

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By	Program	Quarter	Year

Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (143.50) and the cumulative index score (147.50) were significantly above the overall Employment Development program goal of 100. During the quarter, eleven of the eleven 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: 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 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 beginning services during the quarter, we served a higher percentage of physically disabled and learning disabled clients; and a lower percentage of developmentally disabled, mentally ill, deaf/hard of hearing, blind/visually impaired, traumatically brain injured, and substance abuse 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, African American, Asian/Pacific Islander, and clients of another ethnic background than we have previously served.

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 physically disabled, mentally ill, and blind/visually impaired clients; and a lower percentage of developmentally disabled, learning disabled, deaf/hard of hearing, 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, African American, and Native American clients; and a lower percentage of Anglo and clients or another ethnic background than we have previously served.

Characteristics of Clients (End of Services):

During the quarter, for those clients exiting services, 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 the program, we served a higher percentage of physically disabled and developmentally disabled clients; and lower percentage of 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 exiting the program, we served a higher percentage of Hispanic and African American clients; and a lower percentage of Anglo, 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 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 to review overall performance and to discuss specific actions to improve performance in the zero primary objectives that were 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 Thursday, August 8th.

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

All primary objectives were accomplished at or above established goal levels.

Quarterly action plan to improve performance:

Meet with the Employment Services Specialists on a weekly basis to discuss placement outcomes; particularly obtaining competitive employment, the importance of providing quality services to clients and employers, the need to minimize the amount of time taken to achieve each placement as well as the time from referral to placement. Continue to intensify the emphasis on ensuring that adequate communication is maintained between work adjustment program managers and job developers. Internally, to continue to publish a weekly listing of community worksite openings so that all appropriate staff members are continually aware of openings so that clients are being referred to supported employment from the Employment Development Program. Externally, we also need to continue to advertise our community worksite openings on

a weekly basis. Marketing efforts to VR Counselors to solicit additional job development and placement referrals needs to continue and remain ongoing.

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Employment Development - Tucson

Third Quarter – Year 2018-19

Current Index Score: 143.50

Cumulative Index Score: 147.50

Primary Objectives	Current Quarter			Goal	Relative Weight	Raw Score
	Raw Score	Index Data	Actual Data			
1. Obtain competitive employment	21.00	150	15 of 24 63%	40%	14	21.00
2. Obtain pre-vocational or other community services	3.00	150	9 of 9 100%	95%	2	3.00
3. Minimize program time for clients obtaining objective #1	10.50	150	13.87 weeks	18 wks	7	10.50
4. Minimize program time for all other terminated clients	7.00	140	6.44 weeks	8 wks	5	7.50
5. Obtain reasonable competitive employment wage	12.00	100	\$11.27/ hr	\$11.25 /hr	12	18.00
6. Minimize the hours of job development to achieve placement	15.00	150	8.35 hrs.	15 hrs	10	15.00
7. Minimize the time from referral to placement	15.00	150	20.71 days	30 days	10	12.50
8. Maximize the percentage of “valuable” responses at 3-month follow-up	15.00	150	4 of 4 100%	95%	10	15.00
9. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	1 of 1 100%	95%	10	15.00
10. Maximize the % of “favorable” responses on employer questionnaires	15.00	150	15 of 15 100%	95%	10	15.00
11. Maximize the % of “favorable” responses on referral source questionnaires	15.00	150	4 of 4 100%	95%	10	15.00

PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES

PROGRAM: Employment Development - Tucson
Third Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER
1. Clients terminated for medical reasons	31 of 1952 2%	0 of 24 0%
2. Clients terminated due to moving	34 of 1952 2%	0 of 24 0%
3. Clients terminated as not appropriate for Beacon Group services.	17 of 1952 .9%	0 of 24 0%
4. Clients terminated for dropping out of program.	70 of 1952 4%	0 of 24 0%
5. Clients terminated as non-feasible for employment.	30 of 1952 2%	0 of 24 0%
6. Clients referred for placement.	1912	37

7. Clients placed.	1053	20
8. Clients placed who do not obtain employment.	191	2
9. Percentage of clients denied access to services.	0 of 1020 0%	0 of 21 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
Quarter – Year 2018-19

Third

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience	440 of 2513 18%	4 of 24 17%
2. % of clients receiving public assistance	1250 of 2513 50%	23 of 24 96%
3. % of clients having less than a high school degree or equivalent.	641 of 2513 26%	2 of 24 8%
4. % of clients under the age of 22.	318 of 2513 13%	0 of 24 0%
5. % of clients over the age of 55.	121 of 2513 5%	5 of 24 21%
6. % of clients having a post-secondary education.	207 of 2513 8%	3 of 24 13%
7. % of clients diagnosed as physically disabled. (primary)	464 of 2513 18%	9 of 24 38%
8. % of clients diagnosed as developmentally disabled. (primary)	271 of 2513 11%	5 of 24 21%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	911 of 2513 36%	8 of 24 33%
10. % of clients diagnosed as learning disabled (primary)	347 of 2513 14%	2 of 24 8%
11. % of clients diagnosed as deaf or hard of hearing (primary)	37 of 2513 1%	0 of 24 0%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	
12. % of clients diagnosed as blind or visually impaired. (primary)	49 of 2513 2%	0 of 24 0%	
13. % of clients diagnosed as substance abusers (primary)	17 of 2513 .7%	0 of 24 0%	
14. % of clients diagnosed as traumatically brain injured (primary)	77 of 2513 3%	0 of 24 0%	
15. % of clients diagnosed as physically disabled (secondary)	108 of 2513 4%	0 of 24 0%	
16. % of clients diagnosed as developmentally disabled. (secondary)	61 of 2513 2%	0 of 24 0%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	150 of 2513 6%	6 of 24 25%	
18. % of clients diagnosed as learning disabled (secondary)	149 of 2513 6%	3 of 24 13%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	20 of 2513 .8%	0 of 24 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	13 of 2513 .5%	0 of 24 0%	
21. % clients diagnosed as substance abusers (secondary)	85 of 2513 3%	0 of 24 0%	
22. % clients diagnosed as traumatically brain injured. (secondary)	15 of 2513 .6%	0 of 24 0%	
23. % of clients who are Anglo	719 of 1350 53%	12 of 24 50%	
24. % of clients who are Hispanic/Latino	352 of 1350 26%	9 of 24 38%	
25. % of clients who are African American	84 of 1350 6%	3 of 24 12%	
26. % of clients who are Native American	45 of 1350 3%	0 of 24 0%	
27. % of clients who are Asian/Pacific Islander	18 of 1350 1%	0 of 24 0%	
28. % of clients who are of another ethnic background	12 of 1350 .9%	0 of 24 0%	

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Employment Development - Tucson
Third Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience	1236 of 3915 32%	12 of 183 7%
2. % of clients receiving public assistance	2639 of 3915 67%	183 of 183 100%
3. % of clients having less than a high school degree or equivalent.	1486 of 3915 38%	17 of 183 9%
4. % of clients under the age of 22.	847 of 3915 22%	5 of 183 3%
5. % of clients over the age of 55.	267 of 3915 7%	34 of 183 19%
6. % of clients having a post-secondary education.	584 of 3915 15%	15 of 183 8%
7. % of clients diagnosed as physically disabled. (primary)	553 of 3915 14%	59 of 183 32%
8. % of clients diagnosed as developmentally disabled. (primary)	818 of 3915 21%	13 of 183 7%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	1245 of 3915 32%	71 of 183 39%
10. % of clients diagnosed as learning disabled (primary)	801 of 3915 20%	27 of 183 15%
11. % of clients diagnosed as deaf or hard of hearing (primary)	59 of 3915 2%	4 of 183 2%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
12. % of clients diagnosed as blind or visually impaired. (primary)	68 of 3915 2%	5 of 183 3%
13. % of clients diagnosed as substance abusers (primary)	25 of 3915 .6%	1 of 183 .5%
14. % of clients diagnosed as traumatically brain injured (primary)	199 of 3915 5%	3 of 183 2%
15. % of clients diagnosed as physically	96 of 3915	13 of 183

disabled (secondary)	2%	7%	
16. % of clients diagnosed as developmentally disabled. (secondary)	105 of 3915 3%	1 of 183 .5%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	129 of 3915 3%	12 of 183 7%	
18. % of clients diagnosed as learning disabled (secondary)	172 of 3915 4%	1 of 183 .5%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	24 of 3915 .6%	1 of 183 .5%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	19 of 3915 .5%	1 of 183 .5%	
21. % clients diagnosed as substance abusers (secondary)	92 of 3915 2%	0 of 183 0%	
22. % clients diagnosed as traumatically brain injured. (secondary)	21 of 3915 .5%	1 of 183 .5%	
23. % of clients who are Anglo	2068 of 3915 53%	68 of 183 37%	
24. % of clients who are Hispanic/Latino	1311 of 3915 33%	70 of 183 38%	
25. % of clients who are African American	274 of 3915 7%	28 of 183 15%	
26. % of clients who are Native American	183 of 3915 5%	14 of 183 8%	
27. % of clients who are Asian/Pacific Islander	67 of 3915 2%	3 of 183 2%	
28. % of clients who are of another ethnic background	22 of 3915 .6%	0 of 183 0%	

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
Third Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience	327 of 1214 27%	4 of 21 19%
2. % of clients receiving public assistance	803 of 1214 66%	21 of 21 100%
3. % of clients having less than a high school degree or equivalent.	485 of 1214 40%	3 of 21 14%
4. % of clients under the age of 22.	278 of 1214 23%	2 of 21 10%
5. % of clients over the age of 55.	87 of 1214 7%	5 of 21 24%
6. % of clients having a post-secondary education.	175 of 1214 14%	7 of 21 33%
7. % of clients diagnosed as physically disabled. (primary)	146 of 1214 12%	6 of 21 29%
8. % of clients diagnosed as developmentally disabled. (primary)	280 of 1214 23%	1 of 21 5%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	394 of 1214 32%	6 of 21 29%
10. % of clients diagnosed as learning disabled (primary)	219 of 1214 18%	8 of 21 38%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	12 of 1214 1%	0 of 21 0%

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
12. % of clients diagnosed as blind or visually impaired. (primary)	19 of 1214 2%	0 of 21 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 1214 .2%	0 of 21 0%
14. % of clients diagnosed as traumatically brain injured (primary)	46 of 1214 4%	0 of 21 0%
15. % of clients diagnosed as physically disabled (secondary)	52 of 1214 4%	0 of 21 0%

16. % of clients diagnosed as developmentally disabled. (secondary)	45 of 1214 4%	2 of 21 10%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	67 of 1214 6%	2 of 21 10%	
18. % of clients diagnosed as learning disabled (secondary)	79 of 1214 7%	0 of 21 0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	14 of 1214 1%	0 of 21 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	7 of 1214 .6%	0 of 21 0%	
21. % clients diagnosed as substance abusers (secondary)	31 of 1214 3%	0 of 21 0%	
22. % clients diagnosed as traumatically brain injured. (secondary)	8 of 1214 .7%	0 of 21 0%	
23. % of clients who are Anglo	628 of 1214 52%	6 of 21 29%	
24. % of clients who are Hispanic/Latino	324 of 1214 27%	13 of 21 62%	
25. % of clients who are African American	87 of 1214 7%	1 of 21 5%	
26. % of clients who are Native American	45 of 1214 4%	1 of 21 5%	
27. % of clients who are Asian/Pacific Islander	22 of 1214 2%	0 of 21 0%	
28. % of clients who are of another ethnic background	11 of 1214 .9%	0 of 21 0%	