

## Beacon Group

# Quarterly Service Delivery Performance Improvement Report

<u>Charles F. Tiller</u> Prepared By	<u>Supported Employment Group-Tucson</u> Program	<u>Fourth</u> Quarter	<u>2017-2018</u> Year
---	---	--------------------------	--------------------------

### Analysis of Program Objectives

During the fourth quarter of the current fiscal year, both the current index score (141.45) and the cumulative index score (134.85) were well above the overall Supported Employment Group program goal of 100. During the quarter, nine of the ten primary objectives were accomplished at or above established goal levels, while one was not. During the next quarter, additional emphasis needs to be placed on the following: minimizing the time for clients to make a progressive move.

### 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 and clients over the age of 55; while serving a lower percentage of clients having less than a high school degree or equivalent, clients under the age of 22, 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, learning disabled, blind/visually impaired, 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 Hispanic, Native American, and Asian/Pacific Islander clients; and a lower percentage of Anglo, African American, 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 over the age of 55, and clients having a post-secondary education; while serving a lower percentage of 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 developmentally disabled clients; and a lower percentage of mentally ill, deaf/hard of hearing, blind/visually impaired, 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, African American, and Asian/Pacific Islander clients; and a lower percentage of Anglo 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, 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 exiting 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, blind/visually impaired, and traumatically brain injured 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 clients; and a lower percentage of Anglo, 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 third quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson 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 Thursday, November 8<sup>th</sup>.

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

The program time for clients to make a progressive move was 82 weeks compared to an overall program goal of 78 weeks.

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 Program Managers to ensure that Job Coaches are correctly implementing identified objectives. The number of hours worked and the average monthly earnings need to be closely monitored.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment Group - Tucson

Fourth Quarter – Year 2017-18

Current Index Score: 141.55

Cumulative Index Score: 134.85

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 make a progressive move.	15.00	150	43 of 154 28%	15%	10	15.00	150	181 of 591 31%
2. Minimize time for clients to make a progressive move.	4.65	93	82 weeks	78 wks	5	3.35	67	94.75 weeks
3. Maximize client productivity	13.50	150	76.75%	65%	9	13.50	150	74.08%
4. Maximize the number of hours worked	9.90	110	96.12 hrs/month	95 hrs/ month	9	4.50	50	89.72 hrs/month
5. Maximize earnings	18.00	150	\$845.86/ month	\$660/ month	12	17.00	142	\$740.93/ month
6. Maximize the accomplishment of ISP objectives	22.50	150	74 of 84 88%	75%	15	22.50	150	196 of 232 84%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	3 of 3 100%	95%	10	15.00	150	9 of 9 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	13.00	130	46 of 47 98%	95%	10	14.00	140	148 of 149 99%

PROGRAM: Supported Employment Group – Tucson

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	15.00	150	3 of 3 100%	95%	10	15.00	150	12 of 12 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	4 of 4 100%	95%	10	15.00	150	9 of 9 100%

**PERFORMANCE IMPROVEMENT REPORT**

**SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Tucson

Fourth

Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	18.85%	31.90%	31.47%
2. Minimize the number of negative program terminees	195	0	0
3. Number of successful placements (M.R. – mild)	131	14	47
4. Number of successful placement (M.R. - moderate)	0	0	0
5. Number of successful placements. (M.R. – severe)	0	0	0
6. Number of successful placement (C.P.)	0	0	0
7. Number of successful placements (Epilepsy)	0	0	0
8. Number of successful placements (Autism)	0	0	0
9. Number of successful placements (SMI)	19	0	0
10. Number of successful placements (LD)	19	0	0
11. Number of successful placements (Other disabilities)	12	0	0
12. Maximize of job retention	5894 of 6317 93%	154 of 159 97%	586 of 611 96%

### SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Tucson

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. Clients terminated and accepted for pre-vocational and/or other community services	182 of 282 65%	2 of 2 100%	6 of 7 86%
14. Clients terminated for medical reasons	15 of 282 5%	0 of 2 0%	1 of 7 14%
15. Clients terminated due to moving out of the city or state	18 of 282 6%	0 of 2 0%	0 of 7 0%
16. Clients terminated as not being appropriate for Beacon Group services	16 of 282 6%	0 of 2 0%	0 of 7 0%
17. Clients terminated for dropping out of the program	45 of 282 16%	0 of 2 0%	0 of 7 0%
18. Clients terminated as non-feasible for employment	5 of 282 2%	0 of 2 0%	0 of 7 0%
19. Percentage of clients denied access to services.	0 of 375 0%	0 of 14 0%	0 of 47 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	287 of 409 70%	2 of 2 100%	7 of 7 100%
2. % of clients receiving public assistance.	378 of 409 92%	2 of 2 100%	7 of 7 100%
3. % of clients having less than a high school degree or equivalent.	316 of 409 77%	2 of 2 100%	3 of 7 43%
4. % of clients under the age of 22.	76 of 409 19%	1 of 2 50%	2 of 7 29%
5. % of clients over the age of 55.	19 of 409 5%	0 of 2 0%	1 of 7 14%
6. % of clients having a post-secondary education.	3 of 409 .7%	0 of 2 0%	0 of 7 0%
7. % of clients diagnosed as physically disabled. ( primary)	2 of 409 .5%	0 of 2 0%	0 of 7 0%
8. % of clients diagnosed as developmentally disabled. (primary)	318 of 409 78%	2 of 2 100%	7 of 7 100%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	47 of 409 11%	0 of 2 0%	0 of 7 0%
10. % of clients diagnosed as learning disabled. ( primary)	18 of 409 4%	0 of 2 0%	0 of 7 0%
11. % of clients diagnosed as deaf or hard of hearing (primary)	2 of 409 .5%	0 of 2 0%	0 of 7 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	9 of 409 2%	0 of 2 0%	0 of 7 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 409 0%	0 of 2 0%	0 of 7 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	13 of 409 3%	0 of 2 0%	0 of 7 0%
15. % of clients diagnosed as physically disabled. (secondary)	8 of 409 2%	0 of 2 0%	0 of 7 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	15 of 409 4%	0 of 2 0%	0 of 7 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	60 of 409 15%	0 of 2 0%	0 of 7 0%
18. % of clients diagnosed as learning disabled. (secondary)	15 of 409 4%	0 of 2 0%	0 of 7 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	5 of 409 1%	0 of 2 0%	0 of 7 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 409 .7%	0 of 2 0%	0 of 7 0%
21. % clients diagnosed as substance abusers. ( secondary)	4 of 409 1%	0 of 2 0%	0 of 7 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 409 .2%	0 of 2 0%	0 of 7 0%
23. % of clients who are Anglo	239 of 409 58%	1 of 2 50%	5 of 7 71%
24. % of clients who are Hispanic/Latino	120 of 409 29%	1 of 2 50%	2 of 7 29%
25. % of clients who are African American	25 of 409 6%	0 of 2 0%	0 of 7 0%
26. % of clients who are Native American	18 of 409 4%	0 of 2 0%	0 of 7 0%
27. % of clients who are Asian/Pacific Islander	5 of 409 1%	0 of 2 0%	0 of 7 0%
28. % of clients who are of another ethnic background	1 of 409 .2%	0 of 2 0%	0 of 7 0%



## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

Fourth \_\_\_\_\_ Quarter – Year 2017-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	5373 of 6256 86%	141 of 159 89%	535 of 600 89%
2. % of clients receiving public assistance.	5956 of 6256 95%	159 of 159 100%	600 of 600 100%
3. % of clients having less than a high school degree or equivalent.	5708 of 6256 91%	130 of 159 82%	522 of 600 87%
4. % of clients under the age of 22.	383 of 6256 6%	7 of 159 4%	27 of 600 5%
5. % of clients over the age of 55.	321 of 6256 5%	10 of 159 6%	35 of 600 6%
6. % of clients having a post-secondary education.	21 of 6256 .3%	1 of 159 .6%	5 of 600 .8%
7. % of clients diagnosed as physically disabled. ( primary)	43 of 6256 .7%	0 of 159 0%	4 of 600 .7%
8. % of clients diagnosed as developmentally disabled. (primary)	5648 of 6256 90%	158 of 159 99%	588 of 600 98%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	256 of 6256 4%	1 of 159 1%	4 of 600 .7%
10. % of clients diagnosed as learning disabled. ( primary)	43 of 6256 .7%	0 of 159 0%	3 of 600 .5%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	26 of 6256 .4%	0 of 159 0%	0 of 600 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	27 of 6256 .4%	0 of 159 0%	0 of 600 0%
13. % of clients diagnosed as substance abusers (primary)	15 of 6256 .2%	0 of 159 0%	0 of 600 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	170 of 6256 3%	0 of 159 0%	0 of 600 0%
15. % of clients diagnosed as physically disabled. (secondary)	118 of 6256 2%	0 of 159 0%	3 of 600 .5%
16. % of clients diagnosed as developmentally disabled. ( secondary)	304 of 6256 5%	4 of 159 3%	16 of 600 3%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	389 of 6256 6%	16 of 159 10%	60 of 600 10%
18. % of clients diagnosed as learning disabled. (secondary)	139 of 6256 2%	0 of 159 0%	0 of 600 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	26 of 6256 .4%	0 of 159 0%	0 of 600 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	14 of 6256 .2%	1 of 159 .6%	3 of 600 .5%
21. % clients diagnosed as substance abusers. ( secondary)	18 of 6256 .3%	0 of 159 0%	0 of 600 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	12 of 6256 .2%	0 of 159 0%	0 of 600 0%
23. % of clients who are Anglo	3914 of 6256 63%	87 of 159 55%	344 of 600 57%
24. % of clients who are Hispanic/Latino	1635 of 6256 26%	53 of 159 33%	188 of 600 31%
25. % of clients who are African American	321 of 6256 5%	9 of 159 6%	35 of 600 6%
26. % of clients who are Native American	192 of 6256 3%	4 of 159 3%	13 of 600 2%
27. % of clients who are Asian/Pacific Islander	88 of 6256 1%	6 of 159 4%	20 of 600 3%
28. % of clients who are of another ethnic background	4 of 6256 .06%	0 of 159 0%	0 of 600 0%

**PERFORMANCE IMPROVEMENT REPORT**

**CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Tucson

Fourth

Quarter – Year 2017-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	300 of 436 69%	12 of 14 86%	38 of 46 83%
2. % of clients receiving public assistance.	413 of 436 95%	14 of 14 100%	46 of 46 100%
3. % of clients having less than a high school degree or equivalent.	342 of 436 78%	10 of 14 71%	32 of 46 70%
4. % of clients under the age of 22.	120 of 436 28%	1 of 14 7%	7 of 46 15%
5. % of clients over the age of 55.	17 of 436 4%	1 of 14 7%	1 of 46 2%
6. % of clients having a post-secondary education.	4 of 436 .9%	0 of 14 0%	0 of 46 0%
7. % of clients diagnosed as physically disabled. ( primary)	2 of 436 .5%	0 of 14 0%	0 of 46 0%
8. % of clients diagnosed as developmentally disabled. (primary)	363 of 436 83%	14 of 14 100%	46 of 46 100%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	39 of 436 9%	0 of 14 0%	0 of 46 0%
10. % of clients diagnosed as learning disabled. ( primary)	17 of 436 4%	0 of 14 0%	0 of 46 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 436 .2%	0 of 14 0%	0 of 46 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	6 of 436 1%	0 of 14 0%	0 of 46 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 436 0%	0 of 14 0%	0 of 46 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 436 2%	0 of 14 0%	0 of 46 0%
15. % of clients diagnosed as physically disabled. (secondary)	5 of 436 1%	0 of 14 0%	0 of 46 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	22 of 436 5%	0 of 14 0%	1 of 46 2%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	42 of 436 10%	3 of 14 21%	10 of 46 21%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 436 3%	0 of 14 0%	0 of 46 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	8 of 436 2%	0 of 14 0%	1 of 46 2%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 436 .7%	1 of 14 7%	1 of 46 2%
21. % clients diagnosed as substance abusers. ( secondary)	1 of 436 .2%	0 of 14 0%	0 of 46 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 436 .9%	0 of 14 0%	0 of 46 0%
23. % of clients who are Anglo	242 of 436 56%	4 of 14 29%	25 of 46 54%
24. % of clients who are Hispanic/Latino	135 of 436 31%	7 of 14 50%	17 of 46 37%
25. % of clients who are African American	30 of 436 7%	0 of 14 0%	0 of 46 0%
26. % of clients who are Native American	21 of 436 5%	2 of 14 29%	2 of 46 4%
27. % of clients who are Asian/Pacific Islander	5 of 436 1%	1 of 14 7%	2 of 46 4%
28. % of clients who are of another ethnic background	3 of 436 .7%	0 of 14 0%	0 of 46 0%

