

**Beacon Group**

**Quarterly Service Delivery Performance Improvement Report**

<b><u>Charles F. Tiller</u></b> Prepared By	<b><u>Supported Employment Individual - Phoenix</u></b> Program	<b><u>Fourth</u></b> Quarter	<b><u>2017-18</u></b> Year
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Analysis of Program Objectives:

During the fourth quarter of the current fiscal year, both the current index score (130.00) was significantly above; while the and the cumulative index score (150.00) was at the maximum level of performance and significantly above the overall Supported Employment Individual program goal of 100. During the quarter, eight of the ten primary objectives were accomplished at or above established goal levels, while two were not. During the next quarter additional emphasis needs to be placed on: Maximizing the number of favorable responses on employer questionnaires and maximizing the number 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 receiving public assistance and clients under the age of 22; while serving a lower percentage of clients having no prior work experience, clients having less than a high school degree or equivalent, 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 beginning services during the quarter, we served a higher percentage of mentally ill clients; and a lower percentage of physically disabled, developmentally disabled, learning disabled, blind/visually impaired, 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 Hispanic, 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 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, and clients having a post-secondary education than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of mentally ill clients; and a lower percentage of developmentally disabled, learning disabled, 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 Native American clients; and a lower percentage of Anglo and Asian/Pacific Islander 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 under the age of 22, and clients over the age of 55; while serving a lower percentage of clients having no prior work experience, clients having less than a high school degree or equivalent, and clients having a post-secondary education than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of mentally ill clients; and a lower percentage of physically disabled, developmentally disabled, learning disabled, 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 Anglo, Hispanic and Native American clients; and a lower percentage of African 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 zero primary objective 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 9<sup>th</sup>.

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

No Employer Questionnaires or Referral Source Questionnaires were returned during the quarter.

Quarterly action plan to improve performance:

The Phoenix office management staff needs to meet with staff members on a weekly basis to emphasize continued improvement in all previously identified areas, with particular emphasis placed on maximizing the percentage of successful placements. Additional emphasis needs to be placed on establishing realistic ISP objectives and in following up with clients, employers and referral sources to obtain necessary and important stakeholder satisfaction information.

**BEACON GROUP-PHOENIX  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment – Individual Phoenix

Fourth Quarter – Year 2017-18

Current Index Score: 130.00

Cumulative Index Score: 150.00

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Minimize the hours of job development to achieve placement	12.00	150	3.63 hrs.	15 hrs.	8	12.00	150	7.28 hrs.
2. Minimize the time from referral to placement	12.00	150	26.08 days	40 days	8	12.00	150	30.30 days
3. Maximize the % of successful placement	18.00	150	13 of 34 38%	30%	12	18.00	150	68 of 157 43%
4. Maximize the number of hours worked	18.00	150	121.35 hrs./month	100 hrs/ month	12	18.00	150	116.58 hrs./month
5. Maximize earnings	18.00	150	\$1432.00/ month	\$1075/ month	12	18.00	150	\$1361.18/ month
6. Maximize the accomplishment of ISP objectives.	12.00	150	1 of 1 100%	80%	8	12.00	150	30 of 34 88%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	3 of 3 100%	95%	10	15.00	150	16 of 16 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	11 of 11 100%	95%	10	15.00	150	26 of 26 100%

PROGRAM: Supported Employment -Individual Phoenix

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index	Actual Data	Goal	Weight	Raw Score	Index	Actual Data
9. Maximize the percentage of “favorable” responses on employer questionnaires	5.00	50	0 of 0 0%	95%	10	15.00	150	2 of 2 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 100%	95%	10	15.00	150	11 of 11 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Phoenix

Fourth Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	115	1	10
2. Minimize the % of intervention hours compared to hours worked	4.62%	1.36%	1.56%
3.. Minimize the number of negative program terminees	407	0	0
4. Number of successful placements (M.R. – mild)	24	0	0
5. Number of successful placement (M.R. - moderate)	2	0	0
6. Number of successful placements. (M.R. – severe)	0	0	0
7. Number of successful placement (C.P.)	0	0	0
8. Number of successful placements (Epilepsy)	0	0	0
9. Number of successful placements (Autism)	0	0	0
10. Number of successful placements (SMI)	458	13	68
11. Number of successful placements (LD)	6	0	0
12. Number of successful placements (Other disabilities)	9	0	0
13. Maximize of job retention	1936 of 2406 80%	31 of 40 78%	146 of 204 72%

14. Clients terminated and accepted for pre-vocational and/or other community services	586 of 835 701%	4 of 12 33%	13 of 52 25%
15. Clients terminated for medical reasons	40 of 835 5%	0 of 12 0%	2 of 52 4%
16. Clients terminated due to moving out of the city or state	25 of 835 3%	0 of 12 0%	1 of 52 2%
17. Clients terminated as not being appropriate for Beacon Services	15 of 835 2%	0 of 12 0%	0 of 52 0%
18. Clients terminated for dropping out of the program	105 of 835 13%	0 of 12 0%	0 of 52 0%
19. Clients terminated as non-feasible for employment	18 of 835 2%	0 of 12 0%	0 of 52 0%
20. Percentage of clients denied access to services.	0 of 898 0%	0 of 34 0%	0 of 114 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	9 of 413 2%	0 of 12 0%	2 of 52 4%
2. % of clients receiving public assistance.	277 of 413 67%	12 of 12 100%	52 of 52 100%
3. % of clients having less than a high school degree or equivalent.	37 of 413 9%	1 of 12 8%	4 of 52 8%
4. % of clients under the age of 22.	19 of 413 5%	1 of 12 8%	3 of 52 6%
5. % of clients over the age of 55.	33 of 413 8%	3 of 12 25%	12 of 52 23%
6. % of clients having a post-secondary education.	121 of 413 29%	2 of 12 17%	8 of 52 15%
7. % of clients diagnosed as physically disabled. ( primary)	0 of 413 0%	0 of 12 0%	0 of 52 0%
8. % of clients diagnosed as developmentally disabled. (primary)	30 of 413 7%	0 of 12 0%	0 of 52 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	359 of 413 87%	12 of 12 100%	52 of 52 100%
10. % of clients diagnosed as learning disabled. ( primary)	10 of 413 2%	0 of 12 0%	0 of 52 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 413 0%	0 of 12 0%	0 of 52 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 413 .2%	0 of 12 0%	0 of 52 0%

13. % of clients diagnosed as substance abusers (primary)	1 of 413 .2%	0 of 12 0%	0 of 52 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 413 0%	0 of 12 0%	0 of 52 0%
15. % of clients diagnosed as physically disabled. (secondary)	13 of 413 3%	0 of 12 0%	0 of 52 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	3 of 413 .7%	0 of 12 0%	0 of 52 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	4 of 413 1%	2 of 12 17%	2 of 52 4%
18. % of clients diagnosed as learning disabled. (secondary)	4 of 413 1%	0 of 12 0%	0 of 52 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	3 of 413 .7%	0 of 12 0%	0 of 52 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 413 0%	0 of 12 0%	0 of 52 0%
21. % clients diagnosed as substance abusers. ( secondary)	23 of 413 6%	1 of 12 8%	1 of 52 2%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 413 0%	0 of 12 0%	0 of 52 0%
23. % of clients who are Anglo	278 of 413 67%	9 of 12 75%	29 of 52 58%
24. % of clients who are Hispanic/Latino	66 of 413 16%	2 of 12 17%	10 of 52 19%
25. % of clients who are African American	41 of 413 10%	0 of 12 0%	12 of 52 23%
26. % of clients who are Native American	1 of 413 .2%	1 of 12 8%	1 of 52 2%
27. % of clients who are Asian/Pacific Islander	4 of 413 1%	0 of 12 0%	0 of 52 0%
28. % of clients who are of another ethnic background	3 of 413 .7%	0 of 12 0%	0 of 52 0%



## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	118 of 3992 3%	4 of 123 3%	9 of 434 2%
2. % of clients receiving public assistance.	2934 of 3992 73%	123 of 123 100%	434 of 434 100%
3. % of clients having less than a high school degree or equivalent.	401 of 3992 10%	6 of 123 5%	52 of 434 12%
4. % of clients under the age of 22.	124 of 3992 3%	4 of 123 3%	11 of 434 3%
5. % of clients over the age of 55.	362 of 3992 9%	19 of 123 15%	72 of 434 17%
6. % of clients having a post-secondary education.	1237 of 3992 31%	28 of 123 23%	109 of 434 25%
7. % of clients diagnosed as physically disabled. ( primary)	59 of 3992 1%	0 of 123 0%	0 of 434 0%
8. % of clients diagnosed as developmentally disabled. (primary)	309 of 3992 8%	0 of 123 0%	0 of 434 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	3513 of 3992 88%	123 of 123 100%	434 of 434 100%
10. % of clients diagnosed as learning disabled. ( primary)	68 of 3992 2%	0 of 123 0%	0 of 434 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 3992 .05%	0 of 123 0%	0 of 434 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	2 of 3992 .05%	0 of 123 0%	0 of 434 0%

13. % of clients diagnosed as substance abusers (primary)	16 of 3992 .4%	0 of 123 0%	0 of 434 0%
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 3992 .2%	0 of 123 0%	0 of 434 0%
15. % of clients diagnosed as physically disabled. (secondary)	126 of 3992 3%	0 of 123 0%	0 of 434 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	52 of 3992 1%	1 of 123 .8%	2 of 434 .5%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	63 of 3992 2%	0 of 123 0%	6 of 434 1%
18. % of clients diagnosed as learning disabled. (secondary)	75 of 3992 2%	0 of 123 0%	0 of 434 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	17 of 3992 .5%	0 of 123 0%	0 of 434 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 3992 .05%	0 of 123 0%	0 of 434 0%
21. % clients diagnosed as substance abusers. ( secondary)	225 of 3992 6%	0 of 123 0%	5 of 434 1%
22. % clients diagnosed as traumatically brain injured. (secondary)	9 of 3992 .2%	0 of 123 0%	0 of 434 0%
23. % of clients who are Anglo	2851 of 3992 71%	75 of 123 61%	260 of 434 60%
24. % of clients who are Hispanic/Latino	513 of 3992 13%	21 of 123 17%	77 of 434 18%
25. % of clients who are African American	433 of 3992 11%	22 of 123 18%	80 of 434 18%
26. % of clients who are Native American	33 of 3992 .8%	3 of 123 2%	13 of 434 3%
27. % of clients who are Asian/Pacific Islander	23 of 3992 .6%	0 of 123 0%	0 of 434 0%
28. % of clients who are of another ethnic background	63 of 3992 2%	2 of 123 2%	4 of 434 .9%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	51 of 987 5%	0 of 34 0%	2 of 114 2%
2. % of clients receiving public assistance.	718 of 987 73%	34 of 34 100%	114 of 114 100%
3. % of clients having less than a high school degree or equivalent.	113 of 987 11%	1 of 34 3%	8 of 114 7%
4. % of clients under the age of 22.	29 of 987 3%	3 of 34 9%	8 of 114 7%
5. % of clients over the age of 55.	104 of 987 11%	3 of 34 9%	17 of 114 15%
6. % of clients having a post-secondary education.	350 of 987 35%	1 of 34 3%	14 of 114 12%
7. % of clients diagnosed as physically disabled. ( primary)	3 of 987 .3%	0 of 34 0%	0 of 114 0%
8. % of clients diagnosed as developmentally disabled. (primary)	10 of 987 1%	0 of 34 0%	0 of 114 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	963 of 987 98%	34 of 34 100%	114 of 114 100%
10. % of clients diagnosed as learning disabled. ( primary)	2 of 987 .2%	0 of 34 0%	0 of 114 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 987 0%	0 of 34 0%	0 of 114 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 987 .1%	0 of 34 0%	0 of 114 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 987 .2%	0 of 34 0%	0 of 114 0%

PROGRAM: Supported Employment - Individual Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	6 of 987 .6%	0 of 34 0%	0 of 114 0%
15. % of clients diagnosed as physically disabled. (secondary)	46 of 987 5%	0 of 34 0%	0 of 114 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	7 of 987 .7%	0 of 34 0%	0 of 114 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	15 of 987 2%	1 of 34 3%	1 of 114 .9%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 987 1%	0 of 34 0%	0 of 114 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	1 of 987 .1%	0 of 34 0%	0 of 114 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 987 0%	0 of 34 0%	0 of 114 0%
21. % clients diagnosed as substance abusers. ( secondary)	81 of 987 8%	1 of 34 3%	5 of 114 4%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 987 .2%	0 of 34 0%	0 of 114 0%
23. % of clients who are Anglo	637 of 987 65%	19 of 34 56%	67 of 114 59%
24. % of clients who are Hispanic/Latino	160 of 987 16%	8 of 34 24%	24 of 114 21%
25. % of clients who are African American	152 of 987 15%	5 of 34 15%	20 of 114 18%
26. % of clients who are Native American	8 of 987 .9%	0 of 34 3%	1 of 114 .9%
27. % of clients who are Asian/Pacific Islander	16 of 987 2%	0 of 34 0%	0 of 114 0%
28. % of clients who are of another ethnic background	13 of 987 1%	2 of 34 6%	2 of 114 2%

