

## **Beacon Group**

# Quarterly Service Delivery Performance Improvement Report

**Charles F. Tiller**  
Prepared By

**Work Adjustment Training**  
Program

**First**  
Quarter

**2019-20**  
Year

### Analysis of Program Objectives:

During the first quarter of the current fiscal year, both the current index score (123.51) and the cumulative index score (123.51) were well above the overall Work Adjustment Training program goal of 100. During the quarter, five of the seven 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 pre-vocational or other community services and maximizing the percentage of favorable responses on consumer satisfaction 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 under the age of 22, clients over the age of 55, and clients having a post-secondary education; while serving no clients at a lower percentage 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 and substance abuse clients; and a lower percentage of developmentally disabled, mentally ill, learning disabled, 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 and African American clients; and a lower percentage of Hispanic and Asian/Pacific Islander clients than we have in the best.

### 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 developmentally disabled and mentally ill clients; and a lower percentage of learning disabled and substance abuse 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 and African American clients and a lower percentage of Anglo, Native American, and Asian/Pacific Islander clients than we have in the past.

### 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; while serving a lower percentage of clients receiving public assistance, 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 the program, we served a higher percentage of mentally ill and substance abuse clients; and a lower percentage of physically disabled, developmentally disabled, and learning disabled clients than we have historically seen. In terms of client ethnicity characteristics for those clients exiting the program, we served a higher percentage of Anglo and African American clients; and a lower percentage of Hispanic, Native American, and Asian/Pacific Islander clients than we have in the past.

### PERFORMANCE ANALYSIS

Action taken or changes made to improve performance during the previous quarter:

Discussions with staff members were conducted at various times during the previous quarter and third quarter data was specifically emphasized at these meetings. All appropriate Tucson Office staff members participated in a meeting to review overall performance and discuss specific actions to improve performance in the zero primary objectives that were accomplished at below goal levels. The next quarterly is tentatively scheduled for Thursday, February 6<sup>th</sup>.

Areas needing performance improvement during the next quarter:

Only 80% of unsuccessful terminees obtained prevocational or other community services, compared to an overall program goal of 95%. No consumer satisfaction questionnaires were received during the quarter.

Quarterly action plan to improve performance:

Given the significant increase in referrals to the WAT program from behavioral health, additional efforts need to be made with respect to successful completion of the program. Perhaps we should establish some criteria for such a measure. We need to ensure that clients who we anticipate not being able to successfully complete the program be discharged as quickly as possible to refer them for more appropriate services elsewhere in the community. Additional efforts need to be implemented to ensure that consumer satisfaction questionnaires are routinely received.

## BEACON GROUP

### PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Work Adjustment Training

First Quarter – Year 2019-20

Current Index Score: 123.51

Cumulative Index Score: 123.51

|  | Current Quarter |            |                 |             |        |           |
|--|-----------------|------------|-----------------|-------------|--------|-----------|
| Primary Objectives   | Raw Score       | Index Data | Actual Data     | Goal        | Weight | Raw Score |
| 1. Successfully complete the work adjustment training program.                               | 27.00           | 150        | 17 of 27<br>63% | 50%         | 18     | 27.00     |
| 2. Obtain prevocational or other community services.   | 5.00            | 50         | 8 of 10<br>80%  | 95%         | 10     | 5.00      |
| 3.Minimize program time for clients to successfully complete the program.                    | 25.51           | 142        | 8.71<br>weeks   | 12<br>weeks | 18     | 25.51     |
| 4. Minimize program time for clients to unsuccessfully complete the program.                 | 13.50           | 150        | 4.60<br>weeks   | 8<br>weeks  | 9      | 13.50     |
| 5. Maximize percentage of “valuable” responses at 3-month follow-up.                         | 22.50           | 150        | 8 of 8<br>100%  | 95%         | 15     | 22.50     |
| 6. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires. | 7.50            | 50         | 0 of 0<br>100%  | 95%         | 15     | 7.50      |
| 7. Maximize the percentage of “favorable” responses on referral source questionnaires.       | 22.50           | 150        | 7 of 7<br>100%  | 95%         | 15     | 22.50     |

PERFORMANCE IMPROVEMENT REPORT

SUPPLEMENTAL MEASURES

PROGRAM: Work Adjustment Training  
First Quarter – Year 2019-20

| SUPPLEMENTAL MEASURES  | BASE PERIOD    | CURRENT QUARTER |
|--|----------------|-----------------|
| 1. Clients terminated for medical reason                           | 0 of 124<br>0% | 2 of 10<br>20%  |
| 2. Clients terminated due to moving out of city/state              | 0 of 124<br>0% | 0 of 10<br>0%   |
| 3. Clients terminated as not appropriate for Beacon Group services | 0 of 124<br>0% | 0 of 10<br>0%   |
| 4. Clients terminated for dropping out of the program              | 0 of 124<br>0% | 0 of 10<br>0%   |
| 5. Clients denied access to services.                              | 0 of 125<br>0% | 0 of 24<br>0%   |

# PERFORMANCE IMPROVEMENT REPORT

## CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training  
First Quarter – Year 2019-20

| CLIENT DESCRIPTORS<br>EXITING SERVICES  | BASE PERIOD        | CURRENT QUARTER |  |
|---|--------------------|-----------------|--|
| 1. % clients having no prior work experience.                                   | 30 of 163<br>18%   | 8 of 27<br>30%  |  |
| 2. % of clients receiving public assistance.                                    | 163 of 163<br>100% | 25 of 27<br>93% |  |
| 3. % of clients having less than a high school degree or equivalent.            | 99 of 163<br>61%   | 14 of 27<br>52% |  |
| 4. % of clients under the age of 22.  | 12 of 163<br>7%    | 1 of 27<br>4%   |  |
| 5. % of clients over the age of 55.   | 17 of 163<br>10%   | 2 of 27<br>7%   |  |
| 6. % of clients having a post-secondary education.                              | 10 of 163<br>6%    | 1 of 27<br>4%   |  |
| 7. % of clients diagnosed as physically disabled. ( primary)                    | 2 of 163<br>1%     | 0 of 27<br>0%   |  |
| 8. % of clients diagnosed as developmentally disabled. (primary)                | 30 of 163<br>18%   | 3 of 27<br>11%  |  |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)    | 124 of 163<br>76%  | 22 of 27<br>81% |  |
| 10. % of clients diagnosed as learning disabled. (primary)                      | 3 of 163<br>2%     | 0 of 27<br>0%   |  |
| 11. % of clients diagnosed as deaf or hard of hearing. (primary)                | 0 of 163<br>0%     | 0 of 27<br>0%   |  |
| 12. % of clients diagnosed as blind or visually impaired. (primary)             | 0 of 163<br>0%     | 0 of 27<br>0%   |  |
| 13. % of clients diagnosed as substance abusers (primary)                       | 4 of 163<br>2%     | 2 of 27<br>7%   |  |
| 14. % of clients diagnosed as traumatically brain injured (primary)             | 0 of 163<br>0%     | 0 of 27<br>0%   |  |
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 7 of 163<br>4%     | 0 of 27<br>0%   |  |
| 16. % of clients diagnosed as developmentally disabled. (secondary)             | 7 of 163<br>4%     | 0 of 27<br>0%   |  |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 4 of 163<br>2%     | 2 of 27<br>7%   |  |

|   |                   |                 |  |
|---|-------------------|-----------------|--|
| 18. % of clients diagnosed as learning disabled. (secondary)          | 1 of 163<br>.6%   | 0 of 27<br>0%   |  |
| 19. % of clients diagnosed as deaf or hard of hearing. (secondary)    | 0 of 163<br>0%    | 0 of 27<br>0%   |  |
| 20. % of clients diagnosed as blind or visually impaired. (secondary) | 1 of 163<br>.6%   | 0 of 27<br>0%   |  |
| 21. % clients diagnosed as substance abusers. (secondary)             | 6 of 163<br>4%    | 2 of 27<br>7%   |  |
| 22. % of clients diagnosed as traumatically brain injured             | 0 of 163<br>0%    | 0 of 27<br>0%   |  |
| 23. % of clients who are Anglo  | 103 of 163<br>63% | 18 of 27<br>67% |  |
| 24. % of clients who are Hispanic/Latino                              | 44 of 163<br>27%  | 7 of 27<br>26%  |  |
| 25. % of clients who are African American                             | 8 of 163<br>5%    | 2 of 27<br>7%   |  |
| 26. % of clients who are Native American                              | 7 of 163<br>4%    | 0 of 27<br>0%   |  |
| 27. % of clients who are Asian/Pacific Islander                       | 1 of 163<br>.6%   | 0 of 27<br>0%   |  |
| 28. % of clients who are of another ethnic background                 | 0 of 163<br>0%    | 0 of 27<br>0%   |  |

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training  
Quarter – Year 2019-20

First

| CLIENT DESCRIPTORS<br>RECEIVING SERVICES      | BASE PERIOD       | CURRENT QUARTER  |  |
|---|-------------------|------------------|--|
| 1. % clients having no prior work experience. | 76 of 225<br>34%  | 1 of 12<br>8%    |  |
| 2. % of clients receiving public assistance.  | 218 of 225<br>97% | 12 of 12<br>100% |  |

|   |                   |                 |  |
|---|-------------------|-----------------|--|
| 3. % of clients having less than a high school degree or equivalent.            | 99 of 225<br>44%  | 0 of 12<br>0%   |  |
| 4. % of clients under the age of 22.  | 14 of 225<br>6%   | 0 of 12<br>0%   |  |
| 5. % of clients over the age of 55.   | 35 of 225<br>16%  | 5 of 12<br>42%  |  |
| 6. % of clients having a post-secondary education.                              | 42 of 225<br>19%  | 0 of 12<br>0%   |  |
| 7. % of clients diagnosed as physically disabled. ( primary)                    | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 8. % of clients diagnosed as developmentally disabled. (primary)                | 16 of 225<br>7%   | 1 of 12<br>8%   |  |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)    | 194 of 225<br>86% | 11 of 12<br>92% |  |
| 10. % of clients diagnosed as learning disabled. ( primary)                     | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 11. % of clients diagnosed as deaf or hard of hearing. (primary)                | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 12. % of clients diagnosed as blind or visually impaired. ( primary)            | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 13. % of clients diagnosed as substance abusers (primary)                       | 14 of 225<br>6%   | 0 of 12<br>0%   |  |
| 14. % of clients diagnosed as traumatically brain injured (primary)             | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 4 of 225<br>2%    | 0 of 12<br>0%   |  |
| 16. % of clients diagnosed as developmentally disabled. ( secondary)            | 21 of 225<br>9%   | 0 of 12<br>0%   |  |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 1 of 225<br>.4%   | 0 of 12<br>0%   |  |
| 18. % of clients diagnosed as learning disabled. (secondary)                    | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 19. % of clients diagnosed as deaf or hard of hearing. (secondary)              | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 20. % of clients diagnosed as blind or visually impaired. (secondary)           | 0 of 225<br>1%    | 0 of 12<br>0%   |  |
| 21. % clients diagnosed as substance abusers. ( secondary)                      | 15 of 225<br>7%   | 1 of 12<br>8%   |  |
| 22. % of clients diagnosed as traumatically brain injured                       | 0 of 225<br>0%    | 0 of 12<br>0%   |  |
| 23. % of clients who are Anglo  | 147 of 225<br>65% | 5 of 12<br>42%  |  |
| 24. % of clients who are Hispanic/Latino  | 54 of 225<br>24%  | 5 of 12<br>42%  |  |
| 25. % of clients who are African American                                       | 18 of 225<br>8%   | 2 of 12<br>16%  |  |



|   |                |               |  |
|---|----------------|---------------|--|
| 26. % of clients who are Native American              | 4 of 225<br>4% | 0 of 12<br>0% |  |
| 27. % of clients who are Asian/Pacific Islander       | 3 of 225<br>1% | 0 of 12<br>0% |  |
| 28. % of clients who are of another ethnic background | 0 of 225<br>0% | 0 of 12<br>0% |  |

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Work Adjustment Training  
Quarter – Year 2019-20

First

| CLIENT DESCRIPTORS<br>BEGINNING SERVICES                                     | BASE PERIOD        | CURRENT QUARTER  |  |
|--|--------------------|------------------|--|
| 1. % clients having no prior work experience.                                | 28 of 188<br>15%   | 6 of 24<br>25%   |  |
| 2. % of clients receiving public assistance.                                 | 188 of 188<br>100% | 24 of 24<br>100% |  |
| 3. % of clients having less than a high school degree or equivalent.         | 108 of 188<br>57%  | 10 of 24<br>42%  |  |
| 4. % of clients under the age of 22.   | 17 of 188<br>9%    | 3 of 24<br>13%   |  |
| 5. % of clients over the age of 55.  | 22 of 188<br>12%   | 5 of 24<br>21%   |  |
| 6. % of clients having a post-secondary education.                           | 16 of 188<br>9%    | 5 of 24<br>24%   |  |
| 7. % of clients diagnosed as physically disabled. ( primary)                 | 3 of 188<br>2%     | 1 of 24<br>4%    |  |
| 8. % of clients diagnosed as developmentally disabled. (primary)             | 26 of 188<br>14%   | 3 of 24<br>13%   |  |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary) | 149 of 188<br>79%  | 18 of 24<br>67%  |  |
| 10. % of clients diagnosed as learning disabled. ( primary)                  | 3 of 188<br>2%     | 0 of 24<br>0%    |  |
| 11. % of clients diagnosed as deaf or hard of hearing. (primary)             | 0 of 188<br>0%     | 0 of 24<br>0%    |  |
| 12. % of clients diagnosed as blind or visually impaired. ( primary)         | 0 of 188<br>0%     | 0 of 24<br>0%    |  |
| 13. % of clients diagnosed as substance abusers (primary)                    | 7 of 188<br>4%     | 2 of 24<br>8%    |  |
| 14. % of clients diagnosed as traumatically brain injured (primary)          | 1 of 188<br>.5%    | 0 of 24<br>0%    |  |

|   |                   |                 |  |
|---|-------------------|-----------------|--|
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 4 of 188<br>2%    | 0 of 24<br>0%   |  |
| 16. % of clients diagnosed as developmentally disabled. ( secondary)            | 10 of 188<br>5%   | 0 of 24<br>0%   |  |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 2 of 188<br>1%    | 3 of 24<br>13%  |  |
| 18. % of clients diagnosed as learning disabled. (secondary)                    | 3 of 188<br>2%    | 1 of 24<br>4%   |  |
| 19. % of clients diagnosed as deaf or hard of hearing. (secondary)              | 0 of 188<br>0%    | 0 of 24<br>0%   |  |
| 20. % of clients diagnosed as blind or visually impaired. (secondary)           | 2 of 188<br>1%    | 0 of 24<br>0%   |  |
| 21. % clients diagnosed as substance abusers. ( secondary)                      | 11 of 188<br>6%   | 1 of 24<br>4%   |  |
| 22. % of clients diagnosed as traumatically brain injured                       | 0 of 188<br>0%    | 0 of 24<br>0%   |  |
| 23. % of clients who are Anglo  | 111 of 188<br>59% | 16 of 24<br>67% |  |
| 24. % of clients who are Hispanic/Latino  | 53 of 188<br>28%  | 4 of 24<br>17%  |  |
| 25. % of clients who are African American                                       | 13 of 188<br>7%   | 3 of 24<br>12%  |  |
| 26. % of clients who are Native American  | 7 of 188<br>4%    | 1 of 24<br>4%   |  |
| 27. % of clients who are Asian/Pacific Islander                                 | 1 of 188<br>5%    | 0 of 24<br>0%   |  |
| 28. % of clients who are of another ethnic background                           | 0 of 188<br>0%    | 0 of 4<br>0%    |  |