

## **Beacon Group**

### **Quarterly Service Delivery Performance Improvement Report**

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<b>Prepared by</b>	<b>Program</b>	<b>Quarter</b>	<b>Year</b>

#### Analysis of Program Objectives

During the first quarter of the current fiscal year, both the current index score (122.00) and the cumulative index score (122.00) were well above the overall Center-Based Employment program goal of 100. During the quarter, seven of the ten primary objectives were accomplished at or above established goal levels, while three were not. During the next quarter, emphasis needs to be placed in the following areas: maximizing the number of clients who are referred for CPR or TTE, increasing client productivity, and increasing client wages.

#### 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, and clients having less than an high school degree or equivalent; while serving a lower percentage of 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 clients; and a lower percentage of physically disabled, developmentally disabled, 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, clients having less than a high school degree or equivalent, and clients over the age of 55; while serving a lower percentage of client 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 physically disabled, mentally ill, learning disabled, deaf/hard of hearing, blind/visually impaired, 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, Native American, and clients of another ethnic background; and a lower percentage of Anglo 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 no prior work experience, 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 exiting the program, 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, 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 Native American clients; and a lower percentage of Anglo, 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 fourth quarter data was available for the prior 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 two primary objectives that were being accomplished at below goal level. A similar meeting will be conducted as soon as first quarter data are finalized. That meeting is tentatively scheduled for Thursday, February 6<sup>th</sup>.

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

Only 4 clients were referred to CPR or TTE during the quarter compared to an overall program goal of 5 clients per quarter. Average client productivity during the quarter was only 42% compared to an overall program goal of 50%. Only 49% of clients increased their wages during the quarter compared to an overall program goal of 50%.

Quarterly action plan to improve performance:

Additional emphasis needs to be placed on ensuring that realistic vocational ISP goals are being established, that proper techniques are being implemented to achieve those goals, and that effective monitoring of progress is occurring. In addition, more emphasis needs to be placed on making referrals to CPR or TTE.

**BEACON GROUP**  
**PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Center-Based Employment

First Quarter – Year 2019-20

Current Index Score: 122.00

Cumulative Index Score: 122.00

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
1. Maximize the % of clients who are identified for and/or make a progressive move.	16.50	150	59 of 216 27%	15%	11	16.50	150	59 of 216 27%
2. Maximize the # of clients who are referred for CPR and/or TTE services.	2.50	50	4.00/qtr	5.0/qtr	5	2.50	50	4.00/qtr
3. Increase client productivity.	5.00	50	90 of 216 42%	50%	10	5.00	50	90 of 216 42%
4. Increase client wages.	9.00	90	106 of 216 49%	50%	10	9.00	90	106 of 216 49%
5. Maximize the accomplishment of I.S.P. objectives.	19.50	130	58 of 74 78%	75%	15	19.50	130	58 of 74 78%
6. Minimize the program time for clients to make a progressive move.	6.00	150	17.00 weeks	78 wks	4	6.00	150	17.00 weeks
7. Minimize downtime	18.50	122	12.67%	15%	15	18.50	122	12.67%
8. Maximize the percent of “valuable” response at 3-month follow-up.	15.00	150	4 of 4 100%	95%	10	15.00	150	4 of 4 100%
9. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	15.00	150	59 of 59 100%	95%	10	15.00	150	59 of 59 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	7 of 7 100%	95%	10	15.00	150	7 of 7 100%

## PERFORMANCE IMPROVEMENT REPORT

### SUPPLEMENTAL MEASURES

PROGRAM: Center-Based Employment

First Quarter – Year 2019-20

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	72 of 925 8%	2 of 16 13%	2 of 16 13%
2. Clients terminated due to moving	61 of 925 7%	1 of 16 6%	1 of 16 6%
3. Clients terminated as not appropriate for Beacon Group services.	57 of 925 6%	3 of 16 19%	3 of 16 19%
4. Clients terminated for dropping out of program.	161 of 925 17%	5 of 16 31%	5 of 16 31%
5. Percentage of clients denied access to services.	0 of 930 0%	0 of 12 0%	0 of 12 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Center-Based Employment

First Quarter – Year 2019-20

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	765 of 967 79%	15 of 16 94%	15 of 16 94%
2. % of clients receiving public assistance	928 of 967 96%	16 of 16 100%	16 of 16 100%
3. % of clients having less than a high school degree or equivalent.	760 of 967 79%	15 of 16 94%	15 of 16 94%
4. % of clients under the age of 22.	172 of 967 18%	0 of 16 0%	0 of 16 0%
5. % of clients over the age of 55.	46 of 967 5%	2 of 16 13%	2 of 16 13%
6. % of clients having a post-secondary education.	7 of 967 .7%	0 of 16 0%	0 of 16 0%
7. % of clients diagnosed as physically disabled. ( primary)	17 of 967 2%	0 of 16 0%	0 of 16 0%
8. % of clients diagnosed as developmentally disabled. (primary)	791 of 967 82%	16 of 16 100%	16 of 16 100%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	56 of 967 6%	0 of 16 0%	0 of 16 0%
10. % of clients diagnosed as learning disabled ( primary)	2 of 967 .2%	0 of 16 0%	0 of 16 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	5 of 967 .5%	0 of 16 0%	0 of 16 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	12 of 967 1%	0 of 16 0%	0 of 16 0%

PROGRAM: Center-Based Employment

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	1 of 967 .1%	0 of 16 0%	0 of 16 0%
14. % of clients diagnosed as traumatically brain injured (primary)	41 of 967 4%	0 of 16 0%	0 of 16 0%
15. % of clients diagnosed as physically disabled (secondary)	40 of 967 4%	0 of 16 0%	0 of 16 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	286 of 967 30%	0 of 16 0%	0 of 16 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	121 of 967 13%	2 of 16 13%	2 of 16 13%
18. % of clients diagnosed as learning disabled (secondary)	21 of 967 2%	0 of 16 0%	0 of 16 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	13 of 967 1%	0 of 16 0%	0 of 16 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	18 of 967 2%	0 of 16 0%	0 of 16 0%
21. % clients diagnosed as substance abusers ( secondary)	7 of 967 .7%	1 of 16 6%	1 of 16 6%
22. % clients diagnosed as traumatically brain injured. (secondary)	7 of 967 .7%	0 of 16 0%	0 of 16 0%
23. % of clients who are Anglo	634 of 967 66%	7 of 16 43%	7 of 16 43%
24. % of clients who are Hispanic/Latino	238 of 967 25%	7 of 16 43%	7 of 16 43%

25. % of clients who are African American	62 of 967 6%	1 of 16 6%	1 of 16 6%
26. % of clients who are Native American	25 of 967 3%	1 of 16 6%	1 of 16 6%
27. % of client who are Asian/Pacific Islander	7 of 967 .7%	0 of 16 0%	0 of 16 0%
28. % of clients who are of another ethnic background	6 of 967 .6%	0 of 16 0%	0 of 16 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Center-Based Employment

First \_\_\_\_\_ Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	10975 of 11834 93%	210 of 214 98%	210 of 214 98%
2. % of clients receiving public assistance	11623 of 11834 98%	214 of 214 100%	214 of 214 100%
3. % of clients having less than a high school degree or equivalent.	10692 of 11834 90%	210 of 214 98%	210 of 214 98%
4. % of clients under the age of 22.	625 of 11834 5%	8 of 214 4%	8 of 214 4%
5. % of clients over the age of 55.	1174 of 11834 10%	33 of 214 15%	33 of 214 15%
6. % of clients having a post-secondary education.	68 of 11834 .6%	0 of 214 0%	0 of 214 0%
7. % of clients diagnosed as physically disabled. ( primary)	67 of 11834 .6%	0 of 214 0%	0 of 214 0%
8. % of clients diagnosed as developmentally disabled. (primary)	10689 of 11834 90%	204 of 214 95%	204 of 214 95%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	490 of 11834 4%	6 of 214 3%	6 of 214 3%
10. % of clients diagnosed as learning disabled ( primary)	70 of 11834 .6%	0 of 214 0%	0 of 214 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	43 of 11834 .4%	0 of 214 0%	0 of 214 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	117 of 11834 1%	0 of 214 0%	0 of 214 0%



PROGRAM: Sheltered Employment

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	18 of 11834 .2%	0 of 214 0%	0 of 214 0%
14. % of clients diagnosed as traumatically brain injured (primary)	372 of 11834 3%	4 of 214 2%	4 of 214 2%
15. % of clients diagnosed as physically disabled (secondary)	492 of 11834 4%	7 of 214 3%	7 of 214 3%
16. % of clients diagnosed as developmentally disabled. ( secondary)	266 of 11834 2%	2 of 214 .9%	2 of 214 .9%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1140 of 11834 10%	33 of 214 15%	33 of 214 15%
18. % of clients diagnosed as learning disabled (secondary)	163 of 11834 1%	1 of 214 .5%	1 of 214 .5%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	195 of 11834 2%	3 of 214 1%	3 of 214 1%
20. % of clients diagnosed as blind or visually impaired. (secondary)	152 of 11834 1%	2 of 214 .9%	2 of 214 .9%
21. % clients diagnosed as substance abusers ( secondary)	33 of 11834 .3%	0 of 214 0%	0 of 214 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	92 of 11834 .8%	2 of 214 .9%	2 of 214 .9%
23. % of clients who are Anglo	8072 of 11834 68%	124 of 214 58%	124 of 214 58%
24. % of clients who are Hispanic/Latino	2599 of 11834 22%	63 of 214 29%	63 of 214 29%
25. % of clients who are African American	401 of 11834 3%	9 of 214 4%	9 of 214 4%

26. % of clients who are Native American	426 of 11834 4%	12 of 214 6%	12 of 214 6%
27. % of client who are Asian/Pacific Islander	227 of 11834 2%	3 of 214 1%	3 of 214 1%
28. % of clients who are of another ethnic background	76 of 11834 .6%	3 of 214 1%	3 of 214 1%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Center-Based Employment

First \_\_\_\_\_ Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience	562 of 701 80%	12 of 12 100%	12 of 12 100%
2. % of clients receiving public assistance	683 of 701 97%	12 of 12 100%	12 of 12 100%
3. % of clients having less than a high school degree or equivalent.	597 of 701 85%	11 of 12 92%	11 of 12 92%
4. % of clients under the age of 22.	208 of 701 30%	3 of 12 25%	3 of 12 25%
5. % of clients over the age of 55.	27 of 701 4%	0 of 12 0%	0 of 12 0%
6. % of clients having a post-secondary education.	4 of 701 .6%	0 of 12 0%	0 of 12 0%
7. % of clients diagnosed as physically disabled. ( primary)	4 of 701 .6%	0 of 12 0%	0 of 12 0%
8. % of clients diagnosed as developmentally disabled. (primary)	656 of 701 94%	11 of 12 92%	11 of 12 92%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	18 of 701 3%	1 of 12 8%	1 of 12 8%
10. % of clients diagnosed as learning disabled ( primary)	3 of 701 .4%	0 of 12 0%	0 of 12 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 701 .1%	0 of 12 0%	0 of 12 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 701 .1%	0 of 12 0%	0 of 12 0%

PROGRAM: Sheltered Employment

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. % of clients diagnosed as substance abusers (primary)	0 of 701 0%	0 of 12 0%	0 of 12 0%
14. % of clients diagnosed as traumatically brain injured (primary)	21 of 701 3%	0 of 12 0%	0 of 12 0%
15. % of clients diagnosed as physically disabled (secondary)	23 of 701 3%	2 of 12 17%	2 of 12 17%
16. % of clients diagnosed as developmentally disabled. ( secondary)	30 of 701 4%	0 of 12 0%	0 of 12 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	74 of 701 11%	3 of 12 25%	3 of 12 25%
18. % of clients diagnosed as learning disabled (secondary)	10 of 701 1%	0 of 12 0%	0 of 12 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	15 of 701 2%	0 of 12 0%	0 of 12 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	6 of 701 .9%	0 of 12 0%	0 of 12 0%
21. % clients diagnosed as substance abusers ( secondary)	7 of 701 1%	0 of 12 0%	0 of 12 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 701 .6%	0 of 12 0%	0 of 12 0%
23. % of clients who are Anglo	370 of 701 53%	4 of 12 33%	4 of 12 33%
24. % of clients who are Hispanic/Latino	198 of 701 28%	6 of 12 50%	6 of 12 50%
25. % of clients who are African American	47 of 701 7%	1 of 12 8%	1 of 12 8%

26. % of clients who are Native American	22 of 701 3%	1 of 12 8%	1 of 12 8%
27. % of client who are Asian/Pacific Islander	9 of 701 1%	0 of 12 0%	0 of 12 0%
28. % of clients who are of another ethnic background	3 of 701 .4%	0 of 12 0%	0 of 12 0%

