

Catholic Charities of Springfield Performance Report

2016

2017

2018

Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	9/30/16-	1/1/17-	4/1/17-	7/1/17-	10/1/17-	1/1/18-	4/1/18-	7/1/18-	Average Index	Status
					12/31/16	3/31/17	6/30/17	9/30/17	12/31/17	3/31/18	6/30/18	9/30/18		
Intact Family services														
Total clients served 2017=235														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	91%	**95%	**95%	**100%	**100%	**98%	**100%	**100%	**97%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**85%	**95%	**92	**88%	**98%	**95%	**95%	**89%	**92%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	75%	97%		58%	68%	**95%	94%	**95%	93%	86%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**89%	**90%	*81%	**79%	**81%	**81%	**81%	**86%	**84%	
Professional Counseling Solutions														
Total clients served 2017=271														
Treatment Plan completed 45 days	Utilization/Peer reviews	Quarterly	90%	58%	79%	75%	96%	100%	93%	79%	77%	80%	87%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	58%	4	4.25	4.1	4.2	3.9	4.3	4	4.3	4.1	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	58%	4	4.25	3.9	4.3	4.2	4.2	4	4.3	4.1	
Elderly Guardianship														
Total clients served 2017=68														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	72%	100%	100%	100%	100%	90%	75%	100%	83%	93%	
Faith in Action														
Total clients served in 2017=246														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	84%	100%	100%	100%	100%	100%	100%	94%	100%	99%	
Post Adoption														
Total clients served in 2017=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 clients served in 2016=248														
Time/day meal delivered satisfactory	Client Survey	Annually	80%	^			82%			94%			88%	
MedAssist														
HIPPA Privacy Notice														
Prescriptions secured	Agency data base	Annually	90%	100%	100%	100%	100%	100%	100%	93%	95%	100%	99%	
St. Anne Residence														
Total=24														
Lease agreement	Utilization Review	Annually	90%	10%		100%			100%	100%			100%	
St. Clare's Clinic														
Total=2153														
Patient satisfied with service	Client Survey/Likert	Quarterly	μ>5.0			5	4.9	4.93	4.2	4.97	5		4.84	
Financial														
Days of Operating Cash														
Budget Operating w/in parameters	Accounting Reports	Quarterly	Yes or No		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Personnel														
Employee Turnover	Personnel report	Bi-annually	<20%	100%	*26%		*14%		*25%		*8%		18%	
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%	13		13		21		8		*14	
Risk Management														
Number of accidents	Risk Man. Report	Quarterly	<prev qrtr	100%	2	6	10	5	4	5	2	2	4.50	

Corrective action may be needed

Below Agency benchmark/review needed

Good performance/above Agency benchmark of 90%

*Cummulative calendar year

**Cummulative fiscal year

^ # of Survey's vary

Agency does not track quarterly

No reviews performed/no info