

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Supported Employment Individual - Phoenix
Program

Third
Quarter

2018-19
Year

Analysis of Program Objectives:

During the third quarter of the current fiscal year, both the current index score (132.80) and the cumulative index score (148.20) were well above the overall Supported Employment Individual program goal of 100. During the quarter, eight 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: maximizing the number of hours worked and maximizing the percentage of 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, clients 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, 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, Native American, and Asian/Pacific Islander clients; and a lower percentage of Anglo, African American, 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 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, 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 Hispanic, African American and Asian/Pacific Islander clients; and a lower percentage of Anglo, Native American, 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, 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 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 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 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 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 Wednesday, August 7th.

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

The average number of hours worked during the quarter was 97.87 compared to an overall program goal of 100 hours/month. In addition, no employer questionnaires were received 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

Third Quarter – Year 2018-19

Current Index Score: 132.80

Cumulative Index Score: 148.20

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	6.44 hrs.	15 hrs.	8	12.00	150	7.57 hrs.
2. Minimize the time from referral to placement	12.00	150	25.21 days	40 days	8	12.00	150	29.26 days
3. Maximize the % of successful placement	18.00	150	25 of 56 45%	30%	12	18.00	150	63 of 127 50%
4. Maximize the number of hours worked	10.80	90	97.87 hrs./month	100 hrs/ month	12	16.20	135	106.72 hrs./month
5. Maximize earnings	18.00	150	\$1275.46/ month	\$1150/ month	12	18.00	150	\$1322.19/ month
6. Maximize the accomplishment of ISP objectives.	12.00	150	58 of 65 89%	80%	8	12.00	150	84 of 91 92%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	3 of 3 100%	95%	10	15.00	150	10 of 10 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	14 of 14 100%	95%	10	15.00	150	38 of 38 100%

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	5.00	50	0 of 0 0%	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	3 of 3 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Phoenix

Third Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	125	5	7
2. Minimize the % of intervention hours compared to hours worked	4.01%	2.14%	1.98%
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	25	63
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%	50 of 67 75%	131 of 159 82%

14. Clients terminated and accepted for pre-vocational and/or other community services	599 of 887 68%	7 of 15 47%	18 of 42 43%
15. Clients terminated for medical reasons	42 of 887 5%	0 of 15 0%	1 of 42 2%
16. Clients terminated due to moving out of the city or state	26 of 887 3%	0 of 15 0%	0 of 42 0%
17. Clients terminated as not being appropriate for Beacon Services	15 of 887 2%	0 of 15 0%	0 of 42 0%
18. Clients terminated for dropping out of the program	105 of 887 12%	0 of 15 0%	0 of 42 0%
19. Clients terminated as non-feasible for employment	18 of 887 2%	0 of 15 0%	0 of 42 0%
20. Percentage of clients denied access to services.	0 of 1012 0%	0 of 55 0%	0 of 137 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

Third 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 15 0%	0 of 42 0%
2. % of clients receiving public assistance.	329 of 465 71%	15 of 15 100%	42 of 42 100%
3. % of clients having less than a high school degree or equivalent.	41 of 465 9%	0 of 15 0%	2 of 42 5%
4. % of clients under the age of 22.	22 of 465 5%	1 of 15 7%	1 of 42 2%
5. % of clients over the age of 55.	45 of 465 10%	2 of 15 13%	9 of 42 21%
6. % of clients having a post-secondary education.	129 of 465 28%	3 of 15 20%	9 of 42 21%
7. % of clients diagnosed as physically disabled. (primary)	0 of 465 0%	0 of 15 0%	0 of 42 0%
8. % of clients diagnosed as developmentally disabled. (primary)	30 of 465 6%	0 of 15 0%	0 of 42 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	411 of 465 87%	15 of 15 100%	42 of 42 100%
10. % of clients diagnosed as learning disabled. (primary)	10 of 465 2%	0 of 15 0%	0 of 42 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 465 0%	0 of 15 0%	0 of 42 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 465 .2%	0 of 15 0%	0 of 42 0%

13. % of clients diagnosed as substance abusers (primary)	1 of 465 .2%	0 of 15 0%	0 of 42 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 465 0%	0 of 15 0%	0 of 42 0%
15. % of clients diagnosed as physically disabled. (secondary)	13 of 465 3%	0 of 15 0%	1 of 42 2%
16. % of clients diagnosed as developmentally disabled. (secondary)	3 of 465 .6%	0 of 15 0%	0 of 42 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	6 of 465 1%	3 of 15 20%	6 of 42 14%
18. % of clients diagnosed as learning disabled. (secondary)	4 of 465 .9%	0 of 15 0%	0 of 42 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	3 of 465 .6%	0 of 15 0%	0 of 42 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 465 0%	0 of 15 0%	0 of 42 0%
21. % clients diagnosed as substance abusers. (secondary)	24 of 465 5%	0 of 15 0%	1 of 42 2%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 465 0%	0 of 15 0%	1 of 42 2%
23. % of clients who are Anglo	307 of 465 66%	9 of 15 60%	23 of 42 55%
24. % of clients who are Hispanic/Latino	76 of 465 16%	3 of 15 20%	9 of 42 21%
25. % of clients who are African American	53 of 465 11%	6 of 15 20%	12 of 42 29%
26. % of clients who are Native American	2 of 465 .4%	0 of 15 0%	1 of 42 2%
27. % of clients who are Asian/Pacific Islander	4 of 465 .9%	0 of 15 0%	0 of 42 0%
28. % of clients who are of another ethnic background	3 of 465 .6%	0 of 15 0%	0 of 42 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

Third Quarter – Year 2018-18

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	127 of 4426 3%	1 of 144 .7%	5 of 366 1%
2. % of clients receiving public assistance.	3369 of 4426 76%	127 of 144 88%	290 of 366 79%
3. % of clients having less than a high school degree or equivalent.	453 of 4426 10%	15 of 144 10%	32 of 366 9%
4. % of clients under the age of 22.	135 of 4426 3%	3 of 144 2%	7 of 366 2%
5. % of clients over the age of 55.	434 of 4426 10%	30 of 144 21%	69 of 366 19%
6. % of clients having a post-secondary education.	1346 of 4426 30%	27 of 144 19%	72 of 366 20%
7. % of clients diagnosed as physically disabled. (primary)	59 of 4426 1%	0 of 144 0%	0 of 366 0%
8. % of clients diagnosed as developmentally disabled. (primary)	309 of 4426 7%	3 of 144 2%	7 of 366 2%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	3947 of 4426 89%	141 of 144 98%	359 of 366 98%
10. % of clients diagnosed as learning disabled. (primary)	68 of 4426 2%	0 of 144 0%	0 of 366 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 4426 .05%	0 of 144 0%	0 of 366 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	2 of 4426 .05%	0 of 144 0%	0 of 366 0%

13. % of clients diagnosed as substance abusers (primary)	16 of 4426 .4%	0 of 144 0%	0 of 366 0%
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 4426 .2%	0 of 144 0%	0 of 366 0%
15. % of clients diagnosed as physically disabled. (secondary)	126 of 4426 3%	2 of 144 1%	5 of 366 1%
16. % of clients diagnosed as developmentally disabled. (secondary)	54 of 4426 1%	0 of 144 0%	0 of 366 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	69 of 4426 2%	38 of 144 26%	54 of 366 15%
18. % of clients diagnosed as learning disabled. (secondary)	75 of 4426 2%	3 of 144 2%	4 of 366 1%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	17 of 4426 .4%	0 of 144 0%	0 of 366 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 4426 .05%	0 of 144 0%	0 of 366 0%
21. % clients diagnosed as substance abusers. (secondary)	230 of 4426 5%	0 of 144 0%	1 of 366 .3%
22. % clients diagnosed as traumatically brain injured. (secondary)	9 of 4426 .2%	0 of 144 0%	0 of 366 0%
23. % of clients who are Anglo	3111 of 4426 70%	97 of 144 67%	243 of 366 66%
24. % of clients who are Hispanic/Latino	513 of 4426 13%	25 of 144 17%	53 of 366 14%
25. % of clients who are African American	513 of 4426 12%	20 of 144 14%	62 of 366 17%
26. % of clients who are Native American	46 of 4426 1%	1 of 144 .7%	5 of 366 1%
27. % of clients who are Asian/Pacific Islander	23 of 4426 .5%	1 of 144 .7%	1 of 366 .3%
28. % of clients who are of another ethnic background	67 of 4426 2%	0 of 144 0%	2 of 366 .5%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

Third Quarter – Year 2018-18

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	53 of 1101 5%	3 of 55 5%	3 of 147 2%
2. % of clients receiving public assistance.	832 of 1101 76%	55 of 55 100%	147 of 147 100%
3. % of clients having less than a high school degree or equivalent.	121 of 1101 11%	12 of 55 22%	21 of 147 14%
4. % of clients under the age of 22.	37 of 1101 3%	2 of 55 .9%	5 of 147 3%
5. % of clients over the age of 55.	121 of 1101 11%	16 of 55 29%	32 of 147 22%
6. % of clients having a post-secondary education.	364 of 1101 33%	7 of 55 13%	25 of 147 17%
7. % of clients diagnosed as physically disabled. (primary)	3 of 1101 .3%	0 of 55 0%	0 of 147 0%
8. % of clients diagnosed as developmentally disabled. (primary)	10 of 1101 .9%	1 of 55 2%	3 of 147 2%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	1077 of 1101 98%	54 of 55 98%	144 of 147 98%
10. % of clients diagnosed as learning disabled. (primary)	2 of 1101 .2%	0 of 55 0%	0 of 147 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 1101 0%	0 of 55 0%	0 of 147 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 1101 .09%	0 of 55 0%	0 of 147 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 1101 .2%	0 of 55 0%	0 of 147 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 55 0%	0 of 147 0%
15. % of clients diagnosed as physically disabled. (secondary)	46 of 1101 4%	5 of 55 9%	10 of 147 7%
16. % of clients diagnosed as developmentally disabled. (secondary)	7 of 1101 .6%	0 of 55 0%	2 of 147 1%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	16 of 1101 1%	7 of 55 13%	12 of 147 8%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 1101 1%	1 of 55 2%	2 of 147 1%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	1 of 1101 .09%	0 of 55 0%	0 of 147 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 1101 0%	0 of 55 0%	1 of 147 .7%
21. % clients diagnosed as substance abusers. (secondary)	86 of 1101 8%	4 of 55 7%	7 of 147 5%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 1101 .2%	0 of 55 0%	1 of 147 .7%
23. % of clients who are Anglo	704 of 1101 64%	33 of 55 60%	95 of 147 65%
24. % of clients who are Hispanic/Latino	184 of 1101 17%	12 of 55 22%	24 of 147 16%
25. % of clients who are African American	172 of 1101 16%	8 of 55 15%	20 of 147 14%
26. % of clients who are Native American	9 of 1101 .8%	1 of 55 2%	2 of 147 1%
27. % of clients who are Asian/Pacific Islander	16 of 1101 1%	1 of 55 2%	2 of 147 1%
28. % of clients who are of another ethnic background	15 of 1101 1%	0 of 55 0%	4 of 147 3%

