

## **Beacon Group**

# **Quarterly Service Delivery Performance Improvement Report**

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**Prepared By**

**Supported Employment Individual - 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 (127.00) and the cumulative index score (127.00) were significantly above the overall Supported Employment Individual 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: maximizing the percentage of favorable responses on 3-month follow-up letters 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 receiving public assistance, clients having less than a high school degree or equivalent, clients under the age of 22, and over the age of 55; while serving a lower percentage of clients having no prior work experience 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 developmentally disabled clients; and a lower percentage of physically disabled, 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 beginning services during the quarter, we served a higher percentage of Hispanic, Native American, Asian/Pacific Islander, and clients of another ethnic background; and a lower percentage of Anglo and African American clients 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, 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, 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 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 African American, Native American, Asian/Pacific Islander, and

clients of another ethnic background; and a lower percentage of Anglo and Hispanic 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 under the age of 22, and clients over the age of 55; while serving a lower percentage of clients having no prior work experience 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 mentally ill clients; and a lower percentage of physically disabled, 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 Hispanic, 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 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 three 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:

No three-month follow-up letters and no referrals source questionnaires were received during the quarter.

Quarterly action plan to improve performance:

The Phoenix office management staff needs to meet with staff members on a weekly basis to emphasize continued improvement in all previously identified areas, with particular emphasis placed on maximizing the percentage of successful placements. Additional emphasis needs to be placed on establishing realistic ISP objectives and in following up with clients, employers and referral sources to obtain necessary and important stakeholder satisfaction information.

**BEACON GROUP-PHOENIX  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment – Individual Phoenix

First \_\_\_ Quarter – Year 2019-20

Current Index Score: 127.00

Cumulative Index Score: 127.00

	Current Quarter					Cumulative		
Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Minimize the hours of job development to achieve placement	12.00	150	9.16 hrs.	15 hrs.	8	12.00	150	9.16 hrs.
2. Minimize the time from referral to placement	12.00	150	31.69 days	40 days	8	12.00	150	31.69 days
3. Maximize the % of successful placement	18.00	150	36 of 69 52%	30%	12	18.00	150	36 of 69 52%
4. Maximize the number of hours worked	16.20	135	106.70 hrs./month	100 hrs/ month	12	16.20	135	106.70 hrs./month
5. Maximize earnings	16.80	140	\$1395.80/ month	\$1250/ month	12	16.80	140	\$1395.80/ month
6. Maximize the accomplishment of ISP objectives.	12.00	150	28 of 33 85%	80%	8	12.00	150	28 of 33 85%
7. Maximize the percentage of “valuable” responses at 3 month follow-up	5.00	50	0 of 0 0%	95%	10	5.00	50	0 of 0 0%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	20 of 20 100%	95%	10	15.00	150	20 of 20 100%

PROGRAM: Supported Employment -Individual Phoenix

Primary Objectives	Current Quarter					Cumulative		
	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	2 of 2 100%	95%	10	15.00	150	2 of 2 100%
10. Maximize the percentage 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: Supported Employment - Individual Phoenix

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

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	135	9	9
2. Minimize the % of intervention hours compared to hours worked	3.89%	3.13%	3.13%
3.. Minimize the number of negative program terminees	407	3	3
4. Number of successful placements (M.R. – mild)	24	0	0
5. Number of successful placement (M.R. - moderate)	2	0	0
6. Number of successful placements. (M.R. – severe)	0	0	0
7. Number of successful placement (C.P.)	0	0	0
8. Number of successful placements (Epilepsy)	0	0	0
9. Number of successful placements (Autism)	0	0	0
10. Number of successful placements (SMI)	603	36	36
11. Number of successful placements (LD)	6	0	0
12. Number of successful placements (Other disabilities)	9	0	0
13. Maximize of job retention	2259 of 3443 67%	74 of 89 83%	74 of 89 83%

14. Clients terminated and accepted for pre-vocational and/or other community services	622 of 940 66%	2 of 14 14%	2 of 14 14%
15. Clients terminated for medical reasons	43 of 940 5%	1 of 14 7%	1 of 14 7%
16. Clients terminated due to moving out of the city or state	26 of 940 3%	0 of 14 0%	0 of 14 0%
17. Clients terminated as not being appropriate for Beacon Services	15 of 940 2%	0 of 14 0%	0 of 14 0%
18. Clients terminated for dropping out of the program	105 of 940 11%	0 of 14 0%	0 of 14 0%
19. Clients terminated as non-feasible for employment	18 of 940 2%	0 of 14 0%	0 of 14 0%
20. Percentage of clients denied access to services.	0 of 1183 0%	0 of 37 0%	0 of 37 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	11 of 518 2%	0 of 14 0%	0 of 14 0%
2. % of clients receiving public assistance.	382 of 518 74%	14 of 14 100%	14 of 14 100%
3. % of clients having less than a high school degree or equivalent.	44 of 518 8%	1 of 14 7%	1 of 14 7%
4. % of clients under the age of 22.	25 of 518 5%	1 of 14 7%	1 of 14 7%
5. % of clients over the age of 55.	56 of 518 11%	4 of 14 29%	4 of 14 29%
6. % of clients having a post-secondary education.	138 of 518 27%	2 of 14 14%	2 of 14 14%
7. % of clients diagnosed as physically disabled. ( primary)	0 of 518 0%	0 of 14 0%	0 of 14 0%
8. % of clients diagnosed as developmentally disabled. (primary)	30 of 518 6%	0 of 14 0%	0 of 14 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	464 of 518 90%	14 of 14 100%	14 of 14 0%
10. % of clients diagnosed as learning disabled. ( primary)	10 of 518 2%	0 of 14 0%	0 of 14 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 518 0%	0 of 14 0%	0 of 14 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 518 .2%	0 of 14 0%	0 of 14 0%

13. % of clients diagnosed as substance abusers (primary)	1 of 518 .2%	0 of 14 0%	0 of 14 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 518 0%	0 of 14 0%	0 of 14 0%
15. % of clients diagnosed as physically disabled. (secondary)	14 of 518 3%	1 of 14 7%	1 of 14 7%
16. % of clients diagnosed as developmentally disabled. ( secondary)	3 of 518 .6%	0 of 14 0%	0 of 14 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	13 of 518 3%	1 of 14 7%	1 of 14 7%
18. % of clients diagnosed as learning disabled. (secondary)	4 of 518 .8%	1 of 14 7%	1 of 14 7%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	3 of 518 .6%	0 of 14 0%	0 of 14 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 518 0%	0 of 14 0%	0 of 14 0%
21. % clients diagnosed as substance abusers. ( secondary)	26 of 518 5%	0 of 14 0%	0 of 14 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 518 .2%	0 of 14 0%	0 of 14 0%
23. % of clients who are Anglo	337 of 518 65%	10 of 14 71%	10 of 14 71%
24. % of clients who are Hispanic/Latino	85 of 518 16%	2 of 14 14%	2 of 14 14%
25. % of clients who are African American	67 of 518 13%	2 of 14 14%	2 of 14 14%
26. % of clients who are Native American	4 of 518 .8%	0 of 14 0%	0 of 14 0%
27. % of clients who are Asian/Pacific Islander	4 of 518 .8%	0 of 14 0%	0 of 14 0%
28. % of clients who are of another ethnic background	4 of 518 .8%	0 of 14 0%	0 of 14 0%



## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	133 of 4908 3%	1 of 124 .8%	1 of 124 .8%
2. % of clients receiving public assistance.	3775 of 4908 77%	119 of 124 96%	119 of 124 96%
3. % of clients having less than a high school degree or equivalent.	497 of 4908 10%	11 of 124 9%	11 of 124 9%
4. % of clients under the age of 22.	145 of 4908 3%	2 of 124 2%	2 of 124 2%
5. % of clients over the age of 55.	521 of 4908 11%	26 of 124 21%	26 of 124 21%
6. % of clients having a post-secondary education.	1434 of 4908 29%	13 of 124 10%	13 of 124 10%
7. % of clients diagnosed as physically disabled. ( primary)	59 of 4908 1%	0 of 124 0%	0 of 124 0%
8. % of clients diagnosed as developmentally disabled. (primary)	317 of 4908 6%	2 of 124 2%	2 of 124 2%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	4421 of 4908 90%	122 of 124 98%	122 of 124 98%
10. % of clients diagnosed as learning disabled. ( primary)	68 of 4908 1%	0 of 124 0%	0 of 124 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	2 of 4908 .04%	0 of 124 0%	0 of 124 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	2 of 4908 .04%	0 of 124 0%	0 of 124 0%

13. % of clients diagnosed as substance abusers (primary)	16 of 4908 .3%	0 of 124 0%	0 of 124 0%
14. % of clients diagnosed as traumatically brain injured (primary)	9 of 4908 .2%	0 of 124 0%	0 of 124 0%
15. % of clients diagnosed as physically disabled. (secondary)	135 of 4908 3%	8 of 124 6%	8 of 124 6%
16. % of clients diagnosed as developmentally disabled. ( secondary)	54 of 4908 1%	0 of 124 0%	0 of 124 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	163 of 4908 3%	39 of 124 31%	39 of 124 31%
18. % of clients diagnosed as learning disabled. (secondary)	82 of 4908 2%	0 of 124 0%	0 of 124 0%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	17 of 4908 .3%	1 of 124 .8%	1 of 124 .8%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 4908 .04%	0 of 124 0%	0 of 124 0%
21. % clients diagnosed as substance abusers. ( secondary)	231 of 4908 5%	0 of 124 0%	0 of 124 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	9 of 4908 .2%	0 of 124 0%	0 of 124 0%
23. % of clients who are Anglo	3431 of 4908 70%	77 of 124 62%	77 of 124 62%
24. % of clients who are Hispanic/Latino	585 of 4908 12%	14 of 124 11%	14 of 124 11%
25. % of clients who are African American	591 of 4908 12%	27 of 124 22%	27 of 124 22%
26. % of clients who are Native American	53 of 4908 1%	3 of 124 2%	3 of 124 2%
27. % of clients who are Asian/Pacific Islander	25 of 4908 .5%	1 of 124 .8%	1 of 124 .8%
28. % of clients who are of another ethnic background	70 of 4908 1%	2 of 124 2%	2 of 124 2%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

First Quarter – Year 2019-20

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	57 of 1282 4%	0 of 37 0%	0 of 37 0%
2. % of clients receiving public assistance.	1013 of 1282 79%	37 of 37 100%	37 of 37 100%
3. % of clients having less than a high school degree or equivalent.	148 of 1282 12%	10 of 37 27%	10 of 37 27%
4. % of clients under the age of 22.	43 of 1282 3%	3 of 37 8%	3 of 37 8%
5. % of clients over the age of 55.	156 of 1282 12%	8 of 37 22%	8 of 37 22%
6. % of clients having a post-secondary education.	393 of 1282 31%	5 of 37 14%	5 of 37 14%
7. % of clients diagnosed as physically disabled. ( primary)	3 of 1282 .2%	0 of 37 0%	0 of 37 0%
8. % of clients diagnosed as developmentally disabled. (primary)	13 of 1282 1%	2 of 37 5%	2 of 37 5%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	1255 of 1282 98%	35 of 37 95%	35 of 37 95%
10. % of clients diagnosed as learning disabled. ( primary)	2 of 1282 .2%	0 of 37 0%	0 of 37 0%
11. % of clients diagnosed as deaf or hard of hearing. (primary)	0 of 1282 0%	0 of 37 0%	0 of 37 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 1282 .08%	0 of 37 0%	0 of 37 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 1282 .2%	0 of 37 0%	0 of 37 0%

PROGRAM: Supported Employment - Individual Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	6 of 1282 .5%	0 of 37 0%	0 of 37 0%
15. % of clients diagnosed as physically disabled. (secondary)	57 of 1282 4%	0 of 37 0%	0 of 37 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	9 of 1282 .7%	0 of 37 0%	0 of 37 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	36 of 1282 3%	0 of 37 0%	0 of 37 0%
18. % of clients diagnosed as learning disabled. (secondary)	16 of 1282 1%	1 of 37 3%	1 of 37 3%
19. % of clients diagnosed as deaf or hard of hearing. (secondary)	1 of 1282 .08%	1 of 37 3%	1 of 37 3%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 1282 .08%	0 of 37 0%	0 of 37 0%
21. % clients diagnosed as substance abusers. ( secondary)	93 of 1282 7%	0 of 37 0%	0 of 37 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	3 of 1282 .2%	0 of 37 0%	0 of 37 0%
23. % of clients who are Anglo	820 of 1282 64%	21 of 37 57%	21 of 37 57%
24. % of clients who are Hispanic/Latino	214 of 1282 17%	9 of 37 24%	9 of 37 24%
25. % of clients who are African American	197 of 1282 15%	4 of 37 11%	4 of 37 11%
26. % of clients who are Native American	12 of 1282 .9%	1 of 37 3%	1 of 37 3%
27. % of clients who are Asian/Pacific Islander	18 of 1282 1%	1 of 37 3%	1 of 37 3%
28. % of clients who are of another ethnic background	20 of 1282 2%	1 of 37 3%	1 of 37 3%

