50	37	41.1%
20-AR-086	St. Francis House Inc.	46	34	41.3%
13-FL-096	Faith Hope Love Charity Inc.	42	31	41.6%
14-WV-303	The Greater Wheeling Coalition for the Homeless Inc.	2	1	42.0%
13-ZZ-145	University of Vermont and State Agricultural College	22	16	43.1%
19-MO-229	Phoenix Programs Inc.	22	16	43.1%
20-TX-448	Career And Recovery Resources Inc	22	16	43.1%
13-IA-103	Primary Health Care Inc.	10	7	43.8%
13-MI-108	Northwest Michigan Community Action Agency Inc.	6	4	43.8%
12-VA-077	Virginia Supportive Housing	43	32	45.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-CA-090	California Veterans Assistance Foundation Inc.	31	23	46.5%
14-IL-196	Midwest Shelter for Homeless Veterans Inc.	23	17	47.8%
14-WV-305	WVCAP	44	33	48.4%
18-FL-023	Homeless Services Network of Central Florida Inc.	90	68	48.4%
12-CA-016	Shelter Inc. of Contra Costa County	19	14	48.6%
13-PA-129	Veterans Leadership Program of Western Pennsylvania Inc.	65	49	48.7%
16-ZZ-037	Volunteers of America Mid-States Inc.	40	30	49.0%
18-TX-074	Family Endeavors Inc.	145	110	49.5%
18-ZZ-036	The Salvation Army an Illinois Corporation	36	27	49.7%
13-MO-110	Catholic Charities of Kansas City - St Joseph Inc.	11	8	50.7%
13-CT-093	The Workplace Inc.	28	21	51.4%
14-OK-271	Goodwill Industries of Central Oklahoma Inc.	28	21	51.4%
12-ZZ-031	Humility of Mary Shelter Inc.	24	18	52.4%
13-DE-095	Connections Community Support Programs Inc.	7	5	52.5%
14-IN-199	Lafayette Transitional Housing Center Inc.	7	5	52.5%
14-MI-218	Blue Water Center For Independent Living Inc.	7	5	52.5%
14-WV-304	Helping Heroes Inc.	7	5	52.5%
19-WA-079	Opportunity Council	7	5	52.5%
20-MI-221	Oakland Livingston Human Services Agency	7	5	52.5%
20-MI-222	Mid Michigan Community Action Agency Inc.	7	5	52.5%
18-CA-091	Swords To Plowshares Veterans Rights Organization	20	15	53.6%
15-UT-336	The Road Home	16	12	55.1%
19-ZZ-263	Talbert House	16	12	55.1%
14-FL-184	Meridian Behavioral Healthcare Inc.	29	22	55.5%
20-MI-226	Volunteers of America Michigan Inc.	29	22	55.5%
12-TX-075	Catholic Charities Diocese of Fort Worth Inc.	3	2	55.8%
13-TN-139	West Tennessee Legal Services Inc.	3	2	55.8%
14-KS-322	Catholic Charities Inc. (Diocese of Wichita)	3	2	55.8%
18-HI-190	United States Veterans Initiative	25	19	56.8%
12-CA-018	Volunteers of America of Greater Sacramento and Northern Nevada Inc.	38	29	57.0%
14-NY-256	Albany Housing Coalition Inc.	12	9	57.2%
20-CA-437	Berkeley Food and Housing Project	47	36	58.2%
12-AK-001	Catholic Social Services	21	16	58.4%
12-MD-042	Alliance Inc	73	56	58.7%
14-PA-281	Catholic Charities of the Diocese of Allentown	8	6	60.3%
15-MO-330	Catholic Charities of Southern Missouri Inc.	8	6	60.3%
14-MA-209	Veterans Northeast Outreach Center Inc.	17	13	60.4%
14-ZZ-308	Transitional Living Services Inc.	17	13	60.4%
12-GA-029	Central Savannah River Area Economic Opportunity Authority Inc. (CSRA EOA)	13	10	63.0%
14-LA-205	Hope Center Inc.	13	10	63.0%
19-WA-078	Community Psychiatric Clinic Inc.	53	41	63.1%
20-NY-062	Services for the UnderServed Inc.	31	24	63.2%
14-OH-262	Family & Community Services Inc.	27	21	65.0%
14-FL-322	Treasure Coast Homeless Services Council Inc.	4	3	66.3%
14-NM-247	Mesilla Valley Community of Hope	4	3	66.3%
14-NY-249	Utica Center for Development Inc.	4	3	66.3%
20-AK-152	Fairbanks Rescue Mission Inc.	4	3	66.3%
20-CA-440	People Assisting the Homeless	4	3	66.3%
14-ZZ-318	Operation Renewed Hope	9	7	67.0%
12-TX-071	Families in Crisis Inc.	14	11	68.3%
14-MI-220	Community Action Agency	14	11	68.3%
18-CA-358	Community Action Partnership of San Luis Obispo County Inc.	14	11	68.3%
14-IL-194	Featherfist Inc.	28	22	68.7%
18-FL-187	Volunteers of America of Florida Inc.	38	30	71.4%
14-OH-267	Community Support Services Inc.	10	8	72.8%
14-MS-234	Catholic Charities Inc. (Diocese of Jackson)	15	12	73.0%
14-PA-273	YWCA of Greater Harrisburg	15	12	73.0%
12-NC-050	Passage Home Inc.	5	4	74.3%
14-MS-232	Hancock Resource Center (HRC)	5	4	74.3%
14-OH-266	Faith Mission Inc.	5	4	74.3%
14-OH-268	The Salvation Army a New York Corporation	5	4	74.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-PR-132	Casa del Peregrino Aguadilla Inc.	5	4	74.3%
14-TN-284	Volunteer Behavioral Health Care System	16	13	77.2%
18-OR-066	St. Vincent de Paul Society of Lane County Inc.	16	13	77.2%
19-TX-288	United States Veterans Initiative	16	13	77.2%
12-LA-039	Wellspring Alliance for Families Inc.	11	9	77.7%
20-TX-141	West Central Texas Regional Foundation	45	36	77.7%
12-ME-043	Preble Street	27	22	80.5%
12-NY-063	Westchester Community Opportunity Program Inc. (WestCOP)	22	18	80.5%
14-PA-280	Soldier On of Delaware Inc.	22	18	80.5%
12-ND-051	Community Action Partnership of North Dakota	32	26	80.8%
18-NC-387	Homeward Bound of Western North Carolina Inc.	17	14	80.8%
20-KY-204	Kentucky River Foothills Development Council Inc.	32	26	80.8%
14-VA-297	Virginia Beach Community Development Corporation	23	19	83.3%
14-CA-177	Catholic Charities of the Diocese of Stockton	7	6	85.1%
20-AL-439	Volunteers of America Southeast Inc.	7	6	85.1%
S20-WA-500	Catholic Community Services Of Western Washington	7	6	85.1%
12-NM-055	Goodwill Industries of New Mexico	39	32	85.4%
19-MN-046	Minnesota Assistance Council for Veterans	50	41	87.3%
20-SC-402	Eastern Carolina Homelessness Organization Inc.	30	25	87.5%
20-ZZ-147	Blue Mountain Action Council	30	25	87.5%
15-PA-068	Commission on Economic Opportunity	25	21	87.9%
13-NH-115	Harbor Homes Inc.	14	12	88.1%
14-TX-293	Sabine Valley Regional Mental Health Mental Retardation Center	14	12	88.1%
13-OR-125	Community Action Team Inc.	8	7	88.6%
14-OH-265	Community Action Program Corporation of Washington-Morgan Counties Ohio	8	7	88.6%
19-ZZ-317	Homeless Veterans Fellowship	8	7	88.6%
20-CA-359	Good Samaritan Shelter	8	7	88.6%
14-IN-200	InteCare Inc.	41	34	88.8%
12-ZZ-041	Veterans Inc.	31	26	89.2%
14-NM-246	New Mexico Veterans Integration Centers	26	22	89.8%
19-OR-128	Access	26	22	89.8%
20-WA-146	Catholic Community Services of Western Washington	26	22	89.8%
14-AZ-160	Catholic Charities Community Services Inc.	15	13	90.4%
14-IL-197	Chestnut Health Systems Inc.	21	18	90.7%
18-SC-069	One-Eighty Place	32	27	90.8%
14-NY-254	Economic Opportunity Council of Suffolk Inc.	64	53	92.2%
14-PA-277	Lawrence County Social Services Inc.	16	14	92.3%
14-OH-264	Community Action Agency of Columbiana County Inc.	10	9	93.4%
20-WA-338	HopeSource	24	21	94.8%
18-ZZ-386	Restart Inc	30	26	94.9%
12-ID-032	El-Ada Inc.	18	16	95.0%
15-PA-334	Veterans Multi-Service Center Inc.	18	16	95.0%
18-TX-433	Lubbock Mental Health and Retardation Center (dba Starcare)	18	16	95.0%
14-AZ-157	National Community Health Partners	98	81	95.2%
15-IN-201	Volunteers of America of Indiana Inc.	36	31	95.2%
19-NC-237	Volunteers of America of the Carolinas Inc.	129	106	95.9%
16-MO-048	St. Patrick Center	82	69	97.0%
14-ZZ-260	St. Vincent de Paul Social Services Inc.	13	12	97.1%
20-PA-130	Opportunity House	21	19	97.5%
20-ZZ-158	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	109	91	97.5%
12-NJ-053	Catholic Charities Dioceses of Camden Inc.	29	26	98.1%
20-NY-446	Veterans One-stop Center of WNY Inc.	43	38	98.6%
14-CA-163	Carrillo Counseling Services Inc. (DBA New Beginnings)	16	15	98.7%
20-OR-272	Easter Seals Oregon	38	34	98.9%
19-MS-111	Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	25	23	99.0%
13-NV-117	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	124	105	99.2%
20-ZZ-113	Volunteers of America Northern Rockies	175	147	99.6%
14-PA-274	Utility Emergency Services Fund	30	28	99.7%
12-CA-013	Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	31	29	99.8%
20-SD-136	Cornerstone Rescue Mission	31	29	99.8%
14-OK-270	KI BOIS Community Action Foundation Inc.	33	31	99.9%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-TN-285	Operation Stand Down Tennessee	44	41	99.9%
12-MI-044	Wayne Metropolitan Community Action Agency	1	1	100.0%
12-NC-049	United Way of Forsyth County Inc.	5	5	100.0%
13-OH-124	Maumee Valley Guidance Center Inc.	2	2	100.0%
14-CA-169	Families in Transition of Santa Cruz County Inc.	3	3	100.0%
14-FL-179	Big Bend Homeless Coalition Inc.	29	28	100.0%
14-IA-191	Family Alliance For Veterans of America Inc.	12	12	100.0%
14-MD-216	Diakonia Inc.	9	9	100.0%
14-MI-219	Training & Treatment Innovations Inc.	1	1	100.0%
14-MO-228	The Kitchen Inc.	3	3	100.0%
14-NE-238	Northeast Nebraska Community Action Partnership	7	7	100.0%
14-NY-251	Veterans and Community Housing Coalition	15	15	100.0%
14-NY-253	Pathstone Corporation	2	2	100.0%
14-VI-299	The Methodist Training and Outreach Center Inc.	4	4	100.0%
14-WI-302	Indianhead Community Action Agency	3	3	100.0%
15-GU-326	WestCare Pacific Islands Inc.	8	8	100.0%
15-MI-328	Alger Marquette Community Action Board	2	2	100.0%
17-NE-052	Central Nebraska Community Services Inc.	4	4	100.0%
18-HI-374	Catholic Charities Hawaii	3	3	100.0%
20-CA-441	1736 Family Crisis Center	7	7	100.0%
20-IN-442	Northwest Indiana Community Action Corp.	3	3	100.0%
20-NC-444	Catholic Charities Diocese Of Charlotte	3	3	100.0%
20-OR-447	Columbiacare Services Inc.	1	1	100.0%
20-ZZ-026	Northwest Florida Comprehensive Services For Children Inc	249	225	100.0%
S20-NY-600A	The Jericho Project	1	1	100.0%
S20-NY-600B	Services for the UnderServed Inc	1	1	100.0%

Appendix B

Service Provider Performance in Period 4 (October 1, 2019 through September 30, 2020) sorted by Grant ID.

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-AK-001	Catholic Social Services	21	16	58.4%
12-AL-002	Housing First Inc.	13	8	17.7%
12-CA-013	Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	31	29	99.8%
12-CA-016	Shelter Inc. of Contra Costa County	19	14	48.6%
12-CA-018	Volunteers of America of Greater Sacramento and Northern Nevada Inc.	38	29	57.0%
12-CT-021	Community Renewal Team Inc.	15	10	27.5%
12-FL-024	Advocate Program Inc.	40	28	22.7%
12-FL-028	Jewish Family & Childrens Service Of The Suncoast Inc	17	8	0.9%
12-GA-029	Central Savannah River Area Economic Opportunity Authority Inc. (CSRA EOA)	13	10	63.0%
12-ID-032	El-Ada Inc.	18	16	95.0%
12-IL-033	Thresholds	7	3	6.0%
12-LA-038	Volunteers of America of Greater New Orleans	18	11	11.3%
12-LA-039	Wellspring Alliance for Families Inc.	11	9	77.7%
12-MA-040	Volunteers of America of Massachusetts Inc.	16	11	32.7%
12-MD-042	Alliance Inc	73	56	58.7%
12-ME-043	Preble Street	27	22	80.5%
12-MI-044	Wayne Metropolitan Community Action Agency	1	1	100.0%
12-MI-045	Southwest Counseling Solutions	30	20	15.6%
12-NC-049	United Way of Forsyth County Inc.	5	5	100.0%
12-NC-050	Passage Home Inc.	5	4	74.3%
12-ND-051	Community Action Partnership of North Dakota	32	26	80.8%
12-NJ-053	Catholic Charities Dioceses of Camden Inc.	29	26	98.1%
12-NM-055	Goodwill Industries of New Mexico	39	32	85.4%
12-NY-060	HELP Social Service Corporation	20	10	1.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-NY-063	Westchester Community Opportunity Program Inc. (WestCOP)	22	18	80.5%
12-OH-064	Mental Health Services for Homeless Persons Inc. d.b.a FrontLine Service	25	14	2.1%
12-TX-071	Families in Crisis Inc.	14	11	68.3%
12-TX-075	Catholic Charities Diocese of Fort Worth Inc.	3	2	55.8%
12-VA-077	Virginia Supportive Housing	43	32	45.0%
12-ZZ-031	Humility of Mary Shelter Inc.	24	18	52.4%
12-ZZ-041	Veterans Inc.	31	26	89.2%
13-CA-090	California Veterans Assistance Foundation Inc.	31	23	46.5%
13-CT-093	The Workplace Inc.	28	21	51.4%
13-DE-095	Connections Community Support Programs Inc.	7	5	52.5%
13-FL-096	Faith Hope Love Charity Inc.	42	31	41.6%
13-IA-103	Primary Health Care Inc.	10	7	43.8%
13-IL-104	The Salvation Army an Illinois Corporation	26	18	26.5%
13-IL-105	Heartland Human Care Services Inc.	15	10	27.5%
13-IN-106	Community Action of Northeast Indiana Inc. (dba Brightpoint)	13	6	1.9%
13-MD-107	Three Oaks Homeless Shelter Inc.	13	9	37.6%
13-MI-108	Northwest Michigan Community Action Agency Inc.	6	4	43.8%
13-MO-110	Catholic Charities of Kansas City - St Joseph Inc.	11	8	50.7%
13-NH-115	Harbor Homes Inc.	14	12	88.1%
13-NV-117	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	124	105	99.2%
13-NY-119	Catholic Charities of the Roman Catholic Diocese of Syracuse NY	9	6	36.6%
13-NY-121	Soldier On of Delaware Inc.	45	33	38.1%
13-OH-124	Maumee Valley Guidance Center Inc.	2	2	100.0%
13-OR-125	Community Action Team Inc.	8	7	88.6%
13-OR-126	Central Oregon Veterans Outreach	8	5	29.2%
13-PA-129	Veterans Leadership Program of Western Pennsylvania Inc.	65	49	48.7%
13-TN-139	West Tennessee Legal Services Inc.	3	2	55.8%
13-WA-148	YWCA of Seattle - King County - Snohomish County	9	3	0.8%
13-ZZ-133	Operation Stand Down Rhode Island	29	19	13.0%
13-ZZ-134	The Alston Wilkes Society (AWS Alston Wilkes Veterans Home)	16	9	6.3%
13-ZZ-145	University of Vermont and State Agricultural College	22	16	43.1%
14-AZ-157	National Community Health Partners	98	81	95.2%
14-AZ-160	Catholic Charities Community Services Inc.	15	13	90.4%
14-CA-163	Carrillo Counseling Services Inc. (DBA New Beginnings)	16	15	98.7%
14-CA-167	East Oakland Community Project	6	3	15.1%
14-CA-169	Families in Transition of Santa Cruz County Inc.	3	3	100.0%
14-CA-170	Knowledge Education for Your Success Inc.	4	2	24.2%
14-CA-177	Catholic Charities of the Diocese of Stockton	7	6	85.1%
14-CT-178	Columbus House Inc.	22	15	25.5%
14-FL-179	Big Bend Homeless Coalition Inc.	29	28	100.0%
14-FL-181	United Way of Broward County	61	37	0.5%
14-FL-184	Meridian Behavioral Healthcare Inc.	29	22	55.5%
14-FL-322	Treasure Coast Homeless Services Council Inc.	4	3	66.3%
14-GA-189	United Way of Greater Atlanta Inc.	51	32	2.2%
14-IA-191	Family Alliance For Veterans of America Inc.	12	12	100.0%
14-IL-194	Featherfist Inc.	28	22	68.7%
14-IL-196	Midwest Shelter for Homeless Veterans Inc.	23	17	47.8%
14-IL-197	Chestnut Health Systems Inc.	21	18	90.7%
14-IL-198	Catholic Charities of the Archdiocese of Chicago	19	10	2.1%
14-IN-199	Lafayette Transitional Housing Center Inc.	7	5	52.5%
14-IN-200	InteCare Inc.	41	34	88.8%
14-KS-322	Catholic Charities Inc. (Diocese of Wichita)	3	2	55.8%
14-LA-205	Hope Center Inc.	13	10	63.0%
14-MA-209	Veterans Northeast Outreach Center Inc.	17	13	60.4%
14-MD-214	Project PLASE Inc.	35	18	0.1%
14-MD-215	New Vision House of Hope Inc.	19	12	14.4%
14-MD-216	Diakonia Inc.	9	9	100.0%
14-MD-217	St. James A.M.E. Zion Church-Zion House	4	2	24.2%
14-MI-218	Blue Water Center For Independent Living Inc.	7	5	52.5%
14-MI-219	Training & Treatment Innovations Inc.	1	1	100.0%
14-MI-220	Community Action Agency	14	11	68.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-MI-223	Community Builders	13	7	6.5%
14-MO-228	The Kitchen Inc.	3	3	100.0%
14-MS-231	Mississippi United to End Homelessness Inc.	1	0	23.8%
14-MS-232	Hancock Resource Center (HRC)	5	4	74.3%
14-MS-234	Catholic Charities Inc. (Diocese of Jackson)	15	12	73.0%
14-NE-238	Northeast Nebraska Community Action Partnership	7	7	100.0%
14-NJ-242	Catholic Family and Community Service	30	19	7.9%
14-NM-246	New Mexico Veterans Integration Centers	26	22	89.8%
14-NM-247	Mesilla Valley Community of Hope	4	3	66.3%
14-NY-249	Utica Center for Development Inc.	4	3	66.3%
14-NY-251	Veterans and Community Housing Coalition	15	15	100.0%
14-NY-253	Pathstone Corporation	2	2	100.0%
14-NY-254	Economic Opportunity Council of Suffolk Inc.	64	53	92.2%
14-NY-256	Albany Housing Coalition Inc.	12	9	57.2%
14-NY-259	Volunteers of America-Greater New York Inc.	13	4	0.1%
14-OH-261	Licking County Coalition for Housing	9	6	36.6%
14-OH-262	Family & Community Services Inc.	27	21	65.0%
14-OH-264	Community Action Agency of Columbiana County Inc.	10	9	93.4%
14-OH-265	Community Action Program Corporation of Washington-Morgan Counties Ohio	8	7	88.6%
14-OH-266	Faith Mission Inc.	5	4	74.3%
14-OH-267	Community Support Services Inc.	10	8	72.8%
14-OH-268	The Salvation Army a New York Corporation	5	4	74.3%
14-OK-270	KI BOIS Community Action Foundation Inc.	33	31	99.9%
14-OK-271	Goodwill Industries of Central Oklahoma Inc.	28	21	51.4%
14-PA-273	YWCA of Greater Harrisburg	15	12	73.0%
14-PA-274	Utility Emergency Services Fund	30	28	99.7%
14-PA-276	Community Action Agency of Delaware County Inc.	18	11	11.3%
14-PA-277	Lawrence County Social Services Inc.	16	14	92.3%
14-PA-280	Soldier On of Delaware Inc.	22	18	80.5%
14-PA-281	Catholic Charities of the Diocese of Allentown	8	6	60.3%
14-PA-282	Volunteers of America of Pennsylvania Inc.	16	10	15.9%
14-TN-284	Volunteer Behavioral Health Care System	16	13	77.2%
14-TN-285	Operation Stand Down Tennessee	44	41	99.9%
14-TN-287	Catholic Charities Inc. (dba Catholic Charities of the Diocese of Memphis Inc.)	24	17	34.0%
14-TX-293	Sabine Valley Regional Mental Health Mental Retardation Center	14	12	88.1%
14-VA-294	Total Action Against Poverty In Roanoke Valley	10	5	6.5%
14-VA-296	Hampton Roads Community Action Program Inc.	9	6	36.6%
14-VA-297	Virginia Beach Community Development Corporation	23	19	83.3%
14-VA-298	STOP Incorporated	9	6	36.6%
14-VI-299	The Methodist Training and Outreach Center Inc.	4	4	100.0%
14-WI-302	Indianhead Community Action Agency	3	3	100.0%
14-WV-303	The Greater Wheeling Coalition for the Homeless Inc.	2	1	42.0%
14-WV-304	Helping Heroes Inc.	7	5	52.5%
14-WV-305	WVCAP	44	33	48.4%
14-ZZ-153	United Way of Central Alabama	23	10	0.1%
14-ZZ-260	St. Vincent de Paul Social Services Inc.	13	12	97.1%
14-ZZ-308	Transitional Living Services Inc.	17	13	60.4%
14-ZZ-313	Housing Counseling Services Inc.	42	30	28.6%
14-ZZ-318	Operation Renewed Hope	9	7	67.0%
15-GA-325	Volunteers of America Southeast Inc.	12	5	1.1%
15-GU-326	WestCare Pacific Islands Inc.	8	8	100.0%
15-IA-192	Hawkeye Area Community Action Program Inc.	20	11	3.0%
15-IN-201	Volunteers of America of Indiana Inc.	36	31	95.2%
15-MI-328	Alger Marquette Community Action Board	2	2	100.0%
15-MO-330	Catholic Charities of Southern Missouri Inc.	8	6	60.3%
15-OH-333	Lutheran Social Services of Central Ohio	12	8	31.5%
15-PA-068	Commission on Economic Opportunity	25	21	87.9%
15-PA-334	Veterans Multi-Service Center Inc.	18	16	95.0%
15-UT-336	The Road Home	16	12	55.1%
16-MO-048	St. Patrick Center	82	69	97.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
16-NJ-054	Community Hope Inc.	44	29	8.1%
16-ZZ-037	Volunteers of America Mid-States Inc.	40	30	49.0%
16-ZZ-058	Soldier On Inc.	33	19	1.4%
17-NE-052	Central Nebraska Community Services Inc.	4	4	100.0%
18-CA-006	Volunteers of America of Los Angeles Inc.	42	30	28.6%
18-CA-008	United States Veterans Initiative	49	31	2.9%
18-CA-011	WestCare California Inc.	69	46	4.7%
18-CA-019	Community Catalysts of California	43	29	12.3%
18-CA-091	Swords To Plowshares Veterans Rights Organization	20	15	53.6%
18-CA-171	Lighthouse Treatment Center	15	10	27.5%
18-CA-176	Volunteers of America of Los Angeles Inc.	31	17	0.7%
18-CA-354	United States Veterans Initiative	35	24	19.2%
18-CA-358	Community Action Partnership of San Luis Obispo County Inc.	14	11	68.3%
18-CA-420	Volunteers of America Southwest California Inc.	7	4	21.9%
18-FL-023	Homeless Services Network of Central Florida Inc.	90	68	48.4%
18-FL-187	Volunteers of America of Florida Inc.	38	30	71.4%
18-FL-362	Tampa Crossroads Inc.	35	22	5.4%
18-HI-190	United States Veterans Initiative	25	19	56.8%
18-HI-374	Catholic Charities Hawaii	3	3	100.0%
18-KY-379	Volunteers of America Mid-States Inc.	29	18	6.3%
18-MI-383	Volunteers of America Michigan Inc.	16	10	15.9%
18-NC-387	Homeward Bound of Western North Carolina Inc.	17	14	80.8%
18-OR-066	St. Vincent de Paul Society of Lane County Inc.	16	13	77.2%
18-PR-132	Casa del Peregrino Aguadilla Inc.	5	4	74.3%
18-SC-069	One-Eighty Place	32	27	90.8%
18-TX-074	Family Endeavors Inc.	145	110	49.5%
18-TX-292	American GI Forum National Veterans Outreach Program Inc.	93	61	1.4%
18-TX-404	Front Steps Inc.	5	3	34.2%
18-TX-433	Lubbock Mental Health and Retardation Center (dba Starcare)	18	16	95.0%
18-WI-080	Center For Veterans Issues Limited	78	55	14.8%
18-ZZ-034	Volunteers of America of Illinois	43	22	0.0%
18-ZZ-036	The Salvation Army an Illinois Corporation	36	27	49.7%
18-ZZ-239	Blue Valley Community Action Inc.	13	9	37.6%
18-ZZ-386	Restart Inc	30	26	94.9%
19-AZ-004	Primavera Foundation	28	20	34.4%
19-AZ-436	Community Bridges Inc.	45	33	38.1%
19-CA-005	Mental Health America of Los Angeles	32	23	34.6%
19-CA-009	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	153	101	0.3%
19-CA-010	Homefirst Services Of Santa Clara County	11	7	25.4%
19-CA-014	People Assisting the Homeless (PATH)	77	48	0.5%
19-CA-173	Vietnam Veterans of San Diego	73	52	19.4%
19-FL-025	Purpose Built Families Foundation	169	121	9.7%
19-MN-046	Minnesota Assistance Council for Veterans	50	41	87.3%
19-MO-229	Phoenix Programs Inc.	22	16	43.1%
19-MS-111	Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	25	23	99.0%
19-NC-114	Asheville-Buncombe Community Christian Ministry Inc.	78	55	14.8%
19-NC-237	Volunteers of America of the Carolinas Inc.	129	106	95.9%
19-OH-263	Talbert House Inc.	3	1	14.3%
19-OH-269	Volunteers of America of Greater Ohio	79	54	7.0%
19-OR-128	Access	26	22	89.8%
19-TX-140	The Salvation Army a Georgia Corporation	4	2	24.2%
19-TX-288	United States Veterans Initiative	16	13	77.2%
19-TX-290	Baker Ripley	31	20	9.8%
19-WA-078	Community Psychiatric Clinic Inc.	53	41	63.1%
19-WA-079	Opportunity Council	7	5	52.5%
19-ZZ-070	Centerstone of Tennessee Inc.	67	46	9.8%
19-ZZ-094	Friendship Place	50	37	41.1%
19-ZZ-127	Transition Projects Inc.	69	51	37.3%
19-ZZ-263	Talbert House	16	12	55.1%
19-ZZ-278	Veterans Multi-Service Center Inc.	70	44	0.9%
19-ZZ-317	Homeless Veterans Fellowship	8	7	88.6%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
19-ZZ-324	Changing Homelessness Inc.	72	45	0.7%
20-AK-152	Fairbanks Rescue Mission Inc.	4	3	66.3%
20-AL-439	Volunteers of America Southeast Inc.	7	6	85.1%
20-AR-086	St. Francis House Inc.	46	34	41.3%
20-AZ-159	United States Veterans Initiative	26	18	26.5%
20-CA-017	The Salvation Army a California Corporation	27	13	0.1%
20-CA-359	Good Samaritan Shelter	8	7	88.6%
20-CA-437	Berkeley Food and Housing Project	47	36	58.2%
20-CA-440	People Assisting the Homeless	4	3	66.3%
20-CA-441	1736 Family Crisis Center	7	7	100.0%
20-CO-020	Rocky Mountain Human Services	108	69	0.3%
20-FL-099	Society of St. Vincent de Paul South Pinellas Inc.	86	64	39.0%
20-GA-188	Travelers Aid of Metro Atlanta Inc.	47	29	1.9%
20-GA-369	Project Community Connections Inc.	21	15	38.3%
20-IN-442	Northwest Indiana Community Action Corp.	3	3	100.0%
20-IN-451	HVAF of Indiana Inc.	31	20	9.8%
20-KY-204	Kentucky River Foothills Development Council Inc.	32	26	80.8%
20-LA-207	Elle Foundation	15	10	27.5%
20-LA-208	Start Corporation	37	24	8.1%
20-MA-211	Vietnam Veterans Workshop Inc.	16	11	32.7%
20-MI-221	Oakland Livingston Human Services Agency	7	5	52.5%
20-MI-222	Mid Michigan Community Action Agency Inc.	7	5	52.5%
20-MI-226	Volunteers of America Michigan Inc.	29	22	55.5%
20-NC-444	Catholic Charities Diocese Of Charlotte	3	3	100.0%
20-NV-056	United States Veterans Initiative	79	58	32.1%
20-NV-118	The Salvation Army a California Corporation	16	8	2.0%
20-NY-062	Services for the UnderServed Inc.	31	24	63.2%
20-NY-250	The Jericho Project	36	26	34.7%
20-NY-446	Veterans One-stop Center of WNY Inc.	43	38	98.6%
20-OK-065	Community Service Council of Greater Tulsa Inc.	30	21	27.2%
20-OR-272	Easter Seals Oregon	38	34	98.9%
20-OR-430	Community Action Partnership of Oregon	13	9	37.6%
20-OR-447	Columbiacare Services Inc.	1	1	100.0%
20-PA-130	Opportunity House	21	19	97.5%
20-SC-402	Eastern Carolina Homelessness Organization Inc.	30	25	87.5%
20-SD-136	Cornerstone Rescue Mission	31	29	99.8%
20-TX-072	Caritas of Austin	3	0	1.3%
20-TX-141	West Central Texas Regional Foundation	45	36	77.7%
20-TX-448	Career And Recovery Resources Inc	22	16	43.1%
20-TX-450	Family Endeavors Inc.	6	3	15.1%
20-VA-144	Volunteers of America Chesapeake	32	22	21.3%
20-WA-146	Catholic Community Services of Western Washington	26	22	89.8%
20-WA-338	HopeSource	24	21	94.8%
20-ZZ-026	Northwest Florida Comprehensive Services For Children Inc	249	225	100.0%
20-ZZ-092	Volunteers of America Colorado Branch Inc.	90	56	0.2%
20-ZZ-113	Volunteers of America Northern Rockies	175	147	99.6%
20-ZZ-147	Blue Mountain Action Council	30	25	87.5%
20-ZZ-158	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	109	91	97.5%
20-ZZ-301	Goodwill Industries of The Inland Northwest	78	57	29.8%
S20-NY-600A	The Jericho Project	1	1	100.0%
S20-NY-600B	Services for the UnderServed Inc	1	1	100.0%
S20-NY-600C	Volunteers of America-Greater New York Inc.	3	1	14.3%
S20-WA-500	Catholic Community Services Of Western Washington	7	6	85.1%

Appendix C

This table shows the number of responses, number of above average or excellent responses, and the percentage of responses that were above average or excellent for FY 18, FY 19 and FY 20, for each provider that was present in each fiscal year. Also shown is the statistical evaluation of the change in percentage of responses that were above average or excellent for FY 20 over FY 19.

Provider ID	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
	n_{18} = Responses	X_{18} = Above Average or Excellent	p_{18} = Pct. Above Average or Excellent	n_{19} = Responses	X_{19} = Above Average or Excellent	p_{19} = Pct. Above Average or Excellent	n_{20} = Responses	X_{20} = Above Average or Excellent	p_{20} = Pct. Above Average or Excellent	\bar{p} = Pooled Pct. Above Average or Excellent	$p_{20} - p_{19}$ = Effect Size (Increase in Pct. Above Average or Excellent)	Z = Test Statistic
14-IN-199	9	9	100.0%	21	21	100.0%	7	5	71.4%	92.9%	-28.6%	-2.54
14-IL-198	14	8	57.1%	30	25	83.3%	19	10	52.6%	71.4%	-30.7%	-2.32
13-WA-148	16	9	56.3%	40	28	70.0%	9	3	33.3%	63.3%	-36.7%	-2.06
18-CA-354	10	4	40.0%	47	40	85.1%	35	24	68.6%	78.0%	-16.5%	-1.79
14-MD-217	8	6	75.0%	15	13	86.7%	4	2	50.0%	78.9%	-36.7%	-1.60
14-MI-223	10	7	70.0%	8	7	87.5%	13	7	53.8%	66.7%	-33.7%	-1.59
13-NY-119	12	11	91.7%	13	12	92.3%	9	6	66.7%	81.8%	-25.6%	-1.53
15-OH-333	11	8	72.7%	12	11	91.7%	12	8	66.7%	79.2%	-25.0%	-1.51
13-IN-106	14	12	85.7%	18	13	72.2%	13	6	46.2%	61.3%	-26.1%	-1.47

	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
Provider ID	n_{18} = Responses	X_{18} = Above Average or Excellent	p_{18} = Pct. Above Average or Excellent	n_{19} = Responses	X_{19} = Above Average or Excellent	p_{19} = Pct. Above Average or Excellent	n_{20} = Responses	X_{20} = Above Average or Excellent	p_{20} = Pct. Above Average or Excellent	\bar{p} = Pooled Pct. Above Average or Excellent	$p_{20} - p_{19}$ = Effect Size (Increase in Pct. Above Average or Excellent)	Z = Test Statistic
14-PA-282	15	8	53.3%	19	16	84.2%	16	10	62.5%	74.3%	-21.7%	-1.46
13-ZZ-133	35	26	74.3%	37	30	81.1%	29	19	65.5%	74.2%	-15.6%	-1.44
14-VA-294	24	15	62.5%	24	18	75.0%	10	5	50.0%	67.6%	-25.0%	-1.42
14-NY-259	17	12	70.6%	26	14	53.8%	13	4	30.8%	46.2%	-23.1%	-1.36
14-MI-220	10	9	90.0%	28	26	92.9%	14	11	78.6%	88.1%	-14.3%	-1.35
15-IA-192	18	13	72.2%	26	19	73.1%	20	11	55.0%	65.2%	-18.1%	-1.28
18-TX-292	116	67	57.8%	107	79	73.8%	93	61	65.6%	70.0%	-8.2%	-1.27
15-MO-330	23	19	82.6%	24	22	91.7%	8	6	75.0%	87.5%	-16.7%	-1.23
18-KY-379	30	21	70.0%	19	15	78.9%	29	18	62.1%	68.8%	-16.9%	-1.23
12-IL-033	20	13	65.0%	25	17	68.0%	7	3	42.9%	62.5%	-25.1%	-1.21
14-OH-261	11	7	63.6%	9	8	88.9%	9	6	66.7%	77.8%	-22.2%	-1.13
16-NJ-054	57	47	82.5%	47	36	76.6%	44	29	65.9%	71.4%	-10.7%	-1.13

	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
Provider ID	n ₁₈ = Responses	X ₁₈ = Above Average or Excellent	p ₁₈ = Pct. Above Average or Excellent	n ₁₉ = Responses	X ₁₉ = Above Average or Excellent	p ₁₉ = Pct. Above Average or Excellent	n ₂₀ = Responses	X ₂₀ = Above Average or Excellent	p ₂₀ = Pct. Above Average or Excellent	\bar{p} = Pooled Pct. Above Average or Excellent	p ₂₀ - p ₁₉ = Effect Size (Increase in Pct. Above Average or Excellent)	Z = Test Statistic
14-OH-262	30	27	90.0%	27	24	88.9%	27	21	77.8%	83.3%	-11.1%	-1.10
14-WV-304	11	9	81.8%	11	10	90.9%	7	5	71.4%	83.3%	-19.5%	-1.08
13-IA-103	7	5	71.4%	15	13	86.7%	10	7	70.0%	80.0%	-16.7%	-1.02
18-FL-362	76	63	82.9%	69	50	72.5%	35	22	62.9%	69.2%	-9.6%	-1.00
13-CA-090	18	12	66.7%	15	13	86.7%	31	23	74.2%	78.3%	-12.5%	-0.96
14-OH-268	12	11	91.7%	16	15	93.8%	5	4	80.0%	90.5%	-13.8%	-0.91
12-LA-038	29	24	82.8%	51	37	72.5%	18	11	61.1%	69.6%	-11.4%	-0.91
18-CA-008	31	19	61.3%	36	26	72.2%	49	31	63.3%	67.1%	-9.0%	-0.87
14-ZZ-153	34	22	64.7%	25	14	56.0%	23	10	43.5%	50.0%	-12.5%	-0.87
14-WV-303	4	3	75.0%	1	1	100.0%	2	1	50.0%	66.7%	-50.0%	-0.87
18-TX-404	15	10	66.7%	6	5	83.3%	5	3	60.0%	72.7%	-23.3%	-0.87
14-AZ-157	73	63	86.3%	107	93	86.9%	98	81	82.7%	84.9%	-4.3%	-0.85

	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
Provider ID	n_{18} = Responses	X_{18} = Above Average or Excellent	p_{18} = Pct. Above Average or Excellent	n_{19} = Responses	X_{19} = Above Average or Excellent	p_{19} = Pct. Above Average or Excellent	n_{20} = Responses	X_{20} = Above Average or Excellent	p_{20} = Pct. Above Average or Excellent	\bar{p} = Pooled Pct. Above Average or Excellent	$p_{20} - p_{19}$ = Effect Size (Increase in Pct. Above Average or Excellent)	Z = Test Statistic
12-OH-064	39	25	64.1%	27	18	66.7%	25	14	56.0%	61.5%	-10.7%	-0.79
13-MO-110	11	10	90.9%	8	7	87.5%	11	8	72.7%	78.9%	-14.8%	-0.78
12-NY-063	33	24	72.7%	44	39	88.6%	22	18	81.8%	86.4%	-6.8%	-0.76
12-CA-018	40	36	90.0%	40	33	82.5%	38	29	76.3%	79.5%	-6.2%	-0.68
13-OR-126	10	7	70.0%	12	9	75.0%	8	5	62.5%	70.0%	-12.5%	-0.60
16-ZZ-037	108	74	68.5%	112	89	79.5%	40	30	75.0%	78.3%	-4.5%	-0.59
12-TX-075	44	31	70.5%	16	13	81.3%	3	2	66.7%	78.9%	-14.6%	-0.57
14-IL-197	36	30	83.3%	42	38	90.5%	21	18	85.7%	88.9%	-4.8%	-0.57
14-MD-215	30	17	56.7%	33	23	69.7%	19	12	63.2%	67.3%	-6.5%	-0.48
14-CT-178	23	22	95.7%	31	23	74.2%	22	15	68.2%	71.7%	-6.0%	-0.48
14-CA-167	14	10	71.4%	18	11	61.1%	6	3	50.0%	58.3%	-11.1%	-0.48
18-MI-383	19	13	68.4%	4	3	75.0%	16	10	62.5%	65.0%	-12.5%	-0.47

	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
Provider ID	n_{18} = Responses	X_{18} = Above Average or Excellent	p_{18} = Pct. Above Average or Excellent	n_{19} = Responses	X_{19} = Above Average or Excellent	p_{19} = Pct. Above Average or Excellent	n_{20} = Responses	X_{20} = Above Average or Excellent	p_{20} = Pct. Above Average or Excellent	\bar{p} = Pooled Pct. Above Average or Excellent	$p_{20} - p_{19}$ = Effect Size (Increase in Pct. Above Average or Excellent)	Z = Test Statistic
12-NY-060	26	15	57.7%	61	34	55.7%	20	10	50.0%	54.3%	-5.7%	-0.45
14-PA-277	48	37	77.1%	35	32	91.4%	16	14	87.5%	90.2%	-3.9%	-0.44
12-TX-071	25	15	60.0%	13	11	84.6%	14	11	78.6%	81.5%	-6.0%	-0.40
18-CA-176	50	32	64.0%	49	29	59.2%	31	17	54.8%	57.5%	-4.3%	-0.38
18-PR-132	16	7	43.8%	8	7	87.5%	5	4	80.0%	84.6%	-7.5%	-0.36
14-VA-297	11	8	72.7%	22	19	86.4%	23	19	82.6%	84.4%	-3.8%	-0.35
12-CT-021	21	8	38.1%	11	8	72.7%	15	10	66.7%	69.2%	-6.1%	-0.33
16-ZZ-058	61	30	49.2%	54	33	61.1%	33	19	57.6%	59.8%	-3.5%	-0.33
14-IL-196	19	11	57.9%	14	11	78.6%	23	17	73.9%	75.7%	-4.7%	-0.32
12-NJ-053	19	19	100.0%	37	34	91.9%	29	26	89.7%	90.9%	-2.2%	-0.31
14-TX-293	12	9	75.0%	10	9	90.0%	14	12	85.7%	87.5%	-4.3%	-0.31
18-CA-358	11	9	81.8%	23	19	82.6%	14	11	78.6%	81.1%	-4.0%	-0.30

	FY 18			FY 19			FY 20			FY 20 YOY FY 19		
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15-IN-201	41	27	65.9%	43	38	88.4%	36	31	86.1%	87.3%	-2.3%	-0.30
12-ME-043	53	41	77.4%	50	42	84.0%	27	22	81.5%	83.1%	-2.5%	-0.28
18-CA-420	13	5	38.5%	11	7	63.6%	7	4	57.1%	61.1%	-6.5%	-0.28
13-DE-095	23	15	65.2%	29	22	75.9%	7	5	71.4%	75.0%	-4.4%	-0.24
18-CA-171	29	21	72.4%	17	12	70.6%	15	10	66.7%	68.8%	-3.9%	-0.24
14-FL-322	28	18	64.3%	15	12	80.0%	4	3	75.0%	78.9%	-5.0%	-0.22
14-FL-184	58	42	72.4%	45	35	77.8%	29	22	75.9%	77.0%	-1.9%	-0.19
14-NJ-242	58	35	60.3%	32	21	65.6%	30	19	63.3%	64.5%	-2.3%	-0.19
14-MD-214	118	87	73.7%	60	32	53.3%	35	18	51.4%	52.6%	-1.9%	-0.18
13-CT-093	15	11	73.3%	30	23	76.7%	28	21	75.0%	75.9%	-1.7%	-0.15
15-GA-325	34	18	52.9%	34	15	44.1%	12	5	41.7%	43.5%	-2.5%	-0.15
13-PA-129	77	57	74.0%	68	52	76.5%	65	49	75.4%	75.9%	-1.1%	-0.15

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16-MO-048	111	94	84.7%	73	62	84.9%	82	69	84.1%	84.5%	-0.8%	-0.13
18-TX-433	27	25	92.6%	49	44	89.8%	18	16	88.9%	89.6%	-0.9%	-0.11
18-ZZ-036	55	38	69.1%	29	22	75.9%	36	27	75.0%	75.4%	-0.9%	-0.08
18-HI-190	58	44	75.9%	47	36	76.6%	25	19	76.0%	76.4%	-0.6%	-0.06
14-CA-169	4	4	100.0%	2	2	100.0%	3	3	100.0%	100.0%	0.0%	0.00
14-MI-218	27	16	59.3%	14	10	71.4%	7	5	71.4%	71.4%	0.0%	0.00
14-PA-273	12	5	41.7%	15	12	80.0%	15	12	80.0%	80.0%	0.0%	0.00
14-WI-302	7	6	85.7%	3	3	100.0%	3	3	100.0%	100.0%	0.0%	0.00
15-MI-328	6	4	66.7%	2	2	100.0%	2	2	100.0%	100.0%	0.0%	0.00
12-MA-040	27	19	70.4%	22	15	68.2%	16	11	68.8%	68.4%	0.6%	0.04
13-IL-104	28	21	75.0%	32	22	68.8%	26	18	69.2%	69.0%	0.5%	0.04
18-CA-011	92	70	76.1%	101	67	66.3%	69	46	66.7%	66.5%	0.3%	0.04

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14-NY-254	38	28	73.7%	51	42	82.4%	64	53	82.8%	82.6%	0.5%	0.06
12-CA-013	49	48	98.0%	43	40	93.0%	31	29	93.5%	93.2%	0.5%	0.09
12-ND-051	10	10	100.0%	15	12	80.0%	32	26	81.3%	80.9%	1.3%	0.10
13-FL-096	70	49	70.0%	85	62	72.9%	42	31	73.8%	73.2%	0.9%	0.10
13-IL-105	18	15	83.3%	17	11	64.7%	15	10	66.7%	65.6%	2.0%	0.12
18-CA-091	75	55	73.3%	79	58	73.4%	20	15	75.0%	73.7%	1.6%	0.14
12-CA-016	20	13	65.0%	14	10	71.4%	19	14	73.7%	72.7%	2.3%	0.14
14-IN-200	41	23	56.1%	49	40	81.6%	41	34	82.9%	82.2%	1.3%	0.16
14-MA-209	33	27	81.8%	27	20	74.1%	17	13	76.5%	75.0%	2.4%	0.18
14-WV-305	75	52	69.3%	56	41	73.2%	44	33	75.0%	74.0%	1.8%	0.20
18-ZZ-386	44	37	84.1%	53	45	84.9%	30	26	86.7%	85.5%	1.8%	0.22
14-CA-170	9	6	66.7%	7	3	42.9%	4	2	50.0%	45.5%	7.1%	0.23

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18-WI-080	61	47	77.0%	67	46	68.7%	78	55	70.5%	69.7%	1.9%	0.24
14-VA-298	16	8	50.0%	13	8	61.5%	9	6	66.7%	63.6%	5.1%	0.25
14-OH-264	3	2	66.7%	15	13	86.7%	10	9	90.0%	88.0%	3.3%	0.25
13-ZZ-145	32	27	84.4%	16	11	68.8%	22	16	72.7%	71.1%	4.0%	0.27
15-PA-068	34	33	97.1%	32	26	81.3%	25	21	84.0%	82.5%	2.8%	0.27
12-AL-002	16	12	75.0%	9	5	55.6%	13	8	61.5%	59.1%	6.0%	0.28
14-VA-296	14	10	71.4%	18	11	61.1%	9	6	66.7%	63.0%	5.6%	0.28
14-FL-181	46	26	56.5%	45	26	57.8%	61	37	60.7%	59.4%	2.9%	0.30
13-MI-108	20	16	80.0%	12	7	58.3%	6	4	66.7%	61.1%	8.3%	0.34
12-MI-044	11	9	81.8%	8	7	87.5%	1	1	100.0%	88.9%	12.5%	0.38
12-FL-024	51	36	70.6%	26	17	65.4%	40	28	70.0%	68.2%	4.6%	0.39
14-NM-247	7	6	85.7%	14	9	64.3%	4	3	75.0%	66.7%	10.7%	0.40

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14-AZ-160	31	24	77.4%	16	13	81.3%	15	13	86.7%	83.9%	5.4%	0.41
12-NC-050	14	11	78.6%	10	7	70.0%	5	4	80.0%	73.3%	10.0%	0.41
14-OK-270	71	64	90.1%	56	51	91.1%	33	31	93.9%	92.1%	2.9%	0.49
12-GA-029	24	16	66.7%	16	11	68.8%	13	10	76.9%	72.4%	8.2%	0.49
14-KS-322	9	2	22.2%	8	4	50.0%	3	2	66.7%	54.5%	16.7%	0.49
14-OH-266	17	14	82.4%	6	4	66.7%	5	4	80.0%	72.7%	13.3%	0.49
15-UT-336	17	14	82.4%	15	10	66.7%	16	12	75.0%	71.0%	8.3%	0.51
13-OR-125	5	5	100.0%	14	11	78.6%	8	7	87.5%	81.8%	8.9%	0.52
18-ZZ-034	23	15	65.2%	14	6	42.9%	43	22	51.2%	49.1%	8.3%	0.54
12-AK-001	2	2	100.0%	19	13	68.4%	21	16	76.2%	72.5%	7.8%	0.55
13-OH-124	6	4	66.7%	6	5	83.3%	2	2	100.0%	87.5%	16.7%	0.62
14-OH-265	22	22	100.0%	22	17	77.3%	8	7	87.5%	80.0%	10.2%	0.62

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14-PA-281	12	9	75.0%	13	8	61.5%	8	6	75.0%	66.7%	13.5%	0.64
14-ZZ-313	28	19	67.9%	36	23	63.9%	42	30	71.4%	67.9%	7.5%	0.71
18-NC-387	18	14	77.8%	14	10	71.4%	17	14	82.4%	77.4%	10.9%	0.72
15-PA-334	23	20	87.0%	25	20	80.0%	18	16	88.9%	83.7%	8.9%	0.78
13-NV-117	44	31	70.5%	82	66	80.5%	124	105	84.7%	83.0%	4.2%	0.78
14-OH-267	9	8	88.9%	5	3	60.0%	10	8	80.0%	73.3%	20.0%	0.83
14-NY-251	37	34	91.9%	20	19	95.0%	15	15	100.0%	97.1%	5.0%	0.88
13-MD-107	17	6	35.3%	17	9	52.9%	13	9	69.2%	60.0%	16.3%	0.90
14-MI-219	27	22	81.5%	45	24	53.3%	1	1	100.0%	54.3%	46.7%	0.93
14-PA-280	15	9	60.0%	41	29	70.7%	22	18	81.8%	74.6%	11.1%	0.96
14-TN-287	22	17	77.3%	6	3	50.0%	24	17	70.8%	66.7%	20.8%	0.97
13-NY-121	52	35	67.3%	58	37	63.8%	45	33	73.3%	68.0%	9.5%	1.03

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14-CA-177	21	14	66.7%	17	11	64.7%	7	6	85.7%	70.8%	21.0%	1.03
14-LA-205	38	27	71.1%	25	15	60.0%	13	10	76.9%	65.8%	16.9%	1.04
14-VI-299	5	3	60.0%	4	3	75.0%	4	4	100.0%	87.5%	25.0%	1.07
12-VA-077	32	20	62.5%	12	7	58.3%	43	32	74.4%	70.9%	16.1%	1.08
12-NC-049	17	14	82.4%	13	10	76.9%	5	5	100.0%	83.3%	23.1%	1.18
14-TN-284	6	4	66.7%	7	4	57.1%	16	13	81.3%	73.9%	24.1%	1.21
14-NY-256	26	19	73.1%	10	5	50.0%	12	9	75.0%	63.6%	25.0%	1.21
18-HI-374	13	8	61.5%	14	9	64.3%	3	3	100.0%	70.6%	35.7%	1.23
12-ZZ-031	16	12	75.0%	21	12	57.1%	24	18	75.0%	66.7%	17.9%	1.27
13-ZZ-134	21	15	71.4%	15	5	33.3%	16	9	56.3%	45.2%	22.9%	1.28
14-PA-276	21	14	66.7%	18	7	38.9%	18	11	61.1%	50.0%	22.2%	1.33
14-OK-271	39	31	79.5%	50	30	60.0%	28	21	75.0%	65.4%	15.0%	1.34

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14-NM-246	15	9	60.0%	18	12	66.7%	26	22	84.6%	77.3%	17.9%	1.40
14-IL-194	32	15	46.9%	37	23	62.2%	28	22	78.6%	69.2%	16.4%	1.42
14-MO-228	10	7	70.0%	13	7	53.8%	3	3	100.0%	62.5%	46.2%	1.49
12-LA-039	14	8	57.1%	10	5	50.0%	11	9	81.8%	66.7%	31.8%	1.54
14-GA-189	68	48	70.6%	92	45	48.9%	51	32	62.7%	53.8%	13.8%	1.59
12-ZZ-041	56	37	66.1%	43	29	67.4%	31	26	83.9%	74.3%	16.4%	1.60
14-FL-179	36	29	80.6%	30	25	83.3%	29	28	96.6%	89.8%	13.2%	1.68
12-MI-045	21	16	76.2%	21	9	42.9%	30	20	66.7%	56.9%	23.8%	1.69
14-MD-216	8	5	62.5%	7	5	71.4%	9	9	100.0%	87.5%	28.6%	1.71
15-GU-326	22	21	95.5%	17	12	70.6%	8	8	100.0%	80.0%	29.4%	1.71
18-TX-074	174	122	70.1%	141	94	66.7%	145	110	75.9%	71.3%	9.2%	1.72
14-MS-234	8	6	75.0%	1	0	0.0%	15	12	80.0%	75.0%	80.0%	1.79

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14-TN-285	25	17	68.0%	32	25	78.1%	44	41	93.2%	86.8%	15.1%	1.92
12-MD-042	103	59	57.3%	110	69	62.7%	73	56	76.7%	68.3%	14.0%	1.99
18-CA-019	64	30	46.9%	59	28	47.5%	43	29	67.4%	55.9%	20.0%	2.01
12-ID-032	8	8	100.0%	6	3	50.0%	18	16	88.9%	79.2%	38.9%	2.03
12-NM-055	52	34	65.4%	45	27	60.0%	39	32	82.1%	70.2%	22.1%	2.20
14-PA-274	52	29	55.8%	56	40	71.4%	30	28	93.3%	79.1%	21.9%	2.38