

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Analysis of Program Objectives

During the first quarter of the current fiscal year, both the current index score (131.20) and the cumulative index score (131.20) were well above the overall Supported Employment Group program goal of 100. During the quarter, eight of the ten primary objectives were accomplished at or above established goal levels, while two were not. During the next quarter, additional emphasis needs to be placed on the following: minimizing the time for clients to make a progressive move and maximizing the number of hours worked per month.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance, clients under the age of 22, 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 over the age of 55 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 mentally ill clients; and a lower percentage of physically 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 Native American clients; and a lower percentage of Anglo, African American, 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, and clients having a post-secondary education; while serving a lower percentage of clients having less than a high school degree or equivalent and clients over the age of 55 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 developmentally disabled clients; and a lower percentage of mentally ill, 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 Hispanic, African American, and Asian/Pacific Islander clients; and a lower percentage of Anglo and clients of another ethnic background 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, clients receiving public assistance, and clients over the age of 55; while serving a lower percentage of 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 exiting 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 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 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 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 one primary objective that was 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:

No clients were able to make a progressive move during the quarter. In addition, the average hours worked by clients was 83.67/month compared to an overall program goal of 95/month.

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 Program Managers to ensure that Job Coaches are correctly implementing identified objectives. The number of hours worked and the average monthly earnings need to be closely monitored as well.

**BEACON GROUP
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment Group - Tucson

First Quarter – Year 2018-19

Current Index Score: 131.20

Cumulative Index Score: 131.20

	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 make a progressive move.	15.00	150	40 of 159 25%	15%	10	15.00	150	40 of 159 25%
2. Minimize time for clients to make a progressive move.	2.50	50	N/A weeks	78 wks	5	2.50	50	N/A weeks
3. Maximize client productivity	13.50	150	83.43%	65%	9	13.50	150	83.43%
4. Maximize the number of hours worked	4.50	50	83.67 hrs/month	95 hrs/ month	9	4.50	50	83.67 hrs/month
5. Maximize earnings	13.20	110	\$800.71/ month	\$772/ month	12	13.20	110	\$800.71/ month
6. Maximize the accomplishment of ISP objectives	22.50	150	57 of 62 92%	75%	15	22.50	150	57 of 62 92%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15.00	150	8 of 8 100%	95%	10	15.00	150	8 of 8 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	34 of 34 100%	95%	10	15.00	150	34 of 34 100%

PROGRAM: Supported Employment Group – Tucson

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index	Actual Data	Goal	Weight	Raw Score	Index	Actual Data
9. Maximize the percentage of “favorable” responses on employer questionnaires	15.00	150	3 of 3 100%	95%	10	15.00	150	3 of 3 100%
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: Supported Employment Group - Tucson

First _____

Quarter – Year 2019-20

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	22.11%	35.35%	35.35%
2. Minimize the number of negative program terminees	195	4	4
3. Number of successful placements (M.R. – mild)	220	8	8
4. Number of successful placements (M.R. - moderate)	0	0	0
5. Number of successful placements. (M.R. – severe)	0	0	0
6. Number of successful placement (C.P.)	0	0	0
7. Number of successful placements (Epilepsy)	0	0	0
8. Number of successful placements (Autism)	0	0	0
9. Number of successful placements (MI)	19	1	1
10. Number of successful placements (LD)	19	0	0
11. Number of successful placements (Other disabilities)	12	0	0
12. Maximize of job retention	7113 of 7595 94%	159 of 164 97%	159 of 164 97%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Tucson

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
13. Clients terminated and accepted for pre-vocational and/or other community services	199 of 303 66%	3 of 4 75%	3 of 4 75%
14. Clients terminated for medical reasons	17 of 303 6%	1 of 4 25%	1 of 4 25%
15. Clients terminated due to moving out of the city or state	20 of 303 7%	0 of 4 0%	0 of 4 0%
16. Clients terminated as not being appropriate for Beacon Group services	16 of 303 5%	0 of 4 0%	0 of 4 0%
17. Clients terminated for dropping out of the program	45 of 303 15%	0 of 4 0%	0 of 4 0%
18. Clients terminated as non-feasible for employment	5 of 303 2%	0 of 4 0%	0 of 4 0%
19. Percentage of clients denied access to services.	0 of 464 0%	0 of 9 0%	0 of 9 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

First Quarter – Year 2019-20

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	306 of 430 71%	3 of 4 75%	3 of 4 75%
2. % of clients receiving public assistance.	399 of 430 93%	4 of 4 100%	4 of 4 100%
3. % of clients having less than a high school degree or equivalent.	327 of 430 76%	3 of 4 75%	3 of 4 75%
4. % of clients under the age of 22.	79 of 430 18%	0 of 4 0%	0 of 4 0%
5. % of clients over the age of 55.	20 of 430 5%	1 of 4 25%	1 of 4 25%
6. % of clients having a post-secondary education.	3 of 430 .7%	0 of 4 0%	0 of 4 0%
7. % of clients diagnosed as physically disabled. (primary)	2 of 430 .5%	0 of 4 0%	0 of 4 0%
8. % of clients diagnosed as developmentally disabled. (primary)	339 of 430 79%	4 of 4 100%	4 of 4 100%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	47 of 430 11%	0 of 4 0%	0 of 4 0%
10. % of clients diagnosed as learning disabled. (primary)	18 of 430 4%	0 of 4 0%	0 of 4 0%
11. % of clients diagnosed as deaf or hard of hearing (primary)	2 of 430 .5%	0 of 4 0%	0 of 4 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	9 of 430 2%	0 of 4 0%	0 of 4 0%

13. % of clients diagnosed as substance abusers (primary)	0 of 430 0%	0 of 4 0%	0 of 4 0%
14. % of clients diagnosed as traumatically brain injured (primary)	13 of 430 3%	0 of 4 0%	0 of 4 0%
15. % of clients diagnosed as physically disabled. (secondary)	8 of 430 2%	0 of 4 0%	0 of 4 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	15 of 430 3%	0 of 4 0%	0 of 4 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	61 of 430 14%	0 of 4 0%	0 of 4 0%
18. % of clients diagnosed as learning disabled. (secondary)	16 of 430 4%	0 of 4 0%	0 of 4 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	6 of 430 1%	0 of 4 0%	0 of 4 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 430 .7%	0 of 4 0%	0 of 4 0%
21. % clients diagnosed as substance abusers. (secondary)	4 of 430 .9%	0 of 4 0%	0 of 4 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 430 .2%	0 of 4 0%	0 of 4 0%
23. % of clients who are Anglo	251 of 430 58%	1 of 4 25%	1 of 4 25%
24. % of clients who are Hispanic/Latino	127 of 430 30%	3 of 4 75%	3 of 4 75%
25. % of clients who are African American	26 of 430 6%	0 of 4 0%	0 of 4 0%
26. % of clients who are Native American	18 of 430 4%	0 of 4 0%	0 of 4 0%
27. % of clients who are Asian/Pacific Islander	6 of 430 1%	0 of 4 0%	0 of 4 0%
28. % of clients who are of another ethnic background	1 of 430 .2%	0 of 4 0%	0 of 4 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

First _____ Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	6504 of 7514 87%	144 of 160 90%	144 of 160 90%
2. % of clients receiving public assistance.	7214 of 7514 96%	160 of 160 100%	160 of 160 100%
3. % of clients having less than a high school degree or equivalent.	6786 of 7514 90%	135 of 160 84%	135 of 160 84%
4. % of clients under the age of 22.	438 of 7514 6%	9 of 160 6%	9 of 160 6%
5. % of clients over the age of 55.	406 of 7514 5%	7 of 160 4%	7 of 160 4%
6. % of clients having a post-secondary education.	26 of 7514 .3%	1 of 160 .6%	1 of 160 .6%
7. % of clients diagnosed as physically disabled. (primary)	47 of 7514 .6%	3 of 160 2%	3 of 160 2%
8. % of clients diagnosed as developmentally disabled. (primary)	6888 of 7514 92%	156 of 160 98%	156 of 160 98%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	264 of 7514 4%	1 of 160 .6%	1 of 160 .6%
10. % of clients diagnosed as learning disabled. (primary)	46 of 7514 .7%	0 of 160 0%	0 of 160 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	26 of 7514 .3%	0 of 160 0%	0 of 160 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	27 of 7514 .3%	0 of 160 0%	0 of 160 0%

13. % of clients diagnosed as substance abusers (primary)	15 of 7514 .2%	0 of 160 0%	0 of 160 0%
14. % of clients diagnosed as traumatically brain injured (primary)	172 of 7514 2%	0 of 160 0%	0 of 160 0%
15. % of clients diagnosed as physically disabled. (secondary)	123 of 7514 2%	0 of 160 0%	0 of 160 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	327 of 7514 5%	2 of 160 1%	2 of 160 1%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	534 of 7514 7%	18 of 160 11%	18 of 160 11%
18. % of clients diagnosed as learning disabled. (secondary)	139 of 7514 2%	0 of 160 0%	0 of 160 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	27 of 7514 .4%	0 of 160 0%	0 of 160 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	19 of 7514 .3%	1 of 160 .6%	1 of 160 .6%
21. % clients diagnosed as substance abusers. (secondary)	18 of 7514 .3%	0 of 160 0%	0 of 160 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	12 of 7514 .2%	0 of 160 0%	0 of 160 0%
23. % of clients who are Anglo	4615 of 7514 61%	87 of 160 54%	87 of 160 54%
24. % of clients who are Hispanic/Latino	2038 of 7514 27%	54 of 160 34%	54 of 160 34%
25. % of clients who are African American	397 of 7514 5%	10 of 160 6%	10 of 160 6%
26. % of clients who are Native American	225 of 7514 3%	4 of 160 3%	4 of 160 3%
27. % of clients who are Asian/Pacific Islander	132 of 7514 2%	5 of 160 3%	5 of 160 3%
28. % of clients who are of another ethnic background	5 of 7514 .07%	0 of 160 0%	0 of 160 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Group – Tucson

First Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	371 of 524 71%	5 of 9 56%	5 of 9 56%
2. % of clients receiving public assistance.	501 of 524 96%	9 of 9 100%	9 of 9 100%
3. % of clients having less than a high school degree or equivalent.	399 of 524 76%	5 of 9 56%	5 of 9 56%
4. % of clients under the age of 22.	133 of 524 25%	4 of 9 44%	4 of 9 44%
5. % of clients over the age of 55.	20 of 524 4%	0 of 9 0%	0 of 9 0%
6. % of clients having a post-secondary education.	4 of 524 .8%	1 of 9 11%	1 of 9 11%
7. % of clients diagnosed as physically disabled. (primary)	2 of 524 .4%	0 of 9 0%	0 of 9 0%
8. % of clients diagnosed as developmentally disabled. (primary)	450 of 524 86%	8 of 9 89%	8 of 9 89%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	39 of 524 6%	1 of 9 11%	1 of 9 11%
10. % of clients diagnosed as learning disabled. (primary)	17 of 524 3%	0 of 9 0%	0 of 9 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	1 of 524 .2%	0 of 9 0%	0 of 9 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	6 of 524 1%	0 of 9 0%	0 of 9 0%

13. % of clients diagnosed as substance abusers (primary)	0 of 524 0%	0 of 9 0%	0 of 9 0%
14. % of clients diagnosed as traumatically brain injured (primary)	10 of 524 2%	0 of 9 0%	0 of 9 0%
15. % of clients diagnosed as physically disabled. (secondary)	5 of 524 1%	1 of 9 11%	1 of 9 11%
16. % of clients diagnosed as developmentally disabled. (secondary)	23 of 524 4%	1 of 9 11%	1 of 9 11%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	61 of 524 12%	3 of 9 33%	3 of 9 33%
18. % of clients diagnosed as learning disabled. (secondary)	14 of 524 2%	0 of 9 0%	0 of 9 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	8 of 524 2%	0 of 9 0%	0 of 9 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	6 of 524 1%	0 of 9 0%	0 of 9 0%
21. % clients diagnosed as substance abusers. (secondary)	1 of 524 .2%	0 of 9 0%	0 of 9 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	4 of 524 .8%	0 of 9 0%	0 of 9 0%
23. % of clients who are Anglo	289 of 524 55%	3 of 9 33%	3 of 9 33%
24. % of clients who are Hispanic/Latino	166 of 524 32%	5 of 9 56%	5 of 9 56%
25. % of clients who are African American	34 of 524 6%	0 of 9 0%	0 of 9 0%
26. % of clients who are Native American	25 of 524 5%	1 of 9 11%	1 of 9 11%
27. % of clients who are Asian/Pacific Islander	7 of 524 1%	0 of 9 0%	0 of 9 0%
28. % of clients who are of another ethnic background	3 of 524 .6%	0 of 9 0%	0 of 9 0%

