

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By	Program	Quarter	Year

Analysis of Program Objectives

During the second quarter of the current fiscal year, the current index score was well above (125.47); while the cumulative index score (109.20) was slightly above the overall Employment Development program goal of 100. During the quarter, ten of the twelve primary objectives were accomplished at or above established goal levels, while two were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of clients obtaining competitive employment and minimizing the program time for clients successfully completing the program.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients having no prior work experience, clients receiving public assistance, clients having less than a high school degree or equivalent, and clients having a post-secondary education; while serving a lower percentage of clients over the age of 55 than we have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of developmentally disabled, mentally ill, and learning disabled; and a lower percentage of physically disabled, deaf/hard of hearing, blind/visually impaired, substance abuse, and traumatically brain injured clients than we have historically seen. In terms of client ethnicity characteristics for those clients beginning services during the quarter, we served a higher percentage of Anglo, African American, and Native American clients; and a lower percentage of Hispanic, Asian, and clients of another ethnic background 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 having no prior work experience, clients having less than a high school degree or equivalent, and clients under the age of 22; while serving a lower percentage of clients receiving public assistance, clients under the age of 22, and clients having a post-secondary education than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of developmentally disabled, learning disabled, and substance abuse clients; and a lower percentage of physically disabled, deaf/hard of hearing, and blind/visually impaired clients 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, Native American, and Asian clients; and a lower percentage of Anglo and clients of another ethnic background than we have previously served.

Characteristics of Clients (End of Services):

During the quarter, for those clients exiting services, we served a higher percentage of clients having no prior work experience, clients receiving public assistance, clients having less than a high school degree or equivalent, clients over the age of 55, and clients having a post-secondary education; while serving a lower percentage of clients under the age of 22 than we have traditionally served. From a disability standpoint for those clients exiting the program, we served a higher percentage of developmentally disabled, learning disabled and deaf/hard of hearing, blind/visually impaired, and traumatically brain injured clients ; and a lower percentage of physically disabled, mentally ill, and substance abuse clients than we have historically seen. In terms of client ethnicity characteristics for those clients exiting the program, we served a higher percentage of Anglo and Hispanic; and a lower percentage of African American, Native American, Asian, and clients of another ethnic background 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 to review overall performance and to discuss specific actions to improve performance in the five primary objectives that were being accomplished at below goal levels. A similar meeting will be conducted as soon as second quarter data are finalized. That meeting is tentatively scheduled for Thursday, May 17th.

Areas needing performance improvements during the next quarter:

Only 25% of clients terminating from the program obtained competitive employment compared to an overall program goal of 35%. It required 21.43 weeks for clients to successfully complete the program compared to an overall program goal 20 weeks. Although an improvement over the first quarter of the current fiscal year, continued improvement is necessary.

Quarterly action plan to improve performance:

Meet with the Employment Services Specialists on a weekly basis to discuss placement outcomes; particularly obtaining competitive employment, the importance of providing quality services to clients and employers, the need to minimize the amount of time taken to achieve each placement as well as the time from referral to placement. Continue to intensify the emphasis on ensuring that adequate communication is maintained between work adjustment program managers and job developers. Internally, to continue to publish a weekly listing of community worksite openings so that all appropriate staff members are continually aware of openings so that clients are being referred to supported employment from the Employment Development Program. Externally, we also need to continue to advertise our community worksite openings on a weekly basis. Marketing efforts to VR Counselors to solicit additional job development and placement referrals needs to continue and remain ongoing.

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Employment Development - Tucson

First Quarter – Year 2011-12

Current Index Score: 125.47

Cumulative Index Score: 109.20

Primary Objectives	Current Quarter			Goal	Relative Weight	Raw Score
	Raw Score	Index Data	Actual Data			
1. Obtain competitive employment	7.00	50	6 of 24 25%	35%	14	9.80
2. Obtain supported employment	11.70	130	3 of 24 13%	10%	9	8.10
3. Obtain pre-vocational or other community services	3.00	150	15 of 15 100%	90%	2	2.20
4. Minimize program time for clients obtaining objectives #1 or #2	5.10	85	21.43 weeks	20 wks	6	3.00
5. Minimize program time for all other terminated clients	6.00	120	9.21 weeks	10 wks	5	3.00
6. Obtain reasonable competitive employment wage	15.00	150	\$8.83/ hr	\$7.75/hr	10	15.00
7. Minimize the hours of job development to achieve placement	10.50	150	4.86 hrs	15 hrs	7	10.50
8. Minimize the time from referral to placement	7.17	103	29.79 days	30 days	7	7.60
9. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	17 of 17 100%	95%	10	15.00
10. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	24 of 24 100%	95%	10	15.00
11. Maximize the % of “favorable” responses on employer questionnaires	15.00	150	7 of 7 100%	95%	10	15.00
12. Maximize the % of “favorable” responses on referral source questionnaires	15.00	150	8 of 8 100%	95%	10	5.00

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Employment Development - Tucson
Second Quarter – Year 2011-12

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER
1. Clients terminated for medical reasons.	31 of 1726 2%	0 of 24 0%
2. Clients terminated due to moving.	31 of 1726 2%	0 of 24 0%
3. Clients terminated as not appropriate for Beacon Group services.	17 of 1726 1%	0 of 24 0%
4. Clients terminated for dropping out of program.	70 of 1726 4%	0 of 24 0%
5. Clients terminated as non-feasible for employment.	30 of 1726 2%	0 of 24 0%
6. Clients referred for placement.	1586	14

7. Clients placed.	862	14
8. Clients placed who do not obtain employment.	159	3
9. Percentage of clients denied access to services.	0 of 632 0%	0 of 30 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
Quarter – Year 2011-12

Second

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	387 of 2106 18%	10 of 24 42%
2. % of clients receiving public assistance.	1067 of 2106 51%	18 of 24 75%
3. % of clients having less than a high school degree or equivalent.	552 of 2106 26%	14 of 24 58%
4. % of clients under the age of 22.	293 of 2106 14%	3 of 24 13%
5. % of clients over the age of 55.	86 of 2106 4%	3 of 24 13%
6. % of clients having a post-secondary education.	176 of 2106 8%	3 of 24 13%
7. % of clients diagnosed as physically disabled. (primary)	439 of 2106 21%	2 of 24 8%
8. % of clients diagnosed as developmentally disabled. (primary)	223 of 2106 11%	6 of 24 25%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	788 of 2106 37%	8 of 24 33%
10. % of clients diagnosed as learning disabled. (primary)	328 of 2106 16%	4 of 24 17%
11. % of clients diagnosed as deaf or hard of hearing (primary)	34 of 2106 2%	1 of 24 4%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER
12. % of clients diagnosed as blind or visually impaired. (primary)	43 of 2106 2%	2 of 24 8%
13. % of clients diagnosed as substance abusers (primary)	17 of 2106 .8%	0 of 24 0%
14. % of clients diagnosed as traumatically brain injured (primary)	73 of 2106 3%	1 of 24 4%
15. % of clients diagnosed as physically disabled. (secondary)	104 of 2106 5%	0 of 24 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	45 of 2106 2%	0 of 24 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	136 of 2106 6%	1 of 24 4%
18. % of clients diagnosed as learning disabled. (secondary)	133 of 2106 6%	2 of 24 8%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	18 of 2106 .9%	0 of 24 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	12 of 2106 .6%	0 of 24 0%
21. % clients diagnosed as substance abusers. (secondary)	77 of 2106 4%	0 of 24 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	13 of 2106 .6%	1 of 24 4%
23. % of clients who are Anglo	577 of 947 61%	17 of 24 71%
24. % of clients who are Hispanic/Latino	255 of 947 27%	7 of 24 29%
25. % of clients who are African American	56 of 947 6%	0 of 24 0%
26. % of clients who are Native American	33 of 947 3%	0 of 24 0%
27. % of clients who are Asian/Pacific Islander	15 of 947 2%	0 of 24 0%
28. % of clients who are of another ethnic background	7 of 947 .7%	0 of 24 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Employment Development - Tucson
Second Quarter – Year 2011-12

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	876 of 2893 30%	38 of 78 49%
2. % of clients receiving public assistance.	1958 of 2893 68%	49 of 78 63%
3. % of clients having less than a high school degree or equivalent.	1079 of 2893 37%	48 of 78 62%
4. % of clients under the age of 22.	683 of 2893 24%	15 of 78 19%
5. % of clients over the age of 55.	111 of 2893 4%	5 of 78 6%
6. % of clients having a post-secondary education.	411 of 2893 14%	10 of 78 13%
7. % of clients diagnosed as physically disabled. (primary)	442 of 2893 15%	3 of 78 4%
8. % of clients diagnosed as developmentally disabled. (primary)	575 of 2893 20%	20 of 78 26%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	810 of 2893 28%	22 of 78 28%
10. % of clients diagnosed as learning disabled. (primary)	633 of 2893 22%	26 of 78 33%
11. % of clients diagnosed as deaf or hard of hearing (primary)	47 of 2893 2%	0 of 78 0%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
12. % of clients diagnosed as blind or visually impaired. (primary)	54 of 2893 2%	1 of 78 1%
13. % of clients diagnosed as substance abusers (primary)	23 of 2893 .8%	1 of 78 1%
14. % of clients diagnosed as traumatically brain injured (primary)	162 of 2893 6%	5 of 78 6%
15. % of clients diagnosed as physically	78 of 2893	0 of 78

disabled. (secondary)	3%	0%	
16. % of clients diagnosed as developmentally disabled. (secondary)	73 of 2893 3%	2 of 78 3%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	103 of 2893 4%	0 of 78 0%	
18. % of clients diagnosed as learning disabled. (secondary)	117 of 2893 4%	0 of 78 0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	15 of 2893 .5%	1 of 78 1%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	19 of 2893 .7%	1 of 78 1%	
21. % clients diagnosed as substance abusers. (secondary)	74 of 2893 3%	1 of 78 1%	
22. % clients diagnosed as traumatically brain injured. (secondary)	14 of 2893 .5%	1 of 78 1%	
23. % of clients who are Anglo	1576 of 2893 54%	39 of 78 50%	
24. % of clients who are Hispanic/Latino	920 of 2893 32%	27 of 78 35%	
25. % of clients who are African American	177 of 2893 6%	5 of 78 6%	
26. % of clients who are Native American	152 of 2893 5%	5 of 78 6%	
27. % of clients who are Asian/Pacific Islander	52 of 2893 2%	2 of 78 3%	
28. % of clients who are of another ethnic background	16 of 2893 .6%	0 of 78 0%	

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
Second Quarter – Year 2011-12

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	226 of 820 28%	10 of 30 33%
2. % of clients receiving public assistance.	484 of 820 59%	18 of 30 60%
3. % of clients having less than a high school degree or equivalent.	309 of 820 38%	20 of 30 67%
4. % of clients under the age of 22.	221 of 820 27%	8 of 30 27%
5. % of clients over the age of 55.	36 of 820 4%	1 of 30 3%
6. % of clients having a post-secondary education.	95 of 820 12%	5 of 30 17%
7. % of clients diagnosed as physically disabled. (primary)	103 of 820 13%	0 of 30 0%
8. % of clients diagnosed as developmentally disabled. (primary)	192 of 820 23%	8 of 30 27%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	204 of 820 25%	15 of 30 50%
10. % of clients diagnosed as learning disabled. (primary)	171 of 820 21%	7 of 30 23%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	6 of 820 .7%	0 of 30 0%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
12. % of clients diagnosed as blind or visually impaired. (primary)	12 of 820 1%	0 of 30 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 820 .3%	0 of 30 0%
14. % of clients diagnosed as traumatically brain injured (primary)	34 of 820 4%	0 of 30 0%
15. % of clients diagnosed as physically disabled. (secondary)	34 of 820 4%	1 of 30 3%

16. % of clients diagnosed as developmentally disabled. (secondary)	24 of 820 3%	1 of 30 3%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	47 of 820 6%	0 of 30 0%	
18. % of clients diagnosed as learning disabled. (secondary)	53 of 820 6%	1 of 30 3%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	7 of 820 .9%	0 of 30 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	6 of 820 .7%	0 of 30 0%	
21. % clients diagnosed as substance abusers. (secondary)	22 of 820 3%	2 of 30 7%	
22. % clients diagnosed as traumatically brain injured. (secondary)	6 of 820 .7%	0 of 30 0%	
23. % of clients who are Anglo	415 of 820 51%	19 of 30 63%	
24. % of clients who are Hispanic/Latino	204 of 820 25%	5 of 30 17%	
25. % of clients who are African American	47 of 820 6%	3 of 30 10%	
26. % of clients who are Native American	33 of 820 4%	3 of 30 10%	
27. % of clients who are Asian/Pacific Islander	16 of 820 2%	0 of 30 0%	
28. % of clients who are of another ethnic background	6 of 820 .7%	0 of 30 0%	