



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

For those clients exiting 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, 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 services during the quarter, we served a higher percentage of developmentally disabled and mentally ill clients; and a lower percentage of learning disabled and blind/visually impaired clients 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 clients; and a lower percentage of Hispanic, African American, 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 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 two 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 6<sup>th</sup>.

Areas needing performance improvements during the next quarter:

During the quarter, the average number of hours to achieve an individual supported employment placement was 12.19 hours compared to an overall program goal of 10 hours. Likewise the length of time from referral to placement was 36.70 days compared to a goal of 30 days. During the quarter, 15 consumer satisfaction questionnaires were returned and two of those returned questionnaires indicated dissatisfaction with the services provided. No employer satisfaction questionnaires were returned during the quarter.

Quarterly action plan to improve performance:

The Phoenix office management staff needs to meet with staff members on a weekly basis to emphasize continued improvement in all previously identified areas.

**TETRA SERVICES  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment – Individual Phoenix

Second Quarter – Year 2004-05

Current Index Score: 116.00

Cumulative Index Score: 124.00

Primary Objectives	Current Quarter			Goal	Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Minimize the hours of job development to achieve placement	8	80	12.19 hours	10 hrs	10	9	90	11.11 hours
2. Minimize the time from referral to placement	8	80	36.70 days	30 days	10	10	100	29.44 days
3. Maximize the % of successful placement	18	150	20 of 29 69%	40%	12	18	150	32 of 46 70%
4. Minimize the time from placement to stabilization	15	150	55 days	90 days	10	15	150	51 days
5. Maximize the number of hours worked	9	150	99.93 hours	85 hrs/month	6	9	150	97.63 hours
6. Maximize earnings	18	150	\$904.48/month	\$638/month	12	18	150	\$890.28/month
7. Maximize the percentage of “valuable” responses at 3 month follow-up	15	150	4 of 4 100%	95%	10	15	150	7 of 7 100%
8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	5	50	13 of 15 87%	95%	10	10	100	37 of 39 95%

PROGRAM: Supported Employment -Individual Phoenix

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	5	50	0 of 0 0%	95%	10	5	50	0 of 1 0%
10. Maximize the percentage of “favorable” responses on referral source questionnaires	15	150	7 of 7 100%	95%	10	15	150	10 of 10 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Phoenix

Second Quarter – Year 2004-05

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	32	4	7
2. Minimize the % of intervention hours compared to hours worked	3.9%	4.6%	4.9%
3.. Minimize the number of negative program terminees	146	14	31
4. Number of successful placements (M.R. – mild)	17	2	2
5. Number of successful placement (M.R. - moderate)	2	0	0
6. Number of successful placements. (M.R. – severe)	0	0	0
7. Number of successful placement (C.P.)	0	0	0
8. Number of successful placements (Epilepsy)	0	0	0
9. Number of successful placements (Autism)	0	0	0
10. Number of successful placements (SMI)	122	16	28
11. Number of successful placements (LD)	5	1	1
12. Number of successful placements (Other disabilities)	7	0	0
13. Maximize of job retention	595 of 734 81%	60 of 63 95%	103 of 115 84%
14. 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%

15. COST DATA Costs to achieve objective #3	<u>\$434.62</u>	<u>\$609.50</u>	<u>\$537.50</u>
16. Clients terminated and accepted for pre-vocational and/or other community services	69 of 171 40%	5 of 14 36%	10 of 31 32%
17. Clients terminated for medical reasons	19 of 171 11%	1 of 14 7%	2 of 31 6%
18. Clients terminated due to moving out of the city or state	12 of 171 7%	1 of 14 7%	4 of 31 13%
19. Clients terminated as not being appropriate for Tetra Services	6 of 171 4%	0 of 14 0%	0 of 31 0%
20. Clients terminated for dropping out of the program	56 of 171 63%	5 of 14 36%	12 of 31 39%
21. Clients terminated as non-feasible for employment	7 of 171 4%	2 of 14 14%	3 of 31 10%
22. Percentage of clients denied access to services.	N/A	0 of 29 0%	0 of 49 0%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	4 of 105 4%	0 of 5 0%	0 of 16 0%
2. % of clients receiving public assistance.	70 of 105 67%	3 of 5 60%	8 of 16 50%
3. % of clients having less than a high school degree or equivalent.	16 of 105 15%	0 of 5 0%	1 of 16 6%
4. % of clients under the age of 22.	13 of 105 12%	0 of 5 0%	0 of 16 0%
5. % of clients over the age of 55.	3 of 105 3%	0 of 5 0%	0 of 16 0%
6. % of clients having a post-secondary education.	22 of 105 21%	1 of 5 20%	4 of 16 25%
7. % of clients diagnosed as physically disabled. ( primary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
8. % of clients diagnosed as developmentally disabled. (primary)	20 of 105 19%	1 of 5 20%	1 of 16 6%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	72 of 105 69%	4 of 5 80%	15 of 16 94%
10. % of clients diagnosed as learning disabled. ( primary)	10 of 105 10%	0 of 5 0%	0 of 16 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 105 1%	0 of 5 0%	0 of 16 0%

13. % of clients diagnosed as substance abusers (primary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
15. % of clients diagnosed as physically disabled. (secondary)	1 of 105 1%	0 of 5 0%	0 of 16 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	2 of 105 2%	0 of 5 0%	0 of 16 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 105 1%	0 of 5 0%	0 of 16 0%
18. % of clients diagnosed as learning disabled. (secondary)	1 of 105 1%	0 of 5 0%	0 of 16 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 105 2%	0 of 5 0%	0 of 16 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
21. % clients diagnosed as substance abusers. ( secondary)	5 of 105 6%	0 of 5 0%	0 of 16 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 105 0%	0 of 5 0%	0 of 16 0%
23. % of clients who are Anglo	61 of 105 73%	5 of 5 100%	14 of 16 88%
24. % of clients who are Hispanic/Latino	13 of 105 16%	0 of 5 0%	0 of 16 0%
25. % of clients who are African American	6 of 105 7%	0 of 5 0%	1 of 16 6%
26. % of clients who are Native American	1 of 105 1%	0 of 5 0%	0 of 16 0%
27. % of clients who are Asian/Pacific Islander	1 of 105 1%	0 of 5 0%	0 of 16 0%
28. % of clients who are of another ethnic background	1 of 83 1%	0 of 5 0%	1 of 16 6%

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	22 of 936 2%	0 of 77 0%	6 of 149 4%
2. % of clients receiving public assistance.	711 of 936 76%	51 of 77 66%	116 of 149 78%
3. % of clients having less than a high school degree or equivalent.	144 of 936 15%	2 of 77 3%	8 of 149 5%
4. % of clients under the age of 22.	57 of 936 6%	1 of 77 1%	1 of 149 .7%
5. % of clients over the age of 55.	43 of 936 5%	5 of 77 6%	12 of 149 8%
6. % of clients having a post-secondary education.	160 of 936 17%	35 of 77 45%	43 of 149 29%
7. % of clients diagnosed as physically disabled. ( primary)	16 of 936 2%	0 of 77 0%	2 of 149 1%
8. % of clients diagnosed as developmentally disabled. (primary)	174 of 936 19%	8 of 77 10%	15 of 149 10%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	679 of 936 73%	67 of 77 87%	129 of 149 87%
10. % of clients diagnosed as learning disabled. ( primary)	44 of 936 5%	2 of 77 3%	3 of 149 2%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	1 of 936 .1%	0 of 77 0%	0 of 149 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	1 of 936 .1%	0 of 77 0%	0 of 149 0%

13. % of clients diagnosed as substance abusers (primary)	5 of 936 .5%	0 of 77 0%	0 of 149 0%
14. % of clients diagnosed as traumatically brain injured (primary)	6 of 936 .6%	0 of 77 0%	0 of 149 0%
15. % of clients diagnosed as physically disabled. (secondary)	28 of 936 3%	0 of 77 0%	0 of 149 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	15 of 936 2%	0 of 77 0%	0 of 149 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	28 of 936 3%	0 of 77 0%	0 of 149 0%
18. % of clients diagnosed as learning disabled. (secondary)	36 of 936 4%	2 of 77 3%	2 of 149 1%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	1 of 936 .1%	1 of 77 1%	2 of 149 1%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 936 0%	1 of 77 1%	2 of 149 1%
21. % clients diagnosed as substance abusers. ( secondary)	35 of 936 4%	1 of 77 1%	3 of 149 2%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 936 .1%	0 of 77 0%	0 of 149 0%
23. % of clients who are Anglo	751 of 936 80%	59 of 77 77%	117 of 149 79%
24. % of clients who are Hispanic/Latino	101 of 936 11%	12 of 77 16%	23 of 149 15%
25. % of clients who are African American	55 of 936 6%	5 of 77 6%	7 of 149 5%
26. % of clients who are Native American	10 of 936 1%	0 of 77 0%	1 of 149 .7%
27. % of clients who are Asian/Pacific Islander	3 of 936 .3%	0 of 77 0%	0 of 149 0%
28. % of clients who are of another ethnic background	14 of 936 1%	1 of 77 1%	1 of 149 .7%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

Second Quarter – Year 2004-05

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	1 of 70 1%	1 of 29 3%	2 of 49 4%
2. % of clients receiving public assistance.	57 of 70 81%	22 of 29 76%	32 of 49 65%
3. % of clients having less than a high school degree or equivalent.	7 of 70 10%	4 of 29 14%	7 of 49 14%
4. % of clients under the age of 22.	3 of 70 4%	1 of 29 3%	1 of 49 2%
5. % of clients over the age of 55.	2 of 70 3%	0 of 29 0%	3 of 49 6%
6. % of clients having a post-secondary education.	28 of 70 40%	13 of 29 45%	25 of 49 51%
7. % of clients diagnosed as physically disabled. ( primary)	1 of 70 1%	1 of 29 3%	1 of 49 2%
8. % of clients diagnosed as developmentally disabled. (primary)	1 of 70 1%	2 of 29 7%	2 of 49 4%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	63 of 70 90%	24 of 29 83%	43 of 49 88%
10. % of clients diagnosed as learning disabled. ( primary)	0 of 70 0%	1 of 29 3%	2 of 49 4%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 70 0%	0 of 29 0%	0 of 49 0%
12. % of clients diagnosed as blind or visually impaired. ( primary)	0 of 70 0%	1 of 29 3%	1 of 49 2%
13. % of clients diagnosed as substance abusers (primary)	0 of 70 0%	0 of 29 0%	0 of 49 0%

PROGRAM: Supported Employment - Individual Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
14. % of clients diagnosed as traumatically brain injured (primary)	5 of 70 7%	0 of 29 0%	0 of 49 0%
15. % of clients diagnosed as physically disabled. (secondary)	7 of 70 10%	1 of 29 3%	1 of 49 2%
16. % of clients diagnosed as developmentally disabled. ( secondary)	1 of 70 1%	1 of 29 3%	1 of 49 2%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	4 of 70 6%	0 of 29 0%	0 of 49 0%
18. % of clients diagnosed as learning disabled. (secondary)	1 of 70 1%	1 of 29 3%	2 of 49 4%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 70 0%	0 of 29 0%	0 of 49 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 70 0%	0 of 29 0%	0 of 49 0%
21. % clients diagnosed as substance abusers. ( secondary)	1 of 70 1%	0 of 29 0%	0 of 49 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 70 0%	0 of 29 0%	0 of 49 0%
23. % of clients who are Anglo	49 of 70 70%	25 of 29 86%	36 of 49 73%
24. % of clients who are Hispanic/Latino	12 of 70 17%	3 of 29 10%	7 of 49 14%
25. % of clients who are African American	7 of 70 10%	1 of 29 3%	2 of 49 4%
26. % of clients who are Native American	0 of 70 0%	0 of 29 0%	1 of 49 2%
27. % of clients who are Asian/Pacific Islander	1 of 70 1%	0 of 29 0%	2 of 49 4%
28. % of clients who are of another ethnic background	1 of 70 1%	0 of 29 0%	1 of 49 2%

