

Beacon Group

Quarterly Service Delivery Performance Improvement Report

<u>Charles F. Tiller</u> Prepared By	<u>Supported Employment Individual - Phoenix</u> Program	<u>First</u> Quarter	<u>2018-19</u> Year
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Analysis of Program Objectives:

During the first quarter of the current fiscal year, both the current index score (146.30) and the cumulative index score (146.30) were significantly above the overall Supported Employment Individual program goal of 100. During the quarter, ten of the ten primary objectives were accomplished at or above established goal levels, while none were not. During the next quarter additional emphasis needs to be placed on: Continuing the same level of excellent performance.

Characteristics of Clients (Beginning of Services):

For those clients beginning 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 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, 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 and clients of another ethnic background; and a lower percentage of Anglo, African American, Native American, 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 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 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 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 over the age of 55, 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 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 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 Hispanic and Native American clients; and a lower percentage of Anglo, 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 fourth quarter data was available for the previous 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 two 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 1st.

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

No Primary Objectives were accomplished at below overall program goals 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

First Quarter – Year 2018-19

Current Index Score: 146.30

Cumulative Index Score: 146.30

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	8.35 hrs.	15 hrs.	8	12.00	150	7.28 hrs.
2. Minimize the time from referral to placement	8.30	106	39.65 days	40 days	8	12.00	150	30.30 days
3. Maximize the % of successful placement	18.00	150	20 of 33 61%	30%	12	18.00	150	68 of 157 43%
4. Maximize the number of hours worked	18.00	150	116.81 hrs./month	100 hrs/ month	12	18.00	150	116.58 hrs./month
5. Maximize earnings	18.00	150	\$1384.99/ month	\$1150/ month	12	18.00	150	\$1361.18/ month
6. Maximize the accomplishment of ISP objectives.	12.00	150	4 of 4 100%	80%	8	12.00	150	30 of 34 88%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	4 of 4 100%	95%	10	15.00	150	16 of 16 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	9 of 9 100%	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	15.00	150	1 of 1 100%	95%	10	15.00	150	2 of 2 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	1 of 1 100%	95%	10	15.00	150	11 of 11 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Phoenix

First _____ Quarter – Year 20178-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	125	0	0
2. Minimize the % of intervention hours compared to hours worked	4.01%	1.36%	1.36%
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)	526	20	20
11. Number of successful placements (LD)	6	0	0
12. Number of successful placements (Other disabilities)	9	0	0
13. Maximize of job retention	2082 of 2610 80%	32 of 39 82%	32 of 39 82%

14. Clients terminated and accepted for pre-vocational and/or other community services	599 of 887 68%	3 of 7 43%	3 of 7 43%
15. Clients terminated for medical reasons	42 of 887 5%	0 of 7 0%	0 of 7 0%
16. Clients terminated due to moving out of the city or state	26 of 887 3%	0 of 7 0%	0 of 7 0%
17. Clients terminated as not being appropriate for Beacon Services	15 of 887 2%	0 of 7 0%	0 of 7 0%
18. Clients terminated for dropping out of the program	105 of 887 12%	0 of 7 0%	0 of 7 0%
19. Clients terminated as non-feasible for employment	18 of 887 2%	0 of 7 0%	0 of 7 0%
20. Percentage of clients denied access to services.	0 of 1012 0%	0 of 40 0%	0 of 40 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

First Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	11 of 465 2%	0 of 7 0%	0 of 7 0%
2. % of clients receiving public assistance.	329 of 465 71%	7 of 7 100%	7 of 7 100%
3. % of clients having less than a high school degree or equivalent.	41 of 465 9%	0 of 7 0%	0 of 7 0%
4. % of clients under the age of 22.	22 of 465 5%	0 of 7 0%	0 of 7 0%
5. % of clients over the age of 55.	45 of 465 10%	2 of 7 29%	2 of 7 29%
6. % of clients having a post-secondary education.	129 of 465 28%	3 of 7 43%	3 of 7 43%
7. % of clients diagnosed as physically disabled. (primary)	0 of 465 0%	0 of 7 0%	0 of 7 0%
8. % of clients diagnosed as developmentally disabled. (primary)	30 of 465 6%	0 of 7 0%	0 of 7 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	411 of 465 87%	7 of 7 100%	7 of 7 100%
10. % of clients diagnosed as learning disabled. (primary)	10 of 465 2%	0 of 7 0%	0 of 7 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 465 0%	0 of 7 0%	0 of 7 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 465 .2%	0 of 7 0%	0 of 7 0%

13. % of clients diagnosed as substance abusers (primary)	1 of 465 .2%	0 of 7 0%	0 of 7 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 465 0%	0 of 7 0%	0 of 7 0%
15. % of clients diagnosed as physically disabled. (secondary)	13 of 465 3%	0 of 7 0%	0 of 7 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	3 of 465 .6%	0 of 7 0%	0 of 7 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	6 of 465 1%	1 of 7 14%	1 of 7 14%
18. % of clients diagnosed as learning disabled. (secondary)	4 of 465 .9%	0 of 7 0%	0 of 7 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	3 of 465 .6%	0 of 7 0%	0 of 7 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 465 0%	0 of 7 0%	0 of 7 0%
21. % clients diagnosed as substance abusers. (secondary)	24 of 465 5%	0 of 7 0%	0 of 7 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 465 0%	1 of 7 14%	1 of 7 14%
23. % of clients who are Anglo	307 of 465 66%	4 of 7 57%	4 of 7 57%
24. % of clients who are Hispanic/Latino	76 of 465 16%	2 of 7 29%	2 of 7 29%
25. % of clients who are African American	53 of 465 11%	0 of 7 0%	0 of 7 0%
26. % of clients who are Native American	2 of 465 .4%	1 of 7 14%	1 of 7 14%
27. % of clients who are Asian/Pacific Islander	4 of 465 .9%	0 of 7 0%	0 of 7 0%
28. % of clients who are of another ethnic background	3 of 465 .6%	0 of 7 0%	0 of 7 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

First Quarter – Year 2018-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	127 of 4426 3%	2 of 105 2%	2 of 105 2%
2. % of clients receiving public assistance.	3369 of 4426 76%	82 of 105 78%	82 of 105 78%
3. % of clients having less than a high school degree or equivalent.	453 of 4426 10%	8 of 105 4%	8 of 105 4%
4. % of clients under the age of 22.	135 of 4426 3%	1 of 105 1%	1 of 105 1%
5. % of clients over the age of 55.	434 of 4426 10%	19 of 105 18%	19 of 105 18%
6. % of clients having a post-secondary education.	1346 of 4426 30%	28 of 105 27%	28 of 105 27%
7. % of clients diagnosed as physically disabled. (primary)	59 of 4426 1%	0 of 105 0%	0 of 105 0%
8. % of clients diagnosed as developmentally disabled. (primary)	309 of 4426 7%	1 of 105 1%	1 of 105 1%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	3947 of 4426 89%	104 of 105 99%	104 of 105 99%
10. % of clients diagnosed as learning disabled. (primary)	68 of 4426 2%	0 of 105 0%	0 of 105 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 4426 .05%	0 of 105 0%	0 of 105 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	2 of 4426 .05%	0 of 105 0%	0 of 105 0%

13. % of clients diagnosed as substance abusers (primary)	16 of 4426 .4%	0 of 105 0%	0 of 105 0%
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 4426 .2%	0 of 105 0%	0 of 105 0%
15. % of clients diagnosed as physically disabled. (secondary)	126 of 4426 3%	0 of 105 0%	0 of 105 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	54 of 4426 1%	0 of 105 0%	0 of 105 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	69 of 4426 2%	0 of 105 0%	0 of 105 0%
18. % of clients diagnosed as learning disabled. (secondary)	75 of 4426 2%	1 of 105 1%	1 of 105 1%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	17 of 4426 .4%	0 of 105 0%	0 of 105 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 4426 .05%	0 of 105 0%	0 of 105 0%
21. % clients diagnosed as substance abusers. (secondary)	230 of 4426 5%	0 of 105 0%	0 of 105 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	9 of 4426 .2%	0 of 105 0%	0 of 105 0%
23. % of clients who are Anglo	3111 of 4426 70%	66 of 105 63%	66 of 105 63%
24. % of clients who are Hispanic/Latino	513 of 4426 13%	14 of 105 13%	14 of 105 13%
25. % of clients who are African American	513 of 4426 12%	21 of 105 20%	21 of 105 20%
26. % of clients who are Native American	46 of 4426 1%	2 of 105 2%	2 of 105 2%
27. % of clients who are Asian/Pacific Islander	23 of 4426 .5%	0 of 105 0%	0 of 105 0%
28. % of clients who are of another ethnic background	67 of 4426 2%	2 of 105 2%	2 of 105 2%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

First Quarter – Year 2018-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	53 of 1101 5%	0 of 40 0%	0 of 40 0%
2. % of clients receiving public assistance.	832 of 1101 76%	40 of 40 100%	40 of 40 100%
3. % of clients having less than a high school degree or equivalent.	121 of 1101 11%	3 of 40 8%	3 of 40 8%
4. % of clients under the age of 22.	37 of 1101 3%	2 of 40 5%	2 of 40 5%
5. % of clients over the age of 55.	121 of 1101 11%	7 of 40 18%	7 of 40 18%
6. % of clients having a post-secondary education.	364 of 1101 33%	8 of 40 20%	8 of 40 20%
7. % of clients diagnosed as physically disabled. (primary)	3 of 1101 .3%	0 of 40 0%	0 of 40 0%
8. % of clients diagnosed as developmentally disabled. (primary)	10 of 1101 .9%	2 of 40 5%	2 of 40 95%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	1077 of 1101 98%	38 of 40 95%	38 of 40 95%
10. % of clients diagnosed as learning disabled. (primary)	2 of 1101 .2%	0 of 40 0%	0 of 40 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 1101 0%	0 of 40 0%	0 of 40 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 1101 .09%	0 of 40 0%	0 of 40 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 1101 .2%	0 of 40 0%	0 of 40 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 1101 .5%	0 of 40 0%	0 of 40 0%
15. % of clients diagnosed as physically disabled. (secondary)	46 of 1101 4%	0 of 40 0%	0 of 40 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	7 of 1101 .6%	0 of 40 0%	0 of 40 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	16 of 1101 1%	2 of 40 5%	2 of 40 5%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 1101 1%	1 of 40 3%	1 of 40 3%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	1 of 1101 .09%	0 of 40 0%	0 of 40 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 1101 0%	1 of 40 3%	1 of 40 3%
21. % clients diagnosed as substance abusers. (secondary)	86 of 1101 8%	1 of 40 3%	1 of 40 3%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 1101 .2%	1 of 40 3%	1 of 40 3%
23. % of clients who are Anglo	704 of 1101 64%	25 of 40 63%	25 of 40 63%
24. % of clients who are Hispanic/Latino	184 of 1101 17%	7 of 40 18%	7 of 40 18%
25. % of clients who are African American	172 of 1101 16%	4 of 40 10%	4 of 40 10%
26. % of clients who are Native American	9 of 1101 .8%	0 of 40 0%	0 of 40 0%
27. % of clients who are Asian/Pacific Islander	16 of 1101 1%	0 of 40 0%	0 of 40 0%
28. % of clients who are of another ethnic background	15 of 1101 1%	4 of 40 10%	4 of 40 10%

