

June 30, 2023					2021		2022		2023			Average	Status	
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence level	7/1/21-9/30/21	10/1/21-12/31/21	1/1/22-3/31/22	4/1/22-6/30/22	7/1/22-9/30/22	10/1/22-12/31/22	1/1/23-3/31/23	4/1/23-6/30/23		
Program: Intact Family services														
Total clients served 2022=207														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	*96%	*96%	100%	*94%	*100%	*100%	*98%	*100%	**98%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	*87%	*89%	*86%	*89%	*82%	*86%	*86%	*86%	*86%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	100%	*90%			96%	96%	100%	100%	97%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	*90%	*87%	*87%	*90%	*90%	*88%	*90%	86%	89%	
Professional Counseling Solutions														
Total clients served 2022=154														
T. Plan complete/15 days of Assesme	Utilization/Peer reviews	Quarterly	90%	55%	100%	100%		100%	78%	96%	*100%		96%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	5	4.5	4.7	4.4	4.7	4.3	4	3.8	4.5	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	5	4.3	4.3	4.1	4.2	3.3	4	3.7	4.1	
Elderly Guardianship														
Total clients served 2022=														
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 2022=144														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%		100%	100%	100%	75%	98%	96%	
Meals on Wheels														
Total surveys sent in 2022=358														
Time/day meal delivered satisfactory	Client Survey	Annually		>good				95%				95%	95%	
MedAssist														
clients served 2022=														
HIPPA Privacy Notice	Utilization Review	Quarterly	90%	10%		100%				100%			100%	
Prescriptions secured	Agency data base	Annually	90%	100%		99%				99%		99%	99%	
St. Anne Residence														
Tenant capacity=24														
Lease agreement	Utilization Review	Annually	90%	10%					100%			100%	100%	
Health Connect														
Clients served 2022 =18														
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%	^	100%	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%		**43.5%		**20%		**40%		**25%	**42%	
Performance Evaluation completion	Personnel report	Bi-annually	μ<10 days	100%		18							**14	
Monthly Personnel file reviews	UR/peer file review	Quarterly	90%	100%	98%	98%							98%	
Number of accidents	Risk Man. Report	Quarterly	<prev qtr	100%	3	4	2	9	5	7	5	3	4	

Corrective action may be needed Agency does not track quarterly

No reviews performed/no info

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)

*Cummulative fiscal year

^ # of Survey's vary