

Catholic Charities of Springfield Performance Report

2017

2018

2019

Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	10/1/17-	1/1/18-	4/1/18-	7/1/18-	10/1/18-	1/1/19-	4/1/19-	7/1/19-	Average Index	Status
					12/31/17	3/31/18	6/30/18	9/30/18	12/31/18	3/31/19	6/30/19	9/30/19		
Intact Family services														
Total clients served 2018=420														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	**100%	**98%	**100%	**100%	**98%	**98%	**97%	**100%	99%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**98%	**95%	**95%	**89%	**91%	90%	**91%	**87%	92%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	**95%	94%	**95%	93%	93%	100%	89%	89%	94%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**81%	**81%	**81%	**86%	**88%	**86%	**87%	96%	86%	
Professional Counseling Solutions														
Total clients served 2018=306														
T. Plan complete w/in 15 days of Assesm	Utilization/Peer reviews	Quarterly	90%	55%	93%	79%	77%	80%	92%	100%	81%	80%	85%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	55%	3.9	4.3	4	4.3	4.4	4	5	4.2	4.3	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	55%	4.2	4.2	4	4.3	4.2	4	5	4.1	4.3	
Elderly Guardianship														
Total clients served 2018=71														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	90%	75%	100%	83%	100%	73%	80%	80%	85%	
Faith in Action														
Total clients served in 2018=148														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%	94%	90%	98%	90%	95%	87%	94%	
Post Adoption														
Total clients served in 2018=5														
Consent for future contact	UR/peer file review	Quarterly	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Meals on Wheels														
Total surveys sent in 2018=348														
Time/day meal delivered satisfactory	Client Survey	Annually	80%	^	94%				89%				92%	
MedAssist														
clients served 2018=														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%	100%	93%	95%	100%	100%		100%		98%	
Prescriptions secured	Agency data base	Annually	90%	100%	88%				91%				90%	
St. Anne Residence														
Total=24														
Lease agreement	Utilization Review	Annually	90%	10%			100%			100%			100%	
Health Connect														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	μ>5.0	^			100%	100%	80%	80%	100%		92%	
Financial														
Quarterly reports														
Days of Operating Cash	Accounting Reports	Quarterly	Yes or No		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Budget Operating w/in parameters	Accounting Reports	Bi-annually	0%		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Personnel														
Employee Turnover	Personnel report	Bi-annually	<20%	100%	**25%	8%		**29%		26%		**27%		
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%	21	8		24		31		21		
Risk Management														
Number of accidents	Risk Man. Report	Quarterly	<prev qrtr	100%	4	5	2	2	4	4	5	5	4	

Corrective action may be needed

Below Agency benchmark/review needed

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)

*Cummulative fiscal year

^ # of Survey's vary

Agency does not track quarterly

No reviews | performed/no info