

Current Benchmark	Definition	Current Target Full FRCs	Current Target Micro FRCs	Recommended Benchmark Target
Number of Total Families Served in Calendar Year	New families and returning families. New families have intake date in the calendar year. Returning families have a service date in that year, but an intake date from a previous year.	575	250	575 for all FRCs
ADDITIONAL BENCHMARKS:				
<ul style="list-style-type: none"> 1) 25% of adult family members served in the year have more than 5 unique days of service since intake date (service intensity indicator) 2) 25% of adult family members served in the year have more than 6 months of involvement with FRC since intake date (service duration indicator) 				
% of CRA with child or family portion of the FSNA	In the calendar year, newly served children identified as CRA or at-risk of CRA on Intake (Form B) have either Child and/or Family portion of the FSNA.	70%	60%	70% for all FRCs
ADDITIONAL BENCHMARK:				
<ul style="list-style-type: none"> 1) 50% of CRA/at-risk CRA kids have FSNA begun within 30 days of intake (time to FSNA) 				
% of Children with child screening	In the calendar year, the percent of newly served family members, identified as children (age 0 to 17) based on birthdate, who have a screening completed.	30%	55%	50% for all FRCs
% of Adults with adult screening	In the calendar year, the percent of newly served family members, identified as an adult (age 18 and over) based on birthdate, who have a screening completed.	40%	55%	60% for all FRCs
ADDITIONAL BENCHMARKS:				
<ul style="list-style-type: none"> 1) 65% of Children have screening completed within 30 days of Initial Contact Date (time to Screening) 2) 65% of Adults have screening completed within 30 days of Initial Contact Date (time to Screening) 				
% Satisfaction survey completed	The number of satisfaction surveys (services and classes) completed by the number of total families.	13%	13%	Substitute with New Benchmark of 100 Satisfaction Surveys
NEW BENCHMARK:				
<ul style="list-style-type: none"> 1) All FRCs complete a minimum of 100 Satisfaction Surveys annually 				