

December 31, 2023

2022

2023

CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence level	1/1/22-	4/1/22-	7/1/22-	10/1/22-	1/1/23-	4/1/23-	7/1/23-	10/1/23-	Avg.	Status
					3/31/22	6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23	12/31/23		
Program: Intact Family services														
Total clients served 2023=295														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	**100%	*94%	100%	**100%	98%	*100%	*100%	*100%	**99%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	86%	*89%	82%	**86%	*86%	*86%	*84%	*80%	*85%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%			96%	*96%	100%	*100%	*83%	100%	96%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	87%	*90%	90%	**88%	*90%	86%	**88%	86%	88%	
Professional Counseling Solutions														
Total clients served 2023=152														
T. Plan complete/15 days of Assessment	Utilization/Peer reviews	Quarterly	90%	55%		100%	78%	96%	*100%		44%	92%	85%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.7	4.4	4.7	4.3	4	3.8	4	4	4.2	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	4.3	4.1	4.2	3.3	4	3.7	4	4	4	
Elderly Guardianship														
Total clients served 2023=55														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%		100%	100%		100%	100%	100%	100%	100%	
Faith in Action														
Total clients served in 2023=135														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%		100%	100%	100%	75%	98%		100%	96%	
Meals on Wheels														
Total surveys sent in 2023														
Time/day meal delivered satisfactory	Client Survey	Annually		>good		95%				95%			95%	
MedAssist														
Total clients served 2023=400														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%				100%					100%	
Prescriptions secured	Agency data base	Annually	90%	100%				99%		99%			99%	
St. Anne Residence														
Tenant capacity=24														
Lease agreement	Utilization Review	Annually	90%	10%			100%			100%			100%	
Health Connect														
Total Clients served 2023 =17														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%	^	100%	100%	100%	100%	100%		100%	100%	100%	
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%		*20%		**40%		*25%		**44%	**42%	
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%			100%						100%	
Monthly Personnel file reviews	UR/peer file review	Quarterly	90%	100%										
Number of accidents	Risk Man. Report	Quarterly	<prev qtr	100%	2	9	5	7	5	3	12	3	5.8	

Corrective action may be needed Agency does not track quarterly

Below average performance/performance review indicated No reviews performed/no info

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)

*Cummulative fiscal year

^ # of Survey's vary