

**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



Submitted to:

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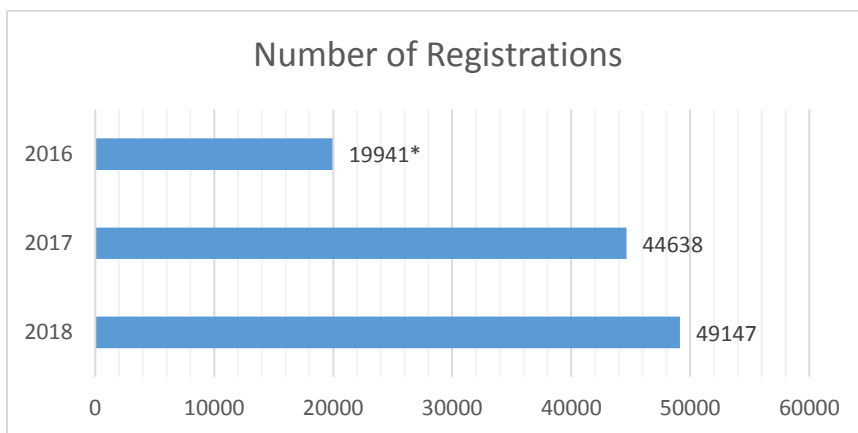
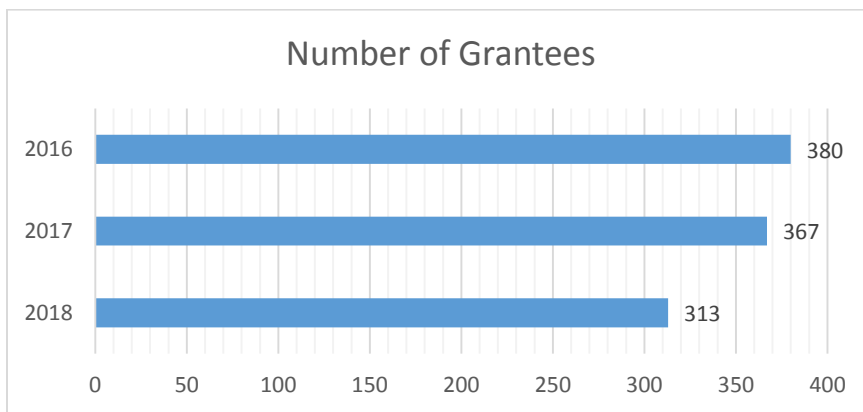
Table of Contents

Summary Statistics 2016-2018	1
Overall	1
Overall Satisfaction	3
Q1 and Q6, Q7, Q8	3
Logistic Regression Model	4
Spearman Rank Correlations	5
Courteousness of the Staff Person Respondent Initially Spoke With.....	7
Courteousness of the Staff Person Respondent Dealt with Most Often	9
Timeliness of Communication with the Staff Person that the Respondent Dealt with Most Often	11
Open Ended Response Questions.....	13
Positive Experiences.....	13
Negative Experiences.....	14
Suggestions	15
Objectives	16
The Data	16
Analysis Approach.....	16
Period-Over-Period Analysis: Individual Providers	17
Hypotheses	17
Sample Data	17
Test Statistic.....	18
Decision Rule.....	18
Period-Over-Period Analysis: System-Level.....	19
Results.....	19
Provider and System-Level Performance Ratings.....	19
Period-Over-Period Analysis	20
Suggested Utilization of the Results	21
Discussion.....	21
Appendix A.....	22
Appendix B	58

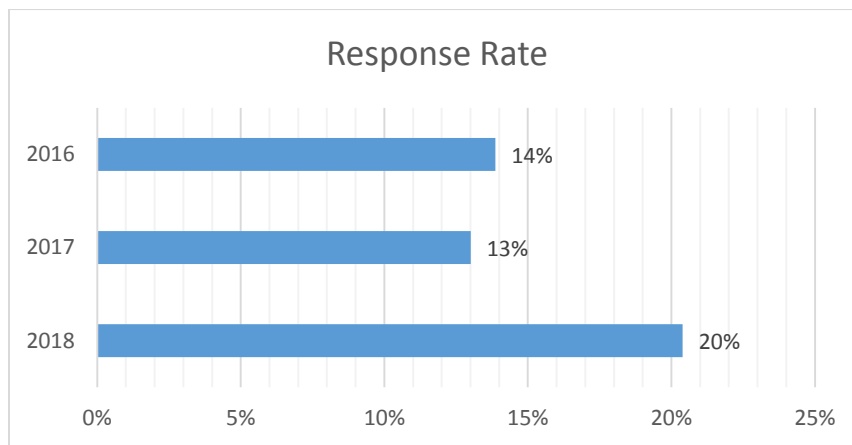
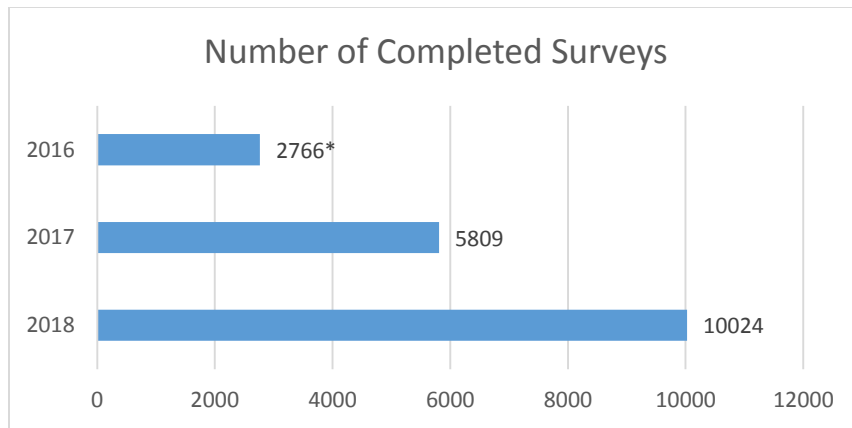
Summary Statistics 2016-2018

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 grantees, the number of registrations, the number of completed surveys and the response rate (number of completed surveys/number of registrations) for 2016, 2017, and 2018.



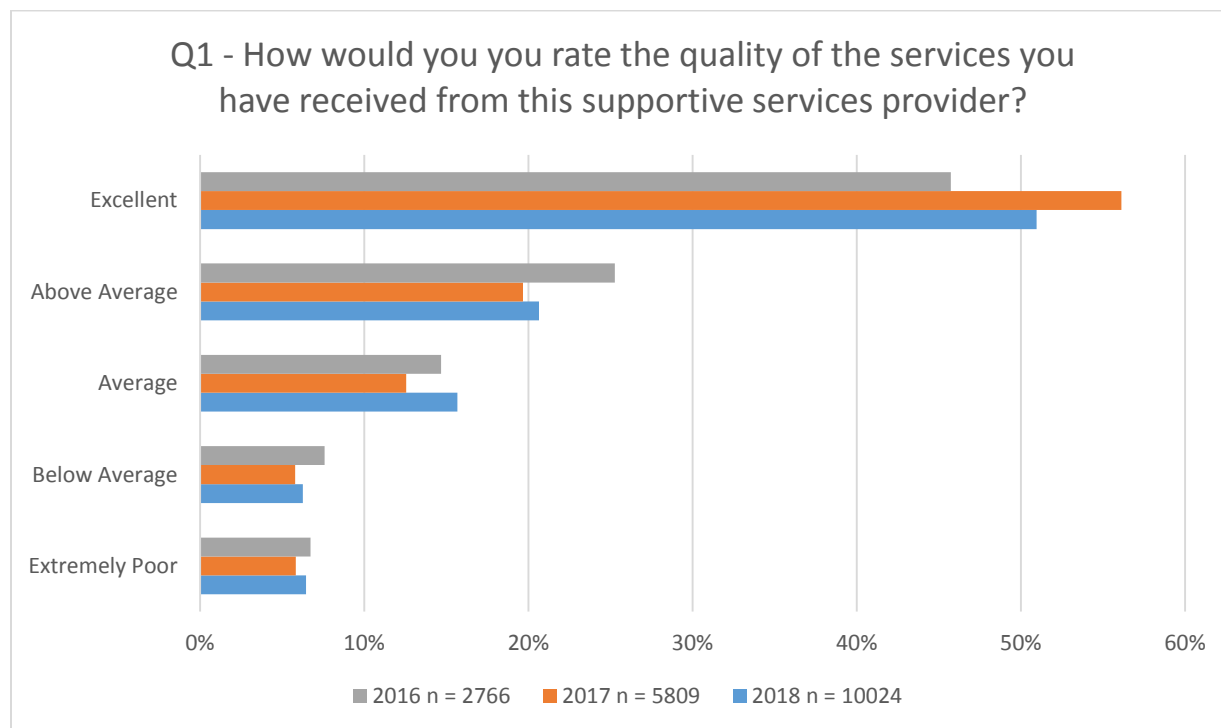
*MDAC only conducted the survey for 7 months in 2016.



*MDAC only conducted the survey for 7 months in 2016.

Overall Satisfaction

Question 1 (Q1) of the survey 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 in 2016, 2017 and 2018.



Q1 and Q6, Q7, Q8

In 2018, three new questions were added to the survey. We analyze the relationships among the responses to questions Q1, 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 receive 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	-1.66069	0.07074	-23.48	0.0000
Q6Top2	0.55769	0.09903	5.63	0.0000
Q7Top2	0.93124	0.11048	8.43	0.0000
Q8Top2	2.10176	0.08697	24.17	0.0000

Deviance 7175.07

P-Value 1.0000

Degrees of Freedom 8562

Convergence criterion of 0.01 met after 4 iterations

Cases Included 8566 Missing Cases 1458

We see that all three coefficients are highly statistically significant (each coefficient's P-value is less than 0.00005). 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	1.44	1.75	2.12
Q7Top2	2.04	2.54	3.15
Q8Top2	6.90	8.18	9.70

We interpret the odds ratios as follows:

- A respondent who provides one of the Top 2 responses to Q6 is **75% 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 **154% 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 **718% 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

These results 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 Q6, Q7, and Q8 were recoded to be consistent with those from Q1 (larger values represent a more positive response).

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). Values closer to +1 indicate stronger relationships between the variables.

Spearman Rank Correlations, Corrected for Ties

	Q1	Q6	Q7	Q8
Q1	1.0000			
Q6	0.5581	1.0000		
Q7	0.6368	0.7855	1.0000	
Q8	0.6636	0.7022	0.8208	1.0000

Maximum Difference Allowed Between Ties 0.00001

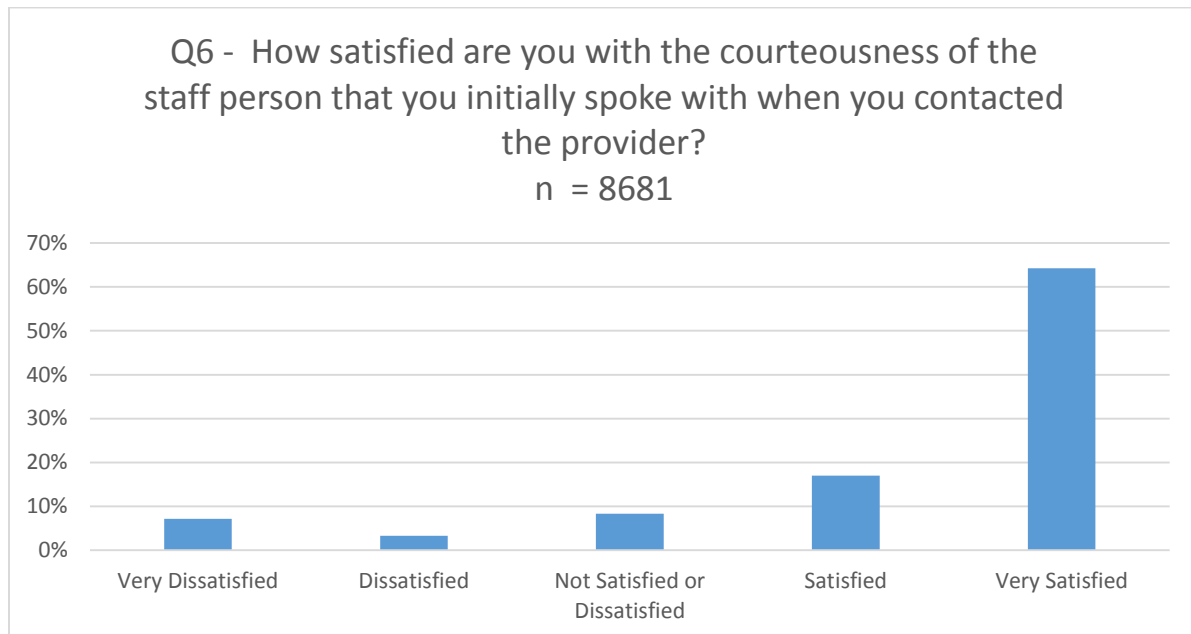
Cases Included 8566 Missing Cases 1458

Questions Q8 and Q7 have the strongest Spearman Rank Correlations (0.6636 and 0.6368, respectively) with Q6 having a slightly smaller value (0.5581). This is consistent with the results found in the logistic regression analysis.

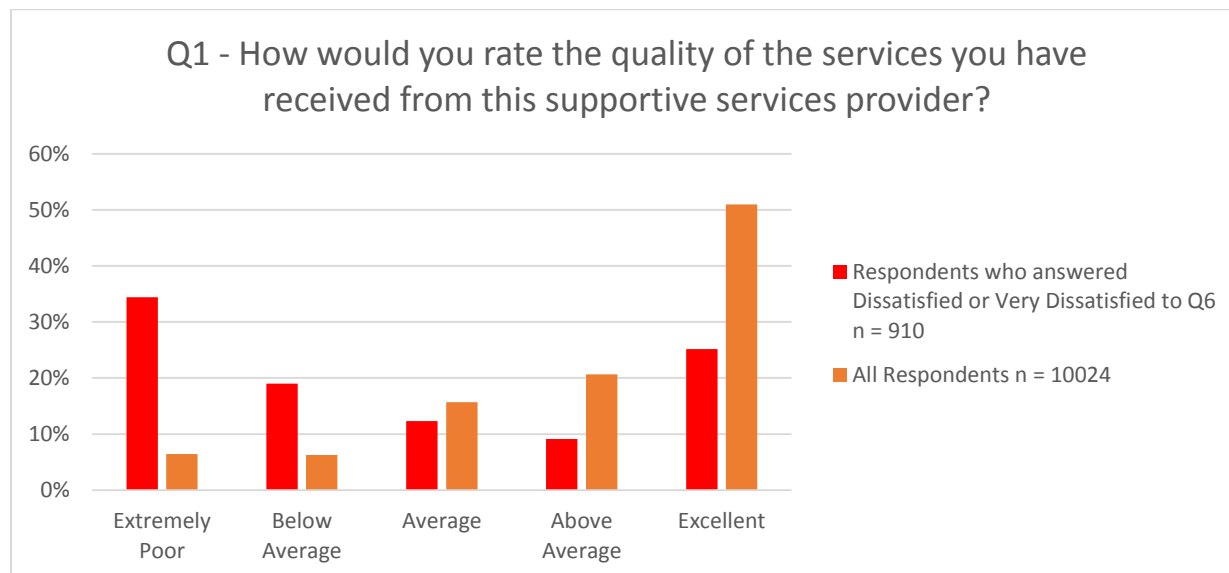
We also observe strong relationships between Q7 and Q8 (0.8208), between Q7 and Q6 (0.7855), and between Q6 and Q8 (0.7022). Thus, courteousness of the staff initially and throughout the service process, and timeliness of communication are positively associated with each other and with the client's assessment of the quality of the services delivered. Put another way, staff courtesy and timely communications go hand-in-hand with one another and with service quality.

Courteousness of the Staff Person Respondent Initially Spoke With

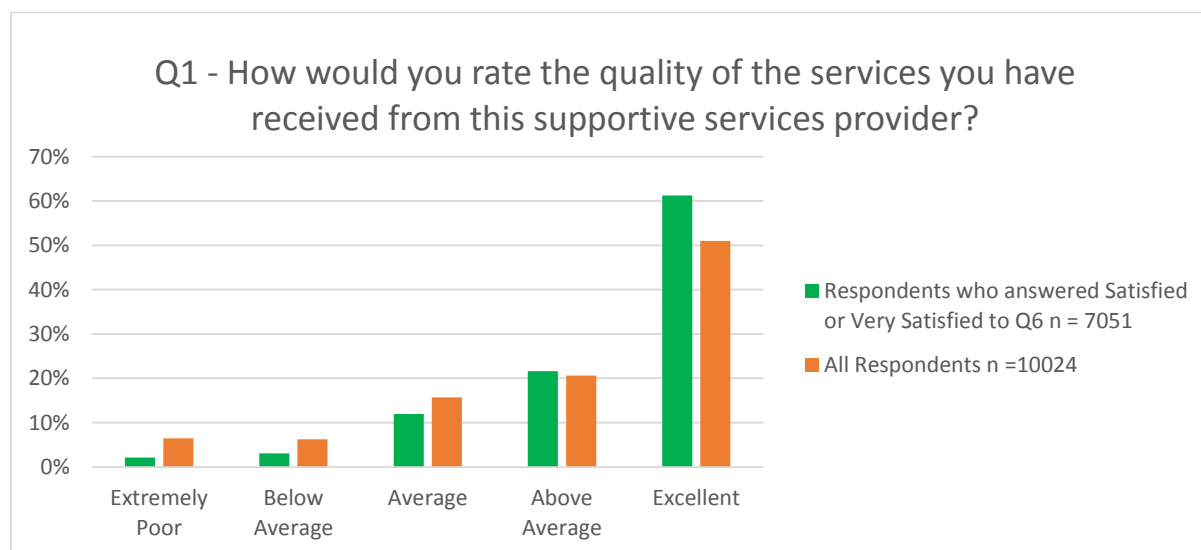
Question 6 (Q6) asks “How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?” The following graph shows the responses to this question in 2018.



The red bars in the following graph show the 2018 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 orange bars provide a comparison to the responses to Q1 for all respondents in 2018.

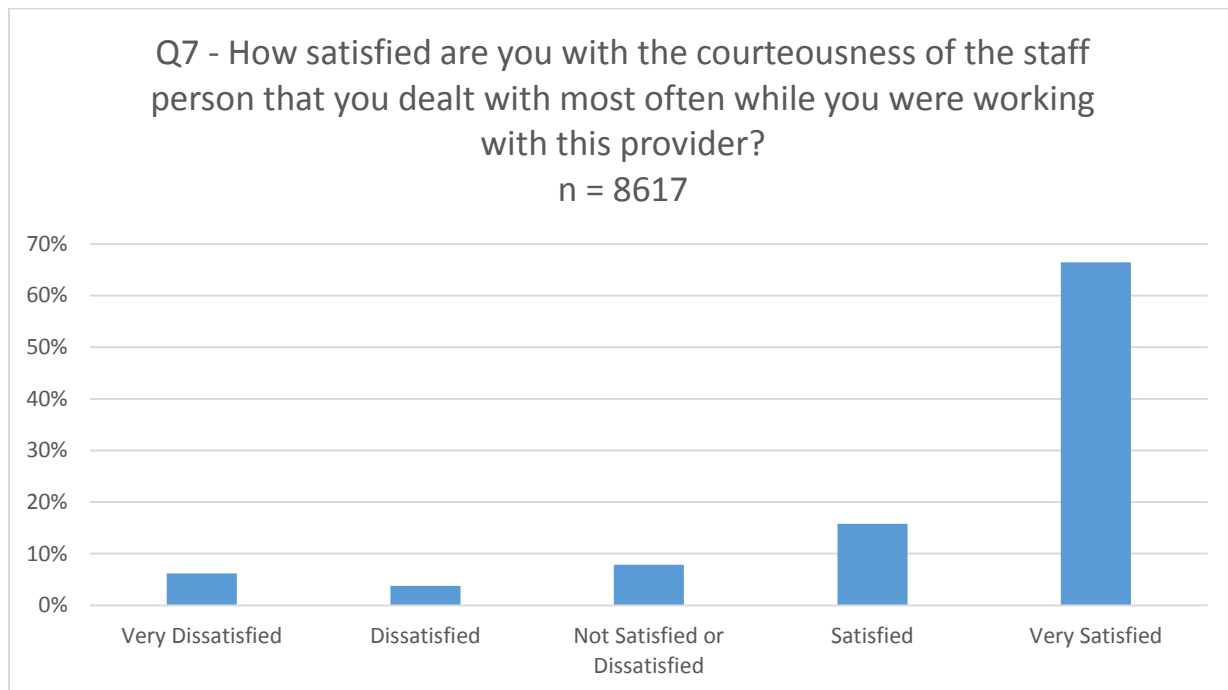


The green bars in the following graph show the 2018 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) for those respondents who answered ‘*satisfied*’ or ‘*very satisfied*’ to Q6 (How satisfied are you with the courteousness of the staff person that you initially spoke with when you contacted the provider?). The orange bars provide a comparison to the responses to Q1 for all respondents in 2018.

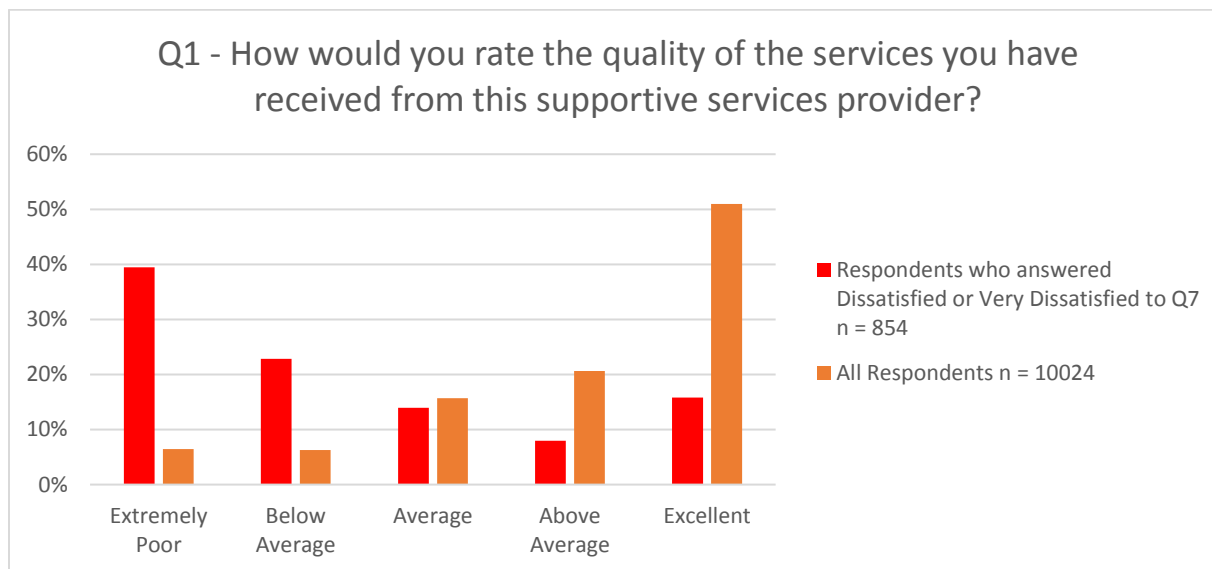


Courteousness of the Staff Person Respondent Dealt with Most Often

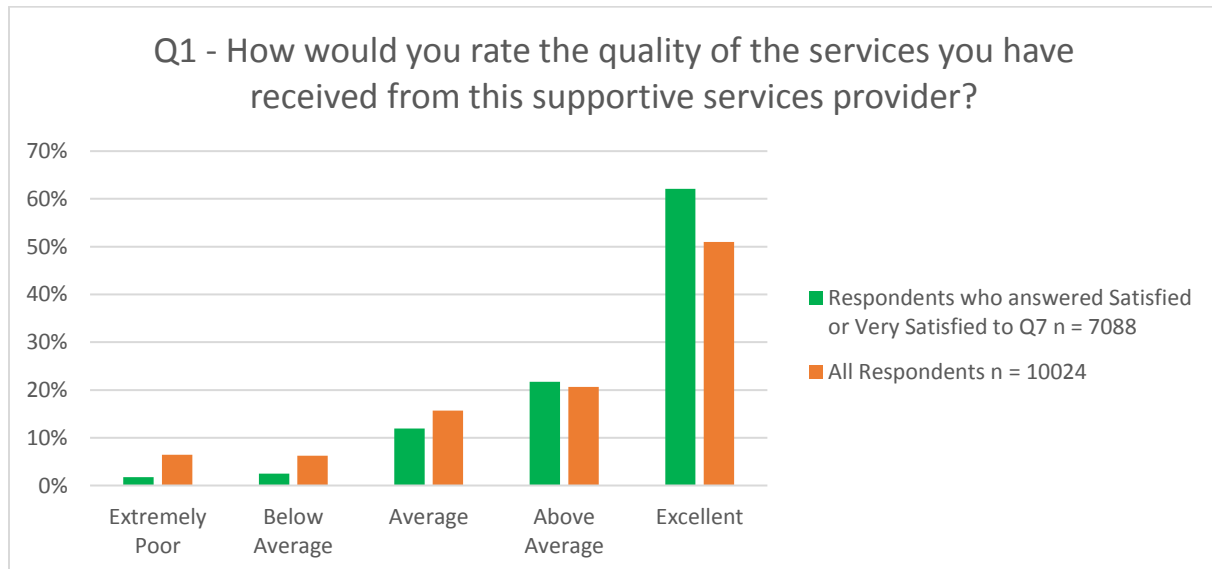
Question 7 (Q7) asks "How satisfied are you with the courteousness of the staff person that you dealt with most often while you were working with this provider?" The following graph shows the responses to this question in 2018.



The red bars in the following graph show the 2018 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 orange bars provide a comparison to the responses to Q1 for all respondents in 2018.

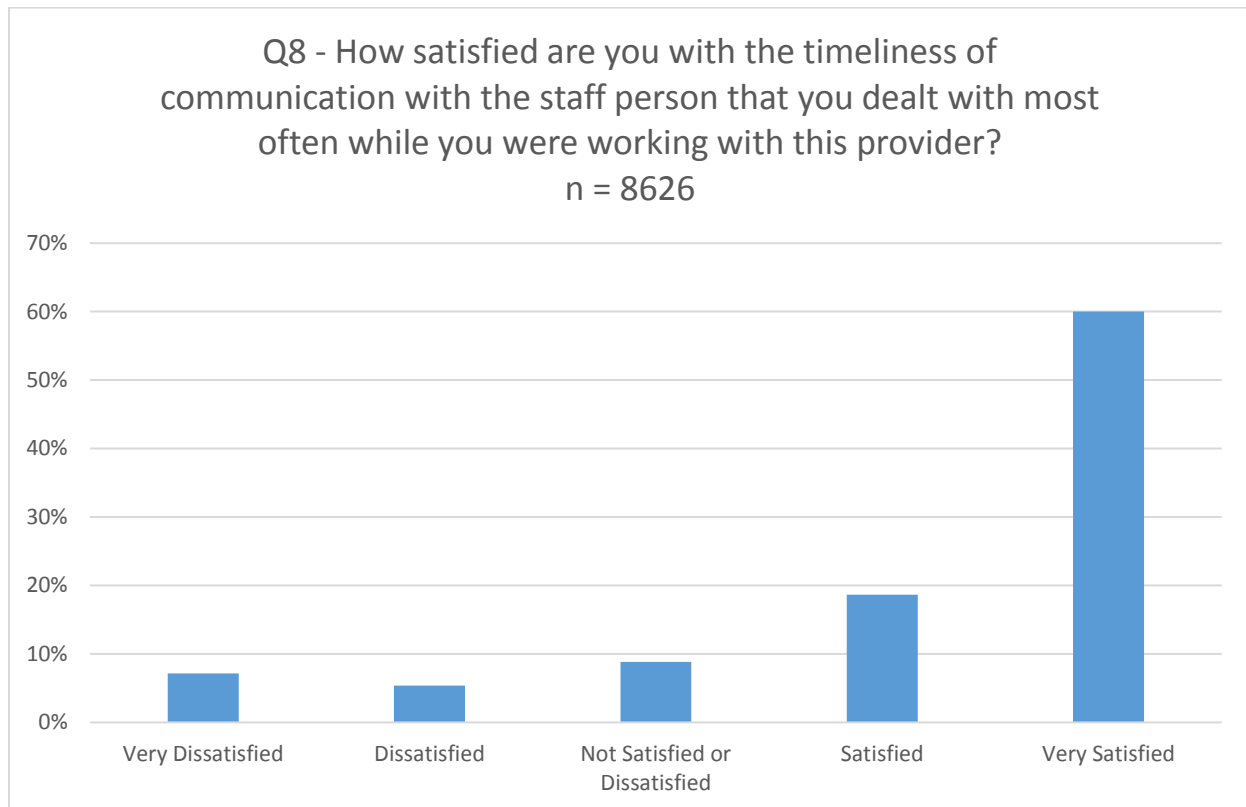


The green bars in the following graph show the 2018 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) by those people who answered ‘satisfied’ or ‘very satisfied’ to Q7 (How satisfied are you with the **courteousness of the staff person that you dealt with most often while you were working with this provider?**). The orange bars provide a comparison to the responses to Q1 for all respondents in 2018.

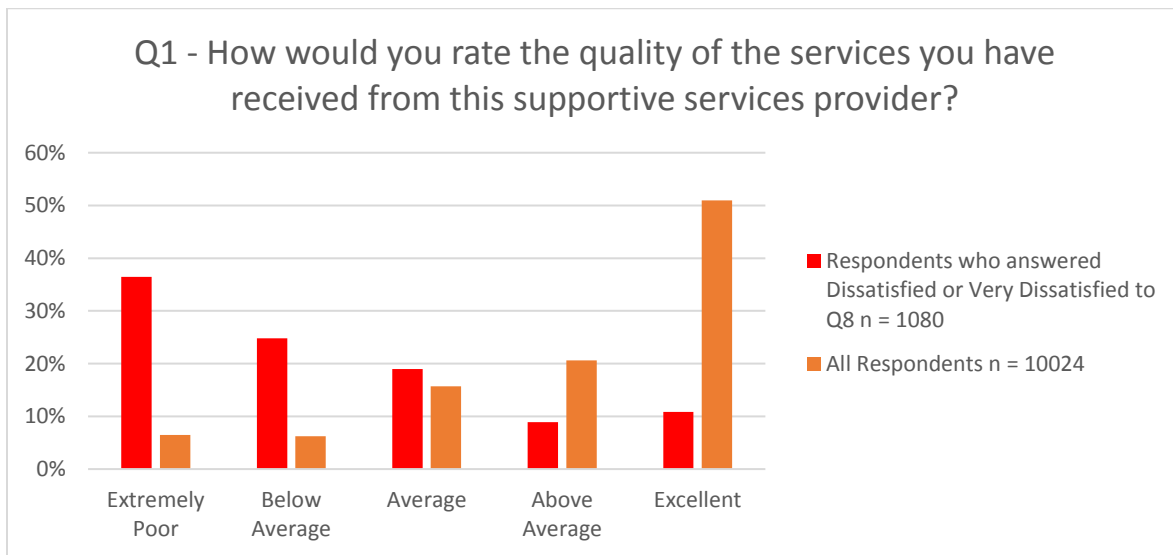


Timeliness of Communication with the Staff Person that the Respondent Dealt with Most Often

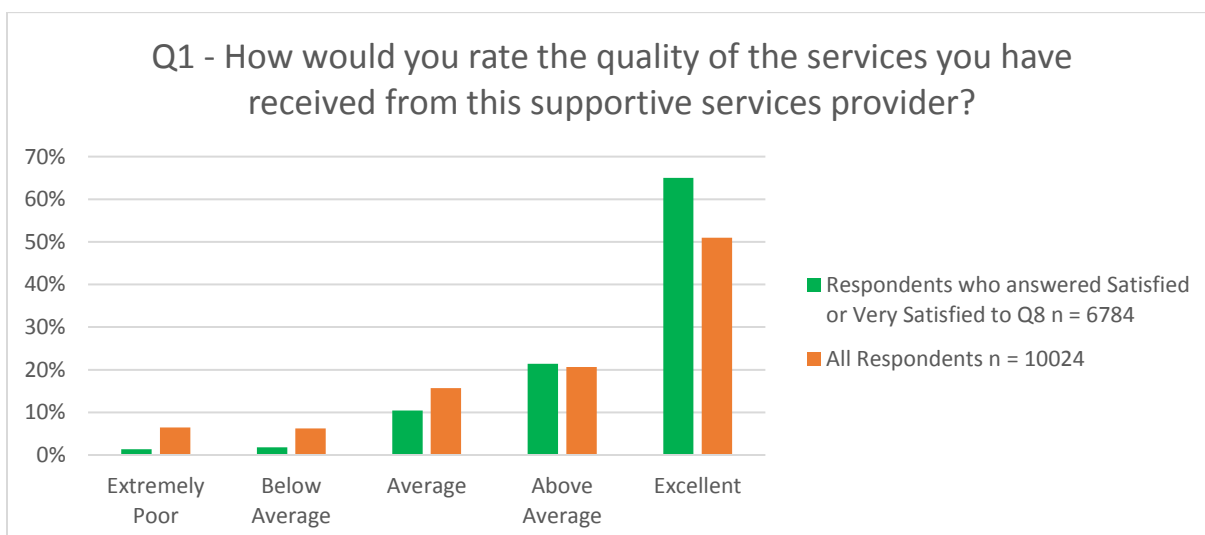
Question 8 (Q8) asks “How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?” The following graph shows the responses to this question in 2018.



The red bars in the following graph show the 2018 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 orange bars provide a comparison to the responses to Q1 for all respondents in 2018.



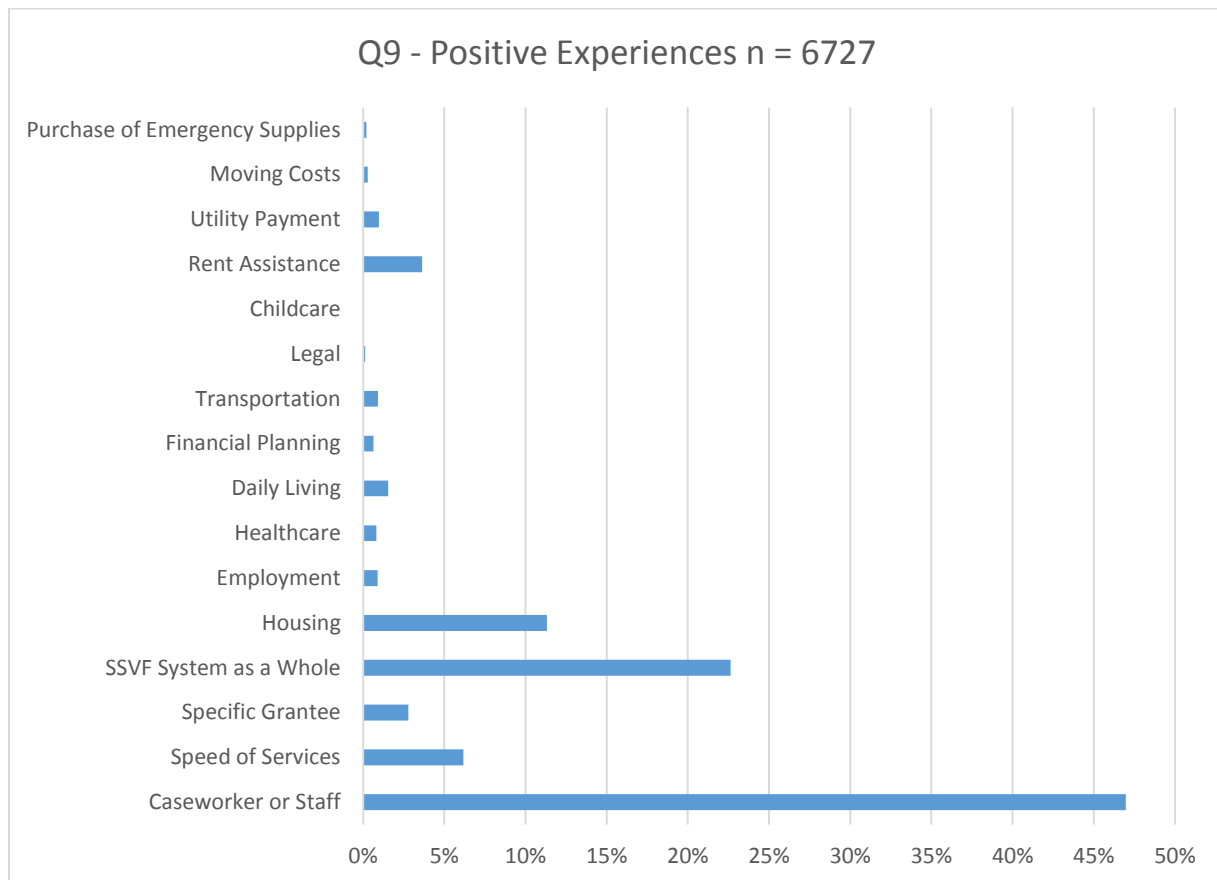
The green bars in the following graph show the 2018 responses to Q1 (How would you rate the quality of the services you have received from this supportive services provider?) by those people who answered ‘*satisfied*’ or ‘*very satisfied*’ to Q8 (How satisfied are you with the timeliness of communication with the staff person that you dealt with most often while you were working with this provider?). The orange bars provide a comparison to the responses to Q1 for all respondents in 2018.



Open Ended Response Questions

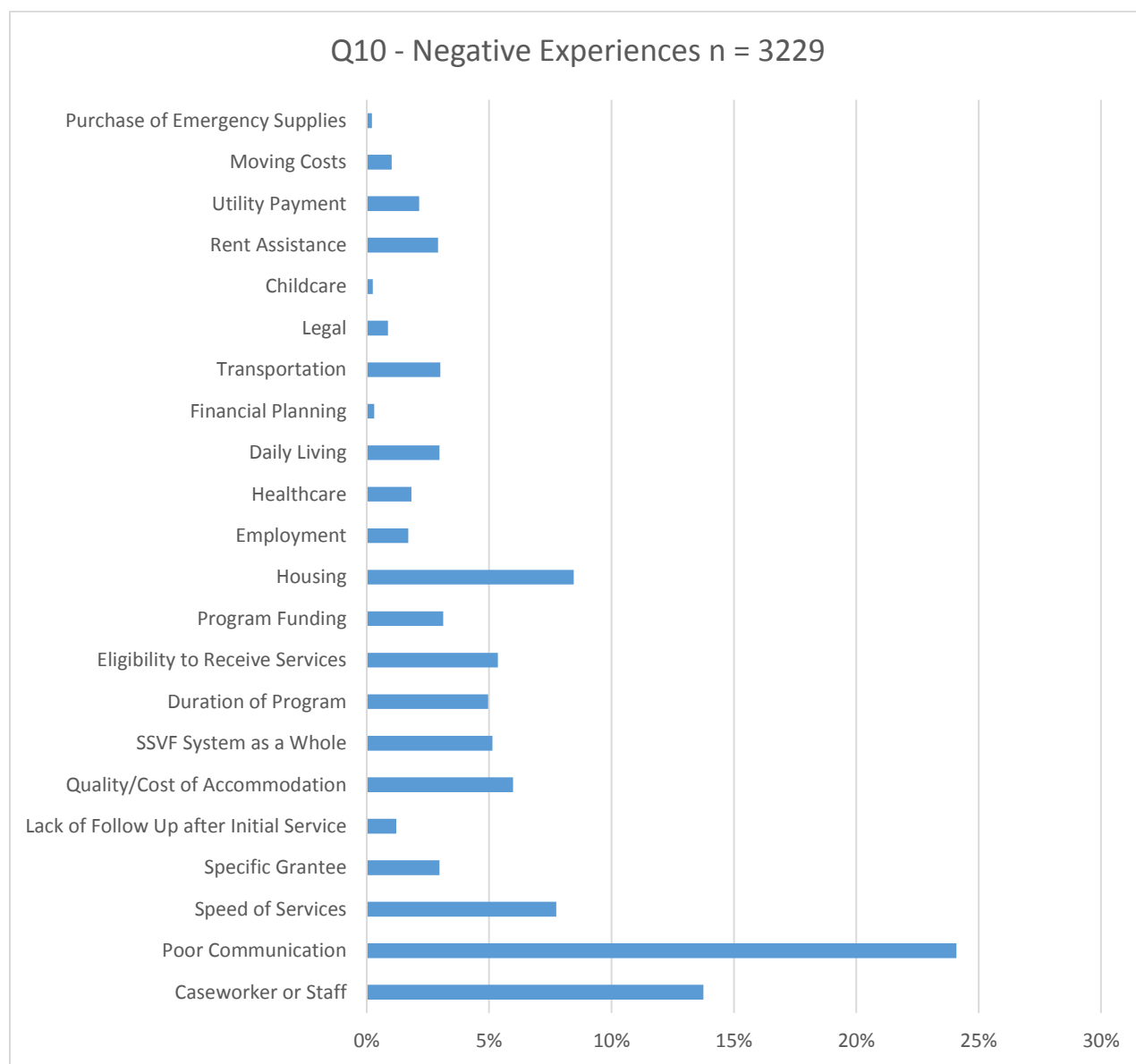
Positive Experiences

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 2018.



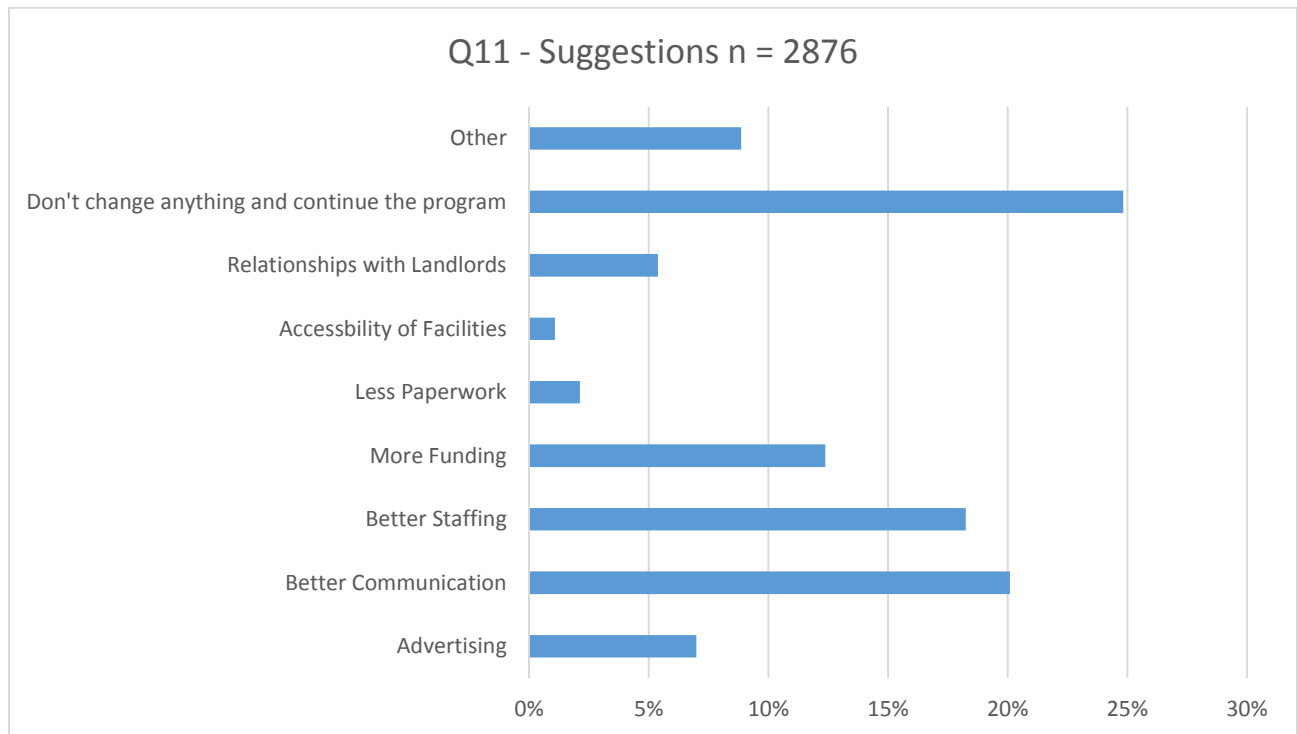
Negative Experiences

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 2018.



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 2018.



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/or, 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. Then, if Service Provider A above were an average service provider, it would have had a 70% chance of having one success in one opportunity. Similarly, if Service Provider B above were an average service provider, it would have had a 99.1% chance¹ of having either 80 or fewer successes in 100 opportunities.

¹ The 99.1% probability is computed using the binomial distribution with $n=100$ and $p=0.7$. It is the probability of 80 or fewer successes. Put another way, it is the cumulative probability for 80 successes, that is, the probability of 80 or fewer successes in $n=100$ tries when the probability of success on each try is $p=0.7$.

Thus, we would give Service Provider A a rating of 70% and Service Provider B a rating of 99.1%. We interpret these ratings by saying that Service Provider A performed as well or better than 70% of all average service providers and Service Provider B performed as well or better than 99.1% 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 three periods covered by this analysis:

- **Period 0:** March 1, 2016-September 30, 2016
- **Period 1:** October 1, 2016-September 30, 2017
- **Period 2:** October 1, 2017-September 30, 2018

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

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 Period 1 and let π_2 be the population proportion of clients who rated the provider above average or excellent in Period 2.

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 Period 1 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 Period 2 and let X_2 be the number of those clients who rated the provider above average or excellent in Period 2.

Define $p_1 = \frac{X_1}{n_1}$ and $p_2 = \frac{X_2}{n_2}$ be the sample proportion of clients who rated the provider above average or excellent in Period 1 and the sample proportion of clients who rated the provider above average or excellent in Period 2, respectively. Then $\bar{p} = \frac{X_1 + X_2}{n_1 + n_2}$ is the pooled proportion, which estimates the success rate for Period 1 and Period 2 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

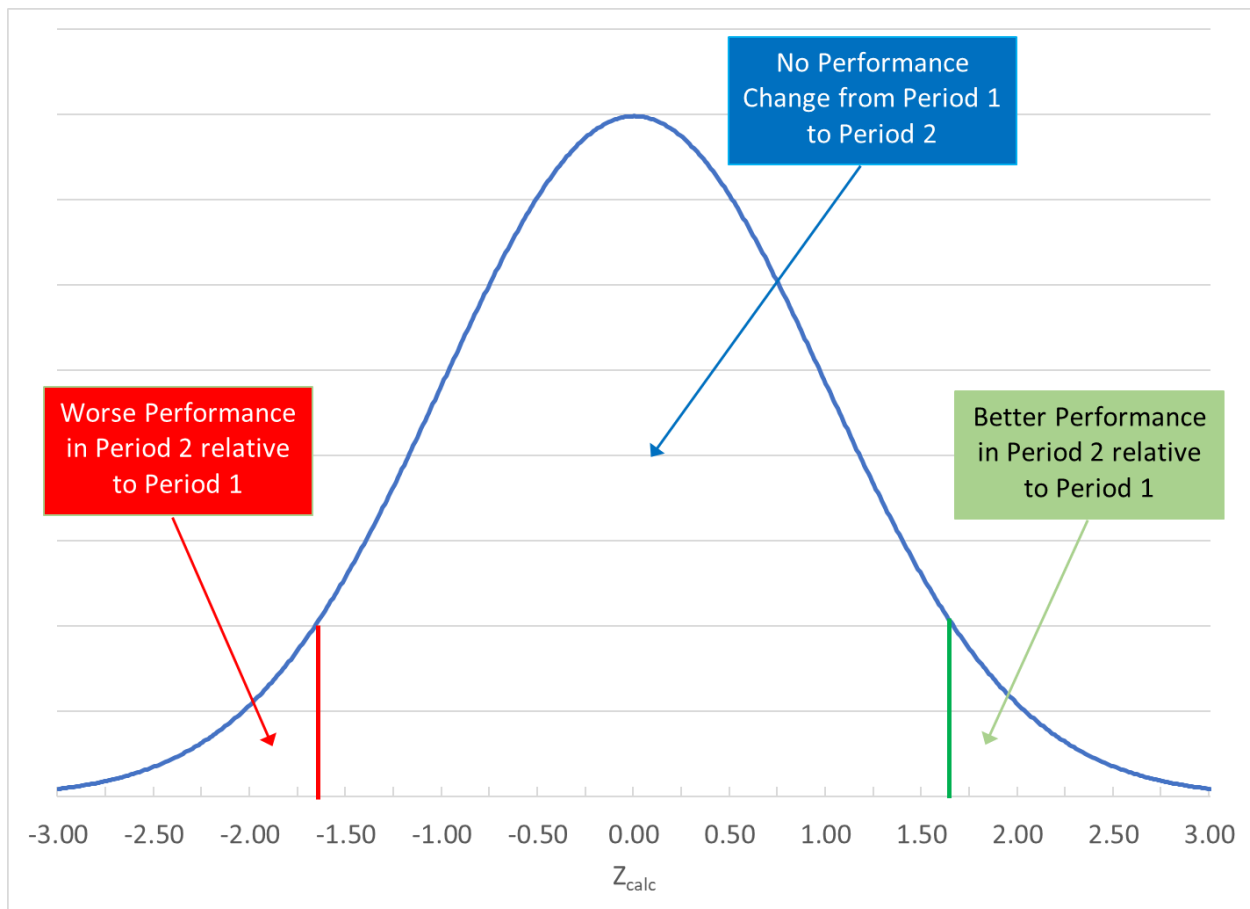
Let $Z_{calc} = \frac{p_2 - p_1}{\sqrt{\bar{p}(1-\bar{p})\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$. If the null hypothesis is true, then this test statistic is known to follow

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 Period 1 to Period 2. The standard normal distribution tells us how likely we are to observe a given amount random variation.

If the provider performed better in Period 2 than it did in Period 1, then we expect Z_{calc} to be positive, while if the provider performed worse in Period 2 than it did in Period 1, 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 Period 2 than they had in Period 1. However, if $Z_{calc} > +1.645$, then we conclude (at the 10% level of significance) that the service provider performed better in Period 2 than they had in Period 1. 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 1 to Period 2.



How to interpret the calculated Z.

Period-Over-Period Analysis: System-Level

The analysis described above was 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 Period 1 to Period 2.

Results

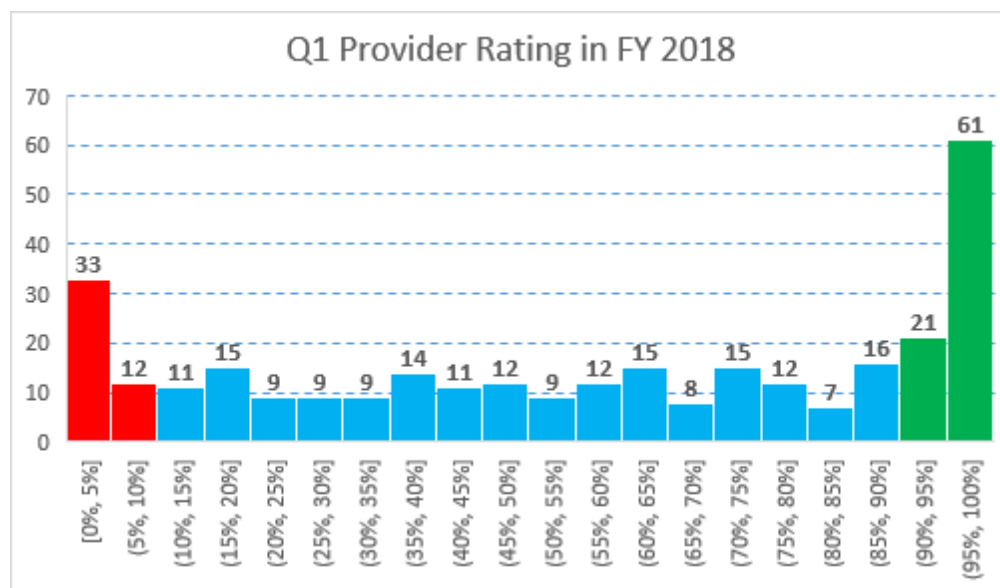
Provider and System-Level Performance Ratings

The provider performance ratings for FY2018 are shown in Appendix A. The results are presented by provider rating from low to high for the given question, followed by service providers sorted by Provider ID. Provider ratings² less than 10% are red to indicate the performance of these providers may be sufficiently inferior as to warrant managerial review. Similarly, provider ratings greater than 90% are green to indicate the performance of these providers may be sufficiently superior as to serve potentially as exemplars.

² Provider ratings are shown rounded to one place after the decimal point.

We find that 45 of the 311 providers (14.5%) have an overall provider rating less than 10%, while 82 of the 311 providers (26.4%) have an overall provider rating greater than 90%. The remaining 184 providers (59.2%) have an overall provider rating between 10% and 90%. If all providers delivered equal levels of service, we would expect to find 31 providers with performance ratings below 10%, another 31 providers with performance ratings above 90%, and 249 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 = 106.40 with 2 degrees of freedom).

The graph below shows a histogram of the Q1 provider ratings in Period 2. 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.



Period-Over-Period Analysis

MDAC has data for both Period 1 and Period 2 for 271 providers. As shown in Appendix B, using the 10% level of statistical significance, 31 of the 271 providers (11.4%) exhibited worse performance in Period 2 than they had in Period 1, 12 providers (4.4%) exhibited better performance in Period 2 than they had in Period 1, and the remaining 228 providers (84.1%) exhibited no change. If all providers delivered equal levels of service in each period, we would expect to find 27 providers with performance ratings below 10%, another 27 providers with performance ratings above 90%, and 217 providers with performance ratings between 10% and 90%. The P-value for this deviation from expectations is 0.0084 in a multinomial test (chi-square = 9.55 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 in Period 1, 8,644 of which (80.9%) rated the provider above average or excellent. In Period 2, there were 10,024 responses, 7,178 of which (71.6%) rated the

provider above average or excellent. The drop of 9.3 percentage points is statistically significant in a two-tailed test ($P\text{-value} < 0.00005$).

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 if previous concerns, if any, have been adequately addressed. We have found that 31 service providers performed worse in Period 2 than they had in Period 1. 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} . All providers should be reviewed, particularly those that serve a relatively greater number of veterans.

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 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 82 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 the intervention be conducted in a cooperative fashion, making clear 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 system wide performance rating declined from 81.9% in Period 0 to 76.7% in Period 1 to 71.6% in Period 2. Both declines are highly statistically significant. More than twice as many providers performed worse in Period 2 (31) than performed better (12).

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

This table shows the performance of each provider in Period 2, sorted from lowest to highest.

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-ZZ-020	Rocky Mountain Human Services (dba Denver Options Inc.)	117	62	0.0%
18-CA-019	Community Catalysts of California	64	30	0.0%
16-ZZ-058	Soldier On Inc.	61	30	0.0%
18-TX-292	American GI Forum National Veterans Outreach Program Inc.	116	67	0.1%
12-MD-042	Alliance Inc.	103	59	0.1%
12-CT-021	Community Renewal Team Inc.	21	8	0.1%
12-FL-028	Jewish Family & Childrens Service Of The Suncoast Inc.	38	18	0.1%
13-MD-107	Three Oaks Homeless Shelter Inc.	17	6	0.2%
14-IL-194	Featherfist Inc.	32	15	0.3%
14-KS-322	Catholic Charities Inc. (Diocese of Wichita)	9	2	0.3%
C2015-NV-500D	HELP Social Service Corporation	26	12	0.6%
14-LA-207	Elle Foundation	12	4	0.7%
14-NC-236	Community Link Programs of Travelers Aid Society of Central Carolinas Inc.	40	21	0.8%
12-FL-025	Purpose Built Families Foundation	210	134	0.9%
13-TX-142	Goodwill Industries of Houston Inc.	15	6	1.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-PA-274	Utility Emergency Services Fund	52	29	1.1%
12-CA-014	People Assisting The Homeless	25	12	1.1%
18-CA-420	Volunteers of America Southwest California Inc.	13	5	1.3%
14-TX-290	Neighborhood Centers Inc.	79	47	1.4%
15-GA-325	Volunteers of America Southeast Inc.	34	18	1.6%
18-PR-132	Casa del Peregrino Aguadilla Inc.	16	7	1.8%
18-NC-235	Family Endeavors Inc.	111	69	2.0%
14-FL-181	United Way of Broward County	46	26	2.0%
14-IN-200	InteCare Inc.	41	23	2.4%
14-NY-249	Utica Center for Development Inc.	5	1	2.5%
14-PA-273	YWCA of Greater Harrisburg	12	5	2.9%
14-MS-232	Hancock Resource Center (HRC)	10	4	3.7%
18-CA-354	United States Veterans Initiative	10	4	3.7%
18-WA-146	Catholic Community Services of Western Washington	23	12	3.7%
13-GA-102	Decatur Cooperative Ministry Inc.	43	25	4.0%
14-NJ-242	Catholic Family and Community Service	58	35	4.3%
13-VA-144	Volunteers of America Chesapeake	29	16	4.3%
18-ZZ-094	Friendship Place	38	22	4.9%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-GA-188	Travelers Aid of Metropolitan Atlanta Inc.	50	30	5.1%
14-VA-298	STOP Incorporated	16	8	5.5%
14-MD-215	New Vision House of Hope Inc.	30	17	5.7%
18-CA-173	Vietnam Veterans of San Diego	72	45	5.9%
18-GA-370	Travelers Aid of Metropolitan Atlanta Inc.	19	10	6.2%
14-MI-221	Oakland Livingston Human Services Agency	14	7	7.2%
12-CA-010	Homefirst Services Of Santa Clara County	9	4	8.0%
18-CO-439	Volunteers of America Colorado Branch Inc.	9	4	8.0%
C15-IL-511A	Catholic Charities of the Archdiocese of Chicago	2	0	8.1%
12-NY-060	HELP Social Service Corporation	26	15	9.1%
15-TX-141	West Central Texas Regional Foundation	44	27	9.3%
18-SC-069	One-Eighty Place	44	27	9.3%
14-OH-269	Volunteers of America of Greater Ohio	15	8	10.3%
14-PA-282	Volunteers of America of Pennsylvania Inc.	15	8	10.3%
14-MI-218	Blue Water Center For Independent Living Inc.	27	16	11.5%
C2015-WA-501E	Metropolitan Development Council	30	18	11.5%
18-ZZ-324	Changing Homelessness Inc.	99	65	11.6%
13-WA-148	YWCA of Seattle - King County - Snohomish County	16	9	14.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-CA-008	United States Veterans Initiative	31	19	14.2%
14-IL-196	Midwest Shelter for Homeless Veterans Inc.	19	11	14.3%
C15-MA-500A	Vietnam Veterans Workshop Inc.	19	11	14.3%
14-MA-211	Vietnam Veterans Workshop Inc.	22	13	14.4%
12-TX-071	Families in Crisis Inc.	25	15	14.4%
18-CA-176	Volunteers of America of Los Angeles Inc.	50	32	15.0%
12-VA-077	Virginia Supportive Housing	32	20	17.1%
14-MS-233	Soldier On of Delaware Inc.	29	18	17.4%
12-TX-072	Caritas of Austin	11	6	17.6%
14-FL-182	Community Coalition on Homelessness Corporation	11	6	17.6%
13-ZZ-092	Volunteers of America Colorado Branch Inc.	64	42	17.7%
C15-NY-600B	HELP Social Service Corporation	23	14	17.9%
12-LA-039	Wellspring Alliance for Families Inc.	14	8	18.1%
14-IL-198	Catholic Charities of the Archdiocese of Chicago	14	8	18.1%
14-ZZ-314	United States Veterans Initiative	20	12	18.1%
15-ZZ-127	Transition Projects Inc.	20	12	18.1%
18-GA-369	Project Community Connections Inc.	20	12	18.1%
12-OH-064	FrontLine	39	25	19.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-GA-101	Action Ministries Inc.	55	36	19.3%
12-NM-055	Goodwill Industries of New Mexico	52	34	19.8%
12-ZZ-041	Veterans Inc.	56	37	21.8%
14-VA-294	Total Action Against Poverty In Roanoke Valley	24	15	21.9%
18-CO-360	Volunteers of America Colorado Branch Inc.	24	15	21.9%
18-OH-396	Volunteers of America of Greater Ohio	24	15	21.9%
14-IL-195	Partners in Community Building Inc.	6	3	22.7%
14-NM-246	New Mexico Veterans Integration Centers	15	9	23.3%
14-PA-280	Soldier On of Delaware Inc.	15	9	23.3%
14-ZZ-153	United Way of Central Alabama	34	22	23.7%
14-NY-250	The Jericho Project	44	29	24.7%
14-FL-322	Treasure Coast Homeless Services Council Inc.	28	18	25.3%
15-IN-201	Volunteers of America of Indiana Inc.	41	27	25.5%
18-CA-006	Volunteers of America of Los Angeles Inc.	61	41	26.4%
16-ZZ-037	Volunteers of America Mid-States Inc.	108	74	26.9%
15-WA-338	HopeSource	32	21	28.3%
C15-CA-609A	United States Veterans Initiative	1	0	28.4%
13-NY-121	Soldier On of Delaware Inc.	52	35	29.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-CA-007	New Directions Inc.	29	19	29.4%
18-HI-374	Catholic Charities Hawaii	13	8	29.8%
C2015-TX-607B	Volunteers of America Texas	7	4	31.7%
13-DE-095	Connections Community Support Programs Inc.	23	15	31.8%
18-ZZ-034	Volunteers of America of Illinois	23	15	31.8%
14-AK-152	Fairbanks Rescue Mission Inc.	4	2	32.0%
C15-NC-511B	Family Endeavors Inc.	4	2	32.0%
12-CA-016	Shelter Inc. of Contra Costa County	20	13	33.1%
12-IL-033	Thresholds	20	13	33.1%
14-AL-155	Family Endeavors Inc.	74	51	34.5%
14-AZ-158	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	64	44	35.0%
18-TX-074	Family Endeavors Inc.	174	122	35.8%
14-ZZ-318	Operation Renewed Hope	14	9	36.4%
12-CA-017	The Salvation Army a California Corporation	24	16	36.7%
12-GA-029	Central Savannah River Area Economic Opportunity Authority Inc. (CSRA EOA)	24	16	36.7%
14-WV-305	WVCAP	75	52	37.2%
18-FL-023	Homeless Services Network of Central Florida Inc.	82	57	37.7%
14-OH-261	Licking County Coalition for Housing	11	7	38.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
C2015-CA-600C	People Assisting the Homeless (PATH)	11	7	38.3%
14-CA-177	Catholic Charities of the Diocese of Stockton	21	14	38.5%
14-PA-276	Community Action Agency of Delaware County Inc.	21	14	38.5%
18-OH-397	Volunteers of America of Greater Ohio	21	14	38.5%
18-ZZ-036	The Salvation Army an Illinois Corporation	55	38	38.8%
16-ZZ-278	Veterans Multi-Service Center Inc.	69	48	39.7%
14-ZZ-313	Housing Counseling Services Inc.	28	19	39.8%
13-CA-090	California Veterans Assistance Foundation Inc.	18	12	40.5%
14-MD-216	Diakonia Inc.	8	5	40.7%
14-TN-285	Operation Stand Down Tennessee	25	17	41.7%
C2015-CA-600E	Mental Health America of Los Angeles	25	17	41.7%
13-FL-096	Faith Hope Love Charity Inc.	70	49	42.7%
18-TX-404	Front Steps Inc.	15	10	42.9%
12-NY-061	Samaritan Daytop Village Inc.	39	27	43.0%
13-NV-056	United States Veterans Initiative	46	32	43.4%
14-VI-299	The Methodist Training and Outreach Center Inc.	5	3	43.8%
14-AZ-159	United States Veterans Initiative	22	15	43.9%
13-TX-140	The Salvation Army	29	20	44.5%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
C15-OH-500B	Talbert House Inc.	12	8	45.7%
18-MI-383	Volunteers of America Michigan Inc.	19	13	46.4%
18-FL-368	Purpose Built Families Foundation	110	78	47.1%
18-NY-062	Services for the UnderServed Inc.	61	43	47.1%
14-GA-189	United Way of Metropolitan Atlanta	68	48	47.2%
12-FL-024	Advocate Program Inc.	51	36	48.8%
12-TX-075	Catholic Charities Diocese of Fort Worth Inc.	44	31	48.9%
13-NV-117	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	44	31	48.9%
12-PA-067	Project H.O.M.E.	37	26	49.0%
18-KY-379	Volunteers of America Mid-States Inc.	30	21	49.1%
14-CA-170	Knowledge Education for Your Success Inc.	9	6	49.4%
14-CA-324	1736 Family Crisis Center	9	6	49.4%
18-WA-300	Metropolitan Development Council	34	24	51.2%
12-MA-040	Volunteers of America of Massachusetts Inc.	27	19	51.6%
18-CA-344	Homefirst Services Of Santa Clara County	13	9	52.8%
14-LA-205	Hope Center Inc.	38	27	53.1%
13-OH-124	Maumee Valley Guidance Center Inc.	6	4	54.4%
14-AR-156	Seven Hills Homeless Center	6	4	54.4%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-TN-284	Volunteer Behavioral Health Care System	6	4	54.4%
15-MI-328	Alger Marquette Community Action Board	6	4	54.4%
14-ZZ-301	Goodwill Industries of The Inland Northwest	42	30	54.8%
14-NY-259	Volunteers of America-Greater New York Inc.	17	12	55.4%
18-CA-419	The Salvation Army a California Corporation	28	20	56.3%
18-WA-408	Goodwill Industries of The Inland Northwest	28	20	56.3%
13-OR-126	Central Oregon Veterans Outreach	10	7	57.3%
14-MI-223	Community Rebuilders	10	7	57.3%
14-MO-228	The Kitchen Inc.	10	7	57.3%
C2015-NV-500E	United States Veterans Initiative (dba U.S. VETS - Las Vegas)	10	7	57.3%
13-ZZ-134	The Alston Wilkes Society (AWS Alston Wilkes Veterans Home)	21	15	57.5%
18-GA-438	Northwest Florida Comprehensive Services For Children Inc.	32	23	58.0%
12-AZ-003	United Methodist Outreach Ministries	14	10	59.4%
14-CA-167	East Oakland Community Project	14	10	59.4%
14-VA-296	Hampton Roads Community Action Program Inc.	14	10	59.4%
14-FL-184	Meridian Behavioral Healthcare Inc.	58	42	60.3%
18-CA-171	Lighthouse Treatment Center	29	21	60.8%
15-IA-192	Hawkeye Area Community Action Program Inc.	18	13	61.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-WI-411	Center For Veterans Issues Limited	18	13	61.1%
18-CA-009	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	44	32	62.1%
12-NY-063	Westchester Community Opportunity Program Inc. (WestCOP)	33	24	62.2%
14-FL-185	Family Endeavors Inc.	149	108	62.4%
14-OH-264	Community Action Agency of Columbiana County Inc.	3	2	63.3%
C15-OH-500A	Ohio Valley Goodwill Industries Rehabilitation Center Inc.	3	2	63.3%
13-IA-103	Primary Health Care Inc.	7	5	63.5%
13-NH-115	Harbor Homes Inc.	7	5	63.5%
14-TN-283	Memphis Area Legal Services Inc.	7	5	63.5%
14-NY-256	Albany Housing Coalition Inc.	26	19	63.9%
14-VA-297	Virginia Beach Community Development Corporation	11	8	64.4%
15-OH-333	Lutheran Social Services of Central Ohio	11	8	64.4%
13-CT-093	The Workplace Inc.	15	11	65.4%
14-NY-254	Economic Opportunity Council of Suffolk Inc.	38	28	67.1%
18-AR-086	St. Francis House Inc.	38	28	67.1%
18-CA-091	Swords To Plowshares Veterans Rights Organization	75	55	67.2%
13-NC-114	Asheville-Buncombe Community Christian Ministry Inc.	27	20	68.2%
12-TX-076	Career And Recovery Resources Inc.	57	42	68.4%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-FL-099	Society of St. Vincent de Paul South Pinellas Inc.	149	109	69.1%
13-ZZ-133	Operation Stand Down Rhode Island	35	26	69.8%
14-PA-281	Catholic Charities of the Diocese of Allentown	12	9	70.7%
14-TX-293	Sabine Valley Regional Mental Health Mental Retardation Center	12	9	70.7%
12-AL-002	Housing First Inc.	16	12	70.8%
12-ZZ-031	Humility of Mary Shelter Inc.	16	12	70.8%
14-IA-191	Family Alliance For Veterans of America Inc.	16	12	70.8%
14-MD-217	St. James A.M.E. Zion Church-Zion House	8	6	71.2%
14-MS-231	Mississippi United to End Homelessness Inc.	8	6	71.2%
14-MS-234	Catholic Charities Inc. (Diocese of Jackson)	8	6	71.2%
13-PA-129	Veterans Leadership Program of Western Pennsylvania Inc.	77	57	72.1%
13-IL-104	The Salvation Army an Illinois Corporation	28	21	72.1%
14-MD-214	Project PLASE Inc.	118	87	72.7%
14-NY-253	Pathstone Corporation	4	3	73.7%
14-WV-303	The Greater Wheeling Coalition for the Homeless Inc.	4	3	73.7%
18-FL-364	The Salvation Army a Georgia Corporation	4	3	73.7%
C15-CA-506A	Housing Resource Center of Monterey County	4	3	73.7%
12-MI-045	Southwest Counseling Solutions	21	16	75.4%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-NV-118	The Salvation Army a California Corporation	13	10	76.0%
13-TN-139	West Tennessee Legal Services Inc.	9	7	77.4%
16-CA-005	Mental Health America of Los Angeles	26	20	79.0%
18-MN-046	Minnesota Assistance Council for Veterans	26	20	79.0%
18-OR-066	St. Vincent de Paul Society of Lane County Inc.	34	26	79.1%
14-TN-287	Catholic Charities Inc. (dba Catholic Charities of the Diocese of Memphis Inc.)	22	17	79.2%
18-SC-402	Eastern Carolina Homelessness Organization Inc.	22	17	79.2%
13-OR-128	Access	18	14	79.6%
18-NC-387	Homeward Bound of Western North Carolina Inc.	18	14	79.6%
18-OH-263	Talbert House Inc.	18	14	79.6%
14-MI-226	Volunteers of America Michigan Inc.	50	38	79.9%
18-HI-190	United States Veterans Initiative	58	44	80.5%
12-NC-050	Passage Home Inc.	14	11	80.6%
18-CA-414	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	5	4	81.2%
14-AZ-160	Catholic Charities Community Services Inc.	31	24	81.9%
14-TX-288	United States Veterans Initiative	19	15	83.2%
14-PA-277	Lawrence County Social Services Inc.	48	37	84.2%
13-SD-136	Cornerstone Rescue Mission	15	12	84.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-CA-011	WestCare California Inc.	92	70	85.8%
12-ME-043	Preble Street	53	41	86.1%
12-CA-015	Lifemoves	20	16	86.2%
13-MI-108	Northwest Michigan Community Action Agency Inc.	20	16	86.2%
18-OR-399	Transition Projects Inc.	20	16	86.2%
18-WI-080	Center For Veterans Issues Limited	61	47	86.2%
12-MI-044	Wayne Metropolitan Community Action Agency	11	9	86.4%
14-ID-193	South Central Community Action Partnership Inc.	11	9	86.4%
14-NE-238	Northeast Nebraska Community Action Partnership	11	9	86.4%
14-WV-304	Helping Heroes Inc.	11	9	86.4%
18-CA-358	Community Action Partnership of San Luis Obispo County Inc.	11	9	86.4%
13-MO-047	Welcome Home Inc.	6	5	86.5%
14-CA-163	Carrillo Counseling Services Inc. (DBA New Beginnings)	6	5	86.5%
14-MN-227	Tri-County Action Program Inc.	6	5	86.5%
18-NE-239	Blue Valley Community Action Inc.	16	13	87.5%
13-PA-130	Opportunity House	25	20	87.8%
12-NC-049	United Way of Forsyth County Inc.	17	14	90.0%
14-OH-266	Faith Mission Inc.	17	14	90.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
15-UT-336	The Road Home	17	14	90.0%
14-OK-271	Goodwill Industries of Central Oklahoma Inc.	39	31	90.1%
14-NM-247	Mesilla Valley Community of Hope	7	6	90.3%
14-WI-302	Indianhead Community Action Agency	7	6	90.3%
18-OR-430	Community Action Partnership of Oregon	22	18	90.8%
12-OK-065	Community Service Council of Greater Tulsa Inc.	40	32	91.6%
14-MI-219	Training & Treatment Innovations Inc.	27	22	91.7%
14-FL-179	Big Bend Homeless Coalition Inc.	36	29	92.0%
13-IL-105	Heartland Human Care Services Inc.	18	15	92.1%
18-WA-078	Community Psychiatric Clinic Inc.	32	26	92.5%
15-MO-330	Catholic Charities of Southern Missouri Inc.	23	19	92.6%
14-MI-222	Mid-Michigan Community Action Agency Inc.	8	7	93.1%
18-FL-187	Volunteers of America of Florida Inc.	75	59	93.5%
14-MA-209	Veterans Northeast Outreach Center Inc.	33	27	93.8%
13-IN-106	Community Action of Northeast Indiana Inc. (dba Brightpoint)	14	12	93.9%
18-NC-237	Volunteers of America of the Carolinas Inc.	92	72	94.0%
12-LA-038	Volunteers of America of Greater New Orleans	29	24	94.5%
C2015-OR-502B	Access	29	24	94.5%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
C15-NC-507A	Volunteers of America of the Carolinas Inc.	60	48	94.8%
14-OH-267	Community Support Services Inc.	9	8	95.0%
17-NE-052	Central Nebraska Community Services Inc.	9	8	95.0%
14-IL-308	Transitional Living Services Inc.	25	21	95.2%
C15-CA-604A	California Veterans Assistance Foundation Inc.	15	13	95.4%
12-IN-035	United Way of Central Indiana Inc.	61	49	95.5%
18-CA-437	Berkeley Food and Housing Project	31	26	96.3%
14-MI-220	Community Action Agency	10	9	96.5%
18-CA-359	Good Samaritan Shelter	10	9	96.5%
14-IL-197	Chestnut Health Systems Inc.	36	30	96.6%
13-ZZ-123	Ohio Valley Goodwill Industries Rehabilitation Center Inc.	27	23	97.0%
13-ZZ-145	University of Vermont and State Agricultural College	32	27	97.1%
13-MO-110	Catholic Charities of Kansas City - St Joseph Inc.	11	10	97.5%
12-AZ-004	Primavera Foundation	33	28	97.6%
14-KY-204	Kentucky River Foothills Development Council Inc.	33	28	97.6%
15-PA-334	Veterans Multi-Service Center Inc.	23	20	97.7%
16-NJ-054	Community Hope Inc.	57	47	98.0%
13-NY-119	Catholic Charities of the Roman Catholic Diocese of Syracuse NY	12	11	98.2%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-MO-229	Phoenix Programs Inc.	12	11	98.2%
14-OH-268	The Salvation Army a New York Corporation	12	11	98.2%
18-ZZ-386	Restart Inc.	44	37	98.2%
12-WA-079	Opportunity Council	13	12	98.7%
13-WI-151	Community Action Coalition for South Central Wisconsin Inc.	13	12	98.7%
14-ZZ-260	St. Vincent de Paul Social Services Inc.	31	27	98.8%
14-OR-272	Easter Seals Oregon	14	13	99.1%
12-ZZ-070	Centerstone of Tennessee Inc.	102	83	99.1%
14-PA-279	Community Hope Inc.	62	52	99.2%
18-FL-362	Tampa Crossroads Inc.	76	63	99.2%
13-AZ-087	American National Red Cross Southern Arizona Chapter	28	25	99.4%
18-AZ-436	Community Bridges Inc.	54	46	99.4%
14-OH-262	Family & Community Services Inc.	30	27	99.6%
14-ZZ-317	Homeless Veterans Fellowship	17	16	99.7%
13-MS-111	Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	18	17	99.8%
15-ZZ-340	Chautauqua Opportunities Inc.	73	62	99.8%
13-ZZ-147	Blue Mountain Action Council	44	39	99.8%
18-TX-433	Lubbock Mental Health and Retardation Center (dba Starcare)	27	25	99.9%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-CA-018	Volunteers of America of Greater Sacramento and Northern Nevada Inc.	40	36	99.9%
14-AZ-157	National Community Health Partners	73	63	99.9%
12-ZZ-026	Northwest Florida Comprehensive Services For Children Inc.	79	68	99.9%
18-TN-403	Centerstone of Tennessee Inc.	42	38	99.9%
15-GU-326	WestCare Pacific Islands Inc.	22	21	99.9%
14-NY-251	Veterans and Community Housing Coalition	37	34	99.9%
14-CT-178	Columbus House Inc.	23	22	100.0%
16-MO-048	St. Patrick Center	111	94	100.0%
14-LA-208	Start Corporation	25	24	100.0%
14-OK-270	KI BOIS Community Action Foundation Inc.	71	64	100.0%
15-PA-068	Commission on Economic Opportunity	34	33	100.0%
12-CA-013	Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	49	48	100.0%
18-ZZ-113	Volunteers of America Northern Rockies	244	216	100.0%
14-OH-265	Community Action Program Corporation of Washington-Morgan Counties Ohio	22	22	100.0%
12-NJ-053	Catholic Charities Dioceses of Camden Inc.	19	19	100.0%
12-ND-051	Community Action Partnership of North Dakota	10	10	100.0%
14-IN-199	Lafayette Transitional Housing Center Inc.	9	9	100.0%
12-ID-032	El-Ada Inc.	8	8	100.0%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-NH-240	Southwestern Community Services Inc.	8	8	100.0%
13-OR-125	Community Action Team Inc.	5	5	100.0%
C15-NV-500B	United States Veterans Initiative	5	5	100.0%
14-CA-169	Families in Transition of Santa Cruz County Inc.	4	4	100.0%
C15-CA-608A	United States Veterans Initiative	3	3	100.0%
12-AK-001	Catholic Social Services	2	2	100.0%
18-CA-412	Sunnyvale Community Services	1	1	100.0%
C15-PA-500A	Impact Services Corporation	1	1	100.0%

This table shows the performance of each provider in Period 2, sorted by Grant ID.

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-AK-001	Catholic Social Services	2	2	100.0%
12-AL-002	Housing First Inc.	16	12	70.8%
12-AZ-003	United Methodist Outreach Ministries	14	10	59.4%
12-AZ-004	Primavera Foundation	33	28	97.6%
12-CA-007	New Directions Inc.	29	19	29.4%
12-CA-010	Homefirst Services Of Santa Clara County	9	4	8.0%
12-CA-013	Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	49	48	100.0%
12-CA-014	People Assisting The Homeless	25	12	1.1%
12-CA-015	Lifemoves	20	16	86.2%
12-CA-016	Shelter Inc. of Contra Costa County	20	13	33.1%
12-CA-017	The Salvation Army a California Corporation	24	16	36.7%
12-CA-018	Volunteers of America of Greater Sacramento and Northern Nevada Inc.	40	36	99.9%
12-CT-021	Community Renewal Team Inc.	21	8	0.1%
12-FL-024	Advocate Program Inc.	51	36	48.8%
12-FL-025	Purpose Built Families Foundation	210	134	0.9%
12-FL-028	Jewish Family & Children's Service Of The Suncoast Inc.	38	18	0.1%
12-GA-029	Central Savannah River Area Economic Opportunity Authority Inc. (CSRA EOA)	24	16	36.7%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-ID-032	El-Ada Inc.	8	8	100.0%
12-IL-033	Thresholds	20	13	33.1%
12-IN-035	United Way of Central Indiana Inc.	61	49	95.5%
12-LA-038	Volunteers of America of Greater New Orleans	29	24	94.5%
12-LA-039	Wellspring Alliance for Families Inc.	14	8	18.1%
12-MA-040	Volunteers of America of Massachusetts Inc.	27	19	51.6%
12-MD-042	Alliance Inc.	103	59	0.1%
12-ME-043	Preble Street	53	41	86.1%
12-MI-044	Wayne Metropolitan Community Action Agency	11	9	86.4%
12-MI-045	Southwest Counseling Solutions	21	16	75.4%
12-NC-049	United Way of Forsyth County Inc.	17	14	90.0%
12-NC-050	Passage Home Inc.	14	11	80.6%
12-ND-051	Community Action Partnership of North Dakota	10	10	100.0%
12-NJ-053	Catholic Charities Dioceses of Camden Inc.	19	19	100.0%
12-NM-055	Goodwill Industries of New Mexico	52	34	19.8%
12-NY-060	HELP Social Service Corporation	26	15	9.1%
12-NY-061	Samaritan Daytop Village Inc.	39	27	43.0%
12-NY-063	Westchester Community Opportunity Program Inc. (WestCOP)	33	24	62.2%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
12-OH-064	FrontLine	39	25	19.3%
12-OK-065	Community Service Council of Greater Tulsa Inc.	40	32	91.6%
12-PA-067	Project H.O.M.E.	37	26	49.0%
12-TX-071	Families in Crisis Inc.	25	15	14.4%
12-TX-072	Caritas of Austin	11	6	17.6%
12-TX-075	Catholic Charities Diocese of Fort Worth Inc.	44	31	48.9%
12-TX-076	Career And Recovery Resources Inc.	57	42	68.4%
12-VA-077	Virginia Supportive Housing	32	20	17.1%
12-WA-079	Opportunity Council	13	12	98.7%
12-ZZ-026	Northwest Florida Comprehensive Services For Children Inc.	79	68	99.9%
12-ZZ-031	Humility of Mary Shelter Inc.	16	12	70.8%
12-ZZ-041	Veterans Inc.	56	37	21.8%
12-ZZ-070	Centerstone of Tennessee Inc.	102	83	99.1%
13-AZ-087	American National Red Cross Southern Arizona Chapter	28	25	99.4%
13-CA-090	California Veterans Assistance Foundation Inc.	18	12	40.5%
13-CT-093	The Workplace Inc.	15	11	65.4%
13-DE-095	Connections Community Support Programs Inc.	23	15	31.8%
13-FL-096	Faith Hope Love Charity Inc.	70	49	42.7%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-GA-101	Action Ministries Inc.	55	36	19.3%
13-GA-102	Decatur Cooperative Ministry Inc.	43	25	4.0%
13-IA-103	Primary Health Care Inc.	7	5	63.5%
13-IL-104	The Salvation Army an Illinois Corporation	28	21	72.1%
13-IL-105	Heartland Human Care Services Inc.	18	15	92.1%
13-IN-106	Community Action of Northeast Indiana Inc. (dba Brightpoint)	14	12	93.9%
13-MD-107	Three Oaks Homeless Shelter Inc.	17	6	0.2%
13-MI-108	Northwest Michigan Community Action Agency Inc.	20	16	86.2%
13-MO-047	Welcome Home Inc.	6	5	86.5%
13-MO-110	Catholic Charities of Kansas City - St Joseph Inc.	11	10	97.5%
13-MS-111	Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	18	17	99.8%
13-NC-114	Asheville-Buncombe Community Christian Ministry Inc.	27	20	68.2%
13-NH-115	Harbor Homes Inc.	7	5	63.5%
13-NV-056	United States Veterans Initiative	46	32	43.4%
13-NV-117	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	44	31	48.9%
13-NV-118	The Salvation Army a California Corporation	13	10	76.0%
13-NY-119	Catholic Charities of the Roman Catholic Diocese of Syracuse NY	12	11	98.2%
13-NY-121	Soldier On of Delaware Inc.	52	35	29.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-OH-124	Maumee Valley Guidance Center Inc.	6	4	54.4%
13-OR-125	Community Action Team Inc.	5	5	100.0%
13-OR-126	Central Oregon Veterans Outreach	10	7	57.3%
13-OR-128	Access	18	14	79.6%
13-PA-129	Veterans Leadership Program of Western Pennsylvania Inc.	77	57	72.1%
13-PA-130	Opportunity House	25	20	87.8%
13-SD-136	Cornerstone Rescue Mission	15	12	84.3%
13-TN-139	West Tennessee Legal Services Inc.	9	7	77.4%
13-TX-140	The Salvation Army	29	20	44.5%
13-TX-142	Goodwill Industries of Houston Inc.	15	6	1.0%
13-VA-144	Volunteers of America Chesapeake	29	16	4.3%
13-WA-148	YWCA of Seattle - King County - Snohomish County	16	9	14.0%
13-WI-151	Community Action Coalition for South Central Wisconsin Inc.	13	12	98.7%
13-ZZ-092	Volunteers of America Colorado Branch Inc.	64	42	17.7%
13-ZZ-123	Ohio Valley Goodwill Industries Rehabilitation Center Inc.	27	23	97.0%
13-ZZ-133	Operation Stand Down Rhode Island	35	26	69.8%
13-ZZ-134	The Alston Wilkes Society (AWS Alston Wilkes Veterans Home)	21	15	57.5%
13-ZZ-145	University of Vermont and State Agricultural College	32	27	97.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
13-ZZ-147	Blue Mountain Action Council	44	39	99.8%
14-AK-152	Fairbanks Rescue Mission Inc.	4	2	32.0%
14-AL-155	Family Endeavors Inc.	74	51	34.5%
14-AR-156	Seven Hills Homeless Center	6	4	54.4%
14-AZ-157	National Community Health Partners	73	63	99.9%
14-AZ-158	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	64	44	35.0%
14-AZ-159	United States Veterans Initiative	22	15	43.9%
14-AZ-160	Catholic Charities Community Services Inc.	31	24	81.9%
14-CA-163	Carrillo Counseling Services Inc. (DBA New Beginnings)	6	5	86.5%
14-CA-167	East Oakland Community Project	14	10	59.4%
14-CA-169	Families in Transition of Santa Cruz County Inc.	4	4	100.0%
14-CA-170	Knowledge Education for Your Success Inc.	9	6	49.4%
14-CA-177	Catholic Charities of the Diocese of Stockton	21	14	38.5%
14-CA-324	1736 Family Crisis Center	9	6	49.4%
14-CT-178	Columbus House Inc.	23	22	100.0%
14-FL-179	Big Bend Homeless Coalition Inc.	36	29	92.0%
14-FL-181	United Way of Broward County	46	26	2.0%
14-FL-182	Community Coalition on Homelessness Corporation	11	6	17.6%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-FL-184	Meridian Behavioral Healthcare Inc.	58	42	60.3%
14-FL-185	Family Endeavors Inc.	149	108	62.4%
14-FL-322	Treasure Coast Homeless Services Council Inc.	28	18	25.3%
14-GA-188	Travelers Aid of Metropolitan Atlanta Inc.	50	30	5.1%
14-GA-189	United Way of Metropolitan Atlanta	68	48	47.2%
14-IA-191	Family Alliance For Veterans of America Inc.	16	12	70.8%
14-ID-193	South Central Community Action Partnership Inc.	11	9	86.4%
14-IL-194	Featherfist Inc.	32	15	0.3%
14-IL-195	Partners in Community Building Inc.	6	3	22.7%
14-IL-196	Midwest Shelter for Homeless Veterans Inc.	19	11	14.3%
14-IL-197	Chestnut Health Systems Inc.	36	30	96.6%
14-IL-198	Catholic Charities of the Archdiocese of Chicago	14	8	18.1%
14-IL-308	Transitional Living Services Inc.	25	21	95.2%
14-IN-199	Lafayette Transitional Housing Center Inc.	9	9	100.0%
14-IN-200	InteCare Inc.	41	23	2.4%
14-KS-322	Catholic Charities Inc. (Diocese of Wichita)	9	2	0.3%
14-KY-204	Kentucky River Foothills Development Council Inc.	33	28	97.6%
14-LA-205	Hope Center Inc.	38	27	53.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-LA-207	Elle Foundation	12	4	0.7%
14-LA-208	Start Corporation	25	24	100.0%
14-MA-209	Veterans Northeast Outreach Center Inc.	33	27	93.8%
14-MA-211	Vietnam Veterans Workshop Inc.	22	13	14.4%
14-MD-214	Project PLASE Inc.	118	87	72.7%
14-MD-215	New Vision House of Hope Inc.	30	17	5.7%
14-MD-216	Diakonia Inc.	8	5	40.7%
14-MD-217	St. James A.M.E. Zion Church-Zion House	8	6	71.2%
14-MI-218	Blue Water Center For Independent Living Inc.	27	16	11.5%
14-MI-219	Training & Treatment Innovations Inc.	27	22	91.7%
14-MI-220	Community Action Agency	10	9	96.5%
14-MI-221	Oakland Livingston Human Services Agency	14	7	7.2%
14-MI-222	Mid Michigan Community Action Agency Inc.	8	7	93.1%
14-MI-223	Community Rebuilders	10	7	57.3%
14-MI-226	Volunteers of America Michigan Inc.	50	38	79.9%
14-MN-227	Tri-County Action Program Inc.	6	5	86.5%
14-MO-228	The Kitchen Inc.	10	7	57.3%
14-MO-229	Phoenix Programs Inc.	12	11	98.2%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-MS-231	Mississippi United to End Homelessness Inc.	8	6	71.2%
14-MS-232	Hancock Resource Center (HRC)	10	4	3.7%
14-MS-233	Soldier On of Delaware Inc.	29	18	17.4%
14-MS-234	Catholic Charities Inc. (Diocese of Jackson)	8	6	71.2%
14-NC-236	Community Link Programs of Travelers Aid Society of Central Carolinas Inc.	40	21	0.8%
14-NE-238	Northeast Nebraska Community Action Partnership	11	9	86.4%
14-NH-240	Southwestern Community Services Inc.	8	8	100.0%
14-NJ-242	Catholic Family and Community Service	58	35	4.3%
14-NM-246	New Mexico Veterans Integration Centers	15	9	23.3%
14-NM-247	Mesilla Valley Community of Hope	7	6	90.3%
14-NY-249	Utica Center for Development Inc.	5	1	2.5%
14-NY-250	The Jericho Project	44	29	24.7%
14-NY-251	Veterans and Community Housing Coalition	37	34	99.9%
14-NY-253	Pathstone Corporation	4	3	73.7%
14-NY-254	Economic Opportunity Council of Suffolk Inc.	38	28	67.1%
14-NY-256	Albany Housing Coalition Inc.	26	19	63.9%
14-NY-259	Volunteers of America-Greater New York Inc.	17	12	55.4%
14-OH-261	Licking County Coalition for Housing	11	7	38.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-OH-262	Family & Community Services Inc.	30	27	99.6%
14-OH-264	Community Action Agency of Columbiana County Inc.	3	2	63.3%
14-OH-265	Community Action Program Corporation of Washington-Morgan Counties Ohio	22	22	100.0%
14-OH-266	Faith Mission Inc.	17	14	90.0%
14-OH-267	Community Support Services Inc.	9	8	95.0%
14-OH-268	The Salvation Army a New York Corporation	12	11	98.2%
14-OH-269	Volunteers of America of Greater Ohio	15	8	10.3%
14-OK-270	KI BOIS Community Action Foundation Inc.	71	64	100.0%
14-OK-271	Goodwill Industries of Central Oklahoma Inc.	39	31	90.1%
14-OR-272	Easter Seals Oregon	14	13	99.1%
14-PA-273	YWCA of Greater Harrisburg	12	5	2.9%
14-PA-274	Utility Emergency Services Fund	52	29	1.1%
14-PA-276	Community Action Agency of Delaware County Inc.	21	14	38.5%
14-PA-277	Lawrence County Social Services Inc.	48	37	84.2%
14-PA-279	Community Hope Inc.	62	52	99.2%
14-PA-280	Soldier On of Delaware Inc.	15	9	23.3%
14-PA-281	Catholic Charities of the Diocese of Allentown	12	9	70.7%
14-PA-282	Volunteers of America of Pennsylvania Inc.	15	8	10.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-TN-283	Memphis Area Legal Services Inc.	7	5	63.5%
14-TN-284	Volunteer Behavioral Health Care System	6	4	54.4%
14-TN-285	Operation Stand Down Tennessee	25	17	41.7%
14-TN-287	Catholic Charities Inc. (dba Catholic Charities of the Diocese of Memphis Inc.)	22	17	79.2%
14-TX-288	United States Veterans Initiative	19	15	83.2%
14-TX-290	Neighborhood Centers Inc.	79	47	1.4%
14-TX-293	Sabine Valley Regional Mental Health Mental Retardation Center	12	9	70.7%
14-VA-294	Total Action Against Poverty In Roanoke Valley	24	15	21.9%
14-VA-296	Hampton Roads Community Action Program Inc.	14	10	59.4%
14-VA-297	Virginia Beach Community Development Corporation	11	8	64.4%
14-VA-298	STOP Incorporated	16	8	5.5%
14-VI-299	The Methodist Training and Outreach Center Inc.	5	3	43.8%
14-WI-302	Indianhead Community Action Agency	7	6	90.3%
14-WV-303	The Greater Wheeling Coalition for the Homeless Inc.	4	3	73.7%
14-WV-304	Helping Heroes Inc.	11	9	86.4%
14-WV-305	WVCAP	75	52	37.2%
14-ZZ-153	United Way of Central Alabama	34	22	23.7%
14-ZZ-260	St. Vincent de Paul Social Services Inc.	31	27	98.8%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
14-ZZ-301	Goodwill Industries of The Inland Northwest	42	30	54.8%
14-ZZ-313	Housing Counseling Services Inc.	28	19	39.8%
14-ZZ-314	United States Veterans Initiative	20	12	18.1%
14-ZZ-317	Homeless Veterans Fellowship	17	16	99.7%
14-ZZ-318	Operation Renewed Hope	14	9	36.4%
15-GA-325	Volunteers of America Southeast Inc.	34	18	1.6%
15-GU-326	WestCare Pacific Islands Inc.	22	21	99.9%
15-IA-192	Hawkeye Area Community Action Program Inc.	18	13	61.1%
15-IN-201	Volunteers of America of Indiana Inc.	41	27	25.5%
15-MI-328	Alger Marquette Community Action Board	6	4	54.4%
15-MO-330	Catholic Charities of Southern Missouri Inc.	23	19	92.6%
15-OH-333	Lutheran Social Services of Central Ohio	11	8	64.4%
15-PA-068	Commission on Economic Opportunity	34	33	100.0%
15-PA-334	Veterans Multi-Service Center Inc.	23	20	97.7%
15-TX-141	West Central Texas Regional Foundation	44	27	9.3%
15-UT-336	The Road Home	17	14	90.0%
15-WA-338	HopeSource	32	21	28.3%
15-ZZ-127	Transition Projects Inc.	20	12	18.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
15-ZZ-340	Chautauqua Opportunities Inc.	73	62	99.8%
16-CA-005	Mental Health America of Los Angeles	26	20	79.0%
16-MO-048	St. Patrick Center	111	94	100.0%
16-NJ-054	Community Hope Inc.	57	47	98.0%
16-ZZ-037	Volunteers of America Mid-States Inc.	108	74	26.9%
16-ZZ-058	Soldier On Inc.	61	30	0.0%
16-ZZ-278	Veterans Multi-Service Center Inc.	69	48	39.7%
17-NE-052	Central Nebraska Community Services Inc.	9	8	95.0%
18-AR-086	St. Francis House Inc.	38	28	67.1%
18-AZ-436	Community Bridges Inc.	54	46	99.4%
18-CA-006	Volunteers of America of Los Angeles Inc.	61	41	26.4%
18-CA-008	United States Veterans Initiative	31	19	14.2%
18-CA-009	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	44	32	62.1%
18-CA-011	WestCare California Inc.	92	70	85.8%
18-CA-019	Community Catalysts of California	64	30	0.0%
18-CA-091	Swords To Plowshares Veterans Rights Organization	75	55	67.2%
18-CA-171	Lighthouse Treatment Center	29	21	60.8%
18-CA-173	Vietnam Veterans of San Diego	72	45	5.9%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-CA-176	Volunteers of America of Los Angeles Inc.	50	32	15.0%
18-CA-344	Homefirst Services Of Santa Clara County	13	9	52.8%
18-CA-354	United States Veterans Initiative	10	4	3.7%
18-CA-358	Community Action Partnership of San Luis Obispo County Inc.	11	9	86.4%
18-CA-359	Good Samaritan Shelter	10	9	96.5%
18-CA-412	Sunnyvale Community Services	1	1	100.0%
18-CA-414	Vietnam Veterans of California Inc. (Sacramento Veterans Resource)	5	4	81.2%
18-CA-419	The Salvation Army a California Corporation	28	20	56.3%
18-CA-420	Volunteers of America Southwest California Inc.	13	5	1.3%
18-CA-437	Berkeley Food and Housing Project	31	26	96.3%
18-CO-360	Volunteers of America Colorado Branch Inc.	24	15	21.9%
18-CO-439	Volunteers of America Colorado Branch Inc.	9	4	8.0%
18-FL-023	Homeless Services Network of Central Florida Inc.	82	57	37.7%
18-FL-099	Society of St. Vincent de Paul South Pinellas Inc.	149	109	69.1%
18-FL-187	Volunteers of America of Florida Inc.	75	59	93.5%
18-FL-362	Tampa Crossroads Inc.	76	63	99.2%
18-FL-364	The Salvation Army a Georgia Corporation	4	3	73.7%
18-FL-368	Purpose Built Families Foundation	110	78	47.1%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-GA-369	Project Community Connections Inc.	20	12	18.1%
18-GA-370	Travelers Aid of Metropolitan Atlanta Inc.	19	10	6.2%
18-GA-438	Northwest Florida Comprehensive Services For Children Inc.	32	23	58.0%
18-HI-190	United States Veterans Initiative	58	44	80.5%
18-HI-374	Catholic Charities Hawaii	13	8	29.8%
18-KY-379	Volunteers of America Mid-States Inc.	30	21	49.1%
18-MI-383	Volunteers of America Michigan Inc.	19	13	46.4%
18-MN-046	Minnesota Assistance Council for Veterans	26	20	79.0%
18-NC-235	Family Endeavors Inc.	111	69	2.0%
18-NC-237	Volunteers of America of the Carolinas Inc.	92	72	94.0%
18-NC-387	Homeward Bound of Western North Carolina Inc.	18	14	79.6%
18-NE-239	Blue Valley Community Action Inc.	16	13	87.5%
18-NY-062	Services for the UnderServed Inc.	61	43	47.1%
18-OH-263	Talbert House Inc.	18	14	79.6%
18-OH-396	Volunteers of America of Greater Ohio	24	15	21.9%
18-OH-397	Volunteers of America of Greater Ohio	21	14	38.5%
18-OR-066	St. Vincent de Paul Society of Lane County Inc.	34	26	79.1%
18-OR-399	Transition Projects Inc.	20	16	86.2%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-OR-430	Community Action Partnership of Oregon	22	18	90.8%
18-PR-132	Casa del Peregrino Aguadilla Inc.	16	7	1.8%
18-SC-069	One-Eighty Place	44	27	9.3%
18-SC-402	Eastern Carolina Homelessness Organization Inc.	22	17	79.2%
18-TN-403	Centerstone of Tennessee Inc.	42	38	99.9%
18-TX-074	Family Endeavors Inc.	174	122	35.8%
18-TX-292	American GI Forum National Veterans Outreach Program Inc.	116	67	0.1%
18-TX-404	Front Steps Inc.	15	10	42.9%
18-TX-433	Lubbock Mental Health and Retardation Center (dba Starcare)	27	25	99.9%
18-WA-078	Community Psychiatric Clinic Inc.	32	26	92.5%
18-WA-146	Catholic Community Services of Western Washington	23	12	3.7%
18-WA-300	Metropolitan Development Council	34	24	51.2%
18-WA-408	Goodwill Industries of The Inland Northwest	28	20	56.3%
18-WI-080	Center For Veterans Issues Limited	61	47	86.2%
18-WI-411	Center For Veterans Issues Limited	18	13	61.1%
18-ZZ-020	Rocky Mountain Human Services (dba Denver Options Inc.)	117	62	0.0%
18-ZZ-034	Volunteers of America of Illinois	23	15	31.8%
18-ZZ-036	The Salvation Army an Illinois Corporation	55	38	38.8%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
18-ZZ-094	Friendship Place	38	22	4.9%
18-ZZ-113	Volunteers of America Northern Rockies	244	216	100.0%
18-ZZ-324	Changing Homelessness Inc.	99	65	11.6%
18-ZZ-386	Restart Inc.	44	37	98.2%
C15-CA-506A	Housing Resource Center of Monterey County	4	3	73.7%
C15-CA-604A	California Veterans Assistance Foundation Inc.	15	13	95.4%
C15-CA-608A	United States Veterans Initiative	3	3	100.0%
C15-CA-609A	United States Veterans Initiative	1	0	28.4%
C15-IL-511A	Catholic Charities of the Archdiocese of Chicago	2	0	8.1%
C15-MA-500A	Vietnam Veterans Workshop Inc.	19	11	14.3%
C15-NC-507A	Volunteers of America of the Carolinas Inc.	60	48	94.8%
C15-NC-511B	Family Endeavors Inc.	4	2	32.0%
C15-NV-500B	United States Veterans Initiative	5	5	100.0%
C15-NY-600B	HELP Social Service Corporation	23	14	17.9%
C15-OH-500A	Ohio Valley Goodwill Industries Rehabilitation Center Inc.	3	2	63.3%
C15-OH-500B	Talbert House Inc.	12	8	45.7%
C15-PA-500A	Impact Services Corporation	1	1	100.0%
C2015-CA-600C	People Assisting the Homeless (PATH)	11	7	38.3%

Grant ID	Legal Name	Responses	Top 2	Performance Rating
C2015-CA-600E	Mental Health America of Los Angeles	25	17	41.7%
C2015-NV-500D	HELP Social Service Corporation	26	12	0.6%
C2015-NV-500E	United States Veterans Initiative (dba U.S. VETS - Las Vegas)	10	7	57.3%
C2015-OR-502B	Access	29	24	94.5%
C2015-TX-607B	Volunteers of America Texas	7	4	31.7%
C2015-WA-501E	Metropolitan Development Council	30	18	11.5%

Appendix B

This table shows the changes for each provider from Period 1 to Period 2.

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
12-FL-025	104	85	81.7%	12-FL-025	210	134	63.8%	-17.9%	-3.25
13-MD-107	15	13	86.7%	13-MD-107	17	6	35.3%	-51.4%	-2.95
12-ZZ-041	24	23	95.8%	12-ZZ-041	56	37	66.1%	-29.8%	-2.82
16-CA-008	37	33	89.2%	18-CA-008	31	19	61.3%	-27.9%	-2.70
C2015-CA-601B	7	7	100.0%	18-CA-420	13	5	38.5%	-61.5%	-2.68
C15-IL-511A	5	5	100.0%	C15-IL-511A	2	0	0.0%	-100.0%	-2.65
15-TX-141	42	36	85.7%	15-TX-141	44	27	61.4%	-24.4%	-2.55
15-WA-338	14	14	100.0%	15-WA-338	32	21	65.6%	-34.4%	-2.51
12-IL-033	12	12	100.0%	12-IL-033	20	13	65.0%	-35.0%	-2.32
14-AZ-159	50	45	90.0%	14-AZ-159	22	15	68.2%	-21.8%	-2.29
14-IN-200	16	14	87.5%	14-IN-200	41	23	56.1%	-31.4%	-2.23
12-ZZ-070	22	22	100.0%	12-ZZ-070	102	83	81.4%	-18.6%	-2.20
14-PA-280	9	9	100.0%	14-PA-280	15	9	60.0%	-40.0%	-2.19
13-ZZ-133	15	15	100.0%	13-ZZ-133	35	26	74.3%	-25.7%	-2.17
12-NY-060	12	11	91.7%	12-NY-060	26	15	57.7%	-34.0%	-2.09
12-TX-071	13	12	92.3%	12-TX-071	25	15	60.0%	-32.3%	-2.08
16-FL-099	43	38	88.4%	18-FL-099	149	109	73.2%	-15.2%	-2.08
14-PA-277	25	24	96.0%	14-PA-277	48	37	77.1%	-18.9%	-2.07
14-WV-305	32	28	87.5%	14-WV-305	75	52	69.3%	-18.2%	-1.98
15-IN-201	24	21	87.5%	15-IN-201	41	27	65.9%	-21.6%	-1.92

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
14-KS-322	9	6	66.7%	14-KS-322	9	2	22.2%	-44.4%	-1.90
C2015-WA-501E	20	17	85.0%	C2015-WA-501E	30	18	60.0%	-25.0%	-1.89
14-IL-196	20	17	85.0%	14-IL-196	19	11	57.9%	-27.1%	-1.88
14-MI-221	12	10	83.3%	14-MI-221	14	7	50.0%	-33.3%	-1.78
12-CA-014	10	8	80.0%	12-CA-014	25	12	48.0%	-32.0%	-1.73
C15-CA-609A	6	5	83.3%	C15-CA-609A	1	0	0.0%	-83.3%	-1.71
12-CA-011	31	28	90.3%	18-CA-011	92	70	76.1%	-14.2%	-1.70
14-OH-261	6	6	100.0%	14-OH-261	11	7	63.6%	-36.4%	-1.69
C15-GA-500B	15	12	80.0%	18-GA-370	19	10	52.6%	-27.4%	-1.66
14-FL-179	12	12	100.0%	14-FL-179	36	29	80.6%	-19.4%	-1.65
14-TX-290	56	41	73.2%	14-TX-290	79	47	59.5%	-13.7%	-1.65
16-MO-048	38	36	94.7%	16-MO-048	111	94	84.7%	-10.1%	-1.60
C15-NC-507A	20	19	95.0%	C15-NC-507A	60	48	80.0%	-15.0%	-1.57
13-OR-126	6	6	100.0%	13-OR-126	10	7	70.0%	-30.0%	-1.49
14-TN-285	22	19	86.4%	14-TN-285	25	17	68.0%	-18.4%	-1.48
14-OH-269	7	6	85.7%	14-OH-269	15	8	53.3%	-32.4%	-1.47
13-IN-106	14	14	100.0%	13-IN-106	14	12	85.7%	-14.3%	-1.47
14-NM-246	22	18	81.8%	14-NM-246	15	9	60.0%	-21.8%	-1.47
12-AZ-003	6	6	100.0%	12-AZ-003	14	10	71.4%	-28.6%	-1.46
13-MI-108	9	9	100.0%	13-MI-108	20	16	80.0%	-20.0%	-1.44
14-PA-273	5	4	80.0%	14-PA-273	12	5	41.7%	-38.3%	-1.44
13-ZZ-092	42	33	78.6%	13-ZZ-092	64	42	65.6%	-12.9%	-1.43
14-IL-194	21	14	66.7%	14-IL-194	32	15	46.9%	-19.8%	-1.42
15-OH-333	6	6	100.0%	15-OH-333	11	8	72.7%	-27.3%	-1.41

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
C15-GA-500A	8	7	87.5%	18-GA-369	20	12	60.0%	-27.5%	-1.41
13-VA-144	10	8	80.0%	13-VA-144	29	16	55.2%	-24.8%	-1.39
13-TX-140	26	22	84.6%	13-TX-140	29	20	69.0%	-15.6%	-1.36
14-TX-292	57	39	68.4%	18-TX-292	116	67	57.8%	-10.7%	-1.35
14-CA-171	5	5	100.0%	18-CA-171	29	21	72.4%	-27.6%	-1.34
13-PA-129	29	25	86.2%	13-PA-129	77	57	74.0%	-12.2%	-1.34
16-ZZ-058	23	15	65.2%	16-ZZ-058	61	30	49.2%	-16.0%	-1.31
13-OH-124	4	4	100.0%	13-OH-124	6	4	66.7%	-33.3%	-1.29
14-FL-322	8	7	87.5%	14-FL-322	28	18	64.3%	-23.2%	-1.26
14-MD-216	3	3	100.0%	14-MD-216	8	5	62.5%	-37.5%	-1.24
12-NM-055	32	25	78.1%	12-NM-055	52	34	65.4%	-12.7%	-1.24
14-KY-204	22	21	95.5%	14-KY-204	33	28	84.8%	-10.6%	-1.24
13-FL-096	41	33	80.5%	13-FL-096	70	49	70.0%	-10.5%	-1.21
14-WV-304	7	7	100.0%	14-WV-304	11	9	81.8%	-18.2%	-1.20
13-PA-130	6	6	100.0%	13-PA-130	25	20	80.0%	-20.0%	-1.20
C15-OH-502B	7	6	85.7%	18-OH-396	24	15	62.5%	-23.2%	-1.16
14-PA-276	13	11	84.6%	14-PA-276	21	14	66.7%	-17.9%	-1.15
14-MI-226	24	21	87.5%	14-MI-226	50	38	76.0%	-11.5%	-1.15
12-CA-019	23	14	60.9%	18-CA-019	64	30	46.9%	-14.0%	-1.15
C15-CA-606A	1	1	100.0%	18-CA-354	10	4	40.0%	-60.0%	-1.15
14-OH-268	15	15	100.0%	14-OH-268	12	11	91.7%	-8.3%	-1.14
12-GA-029	8	7	87.5%	12-GA-029	24	16	66.7%	-20.8%	-1.14
14-OH-264	3	3	100.0%	14-OH-264	3	2	66.7%	-33.3%	-1.10
14-NY-256	10	9	90.0%	14-NY-256	26	19	73.1%	-16.9%	-1.09

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
12-PA-067	37	30	81.1%	12-PA-067	37	26	70.3%	-10.8%	-1.08
C2015-CA-600H	40	33	82.5%	18-CA-419	28	20	71.4%	-11.1%	-1.08
C15-WA-502A	9	8	88.9%	18-WA-408	28	20	71.4%	-17.5%	-1.06
14-AZ-158	37	29	78.4%	14-AZ-158	64	44	68.8%	-9.6%	-1.04
13-ZZ-134	9	8	88.9%	13-ZZ-134	21	15	71.4%	-17.5%	-1.04
14-FL-184	19	16	84.2%	14-FL-184	58	42	72.4%	-11.8%	-1.04
13-GA-102	24	17	70.8%	13-GA-102	43	25	58.1%	-12.7%	-1.03
15-ZZ-340	6	6	100.0%	15-ZZ-340	73	62	84.9%	-15.1%	-1.02
15-IA-192	9	8	88.9%	15-IA-192	18	13	72.2%	-16.7%	-0.98
14-OH-267	8	8	100.0%	14-OH-267	9	8	88.9%	-11.1%	-0.97
12-LA-038	15	14	93.3%	12-LA-038	29	24	82.8%	-10.6%	-0.97
14-MD-215	26	18	69.2%	14-MD-215	30	17	56.7%	-12.6%	-0.97
14-PA-281	3	3	100.0%	14-PA-281	12	9	75.0%	-25.0%	-0.97
13-MO-047	5	5	100.0%	13-MO-047	6	5	83.3%	-16.7%	-0.96
12-MD-042	33	22	66.7%	12-MD-042	103	59	57.3%	-9.4%	-0.96
13-PR-132	13	8	61.5%	18-PR-132	16	7	43.8%	-17.8%	-0.95
13-WA-146	10	7	70.0%	18-WA-146	23	12	52.2%	-17.8%	-0.95
C15-HI-501B	6	5	83.3%	18-HI-374	13	8	61.5%	-21.8%	-0.95
C15-FL-504A	3	3	100.0%	18-FL-364	4	3	75.0%	-25.0%	-0.94
14-AK-152	1	1	100.0%	14-AK-152	4	2	50.0%	-50.0%	-0.91
13-TX-142	39	21	53.8%	13-TX-142	15	6	40.0%	-13.8%	-0.91
14-VA-298	4	3	75.0%	14-VA-298	16	8	50.0%	-25.0%	-0.90
13-DE-095	14	11	78.6%	13-DE-095	23	15	65.2%	-13.4%	-0.86
14-FL-185	72	56	77.8%	14-FL-185	149	108	72.5%	-5.3%	-0.84

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
12-WA-078	12	11	91.7%	18-WA-078	32	26	81.3%	-10.4%	-0.84
12-WA-079	8	8	100.0%	12-WA-079	13	12	92.3%	-7.7%	-0.80
13-AR-086	13	11	84.6%	18-AR-086	38	28	73.7%	-10.9%	-0.80
13-NC-114	8	7	87.5%	13-NC-114	27	20	74.1%	-13.4%	-0.79
C15-OH-505A	6	5	83.3%	18-OH-397	21	14	66.7%	-16.7%	-0.79
13-SD-136	34	30	88.2%	13-SD-136	15	12	80.0%	-8.2%	-0.76
12-NY-063	17	14	82.4%	12-NY-063	33	24	72.7%	-9.6%	-0.75
12-IN-035	23	20	87.0%	12-IN-035	61	49	80.3%	-6.6%	-0.71
13-WA-148	7	5	71.4%	13-WA-148	16	9	56.3%	-15.2%	-0.69
12-ME-043	14	12	85.7%	12-ME-043	53	41	77.4%	-8.4%	-0.68
C2015-CA-508A	2	2	100.0%	18-CA-414	5	4	80.0%	-20.0%	-0.68
12-NY-061	18	14	77.8%	12-NY-061	39	27	69.2%	-8.5%	-0.67
12-VA-077	8	6	75.0%	12-VA-077	32	20	62.5%	-12.5%	-0.66
14-GA-188	22	15	68.2%	14-GA-188	50	30	60.0%	-8.2%	-0.66
C15-NC-511B	27	18	66.7%	C15-NC-511B	4	2	50.0%	-16.7%	-0.65
C2015-NV-500E	11	9	81.8%	C2015-NV-500E	10	7	70.0%	-11.8%	-0.64
13-CT-093	17	14	82.4%	13-CT-093	15	11	73.3%	-9.0%	-0.62
12-FL-024	34	26	76.5%	12-FL-024	51	36	70.6%	-5.9%	-0.60
12-NC-049	10	9	90.0%	12-NC-049	17	14	82.4%	-7.6%	-0.54
12-CA-016	8	6	75.0%	12-CA-016	20	13	65.0%	-10.0%	-0.51
14-NY-259	14	11	78.6%	14-NY-259	17	12	70.6%	-8.0%	-0.51
14-ZZ-301	22	17	77.3%	14-ZZ-301	42	30	71.4%	-5.8%	-0.50
14-VA-296	19	15	78.9%	14-VA-296	14	10	71.4%	-7.5%	-0.50
14-AZ-160	18	15	83.3%	14-AZ-160	31	24	77.4%	-5.9%	-0.50

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
C15-MA-500A	12	8	66.7%	C15-MA-500A	19	11	57.9%	-8.8%	-0.49
14-OH-262	17	16	94.1%	14-OH-262	30	27	90.0%	-4.1%	-0.49
14-TN-287	7	6	85.7%	14-TN-287	22	17	77.3%	-8.4%	-0.48
C15-CA-614B	2	2	100.0%	18-CA-359	10	9	90.0%	-10.0%	-0.47
14-IL-198	9	6	66.7%	14-IL-198	14	8	57.1%	-9.5%	-0.46
C15-CA-506A	7	6	85.7%	C15-CA-506A	4	3	75.0%	-10.7%	-0.44
14-ZZ-314	21	14	66.7%	14-ZZ-314	20	12	60.0%	-6.7%	-0.44
14-NY-254	19	15	78.9%	14-NY-254	38	28	73.7%	-5.3%	-0.44
12-MA-040	13	10	76.9%	12-MA-040	27	19	70.4%	-6.6%	-0.43
14-NY-250	24	17	70.8%	14-NY-250	44	29	65.9%	-4.9%	-0.41
14-LA-208	4	4	100.0%	14-LA-208	25	24	96.0%	-4.0%	-0.41
14-MA-211	9	6	66.7%	14-MA-211	22	13	59.1%	-7.6%	-0.39
14-MS-233	39	26	66.7%	14-MS-233	29	18	62.1%	-4.6%	-0.39
14-AR-156	16	12	75.0%	14-AR-156	6	4	66.7%	-8.3%	-0.39
14-MD-217	6	5	83.3%	14-MD-217	8	6	75.0%	-8.3%	-0.38
14-MS-231	6	5	83.3%	14-MS-231	8	6	75.0%	-8.3%	-0.38
14-PA-274	13	8	61.5%	14-PA-274	52	29	55.8%	-5.8%	-0.38
14-CA-176	16	11	68.8%	18-CA-176	50	32	64.0%	-4.8%	-0.35
15-CA-091	21	16	76.2%	18-CA-091	75	55	73.3%	-2.9%	-0.26
15-PA-334	19	17	89.5%	15-PA-334	23	20	87.0%	-2.5%	-0.25
14-VA-294	12	8	66.7%	14-VA-294	24	15	62.5%	-4.2%	-0.25
12-NC-050	6	5	83.3%	12-NC-050	14	11	78.6%	-4.8%	-0.24
16-NJ-054	32	27	84.4%	16-NJ-054	57	47	82.5%	-1.9%	-0.23
12-AL-002	5	4	80.0%	12-AL-002	16	12	75.0%	-5.0%	-0.23

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14-HI-190	14	11	78.6%	18-HI-190	58	44	75.9%	-2.7%	-0.21
14-FL-182	5	3	60.0%	14-FL-182	11	6	54.5%	-5.5%	-0.20
16-ZZ-278	28	20	71.4%	16-ZZ-278	69	48	69.6%	-1.9%	-0.18
14-WV-303	5	4	80.0%	14-WV-303	4	3	75.0%	-5.0%	-0.18
C15-KY-501A	11	8	72.7%	18-KY-379	30	21	70.0%	-2.7%	-0.17
16-ZZ-037	53	37	69.8%	16-ZZ-037	108	74	68.5%	-1.3%	-0.17
14-TN-283	8	6	75.0%	14-TN-283	7	5	71.4%	-3.6%	-0.16
C15-NY-600B	11	7	63.6%	C15-NY-600B	23	14	60.9%	-2.8%	-0.16
14-MI-218	13	8	61.5%	14-MI-218	27	16	59.3%	-2.3%	-0.14
14-CA-170	13	9	69.2%	14-CA-170	9	6	66.7%	-2.6%	-0.13
12-TX-076	24	18	75.0%	12-TX-076	57	42	73.7%	-1.3%	-0.12
15-ZZ-127	8	5	62.5%	15-ZZ-127	20	12	60.0%	-2.5%	-0.12
14-NE-239	6	5	83.3%	18-NE-239	16	13	81.3%	-2.1%	-0.11
C15-FL-600A	25	18	72.0%	18-FL-368	110	78	70.9%	-1.1%	-0.11
14-MI-219	23	19	82.6%	14-MI-219	27	22	81.5%	-1.1%	-0.10
14-NY-251	27	25	92.6%	14-NY-251	37	34	91.9%	-0.7%	-0.10
13-AZ-087	39	35	89.7%	13-AZ-087	28	25	89.3%	-0.5%	-0.06
12-IL-034	3	2	66.7%	18-ZZ-034	23	15	65.2%	-1.4%	-0.05
14-OK-271	20	16	80.0%	14-OK-271	39	31	79.5%	-0.5%	-0.05
14-NJ-242	23	14	60.9%	14-NJ-242	58	35	60.3%	-0.5%	-0.04
12-AK-001	11	11	100.0%	12-AK-001	2	2	100.0%	0.0%	0.00
12-ID-032	5	5	100.0%	12-ID-032	8	8	100.0%	0.0%	0.00
12-ND-051	5	5	100.0%	12-ND-051	10	10	100.0%	0.0%	0.00
13-OR-125	9	9	100.0%	13-OR-125	5	5	100.0%	0.0%	0.00

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Provider ID	Responses	Above Average/ Excellent	% Above Average/ Excellent	Provider ID	Responses	Above Average/ Excellent	% Above Average/ Excellent	Effect Size	Test Statistic
14-CA-169	3	3	100.0%	14-CA-169	4	4	100.0%	0.0%	0.00
14-CA-177	3	2	66.7%	14-CA-177	21	14	66.7%	0.0%	0.00
14-LA-207	3	1	33.3%	14-LA-207	12	4	33.3%	0.0%	0.00
14-MI-220	20	18	90.0%	14-MI-220	10	9	90.0%	0.0%	0.00
14-NH-240	6	6	100.0%	14-NH-240	8	8	100.0%	0.0%	0.00
14-OH-265	10	10	100.0%	14-OH-265	22	22	100.0%	0.0%	0.00
C15-CA-608A	4	4	100.0%	C15-CA-608A	3	3	100.0%	0.0%	0.00
12-CT-021	8	3	37.5%	12-CT-021	21	8	38.1%	0.6%	0.03
14-TX-288	9	7	77.8%	14-TX-288	19	15	78.9%	1.2%	0.07
C15-CA-614A	26	21	80.8%	18-CA-358	11	9	81.8%	1.0%	0.07
12-LA-039	9	5	55.6%	12-LA-039	14	8	57.1%	1.6%	0.07
12-TX-075	23	16	69.6%	12-TX-075	44	31	70.5%	0.9%	0.08
12-CA-007	11	7	63.6%	12-CA-007	29	19	65.5%	1.9%	0.11
14-NM-247	6	5	83.3%	14-NM-247	7	6	85.7%	2.4%	0.12
14-PA-282	6	3	50.0%	14-PA-282	15	8	53.3%	3.3%	0.14
14-VA-297	10	7	70.0%	14-VA-297	11	8	72.7%	2.7%	0.14
14-MN-227	5	4	80.0%	14-MN-227	6	5	83.3%	3.3%	0.14
14-NC-236	12	6	50.0%	14-NC-236	40	21	52.5%	2.5%	0.15
12-TX-072	4	2	50.0%	12-TX-072	11	6	54.5%	4.5%	0.16
15-GA-325	14	7	50.0%	15-GA-325	34	18	52.9%	2.9%	0.19
13-IA-103	9	6	66.7%	13-IA-103	7	5	71.4%	4.8%	0.20
14-FL-181	26	14	53.8%	14-FL-181	46	26	56.5%	2.7%	0.22
14-MI-222	6	5	83.3%	14-MI-222	8	7	87.5%	4.2%	0.22
13-NV-118	11	8	72.7%	13-NV-118	13	10	76.9%	4.2%	0.24

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Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
C15-TX-503A	16	10	62.5%	18-TX-404	15	10	66.7%	4.2%	0.24
C2015-TX-607B	6	3	50.0%	C2015-TX-607B	7	4	57.1%	7.1%	0.26
14-WI-302	5	4	80.0%	14-WI-302	7	6	85.7%	5.7%	0.26
14-ZZ-313	31	20	64.5%	14-ZZ-313	28	19	67.9%	3.3%	0.27
14-VI-299	4	2	50.0%	14-VI-299	5	3	60.0%	10.0%	0.30
13-NY-119	8	7	87.5%	13-NY-119	12	11	91.7%	4.2%	0.30
C15-KS-501A	21	17	81.0%	18-ZZ-386	44	37	84.1%	3.1%	0.32
14-OR-272	9	8	88.9%	14-OR-272	14	13	92.9%	4.0%	0.33
14-MO-228	8	5	62.5%	14-MO-228	10	7	70.0%	7.5%	0.34
12-OH-064	22	13	59.1%	12-OH-064	39	25	64.1%	5.0%	0.39
14-ZZ-153	12	7	58.3%	14-ZZ-153	34	22	64.7%	6.4%	0.39
C15-MI-501A	13	8	61.5%	18-MI-383	19	13	68.4%	6.9%	0.40
13-ZZ-145	20	16	80.0%	13-ZZ-145	32	27	84.4%	4.4%	0.41
C15-NC-501A	14	10	71.4%	18-NC-387	18	14	77.8%	6.3%	0.41
14-MI-223	13	8	61.5%	14-MI-223	10	7	70.0%	8.5%	0.42
13-IL-104	30	21	70.0%	13-IL-104	28	21	75.0%	5.0%	0.43
13-NY-121	10	6	60.0%	13-NY-121	52	35	67.3%	7.3%	0.45
C15-OH-500B	2	1	50.0%	C15-OH-500B	12	8	66.7%	16.7%	0.46
14-OH-263	10	7	70.0%	18-OH-263	18	14	77.8%	7.8%	0.46
12-CA-015	11	8	72.7%	12-CA-015	20	16	80.0%	7.3%	0.46
15-PA-068	18	17	94.4%	15-PA-068	34	33	97.1%	2.6%	0.47
C15-WI-501A	11	7	63.6%	18-WI-411	18	13	72.2%	8.6%	0.48
12-AZ-004	9	7	77.8%	12-AZ-004	33	28	84.8%	7.1%	0.50
C15-CO-503A	13	7	53.8%	18-CO-360	24	15	62.5%	8.7%	0.51

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/ Excellent	% Above Average/ Excellent	Provider ID	Responses	Above Average/ Excellent	% Above Average/ Excellent	Effect Size	Test Statistic
14-TN-284	4	2	50.0%	14-TN-284	6	4	66.7%	16.7%	0.53
15-MI-328	4	2	50.0%	15-MI-328	6	4	66.7%	16.7%	0.53
12-CA-018	13	11	84.6%	12-CA-018	40	36	90.0%	5.4%	0.53
13-WI-151	14	12	85.7%	13-WI-151	13	12	92.3%	6.6%	0.54
13-NV-117	19	12	63.2%	13-NV-117	44	31	70.5%	7.3%	0.57
12-CA-013	22	21	95.5%	12-CA-013	49	48	98.0%	2.5%	0.59
C15-PA-500A	11	8	72.7%	C15-PA-500A	1	1	100.0%	27.3%	0.60
C2015-OR-505A	15	11	73.3%	18-OR-430	22	18	81.8%	8.5%	0.62
14-OH-266	3	2	66.7%	14-OH-266	17	14	82.4%	15.7%	0.63
15-UT-336	23	17	73.9%	15-UT-336	17	14	82.4%	8.4%	0.63
14-LA-205	13	8	61.5%	14-LA-205	38	27	71.1%	9.5%	0.64
16-NC-237	33	24	72.7%	18-NC-237	92	72	78.3%	5.5%	0.65
C15-CA-500A	9	5	55.6%	18-CA-344	13	9	69.2%	13.7%	0.66
14-CA-324	26	14	53.8%	14-CA-324	9	6	66.7%	12.8%	0.67
C2015-CA-500B	6	4	66.7%	18-CA-412	1	1	100.0%	33.3%	0.68
13-IL-105	11	8	72.7%	13-IL-105	18	15	83.3%	10.6%	0.68
13-ZZ-147	36	30	83.3%	13-ZZ-147	44	39	88.6%	5.3%	0.69
14-MS-234	2	1	50.0%	14-MS-234	8	6	75.0%	25.0%	0.69
16-ZZ-036	23	14	60.9%	18-ZZ-036	55	38	69.1%	8.2%	0.70
14-ID-193	6	4	66.7%	14-ID-193	11	9	81.8%	15.2%	0.70
14-MA-209	23	17	73.9%	14-MA-209	33	27	81.8%	7.9%	0.71
12-MI-045	8	5	62.5%	12-MI-045	21	16	76.2%	13.7%	0.74
14-PA-279	12	9	75.0%	14-PA-279	62	52	83.9%	8.9%	0.74
12-OK-065	25	18	72.0%	12-OK-065	40	32	80.0%	8.0%	0.74

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
14-IL-197	20	15	75.0%	14-IL-197	36	30	83.3%	8.3%	0.75
12-CA-017	13	7	53.8%	12-CA-017	24	16	66.7%	12.8%	0.77
C15-SC-503A	5	3	60.0%	18-SC-402	22	17	77.3%	17.3%	0.80
12-WI-080	22	15	68.2%	18-WI-080	61	47	77.0%	8.9%	0.82
C15-FL-501B	38	29	76.3%	18-FL-362	76	63	82.9%	6.6%	0.84
14-OK-270	46	39	84.8%	14-OK-270	71	64	90.1%	5.4%	0.87
14-MO-229	4	3	75.0%	14-MO-229	12	11	91.7%	16.7%	0.87
13-MO-110	13	10	76.9%	13-MO-110	11	10	90.9%	14.0%	0.92
14-AL-155	81	50	61.7%	14-AL-155	74	51	68.9%	7.2%	0.94
14-MD-214	28	18	64.3%	14-MD-214	118	87	73.7%	9.4%	1.00
14-CT-178	24	21	87.5%	14-CT-178	23	22	95.7%	8.2%	1.00
13-GA-101	12	6	50.0%	13-GA-101	55	36	65.5%	15.5%	1.00
C15-NV-500B	16	13	81.3%	C15-NV-500B	5	5	100.0%	18.8%	1.05
14-CA-167	19	10	52.6%	14-CA-167	14	10	71.4%	18.8%	1.09
15-MO-330	2	1	50.0%	15-MO-330	23	19	82.6%	32.6%	1.11
12-ZZ-031	11	6	54.5%	12-ZZ-031	16	12	75.0%	20.5%	1.11
14-ZZ-317	10	8	80.0%	14-ZZ-317	17	16	94.1%	14.1%	1.13
16-TX-074	82	51	62.2%	18-TX-074	174	122	70.1%	7.9%	1.26
C15-OR-501A	21	13	61.9%	18-OR-399	20	16	80.0%	18.1%	1.27
C2015-CA-600E	11	5	45.5%	C2015-CA-600E	25	17	68.0%	22.5%	1.28
14-AZ-157	28	21	75.0%	14-AZ-157	73	63	86.3%	11.3%	1.36
C15-TN-504A	12	9	75.0%	18-TN-403	42	38	90.5%	15.5%	1.41
C2015-TX-607G	3	2	66.7%	18-TX-433	27	25	92.6%	25.9%	1.42
16-CA-005	29	16	55.2%	16-CA-005	26	20	76.9%	21.8%	1.69

FY 17: October 1, 2016 – September 30, 2017				FY 18: October 1, 2017 – September 30, 2018					
Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Provider ID	Responses	Above Average/Excellent	% Above Average/Excellent	Effect Size	Test Statistic
C2015-OR-502B	14	8	57.1%	C2015-OR-502B	29	24	82.8%	25.6%	1.80
14-GA-189	38	20	52.6%	14-GA-189	68	48	70.6%	18.0%	1.85
13-MS-111	17	12	70.6%	13-MS-111	18	17	94.4%	23.9%	1.87
C15-CA-604A	3	1	33.3%	C15-CA-604A	15	13	86.7%	53.3%	2.03
12-NJ-053	15	12	80.0%	12-NJ-053	19	19	100.0%	20.0%	2.04
14-IN-199	5	3	60.0%	14-IN-199	9	9	100.0%	40.0%	2.05
14-TX-293	2	0	0.0%	14-TX-293	12	9	75.0%	75.0%	2.05
12-MI-044	4	1	25.0%	12-MI-044	11	9	81.8%	56.8%	2.06
13-CA-090	7	1	14.3%	13-CA-090	18	12	66.7%	52.4%	2.35
14-NC-235	28	10	35.7%	18-NC-235	111	69	62.2%	26.4%	2.52
15-GU-326	10	4	40.0%	15-GU-326	22	21	95.5%	55.5%	3.52
Nationwide	4,473	3,418	76.4%		8,457	6,046	71.5%	-4.9%	-6.01