

Beacon Group

Quarterly Service Delivery Performance Improvement Report

<u>Charles F. Tiller</u> Prepared By	<u>Supported Employment Individual - Tucson</u> Program	<u>Third</u> Quarter	<u>2018-19</u> Year
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Analysis of Program Objectives

During the third quarter of the current fiscal year, the current index score (133.60) and the cumulative index score (144.70) were both well above the overall Supported Employment Individual program goal of 100. During the quarter, nine of the ten 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 percentage of successful placements.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance; 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, 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 beginning services during the quarter, we served a higher percentage of mentally ill and substance abuse clients; and a lower percentage of physically disabled, developmentally disabled, learning disabled, deaf/hard of hearing, 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 Anglo and clients of another ethnic background; and a lower percentage of Hispanic, African American, Native American, and Asian/Pacific Islander clients 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, clients under the age of 22, 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 and clients having less than a high school degree or equivalent 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, 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 clients; and a lower percentage of Anglo, Native American, and Asian/Pacific Islander 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; 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, 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 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 Anglo clients; and a lower percentage of Hispanic, African American, Native 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:

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 accomplished at below goal level. A meeting to review overall results for the third quarter is tentatively scheduled for Thursday, August 8th.

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

Only 38% of referrals were successfully placed during the quarter compared to an overall program goal of 45%.

Quarterly action plan to improve performance:

More emphasis needs to be placed on soliciting additional individual supported employment referrals so that positive results can be achieved and reported. The Program Manager needs to ensure that all clients are working to their maximum potential, thus being able to maximize their hours worked and earnings. Continued efforts need to be made to ensure that all stakeholder satisfaction tools are being effectively utilized.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment – Individual Tucson

Third ___ Quarter – Year ___ 2018-19

Current Index Score: 133.60

Cumulative Index Score: 144.70

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Minimize the hours of job development to achieve placement	9.00	150	5.25 hrs	15 hrs	6	9.00	150	5.32 hrs
2. Minimize the time from referral to placements	7.00	13.30	27.60 days	30 days	6	6.40	104	28.75 days
3. Maximize the % of successful placement	6.00	50	5 of 13 38%	45%	12	18.00	150	29 of 56 52%
4. Maximize the number of hours worked	18.00	150	81.37 hrs/ month	75 hrs/ month	12	18.00	150	80.05 hrs/ month
5. Maximize earnings	15.60	130	\$899.26/ month	\$840.00/ month	12	15.30	128	\$884.75/ month
6. Maximize the accomplishment of ISP objectives.	18.00	150	15 of 16 94%	80%	12	18.00	150	39 of 42 93%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	2 of 2 100%	95%	10	15.00	150	11 of 11 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	10 of 10 100%	95%	10	15.00	150	47 of 47 100%

PROGRAM: Supported Employment - Individual Tucson

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index	Actual Data			Raw Score	Index	Actual Data
9. Maximize the percentage of “favorable” responses on employer questionnaires	15.00	150	1 of 1 100%	95%	10	15.00	150	17 of 17 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	5 of 5 100%	95%	10	15.00	150	12 of 12 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Tucson

Third ____ Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	106	4	10
2. Minimize the % of intervention hours compared to hours worked	7.40%	13.20%	13.85%
3.. Minimize the number of negative program terminees	28	0	0
4. Number of successful placements (M.R. – mild)	50	0	1
5. Number of successful placements (M.R. - moderate)	0	1	1
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)	3	0	0
10. Number of successful placements (SMI)	34	4	27
11. Number of successful placements (LD)	12	0	0
12. Number of successful placements (Other disabilities)	9	0	0
13. Maximize of job retention	1054 of 1155 91%	38 of 38 100%	110 of 120 92%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment - Individual Tucson

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. Clients terminated and accepted for pre-vocational and/or other community services	46 of 65 70%	3 of 5 60%	4 of 16 25%
15. Clients terminated for medical reasons	2 of 65 3%	0 of 5 0%	1 of 16 6%
16. Clients terminated due to moving out of the city or state	3 of 65 5%	0 of 5 0%	0 of 16 0%
17. Clients terminated as not being appropriate for Beacon Group services	1 of 65 2%	0 of 5 0%	0 of 16 0%
18. Clients terminated for dropping out of the program	7 of 65 11%	0 of 5 0%	0 of 16 0%
19. Clients terminated as non-feasible for employment	2 of 65 3%	0 of 5 0%	0 of 16 0%
20. Percentage of clients denied access to services.	0 of 139 0%	0 of 9 0%	0 of 56 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	20 of 71 28%	0 of 5 0%	1 of 16 6%
2. % of clients receiving public assistance	61 of 71 86%	5 of 5 100%	16 of 16 100%
3. % of clients having less than a high school degree or equivalent.	45 of 71 63%	1 of 5 20%	1 of 16 6%
4. % of clients under the age of 22.	17 of 71 24%	0 of 5 0%	1 of 16 6%
5. % of clients over the age of 55.	2 of 71 3%	0 of 5 0%	0 of 16 0%
6. % of clients having a post-secondary education.	5 of 71 7%	0 of 5 0%	0 of 16 0%
7. % of clients diagnosed as physically disabled. (primary)	0 of 71 0%	0 of 5 0%	0 of 16 0%
8. % of clients diagnosed as developmentally disabled. (primary)	32 of 71 45%	0 of 5 0%	1 of 16 6%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	20 of 71 28%	5 of 5 100%	14 of 16 88%
10. % of clients diagnosed as learning disabled (primary)	15 of 71 21%	0 of 5 0%	0 of 16 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 71 1%	0 of 5 0%	0 of 16 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 71 1%	0 of 5 0%	0 of 16 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 71 0%	0 of 5 0%	1 of 16 6%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 71 3%	0 of 5 0%	0 of 16 0%
15. % of clients diagnosed as physically disabled (secondary)	2 of 71 3%	0 of 5 0%	0 of 16 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	2 of 71 3%	0 of 5 0%	1 of 16 6%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	6 of 71 8%	0 of 5 0%	0 of 16 0%
18. % of clients diagnosed as learning disabled (secondary)	2 of 71 3%	0 of 5 0%	0 of 16 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 71 0%	0 of 5 0%	0 of 16 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 71 0%	0 of 5 0%	0 of 16 0%
21. % clients diagnosed as substance abusers (secondary)	1 of 71 1%	0 of 5 0%	0 of 16 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 71 0%	0 of 5 0%	0 of 16 0%
23. % of clients who are Anglo	43 of 71 61%	5 of 5 100%	12 of 16 75%
24. % of clients who are Hispanic/Latino	22 of 71 31%	0 of 5 0%	3 of 16 19%
25. % of clients who are African American	5 of 71 7%	0 of 5 0%	0 of 16 0%
26. % of clients who are Native American	1 of 71 1%	0 of 5 0%	1 of 16 6%
27. % of clients who are Asian/Pacific Islander	0 of 71 0%	0 of 5 0%	0 of 16 0%
28. % of clients who are of another ethnic background	0 of 71 0%	0 of 5 0%	0 of 16 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	522 of 1377 38%	15 of 48 31%	63 of 170 37%
2. % of clients receiving public assistance	1118 of 1377 81%	48 of 48 100%	150 of 170 88%
3. % of clients having less than a high school degree or equivalent.	694 of 1377 50%	17 of 48 35%	45 of 170 26%
4. % of clients under the age of 22.	91 of 1377 7%	5 of 48 10%	15 of 170 9%
5. % of clients over the age of 55.	40 of 1377 3%	8 of 48 17%	20 of 170 12%
6. % of clients having a post-secondary education.	158 of 1377 11%	10 of 48 21%	28 of 170 16%
7. % of clients diagnosed as physically disabled. (primary)	32 of 1377 2%	0 of 48 0%	0 of 170 0%
8. % of clients diagnosed as developmentally disabled. (primary)	879 of 1377 64%	24 of 48 50%	88 of 170 52%
9. % of clients diagnosed as mentally ill or emotionally disabled. (primary)	241 of 1377 18%	24 of 48 50%	80 of 170 47%
10. % of clients diagnosed as learning disabled (primary)	43 of 1377 3%	0 of 48 0%	0 of 170 0%
11. % of clients diagnosed as deaf or hard of hearing impaired. (primary)	13 of 1377 .9%	0 of 48 0%	0 of 170 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 1377 0%	0 of 48 0%	0 of 170 0%
13. % of clients diagnosed as substance abusers (primary)	6 of 1377 .4%	0 of 48 0%	2 of 170 1%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	66 of 1377 5%	0 of 48 0%	0 of 170 0%
15. % of clients diagnosed as physically disabled (secondary)	32 of 1377 2%	0 of 48 0%	0 of 170 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	27 of 1377 2%	0 of 48 0%	6 of 170 4%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	44 of 1377 3%	1 of 48 2%	3 of 170 2%
18. % of clients diagnosed as learning disabled (secondary)	12 of 1377 .9%	1 of 48 2%	5 of 170 3%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	18 of 1377 1%	0 of 48 0%	0 of 170 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	9 of 1377 .7%	0 of 48 0%	0 of 170 0%
21. % clients diagnosed as substance abusers (secondary)	2 of 1377 0%	4 of 48 8%	4 of 170 2%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 1377 .1%	0 of 48 0%	0 of 170 0%
23. % of clients who are Anglo	996 of 1377 72%	34 of 48 71%	110 of 170 65%
24. % of clients who are Hispanic/Latino	283 of 1377 21%	12 of 48 25%	52 of 170 31%
25. % of clients who are African American	58 of 1377 4%	2 of 48 4%	8 of 170 5%
26. % of clients who are Native American	19 of 1377 1%	0 of 48 0%	0 of 170 0%
27. % of clients who are Asian/Pacific Islander	23 of 1377 2%	0 of 48 0%	0 of 170 0%
28. % of clients who are of another ethnic background	0 of 1377 0%	0 of 48 0%	0 of 170 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Third Quarter – Year 2018-19

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	61 of 161 38%	1 of 9 11%	6 of 56 11%
2. % of clients receiving public assistance	145 of 161 90%	9 of 9 100%	56 of 56 100%
3. % of clients having less than a high school degree or equivalent.	87 of 161 54%	2 of 9 22%	11 of 56 20%
4. % of clients under the age of 22.	31 of 161 19%	0 of 9 0%	5 of 56 9%
5. % of clients over the age of 55.	8 of 161 5%	0 of 9 0%	5 of 56 9%
6. % of clients having a post-secondary education.	11 of 161 7%	2 of 9 22%	4 of 56 7%
7. % of clients diagnosed as physically disabled. (primary)	1 of 161 .6%	0 of 9 0%	0 of 56 0%
8. % of clients diagnosed as developmentally disabled. (primary)	84 of 161 52%	0 of 9 0%	2 of 56 4%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	51 of 161 32%	8 of 9 89%	46 of 56 82%
10. % of clients diagnosed as learning disabled (primary)	20 of 161 12%	0 of 9 0%	0 of 56 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 161 1%	0 of 9 0%	0 of 56 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 161 0%	0 of 9 0%	0 of 56 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 161 0%	1 of 9 11%	8 of 56 14%

PROGRAM: Supported Employment - Individual Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	3 of 161 2%	0 of 9 0%	0 of 56 0%
15. % of clients diagnosed as physically disabled (secondary)	4 of 161 2%	1 of 9 11%	1 of 56 2%
16. % of clients diagnosed as developmentally disabled. (secondary)	8 of 161 5%	0 of 9 0%	1 of 56 2%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	6 of 161 4%	0 of 9 0%	1 of 56 2%
18. % of clients diagnosed as learning disabled (secondary)	4 of 161 2%	0 of 9 0%	1 of 56 2%
19. % of clients diagnosed as deaf or hard hearing. (secondary)	0 of 161 0%	0 of 9 0%	0 of 56 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 161 .9%	0 of 9 0%	0 of 56 0%
21. % clients diagnosed as substance abusers (secondary)	0 of 161 0%	1 of 9 11%	3 of 56 5%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 161 .6%	0 of 9 0%	0 of 56 0%
23. % of clients who are Anglo	93 of 161 58%	7 of 9 78%	35 of 56 63%
24. % of clients who are Hispanic/Latino	46 of 161 29%	1 of 9 11%	14 of 56 25%
25. % of clients who are African American	14 of 161 9%	0 of 9 0%	4 of 56 7%
26. % of clients who are Native American	7 of 161 4%	0 of 9 0%	1 of 56 2%
27. % of clients who are Asian/Pacific Islander	0 of 161 0%	0 of 9 0%	0 of 56 0%
28. % of clients who are of another ethnic background	1 of 161 .6%	1 of 9 11%	2 of 56 4%

