

## Beacon Group

# Quarterly Service Delivery Performance Improvement Report

<u>Charles F. Tiller</u> Prepared By	<u>Supported Employment Group-Tucson</u> Program	<u>Third</u> Quarter	<u>2018-2019</u> Year
---	---	-------------------------	--------------------------

### Analysis of Program Objectives

During the third quarter of the current fiscal year, both the current index score (136.00) and the cumulative index score (141.00) were well above the overall Supported Employment Group program goal of 100. During the quarter, eight of the ten primary objectives were accomplished at or above established goal levels, while two were not. During the next quarter, additional emphasis needs to be placed on the following: minimizing the time for clients to make a progressive move and maximizing the number of hours worked.

### Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients having no prior work experience, clients receiving public assistance, client having less than a high school degree or equivalent, and clients over the age of 55.; while serving a lower percentage of 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 beginning 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, 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, African American, and Native American clients; and a lower percentage of Anglo, 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 traditionally served. 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 mentally ill, 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, African American, Native American and Asian/Pacific Islander clients; and a lower percentage of Anglo and clients of another ethnic background 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 under the age of 22; while serving a lower percentage of clients having no prior work experience, clients having less than a high school degree or equivalent, clients over the age of 55, 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, deaf/hard of hearing, blind/visually impaired, and traumatically brain injured 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 Anglo clients; and a lower percentage of Hispanic, 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 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 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 Thursday, August 8<sup>th</sup>.

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

No clients were able to make a progressive move during the quarter. The average number of hours worked for the quarter was 87.93 compared to an overall program goal of 95 hours.

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 Program Managers to ensure that Job Coaches are correctly implementing identified objectives. The number of hours worked and the average monthly earnings need to be closely monitored.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment Group - Tucson

Third Quarter – Year 2018-19

Current Index Score: 136.00

Cumulative Index Score: 141.00

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Maximize % of clients identified for and/or make a progressive move.	15.00	150	41 of 163 25%	15%	10	15.00	150	131 of 482 27%
2. Minimize time for clients to make a progressive move.	2.50	50	N/A weeks	78 wks	5	7.50	150	2.00 weeks
3. Maximize client productivity	13.50	150	83.29%	65%	9	13.50	150	81.25%
4. Maximize the number of hours worked	4.50	50	87.93 hrs/month	95 hrs/ month	9	4.50	50	88.44 hrs/month
5. Maximize earnings	18.00	150	\$799.94/ month	\$690/ month	12	18.00	150	\$799.15/ month
6. Maximize the accomplishment of ISP objectives	22.50	150	53 of 64 83%	75%	15	22.50	150	153 of 174 88%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	5 of 5 100%	95%	10	15.00	150	18 of 18 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	44 of 44 100%	95%	10	15.00	150	111 of 111 100%

PROGRAM: Supported Employment Group – Tucson

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	4 of 4 100%	95%	10	15.00	150	10 of 10 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	6 of 6 100%	95%	10	15.00	150	18 of 18 100%

**PERFORMANCE IMPROVEMENT REPORT**

**SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Tucson

Third

Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	21.37%	32.64%	34.50%
2. Minimize the number of negative program terminees	195	0	0
3. Number of successful placements (M.R. – mild)	178	11	29
4. Number of successful placements (M.R. - moderate)	0	0	0
5. Number of successful placements. (M.R. – severe)	0	0	0
6. Number of successful placement (C.P.)	0	0	0
7. Number of successful placements (Epilepsy)	0	0	0
8. Number of successful placements (Autism)	0	0	0
9. Number of successful placements (SMI)	19	0	0
10. Number of successful placements (LD)	19	0	0
11. Number of successful placements (Other disabilities)	12	0	0
12. Maximize of job retention	6480 of 6928 94%	163 of 174 97%	479 of 499 96 %

## SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Tucson

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. Clients terminated and accepted for pre-vocational and/or other community services	188 of 289 65%	4 of 4 100%	7 of 8 88%
14. Clients terminated for medical reasons	16 of 289 6%	0 of 4 0%	0 of 8 0%
15. Clients terminated due to moving out of the city or state	18 of 289 6%	0 of 4 0%	1 of 8 12%
16. Clients terminated as not being appropriate for Beacon Group services	16 of 289 6%	0 of 4 0%	0 of 8 0%
17. Clients terminated for dropping out of the program	45 of 289 16%	0 of 4 0%	0 of 8 0%
18. Clients terminated as non-feasible for employment	5 of 289 2%	0 of 4 0%	0 of 8 0%
19. Percentage of clients denied access to services.	0 of 422 0%	0 of 11 0%	0 of 29 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	294 of 416 71%	2 of 4 50%	6 of 8 75%
2. % of clients receiving public assistance.	385 of 416 93%	4 of 4 100%	8 of 8 100%
3. % of clients having less than a high school degree or equivalent.	319 of 416 77%	1 of 4 25%	3 of 8 38%
4. % of clients under the age of 22.	78 of 416 19%	1 of 4 25%	1 of 8 12%
5. % of clients over the age of 55.	20 of 416 5%	0 of 4 0%	0 of 8 0%
6. % of clients having a post-secondary education.	3 of 416 .7%	0 of 4 0%	0 of 8 0%
7. % of clients diagnosed as physically disabled. ( primary)	2 of 416 .5%	0 of 4 0%	0 of 8 0%
8. % of clients diagnosed as developmentally disabled. (primary)	325 of 416 78%	4 of 4 100%	8 of 8 100%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	47 of 416 11%	0 of 4 0%	0 of 8 0%
10. % of clients diagnosed as learning disabled. ( primary)	18 of 416 4%	0 of 4 0%	0 of 8 0%
11. % of clients diagnosed as deaf or hard of hearing (primary)	2 of 416 .5%	0 of 4 0%	0 of 8 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	9 of 416 2%	0 of 4 0%	0 of 8 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 416 0%	0 of 4 0%	0 of 8 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	13 of 416 3%	0 of 4 0%	0 of 8 0%
15. % of clients diagnosed as physically disabled. (secondary)	8 of 416 2%	0 of 4 0%	0 of 8 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	15 of 416 4%	0 of 4 0%	0 of 8 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	60 of 416 14%	0 of 4 0%	0 of 8 0%
18. % of clients diagnosed as learning disabled. (secondary)	15 of 416 4%	0 of 4 0%	1 of 8 12%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	5 of 416 1%	0 of 4 0%	0 of 8 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 416 .7%	0 of 4 0%	0 of 8 0%
21. % clients diagnosed as substance abusers. ( secondary)	4 of 416 1%	0 of 4 0%	0 of 8 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 416 .2%	0 of 4 0%	0 of 8 0%
23. % of clients who are Anglo	244 of 416 59%	3 of 4 75%	4 of 8 50%
24. % of clients who are Hispanic/Latino	122 of 416 29%	1 of 4 25%	3 of 8 38%
25. % of clients who are African American	25 of 416 6%	0 of 4 0%	1 of 8 12%
26. % of clients who are Native American	18 of 416 4%	0 of 4 0%	0 of 8 0%
27. % of clients who are Asian/Pacific Islander	5 of 416 1%	0 of 4 0%	0 of 8 0%
28. % of clients who are of another ethnic background	1 of 416 .2%	0 of 4 0%	0 of 8 0%



## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

Third \_\_\_\_\_ Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	5908 of 6856 86%	145 of 162 90%	451 of 500 90%
2. % of clients receiving public assistance.	6556 of 6856 96%	162 of 162 100%	500 of 500 100%
3. % of clients having less than a high school degree or equivalent.	6230 of 6856 91%	132 of 162 81%	416 of 500 83%
4. % of clients under the age of 22.	410 of 6856 6%	6 of 162 3%	21 of 500 4%
5. % of clients over the age of 55.	356 of 6856 5%	11 of 62 7%	40 of 500 8%
6. % of clients having a post-secondary education.	26 of 6856 .4%	0 of 162 0%	0 of 500 0%
7. % of clients diagnosed as physically disabled. ( primary)	47 of 6856 .7%	0 of 162 0%	0 of 500 0%
8. % of clients diagnosed as developmentally disabled. (primary)	6236 of 6856 91%	162 of 162 100%	494 of 500 99%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	260 of 6856 4%	0 of 162 0%	4 of 500 .8%
10. % of clients diagnosed as learning disabled. ( primary)	46 of 6856 .7%	0 of 162 0%	0 of 500 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	26 of 6856 .4%	0 of 162 0%	0 of 500 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	27 of 6856 .4%	0 of 162 0%	0 of 500 0%
13. % of clients diagnosed as substance abusers (primary)	15 of 6856 .2%	0 of 162 0%	0 of 500 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	170 of 6856 2%	0 of 162 0%	2 of 500 4%
15. % of clients diagnosed as physically disabled. (secondary)	121 of 6856 2%	0 of 162 0%	2 of 500 .4%
16. % of clients diagnosed as developmentally disabled. ( secondary)	320 of 6856 5%	1 of 162 .6%	7 of 500 1%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	449 of 6856 7%	22 of 162 4%	67 of 500 13%
18. % of clients diagnosed as learning disabled. (secondary)	139 of 6856 2%	0 of 162 0%	0 of 500 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	26 of 6856 .4%	0 of 162 0%	1 of 500 .2%
20. % of clients diagnosed as blind or visually impaired. (secondary)	17 of 6856 .2%	0 of 162 0%	2 of 500 .4%
21. % clients diagnosed as substance abusers. ( secondary)	18 of 6856 .3%	0 of 162 0%	0 of 500 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	12 of 6856 .2%	0 of 162 0%	0 of 500 0%
23. % of clients who are Anglo	4258 of 6856 62%	87 of 162 54%	271 of 500 54%
24. % of clients who are Hispanic/Latino	1823 of 6856 27%	53 of 162 33%	162 of 500 32%
25. % of clients who are African American	356 of 6856 5%	10 of 162 6%	31 of 500 6%
26. % of clients who are Native American	205 of 6856 3%	6 of 162 4%	16 of 500 3%
27. % of clients who are Asian/Pacific Islander	108 of 6856 2%	6 of 162 4%	19 of 500 4%
28. % of clients who are of another ethnic background	4 of 6856 .06%	1 of 162 .6%	1 of 500 .3%

**PERFORMANCE IMPROVEMENT REPORT**

**CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Tucson

Third

Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	338 of 482 70%	9 of 11 82%	21 of 29 72%
2. % of clients receiving public assistance.	459 of 482 95%	11 of 11 100%	29 of 29 100%
3. % of clients having less than a high school degree or equivalent.	374 of 482 78%	9 of 11 82%	17 of 29 59%
4. % of clients under the age of 22.	127 of 482 26%	2 of 11 18%	5 of 29 17%
5. % of clients over the age of 55.	18 of 482 4%	1 of 11 9%	2 of 29 7%
6. % of clients having a post-secondary education.	4 of 482 .8%	0 of 11 0%	0 of 29 0%
7. % of clients diagnosed as physically disabled. ( primary)	2 of 482 .4%	0 of 11 0%	0 of 29 0%
8. % of clients diagnosed as developmentally disabled. (primary)	409 of 482 85%	11 of 11 100%	28 of 29 97%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	39 of 482 8%	0 of 11 0%	0 of 29 0%
10. % of clients diagnosed as learning disabled. ( primary)	17 of 482 4%	0 of 11 0%	0 of 29 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 482 .2%	0 of 11 0%	0 of 29 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	6 of 482 1%	0 of 11 0%	0 of 29 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 482 0%	0 of 11 0%	0 of 29 0%

PROGRAM: Supported Employment Group - Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 482 2%	0 of 11 0%	1 of 29 3%
15. % of clients diagnosed as physically disabled. (secondary)	5 of 482 1%	0 of 11 0%	0 of 29 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	23 of 482 5%	0 of 11 0%	0 of 29 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	52 of 482 11%	3 of 11 27%	8 of 29 28%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 482 3%	0 of 11 0%	0 of 29 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	8 of 482 2%	0 of 11 0%	0 of 29 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 482 .8%	1 of 11 9%	1 of 29 3%
21. % clients diagnosed as substance abusers. ( secondary)	1 of 482 .2%	0 of 11 0%	0 of 29 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 482 .8%	0 of 11 0%	0 of 29 0%
23. % of clients who are Anglo	267 of 482 55%	3 of 11 27%	14 of 29 48%
24. % of clients who are Hispanic/Latino	152 of 482 32%	4 of 11 36%	9 of 29 31%
25. % of clients who are African American	30 of 482 6%	2 of 11 18%	4 of 29 14%
26. % of clients who are Native American	23 of 482 5%	2 of 11 18%	2 of 29 7%
27. % of clients who are Asian/Pacific Islander	7 of 482 1%	0 of 11 0%	0 of 29 0%
28. % of clients who are of another ethnic background	3 of 482 .6%	0 of 11 0%	0 of 29 0%

