

## **Beacon Group**

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

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**Prepared By**

**Employment Development – Phoenix**  
**Program**

**First 2019-20**  
**Quarter Year**

#### Analysis of Program Objectives

During the first quarter of the current fiscal year, both the current index score (113.43) and the cumulative index score (113) were slightly above the overall Employment Development program goal of 100. During the quarter, eight of the eleven primary objectives were accomplished at or above established goal levels, while three were not. During the next quarter, additional emphasis needs to be placed in the following areas: Obtaining competitive employment, obtaining a reasonable competitive employment wage, and maximizing the favorable responses on referral source 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; 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 have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of physically disabled, mentally ill, and deaf/hard of hearing clients; and lower percentage of developmentally disabled, learning disabled, blind/visually impaired, substance abuse, and traumatically brain injured clients than we have historically served. In terms of client ethnicity characteristics for those clients beginning services during the quarter, we served a higher percentage of Native American clients; and a lower percentage of Hispanic, Asian/Pacific Islander, 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 client receiving public assistance, 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, clients having less than a high school degree or equivalent, and clients under the age of 22 than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of physically disabled and deaf/hard of hearing; and a lower percentage of mentally ill, 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 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):

For those clients exiting services during the quarter, we served a higher percentage of clients receiving public assistance, 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, clients having less than a high school degree or equivalent, and clients under the age of 22 than we have traditionally served. From a disability standpoint for those clients exiting services during the quarter, we served a higher percentage of physically disabled and mentally ill clients; and a lower percentage of 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 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, 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 fourth quarter data was available for the previous 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 four primary objectives that were being accomplished at below goal levels. A similar meeting will be conducted as soon as first quarter data are finalized. That meeting is tentatively scheduled for Friday, February 7<sup>th</sup>.

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

Only 17% of clients obtained competitive employment during the quarter, compared to an overall program goal of 30%. The average wage of those clients obtaining competitive employment was only \$11.70/hour, compared to an overall program goal of \$12.50/hour. No referral source questionnaires were received during the quarter.

Quarterly action plan to improve performance:

We still need to emphasize soliciting referrals from general caseload VR Counselors to this program to balance the program in terms of the type of clients being served so that it is not too skewed toward Skills Training participants or Ticket-To-Work clients. Continue to meet with the Phoenix Office staff to determine the best methods in which to capture stakeholder satisfaction information on a regular basis. Both the current and cumulative index scores are significantly lower than they would otherwise be if we routinely receive stakeholder satisfaction data on a regular basis.

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

PROGRAM: Employment Development - Phoenix

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

Current Index Score: 113.43

Cumulative Index Score: 113.43

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
1. Obtain competitive employment	7.00	50	5 of 29 17%	30%	14	7.00	50	5 of 29 17%
2. Obtain pre-vocational or other community services	3.00	150	24 of 24 100%	80%	2	3.00	150	24 of 24 100%
3. Minimize program time for clients achieving competitive employment	10.33	148	14.10 weeks	16 wks	7	10.33	148	14.10 weeks
4. Minimize program time for all other terminated clients	7.50	150	1.14 weeks	6 wks	5	7.50	150	1.14 weeks
5. Obtain reasonable competitive employment wage	6.00	50	\$11.70/hr.	\$12.50/hr.	12	6.00	50	\$11.70/hr.
6. Minimize the hours of job development to achieve placement	15.00	150	3.41 hrs.	12 hrs	10	15.00	150	3.41 hrs.
7. Minimize the time from referral to placement	14.60	146	20.71 days	30 days	10	14.60	146	20.71 days
8. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	2 of 2 100%	95%	10	15.00	150	2 of 2 100%

PROGRAM: Employment Development - Phoenix

Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
9. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	2 of 2 100%	95%	10	15.00	150	2 of 2 100%
10. Maximize the % of “favorable” responses on employer questionnaires	15.00	150	1 of 1 100%	95%	10	15.00	150	1 of 1 100%
11. Maximize the % of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 0%	95%	10	5.00	50	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Employment Development - Phoenix

First Quarter – Year 2019-20

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	9 of 828 1%	0 of 29 0%	0 of 29 0%
2. Clients terminated due to moving	2 of 828 .2%	0 of 29 0%	0 of 29 0%
3. Clients terminated as not appropriate for Beacon Group services.	7 of 828 .8%	0 of 29 0%	0 of 29 0%
4. Clients terminated for dropping out of program.	12 of 828 1%	0 of 29 0%	0 of 29 0%
5. Clients terminated as non-feasible for employment.	6 of 828 .7%	0 of 29 0%	0 of 29 0%
6. Clients referred for placement.	730	25	25
7. Clients placed.	506	33	33
8. Clients placed who do not obtain competitive employment	98	2	2
9. Percentage of clients denied access to services.	0 of 807 0%	0 of 25 0%	0 of 25 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	123 of 1004 12%	0 of 29 0%	0 of 29 0%
2. % of clients receiving public assistance	618 of 1004 62%	29 of 29 100%	29 of 29 0%
3. % of clients having less than a high school degree or equivalent.	269 of 1004 27%	4 of 29 14%	4 of 29 14%
4. % of clients under the age of 22.	183 of 1004 18%	0 of 29 0%	0 of 29 0%
5. % of clients over the age of 55.	150 of 1004 14%	5 of 29 17%	5 of 29 17%
6. % of clients having a post-secondary education.	224 of 1004 22%	12 of 29 41%	12 of 29 41%
7. % of clients diagnosed as physically disabled. ( primary)	203 of 1004 20%	13 of 29 45%	13 of 29 45%
8. % of clients diagnosed as developmentally disabled. (primary)	75 of 1004 7%	2 of 29 7%	2 of 29 7%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	442 of 1004 44%	13 of 29 45%	13 of 29 45%
10. % of clients diagnosed as learning disabled ( primary)	180 of 1004 18%	1 of 29 2%	1 of 29 2%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	8 of 1004 .8%	0 of 29 0%	0 of 29 0%

PROGRAM: Employment Development - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	13 of 1004 1%	0 of 29 0%	0 of 29 0%
13.% of clients diagnosed as substance abusers (primary)	73 of 1004 7%	0 of 29 0%	0 of 29 0%
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 1004 .9%	0 of 29 0%	0 of 29 0%
15. % of clients diagnosed as physically disabled (secondary)	34 of 1004 3%	1 of 29 3%	1 of 29 3%
16. % of clients diagnosed as developmentally disabled. ( secondary)	4 of 1004 .4%	0 of 29 0%	0 of 29 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	54 of 1004 5%	0 of 29 0%	0 of 29 0%
18. % of clients diagnosed as learning disabled (secondary)	17 of 1004 2%	0 of 29 0%	0 of 29 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	7 of 1004 .7%	1 of 29 3%	1 of 29 3%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 1004 .4%	0 of 29 0%	0 of 29 0%
21. % clients diagnosed as substance abusers ( secondary)	36 of 1004 4%	1 of 29 3%	1 of 29 3%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 1004 .4%	0 of 29 0%	0 of 29 0%
23. % of clients who are Anglo	550 of 1004 61%	10 of 29 34%	10 of 29 34%
24. % of clients who are Hispanic/Latino	172 of 1004 17%	6 of 29 21%	6 of 29 21%
25. % of clients who are African American	156 of 1004 16%	12 of 29 41%	12 of 29 41%

26. % of clients who are Native American	19 of 1004 2%	0 of 29 0%	0 of 29 0%
27. % of clients who are Asian/Pacific Islander	14 of 1004 1%	1 of 29 3%	1 of 29 3%
28. % of clients who are of another ethnic background	26 of 1004 3%	0 of 29 0%	0 of 29 0%



**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	114 of 917 12%	0 of 25 0%	0 of 25 0%
2. % of clients receiving public assistance	588 of 917 64%	25 of 25 100%	25 of 25 0%
3. % of clients having less than a high school degree or equivalent.	267 of 917 29%	3 of 25 12%	3 of 25 12%
4. % of clients under the age of 22.	172 of 917 19%	0 of 25 0%	0 of 25 0%
5. % of clients over the age of 55.	159 of 917 17%	4 of 25 16%	4 of 25 16%
6. % of clients having a post-secondary education.	224 of 917 24%	4 of 25 16%	4 of 25 16%
7. % of clients diagnosed as physically disabled. ( primary)	186 of 917 20%	8 of 25 32%	8 of 25 32%
8. % of clients diagnosed as developmentally disabled. (primary)	35 of 917 4%	0 of 25 0%	0 of 25 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	442 of 917 48%	14 of 25 56%	14 of 25 56%
10. % of clients diagnosed as learning disabled ( primary)	160 of 917 17%	2 of 25 8%	2 of 25 8%
11.% of clients diagnosed as deaf or hard of hearing. (primary)	9 of 917 1%	1 of 25 4%	1 of 25 4%

PROGRAM:

Employment Development - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	14 of 917 2%	0 of 25 0%	0 of 25 0%
13.% of clients diagnosed as substance abusers (primary)	67 of 917 7%	0 of 25 0%	0 of 25 0%
14. % of clients diagnosed as traumatically brain injured (primary)	5 of 917 .5%	0 of 25 0%	0 of 25 0%
15. % of clients diagnosed as physically disabled (secondary)	32 of 917 3%	1 of 25 4%	1 of 25 4%
16. % of clients diagnosed as developmentally disabled. ( secondary)	5 of 917 .5%	0 of 25 0%	0 of 25 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	63 of 917 7%	2 of 25 8%	2 of 25 8%
18. % of clients diagnosed as learning disabled (secondary)	12 of 917 1%	0 of 25 0%	0 of 25 0%
19. % of clients diagnosed as deaf or hard of hearing impaired. (secondary)	5 of 917 .5%	1 of 25 4%	1 of 25 4%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 917 .4%	0 of 25 0%	0 of 25 0%
21. % clients diagnosed as substance abusers ( secondary)	36 of 917 4%	0 of 25 0%	0 of 25 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 917 .4%	0 of 25 0%	0 of 25 0%
23. % of clients who are Anglo	548 of 917 60%	15 of 25 60%	15 of 25 60%
24. % of clients who are Hispanic/Latino	162 of 917 18%	4 of 25 16%	4 of 25 16%
25. % of clients who are African American	145 of 917 16%	4 of 25 16%	4 of 25 16%

26. % of clients who are Native American	24 of 917 3%	2 of 25 8%	2 of 25 8%
27. % of clients who are Asian/Pacific Islander	7 of 917 .8%	0 of 25 0%	0 of 25 0%
28. % of clients who are of another ethnic background	21 of 917 2%	0 of 25 0%	0 of 25 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience	144 of 2275 6%	0 of 133 0%	0 of 133 0%
2. % of clients receiving public assistance	1805 of 2275 79%	133 of 133 100%	133 of 133 1000%
3. % of clients having less than a high school degree or equivalent.	489 of 2275 21%	19 of 133 14%	19 of 133 14%
4. % of clients under the age of 22.	169 of 2275 7%	0 of 133 0%	0 of 133 0%
5. % of clients over the age of 55.	422 of 2275 19%	26 of 133 20%	26 of 133 20%
6. % of clients having a post-secondary education.	727 of 2275 32%	53 of 133 40%	53 of 133 40%
7. % of clients diagnosed as physically disabled. ( primary)	546 of 2275 24%	47 of 133 35%	47 of 133 35%
8. % of clients diagnosed as developmentally disabled. (primary)	100 of 2275 4%	5 of 133 4%	5 of 133 4%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	1247 of 2275 55%	71 of 133 53%	71 of 133 53%
10. % of clients diagnosed as learning disabled ( primary)	180 of 2275 8%	6 of 133 5%	6 of 133 5%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	26 of 2275 1%	3 of 133 2%	3 of 133 2%

PROGRAM: Employment Development – Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	33 of 2275 1%	1 of 133 .8%	1 of 133 .8%
13.% of clients diagnosed as substance abusers (primary)	123 of 2275 5%	0 of 133 0%	0 of 133 0%
14. % of clients diagnosed as traumatically brain injured (primary)	18 of 2275 .8%	0 of 133 0%	0 of 133 0%
15. % of clients diagnosed as physically disabled (secondary)	127 of 2275 6%	9 of 133 7%	9 of 133 7%
16. % of clients diagnosed as developmentally disabled. ( secondary)	10 of 2275 .4%	0 of 133 0%	0 of 133 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	136 of 2275 6%	4 of 133 3%	4 of 133 3%
18. % of clients diagnosed as learning disabled (secondary)	25 of 2275 1%	2 of 133 2%	2 of 133 2%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	20 of 2275 .9%	1 of 133 .8%	1 of 133 .8%
20. % of clients diagnosed as blind or visually impaired. (secondary)	5 of 2275 .2%	0 of 133 0%	0 of 133 0%
21. % clients diagnosed as substance abusers ( secondary)	88 of 2275 4%	0 of 133 0%	0 of 133 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	11 of 2275 .5%	1 of 133 .8%	1 of 133 .8%
23. % of clients who are Anglo	1267 of 2275 56%	66 of 133 50%	66 of 133 50%
24. % of clients who are Hispanic/Latino	341 of 2275 15%	22 of 133 17%	22 of 133 17%
25. % of clients who are African American	514 of 2275 23%	33 of 133 25%	33 of 133 25%
26. % of clients who are Native American	51 of 2275 2%	6 of 133 5%	6 of 133 5%

27. % of clients who are Asian/Pacific Islander	25 of 2275 1%	1 of 133 .8%	1 of 133 .8%
28. % of clients who are of another ethnic background	76 of 2275 3%	5 of 133 4%	5 of 133 4%