

Beacon Group

Quarterly Service Delivery Performance Improvement Report

<u>Charles F. Tiller</u> Prepared By	<u>Supported Employment Group - Phoenix</u> Program	<u>First</u> Quarter	<u>2019-20</u> Year
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Analysis of Program Objectives

During the first quarter of the current fiscal year, the current index score (100.50) and the cumulative index score (100.50) were only slightly above the overall Supported Employment Group program goal of 100. During the quarter, five of the nine primary objectives were accomplished at or above established goal levels; while four were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the number of hours worked, maximizing earnings, maximizing the accomplishment of ISP objectives, and maximizing the percentage of 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 having no prior work experience, clients receiving public assistance, and clients having less than a 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. From a disability standpoint for those clients beginning 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, 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 African American and Native American clients; and a lower percentage of Anglo, Hispanic, 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 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 historically seen. 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 physically 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 African American, Native American, and Asian/Pacific Islander clients; and a lower percentage of Anglo 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 having no prior work experience and clients receiving public assistance; while serving a lower percentage of 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 developmentally disabled clients; and a lower percentage of physically disabled, learning disabled, mentally ill, 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 Anglo, Hispanic, and Asian/Pacific Islander clients; and a lower percentage of African American, Native American, 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 some 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 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 7th.

Areas needing performance improvements during the next quarter:

The average number of hours worked during the quarter was 48.94 hours compared to an overall program goal of 86.00 hours. The average earnings for the month was \$596.02 compared to an overall program goal of \$1075/month. Only 50% of ISP objectives were accomplished during the month compared to an overall program goal of 75%. No referral source questionnaires were received during the quarter.

Quarterly action plan to improve performance:

Additional emphasis needs to be placed on ensuring that clients are making progressive moves to either individual supported employment or competitive employment. ISP objectives need to be more closely monitored by staff to ensure that Job Coaches are correctly implementing identified techniques to accomplish those objectives. Finally, more effort needs to be placed on ensuring that more stakeholder satisfaction questionnaires are returned.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment Group - Phoenix

First Quarter – Year 2019-20

Current Index Score: 100.50

Cumulative Index Score: 100.50

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Maximize % of clients identified for and/or making a progressive move.	22.50	150	6 of 31 19%	10%	15	22.50	150	6 of 31 19%
2. Minimize time for clients to make a progressive move.	7.50	150	18.00 weeks	52 wks	5	7.50	150	18.00 weeks
3. Maximize the number of hours worked	4.50	50	48.94 hrs/month	86 hrs/month	9	4.50	50	48.94 hrs/month
4. Maximize earnings	6.00	50	\$596.02/month	\$1075/month	12	6.00	50	\$596.02/month
5. Maximize the accomplishment of ISP objectives	10.00	50	7 of 14 50%	75%	15	10.00	50	7 of 14 50%
6. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	1 of 1 100%	95%	11	15.00	150	1 of 1 100%
7. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	6 of 6 100%	95%	11	15.00	150	6 of 6 100%

PROGRAM: Supported Employment Group – Phoenix

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index	Actual Data	Goal	Weight	Raw Score	Index	Actual Data
8. Maximize the percentage of “favorable” responses on employer questionnaires	15.00	150	3 of 3 100%	95%	11	15.00	150	3 of 3 100%
9. Maximize the percentage of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 0%	95%	11	5.00	50	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Phoenix

First Quarter – Year 2019-20

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	10.29%	6.00%	6.00%
2. Minimize the number of negative program terminees	87	0	0
3. Number of successful placements. (M.R. – mild)	54 of 161 34%	6 of 14 43%	6 of 14 43%
4. Number of successful placements. (M.R. - moderate)	1 of 161 .6%	0 of 14 0%	0 of 14 0%
5. Number of successful placements. (M.R. – severe)	0 of 161 0%	0 of 14 0%	0 of 14 0%
6. Number of successful placement (C.P.)	0 of 161 0%	0 of 14 0%	0 of 14 0%
7. Number of successful placements (Epilepsy)	0 of 161 0%	0 of 14 0%	0 of 14 0%
8. Number of successful placements (Autism)	0 of 161 0%	0 of 14 0%	0 of 14 0%
9. Number of successful placements (SMI)	104 of 161 65%	8 of 14 57%	8 of 14 57%
10. Number of successful placements (LD)	1 of 161 .6%	0 of 14 0%	0 of 14 0%
11. Number of successful placements (Other disabilities)	4 of 161 2%	0 of 14 0%	0 of 14 0%
12. Maximize of job retention	425 of 557 76%	31 of 40 75%	31 of 40 75%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Phoenix

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. Clients terminated and accepted for pre-vocational and/or other community services	121 of 175 69%	9 of 9 100%	9 of 9 100%
14. Clients terminated for medical reasons	10 of 175 6%	0 of 9 0%	0 of 9 0%
15. Clients terminated due to moving out of the city or state	6 of 175 3%	0 of 9 0%	0 of 9 0%
16. Clients terminated as not being appropriate for Beacon Group Services	11 of 175 6%	0 of 9 0%	0 of 9 0%
17. Clients terminated for dropping out of the program	23 of 175 13%	0 of 9 0%	0 of 9 0%
18. Clients terminated as non-feasible for employment	4 of 175 2%	0 of 9 0%	0 of 9 0%
19. Percentage of clients denied access to services.	0 of 122 0%	0 of 14 0%	0 of 14 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	10 of 175 6%	2 of 9 22%	2 of 9 22%
2. % of clients receiving public assistance.	167 of 175 95%	9 of 9 100%	9 of 9 100%
3. % of clients having less than a high school degree or equivalent.	26 of 175 15%	0 of 9 0%	0 of 9 0%
4. % of clients under the age of 22.	18 of 175 10%	0 of 9 0%	0 of 9 0%
5. % of clients over the age of 55.	10 of 175 6%	0 of 9 0%	0 of 9 0%
6. % of clients having a post-secondary education.	15 of 175 9%	0 of 9 0%	0 of 9 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 175 1%	0 of 9 0%	0 of 9 0%
8. % of clients diagnosed as developmentally disabled. (primary)	36 of 175 21%	4 of 9 44%	4 of 9 44%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	126 of 175 72%	5 of 9 56%	5 of 9 56%
10. % of clients diagnosed as learning disabled. (primary)	5 of 175 3%	0 of 9 0%	0 of 9 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 175 .6%	0 of 9 0%	0 of 9 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 175 0%	0 of 9 0%	0 of 9 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 175 0%	0 of 9 0%	0 of 9 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	5 of 175 3%	0 of 9 0%	0 of 9 0%
15. % of clients diagnosed as physically disabled. (secondary)	3 of 175 2%	0 of 9 0%	0 of 9 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 175 3%	0 of 9 0%	0 of 9 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	13 of 175 7%	1 of 9 11%	1 of 9 11%
18. % of clients diagnosed as learning disabled. (secondary)	5 of 175 3%	0 of 9 0%	0 of 9 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	4 of 175 2%	0 of 9 0%	0 of 9 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 175 .6%	0 of 9 0%	0 of 9 0%
21. % clients diagnosed as substance abusers. (secondary)	16 of 175 9%	2 of 9 11%	2 of 9 11%
22. % clients diagnosed as traumatically brain injured. (secondary)	2 of 175 1%	0 of 9 0%	0 of 9 0%
23. % of clients who are Anglo	97 of 175 55%	5 of 9 56%	5 of 9 56%
24. % of clients who are Hispanic/Latino	44 of 175 25%	3 of 9 33%	3 of 9 33%
25. % of clients who are African American	29 of 175 17%	0 of 9 0%	0 of 9 0%
26. % of clients who are Native American	3 of 175 2%	0 of 9 0%	0 of 9 0%
27. % of clients who are Asian/Pacific Islander	0 of 175 0%	1 of 9 11%	1 of 9 11%
28. % of clients who are of another ethnic background	2 of 175 1%	0 of 9 0%	0 of 9 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	121 of 439 28%	5 of 44 11%	5 of 44 11%
2. % of clients receiving public assistance.	403 of 439 92%	44 of 44 100%	44 of 44 100%
3. % of clients having less than a high school degree or equivalent.	76 of 439 17%	3 of 44 7%	3 of 44 7%
4. % of clients under the age of 22.	34 of 439 8%	0 of 44 0%	0 of 44 0%
5. % of clients over the age of 55.	30 of 439 7%	0 of 44 0%	0 of 44 0%
6. % of clients having a post-secondary education.	25 of 439 6%	0 of 44 0%	0 of 44 0%
7. % of clients diagnosed as physically disabled. (primary)	6 of 439 1%	0 of 44 0%	0 of 44 0%
8. % of clients diagnosed as developmentally disabled. (primary)	198 of 439 45%	32 of 44 73%	32 of 44 73%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	248 of 439 26%	12 of 44 27%	12 of 44 27%
10. % of clients diagnosed as learning disabled. (primary)	6 of 439 1%	0 of 44 0%	0 of 44 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 439 .5%	0 of 44 0%	0 of 44 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	2 of 439 .5%	0 of 44 0%	0 of 44 0%
13. % of clients diagnosed as substance abusers (primary)	3 of 439 .7%	0 of 44 0%	0 of 44 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 439 .9%	0 of 44 0%	0 of 44 0%
15. % of clients diagnosed as physically disabled. (secondary)	7 of 439 2%	0 of 44 0%	0 of 44 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	13 of 439 3%	0 of 44 0%	0 of 44 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	35 of 439 8%	10 of 44 23%	10 of 44 23%
18. % of clients diagnosed as learning disabled. (secondary)	15 of 439 5%	0 of 44 0%	0 of 44 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 439 .5%	0 of 44 0%	0 of 44 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	4 of 439 .9%	0 of 44 0%	0 of 44 0%
21. % clients diagnosed as substance abusers. (secondary)	26 of 439 6%	0 of 44 0%	0 of 44 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 439 0%	0 of 44 0%	0 of 44 0%
23. % of clients who are Anglo	249 of 439 57%	21 of 44 48%	21 of 44 48%
24. % of clients who are Hispanic/Latino	130 of 439 30%	13 of 44 30%	13 of 44 30%
25. % of clients who are African American	46 of 439 10%	8 of 44 18%	8 of 44 18%
26. % of clients who are Native American	14 of 439 3%	0 of 44 7%	0 of 44 7%
27. % of clients who are Asian/Pacific Islander	0 of 439 0%	2 of 44 5%	2 of 44 5%
28. % of clients who are of another ethnic background	0 of 439 0%	0 of 44 0%	0 of 44 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	28 of 149 19%	5 of 14 36%	5 of 14 36%
2. % of clients receiving public assistance.	147 of 149 998%	14 of 14 100%	14 of 14 100%
3. % of clients having less than a high school degree or equivalent.	17 of 149 11%	2 of 14 14%	2 of 14 14%
4. % of clients under the age of 22.	15 of 149 10%	1 of 14 7%	1 of 14 7%
5. % of clients over the age of 55.	14 of 149 9%	0 of 14 0%	0 of 14 0%
6. % of clients having a post-secondary education.	7 of 149 5%	0 of 14 0%	0 of 14 0%
7. % of clients diagnosed as physically disabled. (primary)	1 of 149 .7%	0 of 14 0%	0 of 14 0%
8. % of clients diagnosed as developmentally disabled. (primary)	52 of 149 35%	6 of 14 43%	6 of 14 43%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	92 of 149 62%	8 of 14 57%	8 of 14 57%
10. % of clients diagnosed as learning disabled. (primary)	0 of 149 0%	0 of 14 0%	0 of 14 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 149 .7%	0 of 14 0%	0 of 14 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 149 0%	0 of 14 0%	0 of 14 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 149 .7%	0 of 14 0%	0 of 14 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 149 1%	0 of 14 0%	0 of 14 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 149 1%	0 of 14 0%	0 of 14 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	5 of 149 3%	1 of 14 7%	1 of 14 7%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	13 of 149 9%	2 of 14 14%	2 of 14 14%
18. % of clients diagnosed as learning disabled. (secondary)	2 of 149 1%	0 of 14 0%	0 of 14 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 149 .7%	0 of 14 0%	0 of 14 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 149 0%	0 of 14 0%	0 of 14 0%
21. % clients diagnosed as substance abusers. (secondary)	15 of 149 10%	1 of 14 7%	1 of 14 7%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 149 0%	0 of 14 0%	0 of 14 0%
23. % of clients who are Anglo	83 of 149 56%	5 of 14 36%	5 of 14 36%
24. % of clients who are Hispanic/Latino	39 of 149 26%	3 of 14 21%	3 of 14 21%
25. % of clients who are African American	24 of 149 16%	5 of 14 36%	5 of 14 36%
26. % of clients who are Native American	2 of 149 1%	1 of 14 7%	1 of 14 7%
27. % of clients who are Asian/Pacific Islander	1 of 149 .7%	0 of 14 0%	0 of 14 0%
28. % of clients who are of another ethnic background	1 of 149 .7%	0 of 14 0%	0 of 14 0%

