

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Sheltered Employment
Program

Third
Quarter

2007-08
Year

Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (119.70) and the cumulative index score (108.50) were slightly above the overall Sheltered Employment program goal of 100. During the quarter, seven of the eleven primary objectives were accomplished at or above established goal levels, while four were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of clients who are identified for and/or make a progressive move, minimizing the program time for clients to make a progressive move, minimizing the program time for clients referred to day treatment and training or other pre-vocational services, and minimizing downtime.

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 under the age of 22; while serving a lower percentage of 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 beginning services during the quarter, we served a higher percentage of developmentally disabled clients; and a lower percentage of physically disabled, mentally ill, 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 and Hispanic clients; and a lower percentage of 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 receiving public assistance, clients having less than a high school degree or equivalent, clients under the age of 22, clients over the age of 55, clients having a post-secondary education; while serving no clients at a lower percentage of clients 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 clients; and a lower percentage of physically disabled, mentally ill, learning disabled, deaf/hearing impaired, blind/visually impaired, 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 Native American clients; and a lower percentage of Hispanic, African American, and clients of another ethnic background 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 receiving public assistance, clients having less than a high school degree or equivalent, and clients under the age of 22; and a lower percentage of 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, learning disabled, deaf/hearing impaired, blind/visually impaired, substance abuse, and traumatically brain injured 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, Asian/Pacific Islander, 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 second quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson Office staff members at both sites to review overall performance and to discuss specific actions to improve performance in the three primary objectives that were being accomplished at below 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:

Only 8% of clients were identified for and/or made a progressive move during the quarter compared to an overall program goal of 10%. The program time for clients actually making a progressive move was 285 weeks compared to an overall program goal of 104 weeks. The program time for clients referred to a DTA program was 88.43 weeks compared to an overall program goal of 78 weeks Downtime still remains very high at 19.8%.

Quarterly action plan to improve performance:

Renewed emphasis needs to be placed on clients making progressive moves or being identified to make progressive moves. Continuous efforts must be made to significantly reduce downtime during the next quarter.

**BEACON GROUP
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Sheltered Employment

Third Quarter – Year 2007-08

Current Index Score: 119.70

Cumulative Index Score: 108.50

Primary Objectives	Current Quarter			Goal	Relative Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize the % of clients who are identified for and/or make a progressive move.	8.00	80	14 of 179 8%	10%	10	11.00	110	61 of 550 11%
2. Maximize the # of clients who are referred for day treatment and training or other pre-voc. services.	12.00	150	7.0/qtr	2.0/qtr	8	12.00	150	3.67/qtr
3. Increase client productivity.	10.50	150	97 of 179 54%	20%	7	10.50	150	287 of 550 53%
4. Increase client wages.	10.50	150	113 of 179 63%	20%	7	10.50	150	321 of 550 58%
5. Maximize the accomplishment of I.S.P. objectives.	22.50	150	50 of 58 86%	75%	15	16.50	110	123 of 161 76%
6. Minimize the program time for clients to make a progressive move.	2.00	50	285 weeks	104 wks	4	2.00	50	156.23 weeks
7. Minimize the program time for clients referred to day treatment and training or other pre-voc. services.	3.20	80	88.43 weeks	78 wks	4	2.00	50	123.81 weeks
8. Minimize downtime	8.00	53	19.8%	15%	15	10.00	72	18.37%
9. Maximize the percent of “valuable” response at 3 month follow-up.	15.00	150	7 of 7 100%	95%	10	15.00	150	26 of 26 100%
10. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	13.00	130	59 of 60 98%	95%	10	13.00	130	187 of 190 98%
11. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	3 of 3 100%	95%	10	6.00	60	10 of 11 91%

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Sheltered Employment

Third Quarter – Year 2007-08

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	38 of 403 9%	0 of 10 25%	2 of 30 7%
2. Clients terminated due to moving.	30 of 403 7%	2 of 10 20%	4 of 30 13%
3. Clients terminated as not appropriate for Beacon Group services.	35 of 403 9%	0 of 10 0%	1 of 30 3%
4. Clients terminated for dropping out of program.	66 of 403 16%	0 of 10 0%	0 of 20 0%
5. % of reviewed case records with no identified quality assessment deficiencies.	417 of 455 92%	18 of 20 90%	54 of 60 90%
6. COST DATA:			
Average cost of services to be referred to supported employment.	\$ <u>42,849.73</u>	\$ <u>48,978.34</u>	\$ <u>35,737.88</u>
Average cost of services to be referred to day treatment and training or other pre-voc. services.	\$ <u>35,744.53</u>	\$ <u>25,843.09</u>	\$ <u>27,840.26</u>
7. Percentage of clients denied access to services.	0 of 122 0%	0 of 17 0%	0 of 34 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Sheltered Employment

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	268 of 424 63%	10 of 10 88%	28 of 30 93%
2. % of clients receiving public assistance.	392 of 424 92%	10 of 10 100%	30 of 30 100%
3. % of clients having less than a high school degree or equivalent.	270 of 424 64%	9 of 10 90%	27 of 30 90%
4. % of clients under the age of 22.	37 of 424 9%	3 of 10 30%	4 of 30 13%
5. % of clients over the age of 55.	17 of 424 4%	0 of 10 0%	0 of 30 0%
6. % of clients having a post-secondary education.	4 of 424 .9%	0 of 10 0%	1 of 30 3%
7. % of clients diagnosed as physically disabled. (primary)	15 of 424 4%	0 of 10 0%	0 of 30 0%
8. % of clients diagnosed as developmentally disabled. (primary)	279 of 424 66%	10 of 10 100%	29 of 30 97%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	51 of 424 12%	0 of 10 0%	0 of 30 0%
10. % of clients diagnosed as learning disabled. (primary)	2 of 424 .5%	0 of 10 0%	0 of 30 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	4 of 424 .9%	0 of 10 0%	0 of 30 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	10 of 424 2%	0 of 10 0%	0 of 30 0%

PROGRAM: Sheltered Employment

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	1 of 424 .2%	0 of 10 0%	0 of 30 0%
14. % of clients diagnosed as traumatically brain injured (primary)	30 of 424 7%	0 of 10 0%	1 of 30 3%
15. % of clients diagnosed as physically disabled. (secondary)	31 of 424 7%	0 of 10 0%	1 of 30 3%
16. % of clients diagnosed as developmentally disabled. (secondary)	271 of 424 64%	0 of 10 0%	2 of 30 7%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	54 of 424 13%	1 of 10 10%	5 of 30 17%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 424 3%	0 of 10 0%	0 of 30 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	8 of 424 2%	0 of 10 0%	1 of 30 3%
20. % of clients diagnosed as blind or visually impaired. (secondary)	9 of 424 2%	0 of 10 0%	0 of 30 0%
21. % clients diagnosed as substance abusers. (secondary)	4 of 424 .9%	0 of 10 0%	0 of 30 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 424 .9%	0 of 10 0%	0 of 30 0%
23. % of clients who are Anglo	147 of 233 63%	9 of 10 90%	23 of 30 77%
24. % of clients who are Hispanic/Latino	55 of 233 24%	1 of 10 10%	5 of 30 17%
25. % of clients who are African American	19 of 233 4%	0 of 10 0%	2 of 30 7%
26. % of clients who are Native American	8 of 233 3%	0 of 10 0%	0 of 30 0%
27. % of client who are Asian/Pacific Islander	1 of 233 .4%	0 of 10 0%	0 of 30 0%

28. % of clients who are of another ethnic background	3 of 233 1%	0 of 10 0%	0 of 30 0%
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PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Sheltered Employment

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	2882 of 4089 90%	186 of 194 96%	554 of 586 95%
2. % of clients receiving public assistance.	3962 of 4089 97%	190 of 194 98%	582 of 586 99%
3. % of clients having less than a high school degree or equivalent.	3443 of 4089 84%	185 of 194 95%	554 of 586 95%
4. % of clients under the age of 22.	87 of 4089 2%	6 of 194 3%	17 of 586 3%
5. % of clients over the age of 55.	255 of 4089 6%	22 of 194 11%	69 of 586 12%
6. % of clients having a post-secondary education.	26 of 4089 .6%	3 of 194 2%	5 of 586 1%
7. % of clients diagnosed as physically disabled. (primary)	41 of 4089 1%	0 of 194 0%	1 of 586 .2%
8. % of clients diagnosed as developmentally disabled. (primary)	3365 of 4089 82%	181 of 194 93%	544 of 586 93%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	296 of 4089 7%	4 of 194 2%	17 of 586 3%
10. % of clients diagnosed as learning disabled. (primary)	62 of 4089 2%	0 of 194 0%	0 of 586 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	33 of 4089 .8%	0 of 194 0%	0 of 586 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	94 of 4089 2%	0 of 194 0%	0 of 586 0%

PROGRAM: Sheltered Employment

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	15 of 4089 .4%	1 of 194 .5%	2 of 586 .3%
14. % of clients diagnosed as traumatically brain injured (primary)	187 of 4089 5%	8 of 194 4%	22 of 586 4%
15. % of clients diagnosed as physically disabled. (secondary)	187 of 4089 5%	16 of 194 8%	29 of 586 5%
16. % of clients diagnosed as developmentally disabled. (secondary)	139 of 4089 3%	1 of 194 .5%	1 of 586 .2%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	232 of 4089 6%	22 of 194 11%	57 of 586 10%
18. % of clients diagnosed as learning disabled. (secondary)	97 of 4089 2%	2 of 194 1%	4 of 586 1%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	76 of 4089 2%	3 of 194 2%	11 of 586 2%
20. % of clients diagnosed as blind or visually impaired. (secondary)	77 of 4089 2%	4 of 194 2%	12 of 586 2%
21. % clients diagnosed as substance abusers. (secondary)	22 of 4089 .5%	0 of 194 0%	1 of 586 .2%
22. % clients diagnosed as traumatically brain injured. (secondary)	36 of 4089 .9%	1 of 194 .5%	1 of 586 .2%
23. % of clients who are Anglo	2826 of 4089 69%	144 of 194 74%	434 of 586 74%
24. % of clients who are Hispanic/Latino	915 of 4089 22%	36 of 194 19%	105 of 586 18%
25. % of clients who are African American	141 of 4089 3%	4 of 194 2%	17 of 586 3%
26. % of clients who are Native American	97 of 4089 2%	6 of 194 3%	17 of 586 3%
27. % of client who are Asian/Pacific Islander	76 of 4089 2%	3 of 194 2%	11 of 586 2%

28. % of clients who are of another ethnic background	35 of 4089 .9%	0 of 194 0%	0 of 586 0%
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**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Sheltered Employment

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	117 of 161 73%	17 of 17 100%	31 of 34 91%
2. % of clients receiving public assistance.	157 of 161 98%	17 of 17 100%	34 of 34 100%
3. % of clients having less than a high school degree or equivalent.	131 of 161 81%	17 of 17 100%	34 of 34 100%
4. % of clients under the age of 22.	29 of 161 18%	8 of 17 47%	9 of 34 26%
5. % of clients over the age of 55.	3 of 161 2%	0 of 17 0%	2 of 34 6%
6. % of clients having a post-secondary education.	2 of 161 1%	0 of 17 0%	0 of 34 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 161 1%	0 of 17 0%	0 of 34 0%
8. % of clients diagnosed as developmentally disabled. (primary)	136 of 161 84%	17 of 17 100%	33 of 34 97%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	11 of 161 7%	0 of 17 0%	1 of 34 3%
10. % of clients diagnosed as learning disabled. (primary)	0 of 161 0%	0 of 17 0%	0 of 34 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 161 0%	0 of 17 0%	0 of 34 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 161 0%	0 of 17 0%	0 of 34 0%

PROGRAM: Sheltered Employment

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	0 of 161 0%	0 of 17 0%	0 of 34 0%
14. % of clients diagnosed as traumatically brain injured (primary)	13 of 161 8%	0 of 17 0%	0 of 34 0%
15. % of clients diagnosed as physically disabled. (secondary)	8 of 161 5%	0 of 17 0%	1 of 34 3%
16. % of clients diagnosed as developmentally disabled. (secondary)	14 of 161 9%	0 of 17 0%	3 of 34 9%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	21 of 161 13%	1 of 17 6%	1 of 34 3%
18. % of clients diagnosed as learning disabled. (secondary)	2 of 161 1%	0 of 17 0%	0 of 34 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	4 of 161 2%	0 of 17 0%	0 of 34 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 161 0%	1 of 17 6%	1 of 34 3%
21. % clients diagnosed as substance abusers. (secondary)	3 of 161 2%	0 of 17 0%	0 of 34 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 161 1%	0 of 17 0%	0 of 34 0%
23. % of clients who are Anglo	100 of 161 62%	11 of 17 65%	21 of 34 62%
24. % of clients who are Hispanic/Latino	39 of 161 24%	5 of 17 29%	12 of 34 35%
25. % of clients who are African American	16 of 161 10%	1 of 17 6%	1 of 34 3%
26. % of clients who are Native American	7 of 161 4%	0 of 17 0%	0 of 34 0%
27. % of client who are Asian/Pacific Islander	3 of 161 2%	0 of 17 0%	0 of 34 0%

28. % of clients who are of another ethnic background	0 of 161 0%	0 of 8 0%	0 of 17 0%
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