

| Catholic Charities of Springfield Performance Report | | | | | 2014 | | | 2015 | | | 2016 | | | |
|--|-------------------------------|---------------------------------|-------------|--------------------------------|--|----------------|------------------|----------------|----------------|----------------|------------------|----------------|---------------|--------|
| Program/Dept. | Measure | Frequency of Report | Benchmark | % of files reviewed to achieve | 4/1/14-6/30/14 | 7/1/14-9/30/14 | 10/1/14-12/31/14 | 1/1/15-3/31/15 | 4/1/15-6/30/15 | 7/1/15-9/30/15 | 10/1/15-12/31/15 | 1/1/16-3/30/16 | Average Index | Status |
| Intact Family services | | | | | | | | | | | | | | |
| Total clients served 2015=203 | | | | | | | | | | | | | | |
| Initial Service plan completed per Policy | DCFS Dashboard | Quarterly | 90% | 100% | 98% | 98% | 89% | 100% | **75% | **84% | **89% | **90% | **90% | |
| IP child/worker weekly during assessment period | DCFS Dashboard! | Quarterly | 90% | 100% | 89% | 89% | 86% | 88% | **81% | 95% | **95% | **96% | **90% | |
| Supervision Monthly | Utilization/Peer file reviews | Quarterly | 90% | 75% | 100% | 100% | 96% | 100% | 100% | 96% | 100% | 100% | 95% | |
| Family remains intact throughout | DCFS Dashboard! | Quarterly | 90% | 100% | 99% | 98% | 100% | 100% | **90% | **84% | **88% | **90% | 93% | |
| Professional Counseling Solutions | | | | | | | | | | | | | | |
| Total clients served 2015=336 | | | | | | | | | | | | | | |
| Treatment Plan completed 45 days | Utilization/Peer file reviews | Quarterly | 90% | 58% | 100% | 85% | 88% | | 97% | 86% | 82% | 100% | 91% | |
| Client report: understands prob better | Client Survey/Likert | Quarterly | μ>4.0 | 58% | 4.2 | 4.2 | 3.3 | 3.8 | 4.2 | 4 | 3.7 | 3.9 | 3.9 | |
| Client reports coping w/ prob better | Client survey/Likert | Quarterly | μ>4.0 | 58% | 4.3 | 3.7 | 3.3 | 3.9 | 4.1 | 3.8 | 3.7 | 3.9 | 3.8 | |
| Elderly Guardianship | | | | | | | | | | | | | | |
| Total clients served 2015=71 | | | | | | | | | | | | | | |
| Assessment complete w/ 30 days | UR/peer file review | Quarterly | 90% | 72% | | 98% | | 88% | 100% | 100% | 100% | 100% | 98% | |
| Faith in Action | | | | | | | | | | | | | | |
| Total clients served in 2015=230 | | | | | | | | | | | | | | |
| Service plan completed w/in 90days | UR/peer file review | Quarterly | 90% | 84% | 100% | 96% | 100% | 100% | 99% | 100% | 100% | 100% | 99% | |
| Post Adoption | | | | | | | | | | | | | | |
| Total clients served in 2015=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 2015=248 | | | | | | | | | | | | | | |
| Time of day meal delivered is satisfactory | Client Survey | Annually | 80% | ^ | 83% | | | | 83% | | | 85% | 84% | |
| MedAssist | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| HIPPA Privacy Notice | Utilization Review | Quarterly | 90% | 10% | 95% | 100% | 100% | 98% | 94% | 100% | 100% | | 98% | |
| Prescriptions secured | Agency data base | Annually | 90% | 100% | | | *70% | | | | *91% | | 80% | |
| 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 | | 4.87 | 4.89 | 4.99 | 4.96 | 5 | 4.73 | 4.89 | 4.88 | 4.89 | |
| Financial | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Days of Operating Cash | Accounting Reports | Quarterly | Yes or No | | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Yes | |
| Budget Operating w/in parameters | Accounting Reports | Bi-annually | Yes or No | | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes | Yes | |
| Personnel | | | | | | | | | | | | | | |
| Employee Turnover | Personnel report | Bi-annually | <20% | 100% | 8% | | *22% | | 10% | | *10% | | 13% | |
| Performance Evaluation completion | Personnel report | Bi-annually | μ<10 days | 100% | 8.72 | | *15.38 | | 7.81 | | *10.42 | | 10.58 | |
| Risk Management | | | | | | | | | | | | | | |
| Number of accidents | Risk Man. Report | Quarterly | <prev. repd | 100% | 5 | 10 | 1 | 7 | 12 | 8 | 8 | 8 | 7 | |
| Corrective action may be needed | | Agency does not track quarterly | | | # scale changed to Likert 0-6 | | | | | | | | | |
| Below Agency benchmark/review needed | | No reviews performed | | | *Cumulative annual % **Cumulative Fiscal year % ^# of surveys vary | | | | | | | | | |
| Good performance/above Agency benchmark of 90% | | | | | | | | | | | | | | |