

## Beacon Group

# Quarterly Service Delivery Performance Improvement Report

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Prepared By

Supported Employment Individual - Tucson  
Program

Second  
Quarter

2004-05  
Year

### Analysis of Program Objectives

During the second quarter of the current fiscal year, both the current index score (111.00) and the cumulative index score (111.00) was well above the overall Supported Employment Individual program goal of 100. During the quarter, seven of the ten 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 number of hours worked, maximizing earnings, 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 receiving public assistance; while serving a lower percentage of clients having no prior work experience and clients having less than a high school degree or equivalent than we have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of developmentally disabled clients; and a lower percentage of mentally ill 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 higher percentage of Anglo clients; and a lower percentage of Hispanic 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, clients receiving public assistance, and clients over the age of 55; while serving a lower percentage of having less than a high school degree or equivalent, clients under the age of 22, and clients having a post-secondary education 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, learning disabled, and deaf/hearing impaired clients; and a lower percentage of physically disabled, developmentally disabled, and substance abuse 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 clients; and a lower percentage of Hispanic and Asian/Pacific Islander clients than we have in the past.

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

During the quarter, for those clients exiting services, we served a higher percentage of clients having a post-secondary education; while serving 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 exiting services during the quarter, we served a higher percentage of learning disabled clients; and a lower percentage of developmentally disabled, blind/visually impaired, and traumatically brain injured 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 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 at both sites to review overall performance and to discuss specific actions to improve performance in the three 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 13<sup>th</sup>.

Areas needing performance improvements during the next quarter:

The average number of hours worked for all clients receiving individual supported employment services during the quarter was only 72.94 hours compared to an overall program goal of 85 hours. Likewise, the average earnings for the month were only \$439.06 compared to a goal of \$510.00. No referral source questionnaires were received during the quarter.

Quarterly action plan to improve performance:

Employment Services Specialists need to ensure that all clients are working to the maximum potential, thus being able to maximize their earnings. In addition, Employment Services Specialists need to continue to better market this service to RSA Counselors and coordinate the movement of clients in enclaves to individual placements with Program Managers.

**BEACON GROUP**

**PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment – Individual Tucson

Second Quarter – Year 2004-05

Current Index Score: 111.00

Cumulative Index Score: 111.00

| 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                               | 10.5            | 150        | 1 hrs              | 10 hrs          | 7      | 10.5       | 150        | 4 hrs              |
| 2. Minimize the time from referral to placement   | 10.5            | 150        | 1 days             | 30 days         | 7      | 10.5       | 150        | 5.5 days           |
| 3. Maximize the % of successful placement   | 18              | 150        | 1 of 1<br>100%     | 85%             | 12     | 18         | 150        | 2 of 2<br>100%     |
| 4. Minimize the time from placement to stabilization  | 10              | 100        | 60 days            | 60 days         | 10     | 10         | 100        | 60 days            |
| 5. Maximize the number of hours worked  | 6.0             | 50         | 72.94 hrs          | 85 hrs/month    | 12     | 6.0        | 50         | 79.31 hrs          |
| 6. Maximize earnings  | 6.0             | 50         | \$439.06/<br>Month | \$510/<br>month | 12     | 6.0        | 50         | \$479.94/<br>Month |
| 7. Maximize the percentage of “valuable” responses at 3 month follow-up                     | 15              | 150        | 1 of 1<br>100%     | 95%             | 10     | 15         | 150        | 1 of 1<br>100%     |
| 8. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires | 15              | 150        | 5 of 5<br>100%     | 95%             | 10     | 15         | 150        | 10 of 10<br>100%   |

PROGRAM: Supported Employment - Individual Tucson

| 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   | 4 of 4<br>100% | 95%  | 10     | 15         | 150   | 8 of 8<br>100% |
| 10. Maximize the percentage of “favorable” responses on referral source questionnaires | 5               | 50    | 0 of 0<br>0%   | 95%  | 10     | 5          | 50    | 0 of 0<br>0%   |

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Tucson

Second Quarter – Year 2004-05

| SUPPLEMENTAL MEASURES   | BASE PERIOD       | CURRENT QUARTER | CUMULATIVE       |
|---|-------------------|-----------------|------------------|
| 1. Maximize job advancement   | 12                | 0               | 2                |
| 2. Minimize the % of intervention hours compared to hours worked  | 5.5%              | 3%              | 3%               |
| 3.. Minimize the number of negative program terminees   | 3                 | 1               | 1                |
| 4. Number of successful placements (M.R. – mild)  | 8                 | 1               | 2                |
| 5. Number of successful placement (M.R. - moderate)   | 0                 | 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)   | 4                 | 0               | 0                |
| 11. Number of successful placements (LD)  | 0                 | 0               | 0                |
| 12. Number of successful placements (Other disabilities)  | 5                 | 0               | 0                |
| 13. Maximize of job retention   | 125 of 138<br>91% | 17 of 19<br>89% | 35 of 37<br>95%  |
| 14. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies | 70 of 80<br>88%   | 5 of 5<br>100%  | 10 of 10<br>100% |

## SUPPLEMENTAL MEASURES

PROGRAM: Supported Employment - Individual Tucson

| SUPPLEMENTAL MEASURES   | BASE PERIOD     | CURRENT QUARTER | CUMULATIVE      |
|---|-----------------|-----------------|-----------------|
| 15. COST DATA<br>Costs to achieve objective #3  | <u>\$321.58</u> | <u>\$50.00</u>  | <u>\$100.00</u> |
| 16. Clients terminated and accepted for pre-vocational and/or other community services. | 3 of 4<br>75%   | 1 of 1<br>100%  | 1 of 1<br>100%  |
| 17. Clients terminated for medical reasons  | 0 of 4<br>0%    | 0 of 1<br>0%    | 0 of 0<br>0%    |
| 18. Clients terminated due to moving out of the city or state                           | 0 of 4<br>0%    | 0 of 1<br>0%    | 0 of 0<br>0%    |
| 19. Clients terminated as not being appropriate for Beacon Group services               | 0 of 4<br>0%    | 0 of 1<br>0%    | 0 of 0<br>0%    |
| 20. Clients terminated for dropping out of the program                                  | 0 of 4<br>0%    | 0 of 1<br>0%    | 0 of 0<br>0%    |
| 21. Clients terminated as non-feasible for employment                                   | 1 of 4<br>25%   | 0 of 1<br>0%    | 0 of 0<br>0%    |
| 22. Percentage of clients denied access to services.                                    | N/A             | 0 of 1<br>0%    | 0 of 1<br>0%    |

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Second Quarter – Year 2004-05

| CLIENT DESCRIPTORS<br>EXITING SERVICES                                       | BASE PERIOD   | CURRENT QUARTER | CUMULATIVE     |
|--|---------------|-----------------|----------------|
| 1. % of clients having no prior work experience.                             | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 2. % of clients receiving public assistance.                                 | 3 of 4<br>75% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 3. % of clients having less than a high school degree or equivalent.         | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 4. % of clients under the age of 22.   | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 5. % of clients over the age of 55.  | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 6. % of clients having a post-secondary education.                           | 0 of 4<br>0%  | 1 of 1<br>100%  | 1 of 1<br>100% |
| 7. % of clients diagnosed as physically disabled. ( primary)                 | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 8. % of clients diagnosed as developmentally disabled. (primary)             | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary) | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 10. % of clients diagnosed as learning disabled. ( primary)                  | 1 of 4<br>25% | 1 of 1<br>100%  | 1 of 1<br>100% |
| 11. % of clients diagnosed as deaf or hearing impaired. (primary)            | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 12. % of clients diagnosed as blind or visually impaired. ( primary)         | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 13. % of clients diagnosed as substance abusers (primary)                    | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |

PROGRAM: Supported Employment - Individual Tucson

| CLIENT DESCRIPTORS<br>EXITING SERVICES  | BASE PERIOD   | CURRENT QUARTER | CUMULATIVE     |
|---|---------------|-----------------|----------------|
| 14. % of clients diagnosed as traumatically brain injured (primary)             | 0 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 16. % of clients diagnosed as developmentally disabled. ( secondary)            | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 18. % of clients diagnosed as learning disabled. (secondary)                    | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 19. % of clients diagnosed as deaf or hearing impaired. (secondary)             | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 20. % of clients diagnosed as blind or visually impaired. (secondary)           | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 21. % clients diagnosed as substance abusers. ( secondary)                      | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 22. % clients diagnosed as traumatically brain injured. (secondary)             | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 23. % of clients who are Anglo  | 3 of 4<br>75% | 1 of 1<br>100%  | 1 of 1<br>100% |
| 24. % of clients who are Hispanic/Latino  | 1 of 4<br>25% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 25. % of clients who are African American                                       | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 26. % of clients who are Native American  | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 27. % of clients who are Asian/Pacific Islander                                 | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 28. % of clients who are of another ethnic background                           | 0 of 4<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Second Quarter – Year 2004-05

| CLIENT DESCRIPTORS<br>RECEIVING SERVICES                                     | BASE PERIOD       | CURRENT QUARTER | CUMULATIVE      |
|--|-------------------|-----------------|-----------------|
| 1. % of clients having no prior work experience.                             | 77 of 182<br>42%  | 9 of 17<br>53%  | 20 of 36<br>56% |
| 2. % of clients receiving public assistance.                                 | 132 of 182<br>76% | 16 of 17<br>94% | 34 of 36<br>94% |
| 3. % of clients having less than a high school degree or equivalent.         | 128 of 182<br>70% | 9 of 17<br>53%  | 20 of 36<br>56% |
| 4. % of clients under the age of 22.   | 3 of 182<br>2%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 5. % of clients over the age of 55.  | 0 of 182<br>0%    | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 6. % of clients having a post-secondary education.                           | 24 of 182<br>13%  | 1 of 17<br>6%   | 3 of 36<br>8%   |
| 7. % of clients diagnosed as physically disabled. ( primary)                 | 9 of 182<br>5%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 8. % of clients diagnosed as developmentally disabled. (primary)             | 112 of 182<br>62% | 9 of 17<br>53%  | 18 of 36<br>50% |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary) | 25 of 182<br>14%  | 3 of 17<br>18%  | 7 of 36<br>19%  |
| 10. % of clients diagnosed as learning disabled. ( primary)                  | 14 of 182<br>8%   | 2 of 17<br>12%  | 5 of 36<br>14%  |
| 11. % of clients diagnosed as deaf or hearing impaired. (primary)            | 4 of 182<br>2%    | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 12. % of clients diagnosed as blind or visually impaired. ( primary)         | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 3<br>0%    |
| 13. % of clients diagnosed as substance abusers (primary)                    | 2 of 182<br>1%    | 0 of 17<br>0%   | 0 of 36<br>0%   |

PROGRAM: Supported Employment - Individual Tucson

| CLIENT DESCRIPTORS<br>RECEIVING SERVICES  | BASE PERIOD       | CURRENT QUARTER | CUMULATIVE      |
|---|-------------------|-----------------|-----------------|
| 14. % of clients diagnosed as traumatically brain injured (primary)             | 21 of 182<br>12%  | 2 of 17<br>12%  | 4 of 36<br>11%  |
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 6 of 182<br>3%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 16. % of clients diagnosed as developmentally disabled. ( secondary)            | 11 of 182<br>6%   | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 6 of 182<br>3%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 18. % of clients diagnosed as learning disabled. (secondary)                    | 2 of 182<br>1%    | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 19. % of clients diagnosed as deaf or hearing impaired. (secondary)             | 3 of 182<br>2%    | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 20. % of clients diagnosed as blind or visually impaired. (secondary)           | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 21. % clients diagnosed as substance abusers. ( secondary)                      | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 22. % clients diagnosed as traumatically brain injured. (secondary)             | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 23. % of clients who are Anglo  | 145 of 182<br>80% | 15 of 17<br>88% | 32 of 36<br>89% |
| 24. % of clients who are Hispanic/Latino  | 21 of 182<br>12%  | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 25. % of clients who are African American                                       | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 26. % of clients who are Native American  | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |
| 27. % of clients who are Asian/Pacific Islander                                 | 16 of 182<br>9%   | 1 of 17<br>6%   | 2 of 36<br>6%   |
| 28. % of clients who are of another ethnic background                           | 0 of 182<br>0%    | 0 of 17<br>0%   | 0 of 36<br>0%   |

## PERFORMANCE IMPROVEMENT REPORT

### CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Tucson

Second Quarter – Year 2004-05

| CLIENT DESCRIPTORS<br>BEGINNING SERVICES                                     | BASE PERIOD    | CURRENT QUARTER | CUMULATIVE     |
|--|----------------|-----------------|----------------|
| 1. % of clients having no prior work experience.                             | 6 of 9<br>67%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 2. % of clients receiving public assistance.                                 | 9 of 9<br>100% | 1 of 1<br>100%  | 1 of 1<br>100% |
| 3. % of clients having less than a high school degree or equivalent.         | 6 of 9<br>67%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 4. % of clients under the age of 22.   | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 5. % of clients over the age of 55.  | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 6. % of clients having a post-secondary education.                           | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 7. % of clients diagnosed as physically disabled. ( primary)                 | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 8. % of clients diagnosed as developmentally disabled. (primary)             | 5 of 9<br>56%  | 1 of 1<br>100%  | 1 of 1<br>100% |
| 9. % of clients diagnosed as mentally ill or emotionally disabled.( primary) | 3 of 9<br>33%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 10. % of clients diagnosed as learning disabled. ( primary)                  | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 11. % of clients diagnosed as deaf or hearing impaired. (primary)            | 1 of 9<br>11%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 12. % of clients diagnosed as blind or visually impaired. ( primary)         | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 13. % of clients diagnosed as substance abusers (primary)                    | 0 of 9<br>0%   | 0 of 1<br>0%    | 0 of 1<br>0%   |

PROGRAM: Supported Employment - Individual Tucson

| CLIENT DESCRIPTORS<br>BEGINNING SERVICES  | BASE PERIOD   | CURRENT QUARTER | CUMULATIVE     |
|---|---------------|-----------------|----------------|
| 14. % of clients diagnosed as traumatically brain injured (primary)             | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 15. % of clients diagnosed as physically disabled. (secondary)                  | 1 of 9<br>11% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 16. % of clients diagnosed as developmentally disabled. ( secondary)            | 1 of 9<br>11% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary) | 0 of 9<br>0%  | 1 of 1<br>100%  | 1 of 1<br>100% |
| 18. % of clients diagnosed as learning disabled. (secondary)                    | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 19. % of clients diagnosed as deaf or hearing impaired. (secondary)             | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 20. % of clients diagnosed as blind or visually impaired. (secondary)           | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 21. % clients diagnosed as substance abusers. ( secondary)                      | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 22. % clients diagnosed as traumatically brain injured. (secondary)             | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 23. % of clients who are Anglo  | 8 of 9<br>89% | 1 of 1<br>100%  | 1 of 1<br>100% |
| 24. % of clients who are Hispanic/Latino  | 1 of 9<br>11% | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 25. % of clients who are African American                                       | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 26. % of clients who are Native American  | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 27. % of clients who are Asian/Pacific Islander                                 | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |
| 28. % of clients who are of another ethnic background                           | 0 of 9<br>0%  | 0 of 1<br>0%    | 0 of 1<br>0%   |

