

					2024					2025					
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD					Percentage of files reviewed to achieve 95% confidence level	1/1/24-3/31/24	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	Ave	Status
<b>Program: Intact Family services</b>															
<b>Total clients served 2025=227</b>															
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	94%	*84%	*87%	**88%	**83%	93%	*100%	***90%	90%		
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	84%	*88%	91%	*86%	100%	94%	***83%	***98%	92%		
Supervision Monthly	Utilization/Peer review	Quarterly	90%	47%	100%	94%	99%	*82%	100%	100%	100%	95%	96%		
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	79%	88%	88%	91%	93%	92%	***81%	***83%	87%		
<b>Professional Counseling Solutions</b>															
<b>Total clients served 2025=109</b>															
T. Plan complete/15 days of Assesment	Utilization/Peer review	Quarterly	90%	55%	*100%	*100%	*90%	*82%	*100%			95%	96%		
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.5	4	4	5		4.5	4		4.3		
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	4	3.5	4.3	5		4	4.5		4.2		
<b>Elderly Guardianship</b>															
<b>Total clients served 2025=57</b>															
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	100%	100%	99%		100%		100%	100%	99%		
<b>Faith in Action</b>															
<b>Total clients served in 2025=92</b>															
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%	100%	100%	100%		100%	100%	100%		
<b>Meals on Wheels</b>															
<b>Total surveys sent in 2022=358</b>															
Time/day meal delivered satisfactory	Client Survey	Annually		>90%		88%				86%			87%		
<b>MedAssist</b>															
Prescriptions secured	Agency data base	Annually	90%	100%		**99%		**100%		**90%		**86%	94%		
<b>St. Anne Residence</b>															
<b>Tenant capacity=22</b>															
Lease agreement	Utilization Review	Annually	90%	10%	100%					100%			100%		
<b>Health Connect</b>															
<b>Clients served 2023 =17</b>															
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%			100%	100%		100%	100%	80%	100%	97%		
<b>Financial</b>															
<b>Quarterly reports</b>															
Days of Operating Cash	Accounting Reports	Quarterly	Yes or		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
<b>Personnel</b>															
Employee Turnover	Personnel report	Bi-annually	<20%	100%		**22%		**39%		**17%		**30%	*27%		
Personnel file reviews	Utilization Review	Annually	90%	100%											
Number of accidents	Risk Man. Report	Quarterly	<prev d	100%	6	7	14	7	12	7	7	6	8		

**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%**

\*Cummulative Average  
 \*\*Cumulative Calendar year  
 \*\*\*Cummulative Fiscal year