

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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

During the fourth quarter of the current fiscal year, the current index score (127.40) and the cumulative index score (133.10) were both well 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 in the following areas: maximizing the percentage of successful placements and maximizing average monthly earnings.

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 having a post-secondary education; while serving a lower percentage of clients having no prior work experience and clients having less than a high school degree or equivalent 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, 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 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 receiving public assistance, clients under the age of 22, 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 and clients having less than a high school degree or equivalent 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 physically disabled, mentally ill, learning disabled, deaf/hard of hearing, 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 clients; and a lower percentage of Hispanic, African American, Native American, 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 and clients having less than a high school degree or equivalent; while serving a lower percentage of clients having no prior work experience, 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 mentally ill clients; and a lower percentage of physically disabled, developmentally disabled, 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 receiving services during the quarter, we served a higher percentage of Anglo clients; and a lower percentage of 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:

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 zero primary objectives that were accomplished at below goal level. A meeting to review overall results for the fourth quarter is tentatively scheduled for Thursday, November 8th.

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

The percentage of successful placements was 41% compared to an overall program goal of 45%. Average earnings for the month was \$794.48 compared to an overall program goal 802.50.

Quarterly action plan to improve performance:

More emphasis needs to be placed on soliciting additional individual supported employment referrals so that positive results can be achieved and reported. The Program Manager needs to ensure that all clients are working to their maximum potential, thus being able to maximize their hours worked and earnings. Continued efforts need to be made to ensure that all stakeholder satisfaction tools are being effectively utilized.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment – Individual Tucson

Fourth Quarter – Year 2017-18

Current Index Score: 127.40

Cumulative Index Score: 133.10

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Minimize the hours of job development to achieve placement	9.00	150	5.54 hrs	15 hrs	6	9.00	150	9.43 hrs
2. Minimize the time from referral to placements	9.00	150	8.71 days	30 days	6	8.60	144	21.27 days
3. Maximize the % of successful placement	7.20	60	7 of 17 41%	45%	12	9.60	80	24 of 56 43%
4. Maximize the number of hours worked	12.90	108	75.79 hrs/ month	75 hrs/ month	12	14.70	123	77.36 hrs/ month
5. Maximize earnings	11.30	94	\$794.48/ month	\$802.50/ month	12	13.20	110	\$814.91/ month
6. Maximize the accomplishment of ISP objectives.	18.00	150	6 of 6 100%	80%	12	18.00	150	27 of 28 96%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	2 of 2 100%	95%	10	15.00	150	7 of 7 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	22 of 22 100%	95%	10	15.00	150	39 of 39 100%

PROGRAM: Supported Employment - Individual 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	8 of 8 100%	95%	10	15.00	150	21 of 21 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	2 of 2 100%	95%	10	15.00	150	7 of 7 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Tucson

Fourth ___ Quarter – Year 2017-18

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	99	1	7
2. Minimize the % of intervention hours compared to hours worked	6.56%	11.00%	10.78%
3.. Minimize the number of negative program terminees	28	0	0
4. Number of successful placements (M.R. – mild)	45	3	5
5. Number of successful placement (M.R. - moderate)	0	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)	3	0	0
10. Number of successful placements (SMI)	13	7	21
11. Number of successful placements (LD)	12	0	0
12. Number of successful placements (Other disabilities)	9	0	0
13. Maximize of job retention	927 of 1016 91%	33 of 36 92%	127 of 139 91%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment - Individual Tucson

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. Clients terminated and accepted for pre-vocational and/or other community services	40 of 58 69%	2 of 3 67%	6 of 7 86%
15. Clients terminated for medical reasons	1 of 58 2%	1 of 3 33%	1 of 7 14%
16. Clients terminated due to moving out of the city or state	3 of 58 5%	0 of 3 0%	0 of 7 0%
17. Clients terminated as not being appropriate for Beacon Group services	1 of 58 2%	0 of 3 0%	0 of 7 0%
18. Clients terminated for dropping out of the program	7 of 58 12%	0 of 3 0%	0 of 7 0%
19. Clients terminated as non-feasible for employment	2 of 58 3%	0 of 3 0%	0 of 7 0%
20. Percentage of clients denied access to services.	0 of 93 0%	0 of 23 0%	0 of 46 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	20 of 64 31%	0 of 3 0%	0 of 7 0%
2. % of clients receiving public assistance	54 of 64 83%	3 of 3 100%	7 of 7 100%
3. % of clients having less than a high school degree or equivalent.	40 of 64 63%	2 of 3 67%	5 of 7 71%
4. % of clients under the age of 22.	17 of 64 27%	0 of 3 0%	0 of 7 0%
5. % of clients over the age of 55.	2 of 64 3%	0 of 3 0%	0 of 7 0%
6. % of clients having a post-secondary education.	4 of 64 6%	0 of 3 0%	1 of 7 14%
7. % of clients diagnosed as physically disabled. (primary)	0 of 64 0%	0 of 3 0%	0 of 7 0%
8. % of clients diagnosed as developmentally disabled. (primary)	28 of 64 44%	1 of 3 33%	4 of 7 57%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	17 of 64 27%	2 of 3 67%	3 of 7 43%
10. % of clients diagnosed as learning disabled (primary)	15 of 64 23%	0 of 3 0%	0 of 7 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 64 2%	0 of 3 0%	0 of 7 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 64 2%	0 of 3 0%	0 of 7 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 64 0%	0 of 3 0%	0 of 7 0%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 64 3%	0 of 3 0%	0 of 7 0%
15. % of clients diagnosed as physically disabled (secondary)	1 of 64 2%	0 of 3 0%	1 of 7 14%
16. % of clients diagnosed as developmentally disabled. (secondary)	2 of 64 3%	0 of 3 0%	0 of 7 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	4 of 64 6%	1 of 3 33%	2 of 7 29%
18. % of clients diagnosed as learning disabled (secondary)	2 of 64 3%	0 of 3 0%	0 of 7 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 64 0%	0 of 3 0%	0 of 7 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 64 0%	0 of 3 0%	0 of 7 0%
21. % clients diagnosed as substance abusers (secondary)	1 of 64 2%	0 of 3 0%	0 of 7 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 64 0%	0 of 3 0%	0 of 7 0%
23. % of clients who are Anglo	37 of 64 58%	2 of 3 67%	6 of 7 86%
24. % of clients who are Hispanic/Latino	21 of 64 33%	1 of 3 33%	1 of 7 14%
25. % of clients who are African American	5 of 64 8%	0 of 3 0%	0 of 7 0%
26. % of clients who are Native American	1 of 64 2%	0 of 3 0%	0 of 7 0%
27. % of clients who are Asian/Pacific Islander	0 of 64 0%	0 of 3 0%	0 of 7 0%
28. % of clients who are of another ethnic background	0 of 64 0%	0 of 3 0%	0 of 7 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	446 of 1154 39%	14 of 39 36%	76 of 223 34%
2. % of clients receiving public assistance	895 of 1154 78%	39 of 39 100%	223 of 223 100%
3. % of clients having less than a high school degree or equivalent.	616 of 1154 53%	12 of 39 31%	78 of 223 35%
4. % of clients under the age of 22.	80 of 1154 7%	3 of 39 8%	11 of 223 5%
5. % of clients over the age of 55.	13 of 1154 1%	4 of 39 10%	27 of 223 12%
6. % of clients having a post-secondary education.	129 of 1154 11%	5 of 39 13%	29 of 223 13%
7. % of clients diagnosed as physically disabled. (primary)	30 of 1154 3%	0 of 39 0%	2 of 223 .9%
8. % of clients diagnosed as developmentally disabled. (primary)	770 of 1154 67%	31 of 39 79%	109 of 223 49%
9. % of clients diagnosed as mentally ill or emotionally disabled. (primary)	131 of 1154 11%	8 of 39 21%	110 of 223 49%
10. % of clients diagnosed as learning disabled (primary)	43 of 1154 4%	0 of 39 0%	0 of 223 0%
11. % of clients diagnosed as deaf or hard of hearing impaired. (primary)	13 of 1154 1%	0 of 39 0%	0 of 223 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 1154 0%	0 of 39 0%	0 of 223 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 1154 .2%	0 of 39 0%	4 of 223 2%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	66 of 1154 6%	0 of 39 0%	0 of 223 0%
15. % of clients diagnosed as physically disabled (secondary)	30 of 1154 3%	0 of 39 0%	2 of 223 .9%
16. % of clients diagnosed as developmentally disabled. (secondary)	17 of 1154 1%	0 of 39 0%	10 of 223 4%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	37 of 1154 3%	1 of 39 3%	7 of 223 3%
18. % of clients diagnosed as learning disabled (secondary)	10 of 1154 .9%	0 of 39 0%	2 of 223 .9%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	17 of 1154 1%	0 of 39 0%	1 of 223 .4%
20. % of clients diagnosed as blind or visually impaired. (secondary)	9 of 1154 .8%	0 of 39 0%	0 of 223 0%
21. % clients diagnosed as substance abusers (secondary)	0 of 1154 0%	0 of 39 0%	2 of 223 .9%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 1154 .09%	0 of 39 0%	1 of 223 .4%
23. % of clients who are Anglo	817 of 1154 71%	32 of 39 82%	176 of 223 79%
24. % of clients who are Hispanic/Latino	254 of 1154 22%	6 of 39 15%	29 of 223 13%
25. % of clients who are African American	42 of 1154 4%	1 of 39 3%	16 of 223 7%
26. % of clients who are Native American	18 of 1154 2%	0 of 39 0%	1 of 223 .4%
27. % of clients who are Asian/Pacific Islander	23 of 1154 2%	0 of 39 0%	0 of 223 0%
28. % of clients who are of another ethnic background	0 of 1154 0%	0 of 39 0%	0 of 223 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Fourth Quarter – Year 2017-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	49 of 115 43%	2 of 23 9%	12 of 46 26%
2. % of clients receiving public assistance	99 of 115 86%	23 of 23 100%	46 of 46 100%
3. % of clients having less than a high school degree or equivalent.	67 of 115 58%	12 of 23 52%	20 of 46 43%
4. % of clients under the age of 22.	24 of 115 21%	3 of 23 13%	7 of 46 15%
5. % of clients over the age of 55.	5 of 115 4%	1 of 23 4%	3 of 46 7%
6. % of clients having a post-secondary education.	6 of 115 5%	3 of 23 13%	5 of 46 11%
7. % of clients diagnosed as physically disabled. (primary)	1 of 115 .9%	0 of 23 0%	0 of 46 0%
8. % of clients diagnosed as developmentally disabled. (primary)	68 of 115 59%	4 of 23 17%	16 of 46 35%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	24 of 115 21%	16 of 23 70%	27 of 46 59%
10. % of clients diagnosed as learning disabled (primary)	17 of 115 15%	3 of 23 13%	3 of 46 7%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 115 2%	0 of 23 0%	0 of 46 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 115 0%	0 of 23 0%	0 of 46 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 115 0%	0 of 23 0%	0 of 46 0%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	3 of 115 3%	0 of 23 0%	0 of 46 0%
15. % of clients diagnosed as physically disabled (secondary)	4 of 115 3%	0 of 23 0%	0 of 46 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 115 4%	2 of 23 9%	3 of 46 7%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	5 of 115 4%	1 of 23 4%	1 of 46 2%
18. % of clients diagnosed as learning disabled (secondary)	4 of 115 3%	0 of 23 0%	0 of 46 0%
19. % of clients diagnosed as deaf or hard hearing. (secondary)	0 of 115 0%	0 of 23 0%	0 of 46 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 115 .9%	0 of 23 0%	0 of 46 0%
21. % clients diagnosed as substance abusers (secondary)	0 of 115 0%	3 of 23 13%	3 of 46 7%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 115 .9%	0 of 23 0%	1 of 46 2%
23. % of clients who are Anglo	68 of 115 59%	14 of 23 61%	25 of 46 54%
24. % of clients who are Hispanic/Latino	31 of 115 27%	7 of 23 30%	15 of 46 33%
25. % of clients who are African American	10 of 115 9%	1 of 23 4%	4 of 46 9%
26. % of clients who are Native American	6 of 115 5%	1 of 23 4%	1 of 46 2%
27. % of clients who are Asian/Pacific Islander	0 of 115 0%	0 of 23 0%	0 of 46 0%
28. % of clients who are of another ethnic background	0 of 115 0%	0 of 23 0%	1 of 46 2%

