

**Beacon Group**

**Quarterly Service Delivery Performance Improvement Report**

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**Prepared By**

**Supported Employment Group - Phoenix**  
**Program**

**First**  
**Quarter**

**2018-19**  
**Year**

Analysis of Program Objectives

During the first quarter of the current fiscal year, both the current index score (118.70) and the cumulative index score (118.70) was well above the overall Supported Employment Group program goal of 100. During the quarter, six of the nine primary objectives were accomplished at or above established goal levels; while three 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, and maximizing 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 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, clients under the age of 22, 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 and mentally ill clients; and a lower percentage of physically 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 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, 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 historically seen. 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, 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 clients; and a lower percentage of Hispanic, African American, and Native American 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 over the age of 55; while serving a lower percentage of client having no prior work experience, 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 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, 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 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 some occasions regarding general outcomes improvement. In addition, after fourth 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 four primary objectives that were being accomplished at below goal levels. A similar meeting will be conducted as soon as first quarter data are finalized. That meeting is tentatively scheduled for Friday, February 1<sup>st</sup>.

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 83.71 hours compared to an overall program goal of 86.00 hours. The average earnings for the month was \$909.54 compared to an overall program goal of \$989.00/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

First      Quarter – Year   2018-19

Current Index Score:   118.70

Cumulative Index Score:   118.70

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 35 20%	10%	15	22.50	150	7 of 35 20%
2. Minimize time for clients to make a progressive move.	2.50	50	N/A weeks	52 wks	5	2.50	50	N/A weeks
3. Maximize the number of hours worked	7.70	86	83.71 hrs/month	86 hrs/ month	9	7.70	86	83.71 hrs/month
4. Maximize earnings	6.00	50	\$909.54/ month	\$989/ month	12	6.00	50	\$909.54/ month
5. Maximize the accomplishment of ISP objectives	20.00	150	13 of 14 93%	75%	15	20.00	150	13 of 14 93%
6. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	2 of 2 100%	95%	11	15.00	150	2 of 2 100%
7. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	1 of 1 100%	95%	11	15.00	150	1 of 1 100%

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	3 of 3 100%
9. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	1 of 1 100%	95%	11	15.00	150	1 of 1 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Phoenix

First Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	11.07%	2.12%	2.12%
2. Minimize the number of negative program termines	87	0	0
3. Number of successful placements (M.R. – mild)	28 of 102 27%	6 of 17 35%	6 of 17 35%
4. Number of successful placement (M.R. - moderate)	1 of 102 1%	0 of 17 0%	0 of 17 0%
5. Number of successful placements. (M.R. – severe)	0 of 102 0%	0 of 17 0%	0 of 17 0%
6. Number of successful placement (C.P.)	0 of 102 0%	0 of 17 0%	0 of 17 0%
7. Number of successful placements (Epilepsy)	0 of 102 0%	0 of 17 0%	0 of 17 0%
8. Number of successful placements (Autism)	0 of 102 0%	0 of 17 0%	0 of 17 0%
9. Number of successful placements (SMI)	71 of 102 70%	11 of 17 65%	11 of 17 65%
10. Number of successful placements (LD)	1 of 102 1%	0 of 17 0%	0 of 17 0%
11. Number of successful placements (Other disabilities)	4 of 102 4%	0 of 17 0%	0 of 17 0%
12. Maximize of job retention	287 of 386 74%	35 of 39 90%	35 of 39 90%

## 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	101 of 147 69%	4 of 6 67%	4 of 6 67%
14. Clients terminated for medical reasons	6 of 147 4%	1 of 6 17%	1 of 6 6%
15. Clients terminated due to moving out of the city or state	2 of 147 1%	1 of 6 17%	1 of 6 6%
16. Clients terminated as not being appropriate for Beacon Group Services	11 of 147 7%	0 of 6 0%	0 of 6 0%
17. Clients terminated for dropping out of the program	23 of 147 16%	0 of 6 0%	0 of 6 0%
18. Clients terminated as non-feasible for employment	4 of 147 3%	0 of 6 0%	0 of 6 0%
19. Percentage of clients denied access to services.	0 of 63 0%	0 of 17 0%	0 of 17 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	8 of 147 5%	0 of 6 0%	0 of 6 0%
2. % of clients receiving public assistance.	139 of 147 95%	6 of 6 100%	6 of 6 100%
3. % of clients having less than a high school degree or equivalent.	26 of 147 18%	0 of 6 0%	0 of 6 0%
4. % of clients under the age of 22.	18 of 147 12%	0 of 6 0%	0 of 6 0%
5. % of clients over the age of 55.	6 of 147 4%	1 of 6 17%	1 of 6 17%
6. % of clients having a post-secondary education.	15 of 147 10%	0 of 6 0%	0 of 6 0%
7. % of clients diagnosed as physically disabled. ( primary)	2 of 147 1%	0 of 6 0%	0 of 6 0%
8. % of clients diagnosed as developmentally disabled. (primary)	25 of 147 17%	2 of 6 33%	2 of 6 33%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	109 of 147 74%	4 of 6 67%	4 of 6 67%
10. % of clients diagnosed as learning disabled. ( primary)	5 of 147 3%	0 of 6 0%	0 of 6 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 147 .7%	0 of 6 0%	0 of 6 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	0 of 147 0%	0 of 6 0%	0 of 6 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 147 0%	0 of 6 0%	0 of 6 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 147 3%	0 of 6 0%	0 of 6 0%
15. % of clients diagnosed as physically disabled. (secondary)	3 of 147 2%	0 of 6 0%	0 of 6 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	5 of 147 3%	0 of 6 0%	0 of 6 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	8 of 147 5%	1 of 6 17%	1 of 6 17%
18. % of clients diagnosed as learning disabled. (secondary)	5 of 147 3%	0 of 6 0%	0 of 6 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	4 of 147 2%	0 of 6 0%	0 of 6 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 147 .7%	0 of 6 0%	0 of 6 0%
21. % clients diagnosed as substance abusers. ( secondary)	11 of 147 7%	1 of 6 17%	1 of 6 17%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 147 1%	0 of 6 0%	0 of 6 0%
23. % of clients who are Anglo	83 of 147 56%	3 of 6 50%	3 of 6 50%
24. % of clients who are Hispanic/Latino	34 of 147 23%	3 of 6 50%	3 of 6 50%
25. % of clients who are African American	26 of 147 18%	0 of 6 0%	0 of 6 0%
26. % of clients who are Native American	2 of 147 1%	0 of 6 0%	0 of 6 0%
27. % of clients who are Asian/Pacific Islander	0 of 147 0%	0 of 6 0%	0 of 6 0%
28. % of clients who are of another ethnic background	2 of 147 1%	0 of 6 0%	0 of 6 0%



**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	60 of 290 21%	13 of 35 37%	13 of 35 37%
2. % of clients receiving public assistance.	254 of 290 88%	35 of 35 100%	35 of 35 100%
3. % of clients having less than a high school degree or equivalent.	59 of 290 20%	5 of 35 14%	5 of 35 14%
4. % of clients under the age of 22.	28 of 290 10%	2 of 35 6%	2 of 35 6%
5. % of clients over the age of 55.	18 of 290 6%	3 of 35 9%	3 of 35 9%
6. % of clients having a post-secondary education.	25 of 290 9%	0 of 35 0%	0 of 35 0%
7. % of clients diagnosed as physically disabled. ( primary)	6 of 290 2%	0 of 35 0%	0 of 35 0%
8. % of clients diagnosed as developmentally disabled. (primary)	96 of 290 33%	22 of 35 63%	22 of 35 63%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	203 of 290 70%	13 of 35 37%	13 of 35 37%
10. % of clients diagnosed as learning disabled. ( primary)	6 of 290 2%	0 of 35 0%	0 of 35 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 290 .7%	0 of 35 0%	0 of 35 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	2 of 290 .7%	0 of 35 0%	0 of 35 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 290 .3%	0 of 35 0%	0 of 35 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 290 1%	0 of 35 0%	0 of 35 0%
15. % of clients diagnosed as physically disabled. (secondary)	6 of 290 2%	0 of 35 0%	0 of 35 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	10 of 290 3%	0 of 35 0%	0 of 35 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	20 of 290 7%	0 of 35 0%	0 of 35 0%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 290 5%	0 of 35 0%	0 of 35 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 290 .7%	0 of 35 0%	0 of 35 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 290 1%	0 of 35 0%	0 of 35 0%
21. % clients diagnosed as substance abusers. ( secondary)	18 of 290 6%	0 of 35 0%	0 of 35 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 290 0%	0 of 35 0%	0 of 35 0%
23. % of clients who are Anglo	162 of 290 56%	22 of 35 63%	22 of 35 63%
24. % of clients who are Hispanic/Latino	86 of 290 30%	10 of 35 29%	10 of 35 29%
25. % of clients who are African American	34 of 290 12%	3 of 35 8%	3 of 35 8%
26. % of clients who are Native American	8 of 290 3%	0 of 35 0%	0 of 35 0%
27. % of clients who are Asian/Pacific Islander	0 of 290 0%	0 of 35 0%	0 of 35 0%
28. % of clients who are of another ethnic background	0 of 290 0%	0 of 35 0%	0 of 35 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	12 of 90 13%	2 of 17 12%	2 of 17 12%
2. % of clients receiving public assistance.	88 of 90 98%	17 of 17 100%	17 of 17 100%
3. % of clients having less than a high school degree or equivalent.	15 of 90 17%	0 of 17 0%	0 of 17 0%
4. % of clients under the age of 22.	12 of 90 13%	1 of 17 6%	1 of 17 6%
5. % of clients over the age of 55.	10 of 90 11%	2 of 17 12%	2 of 17 12%
6. % of clients having a post-secondary education.	7 of 90 8%	0 of 17 0%	0 of 17 0%
7. % of clients diagnosed as physically disabled. ( primary)	1 of 90 1%	0 of 17 0%	0 of 17 0%
8. % of clients diagnosed as developmentally disabled. (primary)	27 of 90 30%	6 of 17 35%	6 of 17 35%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	58 of 90 64%	11 of 17 65%	11 of 17 65%
10. % of clients diagnosed as learning disabled. ( primary)	0 of 90 0%	0 of 17 0%	0 of 17 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 90 1%	0 of 17 0%	0 of 17 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	0 of 90 0%	0 of 17 0%	0 of 17 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 90 1%	0 of 17 0%	0 of 17 0%

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 90 2%	0 of 17 0%	0 of 17 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 90 2%	0 of 17 0%	0 of 17 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	4 of 90 4%	0 of 17 0%	0 of 17 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	9 of 90 10%	0 of 17 0%	0 of 17 0%
18. % of clients diagnosed as learning disabled. (secondary)	2 of 90 2%	0 of 17 0%	0 of 17 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 90 1%	0 of 17 0%	0 of 17 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 90 3%	0 of 17 0%	0 of 17 0%
21. % clients diagnosed as substance abusers. ( secondary)	4 of 90 4%	4 of 17 24%	4 of 17 24%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 90 0%	0 of 17 0%	0 of 17 0%
23. % of clients who are Anglo	52 of 90 58%	11 of 17 65%	11 of 17 65%
24. % of clients who are Hispanic/Latino	20 of 90 22%	4 of 17 24%	4 of 17 24%
25. % of clients who are African American	15 of 90 17%	2 of 17 11%	2 of 17 11%
26. % of clients who are Native American	2 of 90 2%	0 of 17 0%	0 of 17 0%
27. % of clients who are Asian/Pacific Islander	1 of 90 1%	0 of 17 0%	0 of 17 0%
28. % of clients who are of another ethnic background	1 of 90 1%	0 of 17 0%	0 of 17 0%

