

PERIOD ENDING 12/31/24

2023

2024

Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence	2023												2024		Avg	Status
				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	10/1/24-12/31/24	1/1/24-3/31/24	4/1/24-6/30/24	7/1/24-9/30/24	10/1/24-12/31/24				
Program: Intact Family services																			
Total clients served 2022=207																			
Initial Service plan completed on time	Quarterly	90%	100%	98%	*100%	*100%	*100%	*100%	94%	*84%	*87%	**88%	**94%						
IP child/worker during assessment	Quarterly	90%	100%	*86%	*84%	*80%	*84%	*88%	*84%	*88%	91%	*86%	*86%						
Supervision Monthly	Quarterly	90%	47%	100%	*100%	100%	100%	100%	100%	94%	99%	*82%	95%						
Family remains intact throughout	Quarterly	90%	100%	*90%	*86%	*86%	*88%	*86%	73%	**88%	**88%	91%	87%						
Professional Counseling Solutions																			
Total clients served 2022=154																			
T. Plan complete/15 days of Assessment	Quarterly	90%	55%	*100%	44%	92%	*100%	*100%	*100%	*100%	*90%	*82%	87%						
Client report: understands prob better	Quarterly	μ>4.0	100%	4	4	4	4	4.5	4	4	4	5	4.2						
Client reports coping w/ prob better	Quarterly	μ>4.0	100%	4	3.7	4	4	4	4	3.5	4.3	5	4						
Elderly Guardianship																			
Total clients served 2022=																			
Assessment complete w/ 30 days	Quarterly	90%	89%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%						
Faith in Action																			
Total clients served in 2022=144																			
Service plan completed w/in 90days	Quarterly	90%	61%	75%	98%	100%	100%	100%	100%	100%	100%	100%	96%						
Meals on Wheels																			
Total surveys sent in 2022=358																			
Time/day meal delivered satisfactory	Client Survey		>good		95%					88%			92%						
MedAssist																			
Clients served 2022=																			
Prescriptions secured	Annually	90%	100%		99%					99%		100%	96%						
St. Anne Residence																			
Tenant capacity=24																			
Lease agreement	Annually	90%	10%		100%								100%						
Health Connect																			
Clients served 2023 =17																			
Patient reports they now have a PCP	Quarterly	90%		100%		100%				100%	100%		100%						
Financial																			
Quarterly reports																			
Days of Operating Cash	Quarterly	Yes or		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes						
Personnel																			
Employee Turnover	Bi-annually	<20%	100%										27%						
Monthly Personnel file reviews	Quarterly	90%	100%										94%						
Number of accidents	Quarterly	<prev q	100%	6	2	5	7	6	7	7	14	7	7						

Agency does not track quarterly
No reviews performed/no info

Corrective action may be needed
Below average performance/performance review indicated
Good performance/above Agency benchmark of 90%

**Cumulative/calendar year(s)

*Cumulative Average

^ # of Survey's vary