

Catholic Charities of Springfield Performance Report					2	2015			2016			2017		
Program/Dept.	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	7/1/15-9/30/15	10/1/15-12/31/15	1/1/16-3/30/16	4/1/16-6/30/16	7/1/16-9/30/16	9/30/16-12/31/16	1/1/17-3/31/17	4/1/17-6/30/17	Average Index	Status
<b>Intact Family services</b>														
<b>Total clients served 2016=228</b>														
Initial Service plan completed per Policy	DCFS Dashboard	Quarterly	90%	100%	**84%	**89%	**90%	91%	**93%	**91%	**95	**95	**91	
IP child/worker weekly during assessment period	DCFS Dashboard!	Quarterly	90%	100%	95%	**95%	**96%	**97%	**92%	**85%	**95	**92	**93	
Supervision Monthly	Utilization/Peer file reviews	Quarterly	90%	75%	96%	100%	100%	100%	97%	**97%		**58%	**92%	
Family remains intact throughout	DCFS Dashboard!	Quarterly	90%	100%	**84%	**88%	**90%	**88%	**77%	**89%	**90%	*81%	**86%	
<b>Professional Counseling Solutions</b>														
<b>Total clients served 2016=227</b>														
Treatment Plan completed 45 days	Utilization/Peer file reviews	Quarterly	90%	58%	86%	82%	100%	97%	74%	79%	75%	96%	86%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	58%	4	3.7	3.9	4.7	4.5	4	4.25	4.1	4.1	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	58%	3.8	3.7	3.9	4.6	4.1	4	4.25	3.9	4	
<b>Elderly Guardianship</b>														
<b>Total clients served 2016=57</b>														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	72%	100%	100%	100%	96%	100%	100%	100%	100%	98%	
<b>Faith in Action</b>														
<b>Total clients served in 2016=263</b>														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	84%	100%	100%	100%	99%	100%	100%	100%	100%	99%	
<b>Post Adoption</b>														
<b>Total clients served in 2016=5</b>														
Consent for future contact	UR/peer file review	Quarterly	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Meals on Wheels</b>														
<b>Total clients served in 2016=248</b>														
Time of day meal delivered is satisfactory	Client Survey	Annually	80%	^			85%					82%	83.5%	
<b>MedAssist</b>														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%	100%	100%		98%	100%	100%			99%	
Prescriptions secured	Agency data base	Annually	90%	100%				*91%					80%	
<b>St. Anne Residence</b>														
<b>Total=24</b>														
Lease agreement	Utilization Review	Annually	90%	10%					100%			100%	100%	
<b>St. Clare's Clinic</b>														
<b>Total=2153</b>														
Patient satisfied with service	Client Survey/Likert	Quarterly	μ>5.0	^	4.73	4.89	4.88	5	4.94	5	4.9	4.93	4.9	
<b>Financial</b>														
Days of Operating Cash	Accounting Reports	Quarterly	Yes or No		Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Budget Operating w/in parameters	Accounting Reports	Bi-annually	#REF!		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Personnel</b>														
Employee Turnover	Personnel report	Bi-annually	<20%	100%		*10%		*8%		26%				
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%		*10.42		8.57		12.61		13.44	11.66	
<b>Risk Management</b>														
Number of accidents	Risk Man. Report	Quarterly	<prev. report	100%	8	8	8	5	2	2	4	10	6	
Corrective action may be needed		Agency does not track quarterly			# scale changed to Likert 0-6									
Below Agency benchmark/review needed		No reviews performed			*Cumulative annual %			**Cumulative Fiscal year %			^ # of surveys vary			
Good performance/above Agency benchmark of 90%														