

**Beacon Group**

**Quarterly Service Delivery Performance Improvement Report**

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**Prepared By**

**Employment Development – Phoenix**  
**Program**

**Third 2018-19**  
**Quarter Year**

Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (137.65) and the cumulative index score (148.00) were well above the overall Employment Development program goal of 100. During the quarter, ten of the eleven primary objectives were accomplished at or above established goal levels, while one was not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the favorable responses on employer questionnaires.

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 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 have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of physically disabled and mentally ill clients; and 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 served. 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, African American, Asian/Pacific Islander, 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 client 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 physically disabled, developmentally disabled, deaf/hard of hearing, blind/visually impaired, and traumatically brain injures 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 African American, Native American, Asian/Pacific Islander, and clients or another ethnic background; and a lower percentage of Anglo and Hispanic 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 exiting services during the quarter, we served a higher percentage of physically disabled, mentally ill, and traumatically brain injured clients; and a lower percentage of developmentally disabled, learning disabled, deaf/hard of hearing, blind/visually impaired, and substance abuse clients than we have historically seen. In terms of client ethnicity characteristics for those clients exiting services during the quarter, we served a higher percentage of Hispanic, African American, Native American, and Asian/Pacific Islander; and a lower percentage of Anglo 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 second 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 one primary objective that was being accomplished at below goal levels. A similar meeting will be conducted as soon as third quarter data are finalized. That meeting is tentatively scheduled for Wednesday, August 7<sup>th</sup>.

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

No employer questionnaires were received during the quarter.

Quarterly action plan to improve performance:

We still need to emphasize soliciting referrals from general caseload VR Counselors to this program to balance the program in terms of the type of clients being served so that it is not too skewed toward Skills Training participants or Ticket-To-Work clients. In addition, we need to continue to actively market the skills training program so that some outcomes can be achieved through it. Continue to meet with the Phoenix Office staff to determine the best methods in which to capture stakeholder satisfaction information on a regular basis. Both the current and cumulative index scores are significantly lower than they would otherwise be if we routinely receive stakeholder satisfaction data on a regular basis.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2018-19

Current Index Score: 137.65

Cumulative Index Score: 148.00

Primary Objectives	Current Quarter			Goal	Relative Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Obtain competitive employment	21.00	150	18 of 33 55%	30%	14	21.00	150	61 of 111 55%
2. Obtain pre-vocational or other community services	3.00	150	15 of 15 100%	60%	2	3.00	150	50 of 50 100%
3. Minimize program time for clients achieving competitive employment	10.50	150	13.28 weeks	16 wks	7	10.50	150	13.35 weeks
4. Minimize program time for all other terminated clients	7.50	150	1.13 weeks	6 wks	5	7.50	150	1.41 weeks
5. Obtain reasonable competitive employment wage	16.40	135	\$11.85/hr.	\$11.50/hr.	12	17.00	142	\$12.55/hr.
6. Minimize the hours of job development to achieve placement	15.00	150	4.54 hrs.	12 hrs	10	15.00	150	4.07 hrs.
7. Minimize the time from referral to placement	14.25	143	21.50 days	30 days	10	14.00	140	21.99 days
8. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	1 of 1 100%	95%	10	15.00	150	2 of 2 100%

PROGRAM: Employment Development - Phoenix

Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
9. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	5 of 5 100%	95%	10	15.00	150	16 of 16 100%
10. Maximize the % of “favorable” responses on employer questionnaires	5.00	50	0 of 0 0%	95%	10	15.00	150	3 of 3 100%
11. Maximize the % of “favorable” responses on referral source questionnaires	15.00	150	2 of 2 100%	95%	10	15.00	150	3 of 3 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	9 of 694 1%	0 of 33 0%	0 of 111 0%
2. Clients terminated due to moving	2 of 694 .3%	0 of 33 0%	0 of 111 0%
3. Clients terminated as not appropriate for Beacon Group services.	7 of 694 1%	0 of 33 0%	0 of 111 0%
4. Clients terminated for dropping out of program.	12 of 694 2%	0 of 33 0%	0 of 111 0%
5. Clients terminated as non-feasible for employment.	6 of 694 .9%	0 of 335 0%	0 of 111 0%
6. Clients referred for placement.	638	19	74
7. Clients placed.	428	24	67
8. Clients placed who do not obtain competitive employment	82	7	13
9. Percentage of clients denied access to services.	0 of 706 0%	0 of 16 0%	0 of 83 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	121 of 870 14%	1 of 33 3%	2 of 111 2%
2. % of clients receiving public assistance	484 of 870 56%	33 of 33 100%	111 of 111 100%
3. % of clients having less than a high school degree or equivalent.	251 of 870 29%	7 of 33 21%	15 of 111 14%
4. % of clients under the age of 22.	182 of 870 21%	0 of 33 0%	1 of 111 .9%
5. % of clients over the age of 55.	123 of 870 14%	5 of 33 15%	22 of 111 20%
6. % of clients having a post-secondary education.	173 of 870 20%	10 of 33 30%	41 of 111 37%
7. % of clients diagnosed as physically disabled. ( primary)	162 of 870 19%	12 of 33 36%	35 of 111 32%
8. % of clients diagnosed as developmentally disabled. (primary)	64 of 870 7%	2 of 33 6%	10 of 111 9%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	374 of 870 43%	15 of 33 45%	53 of 111 49%
10. % of clients diagnosed as learning disabled ( primary)	174 of 870 20%	3 of 33 9%	5 of 111 5%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	6 of 870 .7%	0 of 33 0%	2 of 111 2%

PROGRAM: Employment Development - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	9 of 870 1%	0 of 33 0%	4 of 111 4%
13. % of clients diagnosed as substance abusers (primary)	73 of 870 8%	0 of 33 0%	0 of 111 0%
14. % of clients diagnosed as traumatically brain injured (primary)	8 of 870 .9%	1 of 33 3%	1 of 111 .9%
15. % of clients diagnosed as physically disabled (secondary)	28 of 870 3%	3 of 33 9%	6 of 111 5%
16. % of clients diagnosed as developmentally disabled. ( secondary)	4 of 870 .5%	0 of 33 0%	0 of 111 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	51 of 870 6%	1 of 33 3%	3 of 111 3%
18. % of clients diagnosed as learning disabled (secondary)	16 of 870 2%	0 of 33 0%	1 of 111 .9%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	6 of 870 .7%	0 of 33 0%	1 of 111 .9%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 870 .5%	0 of 33 0%	0 of 111 0%
21. % clients diagnosed as substance abusers ( secondary)	36 of 870 4%	0 of 33 0%	0 of 111 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 870 .5%	0 of 33 0%	0 of 111 0%
23. % of clients who are Anglo	550 of 870 63%	15 of 33 45%	51 of 111 46%
24. % of clients who are Hispanic/Latino	156 of 870 18%	8 of 33 24%	25 of 111 23%
25. % of clients who are African American	122 of 870 14%	9 of 33 26%	24 of 111 22%

26. % of clients who are Native American	15 of 870 2%	1 of 33 3%	3 of 111 3%
27. % of clients who are Asian/Pacific Islander	12 of 870 1%	1 of 33 3%	2 of 111 2%
28. % of clients who are of another ethnic background	18 of 870 2%	0 of 33 0%	7 of 111 6%



**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	113 of 816 14%	0 of 16 0%	1 of 83 1%
2. % of clients receiving public assistance	487 of 816 60%	16 of 16 100%	83 of 83 100%
3. % of clients having less than a high school degree or equivalent.	250 of 816 31%	6 of 16 38%	16 of 83 19%
4. % of clients under the age of 22.	170 of 816 21%	2 of 16 13%	2 of 83 2%
5. % of clients over the age of 55.	139 of 816 17%	2 of 16 13%	17 of 83 20%
6. % of clients having a post-secondary education.	188 of 816 23%	3 of 16 19%	32 of 83 39%
7. % of clients diagnosed as physically disabled. ( primary)	164 of 816 20%	5 of 16 31%	17 of 83 20%
8. % of clients diagnosed as developmentally disabled. (primary)	32 of 816 4%	0 of 16 0%	2 of 83 2%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	378 of 816 46%	10 of 16 63%	58 of 83 70%
10. % of clients diagnosed as learning disabled ( primary)	151 of 816 19%	1 of 16 6%	4 of 83 5%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	9 of 816 1%	0 of 16 0%	0 of 83 0%

PROGRAM:

Employment Development - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	12 of 816 1%	0 of 16 0%	1 of 83 1%
13.% of clients diagnosed as substance abusers (primary)	67 of 816 8%	0 of 16 0%	0 of 83 0%
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 816 .5%	0 of 16 0%	1 of 83 1%
15. % of clients diagnosed as physically disabled (secondary)	30 of 816 4%	0 of 16 0%	2 of 83 2%
16. % of clients diagnosed as developmentally disabled. ( secondary)	4 of 816 .5%	0 of 16 0%	1 of 83 1%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	58 of 816 7%	0 of 16 0%	4 of 83 5%
18. % of clients diagnosed as learning disabled (secondary)	11 of 816 1%	0 of 16 0%	0 of 83 0%
19. % of clients diagnosed as deaf or hard of hearing impaired. (secondary)	4 of 816 .5%	0 of 16 0%	1 of 83 1%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 816 .5%	0 of 16 0%	0 of 83 0%
21. % clients diagnosed as substance abusers ( secondary)	33 of 816 4%	0 of 16 0%	3 of 83 4%
22. % clients diagnosed as traumatically brain injured. (secondary)	3 of 816 .4%	0 of 16 0%	1 of 83 1%
23. % of clients who are Anglo	494 of 816 61%	9 of 16 56%	44 of 83 53%
24. % of clients who are Hispanic/Latino	142 of 816 17%	5 of 16 31%	16 of 83 19%
25. % of clients who are African American	134 of 816 16%	1 of 16 6%	17 of 83 20%

26. % of clients who are Native American	18 of 816 2%	1 of 16 6%	6 of 83 7%
27. % of clients who are Asian/Pacific Islander	7 of 816 .9%	0 of 16 0%	0 of 83 0%
28. % of clients who are of another ethnic background	21 of 816 3%	0 of 16 0%	0 of 83 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	135 of 1701 8%	2 of 132 2%	8 of 437 2%
2. % of clients receiving public assistance	1231 of 1701 72%	132 of 132 100%	437 of 437 100%
3. % of clients having less than a high school degree or equivalent.	394 of 1701 23%	23 of 132 17%	74 of 437 17%
4. % of clients under the age of 22.	166 of 1701 10%	1 of 132 .8%	3 of 437 .7%
5. % of clients over the age of 55.	298 of 1701 18%	28 of 132 21%	96 of 437 22%
6. % of clients having a post-secondary education.	466 of 1701 27%	61 of 132 46%	198 of 437 45%
7. % of clients diagnosed as physically disabled. ( primary)	347 of 1701 20%	46 of 132 35%	148 of 437 34%
8. % of clients diagnosed as developmentally disabled. (primary)	64 of 1701 4%	9 of 132 7%	30 of 437 7%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	952 of 1701 56%	69 of 132 52%	226 of 437 52%
10. % of clients diagnosed as learning disabled ( primary)	159 of 1701 9%	2 of 132 2%	15 of 437 3%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	17 of 1701 1%	2 of 132 2%	6 of 437 1%

PROGRAM: Employment Development – Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	25 of 1701 1%	2 of 132 2%	7 of 437 2%
13.% of clients diagnosed as substance abusers (primary)	123 of 1701 7%	0 of 132 0%	0 of 437 0%
14. % of clients diagnosed as traumatically brain injured (primary)	12 of 1701 .7%	2 of 132 2%	5 of 437 1%
15. % of clients diagnosed as physically disabled (secondary)	83 of 1701 5%	11 of 132 8%	34 of 437 8%
16. % of clients diagnosed as developmentally disabled. ( secondary)	10 of 1701 .6%	0 of 132 0%	0 of 437 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	103 of 1701 6%	7 of 132 5%	26 of 437 6%
18. % of clients diagnosed as learning disabled (secondary)	20 of 1701 1%	1 of 132 .8%	3 of 437 .7%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	13 of 1701 .8%	2 of 132 2%	6 of 437 1%
20. % of clients diagnosed as blind or visually impaired. (secondary)	5 of 1701 .3%	0 of 132 0%	0 of 437 0%
21. % clients diagnosed as substance abusers ( secondary)	85 of 1701 5%	1 of 132 .8%	2 of 437 .5%
22. % clients diagnosed as traumatically brain injured. (secondary)	7 of 1701 .4%	1 of 132 .8%	3 of 437 .7%
23. % of clients who are Anglo	1001 of 1701 59%	61 of 132 46%	202 of 437 46%
24. % of clients who are Hispanic/Latino	251 of 1701 15%	19 of 132 14%	67 of 437 15%
25. % of clients who are African American	343 of 1701 20%	41 of 132 31%	131 of 437 30%
26. % of clients who are Native American	34 of 1701 2%	4 of 132 3%	13 of 437 3%

27. % of clients who are Asian/Pacific Islander	17 of 1701 1%	2 of 132 2%	6 of 437 1%
28. % of clients who are of another ethnic background	52 of 1701 3%	5 of 132 4%	20 of 437 5%