

## Beacon Group

### Quarterly Service Delivery Performance Improvement Report

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Prepared By

Day Treatment and Training  
Program

Second  
Quarter

2004-05  
Year

#### Analysis of Program Objectives

During the second quarter of the current fiscal year, the current index score (141.25) and the cumulative index score (141.25) were significantly above the overall Day Treatment and Training program goal of 100. During the quarter, all of the seven primary objectives were accomplished at or above established goal levels, while none were not. During the next quarter, additional emphasis needs to be placed on continuing the same level of performance.

#### Characteristics of Clients (Beginning of Services):

No clients began services during the quarter; therefore, no comparisons can be made.

#### Characteristics of Clients (Receiving Services):

For those clients receiving services during the quarter, we served a higher percentage of clients living with parents/guardians and clients living in a group home; while serving a lower percentage of clients over the age of 55 and clients living in an ADH than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served the same percentage of disability groups as 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 clients than we have in the past.

#### Characteristics of Clients (End of Services):

No clients exited services during the quarter; therefore, no comparisons can be made.

#### 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 first quarter data was available for the current fiscal year, a formal meeting was held with all appropriate Tucson Office staff members at both DTA sites to review overall performance and to discuss specific actions to continue to maintain performance at the same levels. A similar meeting will be conducted as soon as second quarter data are finalized. That meeting is tentatively scheduled for Friday, May 13<sup>th</sup>.

Areas needing performance improvements during the next quarter:

No areas need improvement. All primary objectives were accomplished at or above established goal levels.

Quarterly action plan to improve performance:

As in the past, to ensure input from a variety of stakeholders, at weekly staff meetings, staff needs to be reminded of the importance of requesting the consistent submittal of referral source questionnaires when ISP's are conducted.

**BEACON GROUP**

**PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2004-05

Current Index Score: 141.25

Cumulative Index Score: 141.25

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize the accomplishment of ISP objectives.	27	150	5 of 5 100%	70%	18	27	150	7 of 7 100%
2. Maximize the number of community-based outings/activities.	22.5	150	12	4/ month	15	22.5	150	12
3. Maximize client participation in community-based outings/activities.	18.75	125	32	30	15	18.75	125	32
4. Maximize the number of new community-based outings/activities.	10	100	6	6/ quarter	10	10	100	6
5. Maximize the percentage of favorable responses on the consumer satisfaction questionnaire.	21	150	3 of 3 100%	95%	14	21	150	4 of 4 100%
6. Maximize the percentage of program time individual participants spend in the community	27	150	27%	15%	18	27	150	28.5%
7. Maximize the percentage of “favorable” responses on referral agency questionnaires..	15	150	1 of 1 100%	95%	10	15	150	2 of 2 100%

## PERFORMANCE IMPROVEMENT REPORT

### SUPPLEMENTAL MEASURES

PROGRAM: Day Treatment and Training

Second Quarter – Year 2004-05

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	5 of 18 28%	0 of 0 0%	0 of 0 0%
2. Clients terminated due to moving.	1 of 18 6%	0 of 0 0%	0 of 0 0%
3. Clients terminated as not appropriate for Beacon Group services.	1 of 18 6%	0 of 0 0%	0 of 0 0%
4. Clients terminated for dropping out of program.	2 of 18 11%	0 of 0 0%	0 of 0 0%
5. Clients terminated due to transitioning to another DTA program.	9 of 18 50%	0 of 0 0%	0 of 0 0%
6. Clients terminated and receiving other support services.	3 of 18 17%	0 of 0 0%	0 of 0 0%
7. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies..	196 of 200 98%	5 of 5 100%	10 of 10 100%
8. Percentage of clients denied access to services.	N/A	0 of 0 0%	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	7 of 7 100%	0 of 0 0%	0 of 0 0%
2. Percentage of clients over the age of 55.	3 of 7 43%	0 of 0 0%	0 of 0 0%
3. Percentage of clients living with parents/guardian.	0 of 7 0%	0 of 0 0%	0 of 0 0%
4. Percentage of clients living in a group home.	6 of 7 86%	0 of 0 0%	0 of 0 0%
5. Percentage of clients living in an ADH.	1 of 7 14%	0 of 0 0%	0 of 0 0%
6. Percentage of clients diagnosed as mentally retarded (primary).	7 of 7 100%	0 of 0 0%	0 of 0 0%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 7 0%	0 of 0 0%	0 of 0 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 7 0%	0 of 0 0%	0 of 0 0%
9. Percentage of clients diagnosed as Autistic (primary)	0 of 7 0%	0 of 0 0%	0 of 0 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	0 of 7 0%	0 of 0 0%	0 of 0 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	1 of 7 14%	0 of 0 0%	0 of 0 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 7 0%	0 of 0 0%	0 of 0 0%
13. Percentage of clients diagnosed as autistic (secondary).	0 of 7 0%	0 of 0 0%	0 of 0 0%
14. Clients who are Anglo	5 of 7 71%	0 of 0 0%	0 of 0 0%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	2 of 7 29%	0 of 0 0%	0 of 0 0%
16. Clients who are African American	0 of 7 0%	0 of 0 0%	0 of 0 0%
17. Clients who are Native American	0 of 7 0%	0 of 0 0%	0 of 0 0%
18. Clients who are Asian/Pacific Islander	0 of 7 0%	0 of 0 0%	0 of 0 0%
19. Clients who are of another ethnic background	0 of 7 0%	0 of 0 0%	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	774 of 774 100%	36 of 36 100%	71 of 71 100%
2. Percentage of clients over the age of 55.	158 of 774 20%	7 of 36 19%	14 of 71 20%
3. Percentage of clients living with parents/guardian.	186 of 774 24%	12 of 36 33%	24 of 71 34%
4. Percentage of clients living in a group home.	376 of 774 49%	18 of 36 50%	35 of 71 49%
5. Percentage of clients living in an ADH.	203 of 774 26%	6 of 36 17%	12 of 71 17%
6. Percentage of clients diagnosed as mentally retarded (primary).	772 of 774 99%	36 of 36 100%	71 of 71 100%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 774 0%	0 of 36 0%	0 of 71 0%
8. Percentage of clients diagnosed as having epilepsy (primary).	0 of 774 0%	0 of 36 0%	0 of 71 0%
9. Percentage of clients diagnosed as Autistic (primary)	2 of 774 1%	0 of 36 0%	0 of 71 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	2 of 774 1%	0 of 36 0%	0 of 71 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	54 of 774 7%	5 of 36 14%	10 of 71 14%
Percentage of clients diagnosed as having epilepsy (secondary).	142 of 774 18%	3 of 36 9%	3 of 71 9%
13. Percentage of clients diagnosed as autistic (secondary).	21 of 774 3%	2 of 36 6%	4 of 71 6%
14. Clients who are Anglo	246 of 354 69%	24 of 36 67%	48 of 71 68%

PROGRAM: Day Treatment and Training

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	98 of 354 28%	11 of 36 31%	21 of 71 30%
16. Clients who are African American	10 of 354 3%	1 of 36 3%	2 of 71 3%
17. Clients who are Native American	0 of 354 0%	0 of 36 0%	0 of 71 0%
18. Clients who are Asian/Pacific Islander	0 of 354 0%	0 of 36 0%	0 of 71 0%
19. Clients who are of another ethnic background	0 of 354 0%	0 of 36 0%	0 of 71 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Day Treatment and Training

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Percentage of clients receiving public assistance.	3 of 3 100%	0 of 0 0%	0 of 0 0%
2. Percentage of clients over the age of 55.	1 of 3 33%	0 of 0 0%	0 of 0 0%
3. Percentage of clients living with parents/guardian.	1 of 3 33%	0 of 0 0%	0 of 0 0%
4. Percentage of clients living in a group home.	2 of 3 67%	0 of 0 0%	0 of 0 0%
5. Percentage of clients living in an ADH.	0 of 3 0%	0 of 0 0%	0 of 0 0%
6. Percentage of clients diagnosed as mentally retarded (primary).	3 of 3 100%	0 of 0 0%	0 of 0 0%
7. Percentage of clients diagnosed as having cerebral palsy (primary).	0 of 3 0%	0 of 0 0%	0 of 0 0%
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9. Percentage of clients diagnosed as Autistic (primary)	0 of 3 0%	0 of 0 0%	0 of 0 0%
10. Percentage of clients diagnosed as mentally retarded (secondary).	0 of 3 0%	0 of 0 0%	0 of 0 0%
11. Percentage of clients diagnosed as having cerebral palsy (secondary).	0 of 3 0%	0 of 0 0%	0 of 0 0%
12. Percentage of clients diagnosed as having epilepsy (secondary).	0 of 3 0%	0 of 0 0%	0 of 0 0%
13. Percentage of clients diagnosed as autistic (secondary).	0 of 3 0%	0 of 0 0%	0 of 0 0%
14. Clients who are Anglo	3 of 3 100%	0 of 0 0%	0 of 0 0%

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CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. Clients who are Hispanic/Latino	0 of 3 0%	0 of 0 0%	0 of 0 0%
16. Clients who are African American	0 of 3 0%	0 of 0 0%	0 of 0 0%
17. Clients who are Native American	0 of 3 0%	0 of 0 0%	0 of 0 0%
18. Clients who are Asian/Pacific Islander	0 of 3 0%	0 of 0 0%	0 of 0 0%
19. Clients who are of another ethnic background	0 of 3 0%	0 of 0 0%	0 of 0 0%

