Monthly KPI Snapshot
FCI Network
July 2023
FCI Network Reach

July 01, 2022 to May 31, 2023

35,848 Eligible Births for FCI contracted services

Population Reach
- Target: 60%
- Delivery Date:
  - Jul 22: 58%
  - Aug 22: 60%
  - Sep 22: 56%
  - Oct 22: 55%
  - Nov 22: 50%
  - Dec 22: 51%
  - Jan 23: 55%
  - Feb 23: 56%
  - Mar 23: 47%
  - Apr 23: 38%
  - May 23: 47%

Scheduling Rate
- Target: 75%
- Delivery Date:
  - Jul 22: 77%
  - Aug 22: 92%
  - Sep 22: 82%
  - Oct 22: 78%
  - Nov 22: 77%
  - Dec 22: 73%
  - Jan 23: 71%
  - Feb 23: 76%
  - Mar 23: 74%
  - Apr 23: 72%
  - May 23: 69%

Completion Rate
- Target: 80%
- Delivery Date:
  - Jul 22: 75%
  - Aug 22: 73%
  - Sep 22: 72%
  - Oct 22: 69%
  - Nov 22: 72%
  - Dec 22: 72%
  - Jan 23: 76%
  - Feb 23: 73%
  - Mar 23: 69%
  - Apr 23: 65%
  - May 23: 55%

Note: The Population Reach, Scheduling Rate, and Completion Rate charts on this page are calculated based on actively implementing certified community contracts (n=9) who share data in the FCI Centralized Data System. Hennepin BCP data extract includes only July 2022–November 2022 and May 2023 data. All other metrics throughout the report snapshot represent all community partners. We estimate that any data may be an underestimate of up to 7% given that some records may be incomplete and not counted at the time of data review.
FCI Network Matrix Ratings and Referrals

14,053 Completed IHVs (Activity)

Matrix Ratings

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 or 2</td>
<td>519</td>
<td>554</td>
<td>648</td>
<td>654</td>
<td>591</td>
<td>577</td>
<td>564</td>
<td>609</td>
<td>617</td>
<td>632</td>
<td>551</td>
</tr>
<tr>
<td>3 or 4</td>
<td>464</td>
<td>522</td>
<td>472</td>
<td>507</td>
<td>542</td>
<td>371</td>
<td>479</td>
<td>354</td>
<td>390</td>
<td>336</td>
<td>392</td>
</tr>
</tbody>
</table>

Referrals

- Existing 'Support Being Provided'
- New 'Support Requested'

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,001</td>
<td>2,240</td>
<td>2,044</td>
<td>2,012</td>
<td>2,246</td>
<td>1,870</td>
<td>2,329</td>
<td>2,341</td>
<td>2,762</td>
<td>2,583</td>
<td>2,720</td>
</tr>
</tbody>
</table>

Data Extract Date: 06/28/23
Report Range: 07/01/22 - 05/31/23
FCI Network Post Visit Connection

**PVC Closure**
- Completed: 55%
- Declined: 1%
- Incomplete: 1%
- No contact made: 42%
- Other: 1%

**Referral Connection Rate**
- PVC Closure Date: July 22 to May 23
- Connection rates fluctuate from 42% to 62%.

**Satisfaction Rate**
- PVC Closure Date: July 22 to May 23
- Satisfaction rates range from 96% to 98%

Family Connects International
3710 University Drive
Suite 310
Durham, NC 27707
Phone: 919-808-1961
familyconnects.org