

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Work Adjustment Training
Program

Third
Quarter

2018-19
Year

Analysis of Program Objectives:

During the third quarter of the current fiscal year, both the current index score (125.55) and the cumulative index score (139.90) were well above the overall Work Adjustment Training program goal of 100. During the quarter, six of the seven 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 favorable responses on consumer satisfaction questionnaires.

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 having less than a high school degree or equivalent, clients under the age of 22, and clients over the age of 55; while serving a lower percentage of 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 and substance abuse clients; and a lower percentage of physically disabled, mentally ill, learning disabled, 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, Hispanic, and clients of another ethnic background; and a lower percentage of African American, Native American, and Asian/Pacific Islander clients than we have in the best.

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, 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 developmentally disabled and mentally ill clients; and a lower percentage of 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 Hispanic clients and a lower percentage of Anglo, African American, and Asian/Pacific Islander clients than we have in the past.

Characteristics of Clients (End of Services):

During the quarter, for those clients exiting services, we served a higher percentage of 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 we have traditionally served. From a disability standpoint for those clients exiting the program, we served a higher percentage of mentally ill and substance abuse clients; and a lower percentage of physically disabled, developmentally disabled, and learning disabled 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 clients; and a lower percentage of Anglo, 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 previous quarter:

Discussions with staff members were conducted at various times during the previous quarter and second quarter data was specifically emphasized at these meetings. All appropriate Tucson Office staff members participated in a meeting to review overall performance and discuss specific actions to improve performance in the zero primary objectives that were accomplished at below goal levels. The next quarterly is tentatively scheduled for Thursday, August 8th.

Areas needing performance improvement during the next quarter:

No consumer satisfaction questionnaires were received during the quarter.

Quarterly action plan to improve performance:

Given the significant increase in referrals to the WAT program from Cenpatico, additional efforts need to be made with respect to successful completion of the program. Perhaps we should establish some criteria for such a measure. We need to ensure that clients who we anticipate not being able to successfully complete the program be discharged as quickly as possible to refer them for more appropriate services elsewhere in the community.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Work Adjustment Training
Third Quarter – Year 2018-19

Current Index Score: 125.55

Cumulative Index Score: 139.90

Primary Objectives	Current Quarter			Goal	Weight	Raw Score
	Raw Score	Index Data	Actual Data			
1. Successfully complete the work adjustment training program.	22.50	125	11 of 20 55%	50%	18	27.00
2. Obtain prevocational or other community services.	15.00	150	9 of 9 100%	95%	10	15.00
3. Minimize program time for clients to successfully complete the program.	22.05	123	10.18 weeks	12 weeks	18	16.90
4. Minimize program time for clients to unsuccessfully complete the program.	13.50	150	5.89 weeks	8 weeks	9	13.50
5. Maximize percentage of “valuable” responses at 3-month follow-up.	22.50	150	6 of 6 100%	95%	15	22.50
6. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	7.50	50	0 of 0 0%	95%	15	22.50
7. Maximize the percentage of “favorable” responses on referral source questionnaires.	22.50	150	3 of 3 100%	95%	15	22.50

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Work Adjustment Training
Third Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER
1. Clients terminated for medical reason	0 of 47 0%	0 of 20 0%
2. Clients terminated due to moving out of city/state	0 of 47 0%	0 of 20 0%
3. Clients terminated as not appropriate for Beacon Group services	0 of 47 0%	0 of 20 0%
4. Clients terminated for dropping out of the program	0 of 47 0%	0 of 20 0%
5. Clients denied access to services.	0 of 42 0%	0 of 22 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training
Third Quarter – Year 2018-19

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	18 of 86 21%	2 of 20 10%
2. % of clients receiving public assistance.	86 of 86 100%	20 of 20 100%
3. % of clients having less than a high school degree or equivalent.	52 of 86 60%	15 of 20 75%
4. % of clients under the age of 22.	7 of 86 8%	0 of 20 0%
5. % of clients over the age of 55.	12 of 86 14%	2 of 20 10%
6. % of clients having a post-secondary education.	6 of 86 7%	0 of 20 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 86 2%	0 of 20 0%
8. % of clients diagnosed as developmentally disabled. (primary)	16 of 86 19%	2 of 20 10%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	66 of 86 77%	16 of 20 80%
10. % of clients diagnosed as learning disabled. (primary)	2 of 86 2%	0 of 20 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 86 0%	0 of 20 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 86 0%	0 of 20 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 86 0%	2 of 20 10%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 86 0%	0 of 20 0%
15. % of clients diagnosed as physically disabled. (secondary)	1 of 86 1%	3 of 20 15%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 86 6%	0 of 20 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 86 1%	1 of 20 5%

18. % of clients diagnosed as learning disabled. (secondary)	1 of 86 1%	0 of 20 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 86 0%	0 of 20 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 86 1%	0 of 20 0%
21. % clients diagnosed as substance abusers. (secondary)	4 of 86 5%	2 of 20 10%
22. % of clients diagnosed as traumatically brain injured	0 of 86 0%	0 of 20 0%
23. % of clients who are Anglo	53 of 86 62%	12 of 20 60%
24. % of clients who are Hispanic/Latino	21 of 86 24%	7 of 20 35%
25. % of clients who are African American	6 of 86 7%	1 of 20 5%
26. % of clients who are Native American	6 of 86 7%	0 of 20 0%
28. % of clients who are of another ethnic background	0 of 86 0%	0 of 20 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training
Third Quarter – Year 2018-19

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	76 of 225 34%	3 of 18 17%
2. % of clients receiving public assistance.	218 of 225 97%	18 of 18 100%
3. % of clients having less than a high school degree or equivalent.	99 of 225 44%	4 of 18 22%
4. % of clients under the age of 22.	14 of 225 6%	2 of 18 11%
5. % of clients over the age of 55.	35 of 225 16%	6 of 18 33%
6. % of clients having a post-secondary education.	42 of 225 19%	2 of 18 11%

7. % of clients diagnosed as physically disabled. (primary)	0 of 225 0%	0 of 18 0%	
8. % of clients diagnosed as developmentally disabled. (primary)	16 of 225 7%	2 of 18 11%	
9. % of clients diagnosed as mentally ill or emotionally disabled. (primary)	194 of 225 86%	16 of 18 89%	
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 225 0%	0 of 18 0%	
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 225 0%	0 of 18 0%	
13. % of clients diagnosed as substance abusers (primary)	14 of 225 6%	0 of 18 7%	
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 225 0%	0 of 18 0%	
15. % of clients diagnosed as physically disabled. (secondary)	4 of 225 2%	2 of 18 11%	
16. % of clients diagnosed as developmentally disabled. (secondary)	21 of 225 9%	0 of 18 0%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 225 .4%	0 of 18 0%	
18. % of clients diagnosed as learning disabled. (secondary)	0 of 225 0%	0 of 18 0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 225 0%	0 of 18 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 225 0%	0 of 18 0%	
21. % clients diagnosed as substance abusers. (secondary)	15 of 225 7%	2 of 18 11%	
22. % of clients diagnosed as traumatically brain injured	0 of 225 0%	0 of 18 0%	
23. % of clients who are Anglo	147 of 225 65%	11 of 18 61%	
24. % of clients who are Hispanic/Latino	54 of 225 24%	6 of 18 33%	
25. % of clients who are African American	18 of 225 8%	1 of 18 6%	
26. % of clients who are Native American	4 of 225 2%	0 of 18 0%	
27. % of clients who are Asian/Pacific Islander	3 of 225 1%	0 of 18 0%	
28. % of clients who are of another ethnic background	0 of 225 0%	0 of 18 0%	

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training
 Quarter – Year 2018-19

Third

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER
1. % clients having no prior work experience.	12 of 105 11%	7 of 22 32%
2. % of clients receiving public assistance.	105 of 105 100%	22 of 22 100%
3. % of clients having less than a high school degree or equivalent.	68 of 105 65%	15 of 22 68%
4. % of clients under the age of 22.	7 of 105 7%	2 of 22 9%
5. % of clients over the age of 55.	12 of 105 11%	3 of 22 14%
6. % of clients having a post-secondary education.	12 of 105 11%	1 of 22 5%
7. % of clients diagnosed as physically disabled. (primary)	2 of 105 2%	0 of 22 0%
8. % of clients diagnosed as developmentally disabled. (primary)	14 of 105 13%	5 of 22 23%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	84 of 105 80%	16 of 22 73%
10. % of clients diagnosed as learning disabled. (primary)	2 of 105 2%	0 of 22 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 105 0%	0 of 22 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 105 0%	0 of 22 0%
13. % of clients diagnosed as substance abusers (primary)	3 of 105 3%	1 of 22 5%
14. % of clients diagnosed as traumatically brain injured (primary)	1 of 105 1%	0 of 22 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 105 2%	1 of 22 5%
16. % of clients diagnosed as developmentally disabled. (secondary)	8 of 105 8%	0 of 22 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 105 1%	0 of 22 0%
18. % of clients diagnosed as learning	1 of 105	0 of 22

disabled. (secondary)	1%	0%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	0 of 105 0%	0 of 22 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 105 2%	0 of 22 0%	
21. % clients diagnosed as substance abusers. (secondary)	6 of 105 6%	2 of 22 9%	
22. % of clients diagnosed as traumatically brain injured	0 of 105 0%	0 of 22 0%	
23. % of clients who are Anglo	62 of 105 59%	15 of 22 68%	
24. % of clients who are Hispanic/Latino	26 of 105 25%	6 of 22 27%	
25. % of clients who are African American	10 of 105 10%	0 of 22 0%	
26. % of clients who are Native American	6 of 105 6%	0 of 22 0%	
27. % of clients who are Asian/Pacific Islander	1 of 105 1%	0 of 22 0%	
28. % of clients who are of another ethnic background	0 of 105 0%	1 of 22 5%	