

## Beacon Group

# Quarterly Service Delivery Performance Improvement Report

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Prepared By

Parenting  
Program

Second  
Quarter

2004-05  
Year

### Analysis of Program Objectives

During the second quarter of the current fiscal year, both the current index score (119.00) and the cumulative index score (113.00) were well above the overall Parenting Program goal of 100. During the quarter, five of the eight primary objectives were accomplished at or above established goal levels, while three were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of clients successfully completing the program, minimizing the program time to unsuccessfully complete the program, 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 lower percentage of clients having no prior work experience, clients receiving public assistance, clients having less than a high school degree or equivalent, and clients under the age of 22 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 clients; and a lower percentage of developmentally disabled, mentally ill, blind/visually, 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 clients; and a lower percentage of Anglo, African American, and Native 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 having no prior work experience and clients under the age of 22; while serving a lower percentage of clients receiving public assistance and clients having less than a high school degree or equivalent 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, and deaf/hearing impaired clients; and a lower percentage of developmentally disabled, 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 a lower percentage of Hispanic and Native American clients than we have in the past.

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

During the quarter, for those clients exiting services, we served 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 developmentally disabled and mentally ill clients; and a lower percentage of physically 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 clients; and a lower percentage of Hispanic, African American, 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 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 to review overall performance and to discuss specific actions to continue the same level of performance in all the primary objectives. 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:

During the quarter only 67% of clients terminated from the Parenting Program were successful, compared to an overall program goal of 80%. For those clients who were terminated unsuccessfully, termination occurred on average after 13.86 months compared to a goal of 8 months. During the quarter, no consumer questionnaires were received from program participants who had an IFSP conducted during the quarter.

Quarterly action plan to improve performance:

Meet with the Parenting Program Coordinator on a weekly basis to discuss the importance of ensuring that consumer satisfaction questionnaires are consistently provided to program participants to complete at their annual and semi-annual IFSP's.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Parenting

Second Quarter – Year 2004-05

Current Index Score: 119.00

Cumulative Index Score: 113.00

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index Data	Actual Data	Goal	Weight	Raw Score	Index Data	Actual Data
1. Successfully complete the program.	2.5	50	7 of 11 67%	80%	5	2.5	50	11 of 16 69%
2. Minimize program time to successfully complete the program.	12	120	13.86 months	15 months	10	5	50	22.09 months
3. Minimize program time to unsuccessfully complete the program	5	50	11.5 months	8 months	10	5	50	11.2 months
4. Maximize successful home visits.	27	135	454 of 492 92%	85%	20	28	140	976 of 1051 93%
5. Maximize percentage of “valuable” responses at 3 month follow-up.	15	150	1 of 1 100%	95%	15	15	150	3 of 3 100%
6. Maximize the accomplishment of IFSP objectives.	37.5	150	23 of 28 82%	75%	20	37.5	150	40 of 49 82%
7. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires.	5	50	0 of 0 0%	95%	10	5	50	0 of 0 0%
8. Maximize the percentage of “favorable” responses on referral source questionnaires.	15	150	2 of 2 100%	95%	10	15	150	2 of 2 100%

**PERFORMANCE IMPROVEMENT REPORT**

**SUPPLEMENTAL MEASURES**

PROGRAM: Parenting

Second Quarter – Year 2003-04

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons	0 of 173 0%	1 of 11 9%	1 of 16 6%
2. Clients terminated due to relocation of family	7 of 173 4%	0 of 11 0%	1 of 16 6%
3. Clients terminated as not appropriate for Beacon Group services	8 of 173 5%	0 of 11 0%	0 of 16 0%
4. Clients transferred to CPS parenting program due to children being removed from home	2 of 24 8%	0 of 11 0%	0 of 16 0%
5. Clients terminated due to court ordered severance	5 of 24 21%	3 of 11 27%	3 of 16 19%
6. Clients terminated for successful completion of court ordered case plan	2 of 24 8%	0 of 11 0%	0 of 16 0%
7. Clients terminated due to reunification of the family by the court	2 of 24 8%	0 of 11 0%	0 of 16 0%
8. Clients transferred to DDD parenting program due to children being reunified	0 of 24 0%	0 of 11 0%	0 of 16 0%
9. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies	176 of 176 100%	5 of 5 100%	10 of 10 100%
10. Percentage of clients denied access to services.	N/A	0 of 9 0%	0 of 17 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	79 of 222 36%	4 of 11 36%	7 of 16 44%
2. % of clients receiving public assistance.	189 of 222 85%	4 of 11 36%	7 of 16 44%
3. % of clients having less than a high school degree or equivalent.	77 of 222 35%	1 of 11 9%	1 of 16 6%
4. % of clients under the age of 22.	57 of 222 26%	2 of 11 18%	4 of 16 25%
5. % of clients over the age of 55.	1 of 222 .5%	0 of 11 0%	0 of 16 0%
6. % of clients having a post-secondary education.	13 of 222 6%	0 of 11 0%	0 of 16 0%
7. % of clients diagnosed as physically disabled. ( primary)	3 of 222 1%	0 of 11 0%	0 of 16 0%
8. % of clients diagnosed as developmentally disabled. (primary)	125 of 222 56%	10 of 11 91%	15 of 16 94%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	3 of 222 1%	1 of 11 9%	1 of 16 6%
10. % of clients diagnosed as learning disabled. ( primary)	4 of 222 2%	0 of 11 0%	0 of 16 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 222 0%	0 of 11 0%	0 of 16 0%

PROGRAM: Parenting

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	3 of 222 1%	0 of 11 0%	0 of 16 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	4 of 222 2%	1 of 11 9%	1 of 16 6%
18. % of clients diagnosed as learning disabled. (secondary)	1 of 222 .5%	0 of 11 0%	0 of 16 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 222 0%	0 of 11 0%	0 of 16 0%
21. % clients diagnosed as substance abusers. ( secondary)	2 of 222 1%	1 of 11 9%	1 of 16 9%
22. % of clients diagnosed as traumatically brain injured	1 of 222 .5%	0 of 11 %	0 of 16 %
23. % of clients who are Anglo	43 of 79 54%	8 of 11 73%	11 of 16 69%
24. % of clients who are Hispanic/Latino	32 of 79 41%	3 of 11 27%	4 of 16 25%
25. % of clients who are African American	2 of 79 3%	0 of 11 0%	1 of 16 6%
26. % of clients who are Native American	2 of 79 3%	0 of 11 0%	0 of 16 0%
27. % of clients who are Asian/Pacific Islander	0 of 79 0%	0 of 11 0%	0 of 16 0%
28. % of clients who are of another ethnic background	0 of 79 0%	0 of 11 0%	0 of 16 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	213 of 511 42%	43 of 60 72%	81 of 113 72%
2. % of clients receiving public assistance.	462 of 511 90%	39 of 60 65%	84 of 113 74%
3. % of clients having less than a high school degree or equivalent.	105 of 511 21%	0 of 60 0%	2 of 113 2%
4. % of clients under the age of 22.	58 of 511 11%	10 of 60 17%	12 of 113 11%
5. % of clients over the age of 55.	0 of 511 0%	0 of 60 0%	0 of 113 0%
6. % of clients having a post-secondary education.	0 of 511 0%	0 of 60 0%	0 of 113 0%
7. % of clients diagnosed as physically disabled. ( primary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
8. % of clients diagnosed as developmentally disabled. (primary)	487 of 511 95%	54 of 60 90%	101 of 113 89%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	18 of 511 4%	4 of 60 7%	9 of 113 8%
10. % of clients diagnosed as learning disabled. ( primary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 511 .2%	1 of 60 2%	1 of 113 .9%
12. % of clients diagnosed as blind or visually impaired. ( primary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 511 .4%	0 of 60 0%	0 of 113 0%
14. % of clients diagnosed as traumatically brain injured (primary)	3 of 511 .6%	0 of 60 0%	0 of 53 0%

PROGRAM: Parenting

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	10 of 511 2%	0 of 60 0%	0 of 113 0%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 511 0%	0 of 60 0%	0 of 113 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 511 .2%	0 of 60 0%	0 of 113 0%
21. % clients diagnosed as substance abusers. ( secondary)	3 of 511 .6%	0 of 60 0%	0 of 113 0%
22. % of clients diagnosed as traumatically brain injured	0 of 511 0%	0 of 60 0%	0 of 113 0%
23. % of clients who are Anglo	223 of 511 44%	33 of 60 55%	59 of 113 52%
24. % of clients who are Hispanic/Latino	212 of 511 41%	20 of 60 33%	37 of 113 33%
25. % of clients who are African American	37 of 511 7%	4 of 60 7%	8 of 113 7%
26. % of clients who are Native American	39 of 511 8%	3 of 60 5%	9 of 113 8%
27. % of clients who are Asian/Pacific Islander	0 of 511 0%	0 of 60 0%	0 of 113 0%
28. % of clients who are of another ethnic background	0 of 511 0%	0 of 60 0%	0 of 113 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Parenting

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	33 of 52 63%	4 of 9 44%	10 of 17 59%
2. % of clients receiving public assistance.	42 of 52 81%	7 of 9 78%	9 of 17 53%
3. % of clients having less than a high school degree or equivalent.	23 of 52 44%	1 of 9 11%	1 of 17 6%
4. % of clients under the age of 22.	28 of 52 54%	1 of 9 11%	4 of 17 24%
5. % of clients over the age of 55.	0 of 52 0%	0 of 9 0%	0 of 17 0%
6. % of clients having a post-secondary education.	0 of 52 0%	0 of 9 0%	0 of 17 0%
7. % of clients diagnosed as physically disabled. ( primary)	0 of 52 0%	2 of 9 22%	2 of 17 12%
8. % of clients diagnosed as developmentally disabled. (primary)	48 of 52 92%	7 of 9 78%	14 of 17 82%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	3 of 52 6%	0 of 9 0%	0 of 17 0%
10. % of clients diagnosed as learning disabled. ( primary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 52 2%	0 of 9 0%	0 of 17 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
14. % of clients diagnosed as traumatically brain injured (primary)	33 of 52 63%	0 of 9 0%	1 of 17 6%

PROGRAM: Parenting

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
15. % of clients diagnosed as physically disabled. (secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 52 2%	2 of 9 22%	2 of 17 12%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
21. % clients diagnosed as substance abusers. ( secondary)	0 of 52 0%	0 of 9 0%	0 of 17 0%
22. % of clients diagnosed as traumatically brain injured	1 of 52 2%	0 of 9 0%	0 of 17 0%
23. % of clients who are Anglo	28 of 52 54%	4 of 9 44%	8 of 17 47%
24. % of clients who are Hispanic/Latino	18 of 52 35%	5 of 9 56%	9 of 17 53%
25. % of clients who are African American	4 of 52 8%	0 of 9 0%	0 of 17 0%
26. % of clients who are Native American	2 of 52 4%	0 of 9 0%	0 of 17 0%
27. % of clients who are Asian/Pacific Islander	0 of 52 0%	0 of 9 0%	0 of 17 0%
28. % of clients who are of another ethnic background	0 of 52 0%	0 of 9 0%	0 of 17 0%

