

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Day Treatment and Training
Program

Second
Quarter

2010-11
Year

Analysis of Program Objectives

During the second quarter of the current fiscal year, both the current index score (130.25) and the cumulative index score (128.70) were well above the overall Day Treatment and Training program goal of 100. During the quarter, six of the primary objectives were accomplished at or above established goal levels; while one was not. During the next quarter, emphasis must be placed on maximizing client participation in community-based outings/activities.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance, clients living with parents/guardians, and clients living in a group home; while serving a lower percentage of clients over the age of 55 and clients living in and ADH than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of clients with autism; and a lower percentage of clients with mental retardation, and cerebral palsy than we have historically seen. In terms of client ethnicity characteristics for those clients receiving services during the quarter, we served a higher percentage of African American clients; and lower percentage of Anglo, and Hispanic clients than we have in the past.

Characteristics of Clients (Receiving Services):

For those clients receiving services during the quarter, we served a higher percentage of clients receiving public assistance, clients over the age of 55, and clients living with parents/guardians; while serving a lower percentage of clients living in a group home and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of clients with cerebral palsy and clients with autism; and a lower percentage of clients with mental retardation than we have historically seen. In terms of client ethnicity characteristics for those clients receiving services during the quarter, we served a higher percentage of Anglo, African American, and Native American clients; and lower percentage of Hispanic and Asian clients than we have in the past.

Characteristics of Clients (End of Services):

For those clients exiting services during the quarter, we served a higher percentage of clients living with parents/guardians; while serving a lower percentage of clients over the age of 55, clients living in a group home, and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of

clients with mental retardation; and a lower percentage of clients with cerebral palsy and clients with autism than we have historically seen. In terms of client ethnicity characteristics for those clients receiving services during the quarter, we served a higher percentage of Hispanic clients; and a lower percentage of Anglo and African American clients than we have in the past.

Performance Analysis

Action taken or changes made to improve performance during the quarter:

Discussions with staff members were conducted on a number of occasions regarding general outcomes improvement. In addition after first quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson Office staff members at each DTA program to review overall performance and to discuss specific actions to continue to maintain performance at the same levels. A similar meeting will be conducted as soon as second quarter data are finalized. That meeting is tentatively scheduled for Wednesday, May 16th.

Areas needing performance improvements during the next quarter:

Only 28 clients compared to an overall program goal of 30 clients participated in a least 50% of scheduled community-based outings/activities.

Quarterly action plan to improve performance:

DTA Program Coordinators must ensure that all clients are given ample opportunities to participate in scheduled outings or activities. Staff must strive to maintain the same high level of performance. Although both of the above identified primary objectives were only slightly below goal, Program Coordinators must re-emphasize their individual program's commitment to community-based activities.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Day Treatment and Training

Second Quarter – Year 2011-12

Current Index Score: 130.25

Cumulative Index Score: 128.70

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize the accomplishment of ISP objectives.	27.00	150	14 of 14 100%	90%	18	27.00	150	17 of 17 100%
2. Maximize the number of community-based outings/activities.	22.50	150	38/ month	25/ month	15	22.50	150	37.5/ month
3. Maximize client participation in community-based outings/activities.	11.25	75	28	30	15	10.50	70	27.5
4. Maximize the number of new community-based outings/activities.	15.00	150	14	10/ quarter	10	12.50	125	12
5. Maximize the percentage of favorable responses on the consumer satisfaction questionnaire.	21.00	150	4 of 4 100%	95%	14	21.00	150	9 of 9 100%
6. Maximize the percentage of program time individual participants spend in the community	18.50	103	30.25%	30%	18	20.20	108	31.375%
7. Maximize the percentage of “favorable” responses on referral agency questionnaires.	15.00	150	4 of 4 100%	95%	10	15.00	150	7 of 7 100%

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Day Treatment and Training

Second Quarter – Year 2011-12

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	13 of 53 25%	0 of 1 0%	0 of 2 0%
2. Clients terminated due to moving.	5 of 53 9%	0 of 1 0%	0 of 2 0%
3. Clients terminated as not appropriate for Beacon Group services.	3 of 53 6%	0 of 1 0%	0 of 2 0%
4. Clients terminated for dropping out of program.	4 of 53 8%	0 of 0 0%	1 of 2 50%
5. Clients terminated due to transitioning to another DTA program.	20 of 53 38%	1 of 1 100%	1 of 2 0%
6. Clients terminated and receiving other support services.	9 of 53 17%	0 of 1 0%	0 of 2 0%
7. Percentage of clients denied access to services.	0 of 34 0%	0 of 7 0%	0 of 21 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2011-12

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	42 of 42 100%	1 of 1 100%	2 of 2 100%
2. Percentage of clients over the age of 55.	9 of 42 21%	0 of 1 0%	0 of 2 0%
3. Percentage of clients living with parents/guardian.	14 of 42 33%	1 of 1 100%	1 of 2 50%
4. Percentage of clients living in a group home.	24 of 42 57%	0 of 1 0%	1 of 2 50%
5. Percentage of clients living in an ADH.	5 of 42 12%	0 of 1 0%	0 of 2 0%
6. Percentage of clients diagnosed as mentally retarded (primary).	40 of 42 95%	1 of 1 100%	2 of 2 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 42 0%	0 of 1 0%	0 of 2 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 42 0%	0 of 1 0%	0 of 2 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 42 5%	0 of 1 0%	0 of 2 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 42 5%	0 of 1 0%	0 of 2 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	4 of 42 10%	0 of 1 0%	0 of 2 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 42 0%	0 of 1 0%	0 of 2 0%
13. Percentage of clients diagnosed as autistic (secondary).	1 of 42 2%	0 of 1 0%	0 of 2 0%
14. Clients who are Anglo	29 of 42 69%	0 of 1 0%	1 of 2 50%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	11 of 42 33%	1 of 1 100%	1 of 2 50%
16. Clients who are African American	1 of 42 3%	0 of 1 0%	0 of 2 0%
17. Clients who are Native American	0 of 42 0%	0 of 1 0%	0 of 2 0%
18. Clients who are Asian/Pacific Islander	0 of 42 0%	0 of 1 0%	0 of 2 0%
19. Clients who are of another ethnic background	0 of 42 0%	0 of 1 0%	0 of 2 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2011-12

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	1738 of 1773 98%	56 of 56 100%	106 of 106 100%
2. Percentage of clients over the age of 55.	544 of 1773 31%	21 of 56 38%	42 of 106 40%
3. Percentage of clients living with parents/guardian.	491 of 1773 28%	23 of 56 41%	42 of 106 40%
4. Percentage of clients living in a group home.	853 of 1773 48%	22 of 56 39%	41 of 106 39%
5. Percentage of clients living in an ADH.	417 of 1773 24%	11 of 56 20%	23 of 106 22%
6. Percentage of clients diagnosed as mentally retarded (primary).	1709 of 1773 96%	51 of 56 91%	96 of 106 91%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	15 of 1773 .8%	2 of 56 4%	4 of 106 4%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 1773 0%	0 of 56 0%	0 of 106 0%
9. Percentage of clients diagnosed as autistic (primary)	46 of 1773 3%	3 of 56 5%	6 of 106 6%
10. Percentage of clients diagnosed as mentally retarded (secondary).	20 of 1773 1%	2 of 56 4%	5 of 106 5%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	117 of 1773 7%	3 of 56 5%	5 of 106 5%
12. Percentage of clients diagnosed as having epilepsy (secondary).	288 of 1773 16%	13 of 56 23%	22 of 106 21%
13. Percentage of clients diagnosed as autistic (secondary).	68 of 1773 4%	3 of 56 5%	5 of 106 5%
14. Clients who are Anglo	871 of 1353 64%	37 of 56 66%	72 of 106 68%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	423 of 1353 31%	16 of 56 29%	29 of 106 27%
16. Clients who are African American	19 of 1353 1%	2 of 56 4%	3 of 106 3%
17. Clients who are Native American	14 of 1353 1%	1 of 56 2%	2 of 106 2%
18. Clients who are Asian/Pacific Islander	2 of 1353 .1%	0 of 56 0%	0 of 106 0%
19. Clients who are of another ethnic background	0 of 1353 0%	0 of 56 0%	0 of 106 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2010-11

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	31 of 39 94%	7 of 7 100%	21 of 21 100%
2. Percentage of clients over the age of 55.	12 of 39 36%	0 of 7 0%	4 of 21 19%
3. Percentage of clients living with parents/guardian.	12 of 39 36%	3 of 7 43%	7 of 21 33%
4. Percentage of clients living in a group home.	16 of 39 48%	4 of 7 57%	12 of 21 57%
5. Percentage of clients living in an ADH.	5 of 39 15%	0 of 7 0%	2 of 21 10%
6. Percentage of clients diagnosed as mentally retarded (primary).	32 of 39 97%	6 of 7 86%	20 of 21 95%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	1 of 39 3%	0 of 7 0%	0 of 21 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 39 0%	0 of 7 0%	0 of 21 0%
9. Percentage of clients diagnosed as Autistic (primary)	0 of 39 0%	1 of 7 14%	1 of 21 5%
10. Percentage of clients diagnosed as mentally retarded (secondary).	1 of 39 3%	1 of 7 14%	1 of 21 5%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	0 of 39 0%	0 of 7 0%	2 of 21 10%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 39 0%	0 of 7 0%	2 of 21 10%
13. Percentage of clients diagnosed as autistic (secondary).	5 of 39 15%	0 of 7 0%	1 of 21 5%
14. Clients who are Anglo	22 of 39 67%	3 of 7 43%	11 of 21 57%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	11 of 39 33%	2 of 7 29%	7 of 21 33%
16. Clients who are African American	0 of 39 0%	1 of 7 14%	2 of 21 10%
17. Clients who are Native American	0 of 39 0%	0 of 7 0%	0 of 21 0%
18. Clients who are Asian/Pacific Islander	0 of 39 0%	0 of 7 0%	0 of 21 0%
19. Clients who are of another ethnic background	0 of 39 0%	0 of 7 0%	0 of 21 0%

