

## Beacon Group

### **Quarterly Service Delivery Performance Improvement Report**

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Prepared By

Day Treatment and Training  
Program

Third  
Quarter

2007-08  
Year

#### Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (138.75) and the cumulative index score (141.75) were significantly above the overall Day Treatment and Training program goal of 100. During the quarter, seven of the seven the primary objectives were accomplished at or above established goal levels, while none were not. During the next quarter, emphasis needs to be placed on continuing the same high level of performance.

#### Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients over the age of 55 and clients living in an ADH; while serving a lower percentage of clients living with parents/guardians and clients living in a group home. From a disability standpoint for those clients beginning services during the quarter, we served the same percentage of disability groups as 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 clients; and a lower percentage of 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, clients living with parents/guardians, and clients living in a group home; while serving a lower percentage of 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 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 Hispanic and Native American clients; and lower percentage of Anglo and African American clients than we have in the past.

#### Characteristics of Clients (End of Services):

No clients exited services during the quarter; therefore, no appropriate client characteristics comparisons could not be made.

## 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 second quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson Office staff members at both DTA sites 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 third quarter data are finalized. That meeting is tentatively scheduled for Wednesday, August 13<sup>th</sup>.

Areas needing performance improvements during the next quarter:

None were necessary.

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.

**BEACON GROUP**

**PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2007-08

Current Index Score: 138.75

Cumulative Index Score: 141.75

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	12 of 12 100%	80%	18	27.00	150	20 of 22 91%
2. Maximize the number of community-based outings/activities.	22.50	150	31.00/ month	18/ month	15	22.50	150	27.17/ month
3. Maximize client participation in community-based outings/activities.	15.00	100	30	30	15	18.00	120	31.67
4. Maximize the number of new community-based outings/activities.	11.25	113	11	10/ quarter	10	11.25	113	11
5. Maximize the percentage of favorable responses on the consumer satisfaction questionnaire.	21.00	150	12 of 12 100%	95%	14	21.00	150	14 of 14 100%
6. Maximize the percentage of program time individual participants spend in the community	27.00	150	41.43%	25%	18	27.00	150	37.88%
7. Maximize the percentage of “favorable” responses on referral agency questionnaires..	15.00	150	8 of 8 100%	95%	10	15.00	150	10 of 10 100%

**PERFORMANCE IMPROVEMENT REPORT**

**SUPPLEMENTAL MEASURES**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2007-08

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	6 of 32 19%	0 of 0 0%	1 of 3 33%
2. Clients terminated due to moving.	2 of 32 6%	0 of 0 0%	0 of 3 0%
3. Clients terminated as not appropriate for Beacon Group services.	1 of 32 3%	0 of 0 0%	0 of 3 0%
4. Clients terminated for dropping out of program.	3 of 32 9%	0 of 0 0%	0 of 3 0%
5. Clients terminated due to transitioning to another DTA program.	16 of 32 50%	0 of 0 0%	1 of 3 33%
6. Clients terminated and receiving other support services.	7 of 32 22%	0 of 0 0%	1 of 3 33%
7. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies..	296 of 300 99%	10 of 10 100%	30 of 30 100%
8. Percentage of clients denied access to services.	0 of 14 0%	0 of 1 0%	0 of 4 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	21 of 21 100%	0 of 0 0%	3 of 3 0%
2. Percentage of clients over the age of 55.	4 of 21 19%	0 of 0 0%	1 of 3 33%
3. Percentage of clients living with parents/guardian.	3 of 21 14%	0 of 0 0%	1 of 3 33%
4. Percentage of clients living in a group home.	13 of 21 62%	0 of 0 0%	2 of 3 67%
5. Percentage of clients living in an ADH.	5 of 21 24%	0 of 0 0%	0 of 3 0%
6. Percentage of clients diagnosed as mentally retarded (primary).	19 of 21 90%	0 of 0 0%	3 of 3 0%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 21 0%	0 of 0 0%	0 of 3 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 21 0%	0 of 0 0%	0 of 3 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 21 10%	0 of 0 0%	0 of 3 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 21 10%	0 of 0 0%	0 of 3 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	2 of 21 10%	0 of 0 0%	0 of 3 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 21 0%	0 of 0 0%	0 of 3 0%
13. Percentage of clients diagnosed as autistic (secondary).	1 of 21 5%	0 of 0 0%	0 of 3 0%
14. Clients who are Anglo	13 of 21 62%	2 of 0 67%	2 of 3 67%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	7 of 21 33%	0 of 0 0%	1 of 3 33%
16. Clients who are African American	5 of 21 0%	0 of 3 0%	0 of 3 0%
17. Clients who are Native American	0 of 21 0%	0 of 3 0%	0 of 3 0%
18. Clients who are Asian/Pacific Islander	0 of 21 0%	0 of 3 0%	0 of 3 0%
19. Clients who are of another ethnic background	0 of 21 0%	0 of 3 0%	0 of 3 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	1160 of 1194 97%	33 of 33 100%	104 of 104 100%
2. Percentage of clients over the age of 55.	268 of 1194 22%	13 of 33 39%	34 of 104 34%
3. Percentage of clients living with parents/guardian.	312 of 1194 26%	10 of 33 30%	32 of 104 31%
4. Percentage of clients living in a group home.	583 of 1194 49%	13 of 33 39%	46 of 104 44%
5. Percentage of clients living in an ADH.	290 of 1194 24%	9 of 33 27%	25 of 104 24%
6. Percentage of clients diagnosed as mentally retarded (primary).	1188 of 1194 99.5%	30 of 33 91%	101 of 104 97%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 1194 0%	0 of 33 0%	0 of 104 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 1194 0%	0 of 33 0%	0 of 104 0%
9. Percentage of clients diagnosed as autistic (primary)	6 of 1194 .5%	3 of 33 9%	3 of 104 3%
10. Percentage of clients diagnosed as mentally retarded (secondary).	6 of 1194 .5%	1 of 33 3%	1 of 104 1%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	89 of 1194 7%	2 of 33 6%	8 of 104 8%
12. Percentage of clients diagnosed as having epilepsy (secondary).	190 of 1194 16%	5 of 33 15%	16 of 104 15%
13. Percentage of clients diagnosed as autistic (secondary).	35 of 1194 3%	2 of 33 6%	8 of 104 8%
14. Clients who are Anglo	496 of 774 64%	19 of 33 58%	67 of 104 64%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	235 of 774 30%	13 of 33 39%	36 of 104 35%
16. Clients who are African American	19 of 774 2%	0 of 33 0%	0 of 104 0%
17. Clients who are Native American	0 of 774 0%	1 of 33 3%	1 of 104 1%
18. Clients who are Asian/Pacific Islander	0 of 774 0%	0 of 33 0%	0 of 104 0%
19. Clients who are of another ethnic background	0 of 774 0%	0 of 33 0%	0 of 104 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	18 of 18 100%	1 of 1 100%	4 of 4 100%
2. Percentage of clients over the age of 55.	7 of 18 39%	0 of 1 50%	2 of 4 50%
3. Percentage of clients living with parents/guardian.	6 of 18 33%	0 of 1 0%	2 of 4 50%
4. Percentage of clients living in a group home.	8 of 18 44%	0 of 1 0%	1 of 4 25%
5. Percentage of clients living in an ADH.	4 of 18 22%	1 of 1 100%	1 of 4 25%
6. Percentage of clients diagnosed as mentally retarded (primary).	18 of 18 100%	1 of 1 100%	4 of 4 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 18 0%	0 of 1 0%	0 of 4 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 18 0%	0 of 1 0%	0 of 4 0%
9. Percentage of clients diagnosed as Autistic (primary)	0 of 18 0%	0 of 1 0%	0 of 4 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	0 of 18 0%	0 of 1 0%	0 of 4 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	0 of 18 0%	0 of 1 0%	0 of 4 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 18 0%	0 of 1 0%	0 of 4 0%
13. Percentage of clients diagnosed as autistic (secondary).	5 of 18 28%	0 of 1 0%	0 of 4 0%
14. Clients who are Anglo	10 of 18 56%	1 of 1 100%	4 of 4 100%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	8 of 18 44%	0 of 1 0%	0 of 4 0%
16. Clients who are African American	0 of 18 0%	0 of 1 0%	0 of 4 0%
17. Clients who are Native American	0 of 18 0%	0 of 1 0%	0 of 4 0%
18. Clients who are Asian/Pacific Islander	0 of 18 0%	0 of 1 0%	0 of 4 0%
19. Clients who are of another ethnic background	0 of 18 0%	0 of 1 0%	0 of 4 0%

