

Beacon Group

Quarterly Service Delivery Performance Improvement Report

Charles F. Tiller
Prepared By

Day Treatment and Training
Program

Fourth
Quarter

2017-18
Year

Analysis of Program Objectives

During the fourth quarter of the current fiscal year, both the current index score (144.75) and the cumulative index score (149.25) were significantly above the overall Day Treatment and Training program goal of 100. During the quarter, seven of the seven of 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: maintaining the same level of performance.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance and clients living in a group home; while serving a lower percentage of clients over the age of 55, clients living with parents/guardians, and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of clients with an intellectual disability; and a lower percentage of clients with cerebral palsy, epilepsy, and autism 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 and African American clients; and a lower percentage of Anglo, 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 receiving public assistance, clients over the age of 55, and clients living with parents/guardians; while serving a lower percentage of clients living in a group home and 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 cerebral palsy, epilepsy, and autism; and a lower percentage of clients with an intellectual disability 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, African American, Native American, and Asian/Pacific Islander clients; and lower percentage of Hispanic clients than we have in the past.

Characteristics of Clients (End of Services):

For those clients exiting services during the quarter, we served a higher percentage of clients receiving public assistance, clients over the age of 55, and clients living in a group home; while serving a lower percentage of clients living in with parents/guardians and 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 an intellectual disability; and a lower percentage of clients with cerebral palsy, epilepsy, and autism 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 clients; and a lower percentage of Hispanic, African 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: No objectives were accomplished at below goal level 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 each DTA program 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 scheduled for Thursday, August 16th.

Areas needing performance improvements during the next quarter/extenuating or influencing factors:

All objectives were accomplished at or above goal during the quarter.

Quarterly action plan to improve performance:

DTA Program Managers 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

Fourth Quarter – Year 2017-18

Current Index Score: 144.75

Cumulative Index Score: 149.25

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	13 of 13 100%	90%	18	27.00	150	51 of 51 100%
2. Maximize the number of community-based outings/activities.	17.25	115	43.00/ month	40/ month	15	21.75	145	49.00/ month
3. Maximize client participation in community-based outings/activities.	22.50	150	33	25	15	22.50	150	32.25
4. Maximize the number of new community-based outings/activities.	15.00	150	19	10/ quarter	10	15.00	150	15.50
5. Maximize the percentage of favorable responses on the consumer satisfaction questionnaire.	21.00	150	8 of 8 100%	95%	14	21.00	150	31 of 31 100%
6. Maximize the percentage of program time individual participants spend in the community	27.00	150	39.00%	30%	18	27.00	150	43.86%
7. Maximize the percentage of “favorable” responses on referral agency questionnaires.	15.00	150	2 of 2 100%	95%	10	15.00	150	5 of 5 100%

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Day Treatment and Training

Fourth Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	19 of 84 23%	1 of 3 33%	2 of 8 25%
2. Clients terminated due to moving.	7 of 84 8%	0 of 3 0%	0 of 8 0%
3. Clients terminated as not appropriate for Beacon Group services.	12 of 84 14%	1 of 3 33%	3 of 8 38%
4. Clients terminated for dropping out of program	4 of 84 5%	0 of 3 0%	0 of 8 0%
5. Clients terminated due to transitioning to another DTA program.	24 of 84 29%	0 of 3 0%	1 of 8 13%
6. Clients terminated and receiving other support services.	19 of 84 23%	1 of 3 33%	2 of 8 25%
7. Percentage of clients denied access to services.	0 of 67 0%	0 of 3 0%	0 of 13 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	73 of 73 100%	3 of 3 100%	8 of 8 100%
2. Percentage of clients over the age of 55.	18 of 73 25%	1 of 3 33%	3 of 8 38%
3. Percentage of clients living with parents/guardian	26 of 73 36%	0 of 3 0%	1 of 8 13%
4. Percentage of clients living in a group home	42 of 73 58%	3 of 3 100%	6 of 8 75%
5. Percentage of clients living in an ADH.	6 of 73 8%	0 of 3 0%	1 of 8 13%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	71 of 73 97%	3 of 3 100%	8 of 8 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 73 0%	0 of 3 0%	0 of 8 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 73 0%	0 of 3 0%	0 of 8 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 73 3%	0 of 3 0%	0 of 8 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 73 3%	0 of 3 0%	0 of 8 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	4 of 73 5%	0 of 3 0%	0 of 8 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 73 0%	0 of 3 0%	0 of 8 0%
13. Percentage of clients diagnosed as autistic (secondary).	1 of 73 1%	0 of 3 0%	0 of 8 0%

14. Clients who are Anglo	46 of 73 63%	3 of 3 100%	7 of 8 87%
15. Clients who are Hispanic/Latino	22 of 73 30%	0 of 3 0%	1 of 8 13%
16. Clients who are African American	3 of 73 4%	0 of 3 0%	0 of 8 0%
17. Clients who are Native American	0 of 73 0%	0 of 3 0%	0 of 8 0%
18. Clients who are Asian/Pacific Islander	1 of 73 1%	0 of 3 0%	0 of 8 0%
19. Clients who are of another ethnic background	0 of 73 0%	0 of 3 0%	0 of 8 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	2188 of 2422 99%	60 of 60 100%	240 of 240 100%
2. Percentage of clients over the age of 55.	754 of 2422 31%	22 of 60 37%	88 of 240 37%
3. Percentage of clients living with parents/guardian	743 of 2422 31%	29 of 60 48%	116 of 240 48%
4. Percentage of clients living in a group home	1091 of 2422 45%	18 of 60 30%	72 of 240 30%
5. Percentage of clients living in an ADH.	569 of 2422 23%	13 of 60 22%	52 of 240 22%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	2297 of 2422 95%	54 of 60 90%	216 of 240 90%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	30 of 2422 1%	2 of 60 3%	8 of 240 3%
8. Percentage of clients diagnosed as having epilepsy (primary).	11 of 2422 .5%	1 of 60 2%	4 of 240 2%
9. Percentage of clients diagnosed as autistic (primary)	74 of 2422 3%	3 of 60 5%	12 of 240 5%
10. Percentage of clients diagnosed as mentally retarded (secondary).	49 of 2422 2%	3 of 60 5%	12 of 240 5%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	150 of 2422 6%	2 of 60 3%	8 of 240 3%
12. Percentage of clients diagnosed as having epilepsy (secondary).	419 of 2422 17%	9 of 60 15%	36 of 240 15%
13. Percentage of clients diagnosed as autistic (secondary).	102 of 2422 4%	4 of 60 7%	16 of 240 7%
14. Clients who are Anglo	1336 of 2002	45 of 60	180 of 240

	67%	75%	75%
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PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	565 of 2002 28%	10 of 60 17%	40 of 240 17%
16. Clients who are African American	36 of 2002 2%	2 of 60 3%	8 of 240 3%
17. Clients who are Native American	25 of 2002 1%	1 of 60 2%	4 of 240 2%
18. Clients who are Asian/Pacific Islander	12 of 2002 .6%	2 of 60 3%	8 of 240 3%
19. Clients who are of another ethnic background	0 of 2002 0%	0 of 60 0%	0 of 240 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	91 of 99 92%	3 of 3 100%	10 of 10 100%
2. Percentage of clients over the age of 55.	25 of 99 25%	0 of 3 0%	0 of 10 0%
3. Percentage of clients living with parents/guardian	40 of 99 40%	1 of 3 33%	3 of 10 30%
4. Percentage of clients living in a group home.	45 of 99 45%	2 of 3 67%	6 of 10 60%
5. Percentage of clients living in an ADH.	8 of 99 8%	0 of 3 0%	1 of 10 10%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	90 of 99 91%	3 of 3 100%	10 of 10 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	1 of 99 1%	0 of 3 0%	0 of 10 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 99 0%	0 of 3 0%	0 of 10 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 99 2%	0 of 3 0%	0 of 10 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 99 2%	0 of 3 0%	0 of 10 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	2 of 99 2%	0 of 3 0%	0 of 10 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	2 of 99 2%	0 of 3 0%	0 of 10 0%

13. Percentage of clients diagnosed as autistic (secondary).	15 of 99 15%	0 of 3 0%	0 of 10 0%
14. Clients who are Anglo	56 of 99 57%	1 of 3 33%	3 of 10 30%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	28 of 99 28%	1 of 3 33%	5 of 10 50%
16. Clients who are African American	4 of 99 4%	1 of 3 33%	1 of 10 10%
17. Clients who are Native American	1 of 99 1%	0 of 3 0%	1 of 10 10%
18. Clients who are Asian/Pacific Islander	3 of 99 3%	0 of 3 0%	0 of 10 0%
19. Clients who are of another ethnic background	0 of 99 0%	0 of 3 0%	0 of 10 0%

