

Beacon Group

Quarterly Service Delivery Performance Improvement Report

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Prepared By

Supported Employment Group - Phoenix
Program

Second
Quarter

2004-05
Year

Analysis of Program Objectives

During the second quarter of the current fiscal year, the current index score (97.85) was slightly below and the cumulative index score (101.00) was slightly above the overall Supported Employment Group program goal of 100. During the quarter, five of the ten primary objectives were accomplished at or above established goal levels, while five were not. During the next quarter, additional emphasis needs to be placed in the following areas: minimizing the time to obtain individual supported or competitive employment, maximizing client productivity, maximizing the number of hours worked, maximizing the number of hours worked, and maximizing the accomplishment of ISP objectives.

Characteristics of Clients (Beginning of Services):

For those clients beginning services during the quarter, we served a higher percentage of clients receiving public assistance; 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, 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 beginning services during the quarter, we served a higher percentage of mentally ill clients; and a lower percentage of developmentally disabled and deaf/hearing impaired 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 clients of another ethnic background; and a lower percentage of Anglo, Hispanic, African American, Native American and Asian/Pacific Islander clients than we have in the past.

Characteristics of Clients (Receiving Services):

No clients were receiving services at the end of the quarter; therefore, no client characteristic comparisons can be made.

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 and clients receiving public assistance; while serving a lower percentage of 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 learning disabled, deaf/hearing impaired, and traumatically brain injured 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 clients of another ethnic background; 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 some 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 Phoenix Office staff members to review overall performance and to discuss specific actions to improve performance in the three primary objective 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:

Unless another enclave is developed during the third quarter of the current fiscal year, all areas will be needing performance improvements during the next quarter. Unless that happens, there will be no activity to report and all ten primary objectives will be accomplished at below established goal levels.

Quarterly action plan to improve performance:

Phoenix Office management staff needs to continue to emphasize the development of additional enclaves within the Phoenix metropolitan area.

BEACON GROUP

PERFORMANCE IMPROVEMENT REPORT

PROGRAM: Supported Employment Group - Phoenix

Second Quarter – Year 2004-05

Current Index Score: 97.85

Cumulative Index Score: 101.00

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Maximize clients obtaining individual supported or competitive employment.	10	100	1	1.0/qrt	10	10	100	2
2. Minimize time to obtain individual supported or competitive employment	4.35	88	55 wks	52 wks	5	7.5	150	33.5 wks
3. Maximize client productivity	4.5	50	N/A	80%	9	4.5	50	N/A
4. Maximize the number of hours worked	4.5	50	N/A	85 hrs/ month	9	4.5	50	N/A
5. Maximize earnings	4.5	50	N/A	\$378/ month	12	4.5	50	N/A
6. Maximize the accomplishment of ISP objectives	10	50	N/A	70%	15	10	50	N/A
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15	150	1 of 1 100%	95%	10	15	150	2 of 2 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15	150	1 of 1 100%	95%	10	15	150	4 of 4 100%

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Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index	Actual Data			Raw Score	Index	Actual Data
9. Maximize the percentage of “favorable” responses on employer questionnaires	15	150	1 of 1 100%	95%	10	15	150	3 of 3 100%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15	150	3 of 3 100%	95%	10	15	150	6 of 6 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment Group - Phoenix

Second Quarter – Year 2004-05

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Minimize the % of intervention hours compared to hours worked	23%	N/A	5.6%
2. Minimize the number of negative program termines	76	6	11
3. Number of successful placements (M.R. – mild)	4 of 46 9%	0 of 1 0%	0 of 2 0%
4. Number of successful placement (M.R. - moderate)	1 of 46 2%	0 of 1 0%	0 of 2 0%
5. Number of successful placements. (M.R. – severe)	0 of 46 0%	0 of 1 0%	0 of 2 0%
6. Number of successful placement (C.P.)	0 of 46 0%	0 of 1 0%	0 of 2 0%
7. Number of successful placements (Epilepsy)	0 of 46 0%	0 of 1 0%	0 of 2 0%
8. Number of successful placements (Autism)	0 of 46 0%	0 of 1 0%	0 of 2 0%
9. Number of successful placements (SMI)	38 of 46 83%	1 of 1 100%	2 of 2 100%
10. Number of successful placements (LD)	1 of 46 2%	0 of 1 0%	0 of 1 0%
11. Number of successful placements (Other disabilities)	4 of 46 9%	0 of 1 0%	0 of 1 0%
12. Maximize of job retention	157 of 234 65%	0 of 0 0%	5 of 10 50%
13. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies	60 of 64 94%	3 of 3 100%	6 of 6 100%

SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment Group - Phoenix

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. Clients terminated and accepted for pre-vocational and/or other community services	71 of 111 64%	5 of 6 83%	6 of 11 55%
15. Clients terminated for medical reasons	5 of 111 5%	0 of 6 0%	0 of 11 0%
16. Clients terminated due to moving out of the city or state	2 of 111 2%	0 of 6 0%	0 of 11 0%
17. Clients terminated as not being appropriate for Tetra Services	10 of 111 9%	0 of 6 0%	1 of 11 9%
18. Clients terminated for dropping out of the program	20 of 111 18%	1 of 6 17%	3 of 11 27%
19. Clients terminated as non-feasible for employment	3 of 111 3%	0 of 6 0%	1 of 11 9%
20. Percentage of clients denied access to services.	N/A	0 of 2 0%	0 of 8 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	1 of 111 .9%	1 of 6 17%	3 of 11 27%
2. % of clients receiving public assistance.	104 of 111 94%	6 of 6 100%	10 of 11 91%
3. % of clients having less than a high school degree or equivalent.	23 of 111 21%	1 of 6 17%	2 of 11 18%
4. % of clients under the age of 22.	15 of 111 14%	0 of 6 0%	1 of 11 9%
5. % of clients over the age of 55.	1 of 111 .9%	0 of 6 0%	0 of 11 0%
6. % of clients having a post-secondary education.	14 of 111 13%	0 of 6 0%	1 of 11 9%
7. % of clients diagnosed as physically disabled. (primary)	0 of 111 0%	0 of 6 0%	1 of 11 9%
8. % of clients diagnosed as developmentally disabled. (primary)	16 of 111 14%	1 of 6 17%	2 of 11 18%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	85 of 111 77%	5 of 6 83%	7 of 11 64%
10. % of clients diagnosed as learning disabled. (primary)	5 of 111 5%	0 of 6 0%	0 of 11 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 111 .9%	0 of 6 0%	0 of 11 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 111 0%	0 of 6 0%	0 of 11 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 111 0%	0 of 6 0%	0 of 11 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 111 4%	0 of 6 0%	1 of 11 9%
15. % of clients diagnosed as physically disabled. (secondary)	3 of 111 3%	0 of 6 0%	0 of 11 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	4 of 111 4%	0 of 6 0%	1 of 11 9%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	5 of 111 5%	0 of 6 0%	2 of 11 18%
18. % of clients diagnosed as learning disabled. (secondary)	5 of 111 5%	0 of 6 0%	0 of 11 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	3 of 111 3%	1 of 6 17%	1 of 11 9%
20. % of clients diagnosed as blind or visually impaired. (secondary)	1 of 111 .9%	0 of 6 0%	0 of 11 0%
21. % clients diagnosed as substance abusers. (secondary)	8 of 111 7%	0 of 6 0%	1 of 11 9%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 111 0%	1 of 6 17%	1 of 11 9%
23. % of clients who are Anglo	61 of 111 55%	5 of 6 83%	7 of 11 64%
24. % of clients who are Hispanic/Latino	27 of 111 24%	0 of 6 0%	2 of 11 18%
25. % of clients who are African American	20 of 111 18%	0 of 6 0%	1 of 11 9%
26. % of clients who are Native American	2 of 111 2%	0 of 6 0%	0 of 11 0%
27. % of clients who are Asian/Pacific Islander	0 of 111 0%	0 of 6 0%	0 of 11 0%
28. % of clients who are of another ethnic background	1 of 111 .9%	1 of 6 17%	1 of 11 9%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	8 of 170 5%	0 of 0 0%	0 of 5 0%
2. % of clients receiving public assistance.	135 of 170 79%	0 of 0 0%	4 of 5 80%
3. % of clients having less than a high school degree or equivalent.	28 of 170 16%	0 of 0 0%	2 of 5 40%
4. % of clients under the age of 22.	10 of 170 6%	0 of 0 0%	1 of 5 20%
5. % of clients over the age of 55.	4 of 170 2%	0 of 0 0%	0 of 5 0%
6. % of clients having a post-secondary education.	24 of 170 14%	0 of 0 0%	1 of 5 20%
7. % of clients diagnosed as physically disabled. (primary)	6 of 170 4%	0 of 0 0%	0 of 5 0%
8. % of clients diagnosed as developmentally disabled. (primary)	23 of 170 14%	0 of 0 0%	1 of 5 20%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	96 of 170 76%	0 of 0 0%	4 of 5 80%
10. % of clients diagnosed as learning disabled. (primary)	6 of 170 4%	0 of 0 0%	0 of 5 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 170 1%	0 of 0 0%	0 of 5 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 170 0%	0 of 0 0%	0 of 5 0%
13. % of clients diagnosed as substance abusers (primary)	1 of 170 1%	0 of 0 0%	0 of 5 0%

PROGRAM: Supported Employment Group - Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	4 of 170 2%	0 of 0 0%	0 of 5 0%
15. % of clients diagnosed as physically disabled. (secondary)	4 of 170 2%	0 of 0 0%	0 of 5 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	9 of 170 5%	0 of 0 0%	0 of 5 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	13 of 170 8%	0 of 0 0%	0 of 5 0%
18. % of clients diagnosed as learning disabled. (secondary)	13 of 170 8%	0 of 0 0%	0 of 5 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 170 .6%	0 of 0 0%	1 of 5 20%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 170 2%	0 of 0 0%	1 of 5 20%
21. % clients diagnosed as substance abusers. (secondary)	12 of 170 7%	0 of 0 0%	0 of 5 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 170 0%	0 of 0 0%	0 of 5 0%
23. % of clients who are Anglo	102 of 170 60%	0 of 0 0%	4 of 5 80%
24. % of clients who are Hispanic/Latino	43 of 170 25%	0 of 0 0%	1 of 5 20%
25. % of clients who are African American	23 of 170 14%	0 of 0 0%	0 of 5 0%
26. % of clients who are Native American	2 of 170 1%	0 of 0 0%	0 of 5 0%
27. % of clients who are Asian/Pacific Islander	0 of 170 0%	0 of 0 0%	0 of 5 0%
28. % of clients who are of another ethnic background	0 of 170 0%	0 of 0 0%	0 of 5 0%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment Group – Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	2 of 27 7%	0 of 2 0%	0 of 8 0%
2. % of clients receiving public assistance.	26 of 27 96%	2 of 2 100%	7 of 8 88%
3. % of clients having less than a high school degree or equivalent.	9 of 27 33%	0 of 2 0%	1 of 8 13%
4. % of clients under the age of 22.	3 of 27 11%	0 of 2 0%	1 of 8 13%
5. % of clients over the age of 55.	2 of 27 7%	0 of 2 0%	0 of 8 0%
6. % of clients having a post-secondary education.	4 of 27 15%	0 of 2 0%	1 of 8 13%
7. % of clients diagnosed as physically disabled. (primary)	0 of 27 0%	0 of 2 0%	1 of 8 13%
8. % of clients diagnosed as developmentally disabled. (primary)	2 of 27 7%	0 of 2 0%	1 of 8 13%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	22 of 27 81%	2 of 2 100%	6 of 8 75%
10. % of clients diagnosed as learning disabled. (primary)	0 of 27 0%	0 of 2 0%	0 of 8 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 27 4%	0 of 2 0%	0 of 8 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	0 of 27 0%	0 of 2 0%	0 of 8 0%
13. % of clients diagnosed as substance abusers (primary)	0 of 27 0%	0 of 2 0%	0 of 8 0%

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CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 27 7%	0 of 2 0%	0 of 8 0%
15. % of clients diagnosed as physically disabled. (secondary)	2 of 27 7%	0 of 2 0%	0 of 8 0%
16. % of clients diagnosed as developmentally disabled. (secondary)	2 of 27 7%	0 of 2 0%	1 of 8 13%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 27 4%	0 of 2 0%	0 of 8 0%
18. % of clients diagnosed as learning disabled. (secondary)	0 of 27 0%	0 of 2 0%	0 of 8 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 27 0%	0 of 2 10%	1 of 8 13%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 27 0%	0 of 2 0%	0 of 8 0%
21. % clients diagnosed as substance abusers. (secondary)	1 of 27 4%	0 of 2 0%	1 of 8 13%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 27 0%	0 of 2 0%	0 of 8 0%
23. % of clients who are Anglo	14 of 27 52%	1 of 2 50%	5 of 8 63%
24. % of clients who are Hispanic/Latino	5 of 27 19%	0 of 2 0%	1 of 8 13%
25. % of clients who are African American	6 of 27 22%	0 of 2 0%	1 of 8 13%
26. % of clients who are Native American	1 of 27 4%	0 of 2 0%	0 of 8 0%
27. % of clients who are Asian/Pacific Islander	1 of 27 4%	0 of 2 0%	0 of 8 0%
28. % of clients who are of another ethnic background	0 of 27 0%	1 of 2 50%	1 of 8 13%

