

## Beacon Group

### **Quarterly Service Delivery Performance Improvement Report**

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Employment Development – Phoenix  
Program

Third 2007-08  
Quarter Year

#### Analysis of Program Objectives

During the third quarter of the current fiscal year the current index score (110.75) was slightly above and the cumulative index score (96.30) was slightly below the overall Employment Development program goal of 100. During the quarter, only seven of the thirteen primary objectives were accomplished at or above established goal levels, while six were not. During the next quarter, additional emphasis needs to be placed in the following areas: maximizing the percentage of clients successfully completing the skills training program, minimizing the program time for clients to successfully complete the skills training program, maximizing the percentage of valuable responses at 3 month follow-up, maximizing the percentage of favorable responses 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 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, clients under the age of 22, and clients over the age of 55 than we have traditionally served. From a disability standpoint for those clients beginning services during the quarter, we served a higher percentage of substance abuse clients; and lower percentage of physically disabled, developmentally disabled, mentally ill, learning disabled, deaf/hard of hearing, blind and visually impaired, and traumatically brain injured clients than we have historically served. In terms of client ethnicity characteristics for those clients receiving services during the quarter, we served a higher percentage of Hispanic, African American, Native American, and clients of another ethnic background; and a lower percentage of Anglo and Asian/Pacific Islander 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 a post-secondary education; while serving a lower percentage of clients receiving public assistance, clients having less than a high school degree or equivalent, clients under the age of 22, and clients over the age of 55 than we have traditionally served. From a disability standpoint for those clients receiving services during the quarter, we served a higher percentage of substance abuse clients; and a lower percentage of physically disabled, developmentally disabled, mentally ill, learning disabled, deaf/hearing impaired, blind/visually impaired, 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 Hispanic, African American, Native American, and

clients of another ethnic background; and a lower percentage of Anglo and Asian/Pacific Islander clients than we have in the past.

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

For those clients exiting services during the quarter, we served a higher percentage of clients receiving public assistance, clients over the age of 55, and clients having a post-secondary education; while serving a lower percentage of clients having no prior work experience, 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 mentally ill and substance abuse clients; and a lower percentage of physically disabled, developmentally disabled, learning disabled, deaf/hearing impaired, blind/visually impaired, substance abuse, 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 and Hispanic clients; and a lower percentage of African American, Native American, Asian/Pacific Islander, and clients of another ethnic background 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 second 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 twelve primary objectives that were being accomplished at below goal levels. A similar meeting will be conducted as soon as third quarter data are finalized. That meeting is tentatively scheduled for Tuesday, August 12<sup>th</sup>.

Areas needing performance improvements during the next quarter:

No positive outcomes have yet to occur with respect to the skills training program. In addition, no stakeholder satisfaction information was received during quarter.

Quarterly action plan to improve performance:

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 and to continue to maintain this program since the WOW grant concluded. In addition we need to more actively market the skills training program so that some outcomes can be achieved through it. Continue to meet with the Phoenix Office staff to determine the best methods in which to capture stakeholder satisfaction information on a regular basis. Both the current and cumulative index scores are significantly lower than they would otherwise be if we routinely receive stakeholder satisfaction data on a regular basis.

**BEACON GROUP  
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2007-08

Current Index Score: 110.75

Cumulative Index Score: 96.30

Primary Objectives	Current Quarter			Goal	Relative Weight	Cumulative		
	Raw Score	Index Data	Actual Data			Raw Score	Index Data	Actual Data
1. Obtain competitive employment	18.00	150	2 of 4 50%	35%	12	6.00	50	3 of 11 27%
2. Successfully complete skills training program	5.00	50	0 of 0 0%	60%	10	5.00	50	0 of 0 0%
3. Obtain pre-vocational or other community services	15.00	150	2 of 2 100%	80%	4	3.00	75	6 of 8 75%
4. Minimize program time for clients achieving objective #1.	12.00	150	15.00 weeks	20 wks	8	12.00	150	14.50 weeks
5. Minimize program time for clients achieving objective #2.	2.00	50	N/A weeks	4 wks	4	2.00	50	N/A weeks
6. Minimize program time for all other terminated clients	2.75	138	2.50 weeks	4 wks	2	2.30	115	3.38 weeks
7. Obtain reasonable competitive employment wage	15.00	150	\$11.15/hr	\$8.00/hr	10	15.00	150	\$9.68/hr
8. Minimize the hours of job development to achieve placement	10.50	150	4.55 hours	10 hrs	7	10.50	150	4.55 hours
9. Minimize the time from referral to placement	10.50	150	13.72 days	30 days	7	10.50	50	13.72 days
10. Maximize the percentage of “valuable” responses at 3 month follow-up	5.00	50	0 of 0 0%	95%	10	5.00	50	0 of 0 0%

PROGRAM: Employment Development - Phoenix

Primary Objectives	Raw Score	Index Data	Actual Data	Goal	Relative Weight	Raw Score	Index Data	Actual Data
11. Maximize the % “favorable” responses on consumer satisfaction questionnaires	5.00	50	0 of 0 0%	95%	10	5.00	50	1 of 2 50%
12. Maximize the % of “favorable” responses on employer questionnaires	5.00	50	0 of 0 0%	95%	10	5.00	50	0 of 0 0%
13. Maximize the % of “favorable” responses on referral source questionnaires	5.00	50	0 of 0 0%	95%	10	15.00	150	1 of 1 100%

**PERFORMANCE IMPROVEMENT REPORT  
SUPPLEMENTAL MEASURES**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2007-08

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Clients terminated for medical reasons.	3 of 322 .9%	0 of 4 0%	2 of 11 18%
2. Clients terminated due to moving.	0 of 322 0%	0 of 4 0%	0 of 11 0%
3. Clients terminated as not appropriate for Tetra services.	3 of 322 .3%	0 of 4 0%	0 of 11 0%
4. Clients terminated for dropping out of program.	11 of 322 3%	0 of 4 0%	0 of 11 0%
5. Clients terminated as non-feasible for employment.	6 of 322 2%	0 of 4 0%	0 of 1 0%
6. Clients referred for placement.	382	10	21
7. Clients placed.	257	11	11
8. Clients placed who do not obtain competitive employment	56	0	0
9. % of reviewed case records with no identified quality assessment deficiencies.	84 of 88 95%	3 of 3 100%	9 of 9 100%

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 obtaining vocational/skills training in the community.</p> <p>Average cost of all services provided that have resulted in clients terminating successfully.</p>	<p>\$ <u>2,767.09</u></p> <p>\$ <u>2,135.23</u></p>	<p>\$ <u>3,569.56</u></p> <p>\$ <u>3,387.24</u></p>	<p>\$ <u>4,205.75</u></p> <p>\$ <u>3,487.47</u></p>
<p>11. Percentage of clients denied access to services.</p>	<p>0 of 344 0%</p>	<p>0 of 19 0%</p>	<p>0 of 27 0%</p>

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	100 of 436 23%	0 of 4 0%	0 of 11 0%
2. % of clients receiving public assistance.	135 of 436 31%	2 of 4 50%	5 of 11 45%
3. % of clients having less than a high school degree or equivalent.	176 of 436 40%	1 of 4 25%	2 of 11 18%
4. % of clients under the age of 22.	174 of 436 40%	0 of 4 0%	0 of 11 0%
5. % of clients over the age of 55.	43 of 436 10%	1 of 4 25%	3 of 11 27%
6. % of clients having a post-secondary education.	77 of 436 18%	2 of 4 50%	4 of 11 36%
7. % of clients diagnosed as physically disabled. ( primary)	85 of 436 19%	0 of 4 0%	1 of 11 9%
8. % of clients diagnosed as developmentally disabled. (primary)	22 of 436 5%	0 of 4 0%	0 of 11 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	104 of 436 24%	1 of 4 25%	7 of 11 64%
10. % of clients diagnosed as learning disabled. ( primary)	165 of 436 38%	0 of 4 0%	0 of 11 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	6 of 436 1%	0 of 4 0%	0 of 11 0%

PROGRAM: Employment Development - Phoenix

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	7 of 436 2%	0 of 4 0%	0 of 11 0%
13.% of clients diagnosed as substance abusers (primary)	39 of 436 9%	3 of 4 75%	3 of 11 27%
14. % of clients diagnosed as traumatically brain injured (primary)	2 of 436 .5%	0 of 4 0%	0 of 11 0%
15. % of clients diagnosed as physically disabled. (secondary)	11 of 436 3%	1 of 4 25%	1 of 11 9%
16. % of clients diagnosed as developmentally disabled. ( secondary)	3 of 436 .7%	0 of 4 0%	0 of 11 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	23 of 436 5%	0 of 4 0%	0 of 11 0%
18. % of clients diagnosed as learning disabled. (secondary)	15 of 436 3%	0 of 4 0%	0 of 11 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 436 .5%	0 of 4 0%	0 of 11 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	3 of 436 .7%	0 of 4 0%	0 of 11 0%
21. % clients diagnosed as substance abusers. ( secondary)	27 of 436 6%	0 of 4 0%	1 of 11 9%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 436 .2%	0 of 4 0%	1 of 11 9%
23. % of clients who are Anglo	299 of 436 69%	3 of 4 75%	8 of 11 73%
24. % of clients who are Hispanic/Latino	80 of 436 18%	1 of 4 25%	2 of 11 18%
25. % of clients who are African American	41 of 436 9%	0 of 4 0%	1 of 11 9%

26. % of clients who are Native American	4 of 436 .9%	0 of 4 0%	0 of 11 0%
27. % of clients who are Asian/Pacific Islander	8 of 436 2%	0 of 4 0%	0 of 11 0%
28. % of clients who are of another ethnic background	8 of 436 2%	0 of 4 0%	0 of 11 0%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1.% clients having no prior work experience.	85 of 369 23%	3 of 19 16%	3 of 28 11%
2. % of clients receiving public assistance.	103 of 369 28%	5 of 19 26%	6 of 28 21%
3. % of clients having less than a high school degree or equivalent.	156 of 369 42%	7 of 19 37%	8 of 28 29%
4. % of clients under the age of 22.	157 of 369 43%	0 of 19 0%	1 of 28 4%
5. % of clients over the age of 55.	45 of 369 12%	0 of 19 0%	1 of 28 4%
6. % of clients having a post-secondary education.	57 of 369 15%	3 of 19 16%	6 of 28 21%
7. % of clients diagnosed as physically disabled. ( primary)	94 of 369 25%	0 of 19 0%	0 of 28 0%
8. % of clients diagnosed as developmentally disabled. (primary)	15 of 369 4%	0 of 19 0%	0 of 28 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	71 of 369 19%	3 of 19 16%	5 of 28 18%
10. % of clients diagnosed as learning disabled. ( primary)	144 of 369 39%	0 of 19 0%	0 of 28 0%
11.% of clients diagnosed as deaf or hearing impaired. (primary)	6 of 369 2%	0 of 19 0%	0 of 28 0%

PROGRAM:

Employment Development - Phoenix

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	8 of 369 2%	0 of 19 0%	0 of 28 0%
13.% of clients diagnosed as substance abusers (primary)	31 of 369 8%	16 of 19 84%	23 of 28 82%
14. % of clients diagnosed as traumatically brain injured (primary)	1 of 369 .3%	0 of 19 0%	0 of 28 0%
15. % of clients diagnosed as physically disabled. (secondary)	11 of 369 3%	0 of 19 0%	1 of 28 4%
16. % of clients diagnosed as developmentally disabled. ( secondary)	1 of 369 .3%	0 of 19 0%	0 of 28 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	20 of 369 5%	0 of 19 0%	0 of 28 0%
18. % of clients diagnosed as learning disabled. (secondary)	10 of 369 3%	0 of 19 0%	0 of 28 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 369 .5%	0 of 19 0%	0 of 28 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 369 .5%	0 of 19 0%	0 of 28 0%
21. % clients diagnosed as substance abusers. ( secondary)	20 of 369 5%	0 of 19 0%	0 of 28 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 369 .2%	0 of 19 0%	0 of 28 0%
23. % of clients who are Anglo	253 of 369 69%	6 of 19 32%	10 of 28 36%
24. % of clients who are Hispanic/Latino	66 of 369 18%	6 of 19 32%	9 of 28 32%
25. % of clients who are African American	39 of 369 11%	5 of 19 26%	7 of 28 25%

26. % of clients who are Native American	3 of 369 .8%	1 of 19 5%	1 of 28 4%
27. % of clients who are Asian/Pacific Islander	3 of 369 .8%	0 of 19 0%	0 of 28 0%
28. % of clients who are of another ethnic background	6 of 369 2%	1 of 19 5%	1 of 28 4%

**PERFORMANCE IMPROVEMENT REPORT  
CLIENT DESCRIPTORS**

PROGRAM: Employment Development - Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	79 of 405 20%	5 of 25 20%	8 of 34 24%
2. % of clients receiving public assistance.	106 of 405 26%	3 of 25 12%	4 of 34 12%
3. % of clients having less than a high school degree or equivalent.	161 of 405 40%	5 of 25 20%	6 of 34 18%
4. % of clients under the age of 22.	147 of 405 36%	0 of 25 0%	2 of 34 6%
5. % of clients over the age of 55.	51 of 405 13%	0 of 25 0%	0 of 34 0%
6. % of clients having a post-secondary education.	67 of 405 17%	6 of 25 24%	9 of 34 26%
7. % of clients diagnosed as physically disabled. ( primary)	83 of 405 20%	0 of 25 0%	0 of 34 0%
8. % of clients diagnosed as developmentally disabled. (primary)	19 of 405 5%	0 of 25 0%	0 of 34 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.( primary)	109 of 405 27%	1 of 25 4%	3 of 34 9%
10. % of clients diagnosed as learning disabled. ( primary)	131 of 405 32%	0 of 25 0%	0 of 34 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	7 of 405 2%	0 of 25 0%	0 of 34 0%

PROGRAM: Employment Development – Phoenix

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
12. % of clients diagnosed as blind or visually impaired. ( primary)	11 of 405 3%	0 of 25 0%	0 of 34 0%
13.% of clients diagnosed as substance abusers (primary)	44 of 405 11%	24 of 25 96%	31 of 34 91%
14. % of clients diagnosed as traumatically brain injured (primary)	1 of 405 .2%	0 of 25 0%	0 of 34 0%
15. % of clients diagnosed as physically disabled. (secondary)	17 of 405 4%	0 of 25 0%	0 of 34 0%
16. % of clients diagnosed as developmentally disabled. ( secondary)	6 of 405 1%	0 of 25 0%	0 of 34 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	20 of 405 5%	0 of 25 0%	0 of 34 0%
18. % of clients diagnosed as learning disabled. (secondary)	12 of 405 3%	0 of 25 0%	0 of 34 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	2 of 405 .5%	0 of 25 0%	0 of 34 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 405 0%	0 of 25 0%	0 of 34 0%
21. % clients diagnosed as substance abusers. ( secondary)	43 of 405 11%	0 of 25 0%	0 of 34 0%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 405 .2%	0 of 25 0%	0 of 34 0%
23. % of clients who are Anglo	278 of 405 69%	10 of 25 40%	15 of 34 44%
24. % of clients who are Hispanic/Latino	67 of 405 17%	7 of 25 28%	9 of 34 26%
25. % of clients who are African American	41 of 405 10%	5 of 25 20%	6 of 34 18%
26. % of clients who are Native American	3 of 405 .7%	2 of 25 8%	3 of 34 9%

27. % of clients who are Asian/Pacific Islander	5 of 405 1%	0 of 25 0%	0 of 34 0%
28. % of clients who are of another ethnic background	10 of 405 2%	1 of 25 4%	1 of 34 3%

