Number of VR cases with missing counselor/case manager, technician, English proficiency

There are a considerable number of cases where the English proficiency and missing VR Counselor / Case Manager are missing, even more than if they were present, though they all had a VR technician. The former two should be addressed.

```
>>> Missing Data
Missing English proficiency           203
Missing VR Counselor / Case Manager    88
Nothing missing                        74
Name: count, dtype: int64
```

Number of missing emails / contact attempts

```
Missing Data
No Contact Attempts                59
No Email/Contact Attempts missing  15
```

List of clients with no contact attempts (might need additional outreach)

```
Name: count, dtype: int64
          Client Name
2        Allison Harris
3        Robert Frazier
4           Ricky Hill
5       Lawrence Foster
6           Chase Leon
7        Rebecca Harris
10   Christopher Larsen
11         Richard King
14         Breanna Lee
15          Anne Grant
24         Emily Henson
25   Elizabeth Reynolds
26        Amanda Hansen
27        Chase Johnson
30          Brenda Hall
31      Natalie Gonzalez
32          Kim Schmidt
33        Jesus Robbins
34        David Wilkins
35          Lori Horton
36        Jacob Gilbert
43         Daniel Miller
```

```
44        Vanessa Baldwin
45          Justin Baker
55     Jessica Richardson
56         Pamela Nelson
57         Annette Short
59          Heather Davis
60          Brian Wiggins
61        Ashley Campbell
62        Christopher Rios
63       Natalie Saunders
64          Rachel Smith
65           Eric Newman
69         Allison Young
70      Mr. Michael Gibbs
71          John Bell Jr.
75           Brandy Ruiz
76         Emily Mcdonald
79     Christopher Hoover
80            Lisa Kelly
88        Nicole Anderson
89            Toni Jones
90          Justin Adams
94       Frederick Gaines
95           Ashley Shah
103         Terry Brewer
104         Nicholas Sims
112     Kimberly Mcknight
114        Cheryl Johnson
126          Isaac Bryant
130       Matthew Lindsey
138            Tony Huff
140      Zachary Benjamin
141          David Mendez
151         Elizabeth Ward
196          Andrew Gray
222       Meghan Donovan
267           Bryan King
```

Number of completed reports

```
Report Status
Report Sent    272
Name: count, dtype: int64
```

Number of pending reports

Roughly a fourth of all reports are pending. While this shows progress, measures should be made to complete more reports and address any payment issues.

```
Report Status
NaN               90
Payment Issues     3
Name: count, dtype: int64
```

Number of completed reports for VR vs private pay + pie charts

From VR and private pay completed reports, about 8-9% of them were from the latter, compared to 80% of pending reports. This means that private payers are much more likely to have pending reports, and as such these reports should be prioritized for follow-ups.

```
Referral Source
Vocational Rehabilitation    155
Private Pay                   15
Name: count, dtype: int64
Referral Source
Private Pay                    4
Vocational Rehabilitation      1
Name: count, dtype: int64
```


VR vs Private Pay completed reports

VR vs Private Pay pending reports