

Catholic Charities of Springfield Performance Rep					2017			2018			2019			Average Index	Status
Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence	4/1/17-6/30/17	7/1/17-9/30/17	10/1/17-12/31/17	1/1/18-3/31/18	4/1/18-6/30/18	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19	Average Index	Status	
Intact Family services															
Total clients served 2017=235															
time	DCFS Dashboard	Quarterly	90%	100%	**95%	**100%	**100%	**98%	**100%	**100%	**98%	**98%	99%		
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**92%	**88%	**98%	**95%	**95%	**89%	**91%	90%	92%		
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	75%	58%	68%	**95%	94%	**95%	93%	93%	**100%	85%		
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	*81%	**79%	**81%	**81%	**81%	**86%	**88%	**86%	83%		
Professional Counseling Solutions															
Total clients served 2017=271															
Treatment Plan completed 45 days better	Utilization/Peer reviews	Quarterly	90%	58%	96%	100%	93%	79%	77%	80%	92%	100%	87%		
better	Client Survey/Likert	Quarterly	μ>4.0	58%	4.1	4.2	3.9	4.3	4	4.3	4.4	4	4.2		
	Client survey/Likert	Quarterly	μ>4.0	58%	3.9	4.3	4.2	4.2	4	4.3	4.2	4	4.2		
Elderly Guardianship															
Total clients served 2017=68															
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	72%	100%	100%	90%	75%	100%	83%		73%	89%		
Faith in Action															
Total clients served in 2017=246															
90days	UR/peer file review	Quarterly	90%	84%	100%	100%	100%	100%	94%	100%	98%	90%	98%		
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															
satisfactory	Client Survey	Annually	80%	^	82%			94%					88%		
MedAssist															
HIPPA Privacy Notice															
Prescriptions secured	Utilization Review	Quarterly	90%	10%	100%	100%	100%	93%	95%	100%	100%		99%		
	Agency data base	Annually	90%	100%	98%				94%				95%		
St. Anne Residence															
Total=24															
Lease agreement	Utilization Review	Annually	90%	10%					100%			100%	100%		
St. Clare's Clinic															
Total=2153															
Patient satisfied with service	Client Survey/Likert	Quarterly	μ>5.0		4.9	4.9	4.2	4.9	5	4.6	4.9		4.8		
Financial															
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 completion	Personnel report	Bi-annually	<20%	100%	*14%		*25%		*8%		*29%		19%		
	Personnel report	Bi-annually	μ<10 days	100%	13		21		8		24		17		
Risk Management															
Number of accidents	Risk Man. Report	Quarterly	<prev qtr	100%	10	5	4	5	2	2	4		4.8		
Corrective action may be needed		Agency does not track quarterly													
Below Agency benchmark/review		No reviews performed/no info													
Good performance/above Agency benchmark of 90%															

*Cummulative calendar year

**Cummulative fiscal year

^ # of Survey's vary

