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Working Relationship Between Clients and Agents at Stearns County Community Corrections

Catherine Fontana

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Community Corrections

By: Catherine Fontana

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Executive Summary

Stearns County Community Corrections surveyed its Clients for a month on the Client-Agent working relationship. The responses were on a 7-point scale with 1 being the lowest and 7 the highest. For ease of analysis, the responses were divided into low (1-3), medium (4-5) and high (6-7). The results were analyzed by question, program, age, gender, race, supervision time, and individual Agent. All results are available in table and graph form in the appendix. Lastly, Stearns County Community Corrections was compared to Ramsey County Community Corrections. Given the data available, a different categorization was used with low (1-3), medium (4), and high (5-7). Stearns County Community Corrections was rated four to eight percent better in the high category, but one to four percent worse in the low category. This analysis will be used to improve how Stearns County Community Corrections relates with its Clients. The survey will be given again, and the results reanalyzed in the future.

Introduction

The working relationship between Clients and Agents at Stearns County Community Corrections has a large impact on the effectiveness of the Agents. The goal is for Clients to change problematic behavior. To measure this relationship, Clients were given a survey and asked to rate their relationship. Their seven options were "Never", "Rarely", "Occasionally", "Sometimes", "Often", "Very Often", and "Always". There were twelve questions in the survey about the working relationship. Additionally, Clients were asked their Agent's name and four demographic questions. This survey can be found in appendix A1.

The results of the survey were analyzed in various ways. First the data was categorized into low, medium, and high. The categorization chosen was low as "Never", "Rarely", or "Occasionally"; medium as "Sometimes" or "Often"; and high as "Very Often" or "Always". The results were then analyzed by working-relationship questions, by the program of the Agent, by all four demographic questions separately, and finally by individual Agent. Stearns County Community Corrections was also compared to Ramsey County Community Corrections. Due to the information available, this

comparison uses categories of low as "Never", "Rarely", or "Occasionally"; medium as "Sometimes"; and high as "Often", "Very Often" or "Always". All these analyses can be found in the appendix as listed in the table of contents.

Methods

As with any survey, Clients made mistakes when filling out their answers. Decisions were made on how to deal with problematics inputs. Additionally, the original data given was summarized by Agent. This prevented the survey results from being analyzed by demographic group. For example, two males responded with an "Always" and one female responded with a "Very Often". Without knowledge of which response was by whom, there is no way of knowing if the two males or one female responded more positively to the question. For this reason, the surveys were reentered with each Client entered separately.

One of the issues with the survey results was missing Agent names. This happened in three different ways. In some cases, the Client wrote "PRC" instead of an Agent name. The Agent name "PRC" was given its own id as Agent 17. Missing Agent names were likewise given the id of Agent 27. Lastly, three Clients sharing an Agent had their data summarized on one sheet without an Agent name. It was placed with the other surveys for a specific Agent, so it can safely be assumed the Clients were working with that specific Agent. As mentioned before, demographic data cannot be used for summarized information. Nevertheless, the working-relationship responses could be and were used.

To avoid the loss of data, the six Clients that wrote their own name had their survey answers treated normally. It is possible these Clients rated their Agent higher because their result was not anonymous. Additionally, many Clients left questions blank. This happened more often with PRC Agents as the Clients seemed to think the questions were inapplicable. Unanswered questions were excluded from the analysis, but the other answered questions from the same Client were included.

There were also instances where Clients selected multiple responses. An individual question had the two boxes checked for "Very Often" and "Always". Provided

subsequent boxes where checked, the answer was taken for the response closest to the medium value of "Sometimes". There were two instances where non-subsequent boxes were checked. There is no way of knowing which answer was intended when both "Always" and "Never" were selected. Such question results were treated as if the Client left the question blank. Lastly, in the instances of Clients selecting multiple supervision times, the lower time range was chosen.

To allow easily comparable graphs, the 7 responses were categorized into low, medium, and high. The question was if "Often" should be considered a medium or a high response. For most of the analysis, the categories used were low as "Never", "Rarely", or "Occasionally"; medium as "Sometimes" or "Often"; and high as "Very Often" or "Always". This categorization, by placing more responses in the medium category, shows more variation when used to compare different groups. A comparison of the low, medium, and high categories can be seen in appendix A2-A3.

Unfortunately, the Ramsey County Community Corrections categorized their data differently. For them, low was "Never", "Rarely", or "Occasionally"; medium was "Sometimes"; and high was "Often", "Very Often" or "Always". Information in Ramsey County's report was only available using these categories. For this reason, the comparison between the two counties uses this secondary categorization.

Lastly, decisions had to be made on which responses to include for all four demographical questions. The supervision time information collected from PRC Clients was unreliable. As PRC Clients could see any one of three Agents. Some had been supervised for a longer period but saw that specific Agent for the first time during the visit surveyed. As can be seen in appendix A12, PRC Clients were separated from other Clients in the supervision time comparison.

Another problematic demographic question was race. For example, one Client considers themselves both "African American/Black" and "Caucasian/White", but not "Multi Racial". While he selected "Caucasian/White" as his race, this Client is not part of the racial majority. Additionally, certain races did not have enough persons surveyed for a meaningful comparison. "Asian/Pacific Islander" had two members.

To solve this issue, Clients were recategorized on race. Clients who consider themselves solely "Caucasian/White" form one group as part of the majority population. Clients who consider themselves partially or solely "African American/Black" were placed in a second group. All other responses were placed in a third group. This gives a much more even distribution as seen in table 1 and table 2 below. It also allows for each Client to be placed in only one group.

Table 1: Original Distribution of Race

Asian/Pacific Islander	2
African American/Black	42
Caucasian/White	252
Hispanic/Latino	9
Native American	4
Multi-Racial	16
Other	6

Table 2: Redistributed Race

White Only	252
Some Black (Includes Mixed Races)	49
Other	32

Age and gender had minor issues. For gender, the two "Other" gendered persons were not included as their own group. Two persons is not enough for a meaningful comparison. For age, there were similarly three persons eighteen or younger not included as their own group. These three persons are, however, part of the juvenile program. Some programs contain very few Clients. All programs are compared in appendix A7 because a by-program comparison is central to the needs of Stearns County Community Correction. Still, a comparison with so few Clients may easily appear far better or worse than is the case. Perhaps the few Clients surveyed were especially bad mood.

There were many decisions made on dealing with problematic inputs. Choices were also made using demographical information to divide Clients into groups. After those decisions were made, the data was analyzed as seen in the appendix and discussed in the next section.

Results

The results were analyzed by question, age, gender, race, supervision time, and program. An additional analysis by individual Agent is available in the appendix. The results for all Agents, categorized differently as explain in the previous section, were also compared to Ramsey County Community Correction.

The by-question analysis had some interesting results when comparing similar questions. Question 10: "My Agent and I respect each other" was four percent larger in the high category than question 4: "I believe my Agent respects me." This is to be expected. The Client, when including themselves, rates the relationship higher. Question 7: "My Agent and I are working toward mutually agreed upon goals" and question 9: "My Agent and I agree on what is important for me to work on" have virtually identical results. There is a one percent difference in the medium and high categories. That nearly identical questions give nearly identical responses shows consistency in the Client responses.

The demographic results can best be understood by looking at the graphs in the appendix. In the age analysis, the youngest group of ages 19-24 rated their relationship lower than the other categories. Comparing the results by gender, females rated their interaction higher than males. When looking at race, the results are slightly surprising. The African American/Black group has the highest percentage that were very dissatisfied, and the Other group has highest percentage that were very satisfied.

The supervision-time results are slightly more complicated. The percent of Clients very dissatisfied decreased over time until increasing at 3+ years. The percent of Clients very satisfied increased over time until 1-2 years and then decreased. A possible reason for this is that more difficult Clients are the ones that need to be supervised for a longer period. Also noticeable is that PRC Clients rated their interaction much lower.

This is likely due being assigned three different Agents and having meetings structured differently.

It is difficult to directly compare program results. There are multiple reasons a program would to better or more poorly. Some Agents are better at connecting to Clients, but they may have an easier Clients assigned to them. For example, the supervised release Clients tend to be more cooperative as they have left jail. Domestic violence Clients, especially, tend to be less cooperative. Lastly, some programs only have a few Clients. If a program has one Client, it doesn't mean much that the one Client rates their relationship highly.

Lastly Stearns County Community Corrections was compared to Ramsey County Community Corrections. The categories for this comparison are again: low as "Never", "Rarely", or "Occasionally"; medium as "Sometimes"; and high as "Often", "Very Often" or "Always". Stearns County did better in the high category by four to eight percent. There were one to four percent more Clients that rated them low. Overall Stearns County Community Corrections is doing well. This survey highlights areas for potential improvement.

Conclusion

The analysis of the Client-Agent working relationship reveals useful information. The results will be used to improve the Stearns County Community Correction policies. Knowing how demographics affects the Client-Agent relationship will also make it easier to Agents to connect with their Clients. The only suggested change made to the survey itself is to adjust the options for race for a more balanced distribution. Stearns County Community Corrections did well when compared to Ramsey County Community Corrections. After changes are implemented, the working relationship is expected to further improve. This will be shown by surveying the Clients again in the future.

Stearns County Community Corrections

Client Survey

The following are sentences that describe some of the different ways a person might think or feel about their Probation Agent. Using the scale provided as a guide, please answer Each item by checking the appropriate box.

1. My current Probation Agent's name is (please print first and last name):

2. With my Agent's help, I am clearer now as to how I might be able to change.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

3. What I am doing in probation gives me new ways of looking at my problem.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

4. I believe my Agent respects me.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

5. I feel that the things I do on probation will help me to accomplish the changes that I want.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

6. I feel that my Agent really listens to me.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

7. My Agent and I are working toward mutually agreed upon goals.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

8. My Agent shows me respect even when I do things he/she does not approve of.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

9. My Agent and I agree on what is important for me to work on.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

10. My Agent and I respect each other.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

11. My Agent and I collaborate on setting goals for my probation.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

12. My Agent and I have established a good understanding of the kind of changes that would be good.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

13. I believe the way we are working with my problem is correct.
☐ Never ☐ Rarely ☐ Occasionally ☐ Sometimes ☐ Often ☐ Very Often ☐ Always

14. I have been working with my current Agent for:
☐ <1 month ☐ <6 months ☐ 6-12 months ☐ 1-2 years ☐ 2-3 years ☐ 3+ years

15. My age is:
☐ <16 yrs ☐ 16-18 yrs ☐ 19-24 yrs ☐ 25-34 yrs ☐ 35-44 yrs ☐ 45-54 yrs ☐ 55+ yrs

16. My race/ethnicity is:
☐ Asian/Pacific Islander ☐ African American/Black ☐ Caucasian/White ☐ Hispanic/Latino
☐ Native American ☐ Multi Racial ☐ Other

17. My gender is:
☐ Male ☐ Female ☐ Other

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.

Overall Results with Category Comparison: (1/2)

Overall Information

	Count	Mean	Median
All Agents	336	6.02	7.00

Percentage of Client Responses

	1	2	3	4	5	6	7
Overall	1	1	3	7	16	20	51

Percentage of Client Responses: Our Categories

Low	Medium	High
5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often 7) Always

Percentage of Client Responses: Ramsey Categories

Low	Medium	High
5	7	87

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes
High: 5) Often   6) Very Often   7) Always

Overall Results with Category Comparison: (2/2)

Survey Responses with all 7 Answers

Legend: ■ Never ■ Rarely ■ Occasionally ■ Sometimes ■ Often ■ Very Often ■ Always
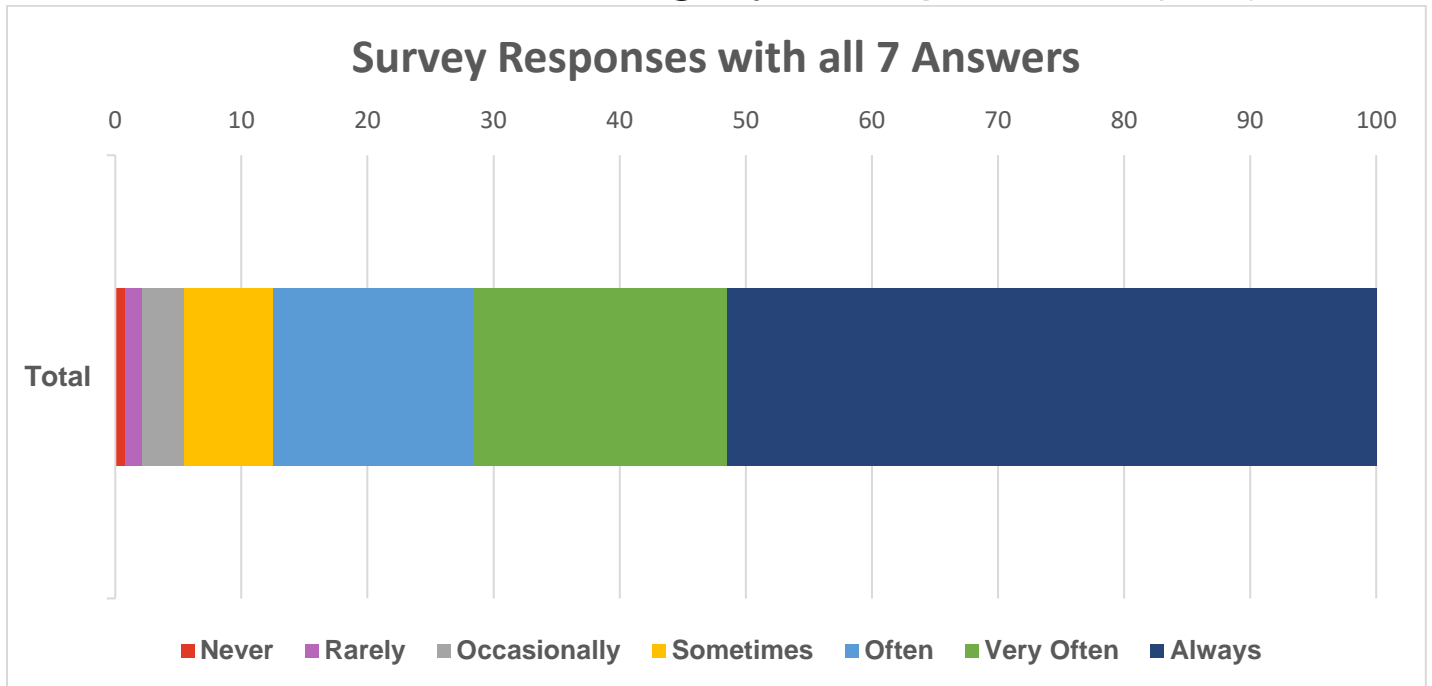
Our Categories

Low:	1) Never	2) Rarely	3) Occasionally
Medium:	4) Sometimes	5) Often	
High:	6) Very Often	7) Always	

Ramsey Categories

Low:	1) Never	2) Rarely	3) Occasionally
Medium:	4) Sometimes		
High:	5) Often	6) Very Often	7) Always

Survey Responses Categorized

Legend: ■ Low ■ Medium ■ High
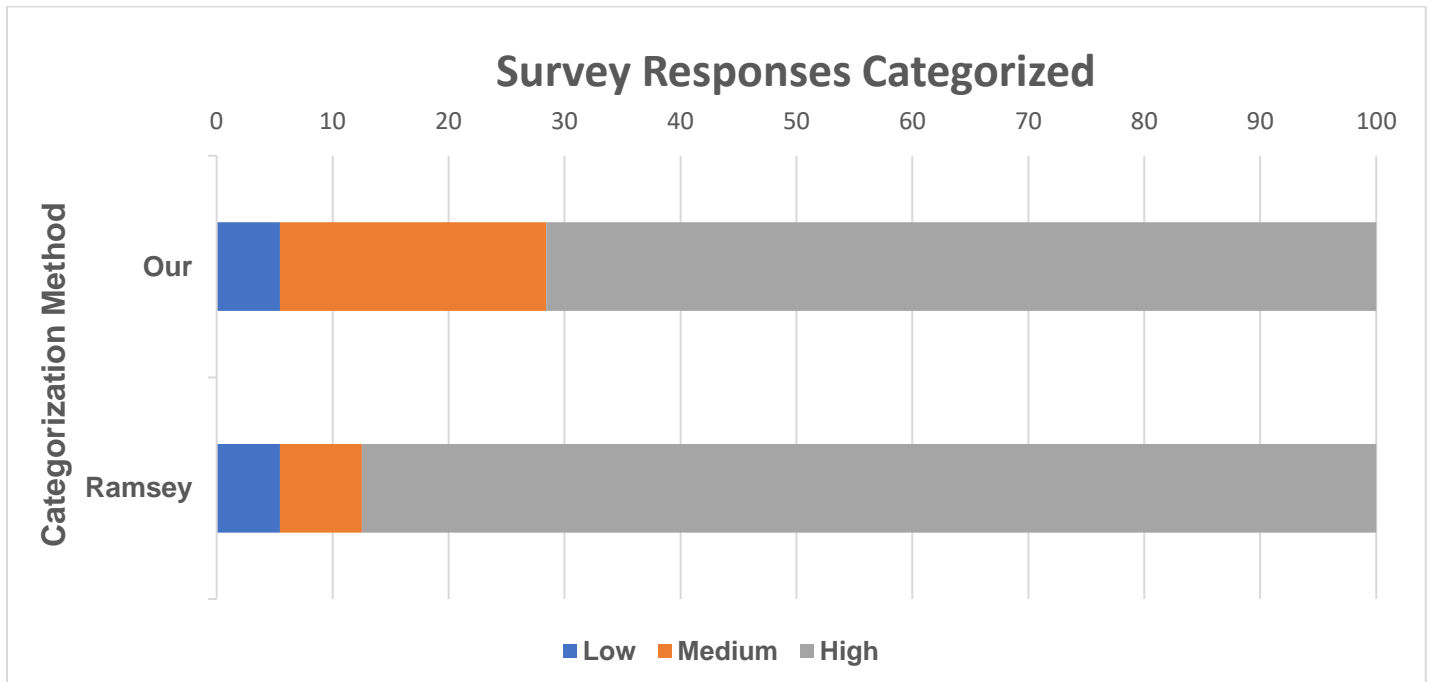
Ramsey County Comparison:

Percentage of Client Response by County / Year:

	Low	Medium	High
Stearns 2017	5	7	87
Ramsey 2015	2	19	79
Ramsey 2014	1	16	83
Ramsey 2013	2	19	79
Ramsey 2012	2	18	80

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes
High: 5) Often   6) Very Often   7) Always
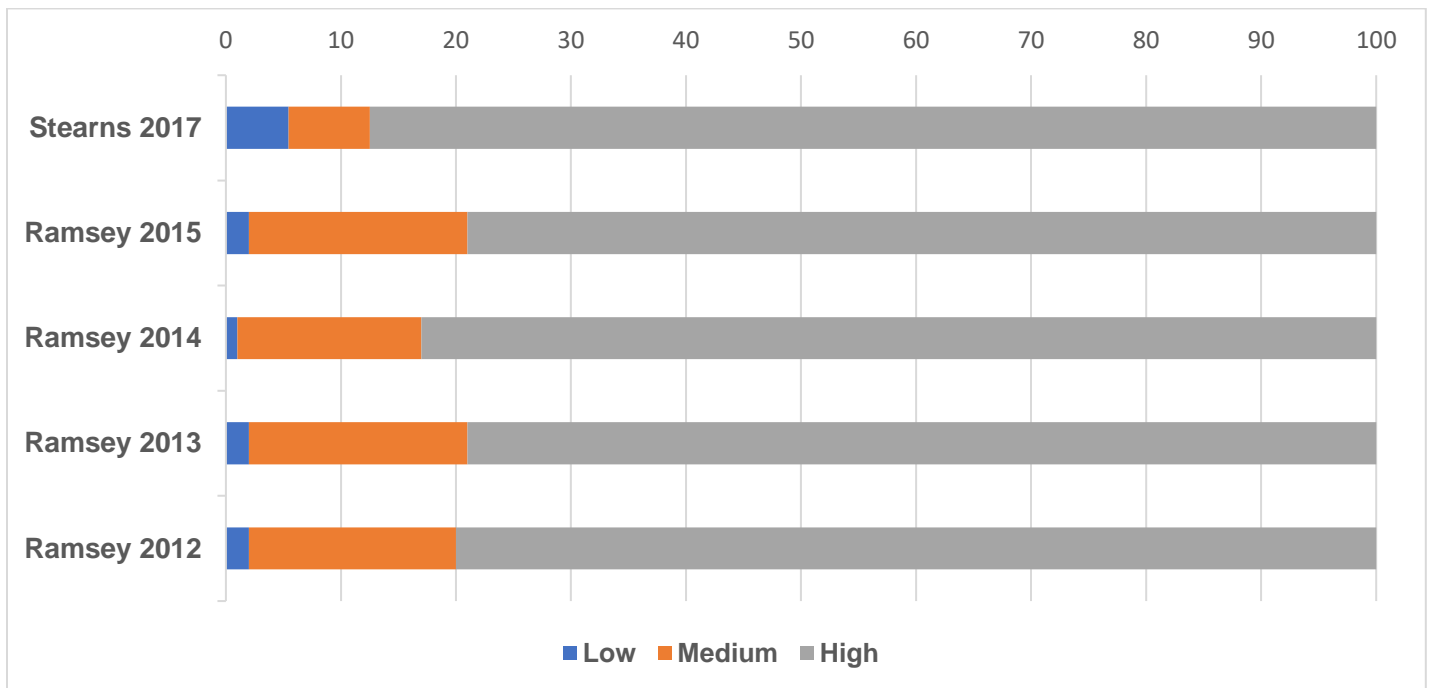
Reference:

Clavins, J. (2016). Adult client feedback survey. Ramsey County Community Corrections.

Survey Results: By Question

Overall Information

	Count	Mean	Median
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	1	2	3	12	22	24	38		5	33	62
Q3	1	2	3	13	21	24	36		7	33	59
Q4	1	1	4	5	12	14	63		5	17	77
Q5	1	2	4	7	16	25	44		7	24	69
Q6	0	2	3	6	13	19	56		6	20	74
Q7	1	1	3	7	14	22	52		4	22	74
Q8	1	2	4	7	14	15	57		7	21	72
Q9	1	1	3	5	16	25	50		4	21	75
Q10	0	1	3	3	12	13	68		4	15	81
Q11	1	1	3	7	17	22	50		5	23	72
Q12	1	0	3	7	17	18	55		4	23	73
Q13	1	1	5	7	16	22	48		7	23	70
Overall	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always

2. With my Agent's help, I am clearer now as to how I might be able to change.
3. What I am doing in probation gives me new ways of looking at my problem.
4. I believe my Agent respects me.
5. I feel that the things I do on probation will help me to accomplish the changes that I want.
6. I feel that my Agent really listens to me.
7. My Agent and I are working toward mutually agreed upon goals.
8. My Agent shows me respect even when I do things he/she does not approve of.
9. My Agent and I agree on what is important for me to work on.
10. My Agent and I respect each other.
11. My Agent and I collaborate on setting goals for my probation.
12. My Agent and I have established a good understanding of the kind of changes that would be good for me.
13. I believe the way we are working with my problem is correct.

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12. My Agent and I have established a good understanding of the kind of changes that would be good for me.
13. I believe the way we are working with my problem is correct.

Survey Results: By Program (1/2)

Quick Comparison

Program	Abbr.	Count	Mean	Median
Traditional Supervision	TS	82	6.26	7.00
Probation Reporting Center	PRC	28	5.37	6.00
Enhanced Supervision Program	ESP	1	4.00	4.00
DUI Supervision	DUI	35	6.08	7.00
Intensive Supervision Program (Repeat DUI)	ISP	3	6.56	7.00
Domestic Violence Court	DVC	22	5.72	6.00
Sex Offender Supervision Program	SOP	50	5.82	6.00
Drug Court	—	3	6.92	7.00
Domestic Violence Enhanced Supervision	DVES	21	5.38	5.00
Juvenile	—	3	6.14	7.00
Supervised Release	SR	58	6.35	7.00
All Agents	—	336	6.02	7.00

Percentage of Client Responses for Each Program

	1	2	3	4	5	6	7		Low	Medium	High
TS	1	2	3	12	22	24	38		4	17	79
PRC	1	2	3	13	21	24	36		18	31	52
ESP	1	1	4	5	12	14	63		0	100	0
DUI	1	2	4	7	16	25	44		3	26	71
ISP	0	2	3	6	13	19	56		0	0	100
DVC	1	1	3	7	14	22	52		8	26	65
SOP	1	2	4	7	14	15	57		4	32	64
Drug Court	1	1	3	5	16	25	50		0	0	100
DVES	0	1	3	3	12	13	68		16	36	48
Juvenile	1	1	3	7	17	22	50		0	25	75
SR	1	0	3	7	17	18	55		2	15	84
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always

Survey Results: By Program (2/2)

Key

Program	Abbr.	Count
Traditional Supervision	TS	82
Probation Reporting Center	PRC	28
Enhanced Supervision Program	ESP	1
DUI Supervision	DUI	35
Intensive Supervision Program (Repeat DUI)	ISP	3
Domestic Violence Court	DVC	22
Sex Offender Supervision Program	SOP	50
Drug Court	—	3
Domestic Violence Enhanced Supervision	DVES	21
Juvenile	—	3
Supervised Release	SR	58
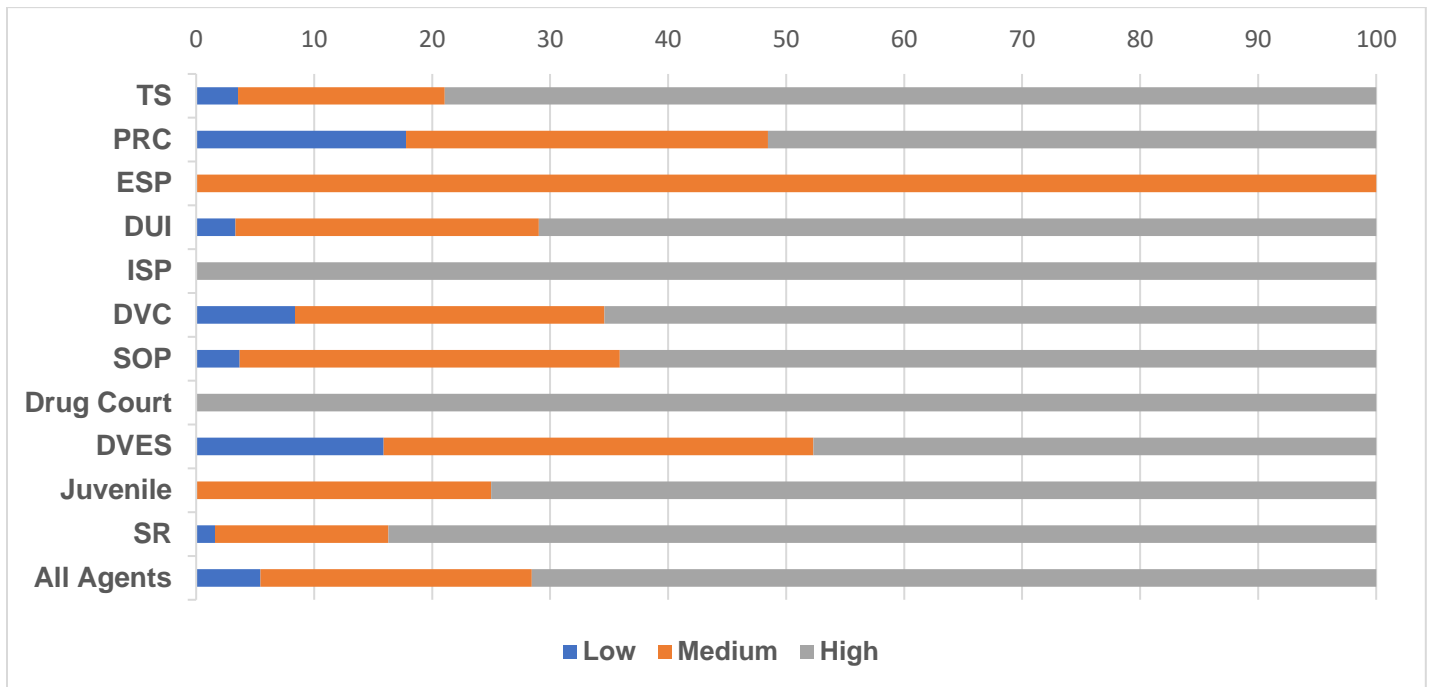
Survey Results: By Age

Quick Comparison

Client Age	Count	Mean	Median
19-24 years	60	5.59	6.00
25-34 years	128	6.13	7.00
35-44 years	77	6.01	7.00
45-54 years	34	6.01	7.00
55+ years	30	5.93	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Age

	1	2	3	4	5	6	7		Low	Medium	High
19-24 years	0	1	5	10	21	21	41		7	31	62
25-34 years	1	1	3	7	13	18	57		5	20	75
35-44 years	2	2	3	6	18	19	52		6	24	70
45-54 years	2	2	3	6	18	19	52		6	24	70
55+ years	0	2	3	7	20	27	42		5	27	69
All Agents	1	1	3	7	16	20	51		5	23	72

Low:	1) Never	2) Rarely	3) Occasionally
Medium:	4) Sometimes	5) Often	
High:	6) Very Often	7) Always	
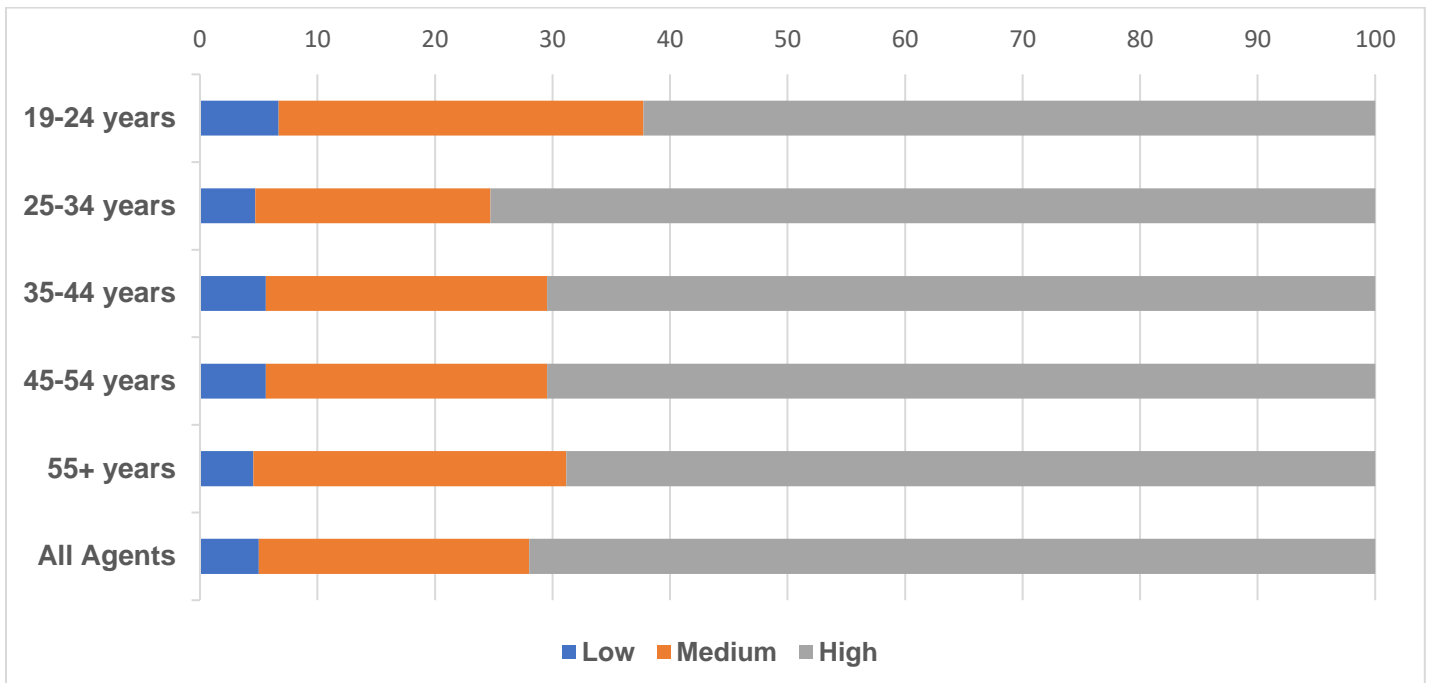
Survey Results: By Gender

Quick Comparison

Client Gender	Count	Mean	Median
Male	263	5.97	6.00
Female	68	6.25	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Gender

	1	2	3	4	5	6	7		Low	Medium	High
Male	1	2	3	8	17	21	48		5	25	70
Female	0	1	5	4	10	15	64		6	15	79
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always

Survey Results: By Race

Quick Comparison

Client Race	Count	Mean	Median
White Only	252	6.02	7.00
Some Black (Includes Mixed Races)	49	6.01	7.00
Other	32	6.17	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Race

	1	2	3	4	5	6	7		Low	Medium	High
White Only	1	1	3	7	17	20	51		5	24	71
Some Black	2	1	5	7	12	18	55		8	19	73
Other	0	1	3	7	12	24	54		3	19	78
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always

Survey Results: By Supervision Time

Quick Comparison

	Count	Mean	Median
<1 months	44	5.99	7.00
<6 months	71	5.90	7.00
6-12 months	97	6.16	7.00
1-2 years	49	6.26	7.00
2-3 years	20	6.20	7.00
3+ years	27	6.06	7.00
PRC Agents	25	5.31	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Supervision Time

	1	2	3	4	5	6	7		Low	Medium	High
<1 months	1	2	4	6	19	18	51		6	25	69
<6 months	2	1	3	11	18	16	50		5	29	66
6-12 months	0	2	2	6	16	18	56		3	22	74
1-2 years	0	1	2	3	12	29	53		3	15	82
2-3 years	0	0	0	9	11	29	51		1	19	80
3+ years	2	1	1	7	12	23	53		5	20	76
PRC Agents	0	4	15	9	20	19	33		20	28	52
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always

Survey Results: Agent 1

Quick Comparison

	Count	Mean	Median
Agent	12	6.33	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	8	17	33	42		0	25	75
Q3	0	0	0	17	17	17	50		0	33	67
Q4	0	0	8	0	8	17	67		8	8	83
Q5	0	0	0	17	17	25	42		0	33	67
Q6	0	8	0	0	0	17	75		8	0	92
Q7	0	8	0	0	0	17	75		8	0	92
Q8	0	8	0	0	0	25	67		8	0	92
Q9	0	0	8	0	0	17	75		8	0	92
Q10	0	0	8	0	0	8	83		8	0	92
Q11	0	8	0	0	0	25	67		8	0	92
Q12	0	0	0	8	0	8	83		0	8	92
Q13	0	0	8	0	8	17	67		8	8	83
Overall	0	3	3	4	6	19	66		6	10	85
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
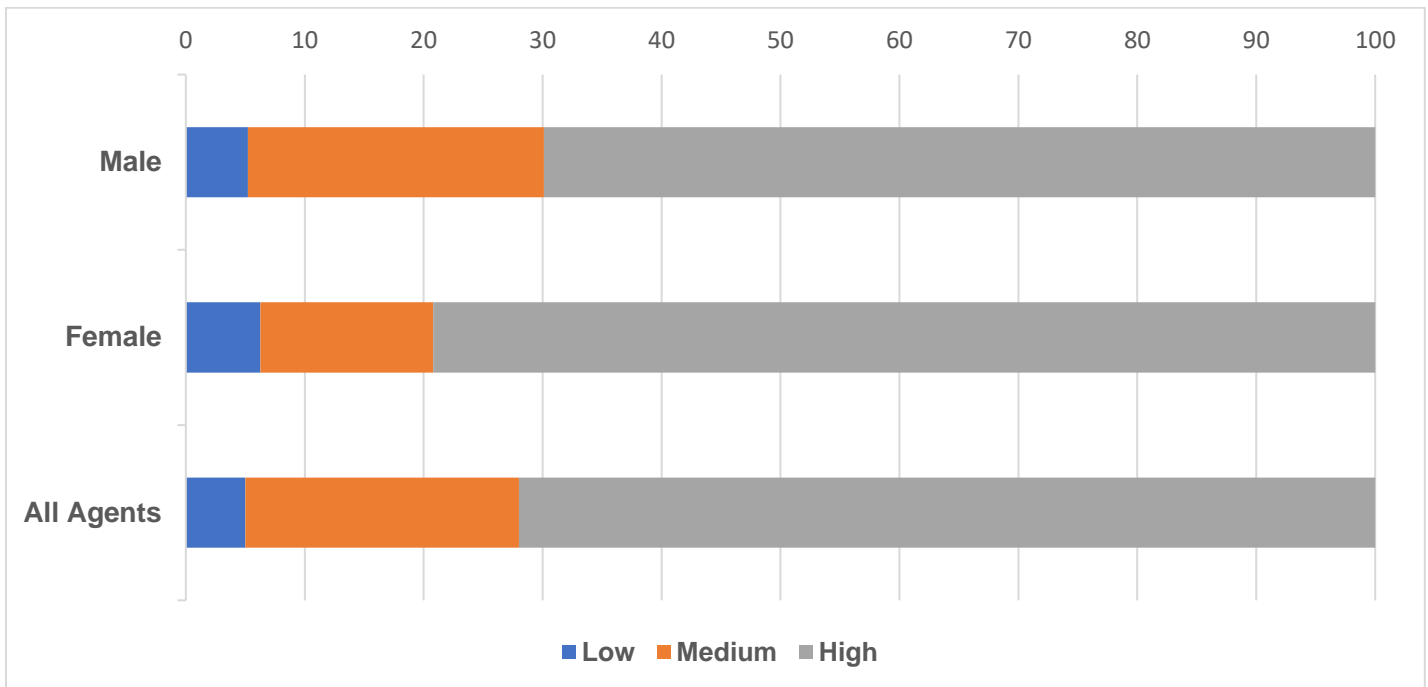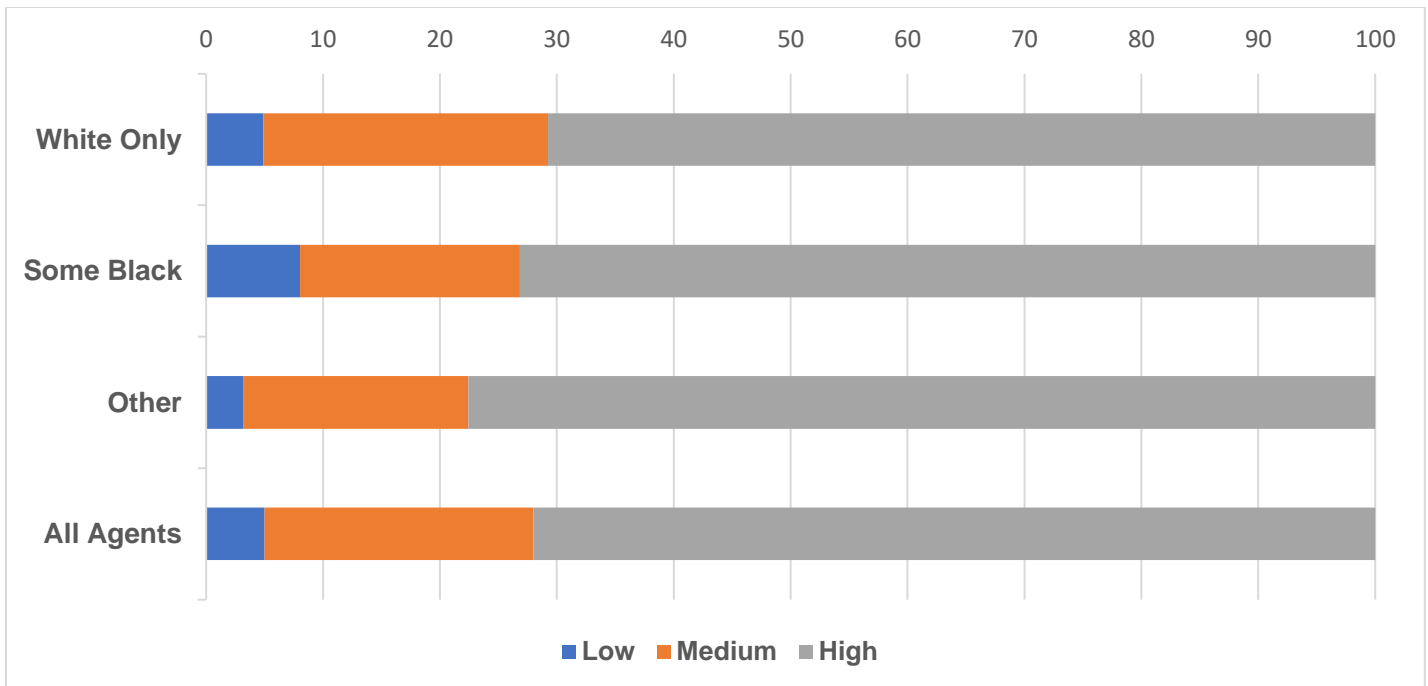**High:**   6) Very Often   7) Always

Survey Results: Agent 2

Quick Comparison

	Count	Mean	Median
Agent	2	6.29	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	50	0	50		0	50	50
Q3	0	0	0	0	100	0	0		0	100	0
Q4	0	0	0	0	50	0	50		0	50	50
Q5	0	0	0	0	0	100	0		0	0	100
Q6	0	0	0	0	0	0	100		0	0	100
Q7	0	0	0	0	0	50	50		0	0	100
Q8	0	0	0	50	0	0	50		0	50	50
Q9	0	0	0	0	0	0	100		0	0	100
Q10	0	0	0	0	0	0	100		0	0	100
Q11	0	0	0	0	0	50	50		0	0	100
Q12	0	0	0	0	50	0	50		0	50	50
Q13	0	0	0	0	0	0	100		0	0	100
Overall	0	0	0	4	21	17	58		0	25	75
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
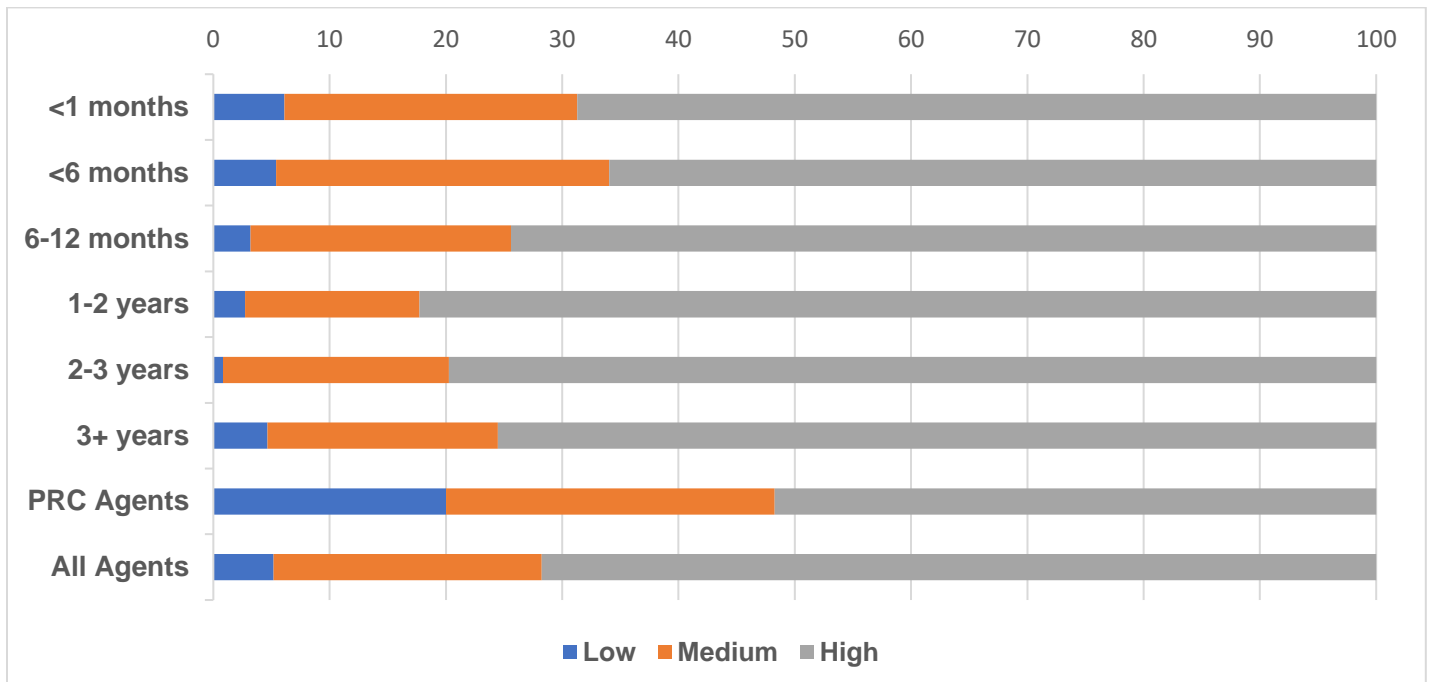**High:**   6) Very Often   7) Always

Survey Results: Agent 3

Quick Comparison

	Count	Mean	Median
Agent	11	5.92	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	40	0	30	30		0	40	60
Q3	0	9	0	18	36	0	36		9	55	36
Q4	0	0	0	9	18	18	55		0	27	73
Q5	0	0	0	27	18	9	45		0	45	55
Q6	0	0	0	9	18	18	55		0	27	73
Q7	0	0	0	18	18	9	55		0	36	64
Q8	0	0	0	9	18	9	64		0	27	73
Q9	0	0	0	9	18	27	45		0	27	73
Q10	0	0	0	9	18	18	55		0	27	73
Q11	0	0	0	18	9	36	36		0	27	73
Q12	0	0	0	9	27	18	45		0	36	64
Q13	0	0	0	18	27	18	36		0	45	55
Overall	0	1	0	16	19	18	47		1	35	64
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always
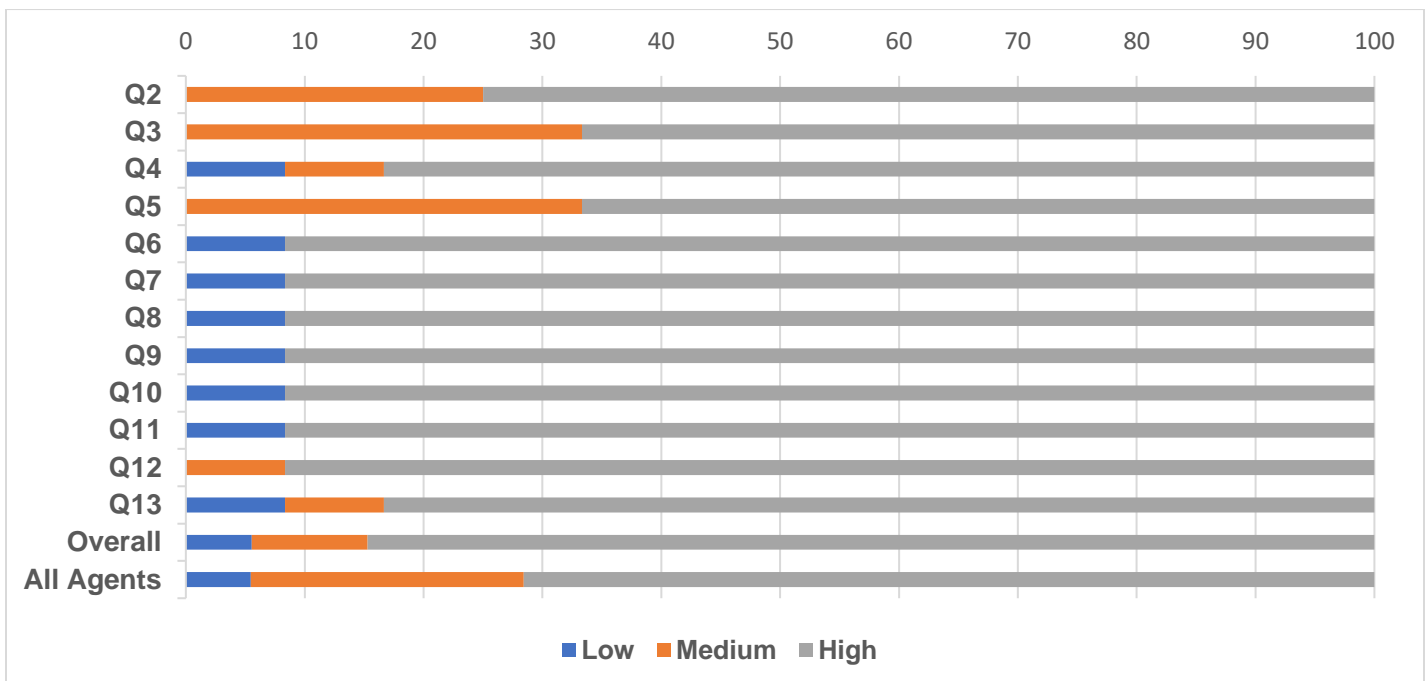

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Survey Results: Agent 4

Quick Comparison

	Count	Mean	Median
Agent	1	5.00	5.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	100	0	0		0	100	0
Q3	0	0	0	0	100	0	0		0	100	0
Q4	0	0	0	0	100	0	0		0	100	0
Q5	0	0	0	0	100	0	0		0	100	0
Q6	0	0	0	0	100	0	0		0	100	0
Q7	0	0	0	0	100	0	0		0	100	0
Q8	0	0	0	0	100	0	0		0	100	0
Q9	0	0	0	0	100	0	0		0	100	0
Q10	0	0	0	0	100	0	0		0	100	0
Q11	0	0	0	0	100	0	0		0	100	0
Q12	0	0	0	0	100	0	0		0	100	0
Q13	0	0	0	0	100	0	0		0	100	0
Overall	0	0	0	0	100	0	0		0	100	0
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
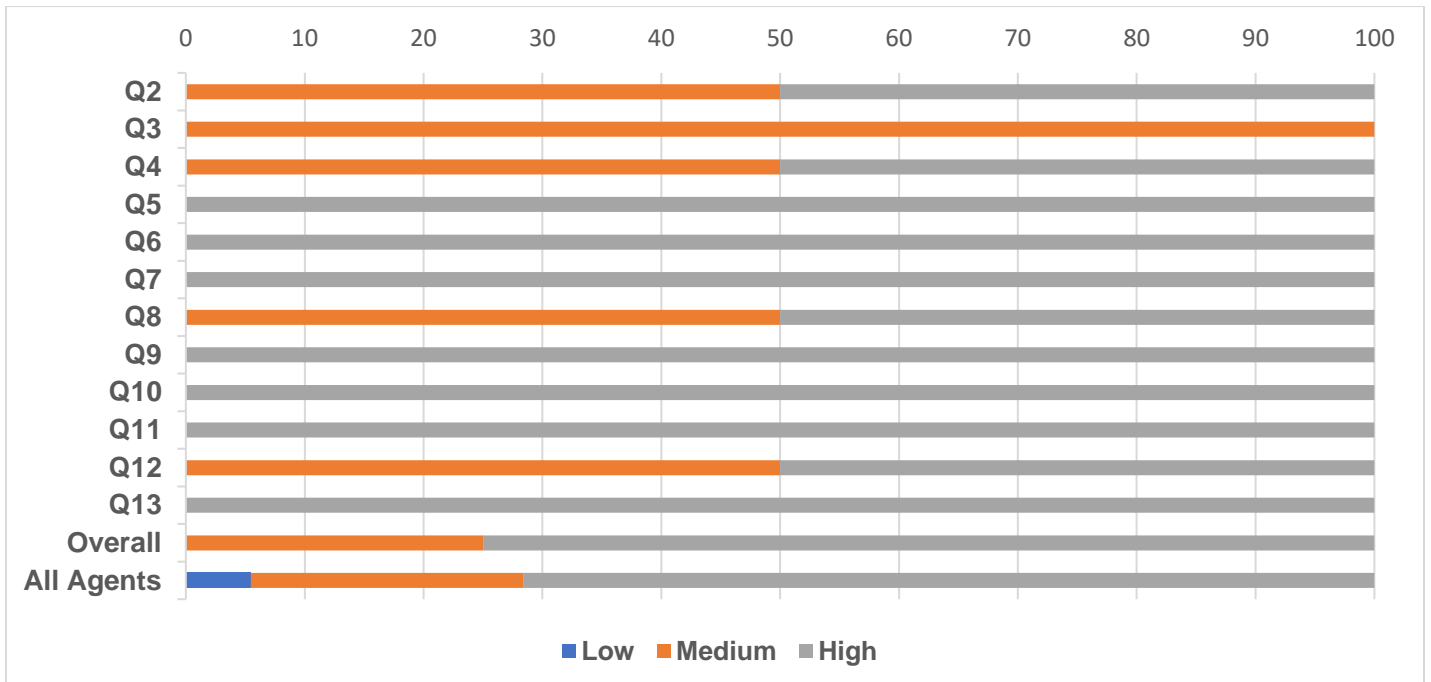**High:**   6) Very Often   7) Always
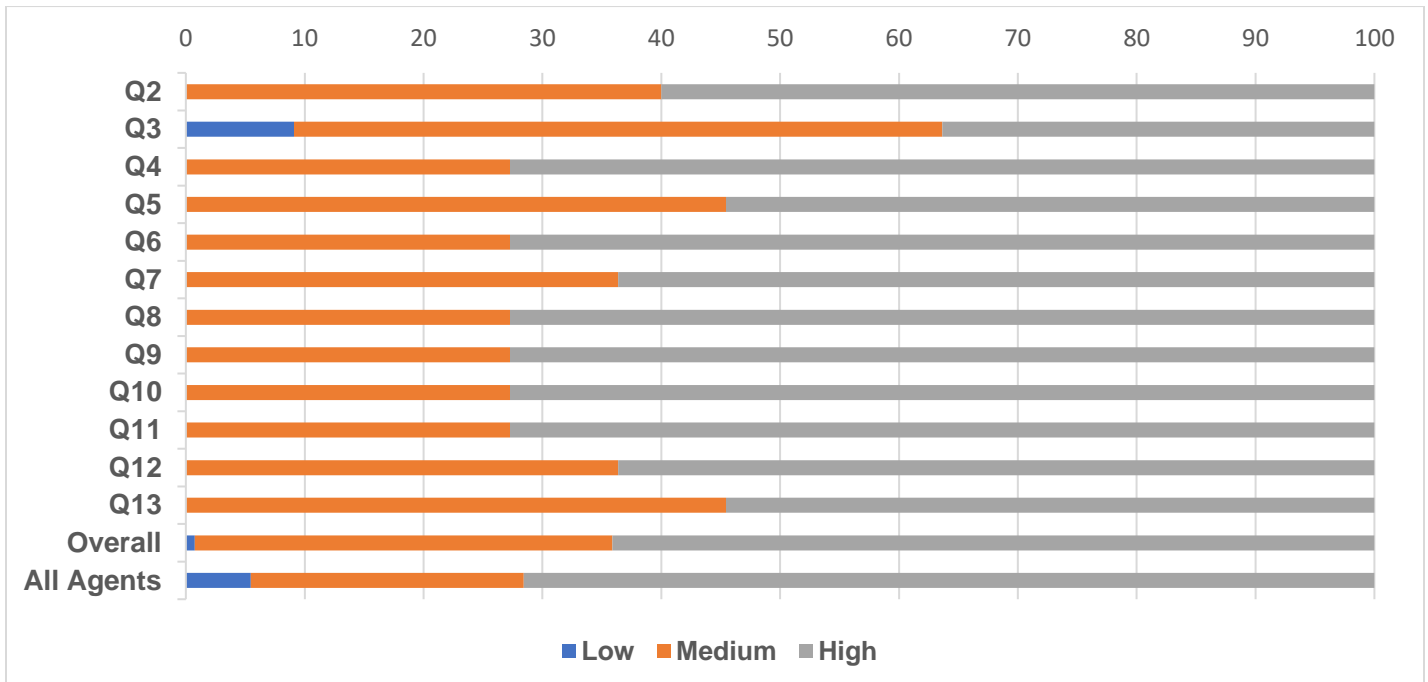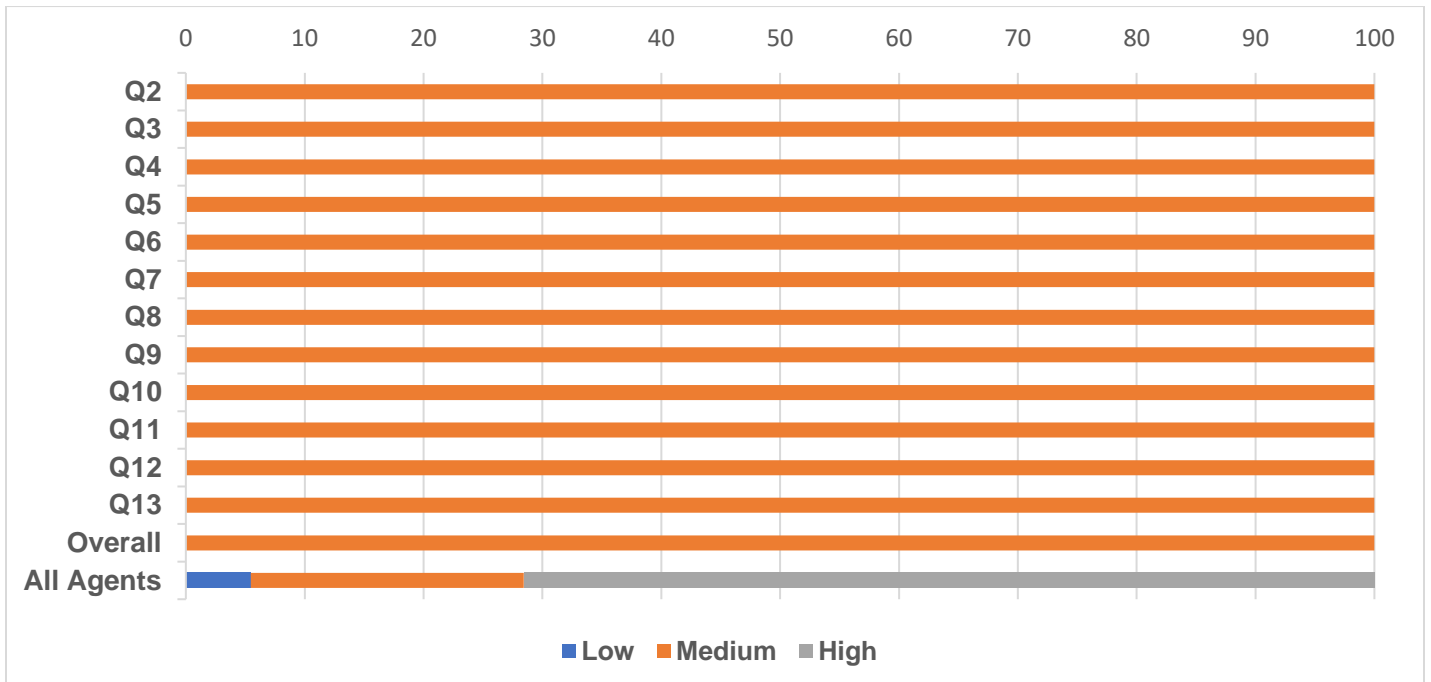
Survey Results: Agent 5

Quick Comparison

	Count	Mean	Median
Agent	18	6.11	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	6	11	11	39	33		6	22	72
Q3	0	0	0	17	11	33	39		0	28	72
Q4	0	0	0	0	6	22	72		0	6	94
Q5	0	0	0	0	11	56	33		0	11	89
Q6	0	0	0	6	11	39	44		0	17	83
Q7	0	0	0	6	22	28	44		0	28	72
Q8	6	0	0	0	11	28	56		6	11	83
Q9	0	0	0	6	22	33	39		0	28	72
Q10	0	0	0	0	11	11	78		0	11	89
Q11	0	0	0	22	22	17	39		0	44	56
Q12	0	0	0	17	22	28	33		0	39	61
Q13	0	0	0	11	17	44	28		0	28	72
Overall	0	0	0	8	15	31	45		1	23	76
All Agents	1	1	3	7	16	20	51		5	23	72

Low:	1) Never	2) Rarely	3) Occasionally
Medium:	4) Sometimes	5) Often	
High:	6) Very Often	7) Always	

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Survey Results: Agent 6

Quick Comparison

	Count	Mean	Median
Agent	22	5.72	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	5	0	0	5	27	32	32		5	32	64
Q3	5	0	0	0	27	41	27		5	27	68
Q4	5	0	5	9	14	18	50		9	23	68
Q5	0	5	5	5	18	27	41		9	23	68
Q6	5	5	0	9	27	32	23		9	36	55
Q7	5	5	0	9	23	23	36		9	32	59
Q8	5	0	5	18	14	18	41		9	32	59
Q9	5	0	9	0	14	32	41		14	14	73
Q10	0	0	5	5	23	18	50		5	27	68
Q11	5	0	5	0	18	32	41		9	18	73
Q12	5	0	5	0	18	18	55		9	18	73
Q13	5	5	0	14	19	33	24		10	33	57
Overall	4	2	3	6	20	27	38		8	26	65
All Agents	1	1	3	7	16	20	51		5	23	72

Low:	1) Never	2) Rarely	3) Occasionally
Medium:	4) Sometimes	5) Often	
High:	6) Very Often	7) Always	

Survey Results: Agent 7

Quick Comparison

	Count	Mean	Median
Agent	4	6.65	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	0	50	50		0	0	100
Q3	0	0	0	0	0	50	50		0	0	100
Q4	0	0	0	0	25	0	75		0	25	75
Q5	0	0	0	0	0	50	50		0	0	100
Q6	0	0	0	0	0	50	50		0	0	100
Q7	0	0	0	0	0	25	75		0	0	100
Q8	0	0	0	0	0	25	75		0	0	100
Q9	0	0	0	0	0	25	75		0	0	100
Q10	0	0	0	0	0	25	75		0	0	100
Q11	0	0	0	0	0	25	75		0	0	100
Q12	0	0	0	0	0	25	75		0	0	100
Q13	0	0	0	0	0	25	75		0	0	100
Overall	0	0	0	0	2	31	67		0	2	98
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
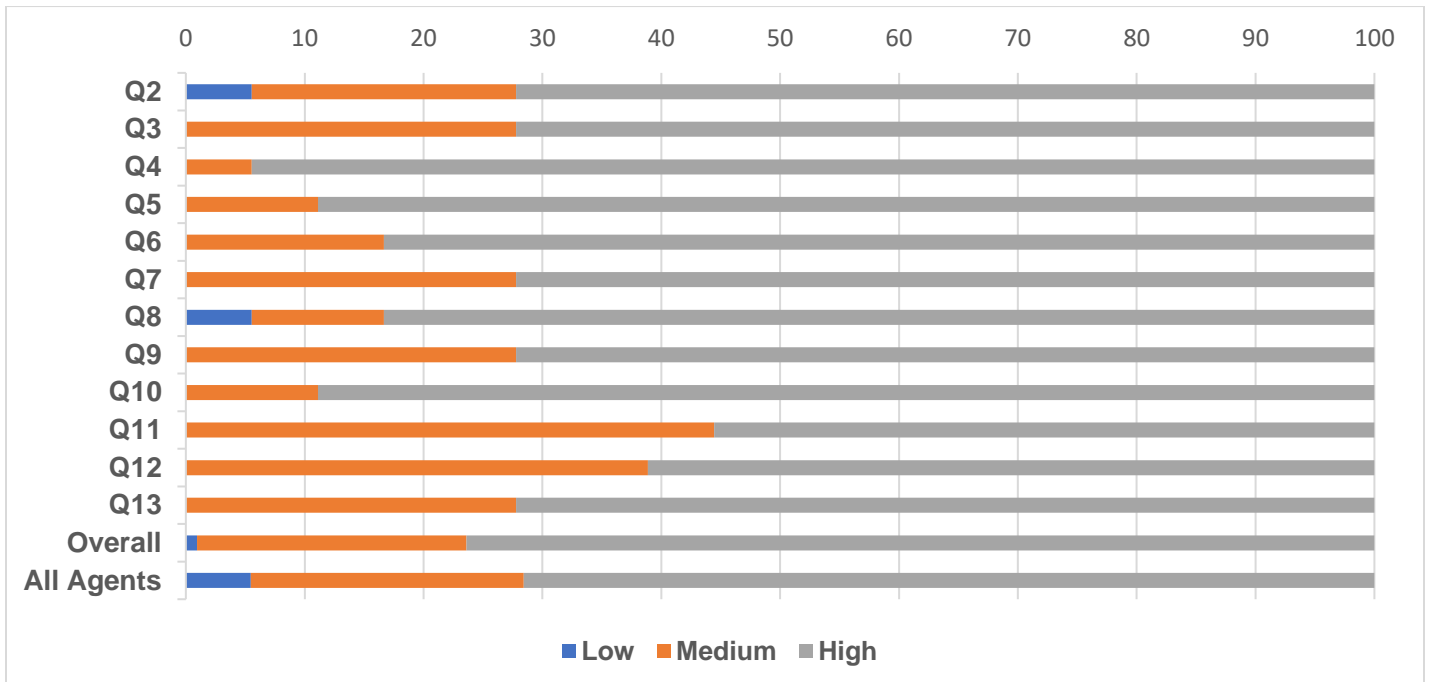**High:**   6) Very Often   7) Always

Survey Results: Agent 8

Quick Comparison

	Count	Mean	Median
Agent	3	6.56	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	0	33	67		0	0	100
Q3	0	0	0	0	0	67	33		0	0	100
Q4	0	0	0	0	0	67	33		0	0	100
Q5	0	0	0	0	0	33	67		0	0	100
Q6	0	0	0	0	0	67	33		0	0	100
Q7	0	0	0	0	0	67	33		0	0	100
Q8	0	0	0	0	0	33	67		0	0	100
Q9	0	0	0	0	0	33	67		0	0	100
Q10	0	0	0	0	0	33	67		0	0	100
Q11	0	0	0	0	0	33	67		0	0	100
Q12	0	0	0	0	0	33	67		0	0	100
Q13	0	0	0	0	0	33	67		0	0	100
Overall	0	0	0	0	0	44	56		0	0	100
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
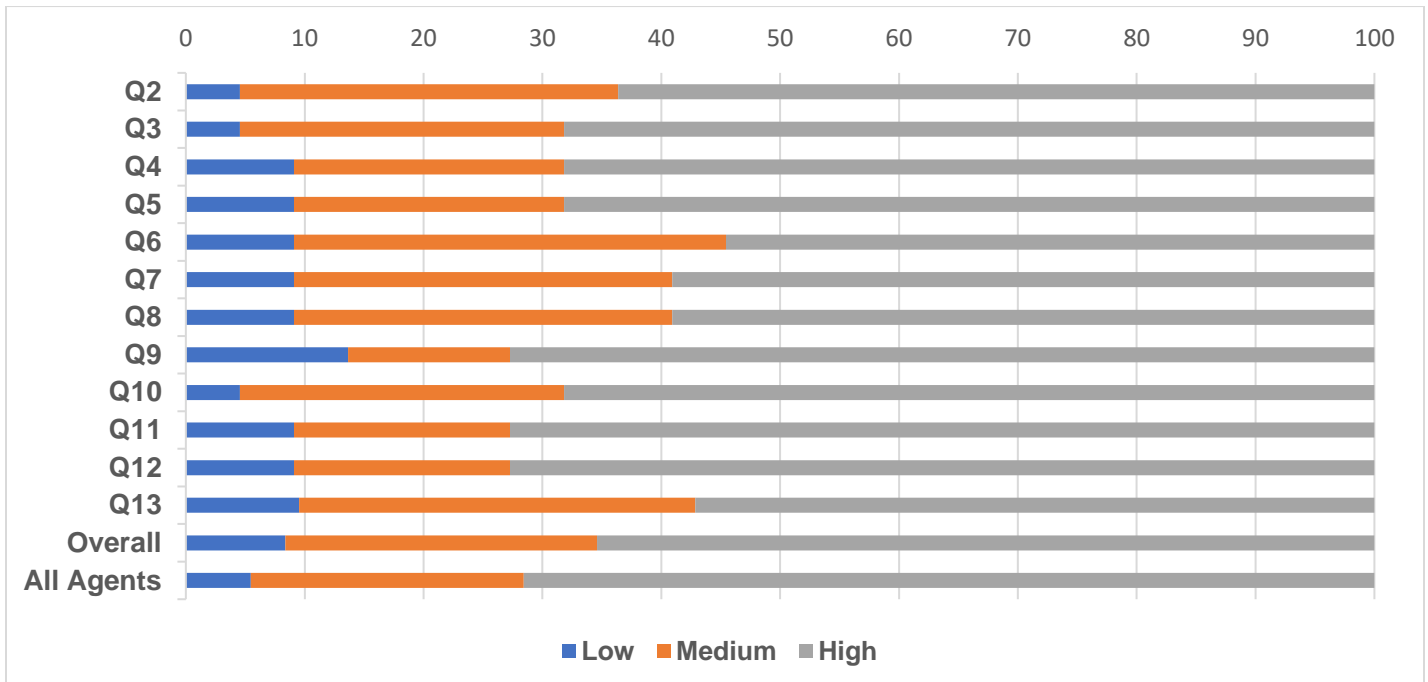**High:**   6) Very Often   7) Always

Survey Results: Agent 9

Quick Comparison

	Count	Mean	Median
Agent	2	6.13	6.50
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	50	0	50		0	50	50
Q3	0	0	0	0	50	0	50		0	50	50
Q4	0	0	0	0	0	50	50		0	0	100
Q5	0	0	0	0	0	50	50		0	0	100
Q6	0	0	0	0	50	0	50		0	50	50
Q7	0	0	0	0	0	50	50		0	0	100
Q8	0	0	0	0	50	0	50		0	50	50
Q9	0	0	0	0	50	0	50		0	50	50
Q10	0	0	0	0	50	0	50		0	50	50
Q11	0	0	0	0	50	0	50		0	50	50
Q12	0	0	0	0	50	0	50		0	50	50
Q13	0	0	0	0	50	0	50		0	50	50
Overall	0	0	0	0	38	13	50		0	38	63
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
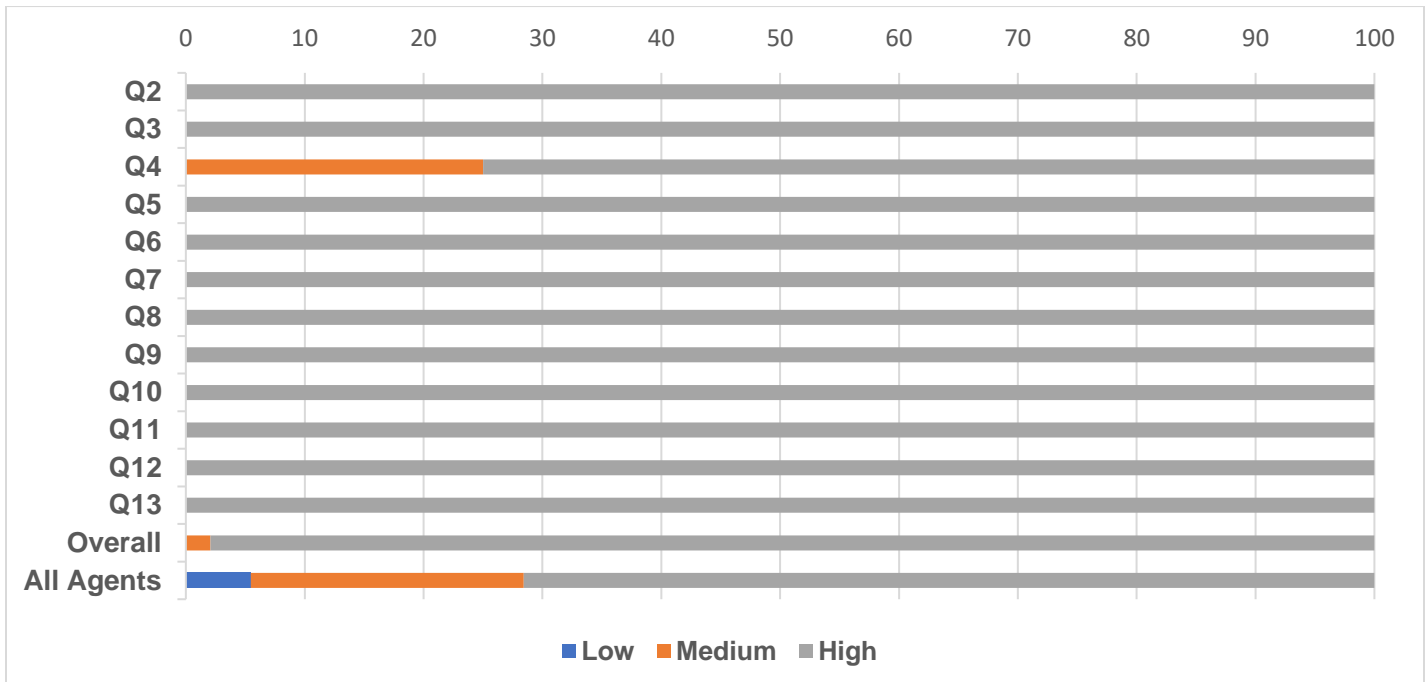**High:** 6) Very Often 7) Always
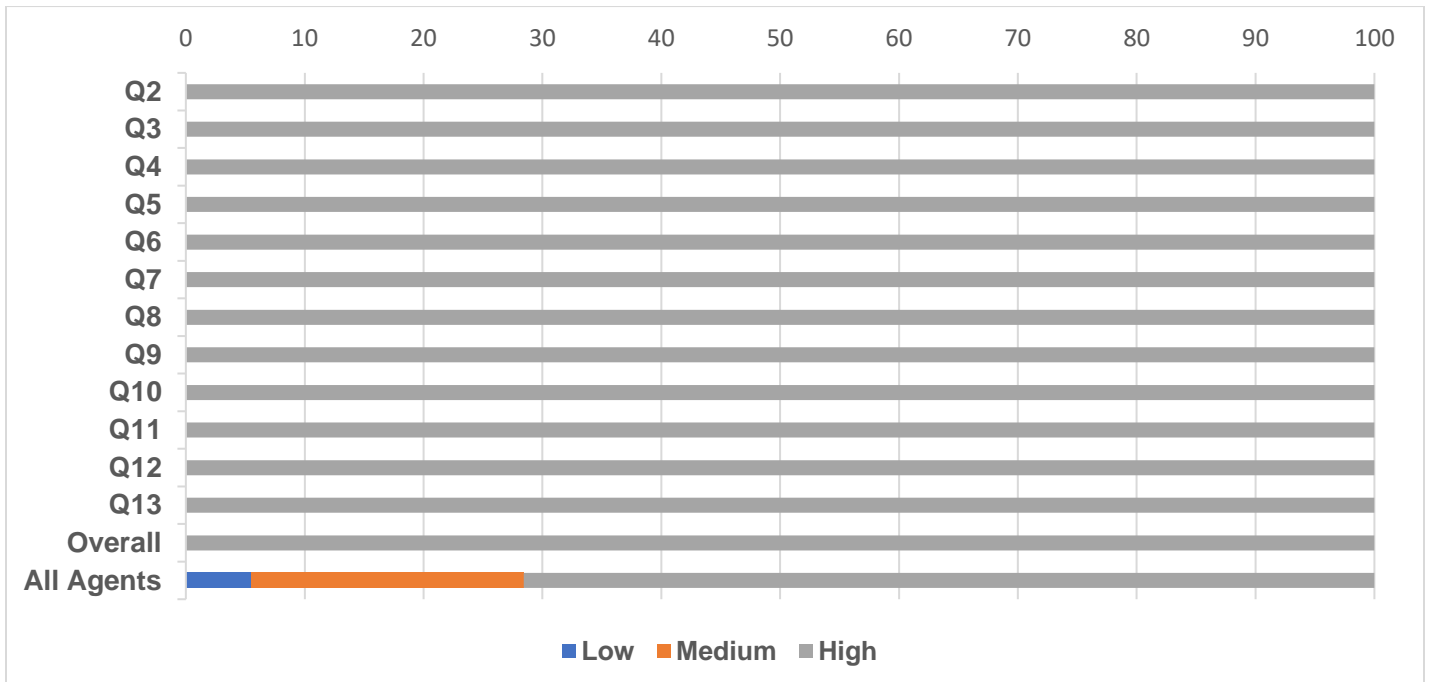
Survey Results: Agent 10

Quick Comparison

	Count	Mean	Median
Agent	8	6.27	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	13	13	38	38		0	25	75
Q3	0	0	0	25	13	13	50		0	38	63
Q4	0	0	0	0	13	13	75		0	13	88
Q5	0	0	0	0	13	25	63		0	13	88
Q6	0	0	0	13	13	13	63		0	25	75
Q7	0	0	0	0	25	13	63		0	25	75
Q8	0	0	0	0	25	13	63		0	25	75
Q9	0	0	0	0	25	13	63		0	25	75
Q10	0	0	0	0	25	13	63		0	25	75
Q11	0	0	0	13	25	13	50		0	38	63
Q12	0	0	0	13	13	13	63		0	25	75
Q13	0	0	0	0	25	25	50		0	25	75
Overall	0	0	0	6	19	17	58		0	25	75
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always
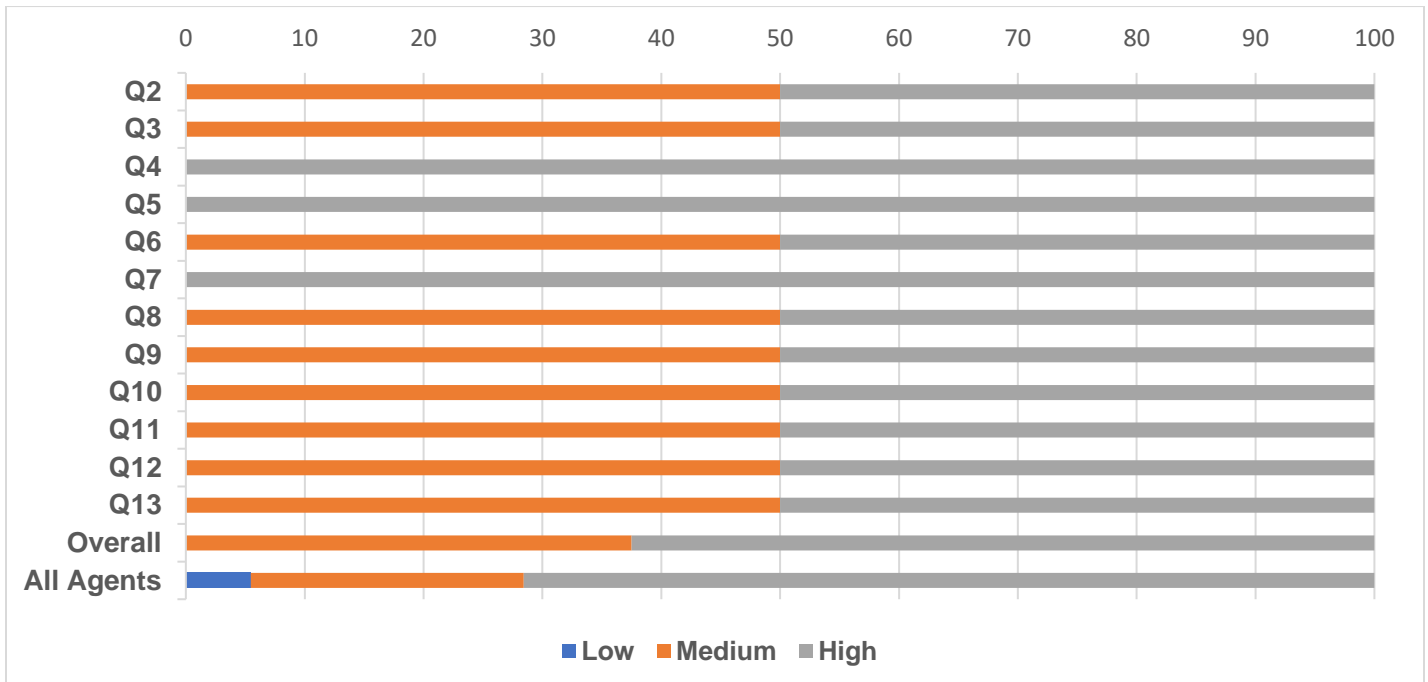
Survey Results: Agent 11

Quick Comparison

	Count	Mean	Median
Agent	13	6.37	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	8	15	23	54		0	23	77
Q3	0	8	8	0	23	23	38		15	23	62
Q4	0	0	8	0	0	8	85		8	0	92
Q5	0	0	15	0	15	23	46		15	15	69
Q6	0	0	0	8	15	0	77		0	23	77
Q7	0	0	0	0	15	15	69		0	15	85
Q8	0	0	8	0	8	15	69		8	8	85
Q9	0	0	0	0	8	23	69		0	8	92
Q10	0	0	0	0	0	15	85		0	0	100
Q11	0	0	0	0	15	23	62		0	15	85
Q12	0	0	0	8	8	8	77		0	15	85
Q13	0	8	0	0	15	8	69		8	15	77
Overall	0	1	3	2	12	15	67		4	13	82
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
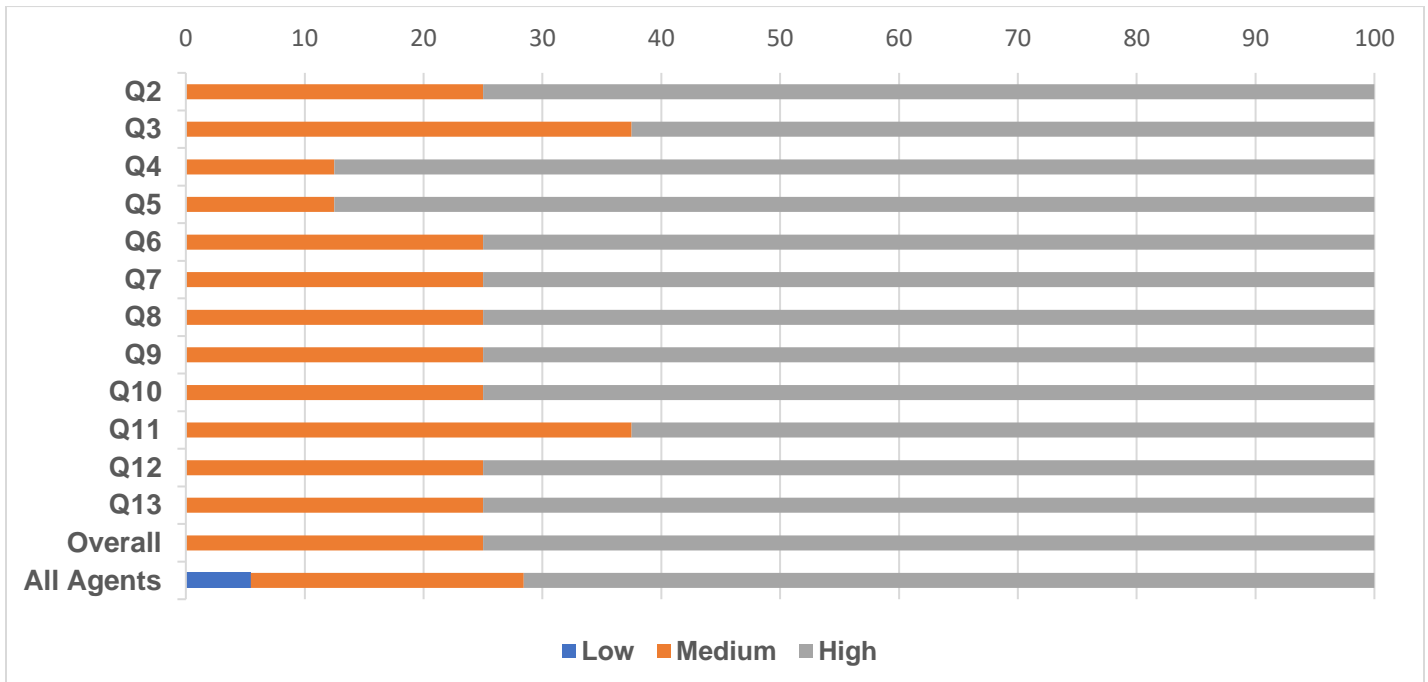**High:** 6) Very Often 7) Always

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Survey Results: Agent 12

Quick Comparison

	Count	Mean	Median
Agent	2	6.13	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	50	0	50		0	50	50
Q3	0	0	0	50	0	50	0		0	50	50
Q4	0	0	0	0	0	50	50		0	0	100
Q5	0	0	0	50	0	50	0		0	50	50
Q6	0	0	0	0	0	0	100		0	0	100
Q7	0	0	0	0	0	50	50		0	0	100
Q8	0	0	0	0	0	0	100		0	0	100
Q9	0	0	0	0	0	100	0		0	0	100
Q10	0	0	0	0	0	50	50		0	0	100
Q11	0	0	0	0	0	0	100		0	0	100
Q12	0	0	0	0	50	0	50		0	50	50
Q13	0	0	0	50	0	50	0		0	50	50
Overall	0	0	0	13	8	33	46		0	21	79
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes 5) Often
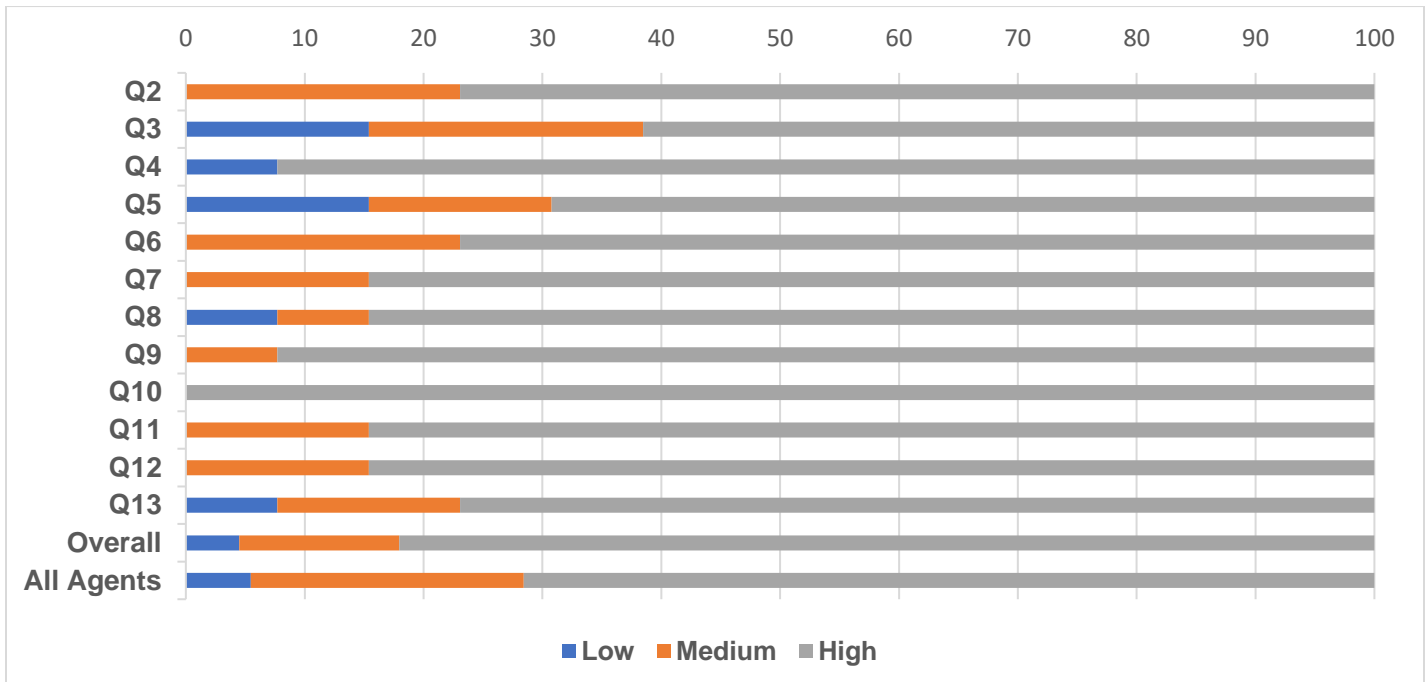**High:**   6) Very Often   7) Always

Survey Results: Agent 13

Quick Comparison

	Count	Mean	Median
Agent	1	2.67	3.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	100	0	0	0	0	0		100	0	0
Q3	100	0	0	0	0	0	0		100	0	0
Q4	0	0	100	0	0	0	0		100	0	0
Q5	0	100	0	0	0	0	0		100	0	0
Q6	0	0	100	0	0	0	0		100	0	0
Q7	0	0	100	0	0	0	0		100	0	0
Q8	0	0	100	0	0	0	0		100	0	0
Q9	0	0	100	0	0	0	0		100	0	0
Q10	0	0	100	0	0	0	0		100	0	0
Q11	0	0	100	0	0	0	0		100	0	0
Q12	0	0	100	0	0	0	0		100	0	0
Q13	0	0	100	0	0	0	0		100	0	0
Overall	8	17	75	0	0	0	0		100	0	0
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always

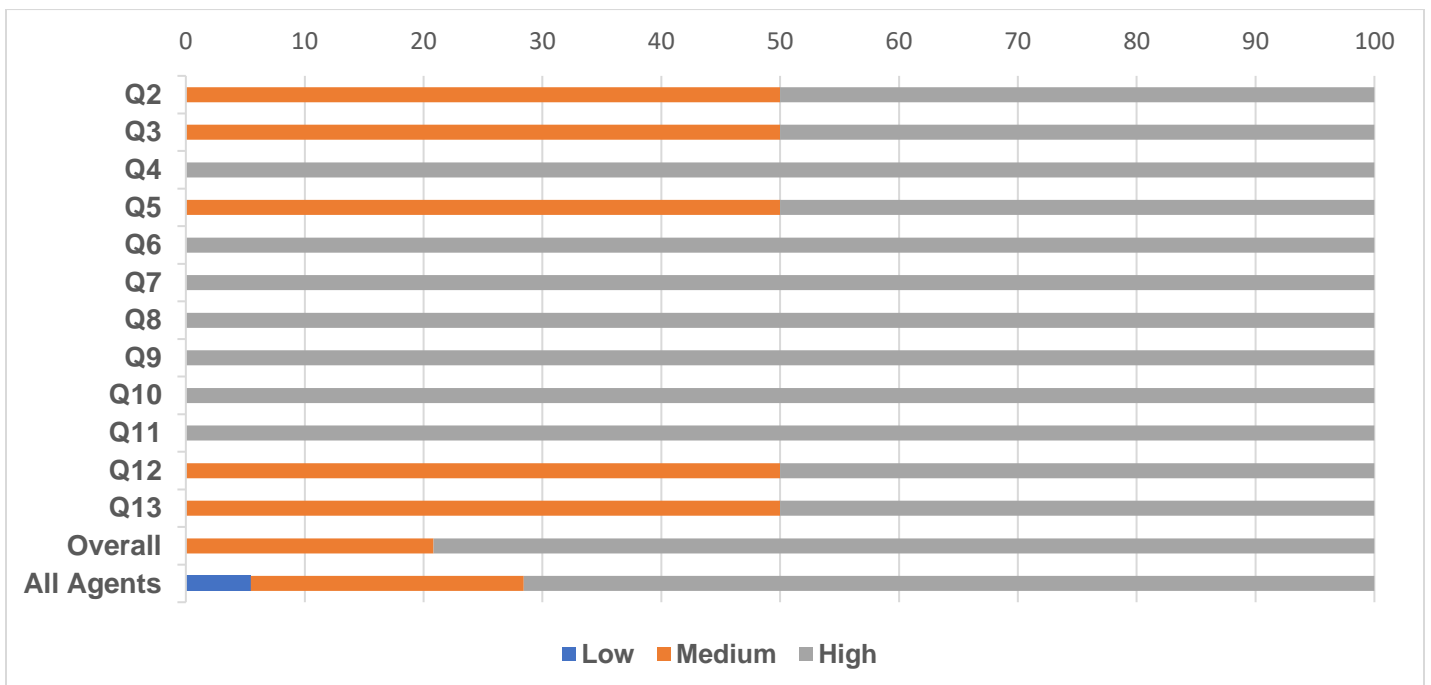# Survey Results: Agent 14

Quick Comparison

	Count	Mean	Median
Agent	26	6.51	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	4	4	27	65		0	8	92
Q3	0	0	0	12	12	31	46		0	23	77
Q4	0	0	0	8	0	8	85		0	8	92
Q5	0	4	0	8	0	38	50		4	8	88
Q6	0	0	0	8	4	8	81		0	12	88
Q7	0	0	4	4	4	23	65		4	8	88
Q8	0	0	0	8	4	8	81		0	12	88
Q9	0	0	0	4	4	31	62		0	8	92
Q10	0	0	0	4	4	4	88		0	8	92
Q11	0	0	0	4	8	23	65		0	12	88
Q12	0	0	0	4	4	8	85		0	8	92
Q13	0	0	0	8	4	23	65		0	12	88
Overall	0	0	0	6	4	19	70		1	10	89
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
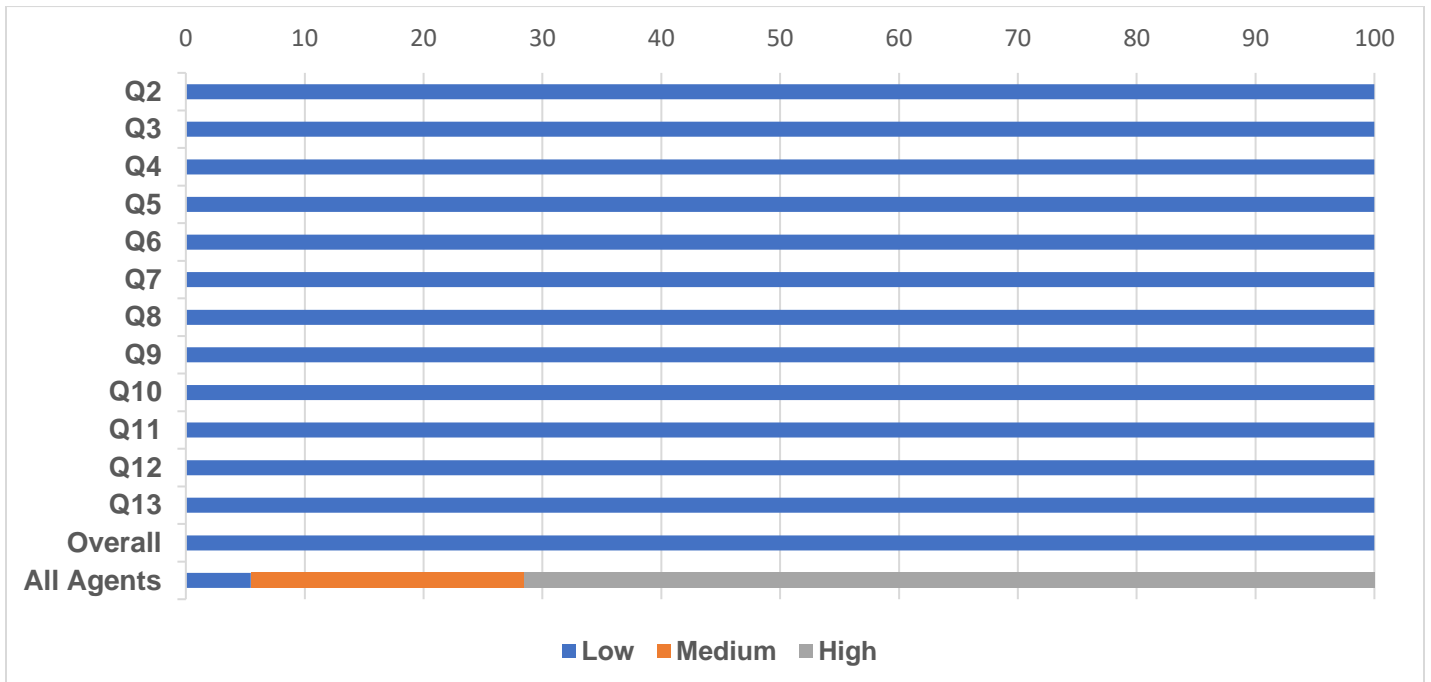**High:** 6) Very Often 7) Always

Survey Results: Agent 15

Quick Comparison

	Count	Mean	Median
Agent	14	6.30	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	14	14	7	64		0	29	71
Q3	0	0	7	0	21	29	43		7	21	71
Q4	0	0	0	7	7	7	79		0	14	86
Q5	0	0	7	0	29	14	50		7	29	64
Q6	0	0	0	7	21	7	64		0	29	71
Q7	0	0	0	7	21	7	64		0	29	71
Q8	0	0	0	7	21	0	71		0	29	71
Q9	0	0	0	0	29	14	57		0	29	71
Q10	0	0	0	0	14	7	79		0	14	86
Q11	0	0	0	0	29	0	71		0	29	71
Q12	0	0	0	0	29	7	64		0	29	71
Q13	0	0	0	14	14	14	57		0	29	71
Overall	0	0	1	5	21	10	64		1	26	73
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
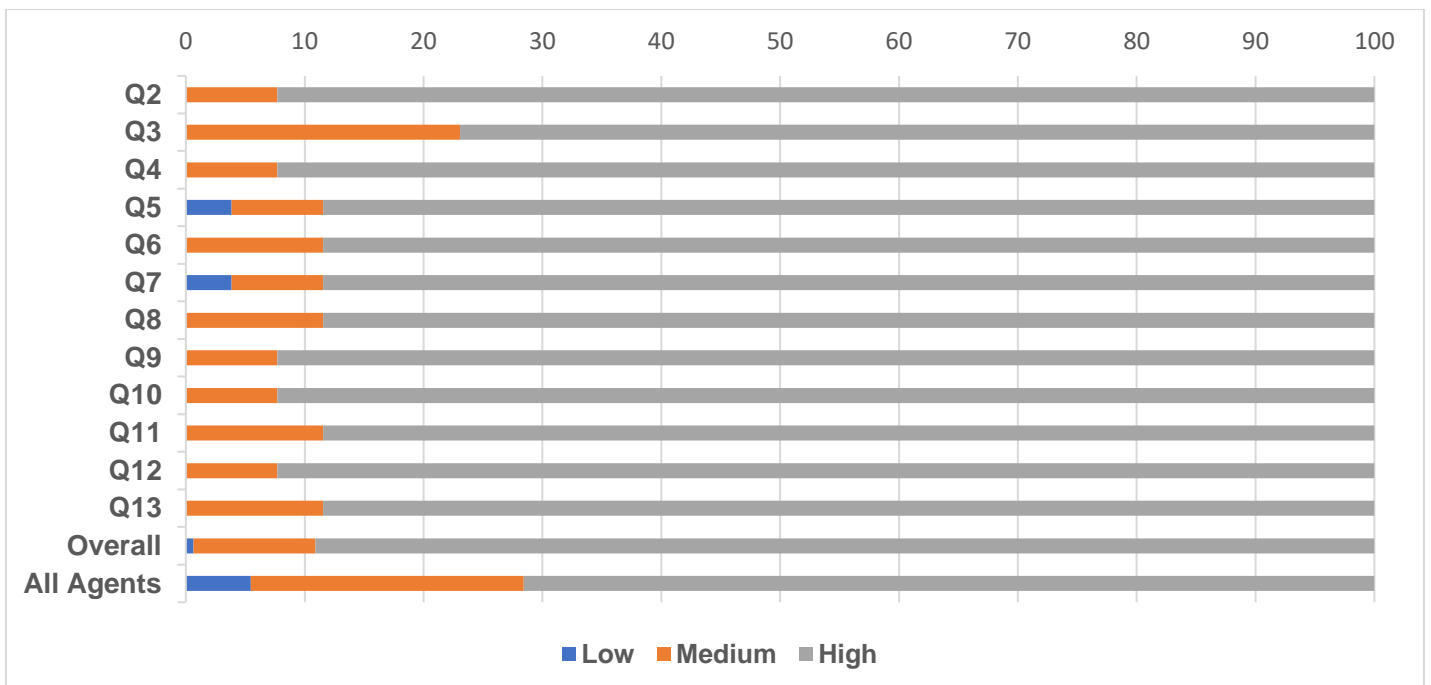**High:**   6) Very Often   7) Always

Survey Results: Agent 16

Quick Comparison

	Count	Mean	Median
Agent	10	6.05	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	10	50	10	30		0	60	40
Q3	10	0	0	50	10	20	10		10	60	30
Q4	0	0	0	0	20	0	80		0	20	80
Q5	10	0	0	10	20	30	30		10	30	60
Q6	0	0	0	0	10	30	60		0	10	90
Q7	0	0	0	0	10	40	50		0	10	90
Q8	0	0	0	10	0	10	80		0	10	90
Q9	0	0	10	0	20	40	30		10	20	70
Q10	0	0	0	0	10	10	80		0	10	90
Q11	0	0	0	0	10	40	50		0	10	90
Q12	0	0	0	11	22	33	33		0	33	67
Q13	0	0	0	0	10	60	30		0	10	90
Overall	2	0	1	8	16	27	47		3	24	74
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
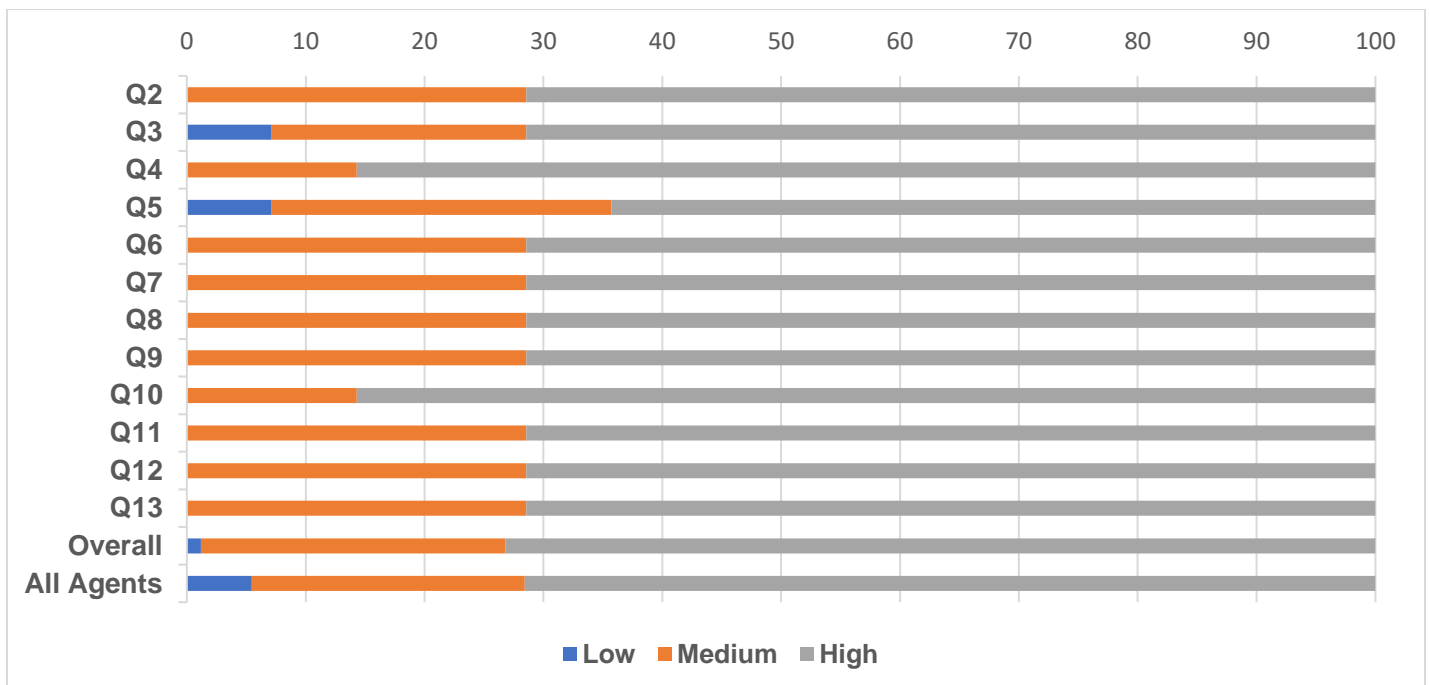**High:**   6) Very Often   7) Always

A 28

Survey Results: Agent 17

Quick Comparison

	Count	Mean	Median
Agent	25	5.31	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	13	25	17	17	29		13	42	46
Q3	0	4	16	8	28	20	24		20	36	44
Q4	0	9	13	0	22	22	35		22	22	57
Q5	0	0	13	8	33	17	29		13	42	46
Q6	0	8	20	4	12	20	36		28	16	56
Q7	0	4	12	16	12	24	32		16	28	56
Q8	0	8	13	17	25	8	29		21	42	38
Q9	0	4	8	8	17	33	29		13	25	63
Q10	0	4	21	0	17	8	50		25	17	58
Q11	0	4	17	4	25	21	29		21	29	50
Q12	4	4	17	8	13	13	42		25	21	54
Q13	0	4	21	4	17	21	33		25	21	54
Overall	0	4	15	9	20	19	33		20	28	52
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
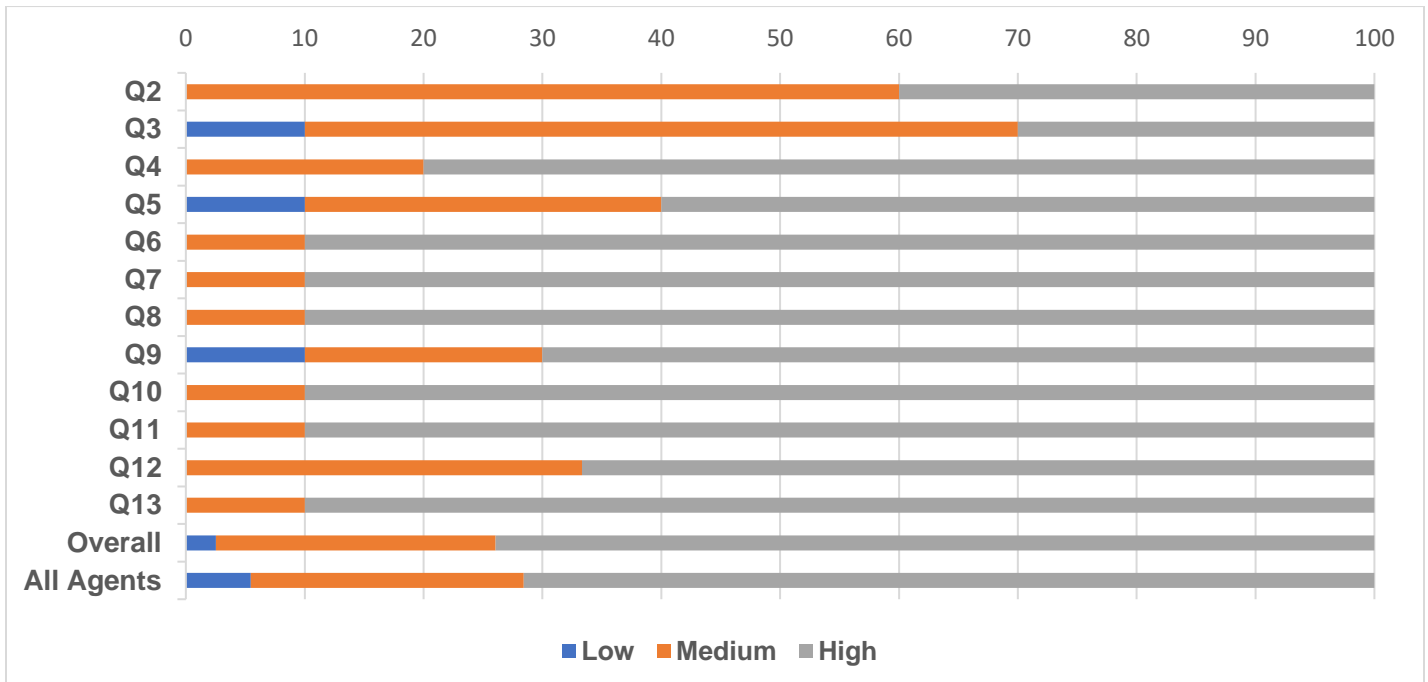**High:**   6) Very Often   7) Always

Survey Results: Agent 18

Quick Comparison

	Count	Mean	Median
Agent	3	6.92	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	0	33	67		0	0	100
Q3	0	0	0	0	0	33	67		0	0	100
Q4	0	0	0	0	0	0	100		0	0	100
Q5	0	0	0	0	0	0	100		0	0	100
Q6	0	0	0	0	0	0	100		0	0	100
Q7	0	0	0	0	0	0	100		0	0	100
Q8	0	0	0	0	0	0	100		0	0	100
Q9	0	0	0	0	0	33	67		0	0	100
Q10	0	0	0	0	0	0	100		0	0	100
Q11	0	0	0	0	0	0	100		0	0	100
Q12	0	0	0	0	0	0	100		0	0	100
Q13	0	0	0	0	0	0	100		0	0	100
Overall	0	0	0	0	0	8	92		0	0	100
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always

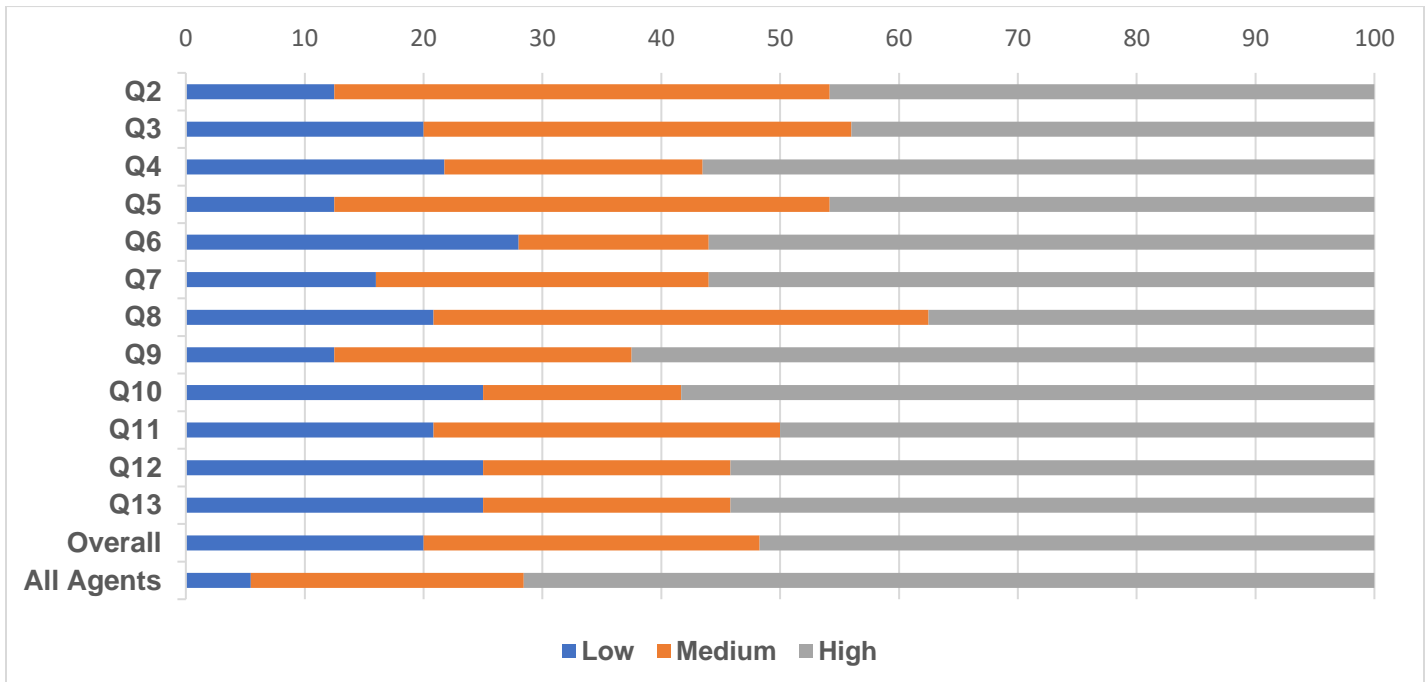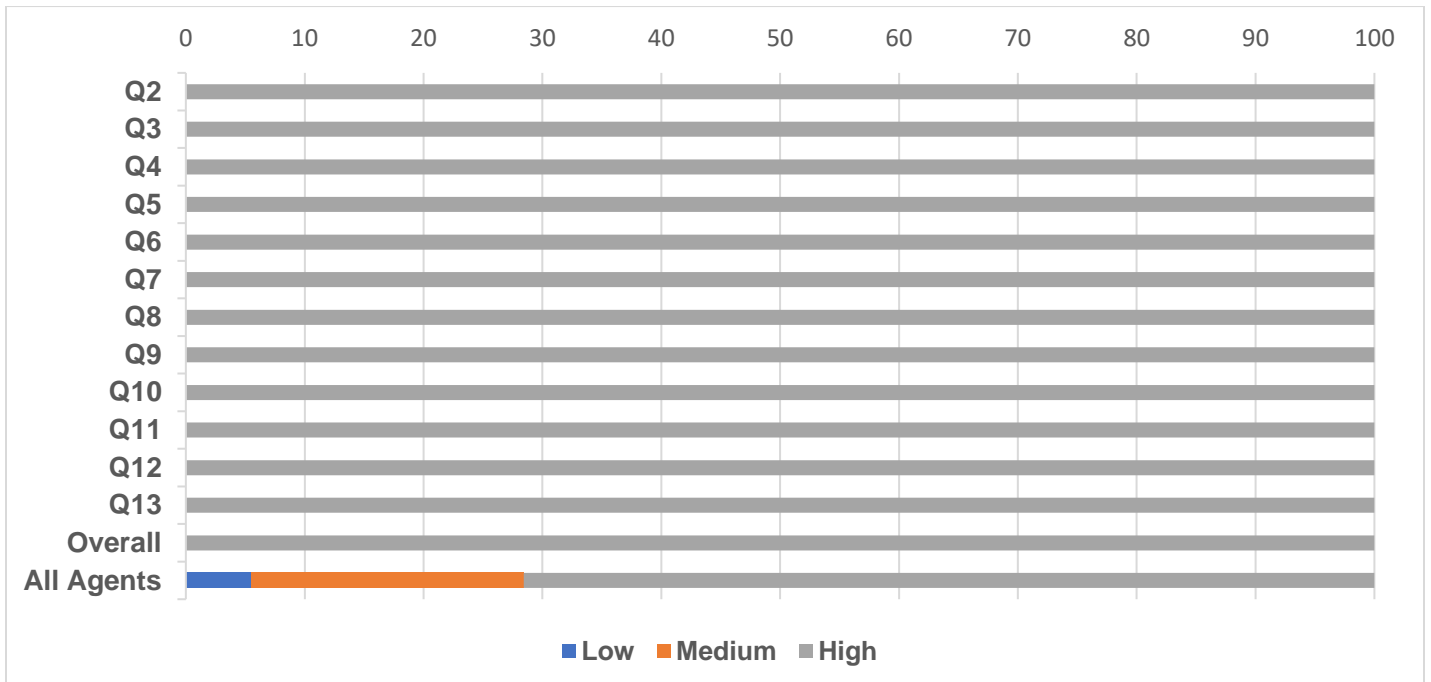# Survey Results: Agent 19

Quick Comparison

	Count	Mean	Median
Agent	11	5.87	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	9	0	9	9	18	18	36		18	27	55
Q3	9	0	9	9	9	18	45		18	18	64
Q4	0	0	0	18	0	9	73		0	18	82
Q5	9	0	0	9	18	27	36		9	27	64
Q6	0	0	0	9	9	9	73		0	18	82
Q7	9	0	0	9	9	18	55		9	18	73
Q8	0	0	0	0	27	9	64		0	27	73
Q9	9	0	0	9	9	27	45		9	18	73
Q10	0	0	0	9	9	18	64		0	18	82
Q11	9	0	0	18	0	27	45		9	18	73
Q12	9	0	0	9	18	18	45		9	27	64
Q13	9	0	0	9	9	18	55		9	18	73
Overall	6	0	2	10	11	18	53		8	21	71
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
High: 6) Very Often   7) Always
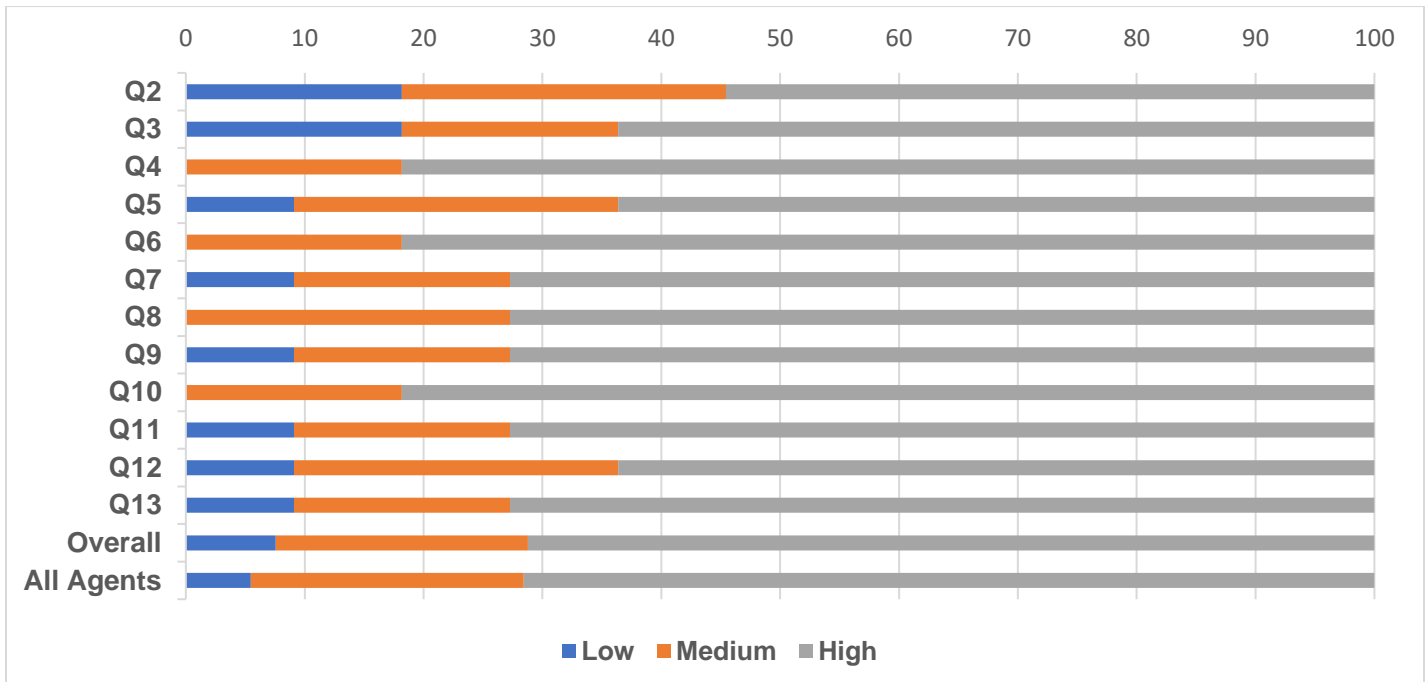
Survey Results: Agent 20

Quick Comparison

	Count	Mean	Median
Agent	7	5.38	5.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	43	29	0	29		0	71	29
Q3	0	14	0	29	14	0	43		14	43	43
Q4	0	0	14	14	14	29	29		14	29	57
Q5	0	14	0	0	43	14	29		14	43	43
Q6	0	0	0	29	29	0	43		0	57	43
Q7	0	0	0	43	14	0	43		0	57	43
Q8	0	0	14	29	14	0	43		14	43	43
Q9	0	0	0	43	14	0	43		0	57	43
Q10	0	0	0	0	43	14	43		0	43	57
Q11	0	0	0	29	29	0	43		0	57	43
Q12	0	0	0	43	0	14	43		0	43	57
Q13	0	14	29	14	0	0	43		43	14	43
Overall	0	4	5	26	20	6	39		8	46	45
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
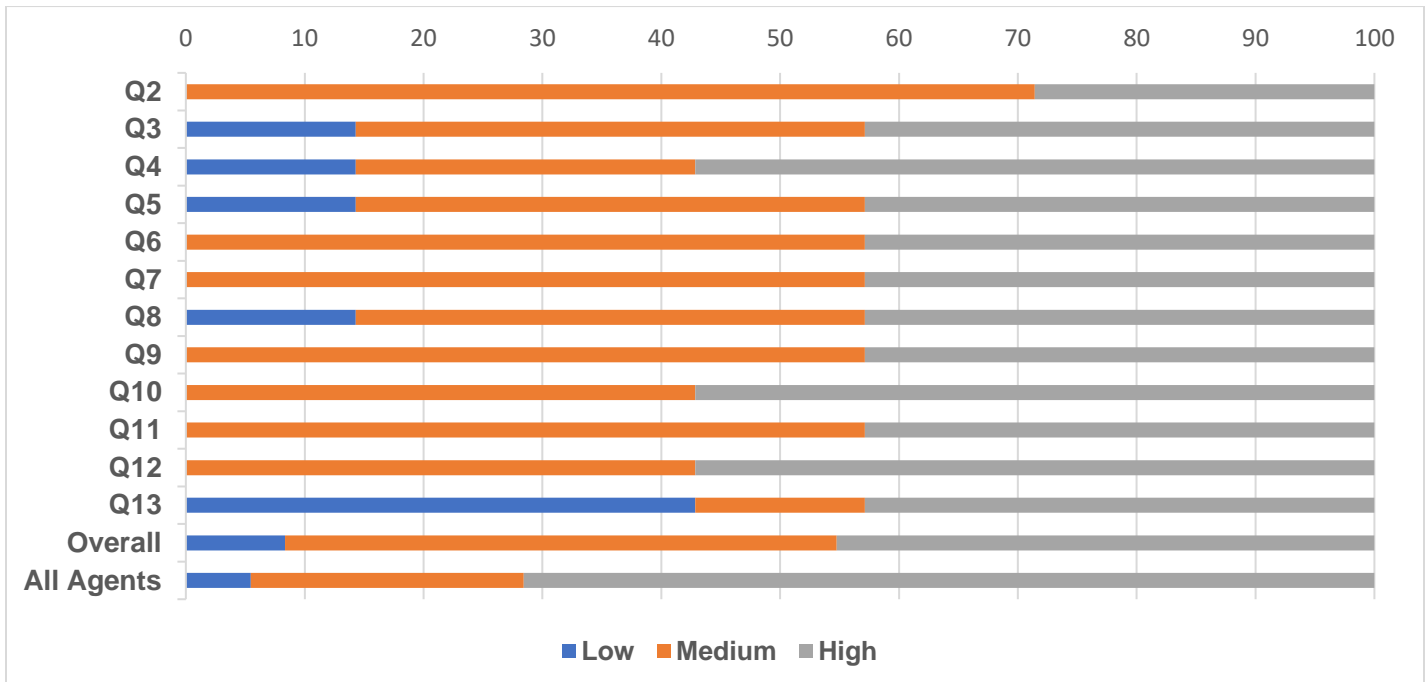**High:**   6) Very Often   7) Always

Survey Results: Agent 21

Quick Comparison

	Count	Mean	Median
Agent	21	5.38	5.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	10	5	14	33	5	33		14	48	38
Q3	0	0	10	24	24	10	33		10	48	43
Q4	10	5	14	5	24	10	33		29	29	43
Q5	0	0	5	14	19	14	48		5	33	62
Q6	0	19	10	5	24	5	38		29	29	43
Q7	0	0	16	5	32	16	32		16	37	47
Q8	0	20	10	10	25	5	30		30	35	35
Q9	0	0	11	5	32	11	42		11	37	53
Q10	0	5	11	0	21	5	58		16	21	63
Q11	0	5	11	5	32	11	37		16	37	47
Q12	0	0	5	16	32	11	37		5	47	47
Q13	0	0	11	0	37	16	37		11	37	53
Overall	1	5	10	9	28	10	38		16	36	48
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
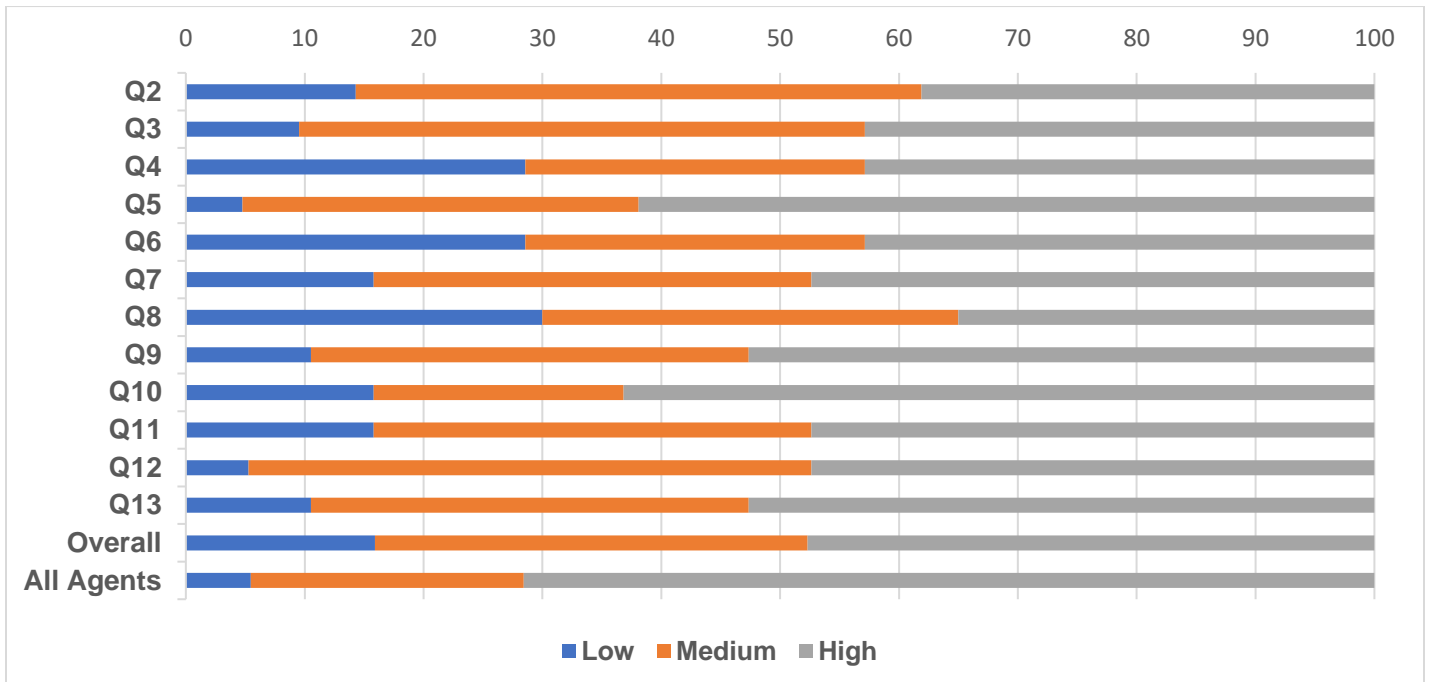**High:**   6) Very Often   7) Always

Survey Results: Agent 22

Quick Comparison

	Count	Mean	Median
Agent	8	6.22	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	13	0	25	13	50		13	25	63
Q3	0	13	0	0	25	25	38		13	25	63
Q4	0	0	0	0	25	0	75		0	25	75
Q5	0	0	13	13	13	0	63		13	25	63
Q6	0	0	0	0	0	25	75		0	0	100
Q7	0	0	0	0	13	38	50		0	13	88
Q8	0	0	0	0	13	38	50		0	13	88
Q9	0	0	0	0	25	25	50		0	25	75
Q10	0	0	0	0	0	25	75		0	0	100
Q11	0	0	0	13	0	38	50		0	13	88
Q12	0	0	0	0	13	38	50		0	13	88
Q13	0	0	25	0	13	13	50		25	13	63
Overall	0	1	4	2	14	23	56		5	16	79
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes 5) Often
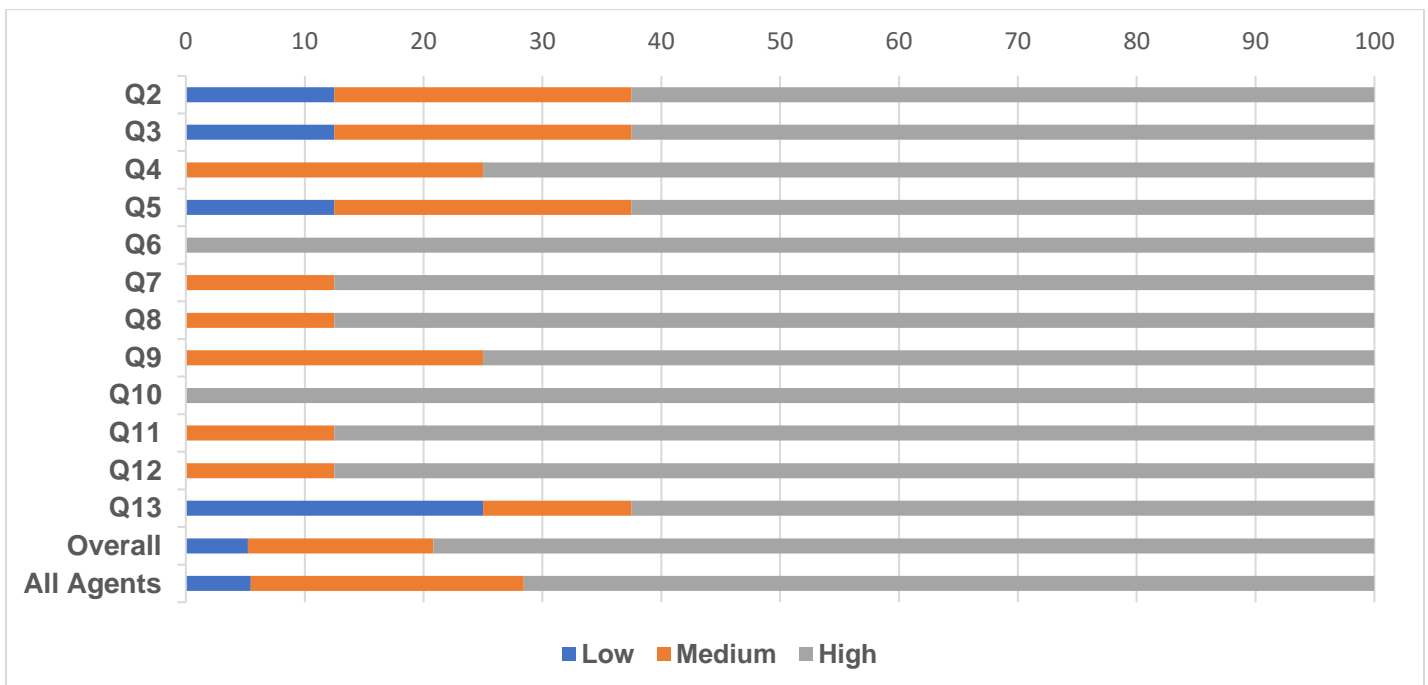**High:**   6) Very Often 7) Always

Survey Results: Agent 23

Quick Comparison

	Count	Mean	Median
Agent	35	6.08	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	6	6	3	31	29	26		11	34	54
Q3	3	3	3	9	23	29	31		9	31	60
Q4	0	0	0	3	20	17	60		0	23	77
Q5	3	6	0	3	23	17	49		9	26	66
Q6	0	0	0	6	20	20	54		0	26	74
Q7	0	0	0	6	20	20	54		0	26	74
Q8	0	0	0	3	23	17	57		0	26	74
Q9	0	3	0	3	20	23	51		3	23	74
Q10	0	0	0	0	20	11	69		0	20	80
Q11	0	0	0	3	29	17	51		0	31	69
Q12	3	0	0	0	23	23	51		3	23	74
Q13	3	0	3	0	20	23	51		6	20	74
Overall	1	1	1	3	23	20	50		3	26	71
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
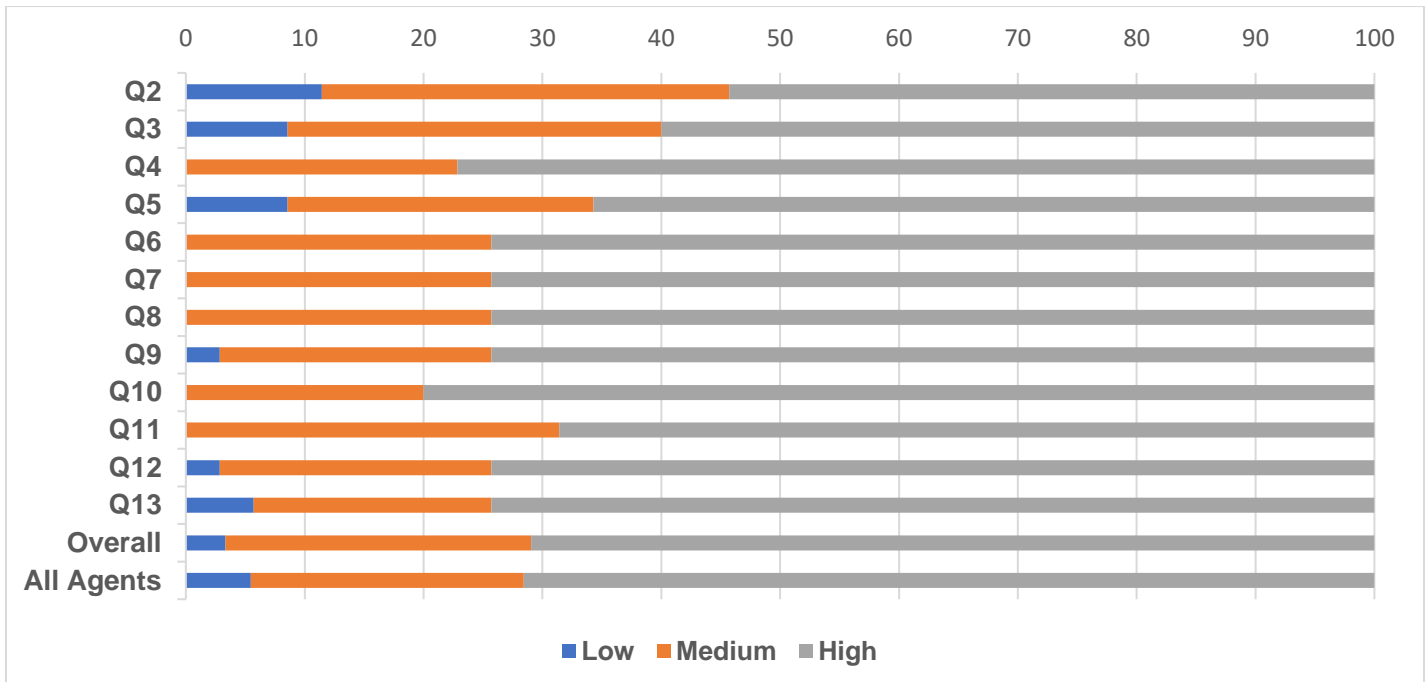**High:**   6) Very Often   7) Always

Survey Results: Agent 24

Quick Comparison

	Count	Mean	Median
Agent	11	6.58	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	27	27	45		0	27	73
Q3	0	0	0	0	27	27	45		0	27	73
Q4	0	0	0	0	9	9	82		0	9	91
Q5	0	0	0	0	9	27	64		0	9	91
Q6	0	0	0	0	0	27	73		0	0	100
Q7	0	0	0	0	0	27	73		0	0	100
Q8	0	0	0	0	0	36	64		0	0	100
Q9	0	0	0	0	0	27	73		0	0	100
Q10	0	0	0	0	0	36	64		0	0	100
Q11	0	0	0	0	0	45	55		0	0	100
Q12	0	0	0	0	0	36	64		0	0	100
Q13	0	0	0	0	0	36	64		0	0	100
Overall	0	0	0	0	6	30	64		0	6	94
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always

Survey Results: Agent 25

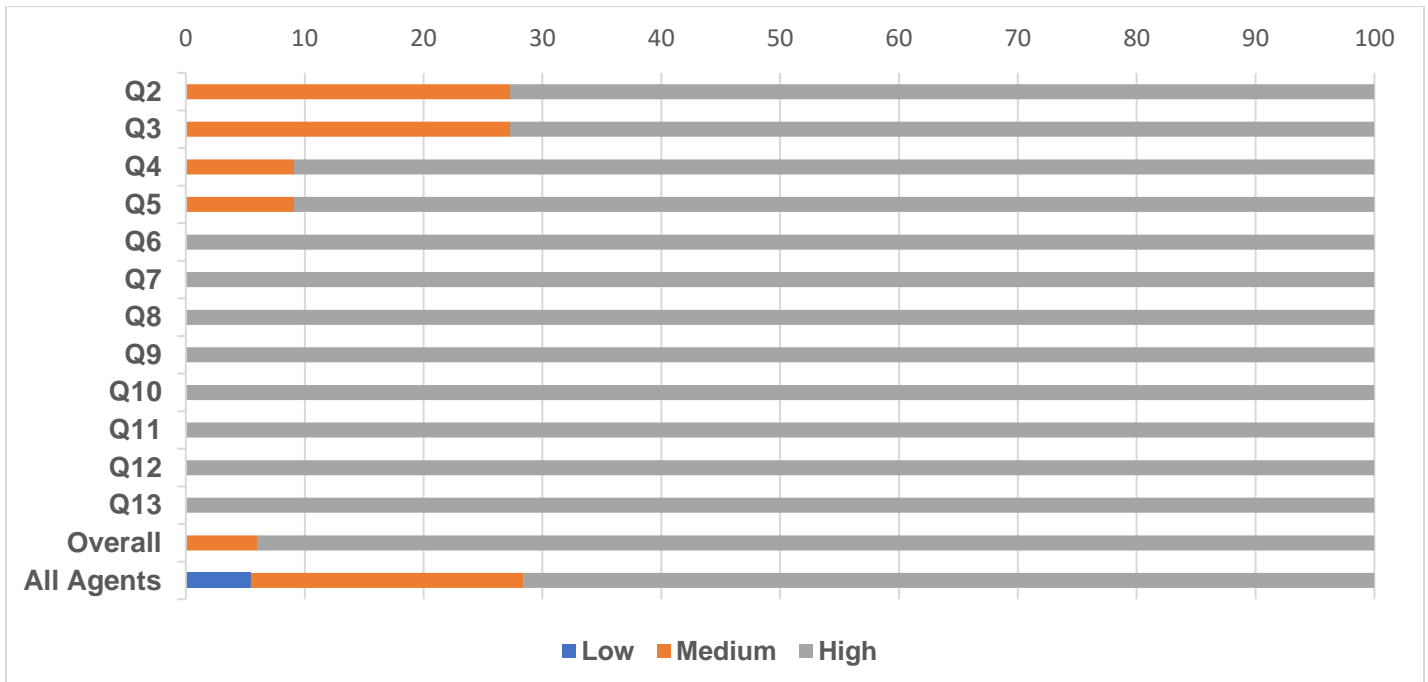## Quick Comparison

	Count	Mean	Median
Agent	22	6.29	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	19	43	38		0	19	81
Q3	0	0	0	9	23	32	36		0	32	68
Q4	0	0	5	5	9	5	77		5	14	82
Q5	0	0	0	0	18	27	55		0	18	82
Q6	0	0	5	5	5	36	50		5	9	86
Q7	0	5	0	9	5	23	59		5	14	82
Q8	5	5	0	0	5	23	64		9	5	86
Q9	0	0	0	5	10	29	57		0	14	86
Q10	0	5	0	0	5	18	73		5	5	91
Q11	0	0	0	5	14	9	73		0	18	82
Q12	0	0	0	0	18	23	59		0	18	82
Q13	0	0	0	5	23	23	50		0	27	73
Overall	0	1	1	3	13	24	58		2	16	82
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
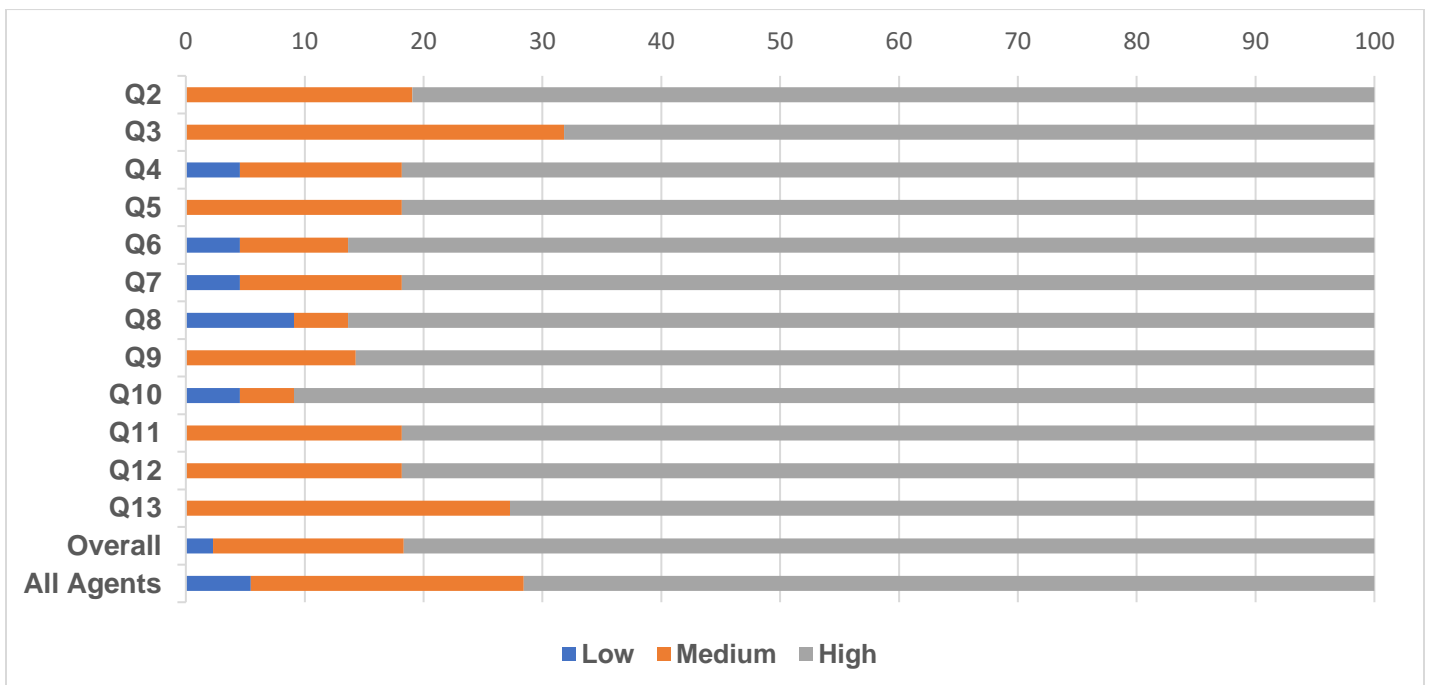**High:** 6) Very Often 7) Always

Survey Results: Agent 26

Quick Comparison

	Count	Mean	Median
Agent	14	5.63	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	29	29	29	14		0	57	43
Q3	0	8	0	8	38	23	23		8	46	46
Q4	0	0	0	14	14	14	57		0	29	71
Q5	0	7	0	14	14	43	21		7	29	64
Q6	0	0	0	14	29	14	43		0	43	57
Q7	0	0	0	14	36	29	21		0	50	50
Q8	0	0	7	7	36	14	36		7	43	50
Q9	0	0	0	14	43	29	14		0	57	43
Q10	0	0	0	7	29	7	57		0	36	64
Q11	0	0	0	21	36	14	29		0	57	43
Q12	0	0	0	14	43	14	29		0	57	43
Q13	0	0	0	29	21	21	29		0	50	50
Overall	0	1	1	16	31	21	31		2	46	52
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
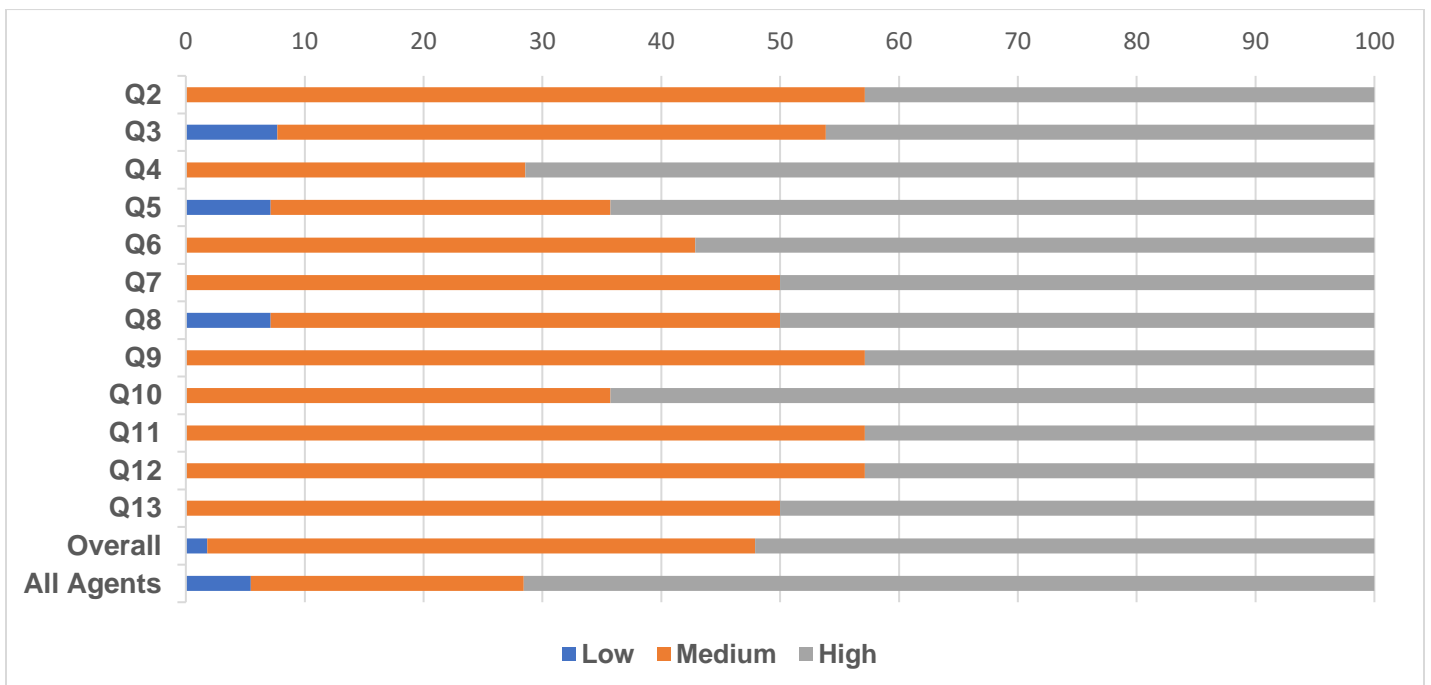**High:** 6) Very Often   7) Always

Survey Results: Agent 27

Quick Comparison

	Count	Mean	Median
Agent	4	5.36	6.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	67	0	0	33		0	67	33
Q3	0	0	0	75	0	0	25		0	75	25
Q4	0	0	0	50	0	0	50		0	50	50
Q5	0	0	50	0	0	25	25		50	0	50
Q6	0	0	25	0	25	0	50		25	25	50
Q7	0	0	25	0	25	25	25		25	25	50
Q8	0	0	25	0	25	0	50		25	25	50
Q9	0	0	25	0	25	25	25		25	25	50
Q10	0	0	0	25	0	25	50		0	25	75
Q11	0	0	25	0	25	25	25		25	25	50
Q12	0	0	0	25	0	50	25		0	25	75
Q13	0	0	0	0	50	25	25		0	50	50
Overall	0	0	15	19	15	17	34		15	34	51
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
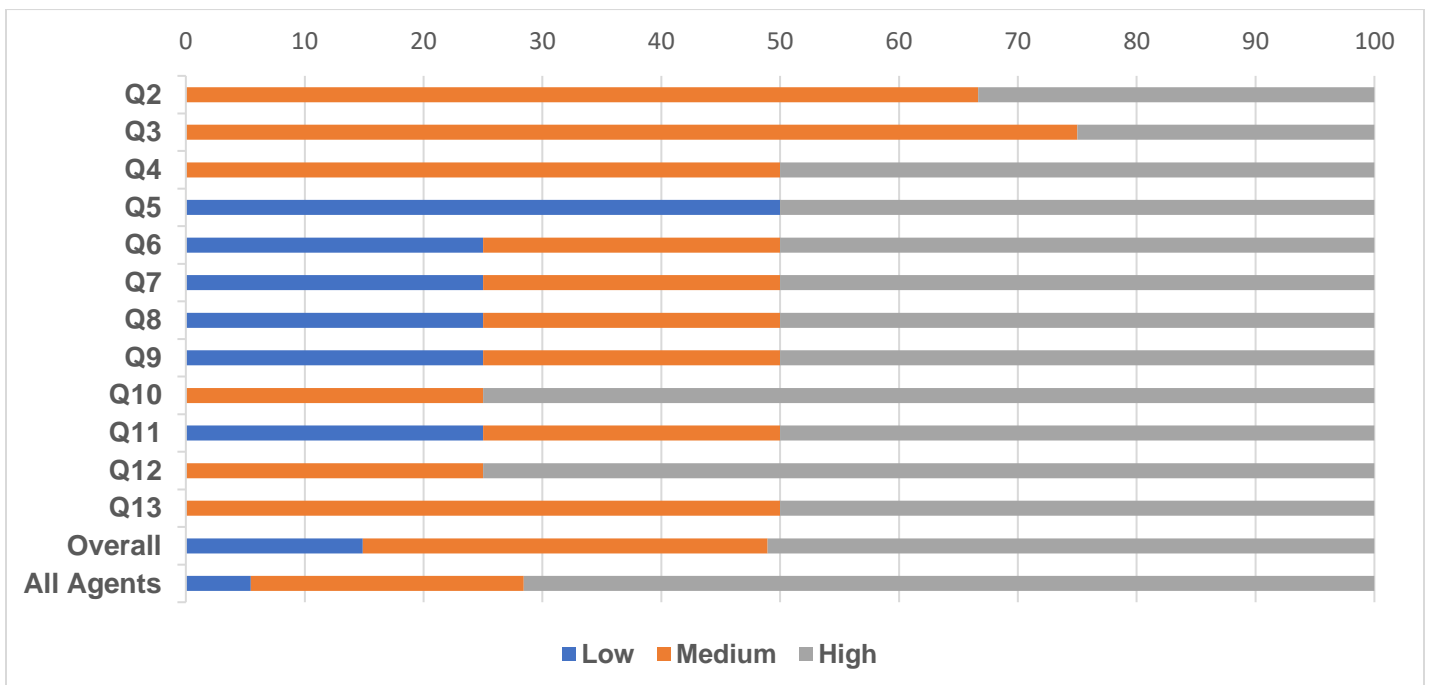**High:** 6) Very Often 7) Always

Survey Results: Agent 28

Quick Comparison

	Count	Mean	Median
Agent	1	6.17	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	0	100	0	0		0	100	0
Q3	0	0	0	100	0	0	0		0	100	0
Q4	0	0	0	0	0	0	100		0	0	100
Q5	0	0	0	100	0	0	0		0	100	0
Q6	0	0	0	0	100	0	0		0	100	0
Q7	0	0	0	0	0	0	100		0	0	100
Q8	0	0	0	0	0	0	100		0	0	100
Q9	0	0	0	0	0	0	100		0	0	100
Q10	0	0	0	0	0	0	100		0	0	100
Q11	0	0	0	0	0	0	100		0	0	100
Q12	0	0	0	0	0	0	100		0	0	100
Q13	0	0	0	0	0	0	100		0	0	100
Overall	0	0	0	17	17	0	67		0	33	67
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always

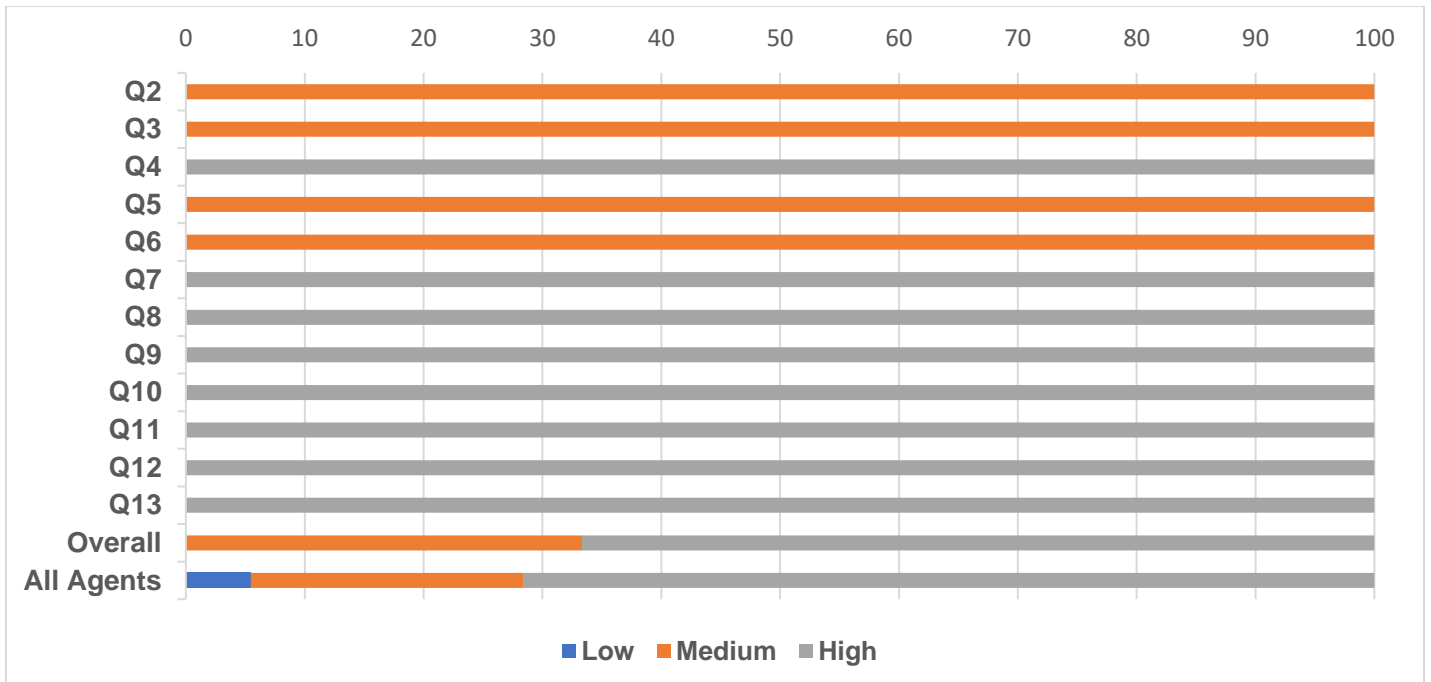# Survey Results: Agent 29

Quick Comparison

	Count	Mean	Median
Agent	1	4.00	4.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	100	0	0	0		0	100	0
Q3	0	0	0	100	0	0	0		0	100	0
Q4	0	0	0	100	0	0	0		0	100	0
Q5	0	0	0	100	0	0	0		0	100	0
Q6	0	0	0	100	0	0	0		0	100	0
Q7	0	0	0	100	0	0	0		0	100	0
Q8	0	0	0	100	0	0	0		0	100	0
Q9	0	0	0	100	0	0	0		0	100	0
Q10	0	0	0	100	0	0	0		0	100	0
Q11	0	0	0	100	0	0	0		0	100	0
Q12	0	0	0	100	0	0	0		0	100	0
Q13	0	0	0	100	0	0	0		0	100	0
Overall	0	0	0	100	0	0	0		0	100	0
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never   2) Rarely   3) Occasionally
Medium: 4) Sometimes   5) Often
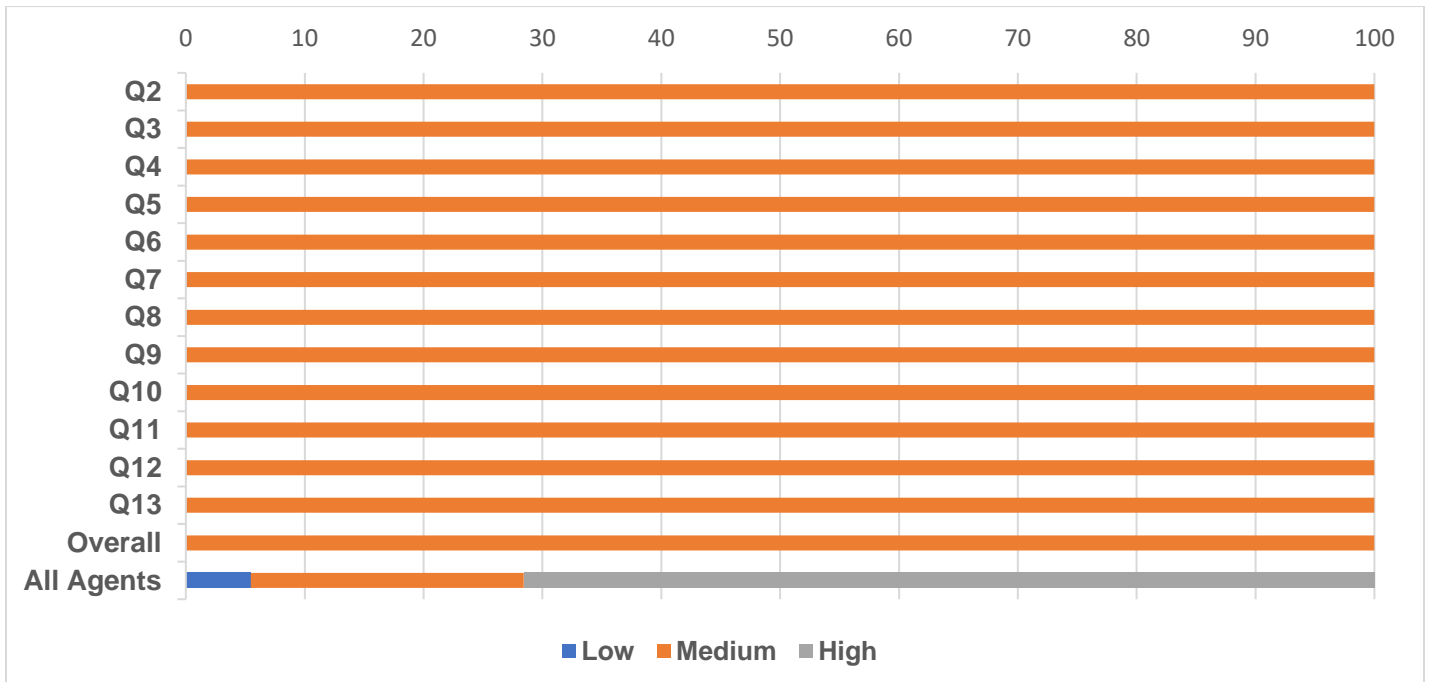**High:**   6) Very Often   7) Always

Survey Results: Agent 30

Quick Comparison

	Count	Mean	Median
Agent	24	6.27	7.00
All Agents	336	6.02	7.00

Percentage of Client Responses for Each Question

	1	2	3	4	5	6	7		Low	Medium	High
Q2	0	0	0	17	29	21	33		0	46	54
Q3	0	4	4	13	17	17	46		8	29	63
Q4	0	0	0	4	4	21	71		0	8	92
Q5	0	4	4	13	8	13	58		8	21	71
Q6	0	0	4	4	0	21	71		4	4	92
Q7	0	0	0	8	4	21	67		0	13	88
Q8	0	0	9	4	4	22	61		9	9	83
Q9	0	0	0	4	9	26	61		0	13	87
Q10	0	0	0	8	0	8	83		0	8	92
Q11	0	0	4	4	0	42	50		4	4	92
Q12	0	0	9	0	4	22	65		9	4	87
Q13	0	0	4	4	13	8	71		4	17	79
Overall	0	1	3	7	8	20	61		4	15	81
All Agents	1	1	3	7	16	20	51		5	23	72

Low: 1) Never 2) Rarely 3) Occasionally
Medium: 4) Sometimes 5) Often
High: 6) Very Often 7) Always