

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Parenting
Program

Third
Quarter

2007-08
Year

Analysis of Program Objectives

During the third quarter of the current fiscal year, current index score (98.20) was slightly below and the cumulative index score (128.50) was well above the overall Parenting Program goal of 100. During the quarter, five of the ten primary objectives were accomplished at or above established goal levels, while five were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of DDD clients successfully completing the parenting skills training program, minimizing the percentage of court ordered severances, maximizing the percentage of successful home visits, maximizing the percentage of valuable responses and three month follow-up, and maximizing the percentage of favorable responses on consumer satisfaction questionnaires.

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 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 and 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 clients; and a lower percentage of physically disabled, mentally ill, blind/visually impaired, 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 Hispanic clients; and a lower percentage of Anglo, African American, Native American, and Asian/Pacific Islander 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 having no prior work experience, clients having less than a high school degree or equivalent, and clients under the age of 22; while serving no clients at a lower percentage 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 and deaf/hearing impaired clients; and a lower percentage of physically disabled, substance abuse, and traumatically brain injured 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 Anglo and African American clients; and a lower percentage of Hispanic, and Native American clients than we have in the past.

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 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 over the age of 55, and clients having a post-secondary education than we have traditionally served. From a disability standpoint for those clients exiting the program, we served a higher percentage of developmentally disabled clients; and a lower percentage of physically disabled, mentally ill, and learning disabled 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 clients; and a lower percentage of Hispanic, African American, Native American, and Asian/Pacific Islander 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 second 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 four primary objectives that were being accomplished at below established program goal levels. A similar meeting will be conducted as soon as third quarter data are finalized. That meeting is tentatively scheduled for Wednesday, August 13th.

Areas needing performance improvements during the next quarter:

During the quarter, there was no activity with respect to DDD clients successfully completing the parenting skills training program or CPS and/or DDD clients having their children severed by court order. Successful home visits were a surprisingly low 77% compared to an overall program goal of 85%. No three month follow-up letters were returned during the quarter, nor were there any returned consumer satisfaction questionnaires.

Quarterly action plan to improve performance:

Meet with the Parenting Program Coordinator on a weekly basis to discuss the importance of ensuring that both three-month follow-up letters, consumer satisfaction questionnaires are consistently provided to program participants to complete at their annual and semi-annual IFSP's. In addition, additional emphasis needs to be placed on minimizing CPS court-ordered severances.

**BEACON GROUP
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Parenting

Third Quarter – Year 2007-08

Current Index Score: 98.20

Cumulative Index Score: 128.50

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Successfully complete the parenting skills training program (DD)	4.00	50	0 of 0 0%	80%	8	12.00	150	2 of 2 100%
2. Minimize court ordered severances (CPS & DD Foster)	4.00	50	0 of 0 0%	75%	8	4.00	50	10 of 12 83%
3. Successfully transition AzEIP clients to school districts by the age of 3 (SC/EI)	12.00	150	8 of 8 100%	90%	8	12.00	150	20 of 20 100%
4. Minimize program time for non-court ordered clients to successfully complete the program	10.00	100	15 months	15 months	10	8.50	85	16.96 months
5. Maximize successful home visits.	7.20	77	878 of 1137 77%	85%	12	15.00	125	2919 of 3261 90%
6. Maximize percentage of “valuable” responses at 3 month follow-up.	5.00	50	0 of 0 0%	95%	10	15.00	150	1 of 1 100%
7. Maximize the accomplishment of family objectives.	18.00	150	89 of 92 97%	75%	12	18.00	150	384 of 416 92%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	5.00	50	0 of 0 0%	95%	10	15.00	150	6 of 6 100%
9. Maximize the percentage of “favorable” responses on referral source questionnaires.	15.00	150	8 of 8 100%	95%	10	11.00	110	27 of 28 96%
10. Maximize the percentage of IFSP’s that are completed on time(SC/EI)	18.00	150	4 of 4 100%	95%	12	18.00	150	16 of 16 100%

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Parenting

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SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	1 of 263 .4%	0 of 8 0%	0 of 26 0%
2. Clients terminated due to relocation of family	14 of 263 5%	0 of 8 0%	0 of 26 0%
3. Clients terminated as not appropriate for Beacon Group services	9 of 263 3%	0 of 8 0%	0 of 26 0%
4. Clients transferred to CPS parenting program due to children being removed from home	7 of 114 6%	0 of 8 0%	0 of 26 0%
5. Clients terminated for successful completion of court ordered case plan	2 of 114 2%	0 of 8 0%	1 of 26 4%
6. Clients terminated due to reunification of the family by the court	5 of 114 4%	0 of 8 0%	1 of 26 4%
7. Clients transferred to DDD parenting program due to children being reunified	0 of 114 0%	0 of 8 0%	0 of 26 0%
8. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies	216 of 216 100%	5 of 5 100%	5 of 5 100%
9. Percentage of clients denied access to services.	0 of 129 0%	0 of 12 0%	0 of 28 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	146 of 312 47%	8 of 8 100%	29 of 34 85%
2. % of clients receiving public assistance.	248 of 312 79%	0 of 8 0%	8 of 34 24%
3. % of clients having less than a high school degree or equivalent.	120 of 312 38%	5 of 8 63%	22 of 34 65%
4. % of clients under the age of 22.	68 of 312 26%	8 of 8 100%	26 of 34 76%
5. % of clients over the age of 55.	1 of 312 .3%	0 of 8 0%	0 of 34 0%
6. % of clients having a post-secondary education.	13 of 312 4%	0 of 8 0%	0 of 34 0%
7. % of clients diagnosed as physically disabled. (primary)	3 of 312 1%	0 of 8 0%	0 of 34 0%
8. % of clients diagnosed as developmentally disabled. (primary)	211 of 312 68%	8 of 8 100%	33 of 34 97%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	7 of 312 2%	0 of 8 0%	1 of 34 3%
10. % of clients diagnosed as learning disabled. (primary)	4 of 312 1%	0 of 8 0%	0 of 34 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 312 0%	0 of 8 0%	0 of 34 0%

PROGRAM: Parenting

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	3 of 312 1%	0 of 8 0%	0 of 34 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	5 of 312 2%	0 of 8 0%	0 of 34 0%
18. % of clients diagnosed as learning disabled. (secondary)	1 of 312 .3%	0 of 8 0%	0 of 34 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 312 0%	0 of 8 0%	0 of 34 0%
21. % clients diagnosed as substance abusers. (secondary)	3 of 312 1%	0 of 8 0%	0 of 34 0%
22. % of clients diagnosed as traumatically brain injured	1 of 312 .3%	0 of 8 0%	0 of 34 0%
23. % of clients who are Anglo	92 of 169 54%	6 of 8 75%	26 of 34 76%
24. % of clients who are Hispanic/Latino	62 of 169 37%	2 of 8 25%	8 of 34 24%
25. % of clients who are African American	10 of 169 6%	0 of 8 0%	0 of 34 0%
26. % of clients who are Native American	4 of 169 2%	0 of 8 0%	0 of 34 0%
27. % of clients who are Asian/Pacific Islander	1 of 169 .6%	0 of 8 0%	0 of 34 0%
28. % of clients who are of another ethnic background	0 of 169 0%	0 of 8 0%	0 of 34 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	678 of 1038 65%	70 of 81 86%	192 of 270 1%
2. % of clients receiving public assistance.	888 of 1038 86%	70 of 81 86%	172 of 270 64%
3. % of clients having less than a high school degree or equivalent.	269 of 1038 26%	58 of 81 72%	164 of 270 61%
4. % of clients under the age of 22.	227 of 1038 22%	58 of 81 72%	152 of 270 56%
5. % of clients over the age of 55.	0 of 1038 0%	0 of 81 0%	0 of 270 0%
6. % of clients having a post-secondary education.	0 of 1038 0%	0 of 81 0%	0 of 270 0%
7. % of clients diagnosed as physically disabled. (primary)	10 of 1038 1%	0 of 81 0%	0 of 270 0%
8. % of clients diagnosed as developmentally disabled. (primary)	912 of 1038 88%	72 of 81 89%	239 of 270 89%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	99 of 1038 10%	7 of 81 9%	24 of 270 9%
10. % of clients diagnosed as learning disabled. (primary)	0 of 1038 0%	0 of 81 0%	0 of 270 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	8 of 1038 .8%	2 of 81 2%	5 of 270 2%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 1038 0%	0 of 81 0%	2 of 270 .7%
13. % of clients diagnosed as substance abusers (primary)	4 of 1037 .4%	0 of 81 0%	0 of 270 0%
14. % of clients diagnosed as traumatically brain injured (primary)	3 of 1038 .3%	0 of 81 0%	0 of 270 0%

PROGRAM: Parenting

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	0 of 1038 0%	0 of 81 0%	0 of 270 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 1038 0%	0 of 81 0%	0 of 270 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	10 of 1038 1%	0 of 81 0%	0 of 270 0%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 1038 0%	0 of 81 0%	0 of 270 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 1038 0%	0 of 81 0%	0 of 270 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 1038 .1%	0 of 81 0%	0 of 270 0%
21. % clients diagnosed as substance abusers. (secondary)	3 of 1038 .3%	0 of 81 0%	0 of 270 0%
22. % of clients diagnosed as traumatically brain injured	0 of 1038 0%	0 of 81 0%	0 of 270 0%
23. % of clients who are Anglo	506 of 1038 49%	43 of 81 53%	144 of 270 53%
24. % of clients who are Hispanic/Latino	382 of 1038 37%	20 of 81 25%	78 of 270 29%
25. % of clients who are African American	90 of 1038 9%	16 of 81 20%	42 of 270 16%
26. % of clients who are Native American	60 of 1038 6%	2 of 81 2%	6 of 270 2%
27. % of clients who are Asian/Pacific Islander	0 of 1038 0%	0 of 81 0%	0 of 270 0%
28. % of clients who are of another ethnic background	0 of 1038 0%	0 of 81 0%	0 of 270 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	145 of 181 80%	12 of 12 100%	35 of 45 78%
2. % of clients receiving public assistance.	141 of 181 78%	1 of 12 8%	12 of 45 27%
3. % of clients having less than a high school degree or equivalent.	107 of 181 59%	10 of 12 83%	35 of 45 78%
4. % of clients under the age of 22.	122 of 181 67%	12 of 12 100%	36 of 45 80%
5. % of clients over the age of 55.	1 of 181 .6%	0 of 12 0%	0 of 45 0%
6. % of clients having a post-secondary education.	0 of 181 0%	0 of 12 0%	0 of 45 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 181 1%	0 of 12 0%	0 of 45 0%
8. % of clients diagnosed as developmentally disabled. (primary)	173 of 181 96%	12 of 12 100%	41 of 45 91%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	3 of 181 2%	0 of 12 0%	4 of 45 9%
10. % of clients diagnosed as learning disabled. (primary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 181 .6%	0 of 12 0%	0 of 45 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 181 2%	0 of 12 0%	0 of 45 0%

PROGRAM: Parenting

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 181 0%	0 of 12 0%	2 of 45 4%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	3 of 181 2%	0 of 12 0%	2 of 45 4%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 181 0%	0 of 12 0%	1 of 45 2%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
21. % clients diagnosed as substance abusers. (secondary)	0 of 181 0%	0 of 12 0%	0 of 45 0%
22. % of clients diagnosed as traumatically brain injured	1 of 181 .6%	0 of 12 6%	1 of 45 2%
23. % of clients who are Anglo	105 of 181 58%	5 of 12 42%	30 of 45 67%
24. % of clients who are Hispanic/Latino	61 of 181 34%	7 of 12 58%	12 of 45 27%
25. % of clients who are African American	10 of 181 6%	0 of 12 0%	3 of 45 7%
26. % of clients who are Native American	4 of 181 2%	0 of 12 0%	0 of 45 0%
27. % of clients who are Asian/Pacific Islander	1 of 181 .6%	0 of 12 0%	0 of 45 0%
28. % of clients who are of another ethnic background	0 of 181 0%	0 of 12 0%	0 of 45 0%

