

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Day Treatment and Training
Program

Third 2018-19
Quarter Year

Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (138.75) and the cumulative index score (140.10) were well above the overall Day Treatment and Training program goal of 100. During the quarter, seven of the seven of the primary objectives were accomplished at or above established goal levels; while none were not. During the next quarter, emphasis needs to be placed on: maintaining the same level of performance.

Characteristics of Clients (Beginning of Services):

No clients began services during the quarter. As a result, no client characteristic data were available.

Characteristics of Clients (Receiving Services):

For those clients receiving services during the quarter, we served a higher percentage of clients receiving public assistance, clients over the age of 55, and clients living with parents/guardians; while serving a lower percentage of clients living in a group home and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of clients with cerebral palsy, and epilepsy; and a lower percentage of clients with an intellectual disability 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 Asian/Pacific Islander clients; and lower percentage of Anglo 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 living in a group home; while serving a lower percentage of clients over the age of 55, clients living with parents/guardians, and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of clients with an intellectual disability; and a lower percentage of clients with cerebral palsy, epilepsy, and autism 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 Asian/Pacific Islander clients than we have in the past.

Performance Analysis

Action taken or changes made to improve performance during the quarter: No objectives were accomplished at below goal level during the quarter.

Discussions with staff members were conducted on a number of occasions regarding general outcomes improvement. In addition, after second quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson Office staff members at each DTA program to review overall performance and to discuss specific actions to continue to maintain performance at the same levels. A similar meeting will be conducted as soon as third quarter data are finalized. That meeting is scheduled for Thursday, August 8th.

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

All objectives were accomplished at or above goal during the quarter.

Quarterly action plan to improve performance:

DTA Program Managers must ensure that all clients are given ample opportunities to participate in scheduled outings or activities. Staff must strive to maintain the same high level of performance.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Day Treatment and Training

Third Quarter – Year 2018-19

Current Index Score: 138.75

Cumulative Index Score: 140.10

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize the accomplishment of ISP objectives.	27.00	150	15 of 15 100%	90%	18	27.00	150	40 of 40 100%
2. Maximize the number of community-based outings/activities.	19.50	130	46.00/ month	40/ month	15	18.50	123	44.67/ month
3. Maximize client participation in community-based outings/activities.	18.00	120	27	25	15	19.50	130	27.67
4. Maximize the number of new community-based outings/activities.	11.25	113	11	10/ quarter	10	12.10	121	11.67
5. Maximize the percentage of favorable responses on the consumer satisfaction questionnaire.	21.00	150	2 of 2 100%	95%	14	21.00	150	4 of 4 100%
6. Maximize the percentage of program time individual participants spend in the community	27.00	150	36.50%	30%	18	27.00	150	36.50%
7. Maximize the percentage of “favorable” responses on referral agency questionnaires.	15.00	150	1 of 1 100%	95%	10	15.00	150	6 of 6 100%

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Day Treatment and Training

Third Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	21 of 92 23%	0 of 2 0%	5 of 10 50%
2. Clients terminated due to moving.	7 of 92 8%	0 of 2 0%	0 of 10 0%
3. Clients terminated as not appropriate for Beacon Group services.	15 of 92 16%	1 of 2 50%	2 of 10 20%
4. Clients terminated for dropping out of program	4 of 92 4%	1 of 2 50%	1 of 10 10%
5. Clients terminated due to transitioning to another DTA program.	25 of 92 27%	0 of 2 0%	2 of 10 20%
6. Clients terminated and receiving other support services.	21 of 92 23%	0 of 2 0%	0 of 10 0%
7. Percentage of clients denied access to services.	0 of 80 0%	0 of 0 0%	0 of 8 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	81 of 81 100%	2 of 2 100%	10 of 10 100%
2. Percentage of clients over the age of 55.	21 of 81 26%	0 of 2 0%	4 of 10 40%
3. Percentage of clients living with parents/guardian	27 of 81 33%	0 of 2 0%	3 of 10 30%
4. Percentage of clients living in a group home	48 of 81 59%	2 of 2 100%	5 of 10 50%
5. Percentage of clients living in an ADH.	7 of 81 9%	0 of 2 0%	2 of 10 20%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	79 of 81 98%	2 of 2 100%	10 of 10 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 81 0%	0 of 2 0%	0 of 10 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 81 0%	0 of 2 0%	0 of 10 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 81 2%	0 of 2 0%	0 of 10 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 81 2%	0 of 2 0%	0 of 10 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	4 of 81 5%	0 of 2 0%	0 of 10 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 81 0%	0 of 2 0%	0 of 10 0%
13. Percentage of clients diagnosed as autistic (secondary).	1 of 81 1%	0 of 2 0%	0 of 10 0%

14. Clients who are Anglo	53 of 81 65%	2 of 2 100%	5 of 10 10%
15. Clients who are Hispanic/Latino	23 of 81 28%	0 of 2 0%	3 of 10 30%
16. Clients who are African American	3 of 81 4%	0 of 2 0%	0 of 10 0%
17. Clients who are Native American	0 of 81 0%	0 of 2 0%	0 of 10 0%
18. Clients who are Asian/Pacific Islander	1 of 81 1%	0 of 2 0%	0 of 10 0%
19. Clients who are of another ethnic background	0 of 81 0%	0 of 2 0%	0 of 10 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	2428 of 2662 91%	59 of 59 100%	177 of 177 100%
2. Percentage of clients over the age of 55.	842 of 2662 32%	28 of 59 47%	88 of 177 50%
3. Percentage of clients living with parents/guardian	859 of 2662 32%	30 of 59 51%	70 of 177 40%
4. Percentage of clients living in a group home	1163 of 2662 44%	17 of 59 29%	55 of 177 31%
5. Percentage of clients living in an ADH.	621 of 2662 23%	5 of 59 8%	23 of 177 13%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	2513 of 2662 94%	55 of 59 93%	171 of 177 97%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	38 of 2662 1%	1 of 59 2%	1 of 177 .6%
8. Percentage of clients diagnosed as having epilepsy (primary).	15 of 2662 .6%	1 of 59 2%	1 of 177 .6%
9. Percentage of clients diagnosed as autistic (primary)	86 of 2662 3%	2 of 59 3%	2 of 177 1%
10. Percentage of clients diagnosed as mentally retarded (secondary).	61 of 2662 2%	1 of 59 2%	1 of 177 .6%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	158 of 2662 6%	0 of 59 0%	4 of 177 2%
12. Percentage of clients diagnosed as having epilepsy (secondary).	455 of 2662 17%	2 of 59 3%	14 of 177 8%
13. Percentage of clients diagnosed as autistic (secondary).	118 of 2662 4%	1 of 59 2%	9 of 177 5%

14. Clients who are Anglo	1516 of 2242 68%	39 of 59 66%	117 of 177 66%
15. Clients who are Hispanic/Latino	605 of 2242 27%	16 of 59 27%	44 of 177 25%
16. Clients who are African American	44 of 2242 2%	3 of 59 5%	9 of 177 5%
17. Clients who are Native American	29 of 2242 1%	0 of 59 0%	2 of 177 1%
18. Clients who are Asian/Pacific Islander	20 of 2242 .9%	1 of 59 2%	5 of 177 3%
19. Clients who are of another ethnic background	0 of 2242 0%	0 of 59 0%	0 of 177 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance	101 of 109 93%	0 of 0 0%	7 of 7 100%
2. Percentage of clients over the age of 55.	25 of 109 23%	0 of 0 0%	1 of 7 14%
3. Percentage of clients living with parents/guardian	43 of 109 39%	0 of 0 0%	4 of 7 57%
4. Percentage of clients living in a group home.	51 of 109 47%	0 of 0 0%	3 of 7 43%
5. Percentage of clients living in an ADH.	9 of 109 8%	0 of 0 0%	0 of 7 0%
6. Percentage of clients diagnosed as Intellectually disabled (primary).	100 of 109 92%	0 of 0 0%	7 of 7 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	1 of 109 .9%	0 of 0 0%	0 of 7 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 109 0%	0 of 0 0%	0 of 7 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 109 2%	0 of 0 0%	0 of 7 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 109 2%	0 of 0 0%	0 of 7 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	2 of 109 2%	0 of 0 0%	0 of 7 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	2 of 109 2%	0 of 0 0%	0 of 7 0%
13. Percentage of clients diagnosed as autistic (secondary).	15 of 109 14%	0 of 0 0%	0 of 7 0%

14. Clients who are Anglo	59 of 109 54%	0 of 0 0%	4 of 7 57%
15. Clients who are Hispanic/Latino	33 of 109 30%	0 of 0 0%	2 of 7 29%
16. Clients who are African American	5 of 109 5%	0 of 0 0%	0 of 7 0%
17. Clients who are Native American	2 of 109 2%	0 of 0 0%	1 of 7 14%
18. Clients who are Asian/Pacific Islander	3 of 109 3%	0 of 0 0%	0 of 7 0%
19. Clients who are of another ethnic background	0 of 109 0%	0 of 0 0%	0 of 7 0%

