

## Beacon Group

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

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Employment Development – Phoenix  
Program

Fourth 2017-18  
Quarter Year

#### Analysis of Program Objectives

During the fourth quarter of the current fiscal year, both the current index score (120.00) was well above and the cumulative index score (135.70) was significantly above the overall Employment Development program goal of 100. During the quarter, eight of the eleven primary objectives were accomplished at or above established goal levels, while three were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the time from referral to placement, maximizing the percentage of favorable responses on employer questionnaires, and maximizing the favorable responses on referral source questionnaires.

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

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance, clients over the age of 55, and clients having a post-secondary education; while serving a lower 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 than have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of physically disabled, developmentally disabled and mentally ill clients; and lower percentage of learning disabled, deaf/hard of hearing, blind/visually impaired, substance abuse, and traumatically brain injured clients than we have historically served. In terms of client ethnicity characteristics for those clients beginning services during the quarter, we served a higher percentage of Hispanic, African American, Native American, and clients of another ethnic background; and a lower percentage of Anglo 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 client receiving public assistance, clients over the age of 55, and clients having a post-secondary education; while serving a lower 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 than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of physically disabled, developmentally disabled, deaf/hard of hearing, and traumatically brain injured; and a lower percentage of mentally ill, learning disabled, and substance abuse 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 African American, Asian/Pacific Islander, and clients or another ethnic background; and a lower percentage of Anglo and 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 having a post-secondary education; while serving a lower 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 than we have traditionally served. From a disability standpoint for those clients exiting services during the quarter, we served a higher percentage of physically disabled, mentally ill, and traumatically brain injured clients; and a lower percentage of developmentally disabled, learning disabled, deaf/hard of hearing, blind/visually impaired, and substance abuse clients than we have historically seen. In terms of client ethnicity characteristics for those clients exiting services during the quarter, we served a higher percentage of Hispanic, African American, Native American, and clients of another ethnic background; and a lower percentage of Anglo 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 some occasions regarding general outcomes improvement. In addition, after third quarter data was available for the previous 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 one primary objective that was being accomplished at below goal levels. A similar meeting will be conducted as soon as fourth quarter data are finalized. That meeting is tentatively scheduled for Friday, November 9<sup>th</sup>.

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

The time from referral to placement was 43.64 days compared to an overall program goal of 30 days. No employer satisfaction questionnaires or referral source questionnaires were received during the quarter.

Quarterly action plan to improve performance:

We still need to emphasize soliciting referrals from general caseload VR Counselors to this program to balance the program in terms of the type of clients being served so that it is not too skewed toward Skills Training participants or Ticket-To-Work clients. In addition, we need to continue to actively market the skills training program so that some outcomes can be achieved through it. Continue to meet with the Phoenix Office staff to determine the best methods in which to capture stakeholder satisfaction information on a regular basis. Both the current and cumulative index scores are significantly lower than they would otherwise be if we routinely receive stakeholder satisfaction data on a regular basis.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Employment Development - Phoenix

Fourth Quarter – Year 2017-18

Current Index Score: 120.00

Cumulative Index Score: 135.70

Primary Objectives	Current Quarter			Goal	Relative Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Obtain competitive employment	21.00	150	22 of 38 58%	30%	14	21.00	150	80 of 156 51%
2. Obtain pre-vocational or other community services	3.00	150	16 of 16 100%	60%	2	3.00	150	75 of 76 99%
3. Minimize program time for clients achieving competitive employment	10.50	150	13.25 weeks	16 wks	7	10.50	150	13.30 weeks
4. Minimize program time for all other terminated clients	7.50	150	1.19 weeks	6 wks	5	7.50	150	2.14 weeks
5. Obtain reasonable competitive employment wage	18.00	150	11.42/hr.	\$10.75 /hr.	10	18.00	150	12.01/hr.
6. Minimize the hours of job development to achieve placement	15.00	150	4.60 hrs.	12 hrs	10	15.00	150	2.61 hrs.
7. Minimize the time from referral to placement	5.00	50	43.64 days	30 days	100	10.70	107	28.72 days
8. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	3 of 3 100%	95%	1	15.00	150	9 of 9 100%

PROGRAM: Employment Development - Phoenix

Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
9. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	19 of 19 100%	95%	10	15.00	150	31 of 31 100%
10. Maximize the % of “favorable” responses on employer questionnaires	5.00	50	0 of 0 0%	95%	10	5.00	50	0 of 0 0%
11. Maximize the % of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 00%	95%	10	15.00	150	1 of 1 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Employment Development - Phoenix

Fourth Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	8 of 538 1%	0 of 38 0%	1 of 156 .9%
2. Clients terminated due to moving	2 of 538 .4%	0 of 38 0%	0 of 156 0%
3. Clients terminated as not appropriate for Beacon Group services.	7 of 538 1%	0 of 38 0%	0 of 156 0%
4. Clients terminated for dropping out of program.	12 of 538 2%	0 of 38 0%	0 of 156 0%
5. Clients terminated as non-feasible for employment.	6 of 538 1%	0 of 38 0%	0 of 156 0%
6. Clients referred for placement.	500	34	138
7. Clients placed.	313	26	115
8. Clients placed who do not obtain competitive employment	66	7	16
9. Percentage of clients denied access to services.	0 of 590 0%	0 of 34 0%	0 of 116 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	115 of 714 16%	1 of 38 3%	6 of 156 4%
2. % of clients receiving public assistance	328 of 714 45%	38 of 38 100%	156 of 156 100%
3. % of clients having less than a high school degree or equivalent.	223 of 714 31%	7 of 38 18%	28 of 156 18%
4. % of clients under the age of 22.	179 of 714 25%	1 of 38 3%	3 of 156 2%
5. % of clients over the age of 55.	89 of 714 12%	9 of 38 24%	34 of 156 22%
6. % of clients having a post-secondary education.	129 of 714 18%	11 of 38 29%	44 of 156 28%
7. % of clients diagnosed as physically disabled. ( primary)	115 of 714 16%	9 of 38 24%	47 of 156 30%
8. % of clients diagnosed as developmentally disabled. (primary)	53 of 714 7%	2 of 38 5%	11 of 156 7%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	289 of 714 40%	24 of 38 63%	85 of 156 54%
10. % of clients diagnosed as learning disabled ( primary)	168 of 714 24%	1 of 38 3%	6 of 156 4%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	6 of 714 .8%	0 of 38 0%	0 of 156 0%

PROGRAM: Employment Development - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	8 of 714 1%	0 of 38 0%	1 of 156 .6%
13.% of clients diagnosed as substance abusers (primary)	73 of 714 10%	0 of 38 0%	0 of 156 0%
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 714 .3%	2 of 38 5%	6 of 156 4%
15. % of clients diagnosed as physically disabled (secondary)	17 of 714 2%	2 of 38 5%	11 of 156 7%
16. % of clients diagnosed as developmentally disabled. ( secondary)	3 of 714 .4%	0 of 38 0%	1 of 156 .6%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	40 of 714 6%	2 of 38 5%	11 of 156 7%
18. % of clients diagnosed as learning disabled (secondary)	15 of 714 2%	0 of 38 0%	1 of 156 .6%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	5 of 714 .7%	1 of 38 3%	1 of 156 .6%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 714 .4%	1 of 38 3%	1 of 156 .6%
21. % clients diagnosed as substance abusers ( secondary)	35 of 714 5%	0 of 38 0%	1 of 156 .6%
22. % clients diagnosed as traumatically brain injured. (secondary)	3 of 714 .4%	0 of 38 0%	1 of 156 .6%
23. % of clients who are Anglo	470 of 714 66%	16 of 38 42%	80 of 156 51%
24. % of clients who are Hispanic/Latino	130 of 714 18%	9 of 38 24%	26 of 156 17%
25. % of clients who are African American	85 of 714 12%	10 of 38 26%	37 of 156 24%

26. % of clients who are Native American	10 of 714 1%	2 of 38 5%	5 of 156 3%
27. % of clients who are Asian/Pacific Islander	11 of 714 2%	0 of 38 0%	1 of 156 .6%
28. % of clients who are of another ethnic background	12 of 714 2%	1 of 38 3%	6 of 156 4%



**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	108 of 681 16%	3 of 34 9%	5 of 135 4%
2. % of clients receiving public assistance	352 of 681 52%	34 of 34 100%	135 of 135 100%
3. % of clients having less than a high school degree or equivalent.	229 of 681 34%	8 of 34 24%	21 of 135 16%
4. % of clients under the age of 22.	165 of 681 24%	2 of 34 6%	5 of 135 4%
5. % of clients over the age of 55.	111 of 681 16%	10 of 34 29%	28 of 135 21%
6. % of clients having a post-secondary education.	141 of 681 21%	16 of 34 47%	47 of 135 35%
7. % of clients diagnosed as physically disabled. ( primary)	122 of 681 18%	11 of 34 32%	42 of 135 31%
8. % of clients diagnosed as developmentally disabled. (primary)	24 of 681 4%	4 of 34 12%	8 of 135 6%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	305 of 681 45%	19 of 34 56%	73 of 135 54%
10. % of clients diagnosed as learning disabled ( primary)	146 of 681 21%	0 of 34 0%	5 of 135 4%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	7 of 681 1%	0 of 34 0%	2 of 135 1%

PROGRAM:

Employment Development - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	9 of 681 1%	0 of 34 0%	3 of 135 2%
13.% of clients diagnosed as substance abusers (primary)	67 of 681 10%	0 of 34 0%	0 of 135 0%
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 681 .3%	0 of 34 0%	2 of 135 1%
15. % of clients diagnosed as physically disabled (secondary)	22 of 681 3%	1 of 34 3%	8 of 135 6%
16. % of clients diagnosed as developmentally disabled. ( secondary)	4 of 681 .6%	0 of 34 0%	0 of 135 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	43 of 681 6%	9 of 34 26%	15 of 135 11%
18. % of clients diagnosed as learning disabled (secondary)	11 of 681 2%	0 of 34 0%	0 of 135 0%
19. % of clients diagnosed as deaf or hard of hearing impaired. (secondary)	4 of 681 .6%	0 of 34 0%	0 of 135 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 681 .6%	0 of 34 0%	0 of 135 0%
21. % clients diagnosed as substance abusers ( secondary)	33 of 681 5%	0 of 34 0%	0 of 135 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	3 of 681 .4%	0 of 34 0%	0 of 135 0%
23. % of clients who are Anglo	435 of 681 64%	15 of 34 44%	59 of 135 44%
24. % of clients who are Hispanic/Latino	114 of 681 17%	7 of 34 21%	28 of 135 21%
25. % of clients who are African American	99 of 681 15%	7 of 34 21%	35 of 135 26%

26. % of clients who are Native American	14 of 681 2%	2 of 34 6%	4 of 135 3%
27. % of clients who are Asian/Pacific Islander	7 of 681 1%	0 of 34 0%	0 of 135 0%
28. % of clients who are of another ethnic background	12 of 681 2%	3 of 34 9%	9 of 135 7%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	118 of 1077 11%	3 of 153 2%	17 of 624 3%
2. % of clients receiving public assistance	607 of 1077 56%	153 of 153 100%	624 of 624 100%
3. % of clients having less than a high school degree or equivalent.	280 of 1077 26%	27 of 153 18%	114 of 624 18%
4. % of clients under the age of 22.	153 of 1077 14%	2 of 153 1%	13 of 624 2%
5. % of clients over the age of 55.	169 of 1077 16%	32 of 153 21%	129 of 624 21%
6. % of clients having a post-secondary education.	228 of 1077 21%	59 of 153 39%	238 of 624 38%
7. % of clients diagnosed as physically disabled. ( primary)	151 of 1077 14%	46 of 153 30%	196 of 624 31%
8. % of clients diagnosed as developmentally disabled. (primary)	26 of 1077 2%	9 of 153 6%	38 of 624 6%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	621 of 1077 58%	84 of 153 55%	331 of 624 53%
10. % of clients diagnosed as learning disabled ( primary)	136 of 1077 13%	5 of 153 3%	23 of 624 4%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	7 of 1077 .6%	4 of 153 3%	10 of 624 2%

PROGRAM: Employment Development – Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	14 of 1077 1%	2 of 153 1%	11 of 624 2%
13.% of clients diagnosed as substance abusers (primary)	123 of 1077 11%	0 of 153 0%	0 of 624 0%
14. % of clients diagnosed as traumatically brain injured (primary)	1 of 1077 .09%	3 of 153 2%	11 of 624 2%
15. % of clients diagnosed as physically disabled (secondary)	26 of 1077 2%	14 of 153 9%	57 of 624 9%
16. % of clients diagnosed as developmentally disabled. ( secondary)	8 of 1077 .7%	0 of 153 0%	2 of 624 .4%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	67 of 1077 6%	6 of 153 4%	39 of 624 6%
18. % of clients diagnosed as learning disabled (secondary)	13 of 1077 1%	2 of 153 1%	7 of 624 1%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	5 of 1077 .5%	2 of 153 1%	8 of 624 1%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 1077 .09%	1 of 153 .7%	4 of 624 .6%
21. % clients diagnosed as substance abusers ( secondary)	83 of 1077 8%	0 of 153 0%	2 of 624 .3%
22. % clients diagnosed as traumatically brain injured. (secondary)	3 of 1077 .3%	1 of 153 .7%	4 of 624 .6%
23. % of clients who are Anglo	690 of 1077 64%	72 of 153 47%	311 of 624 50%
24. % of clients who are Hispanic/Latino	171 of 1077 16%	19 of 153 12%	80 of 624 13%
25. % of clients who are African American	167 of 1077 16%	48 of 153 31%	176 of 624 28%
26. % of clients who are Native American	21 of 1077 2%	3 of 153 2%	13 of 624 2%

27. % of clients who are Asian/Pacific Islander	9 of 1077 .8%	2 of 153 1%	8 of 624 1%
28. % of clients who are of another ethnic background	17 of 1077 2%	9 of 153 6%	35 of 624 6%