

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By	Program	Quarter	Year

Analysis of Program Objectives

During the first quarter of the current fiscal year, both the current index score (137.70) and the cumulative index score (137.70) were significantly above the overall Employment Development program goal of 100. During the quarter, nine of the eleven primary objectives were accomplished at or above established goal levels, while two were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of clients obtaining prevocational or other community services and obtaining a reasonable competitive employment wage.

Characteristics of Clients (Beginning of Services):

For those clients beginning 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 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 physically disabled, developmentally 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 beginning services during the quarter, we served a higher percentage of Anglo, African American, and Asian/Pacific Islander clients; and a lower percentage of Hispanic, Native American, and clients of another ethnic background than we have previously served.

Characteristics of Clients (Receiving Services):

For those clients receiving services during the quarter, we served a higher percentage of clients over the age of 55; while serving a lower percentage of clients having no prior work experience, clients receiving public assistance, clients having less than a high school degree or equivalent, 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 receiving services during the quarter, we served a higher percentage of physically disabled and 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 Anglo and African American clients; and a lower percentage of Anglo, Native American, Asian/Pacific Islander, and clients or another ethnic background than we have previously served.

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 under the age of 22, and clients over the age of 55; while serving a lower percentage of clients having less than a high school degree or equivalent than we have traditionally served. From a disability standpoint for those clients exiting the program, we served a higher percentage of physically disabled, developmentally disabled, mentally ill and learning disabled clients; and lower percentage of 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 exiting the program, we served a higher percentage of Hispanic, African American, Asian/Pacific Islander, and clients of another ethnic background; and a lower percentage of Anglo and Native American 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 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 zero 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 Thursday, February 6th.

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

Only 88% of clients obtained prevocational or other community services compared to an overall program goal of 95%. In addition, the average hourly competitive wage for the quarter was only \$12.19/hour compared to an overall program goal of \$12.50/hour

Quarterly action plan to improve performance:

Meet with the Employment Services Specialists on a weekly basis to discuss placement outcomes; particularly obtaining competitive employment, the importance of providing quality services to clients and employers, the need to minimize the amount of time taken to achieve each placement as well as the time from referral to placement. Continue to intensify the emphasis on ensuring that adequate communication is maintained between work adjustment program managers and job developers. Internally, to continue to publish a weekly listing of community worksite openings so that all appropriate staff members are continually aware of openings so that clients are being referred to supported employment from the Employment Development Program. Externally, we also need to continue to advertise our community worksite openings on

a weekly basis. Marketing efforts to VR Counselors to solicit additional job development and placement referrals needs to continue and remain ongoing.

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Employment Development - Tucson

First Quarter – Year 2019-20

Current Index Score: 137.70

Cumulative Index Score: 137.70

	Current Quarter					
Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score
1. Obtain competitive employment	21.00	150	17 of 33 52%	40%	14	21.00
2. Obtain pre-vocational or other community services	1.00	50	14 of 16 88%	95%	2	1.00
3. Minimize program time for clients obtaining objective #1	10.50	150	15.55 weeks	18 wks	7	10.50
4. Minimize program time for all other terminated clients	7.50	150	4.64 weeks	8 wks	5	7.50
5. Obtain reasonable competitive employment wage	8.40	70	\$12.19/hr	\$12.50/hr	12	8.40
6. Minimize the hours of job development to achieve placement	14.30	143	5.77 hrs.	10 hrs	10	14.30
7. Minimize the time from referral to placement	15.00	150	14.03 days	30 days	10	15.00
8. Maximize the percentage of “valuable” responses at 3-month follow-up	15.00	150	3 of 3 100%	95%	10	15.00
9. Maximize the % “favorable” responses on consumer satisfaction questionnaires	15.00	150	1 of 1 100%	95%	10	15.00
10. Maximize the % of “favorable” responses on employer questionnaires	15.00	150	7 of 7 100%	95%	10	15.00
11. Maximize the % of “favorable” responses on referral source questionnaires	15.00	150	2 of 2 100%	95%	10	15.00

PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES

PROGRAM: Employment Development - Tucson
First Quarter – Year 2018-19

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER
1. Clients terminated for medical reasons	31 of 2047 2%	0 of 33 0%
2. Clients terminated due to moving	34 of 2047 2%	2 of 33 6%
3. Clients terminated as not appropriate for Beacon Group services.	17 of 2047 .8%	0 of 33 0%
4. Clients terminated for dropping out of program.	70 of 2047 3%	0 of 33 0%
5. Clients terminated as non-feasible for employment.	30 of 2047 1%	0 of 33 0%
6. Clients referred for placement.	2089	34

7. Clients placed.	1151	25	
8. Clients placed who do not obtain employment.	194	0	
9. Percentage of clients denied access to services.	0 of 1164 0%	0 of 35 0%	

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
Quarter – Year 2019-20

First

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	
1. % clients having no prior work experience	454 of 2608 17%	10 of 33 30%	
2. % of clients receiving public assistance	1343 of 2608 51%	33 of 33 100%	
3. % of clients having less than a high school degree or equivalent.	648 of 2608 25%	7 of 33 21%	
4. % of clients under the age of 22.	318 of 2608 12%	6 of 33 18%	
5. % of clients over the age of 55.	133 of 2608 5%	6 of 33 18%	
6. % of clients having a post-secondary education.	222 of 2608 9%	3 of 33 9%	
7. % of clients diagnosed as physically disabled. (primary)	490 of 2608 19%	7 of 33 21%	
8. % of clients diagnosed as developmentally disabled. (primary)	280 of 2608 11%	4 of 33 12%	
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	950 of 2608 36%	13 of 33 39%	
10. % of clients diagnosed as learning disabled (primary)	365 of 2608 14%	8 of 33 24%	
11. % of clients diagnosed as deaf or hard of hearing (primary)	38 of 2608 1%	0 of 33 0%	

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	
12. % of clients diagnosed as blind or visually impaired. (primary)	50 of 2608 2%	0 of 33 0%	
13. % of clients diagnosed as substance abusers (primary)	17 of 2608 .7%	0 of 33 0%	
14. % of clients diagnosed as traumatically brain injured (primary)	78 of 2608 3%	1 of 33 3%	
15. % of clients diagnosed as physically disabled (secondary)	109 of 2608 4%	2 of 33 6%	
16. % of clients diagnosed as developmentally disabled. (secondary)	62 of 2608 2%	0 of 33 0%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	162 of 2608 6%	2 of 33 6%	
18. % of clients diagnosed as learning disabled (secondary)	153 of 2608 6%	2 of 33 6%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	21 of 2608 .8%	0 of 33 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	13 of 2608 .5%	0 of 33 0%	
21. % clients diagnosed as substance abusers (secondary)	85 of 2608 3%	1 of 33 3%	
22. % clients diagnosed as traumatically brain injured. (secondary)	15 of 2608 .6%	0 of 33 0%	
23. % of clients who are Anglo	765 of 1445 53%	16 of 33 48%	
24. % of clients who are Hispanic/Latino	394 of 1445 27%	13 of 33 39%	
25. % of clients who are African American	90 of 1445 6%	3 of 33 9%	
26. % of clients who are Native American	45 of 1445 3%	0 of 33 0%	
27. % of clients who are Asian/Pacific Islander	18 of 1445 1%	0 of 33 3%	
28. % of clients who are of another ethnic background	13 of 1445 .9%	1 of 33 3%	

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Employment Development - Tucson
 First Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	
1. % clients having no prior work experience	1296 of 4430 29%	20 of 150 13%	
2. % of clients receiving public assistance	3145 of 4430 71%	53 of 150 35%	
3. % of clients having less than a high school degree or equivalent.	1580 of 4430 36%	41 of 150 27%	
4. % of clients under the age of 22.	896 of 4430 20%	8 of 150 5%	
5. % of clients over the age of 55.	371 of 4430 8%	41 of 150 27%	
6. % of clients having a post-secondary education.	645 of 4430 15%	16 of 150 11%	
7. % of clients diagnosed as physically disabled. (primary)	711 of 4430 16%	52 of 150 35%	
8. % of clients diagnosed as developmentally disabled. (primary)	885 of 4430 20%	15 of 150 10%	
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	1426 of 4430 32%	52 of 150 35%	
10. % of clients diagnosed as learning disabled (primary)	871 of 4430 20%	26 of 150 17%	
11. % of clients diagnosed as deaf or hard of hearing (primary)	65 of 4430 1%	1 of 150 .7%	

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	
12. % of clients diagnosed as blind or visually impaired. (primary)	85 of 4430 2%	2 of 150 1%	
13. % of clients diagnosed as substance abusers (primary)	26 of 4430 .6%	0 of 150 0%	
14. % of clients diagnosed as traumatically brain injured (primary)	214 of 4430 5%	2 of 150 1%	
15. % of clients diagnosed as physically	131 of 4430	20 of 150	

disabled (secondary)	3%	13%	
16. % of clients diagnosed as developmentally disabled. (secondary)	111 of 4430 3%	5 of 150 3%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	158 of 4430 4%	13 of 150 9%	
18. % of clients diagnosed as learning disabled (secondary)	187 of 4430 4%	5 of 150 3%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	30 of 4430 .7%	5 of 150 1%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	23 of 4430 .5%	5 of 150 1%	
21. % clients diagnosed as substance abusers (secondary)	93 of 4430 2%	0 of 150 0%	
22. % clients diagnosed as traumatically brain injured. (secondary)	24 of 4430 .5%	0 of 150 0%	
23. % of clients who are Anglo	2306 of 4430 52%	84 of 150 56%	
24. % of clients who are Hispanic/Latino	1504 of 4430 34%	42 of 150 28%	
25. % of clients who are African American	325 of 4430 7%	18 of 150 12%	
26. % of clients who are Native American	203 of 4430 5%	3 of 150 2%	
27. % of clients who are Asian/Pacific Islander	74 of 4430 2%	2 of 150 1%	
28. % of clients who are of another ethnic background	25 of 4430 .6%	1 of 150 .7%	

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Tucson
First Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	
1. % clients having no prior work experience	346 of 1358 25%	2 of 35 6%	
2. % of clients receiving public assistance	947 of 1358 70%	35 of 35 100%	
3. % of clients having less than a high school degree or equivalent.	505 of 1358 37%	6 of 35 17%	
4. % of clients under the age of 22.	287 of 1358 21%	2 of 35 6%	
5. % of clients over the age of 55.	109 of 1358 8%	6 of 35 17%	
6. % of clients having a post-secondary education.	203 of 1358 15%	4 of 35 11%	
7. % of clients diagnosed as physically disabled. (primary)	180 of 1358 13%	6 of 35 17%	
8. % of clients diagnosed as developmentally disabled. (primary)	292 of 1358 22%	9 of 35 26%	
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	458 of 1358 34%	14 of 35 40%	
10. % of clients diagnosed as learning disabled (primary)	249 of 1358 18%	5 of 35 14%	
11. % of clients diagnosed as deaf or hard of hearing. (primary)	12 of 1358 .9%	0 of 35 0%	

PROGRAM: Employment Development - Tucson

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	
12. % of clients diagnosed as blind or visually impaired. (primary)	22 of 1358 2%	0 of 35 0%	
13. % of clients diagnosed as substance abusers (primary)	2 of 1358 .1%	0 of 35 0%	
14. % of clients diagnosed as traumatically brain injured (primary)	47 of 1358 3%	1 of 35 3%	
15. % of clients diagnosed as physically disabled (secondary)	56 of 1358 4%	3 of 35 9%	

16. % of clients diagnosed as developmentally disabled. (secondary)	52 of 1358 4%	1 of 35 3%	
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	76 of 1358 6%	5 of 35 14%	
18. % of clients diagnosed as learning disabled (secondary)	82 of 1358 6%	3 of 35 9%	
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	14 of 1358 1%	0 of 35 0%	
20. % of clients diagnosed as blind or visually impaired. (secondary)	8 of 1358 .6%	0 of 35 0%	
21. % clients diagnosed as substance abusers (secondary)	36 of 1358 3%	0 of 35 0%	
22. % clients diagnosed as traumatically brain injured. (secondary)	8 of 1358 .6%	0 of 35 0%	
23. % of clients who are Anglo	699 of 1358 51%	21 of 35 60%	
24. % of clients who are Hispanic/Latino	382 of 1358 28%	7 of 35 20%	
25. % of clients who are African American	100 of 1358 7%	6 of 35 17%	
26. % of clients who are Native American	47 of 1358 3%	0 of 35 0%	
27. % of clients who are Asian/Pacific Islander	22 of 1358 2%	1 of 35 3%	
28. % of clients who are of another ethnic background	11 of 1358 .8%	0 of 35 0%	