

					2024		2025		2026									
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD					Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence level	4/1/24-6/30/24	7/1/24-9/30/24	10/1/24-12/31/24	1/1/25-3/31/25	4/1/25-6/30/25	7/1/25-9/30/25	10/1/25-12/31/25	1/1/26-3/1/26	Ave	Status
Program: Intact Family services																		
Total clients served 2025=227																		
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	*84%	*87%	***88%	***83%	***93%	***100%	***90%	***99%	90%					
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	*88%	91%	***86%	100%	***94%	***83%	***98%	***88%	91%					
Supervision Monthly	Utilization/Peer review	Quarterly	90%	47%	94%	99%	82%	100%	100%	100%	95%	95%	96%					
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	***88%	***88%	***91%	***93%	***92%	***81%	***83%	***87%	88%					
Professional Counseling Solutions																		
Total clients served 2025=109																		
T. Plan complete/15 days of Assessment	Utilization/Peer review	Quarterly	90%	55%	*100%	*90%	*82%	*100%			95%		93%					
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4	4	5		4.5	4		4.3	4.3					
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	3.5	4.3	5		4	4.5		4.3	4.3					
Elderly Guardianship																		
Total clients served 2025=57																		
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	100%	99%		100%		100%	100%	100%	99%					
Faith in Action																		
Total clients served in 2025=92																		
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%	100%	100%		100%	100%	100%	100%					
Meals on Wheels																		
Total surveys sent in 2022=358																		
Time/day meal delivered satisfactory	Client Survey	Annually		>90%	86%				86%				86%					
MedAssist																		
Prescriptions secured	Agency data base	Annually	90%	100%	**99%		**100%		**90%		**96%		96%					
St. Anne Residence																		
Tenant capacity=22																		
Lease agreement	Utilization Review	Annually	90%	10%					100%				100%					
Health Connect																		
Clients served 2023 =17																		
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%		100%	100%		100%	100%	80%	100%	100%	100%					
Financial																		
Quarterly reports																		
Days of Operating Cash	Accounting Reports	Quarterly	Yes or		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Personnel																		
Employee Turnover	Personnel report	Bi-annually	<20%	100%	**22%		**39%		**17%		30%		34%					
Personnel file reviews	Utilization Review	Annually	90%	100%														
Number of incidents	Risk Man. Report	Quarterly	<prev d	100%	7	14	7	12	7	7	6	16	9					
Corrective action may be needed					Not tracked quarterly													
Below average performance/performance review indicated					No reviews performed/no info													
Good performance/above Agency benchmark of 90%																		

**Cumulative Calendar year

***Cummulative Fiscal year