

Characteristics of Clients (End of Services):

For those clients exiting services during the quarter, we served a higher percentage of 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 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 mentally ill clients; and a lower percentage of developmentally disabled, 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, Hispanic, and African American clients; and a lower percentage of 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 five 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 12th.

Areas needing performance improvements during the next quarter:

Only 33% of individuals referred were placed compared to an overall program goal of 50%. Earnings on average for the quarter were \$1094.22/month compared to an overall program goal of \$1150/month. Only 62% of ISP objectives were accomplished compared to an overall program goal of 75%. No three month follow-up letters or employer 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, with particular emphasis placed on maximizing the percentage of successful placements. Additional emphasis needs to be placed on establishing realistic ISP objectives and in following up with clients, employers and referral sources to obtain necessary and important stakeholder satisfaction information.

**TETRA SERVICES
PERFORMANCE IMPROVEMENT REPORT**

PROGRAM: Supported Employment – Individual Phoenix

Third Quarter – Year 2007-08

Current Index Score: 105.25

Cumulative Index Score: 104.35

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	13.50	150	3.88 hrs.	10 hrs.	9	5.85	65	13.43 hrs.
2. Minimize the time from referral to placement	12.75	142	11.75 days	20 days	9	4.50	50	39.81 days
3. Maximize the % of successful placement	5.00	50	4 of 12 33%	50%	10	5.00	50	18 of 69 26%
4. Minimize the time from placement to stabilization	10.00	100	90 days	90 days	4	10.00	100	90 days
5. Maximize the number of hours worked	15.00	150	111.59 hrs/month	105 hrs/ month	10	14.50	145	109.38 hrs/month
6. Maximize earnings	5.00	50	\$1094.22/ month	\$1150/ month	10	12.5	125	\$1175.20/ month
7. Maximize the accomplishment of ISP objectives.	4.00	50	8 of 13 62%	75%	8	4.00	50	78 of 121 64%
8. 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%
9. Maximize the percentage of “favorable” responses on consumer satisfaction questionnaires	15.00	150	14 of 14 100%	95%	10	13.00	130	55 of 56 98%

PROGRAM: Supported Employment -Individual Phoenix

Primary Objectives	Current Quarter					Cumulative		
	Raw Score	Index	Actual Data	Goal	Weight	Raw Score	Index	Actual Data
10. Maximize the percentage of “favorable” responses on employer questionnaires	5.00	50	0 of 0 0%	95%	10	15.00	150	1 of 1 100%
11. Maximize the percentage of “favorable” responses on referral source questionnaires	15.00	150	2 of 2 100%	95%	10	15.00	150	5 of 5 100%

**PERFORMANCE IMPROVEMENT REPORT
SUPPLEMENTAL MEASURES**

PROGRAM: Supported Employment - Individual Phoenix

Third Quarter – Year 2007-08

SUPPLEMENTAL MEASURES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. Maximize job advancement	76	5	12
2. Minimize the % of intervention hours compared to hours worked	4.27%	5.86%	5.93%
3.. Minimize the number of negative program terminees	280	0	3
4. Number of successful placements (M.R. – mild)	23	0	0
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)	230	4	18
11. Number of successful placements (LD)	6	0	0
12. Number of successful placements (Other disabilities)	8	0	0
13. Maximize of job retention	1153 of 1415 81%	32 of 44 73%	120 of 145 83%
14. Maximize the percentage of reviewed case records with no identified quality assessment deficiencies	104 of 116 90%	4 of 5 80%	12 of 15 80%

15. COST DATA Costs to achieve objective #3	<u>\$481.31</u>	<u>\$232.80</u>	<u>\$805.80</u>
16. Clients terminated and accepted for pre-vocational and/or other community services	202 of 408 50%	18 of 18 100%	76 of 78 97%
17. Clients terminated for medical reasons	33 of 408 8%	0 of 18 0%	2 of 78 3%
18. Clients terminated due to moving out of the city or state	19 of 408 5%	0 of 18 0%	0 of 78 0%
19. Clients terminated as not being appropriate for Tetra Services	13 of 408 3%	0 of 18 0%	0 of 78 0%
20. Clients terminated for dropping out of the program	100 of 408 25%	0 of 18 0%	0 of 78 0%
21. Clients terminated as non-feasible for employment	18 of 408 4%	0 of 18 0%	0 of 78 0%
22. Percentage of clients denied access to services.	0 of 266 0%	0 of 15 0%	0 of 52 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment - Individual Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS EXITING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % of clients having no prior work experience.	6 of 198 3%	0 of 10 0%	2 of 27 7%
2. % of clients receiving public assistance.	128 of 198 65%	6 of 10 60%	17 of 27 63%
3. % of clients having less than a high school degree or equivalent.	23 of 198 12%	0 of 10 0%	2 of 27 7%
4. % of clients under the age of 22.	15 of 198 8%	0 of 10 0%	0 of 27 0%
5. % of clients over the age of 55.	10 of 198 5%	2 of 10 20%	4 of 27 15%
6. % of clients having a post-secondary education.	56 of 198 28%	4 of 10 40%	10 of 27 37%
7. % of clients diagnosed as physically disabled. (primary)	0 of 198 0%	0 of 10 0%	0 of 27 0%
8. % of clients diagnosed as developmentally disabled. (primary)	25 of 198 13%	0 of 10 0%	0 of 27 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	160 of 198 81%	10 of 10 100%	26 of 27 96%
10. % of clients diagnosed as learning disabled. (primary)	10 of 198 5%	0 of 10 0%	0 of 27 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 198 0%	0 of 10 0%	0 of 27 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 198 .5%	0 of 10 0%	0 of 27 0%

13. % of clients diagnosed as substance abusers (primary)	0 of 198 0%	0 of 10 0%	1 of 27 4%
14. % of clients diagnosed as traumatically brain injured (primary)	0 of 198 0%	0 of 10 0%	0 of 27 0%
15. % of clients diagnosed as physically disabled. (secondary)	7 of 198 4%	0 of 10 0%	3 of 27 11%
16. % of clients diagnosed as developmentally disabled. (secondary)	2 of 198 1%	0 of 10 0%	1 of 27 4%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	1 of 198 .5%	0 of 10 0%	1 of 27 4%
18. % of clients diagnosed as learning disabled. (secondary)	3 of 198 2%	0 of 10 0%	0 of 27 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	3 of 198 2%	0 of 10 0%	0 of 27 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 198 0%	0 of 10 0%	0 of 27 0%
21. % clients diagnosed as substance abusers. (secondary)	6 of 198 3%	1 of 10 10%	3 of 27 11%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 198 0%	0 of 10 0%	0 of 27 0%
23. % of clients who are Anglo	133 of 198 67%	7 of 10 70%	16 of 27 59%
24. % of clients who are Hispanic/Latino	24 of 198 12%	2 of 10 20%	8 of 27 30%
25. % of clients who are African American	14 of 198 7%	1 of 10 10%	3 of 27 11%
26. % of clients who are Native American	1 of 198 .5%	0 of 10 0%	0 of 27 0%
27. % of clients who are Asian/Pacific Islander	2 of 198 1%	0 of 10 0%	0 of 27 0%
28. % of clients who are of another ethnic background	2 of 198 1%	0 of 10 0%	0 of 27 0%

PERFORMANCE IMPROVEMENT REPORT

CLIENT DESCRIPTORS

PROGRAM: Supported Employment Individual – Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS RECEIVING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	44 of 1863 2%	1 of 65 2%	17 of 217 8%
2. % of clients receiving public assistance.	1336 of 1863 72%	44 of 65 68%	123 of 217 57%
3. % of clients having less than a high school degree or equivalent.	208 of 1863 11%	9 of 65 14%	18 of 217 8%
4. % of clients under the age of 22.	67 of 1863 4%	3 of 65 5%	5 of 217 2%
5. % of clients over the age of 55.	129 of 1863 7%	7 of 65 11%	26 of 217 12%
6. % of clients having a post-secondary education.	585 of 1863 31%	24 of 65 37%	72 of 217 33%
7. % of clients diagnosed as physically disabled. (primary)	22 of 1863 1%	4 of 65 6%	4 of 217 2%
8. % of clients diagnosed as developmentally disabled. (primary)	256 of 1863 14%	4 of 65 6%	12 of 217 6%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	1498 of 1863 80%	56 of 65 86%	196 of 217 90%
10. % of clients diagnosed as learning disabled. (primary)	57 of 1863 3%	1 of 65 2%	1 of 217 .5%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	2 of 1863 .1%	0 of 65 0%	0 of 217 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	2 of 1863 .1%	0 of 65 0%	0 of 217 0%

13. % of clients diagnosed as substance abusers (primary)	9 of 1863 .5%	0 of 65 0%	2 of 217 1%
14. % of clients diagnosed as traumatically brain injured (primary)	6 of 1863 .3%	0 of 65 0%	0 of 217 0%
15. % of clients diagnosed as physically disabled. (secondary)	64 of 1863 3%	10 of 65 15%	21 of 217 10%
16. % of clients diagnosed as developmentally disabled. (secondary)	28 of 1863 2%	0 of 65 0%	2 of 217 1%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	34 of 1863 2%	2 of 65 3%	6 of 217 3%
18. % of clients diagnosed as learning disabled. (secondary)	43 of 1863 2%	0 of 65 0%	0 of 217 0%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	5 of 163 .3%	0 of 65 0%	0 of 217 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	2 of 1863 .1%	0 of 65 0%	0 of 217 0%
21. % clients diagnosed as substance abusers. (secondary)	57 of 1863 3%	4 of 65 6%	12 of 217 6%
22. % clients diagnosed as traumatically brain injured. (secondary)	1 of 1863 .05%	0 of 65 0%	0 of 217 0%
23. % of clients who are Anglo	1443 of 1863 77%	39 of 65 60%	155 of 217 71%
24. % of clients who are Hispanic/Latino	220 of 1863 12%	11 of 65 17%	26 of 217 12%
25. % of clients who are African American	144 of 1863 8%	12 of 65 18%	27 of 217 12%
26. % of clients who are Native American	19 of 1863 1%	2 of 65 3%	2 of 217 1%
27. % of clients who are Asian/Pacific Islander	6 of 1863 .3%	0 of 65 0%	2 of 217 1%
28. % of clients who are of another ethnic background	29 of 1863 2%	1 of 65 2%	5 of 217 2%

**PERFORMANCE IMPROVEMENT REPORT
CLIENT DESCRIPTORS**

PROGRAM: Supported Employment - Individual Phoenix

Third Quarter – Year 2007-08

CLIENT DESCRIPTORS BEGINNING SERVICES	BASE PERIOD	CURRENT QUARTER	CUMULATIVE
1. % clients having no prior work experience.	16 of 303 5%	1 of 15 7%	1 of 52 2%
2. % of clients receiving public assistance.	219 of 303 72%	9 of 15 60%	31 of 52 60%
3. % of clients having less than a high school degree or equivalent.	31 of 303 10%	2 of 15 13%	4 of 52 8%
4. % of clients under the age of 22.	13 of 303 4%	1 of 15 7%	1 of 52 2%
5. % of clients over the age of 55.	19 of 303 6%	2 of 15 13%	10 of 52 19%
6. % of clients having a post-secondary education.	131 of 303 43%	6 of 15 40%	23 of 52 44%
7. % of clients diagnosed as physically disabled. (primary)	2 of 303 .7%	0 of 15 0%	0 of 52 0%
8. % of clients diagnosed as developmentally disabled. (primary)	6 of 303 2%	0 of 15 0%	0 of 52 0%
9. % of clients diagnosed as mentally ill or emotionally disabled.(primary)	285 of 303 94%	15 of 15 100%	52 of 52 100%
10. % of clients diagnosed as learning disabled. (primary)	2 of 303 .7%	0 of 15 0%	0 of 52 0%
11. % of clients diagnosed as deaf or hearing impaired. (primary)	0 of 303 0%	0 of 15 0%	0 of 52 0%
12. % of clients diagnosed as blind or visually impaired. (primary)	1 of 303 .4%	0 of 15 0%	0 of 52 0%
13. % of clients diagnosed as substance abusers (primary)	2 of 303 .7%	0 of 15 0%	0 of 52 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 303 2%	0 of 15 0%	0 of 52 0%
15. % of clients diagnosed as physically disabled. (secondary)	17 of 303 6%	2 of 15 13%	14 of 52 27%
16. % of clients diagnosed as developmentally disabled. (secondary)	2 of 303 .7%	0 of 15 0%	0 of 52 0%
17. % of clients diagnosed as mentally ill or emotionally disabled. (secondary)	5 of 303 2%	0 of 15 0%	0 of 52 0%
18. % of clients diagnosed as learning disabled. (secondary)	3 of 303 1%	0 of 15 0%	1 of 52 2%
19. % of clients diagnosed as deaf or hearing impaired. (secondary)	0 of 303 0%	0 of 15 0%	0 of 52 0%
20. % of clients diagnosed as blind or visually impaired. (secondary)	0 of 303 0%	0 of 15 0%	0 of 52 0%
21. % clients diagnosed as substance abusers. (secondary)	9 of 303 3%	4 of 15 27%	9 of 52 17%
22. % clients diagnosed as traumatically brain injured. (secondary)	0 of 303 0%	0 of 15 0%	0 of 52 0%
23. % of clients who are Anglo	208 of 303 69%	9 of 15 60%	33 of 52 63%
24. % of clients who are Hispanic/Latino	41 of 303 14%	0 of 15 0%	6 of 52 12%
25. % of clients who are African American	39 of 303 13%	4 of 15 27%	10 of 52 19%
26. % of clients who are Native American	4 of 303 1%	2 of 15 13%	3 of 52 6%
27. % of clients who are Asian/Pacific Islander	7 of 303 2%	0 of 15 0%	0 of 52 0%
28. % of clients who are of another ethnic background	4 of 303 1%	0 of 15 0%	0 of 52 0%

