

PERIOD ENDING 3/31/24					2022				2023				2024		
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence level	4/1/22-	7/1/22-	10/1/22-	1/1/23-	4/1/23-	7/1/23-	10/1/23-	1/1/24-	Avg.	Status	
					6/30/22	9/30/22	12/31/22	3/31/23	6/30/23	9/30/23	12/31/23	3/31/24			
Program: Intact Family services															
Total clients served 2022=207															
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	94%	100%	**100%	98%	*100%	*100%	*100%	100%	**99%		
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	*89%	82%	**86%	*86%	*86%	*84%	*80%	*84%	*85%		
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%		96%	*96%	100%	*100%	*83%	100%	100%	96%		
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	*90%	90%	**88%	*90%	86%	**88%	86%	79%	87%		
Professional Counseling Solutions															
Total clients served 2022=154															
T. Plan complete/15 days of Assessment	Utilization/Peer reviews	Quarterly	90%	55%	100%	78%	96%	*100%		44%	92%	*100%	87%		
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.4	4.7	4.3	4	3.8	4	4	4.5	4.2		
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	4.1	4.2	3.3	4	3.7	4	4	4	3.9		
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%	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%	75%	98%		100%	100%	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=															
Prescriptions secured	Agency data base	Annually	90%	100%			99%		99%		87%		95%		
St. Anne Residence															
Tenant capacity=24															
Lease agreement	Utilization Review	Annually	90%	10%		100%			100%			100%	100%		
Health Connect															
Clients served 2023 =17															
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%	^	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	Yes	
Personnel															
Employee Turnover	Personnel report	Bi-annually	<20%	100%	*20%		**39%		*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 qt	100%	9	5	7	6	2	5	7	3	5.5		
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