

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Employment Development – Phoenix
Program

Second
Quarter

2004-05
Year

Analysis of Program Objectives

During the second quarter of the current fiscal year, both the current index score (92.85) and the cumulative index score (93.85) were slightly below the overall Employment Development program goal of 100. During the quarter, five of the primary objectives were accomplished at or above established goal levels, while seven were not. During the next quarter, additional emphasis needs to be placed in the following areas: obtaining supported employment, obtaining pre-vocational or other community services, obtaining a reasonable competitive employment wage, maximizing the percentage of valuable responses at 3-month follow-up, maximizing the percentage of favorable response on consumer satisfaction questionnaires, maximizing the percentage of favorable responses on employer questionnaires, 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 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; while serving a lower percentage of clients receiving public assistance 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, developmentally disabled, mentally ill, deaf/hearing impaired, and substance abuse clients; and a lower percentage of learning disabled 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 and African American clients; and a lower percentage of Anglo clients than we have in the past.

Characteristics of Clients (Receiving Services):

Since we have no historical data with which to compare current data, no client characteristic comparisons can be made at the present time.

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 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; while serving a lower percentage of clients receiving public assistance than we have traditionally served. From a disability standpoint for those clients exiting services during the quarter, we served a higher percentage of learning disabled clients; and a lower percentage of physically disabled, developmentally disabled,

mentally ill, substance abuse, and traumatically brain injured client 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 Anglo and African American clients; and a lower percentage of Hispanic and Native American clients 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 first quarter data was available for the last 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 twelve primary objectives that were being accomplished at below goal levels. A similar meeting will be conducted as soon as second quarter data are finalized. That meeting is tentatively scheduled for Friday, May 6th.

Areas needing performance improvements during the next quarter:

During the quarter, only five primary objectives were accomplished at above established goal levels; however, this is a significant improvement from previous quarters. Now that we are able to include data from the PWI Grant, there has been a significant increase in activity within this program. We still need to emphasize soliciting referrals from general caseload VR Counselors to this program to balance the program in terms of the type of clients being served. In addition, since a significant number of the clients served in this program are grant clients, we need to develop a way in which to capture stakeholder satisfaction information to be included within the overall report.

Quarterly action plan to improve performance:

Continue to meet with the Phoenix Office staff to determine how to adequately incorporate the data from the PWI Grant without skewing it, and to determine the best methods in which to capture stakeholder satisfaction information on a regular basis.

**BEACON GROUP
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Employment Development - Phoenix

Second Quarter – Year 2004-05

Current Index Score: 92.85

Cumulative Index Score: 93.85

Primary Objectives	Current Quarter			Goal	Relative Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Obtain competitive employment	21	150	22 of 23 96%	40%	14	21	150	22 of 24 92%
2. Obtain supported employment	3	50	0 of 23 0%	10%	6	3	50	0 of 24 0%
3. Obtain pre-vocational or other community services	1	50	0 of 1 0%	80%	2	1	50	1 of 2 100%
4. Minimize program time for clients achieving objectives #1 and #2.	9.6	120	15.18 wks	16 wks	8	9.6	120	15.18 wks
5. Minimize program time for all other terminated clients	5	125	9.00 weeks	10 wks	4	6	150	6.00 weeks
6. Obtain reasonable competitive employment wage	9.25	93	\$7.46/hr	\$7.50/hr	10	9.25	93	\$7.46/hr
7. Minimize the hours of job development to achieve placement	12	150	5.74 hrs.	15 hrs	8	12	150	5.74 hrs.
8. Minimize the time from referral to placement	12	150	14.30 days	45 days	8	12	150	14.30 days
9. Maximize the percentage of “valuable” responses at 3 month follow-up	5	50	0 of 0 0%	95%	10	5	50	0 of 0 0%
10. Maximize the % “favorable” responses on consumer satisfaction questionnaires	5	50	0 of 0 0%	95%	10	5	50	0 of 0 100%

PROGRAM: Employment Development - Phoenix

Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
11. Maximize the % of “favorable” responses on employer questionnaires	5	50	0 of 0 0%	95%	10	5	50	0 of 0 0%
12. Maximize the % of “favorable” responses on referral source questionnaires	5	50	0 of 0 0%	95%	10	5	50	0 of 0 0%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Employment Development - Phoenix

Second Quarter – Year 2004-05

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	1 of 47 2%	0 of 1 0%	0 of 2 0%
2. Clients terminated due to moving.	0 of 47 0%	0 of 1 0%	0 of 2 0%
3. Clients terminated as not appropriate for Tetra services.	0 of 47 0%	0 of 1 0%	0 of 2 0%
4. Clients terminated for dropping out of program.	1 of 47 2%	1 of 1 100%	1 of 2 50%
5. Clients terminated as non-feasible for employment.	0 of 47 0%	0 of 1 0%	0 of 2 0%
6. Clients referred for placement.	1	70	73
7. Clients placed.	17	46	46
8. Clients placed who do not obtain competitive employment	6	0	0
9. % of reviewed case records with no identified quality assessment deficiencies.	43 of 47 91%	5 of 5 100%	7 of 7 100%

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
<p>10 COST DATA:</p> <p>Average cost of all services provided that have resulted in clients obtaining competitive or supported employment; or obtaining vocational/skills training in the community.</p> <p>Average cost of all service provided that have resulted in clients completing referral source criteria.</p> <p>Average cost of all services provided that have resulted in clients terminating successfully.</p>	<p>\$ <u>3,358.79</u></p> <p>\$ <u>N/A</u></p> <p>\$ <u>2,671.28</u></p>	<p>\$ <u>287.00</u></p> <p>\$ <u>N/A</u></p> <p>\$ <u>287.00</u></p>	<p>\$ <u>287.00</u></p> <p>\$ <u>N/A</u></p> <p>\$ <u>287.00</u></p>
<p>11. Percentage of clients denied access to services.</p>	<p>N/A</p>	<p>0 of 46 0%</p>	<p>0 of 49 0%</p>

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix
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Second Quarter – Year 2004-

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience.	3 of 47 6%	5 of 23 22%	5 of 24 21%
2. % of clients receiving public assistance.	26 of 47 55%	5 of 23 22%	5 of 24 21%
3. % of clients having less than a high school degree or equivalent.	11 of 47 23%	12 of 23 52%	12 of 24 50%
4. % of clients under the age of 22.	16 of 47 34%	13 of 23 57%	13 of 24 54%
5. % of clients over the age of 55.	0 of 47 0%	1 of 23 4%	1 of 24 4%
6. % of clients having a post-secondary education.	6 of 47 13%	7 of 23 30%	7 of 24 29%
7. % of clients diagnosed as physically disabled. (primary)	7 of 47 15%	3 of 23 13%	4 of 24 17%
8. % of clients diagnosed as developmentally disabled. (primary)	9 of 47 19%	1 of 23 4%	1 of 24 4%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	17 of 47 36%	4 of 23 17%	4 of 24 17%
10. % of clients diagnosed as learning disabled. (primary)	11 of 47 23%	14 of 23 64%	14 of 24 58%
11.% of clients diagnosed as deaf or hearing impaired. (primary)	0 of 47 0%	0 of 23 0%	0 of 24 0%

PROGRAM: Employment Development - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 47 0%	0 of 23 0%	0 of 24 0%
13.% of clients diagnosed as substance abusers (primary)	3 of 47 6%	1 of 23 4%	1 of 24 4%
14. % of clients diagnosed as traumatically brain injured (primary)	1 of 47 2%	0 of 23 0%	0 of 24 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 47 4%	1 of 23 4%	1 of 24 4%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 47 0%	0 of 23 0%	0 of 24 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 47 2%	1 of 23 4%	1 of 24 4%
18. % of clients diagnosed as learning disabled. (secondary)	2 of 47 4%	1 of 23 4%	1 of 24 4%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 47 0%	0 of 23 0%	0 of 24 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 47 4%	0 of 23 0%	0 of 24 0%
21. % clients diagnosed as substance abusers. (secondary)	2 of 47 4%	2 of 23 9%	2 of 24 8%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 47 0%	1 of 23 54%	1 of 24 4%
23. % of clients who are Anglo	31 of 47 66%	18 of 23 78%	18 of 24 75%
24. % of clients who are Hispanic/Latino	12 of 47 26%	3 of 23 13%	3 of 24 13%

25. % of clients who are African American	3 of 47 6%	2 of 23 9%	2 of 24 8%
26. % of clients who are Native American	1 of 47 2%	0 of 23 0%	0 of 24 0%
27. % of clients who are Asian/Pacific Islander	0 of 47 0%	0 of 23 0%	1 of 24 4%
28. % of clients who are of another ethnic background	0 of 7 0%	0 of 23 0%	0 of 24 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix
05

Second Quarter – Year 2004-

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience.	0 of 1 0%	20 of 70 29%	20 of 73 27%
2. % of clients receiving public assistance.	1 of 1 100%	12 of 70 17%	13 of 73 18%
3. % of clients having less than a high school degree or equivalent.	0 of 1 0%	36 of 70 51%	36 of 73 49%
4. % of clients under the age of 22.	0 of 1 0%	44 of 70 63%	44 of 73 60%
5. % of clients over the age of 55.	0 of 1 0%	9 of 70 13%	9 of 73 12%
6. % of clients having a post-secondary education.	0 of 1 0%	14 of 70 20%	14 of 73 19%
7. % of clients diagnosed as physically disabled. (primary)	0 of 1 0%	15 of 70 21%	17 of 73 23%
8. % of clients diagnosed as developmentally disabled. (primary)	0 of 1 0%	1 of 70 1%	1 of 73 1%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	0 of 1 0%	9 of 70 136%	10 of 73 14%
10. % of clients diagnosed as learning disabled. (primary)	1 of 1 100%	41 of 70 59%	41 of 73 56%
11.% of clients diagnosed as deaf or hearing impaired. (primary)	0 of 1 0%	2 of 70 3%	2 of 73 3%

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CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 1 0%	2 of 70 3%	2 of 73 3%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
15. % of clients diagnosed as physically disabled. (secondary)	0 of 1 0%	3 of 70 4%	3 of 73 4%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	0 of 1 0%	1 of 70 1%	1 of 73 1%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 1 0%	3 of 70 4%	3 of 73 4%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
21. % clients diagnosed as substance abusers. (secondary)	0 of 1 0%	3 of 70 4%	4 of 73 5%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 1 0%	0 of 70 0%	0 of 73 0%
23. % of clients who are Anglo	1 of 1 100%	53 of 70 76%	54 of 73 74%
24. % of clients who are Hispanic/Latino	0 of 1 0%	11 of 70 16%	12 of 73 16%
25. % of clients who are African American	0 of 1 0%	6 of 70 9%	6 of 73 8%

26. % of clients who are Native American	0 of 1 0%	0 of 70 0%	0 of 73 0%
27. % of clients who are Asian/Pacific Islander	0 of 1 0%	0 of 70 0%	1 of 73 1%
28. % of clients who are of another ethnic background	0 of 1 0%	0 of 70 0%	0 of 73 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	0 of 0 0%	15 of 56 27%	15 of 58 26%
2. % of clients receiving public assistance.	0 of 0 0%	12 of 56 21%	13 of 58 22%
3. % of clients having less than a high school degree or equivalent.	0 of 0 0%	27 of 56 48%	27 of 58 47%
4. % of clients under the age of 22.	0 of 0 0%	32 of 56 57%	32 of 58 55%
5. % of clients over the age of 55.	0 of 0 0%	9 of 56 16%	9 of 58 16%
6. % of clients having a post-secondary education.	0 of 0 0%	13 of 56 23%	13 of 58 22%
7. % of clients diagnosed as physically disabled. (primary)	0 of 0 0%	11 of 56 20%	12 of 58 21%
8. % of clients diagnosed as developmentally disabled. (primary)	0 of 0 0%	2 of 56 4%	2 of 58 3%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	0 of 0 0%	6 of 56 11%	7 of 58 12%
10. % of clients diagnosed as learning disabled. (primary)	0 of 0 0%	32 of 56 57%	32 of 58 55%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 0 0%	2 of 56 4%	2 of 58 4%

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CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 0 0%	0 of 56 0%	0 of 58 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 0 0%	3 of 56 5%	3 of 58 5%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 0 0%	0 of 56 0%	0 of 58 0%
15. % of clients diagnosed as physically disabled. (secondary)	0 of 0 0%	3 of 56 5%	3 of 58 5%
16. % of clients diagnosed as developmentally disabled. (secondary)	0 of 0 0%	0 of 56 0%	0 of 58 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	0 of 0 0%	2 of 56 4%	2 of 58 3%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 0 0%	2 of 56 4%	2 of 58 3%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 0 0%	0 of 56 0%	0 of 58 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 0 0%	0 of 56 0%	0 of 58 0%
21. % clients diagnosed as substance abusers. (secondary)	0 of 0 0%	2 of 56 4%	3 of 58 5%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 0 0%	1 of 56 2%	1 of 58 1%
23. % of clients who are Anglo	0 of 0 0%	42 of 56 75%	42 of 58 72%
24. % of clients who are Hispanic/Latino	0 of 0 0%	10 of 56 18%	11 of 58 19%
25. % of clients who are African American	0 of 0 0%	4 of 56 7%	4 of 58 7%

26. % of clients who are Native American	0 of 0 0%	0 of 56 0%	0 of 58 0%
27. % of clients who are Asian/Pacific Islander	0 of 0 0%	0 of 56 0%	1 of 58 2%
28. % of clients who are of another ethnic background	0 of 0 0%	0 of 56 0%	0 of 58 0%

