

Catholic Charities of Springfield Performance Report

2018

2019

2020

Program/Department	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19	4/1/19-6/30/19	7/1/19-9/30/19	10/1/19-12/31/19	1/1/20-3/31/20	4/1/20-6/30/20	Average Index	Status
Intact Family services														
Total clients served 2018=398														
Initial Service plan on time	DCFS Dashboard	Quarterly	90%	100%	**100%	**98%	**98%	**97%	**100%	**99%	**98%	**97%	**98%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**89%	**91%	**91%	**91%	**87%	**86%	**89%	**86%	**89%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	93%	93%	100%	89%	89%	85%	97%	100%	**93	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**86%	**86%	**86%	**87%	*86%	93%	**89%	**86%	**89%	
Professional Counseling Solutions														
Total clients served 2019=311														
T. Plan complete w/in 15 days of Assessment	Utilization/Peer reviews	Quarterly	90%	55%	80%	92%	100%	81%	100%	78%	100%	96%	91%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	55%	4.3	4.4	4	5	4.2	3.8		4.5	4.3	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	55%	4.3	4.2	4	5	4.1	3.8		5	4.2	
Elderly Guardianship														
Total clients served 2019=75														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	83%	100%	73%	80%	80%	84%		98%	85%	
Faith in Action														
Total clients served in 2019=208														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	90%	98%	90%	95%	87%	100%	92%	100%	94%	
Meals on Wheels														
Total surveys sent in 2018=348														
Time/day meal delivered satisfactory	Client Survey	Annually	>good										89%	
MedAssist														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%	100%	100%		100%		100%			100%	
Prescriptions secured	Agency data base	Annually	90%	100%		91%							95%	
St Anne Residence														
Total Residents=24														
Lease agreement	Utilization Review	Annually	90%	10%									100%	
Health Connect														
Clients served 2018=17														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%	90%	100%	80%	100%	90%	100%	100%	100%	100%	95%	
Financial														
Quarterly reports	Accounting Reports	Quarterly	Yes or No		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Days of Operating Cash														
Personnel														
Employee Turnover	Personnel report	Bi-annually	<20%	100%	**29%	**24	**26%	**31	**36%	**55	8%	**29	**25%	
Performance Day evaluation	Personnel report	Bi-annually	μ<10 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Monthly file reviews	UR/peer file review	Quarterly	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Number of accidents	Risk Man. Report	Quarterly	<prev qtr	100%	2	4	4	5	5	5	2	6	4	
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%														
**Cumulative/calendar year(s)														
*Cumulative fiscal year														
^ # of Surveys vary														