

PERIOD ENDING 3/31/25					2023				2024				2025			
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence	4/1/23- 6/30/23	7/1/23- 9/30/23	10/1/23- 12/31/23	1/1/24- 3/31/24	4/1/24- 6/30/24	7/1/24/24 9/30/24	10/1/24- 12/31/24	1/1/25- 3/31/25	Avg	Status		
Program: Intact Family services																
Total clients served 2022=207																
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	*100%	*100%	*100%	94%	*84%	*87%	**88%	**83%	**92%			
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	*86%	*84%	*80%	*84%	*88%	91%	*86%	100%	*87%			
Supervision Monthly	Utilization/Peer review	Quarterly	90%	47%	*100%	*83%	100%	100%	94%	99%	*82%	100%	95%			
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	86%	**88%	86%	79%	**88%	**88%	91%	93%	87%			
Professional Counseling Solutions																
Total clients served 2022=154																
T. Plan complete/15 days of Assesment	Utilization/Peer review	Quarterly	90%	55%		44%	92%	*100%	*100%	*90%	*82%	*100%	87%			
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	3.8	4	4	4.5	4	4	5		4.2			
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	3.7	4	4	4	3.5	4.3	5		4			
Elderly Guardianship																
Total clients served 2022=																
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	100%	100%	100%	100%	100%	99%		100%	99%			
Faith in Action																
Total clients served in 2022=144																
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	98%		100%	100%	100%	100%	100%	100%	99%			
Meals on Wheels																
Total surveys sent in 2022=358																
Time/day meal delivered satisfactory	Client Survey	Annually		>good	95%				88%				92%			
MedAssist																
clients served 2022=																
Prescriptions secured	Agency data base	Annually	90%	100%	99%		87%		99%		100%		96%			
St. Anne Residence																
Tenant capacity=24																
Lease agreement	Utilization Review	Annually	90%	10%	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%			
Financial																
Quarterly reports																
Days of Operating Cash	Accounting Reports	Quarterly	Yes or		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			
Personnel																
Employee Turnover	Personnel report	Bi-annually	<20%	100%	*25%		**44%		**22%		17%		27%			
Monthly Personnel file reviews	UR/peer file review	Quarterly	90%	100%					94%	87%			94%			
Number of accidents	Risk Man. Report	Quarterly	<prev q	100%	2	5	7	6	7	14	7	12	7			
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 Average

^ # of Survey's vary