

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Work Adjustment Training
Program

Fourth
Quarter

2017-18
Year

Analysis of Program Objectives:

During the fourth quarter of the current fiscal year, both the current index score (142.15) and the cumulative index score (141.00) were significantly above the overall Work Adjustment Training program goal of 100. During the quarter, seven of the seven primary objectives were accomplished at or above established goal levels, while none were not. During the next quarter, additional emphasis needs to be placed in the following areas: Maintaining the same level of overall performance.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher 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; while serving a lower percentage of clients having no prior work experience and clients over the age of 55 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 and substance abuse clients; and a lower percentage of physically disabled, developmentally disabled and learning disabled 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 and Native American clients; and a lower percentage of Anglo and African American clients than we have in the best.

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, 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 over the age of 55 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, 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 Hispanic clients; and a lower percentage of Anglo, African American, and Asian/Pacific Islander clients than we have in the past.

Characteristics of Clients (End of Services):

During the quarter, for those clients exiting services, we served a higher percentage of clients having less than a high school degree or equivalent and clients under the age of 22; while serving a lower percentage of clients having no prior work experience, 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 the program, we served a higher percentage of mentally ill clients; and a lower percentage of physically disabled, developmentally disabled, and learning disabled clients than we have historically seen. In terms of client ethnicity characteristics for those clients exiting the program, 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.

PERFORMANCE ANALYSIS

Action taken or changes made to improve performance during the previous quarter:

Discussions with staff members were conducted at various times during the current quarter and third quarter data was specifically emphasized at these meetings. All appropriate Tucson Office staff members will participate in a meeting to review overall performance and discuss specific actions to improve performance in the zero primary objectives that were accomplished at below goal levels. That meeting is tentatively scheduled for Thursday, November 8th.

Areas needing performance improvement during the next quarter:

All primary objectives were accomplished at above goal levels during the quarter.

Quarterly action plan to improve performance:

Given the significant increase in referrals to the WAT program from Cenpatico, additional efforts need to be made with respect to successful completion of the program. Perhaps we should establish some criteria for such a measure. We need to ensure that clients who we anticipate not being able to successfully complete the program be discharged as quickly as possible to refer them for more appropriate services elsewhere in the community.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

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Current Index Score: 142.15
 Cumulative Index Score: 141.00

Primary Objectives	Current Quarter			Goal	Weight	Raw Score
	Raw Score	Index Data	Actual Data			
1. Successfully complete the work adjustment training program.	27.00	150	8 of 9 89%	50%	18	27.00
2. Obtain prevocational or other community services.	15.00	150	1 of 1 100%	95%	10	15.00
3. Minimize program time for clients to successfully complete the program.	19.15	107	11.50 weeks	12 weeks	18	18.00
4. Minimize program time for clients to unsuccessfully complete the program.	13.50	150	3.00 weeks	8 weeks	9	13.50
5. Maximize percentage of “valuable” responses at 3-month follow-up.	22.50	150	2 of 2 100%	95%	15	22.50
6. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	22.50	150	1 of 1 100%	95%	15	22.50
7. Maximize the percentage of “favorable” responses on referral source questionnaires.	22.50	150	1 of 1 100%	95%	15	22.50

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

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SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER
1. Clients terminated for medical reason	N/A	0 of 9 0%
2. Clients terminated due to moving out of city/state	N/A	0 of 9 0%
3. Clients terminated as not appropriate for Beacon Group services	N/A	0 of 9 0%
4. Clients terminated for dropping out of the program	N/A	0 of 9 0%
5. Clients denied access to services.	N/A	0 of 22 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

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CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	10 of 39 26%	0 of 9 0%
2. % of clients receiving public assistance.	39 of 39 100%	9 of 9 100%
3. % of clients having less than a high school degree or equivalent.	19 of 39 49%	5 of 9 56%
4. % of clients under the age of 22.	2 of 39 5%	2 of 9 22%
5. % of clients over the age of 55.	4 of 39 10%	0 of 9 0%
6. % of clients having a post-secondary education.	3 of 39 8%	0 of 9 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 39 5%	0 of 9 0%
8. % of clients diagnosed as developmentally disabled. (primary)	10 of 39 26%	0 of 9 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	25 of 39 64%	9 of 9 100%
10. % of clients diagnosed as learning disabled. (primary)	2 of 39 5%	0 of 9 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 39 0%	0 of 9 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 39 0%	0 of 9 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 39 0%	0 of 9 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 39 0%	0 of 9 0%
15. % of clients diagnosed as physically disabled. (secondary)	0 of 39 0%	0 of 9 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	3 of 39 8%	1 of 9 11%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 39 3%	0 of 9 0%

18. % of clients diagnosed as learning disabled. (secondary)	1 of 39 3%	0 of 9 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 39 0%	0 of 9 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 39 3%	0 of 9 0%
21. % clients diagnosed as substance abusers. (secondary)	0 of 39 0%	1 of 9 11%
22. % of clients diagnosed as traumatically brain injured	0 of 39 0%	0 of 9 0%
23. % of clients who are Anglo	24 of 39 62%	6 of 9 67%
24. % of clients who are Hispanic/Latino	9 of 39 23%	3 of 9 33%
25. % of clients who are African American	1 of 39 3%	0 of 9 0%
26. % of clients who are Native American	5 of 39 13%	0 of 9 0%
28. % of clients who are of another ethnic background	0 of 39 0%	0 of 9 0%

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CLIENT DESCRIPTORS

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CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	56 of 154 36%	6 of 31 19%
2. % of clients receiving public assistance.	147 of 154 95%	31 of 31 100%
3. % of clients having less than a high school degree or equivalent.	64 of 154 42%	10 of 31 32%
4. % of clients under the age of 22.	5 of 154 3%	4 of 31 13%
5. % of clients over the age of 55.	23 of 154 15%	4 of 31 13%
6. % of clients having a post-secondary education.	30 of 154 19%	8 of 31 26%

7. % of clients diagnosed as physically disabled. (primary)	0 of 154 0%	0 of 31 0%	
8. % of clients diagnosed as developmentally disabled. (primary)	11 of 154 7%	3 of 31 10%	
9. % of clients diagnosed as mentally ill or emotionally disabled. (primary)	131 of 154 85%	26 of 31 84%	
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 154 0%	0 of 31 0%	
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 154 0%	0 of 31 0%	
13. % of clients diagnosed as substance abusers (primary)	11 of 154 7%	2 of 31 6%	
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 154 0%	0 of 31 0%	
15. % of clients diagnosed as physically disabled. (secondary)	4 of 154 3%	0 of 31 0%	
16. % of clients diagnosed as developmentally disabled. (secondary)	16 of 154 101%	0 of 31 0%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	0 of 154 0%	0 of 31 0%	
18. % of clients diagnosed as learning disabled. (secondary)	0 of 154 0%	0 of 31 0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 154 0%	0 of 31 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 154 0%	0 of 31 0%	
21. % clients diagnosed as substance abusers. (secondary)	15 of 154 10%	0 of 31 0%	
22. % of clients diagnosed as traumatically brain injured	0 of 154 0%	0 of 31 0%	
23. % of clients who are Anglo	107 of 154 69%	19 of 31 61%	
24. % of clients who are Hispanic/Latino	32 of 154 21%	8 of 31 26%	
25. % of clients who are African American	11 of 154 7%	2 of 31 6%	
26. % of clients who are Native American	N/A	2 of 31 6%	
27. % of clients who are Asian/Pacific Islander	3 of 154 2%	0 of 31 0%	
28. % of clients who are of another ethnic background	0 of 154 0%	0 of 31 0%	

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training

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CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	8 of 63 13%	1 of 22 5%
2. % of clients receiving public assistance.	63 of 63 100%	22 of 22 100%
3. % of clients having less than a high school degree or equivalent.	40 of 63 63%	16 of 22 73%
4. % of clients under the age of 22.	2 of 63 3%	1 of 22 5%
5. % of clients over the age of 55.	9 of 63 14%	1 of 22 5%
6. % of clients having a post-secondary education.	6 of 63 10%	5 of 22 23%
7. % of clients diagnosed as physically disabled. (primary)	2 of 63 3%	0 of 22 0%
8. % of clients diagnosed as developmentally disabled. (primary)	9 of 63 14%	2 of 22 9%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	49 of 63 78%	18 of 22 82%
10. % of clients diagnosed as learning disabled. (primary)	2 of 63 3%	0 of 2 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 63 0%	0 of 22 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 63 0%	0 of 22 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 63 2%	2 of 22 9%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 63 0%	1 of 22 5%
15. % of clients diagnosed as physically disabled. (secondary)	1 of 63 2%	1 of 22 5%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 63 8%	1 of 22 5%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 63 2%	0 of 22 0%
18. % of clients diagnosed as learning	1 of 63	0 of 22

disabled. (secondary)	2%	0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 63 0%	0 of 22 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 63 3%	0 of 22 0%	
21. % clients diagnosed as substance abusers. (secondary)	4 of 63 6%	2 of 22 9%	
22. % of clients diagnosed as traumatically brain injured	0 of 63 0%	0 of 22 0%	
23. % of clients who are Anglo	39 of 63 62%	13 of 22 59%	
24. % of clients who are Hispanic/Latino	13 of 63 21%	6 of 22 27%	
25. % of clients who are African American	7 of 63 11%	1 of 22 5%	
26. % of clients who are Native American	4 of 63 6%	2 of 22 9%	
27. % of clients who are Asian/Pacific Islander	0 of 63 0%	0 of 22 0%	
28. % of clients who are of another ethnic background	0 of 63 0%	0 of 22 0%	