

Catholic Charities of Springfield Performance Report

2020

2021

2022

Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	7/1/20-	10/1/20-	1/1/21-	4/1/21-	7/1/21-	10/1/21-	1/1/22-	4/1/22-	Average	Status
					9/30/20	12/31/20	3/31/21	6/30/21	9/30/21	12/31/21	3/31/22	6/30/22	Index	
Intact Family services														
Total clients served 2020=359														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	**97%	**91%	**99%	*92%	*96%	*96%	100%	**94%	96%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**82%	**74%	**86%	**87%	**87%	**89%	86%	**89%	**85%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	100%	97%	100%	86%	100%	*90%			96%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**89%	**92%	**90%	*90%	*90%	**87%	**87%	**90%	89%	
Professional Counseling Solutions														
Total clients served 2020=221														
T. Plan complete w/in 15 days of Asses	Utilization/Peer reviews	Quarterly	90%	55%	100%	78%	100%	100%	100%	100%		100%	97%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.5	4.3	5	4.5	5	4.5	4.7	4.4	4.6	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	3.6	4.2	4	4.3	5	4.3	4.3	4.3	4.3	
Elderly Guardianship														
Total clients served 2020=70														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	100%	100%	100%	80%	100%	100%		100%	97%	
Faith in Action														
Total clients served in 2020=144														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%	100%	100%	100%	100%		100%	99%	
Meals on Wheels														
Total surveys sent in 2020=358														
Time/day meal delivered satisfactory	Client Survey	Annually		>good				90%				95%		
MedAssist														
clients served 2020=														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%						100%			100%	
Prescriptions secured	Agency data base	Annually	90%	100%		98%				99%			99%	
St. Anne Residence														
Tenant capacity=24														
Lease agreement	Utilization Review	Annually	90%	10%				100%				100%	100%	
Health Connect														
Clients served 2020=20														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%		100%	100%	100%	75%	100%	100%	100%	100%	97%	
Financial														
Quarterly reports														
Days of Operating Cash	Accounting Reports	Quarterly	Yes or No		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Personnel														
Employee Turnover	Personnel report	Bi-annually	<20%	100%		**0%		23%		43.5%		20%	24%	
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%		22		9		18			16	
Monthly file reviews	UR/peer file review	Quarterly	90%	100%	98%	98%	98%	98%	98%	98%			99%	
Number of accidents	Risk Man. Report	Quarterly	<prev qrtr	100%	8	1	4	4	3	4	2	9	4	

Corrective action may be needed

Agency does not track quarterly

No reviews perfc performed/no info

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)

*Cummulative fiscal year

^ # of Survey's vary