

Beacon Group

Quarterly Service Delivery Performance Improvement Report

Charles F. Tiller
Prepared By

Supported Employment Group - Phoenix
Program

Third
Quarter

2007-08
Year

Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (50.00) and the cumulative index score (50.00) were significantly below the overall Supported Employment Group program goal of 100 due to no activity within this program. During the quarter, none of the ten primary objectives were accomplished at or above established goal levels. During the next quarter, additional emphasis needs to be placed in all areas; with particular emphasis placed on developing one or more enclaves as soon as possible.

Characteristics of Clients (Beginning of Services):

No clients began services during the quarter; therefore, no valid comparisons of client characteristics can be made.

Characteristics of Clients (Receiving Services):

No clients were receiving services at the end of the quarter; therefore, no valid comparisons of client characteristics can be made.

Characteristics of Clients (End of Services):

No clients exited services during the quarter; therefore, no valid comparisons of client characteristics can be made.

Performance Analysis

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

Discussions with staff members were conducted on some 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 Phoenix Office staff members to review overall performance and to discuss specific actions to improve performance in the ten 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 Tuesday, August 12th.

Areas needing performance improvements during the next quarter:

At the present time, the program is inactive.

Quarterly action plan to improve performance:

Phoenix Office management staff should continue to emphasize the development of additional enclaves within the Phoenix metropolitan area.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment Group - Phoenix

Third Quarter – Year 2007-08

Current Index Score: 50.00

Cumulative Index Score: 50.00

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize % of clients identified for and/or making a progressive move.	N/A	5	N/A	10%	10	N/A	5	N/A
2. Minimize time for clients to make a progressive move.	N/A	2.5	N/A	52 wks	5	N/A	2.5	N/A
3. Maximize client productivity	N/A	4.5	N/A	80%	9	N/A	4.5	N/A
4. Maximize the number of hours worked	N/A	4.5	N/A	85 hrs/month	9	N/A	4.5	N/A
5. Maximize earnings	N/A	6	N/A	\$378/month	12	N/A	6	N/A
6. Maximize the accomplishment of ISP objectives	N/A	7.5	N/A	75%	15	N/A	7.5	N/A
7. Maximize the percentage of “valuable” responses at 3 month follow-up	N/A	5	N/A	95%	10	N/A	5	N/A
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	N/A	5	N/A	95%	10	N/A	5	N/A

PROGRAM: Supported Employment Group – Phoenix

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index	Actual Data			Raw Score	Index	Actual Data
9. Maximize the percentage of “favorable” responses on employer questionnaires	N/A	5	N/A	95%	10	N/A	5	N/A
10. Maximize the percentage of “favorable” responses on referral source questionnaires	N/A	5	N/A	95%	10	N/A	5	N/A

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Phoenix

Third Quarter – Year 2007-08

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	17.6%	0%	0%
2. Minimize the number of negative program termines	87	0	0
3. Number of successful placements (M.R. – mild)	4 of 48 8%	0 of 0 0%	0 of 0 0%
4. Number of successful placement (M.R. - moderate)	1 of 48 2%	0 of 0 0%	0 of 0 0%
5. Number of successful placements. (M.R. – severe)	0 of 48 0%	0 of 0 0%	0 of 0 0%
6. Number of successful placement (C.P.)	0 of 48 0%	0 of 0 0%	0 of 0 0%
7. Number of successful placements (Epilepsy)	0 of 48 0%	0 of 0 0%	0 of 0 0%
8. Number of successful placements (Autism)	0 of 48 0%	0 of 0 0%	0 of 0 0%
9. Number of successful placements (SMI)	40 of 48 83%	0 of 0 0%	0 of 0 0%
10. Number of successful placements (LD)	1 of 48 2%	0 of 0 0%	0 of 0 0%
11. Number of successful placements (Other disabilities)	4 of 48 8%	0 of 0 0%	0 of 0 0%
12. Maximize of job retention	162 of 244 66%	0 of 0 0%	0 of 0 0%
13. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies	60 of 70 86%	0 of 0 0%	0 of 0 0%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Phoenix

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. Clients terminated and accepted for pre-vocational and/or other community services	77 of 122 63%	0 of 0 0%	0 of 0 0%
15. Clients terminated for medical reasons	5 of 122 4%	0 of 0 0%	0 of 0 0%
16. Clients terminated due to moving out of the city or state	2 of 122 2%	0 of 0 0%	0 of 0 0%
17. Clients terminated as not being appropriate for Tetra Services	11 of 122 9%	0 of 0 0%	0 of 0 0%
18. Clients terminated for dropping out of the program	23 of 122 19%	0 of 0 0%	0 of 0 0%
19. Clients terminated as non-feasible for employment	4 of 122 3%	0 of 0 0%	0 of 0 0%
20. Percentage of clients denied access to services.	0 of 8 0%	0 of 0 0%	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	4 of 122 3%	0 of 0 0%	0 of 0 0%
2. % of clients receiving public assistance.	114 of 122 93%	0 of 0 0%	0 of 0 0%
3. % of clients having less than a high school degree or equivalent.	25 of 122 20%	0 of 0 0%	0 of 0 0%
4. % of clients under the age of 22.	16 of 122 13%	0 of 0 0%	0 of 0 0%
5. % of clients over the age of 55.	1 of 122 .8%	0 of 0 0%	0 of 0 0%
6. % of clients having a post-secondary education.	15 of 122 12%	0 of 0 0%	0 of 0 0%
7. % of clients diagnosed as physically disabled. (primary)	1 of 122 .8%	0 of 0 0%	0 of 0 0%
8. % of clients diagnosed as developmentally disabled. (primary)	18 of 122 15%	0 of 0 0%	0 of 0 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	92 of 122 75%	0 of 0 0%	0 of 0 0%
10. % of clients diagnosed as learning disabled. (primary)	5 of 122 4%	0 of 0 0%	0 of 0 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 122 .8%	0 of 0 0%	0 of 0 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 122 0%	0 of 0 0%	0 of 0 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 122 0%	0 of 0 0%	0 of 0 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	5 of 122 4%	0 of 0 0%	0 of 0 0%
15. % of clients diagnosed as physically disabled. (secondary)	3 of 122 2%	0 of 0 0%	0 of 0 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 122 4%	0 of 0 0%	0 of 0 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	7 of 122 6%	0 of 0 0%	0 of 0 0%
18. % of clients diagnosed as learning disabled. (secondary)	5 of 122 4%	0 of 0 0%	0 of 0 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	4 of 122 3%	0 of 0 0%	0 of 0 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 122 .8%	0 of 0 0%	0 of 0 0%
21. % clients diagnosed as substance abusers. (secondary)	9 of 122 7%	0 of 0 0%	0 of 0 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 122 .8%	0 of 0 0%	0 of 0 0%
23. % of clients who are Anglo	68 of 122 56%	0 of 0 0%	0 of 0 0%
24. % of clients who are Hispanic/Latino	29 of 122 24%	0 of 0 0%	0 of 0 0%
25. % of clients who are African American	21 of 122 17%	0 of 0 0%	0 of 0 0%
26. % of clients who are Native American	2 of 122 2%	0 of 0 0%	0 of 0 0%
27. % of clients who are Asian/Pacific Islander	0 of 122 0%	0 of 0 0%	0 of 0 0%
28. % of clients who are of another ethnic background	2 of 122 2%	0 of 0 0%	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	8 of 175 5%	0 of 0 0%	0 of 0 0%
2. % of clients receiving public assistance.	139 of 175 79%	0 of 0 0%	0 of 0 0%
3. % of clients having less than a high school degree or equivalent.	30 of 175 17%	0 of 0 0%	0 of 0 0%
4. % of clients under the age of 22.	11 of 175 6%	0 of 0 0%	0 of 0 0%
5. % of clients over the age of 55.	4 of 175 2%	0 of 0 0%	0 of 0 0%
6. % of clients having a post-secondary education.	25 of 175 14%	0 of 0 0%	0 of 0 0%
7. % of clients diagnosed as physically disabled. (primary)	6 of 175 3%	0 of 0 0%	0 of 0 0%
8. % of clients diagnosed as developmentally disabled. (primary)	24 of 175 14%	0 of 0 0%	0 of 0 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	162 of 175 93%	0 of 0 0%	0 of 0 0%
10. % of clients diagnosed as learning disabled. (primary)	6 of 175 3%	0 of 0 0%	0 of 0 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 175 1%	0 of 0 0%	0 of 0 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 175 0%	0 of 0 0%	0 of 0 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 175 1%	0 of 0 0%	0 of 0 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 175 2%	0 of 0 0%	0 of 0 0%
15. % of clients diagnosed as physically disabled. (secondary)	4 of 175 2%	0 of 0 0%	0 of 0 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	9 of 175 5%	0 of 0 0%	0 of 0 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	13 of 175 7%	0 of 0 0%	0 of 0 0%
18. % of clients diagnosed as learning disabled. (secondary)	13 of 175 7%	0 of 0 0%	0 of 0 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 175 1%	0 of 0 0%	0 of 0 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 175 2%	0 of 0 0%	0 of 0 0%
21. % clients diagnosed as substance abusers. (secondary)	12 of 175 7%	0 of 0 0%	0 of 0 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 175 0%	0 of 0 0%	0 of 0 0%
23. % of clients who are Anglo	106 of 175 61%	0 of 0 0%	0 of 0 0%
24. % of clients who are Hispanic/Latino	44 of 175 25%	0 of 0 0%	0 of 0 0%
25. % of clients who are African American	23 of 175 13%	0 of 0 0%	0 of 0 0%
26. % of clients who are Native American	2 of 175 1%	0 of 0 0%	0 of 0 0%
27. % of clients who are Asian/Pacific Islander	0 of 175 0%	0 of 0 0%	0 of 0 0%
28. % of clients who are of another ethnic background	0 of 175 0%	0 of 0 0%	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	2 of 35 6%	0 of 0 0%	0 of 0 0%
2. % of clients receiving public assistance.	33 of 35 94%	0 of 0 0%	0 of 0 0%
3. % of clients having less than a high school degree or equivalent.	10 of 35 29%	0 of 0 0%	0 of 0 0%
4. % of clients under the age of 22.	4 of 35 11%	0 of 0 0%	0 of 0 0%
5. % of clients over the age of 55.	2 of 35 6%	0 of 0 0%	0 of 0 0%
6. % of clients having a post-secondary education.	5 of 35 14%	0 of 0 0%	0 of 0 0%
7. % of clients diagnosed as physically disabled. (primary)	1 of 35 3%	0 of 0 0%	0 of 0 0%
8. % of clients diagnosed as developmentally disabled. (primary)	3 of 35 9%	0 of 0 0%	0 of 0 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	28 of 35 80%	0 of 0 0%	0 of 0 0%
10. % of clients diagnosed as learning disabled. (primary)	0 of 35 0%	0 of 0 0%	0 of 0 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 35 3%	0 of 0 0%	0 of 0 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 35 0%	0 of 0 0%	0 of 0 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 35 0%	0 of 0 0%	0 of 0 0%

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CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 35 6%	0 of 0 0%	0 of 0 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 35 6%	0 of 0 0%	0 of 0 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	3 of 35 9%	0 of 0 0%	0 of 0 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 35 3%	0 of 0 0%	0 of 0 0%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 35 0%	0 of 0 0%	0 of 0 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 35 3%	0 of 0 10%	0 of 0 10%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 35 3%	0 of 0 0%	0 of 0 0%
21. % clients diagnosed as substance abusers. (secondary)	2 of 35 6%	0 of 0 0%	0 of 0 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 35 0%	0 of 0 0%	0 of 0 0%
23. % of clients who are Anglo	19 of 35 54%	0 of 0 0%	0 of 0 0%
24. % of clients who are Hispanic/Latino	6 of 35 17%	0 of 0 0%	0 of 0 0%
25. % of clients who are African American	7 of 35 20%	0 of 0 0%	0 of 0 0%
26. % of clients who are Native American	1 of 35 3%	0 of 0 0%	0 of 0 0%
27. % of clients who are Asian/Pacific Islander	1 of 35 3%	0 of 0 0%	0 of 0 0%
28. % of clients who are of another ethnic background	1 of 35 3%	0 of 0 0%	0 of 0 0%

