

PERIOD ENDING 9/30/24					2022		2023			2024			Avg	Status
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Benchmark	Percentage of files reviewed to achieve 95% confidence	10/1/22-12/31/22	1/1/23-3/31/23	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	7/1/24-9/30/24		
<b>Program: Intact Family services</b>														
<b>Total clients served 2022=207</b>														
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	**100%	98%	*100%	*100%	*100%	94%	*84%	*87%	**95%	
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	**86%	*86%	*86%	*84%	*80%	*84%	*88%	91%	*86%	
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	*96%	100%	*100%	*83%	100%	100%	94%	99%	97%	
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	**88%	*90%	86%	**88%	86%	79%	**88%	**88%	87%	
<b>Professional Counseling Solutions</b>														
<b>Total clients served 2022=154</b>														
T. Plan complete/15 days of Assessment	Utilization/Peer reviews	Quarterly	90%	55%	96%	*100%		44%	92%	*100%	*100%	*90%	89%	
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.3	4	3.8	4	4	4.5	4	5	4.2	
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	3.3	4	3.7	4	4	4	3.5	4.3	3.9	
<b>Elderly Guardianship</b>														
<b>Total clients served 2022=</b>														
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%		100%	100%	100%	100%	100%	100%	99%	100%	
<b>Faith in Action</b>														
<b>Total clients served in 2022=144</b>														
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	75%	98%		100%	100%	100%	100%	96%	
<b>Meals on Wheels</b>														
<b>Total surveys sent in 2022=358</b>														
Time/day meal delivered satisfactory	Client Survey	Annually		>good			95%				88%		92%	
<b>MedAssist</b>														
<b>clients served 2022=</b>														
Prescriptions secured	Agency data base	Annually	90%	100%	99%		99%		87%		99%		96%	
<b>St. Anne Residence</b>														
<b>Tenant capacity=24</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%		100%	100%	100%	
<b>Financial</b>														
<b>Quarterly reports</b>														
Days of Operating Cash	Accounting Reports	Quarterly	Yes or No		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
<b>Personnel</b>														
Employee Turnover	Personnel report	Bi-annually	<20%	100%	**39%		*25%		**44%		*22%		**42%	
Monthly Personnel file reviews	UR/peer file review	Quarterly	90%	100%							94%	87%	94%	
Number of accidents	Risk Man. Report	Quarterly	<prev yr	100%	7	6	2	5	7	6	7	14	7	
<b>Corrective action may be needed</b>		Agency does not track quarterly												
<b>Below average performance/performance review indicated</b>		No reviews performed/no info												
<b>Good performance/above Agency benchmark of 90%</b>														

\*\*Cummulative/calendar year(s)

\*Cummulative fiscal year

^ # of Survey's vary