

Beacon Group

Quarterly Service Delivery Performance Improvement Report

Charles F. Tiller
Prepared By

Supported Employment Group - Phoenix
Program

Fourth
Quarter

2017-18
Year

Analysis of Program Objectives

During the fourth quarter of the current fiscal year, both the current index score (108.35) was slightly above and the cumulative index score (120.50) was well above the overall Supported Employment Group program goal of 100. During the quarter, five of the nine 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: minimizing the time for clients to make a progressive move, maximizing the number of hours worked, maximizing earnings, and maximizing the percentage of 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 having no prior work experience and clients receiving public assistance; while serving a lower percentage of clients having less than a high school degree or equivalent, clients over the age of 55, and clients having a post-secondary education. 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, learning disabled, deaf/hard of hearing, substance abuse, 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, Asian/Pacific Islander, and clients of another ethnic background 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, and clients over the age of 55; while serving a lower percentage of clients having a post-secondary education than we have historically seen. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of developmentally disabled clients and blind/visually impaired clients; and a lower percentage of physically disabled, mentally ill, learning disabled, deaf/hard of hearing, 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 Hispanic and Native American clients; and a lower percentage of Anglo, African American, Asian/Pacific Islander, and clients of another ethnic background 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 having no prior work experience and clients receiving public assistance; while serving a lower percentage of clients having less than a high school degree or equivalent, clients under the age of 22, 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 services during the quarter, we served a higher percentage of physically disabled and developmentally disabled clients; and a lower percentage of learning disabled, mentally ill, deaf/hard of hearing, 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 Hispanic and African American clients; and a lower percentage of Anglo, 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 some occasions regarding general outcomes improvement. In addition, after third 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 two primary objectives that were 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 9th.

Areas needing performance improvements during the next quarter:

No clients made a progressive move during the quarter. The average number of hours worked during the quarter was 81.00 hours compared to an overall program goal of 86.00 hours. The average earnings for the month was \$850.33 compared to an overall program goal of \$903.00/month. Finally, no referral source questionnaires were received during the month.

Quarterly action plan to improve performance:

Additional emphasis needs to be placed on ensuring that clients are making progressive moves to either individual supported employment or competitive employment. ISP objectives need to be more closely monitored by staff to ensure that Job Coaches are correctly implementing identified techniques to accomplish those objectives. Finally, more effort needs to be placed on ensuring that more stakeholder satisfaction questionnaires are returned.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment Group - Phoenix

Fourth Quarter – Year 2017-18

Current Index Score: 108.35

Cumulative Index Score: 120.50

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.	22.50	150	7 of 30 23%	10%	15	22.50	150	21 of 99 21%
2. Minimize time for clients to make a progressive move.	2.50	50	N/A weeks	52 wks	5	7.50	150	8.42 weeks
3. Maximize the number of hours worked	6.05	67	81.00 hrs/month	86 hrs/ month	9	4.50	50	74.32 hrs/month
4. Maximize earnings	7.30	61	\$850.53/ month	\$903/ month	12	6.00	50	\$799.00/ month
5. Maximize the accomplishment of ISP objectives	20.00	150	10 of 10 100%	75%	15	20.00	150	31 of 31 100%
6. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	5 of 5 100%	95%	11	15.00	150	10 of 10 100%
7. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	2 of 2 100%	95%	11	15.00	150	6 of 6 100%

PROGRAM: Supported Employment Group – Phoenix

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index	Actual Data			Raw Score	Index	Actual Data
8. Maximize the percentage of “favorable” responses on employer questionnaires	15.00	150	3 of 3 100%	95%	11	15.00	150	9 of 9 100%
9. Maximize the percentage of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 100%	95%	11	15.00	150	2 of 2 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Phoenix

Fourth Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	17.6%	2.46%	2.54%
2. Minimize the number of negative program termines	87	0	0
3. Number of successful placements (M.R. – mild)	4 of 53 8%	6 of 10 60%	24 of 49 49%
4. Number of successful placement (M.R. - moderate)	1 of 53 2%	0 of 10 0%	0 of 49 0%
5. Number of successful placements. (M.R. – severe)	0 of 53 0%	0 of 10 0%	0 of 49 0%
6. Number of successful placement (C.P.)	0 of 53 0%	0 of 10 0%	0 of 49 0%
7. Number of successful placements (Epilepsy)	0 of 53 0%	0 of 10 0%	0 of 49 0%
8. Number of successful placements (Autism)	0 of 53 0%	0 of 10 0%	0 of 49 0%
9. Number of successful placements (SMI)	46 of 53 87%	4 of 10 40%	25 of 49 51%
10. Number of successful placements (LD)	1 of 53 2%	0 of 10 0%	0 of 49 0%
11. Number of successful placements (Other disabilities)	4 of 53 8%	0 of 10 0%	0 of 49 0%
12. Maximize of job retention	176 of 261 67%	30 of 44 68%	111 of 125 89%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Phoenix

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. Clients terminated and accepted for pre-vocational and/or other community services	78 of 123 63%	8 of 9 89%	23 of 24 96%
14. Clients terminated for medical reasons	5 of 123 4%	1 of 9 11%	1 of 24 0%
15. Clients terminated due to moving out of the city or state	2 of 123 2%	0 of 9 0%	0 of 24 0%
16. Clients terminated as not being appropriate for Beacon Group Services	11 of 123 9%	0 of 9 0%	0 of 24 0%
17. Clients terminated for dropping out of the program	23 of 123 19%	0 of 9 0%	0 of 24 0%
18. Clients terminated as non-feasible for employment	4 of 123 3%	0 of 9 0%	0 of 24 0%
19. Percentage of clients denied access to services.	0 of 14 0%	0 of 10 0%	0 of 49 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Fourth Quarter – Year 2016-17

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	4 of 123 3%	1 of 9 11%	4 of 24 17%
2. % of clients receiving public assistance.	115 of 123 93%	9 of 9 100%	24 of 24 100%
3. % of clients having less than a high school degree or equivalent.	25 of 123 20%	0 of 9 0%	1 of 24 4%
4. % of clients under the age of 22.	16 of 123 13%	1 of 9 11%	2 of 24 8%
5. % of clients over the age of 55.	2 of 123 2%	0 of 9 0%	4 of 24 17%
6. % of clients having a post-secondary education.	15 of 123 12%	0 of 9 0%	0 of 24 0%
7. % of clients diagnosed as physically disabled. (primary)	1 of 123 .8%	1 of 9 11%	1 of 24 4%
8. % of clients diagnosed as developmentally disabled. (primary)	18 of 123 15%	4 of 9 44%	7 of 24 29%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	93 of 123 76%	4 of 9 44%	16 of 24 67%
10. % of clients diagnosed as learning disabled. (primary)	5 of 123 4%	0 of 9 0%	0 of 24 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 123 .8%	0 of 9 0%	0 of 24 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 123 0%	0 of 9 0%	0 of 24 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 123 0%	0 of 9 0%	0 of 24 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 123 4%	0 of 9 0%	0 of 24 0%
15. % of clients diagnosed as physically disabled. (secondary)	3 of 123 2%	0 of 9 0%	0 of 24 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 123 4%	0 of 9 0%	0 of 24 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	7 of 123 6%	1 of 9 11%	1 of 24 4%
18. % of clients diagnosed as learning disabled. (secondary)	5 of 123 4%	0 of 9 0%	0 of 24 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	4 of 123 3%	0 of 9 0%	0 of 24 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 123 .8%	0 of 9 0%	0 of 24 0%
21. % clients diagnosed as substance abusers. (secondary)	9 of 123 7%	1 of 9 11%	2 of 24 8%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 123 .8%	1 of 9 11%	1 of 24 4%
23. % of clients who are Anglo	69 of 123 56%	3 of 9 33%	14 of 24 58%
24. % of clients who are Hispanic/Latino	29 of 123 24%	3 of 9 33%	5 of 24 21%
25. % of clients who are African American	21 of 123 17%	3 of 9 33%	5 of 24 21%
26. % of clients who are Native American	2 of 123 2%	0 of 9 0%	0 of 24 0%
27. % of clients who are Asian/Pacific Islander	0 of 123 0%	0 of 9 0%	0 of 24 0%
28. % of clients who are of another ethnic background	2 of 123 2%	0 of 9 0%	0 of 24 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Fourth Quarter – Year 2016-17

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	10 of 189 5%	13 of 35 37%	50 of 101 50%
2. % of clients receiving public assistance.	153 of 189 81%	35 of 35 100%	101 of 101 100%
3. % of clients having less than a high school degree or equivalent.	37 of 189 20%	15 of 35 43%	22 of 101 22%
4. % of clients under the age of 22.	11 of 189 6%	2 of 35 6%	17 of 101 17%
5. % of clients over the age of 55.	4 of 189 2%	2 of 35 6%	14 of 101 14%
6. % of clients having a post-secondary education.	25 of 189 13%	0 of 35 0%	0 of 101 0%
7. % of clients diagnosed as physically disabled. (primary)	6 of 189 3%	0 of 35 0%	0 of 101 0%
8. % of clients diagnosed as developmentally disabled. (primary)	24 of 189 13%	23 of 35 66%	72 of 101 71%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	176 of 189 93%	10 of 35 29%	27 of 101 27%
10. % of clients diagnosed as learning disabled. (primary)	6 of 189 3%	0 of 35 0%	0 of 101 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 189 1%	0 of 35 0%	0 of 101 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 189 0%	2 of 35 6%	2 of 101 2%
13. % of clients diagnosed as substance abusers (primary)	1 of 189 .5%	0 of 35 0%	0 of 101 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 189 2%	0 of 35 0%	0 of 101 0%
15. % of clients diagnosed as physically disabled. (secondary)	4 of 189 2%	0 of 35 0%	2 of 101 2%
16. % of clients diagnosed as developmentally disabled. (secondary)	10 of 189 5%	0 of 35 0%	0 of 101 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	16 of 189 8%	0 of 35 0%	4 of 101 4%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 189 7%	0 of 35 0%	0 of 101 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 189 1%	0 of 35 0%	0 of 101 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 189 2%	0 of 35 0%	0 of 101 0%
21. % clients diagnosed as substance abusers. (secondary)	12 of 189 6%	6 of 35 17%	6 of 101 6%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 189 0%	0 of 35 0%	0 of 101 0%
23. % of clients who are Anglo	113 of 189 60%	20 of 35 57%	49 of 101 49%
24. % of clients who are Hispanic/Latino	46 of 189 24%	12 of 35 34%	40 of 101 40%
25. % of clients who are African American	28 of 189 15%	1 of 35 3%	6 of 101 6%
26. % of clients who are Native American	2 of 189 1%	2 of 35 6%	6 of 101 6%
27. % of clients who are Asian/Pacific Islander	0 of 189 0%	0 of 35 0%	0 of 101 0%
28. % of clients who are of another ethnic background	0 of 189 0%	0 of 35 0%	0 of 101 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Fourth Quarter – Year 2016-17

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	2 of 41 5%	2 of 10 20%	10 of 49 20%
2. % of clients receiving public assistance.	39 of 41 95%	10 of 10 100%	49 of 49 100%
3. % of clients having less than a high school degree or equivalent.	13 of 41 32%	0 of 10 0%	2 of 49 4%
4. % of clients under the age of 22.	4 of 41 10%	1 of 10 10%	8 of 49 16%
5. % of clients over the age of 55.	2 of 41 5%	0 of 10 0%	8 of 49 16%
6. % of clients having a post-secondary education.	5 of 41 12%	1 of 10 10%	2 of 49 4%
7. % of clients diagnosed as physically disabled. (primary)	1 of 41 2%	0 of 10 0%	0 of 49 0%
8. % of clients diagnosed as developmentally disabled. (primary)	3 of 41 7%	6 of 10 10%	24 of 49 49%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	34 of 41 83%	3 of 10 30%	24 of 49 49%
10. % of clients diagnosed as learning disabled. (primary)	0 of 41 0%	0 of 10 0%	0 of 49 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 41 2%	0 of 10 0%	0 of 49 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 41 0%	0 of 10 0%	0 of 49 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 41 0%	1 of 10 10%	1 of 49 2%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 41 5%	0 of 10 0%	0 of 49 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 41 5%	0 of 10 0%	0 of 49 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	4 of 41 10%	0 of 10 0%	0 of 49 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	2 of 41 5%	2 of 10 20%	7 of 49 14%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 41 0%	0 of 10 0%	2 of 49 4%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 41 2%	0 of 10 0%	0 of 49 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 41 3%	0 of 10 0%	0 of 49 0%
21. % clients diagnosed as substance abusers. (secondary)	2 of 41 5%	1 of 10 10%	2 of 49 4%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 41 0%	0 of 10 0%	0 of 49 0%
23. % of clients who are Anglo	23 of 41 56%	7 of 10 70%	29 of 49 59%
24. % of clients who are Hispanic/Latino	7 of 41 17%	3 of 10 30%	13 of 49 26%
25. % of clients who are African American	8 of 41 20%	0 of 10 0%	7 of 49 14%
26. % of clients who are Native American	1 of 41 2%	0 of 10 0%	1 of 49 2%
27. % of clients who are Asian/Pacific Islander	1 of 41 2%	0 of 10 0%	0 of 49 0%
28. % of clients who are of another ethnic background	1 of 41 2%	0 of 10 0%	0 of 49 0%

