

Catholic Charities of Springfield Performance Report 2019 2020 2021

Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	4/1/19-	7/1/19-	10/1/19-	1/1/20-	4/1/20-	7/1/20-	10/1/20-	1/1/21-	Average Index	Status
					6/30/19	9/30/19	12/31/19	3/31/20	6/30/20	9/30/20	12/31/20	3/31/21		
Intact Family services														
Total clients served 2020=359														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	*97%	**100%	**99%	**98%	**97%	**97%	**91%	**99%	97%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**91%	**87%	**86%	**89%	**86%	**82%	**74%	**86%	**85%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	89%	89%	85%	97%	100%	100%	97%	100%	95%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**87%	*96%	93%	**89%	**86%	**89%	**92%	**90%	**90%	
Professional Counseling Solutions														
Total clients served 2020=221														
T. Plan complete w/in 15 days of Assessment	Utilization/Peer reviews	Quarterly	90%	55%	81%	100%	78%	100%	96%	100%	78%	100%	92%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	5	4.2	3.8		4.5	4.5	4.3	5	4.5	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	5	4.1	3.8		5	3.6	4.2	4	4.2	
Elderly Guardianship														
Total clients served 2020=70														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	80%	80%	84%		100%	100%	100%	100%	92%	
Faith in Action														
Total clients served in 2020=144														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	95%	87%	100%	92%	100%	100%	100%	100%	97%	
Meals on Wheels														
Total surveys sent in 2020=358														
Time/day meal delivered satisfactory	Client Survey	Annually		>good			89%		90%				90%	
MedAssist														
clients served 2020=														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%	100%		100%						100%	
Prescriptions secured	Agency data base	Annually	90%	100%			98%				98%		98%	
St. Anne Residence														
Tenant capacity=24														
Lease agreement	Utilization Review	Annually	90%	10%				100%					100%	
Health Connect														
Clients served 2020=20														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%		90%	100%	100%	100%	100%	100%	100%	100%	99%	
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%	*26%		**36%		**8%		**8%		**25%	
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%	**31		**55		**6		**22		**29	
Monthly file reviews	UR/peer file review	Quarterly	90%	100%	100%	100%	100%	100%	100%	98%	98%	98%	100%	
Number of accidents	Risk Man. Report	Quarterly	<prev qrtr	100%	4	5	5	4	6	8	1	4	5	

Corrective action may be needed Agency does not track quarterly

Below Agency benchmark/review needed No reviews performed/no info

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)
 *Cummulative fiscal year
 ^ # of Survey's vary