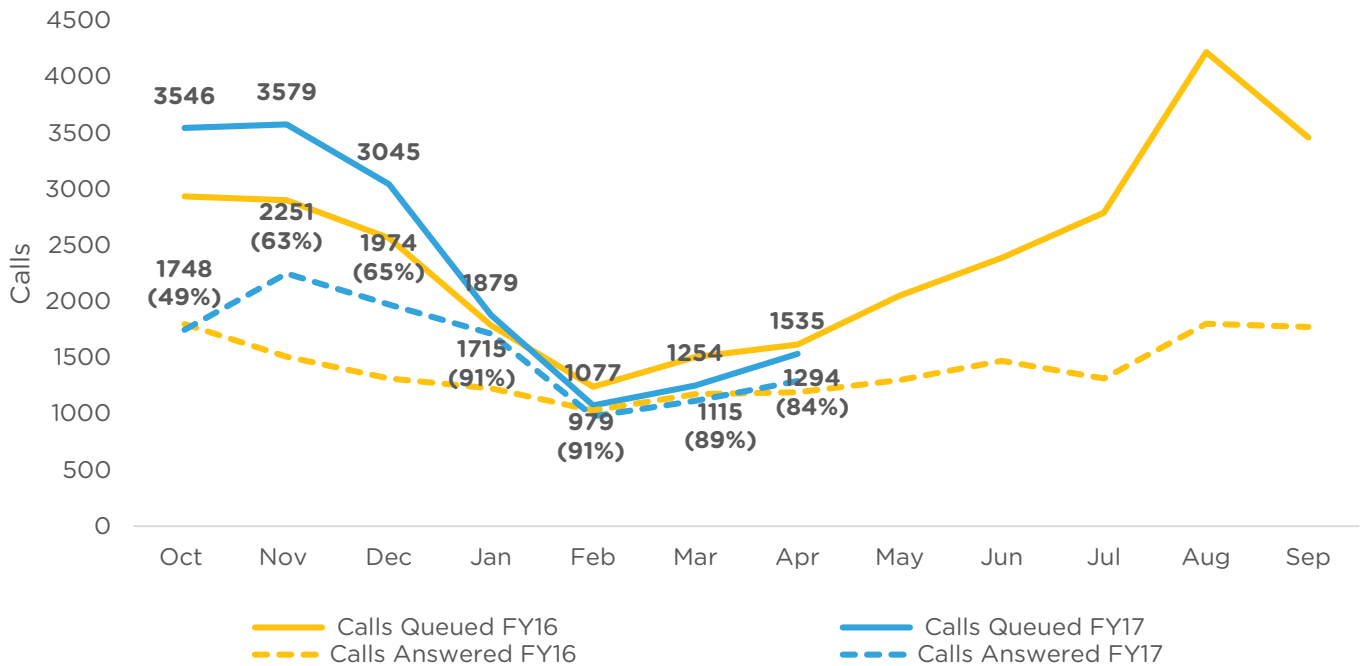


# Family Services Initiative (FSI)

## April 2017

### 2-1-1 Tampa Bay Cares

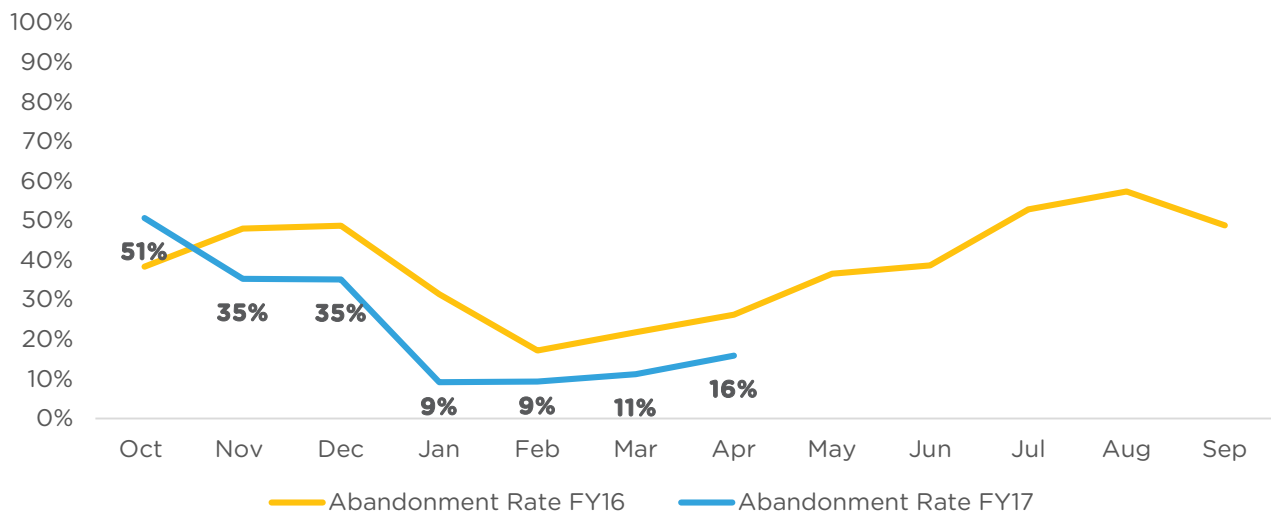
#### Number of Calls



Source: ACD Report

- The general 2-1-1 FSI call volume trend is following the same seasonal pattern as the previous year with call volume increasing in March and April
- The FSI call line received roughly the same volume of calls as last April, but were able to answer 10% more of the calls.

#### Abandonment Rate

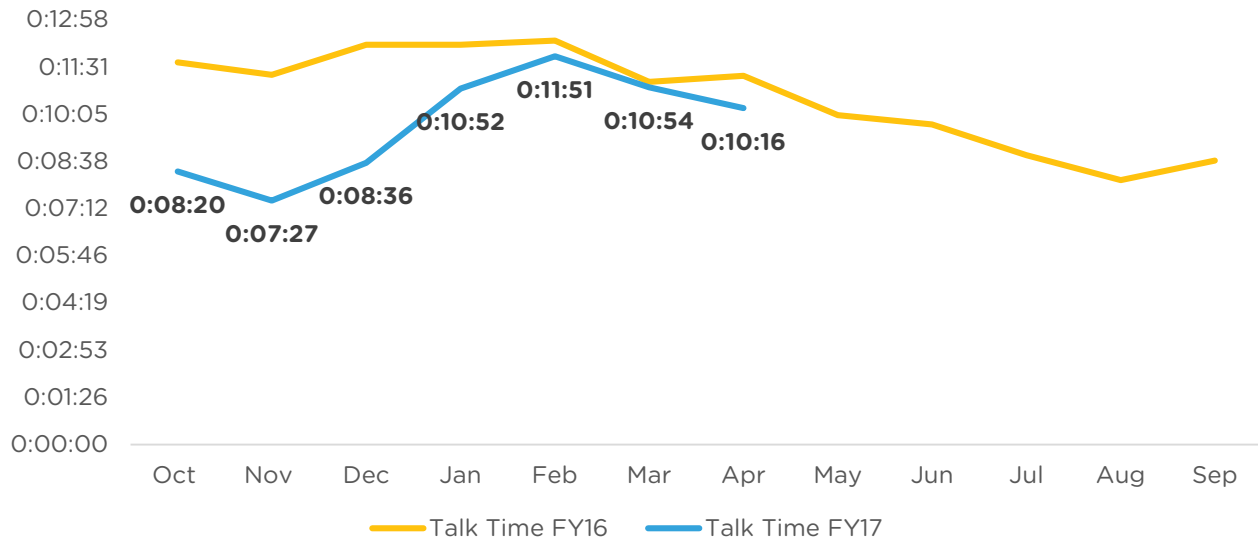


Source: ACD Report

# Family Services Initiative (FSI)

## April 2017

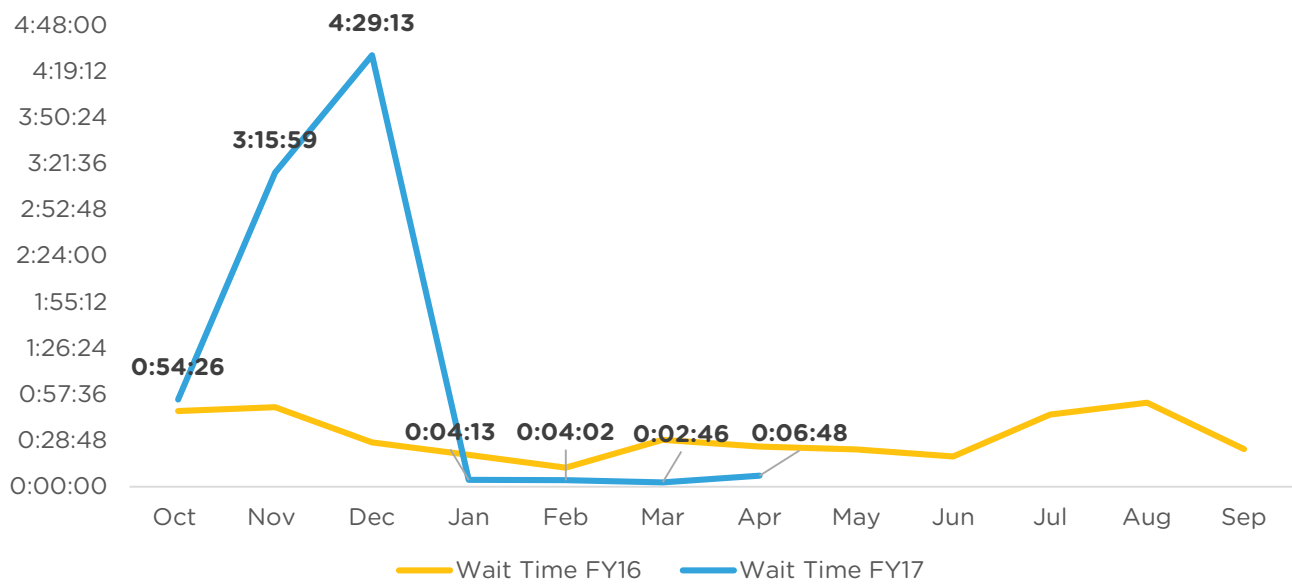
### Talk Time



Source: ACD Report

- Talk time is about the same as this time last year. This corresponds with system changes that were implemented in March 2016 to decrease talk time.
- Corresponding with low call volume and talk time, wait time continues to be a lower this year than this time last year.

### Wait Time



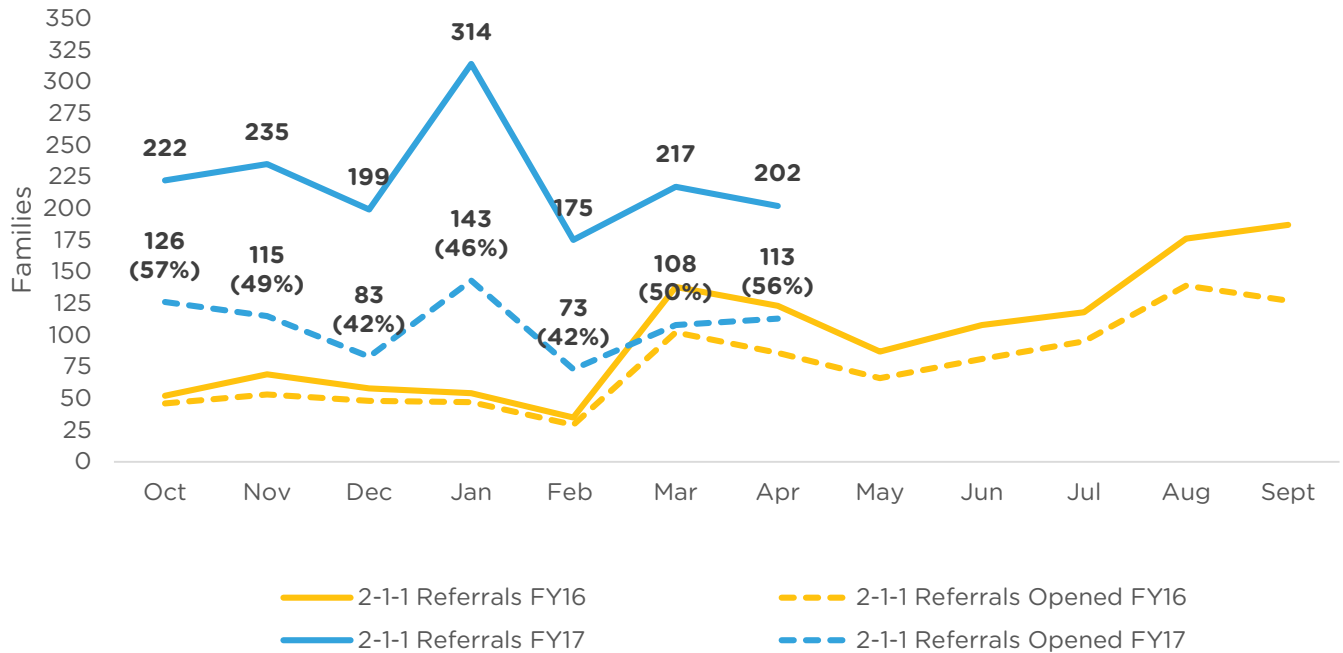
Source: ACD Report

# Family Services Initiative (FSI)

## April 2017

### PEMHS Navigation

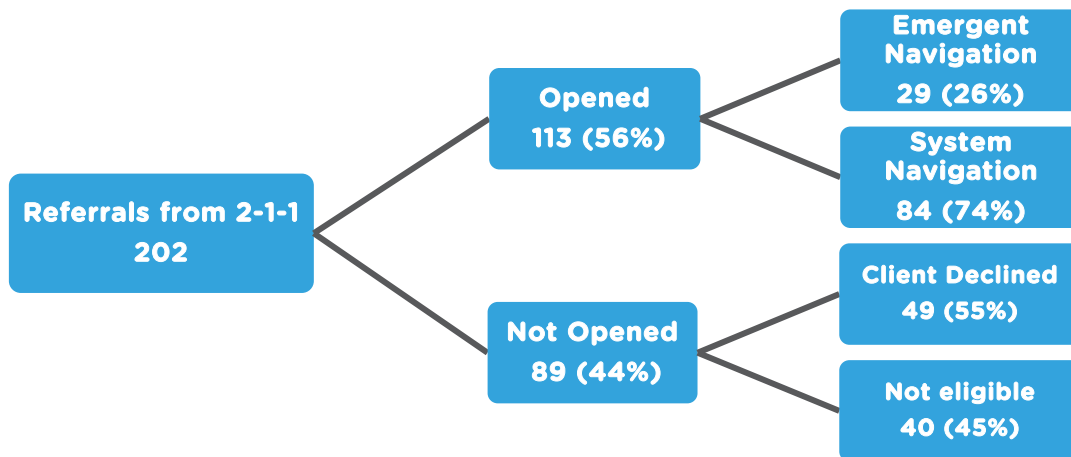
#### Number of Families



Source: PEMHS Monthly Upload

- YTD PEMHS Navigation has served 1,341 families, that is about 711 families more than this time last year (number served includes System Navigation, Emergent Navigation, Family Connection, and Truancy Navigation)

#### Type of Navigation



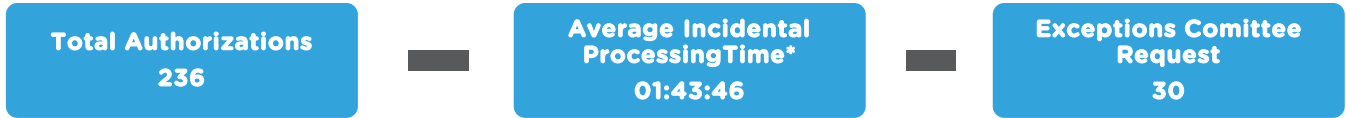
Source: PEMHS Monthly Upload

# Family Services Initiative (FSI)

## April 2017

### Central Florida Behavioral Health Network

#### Incidental Volume

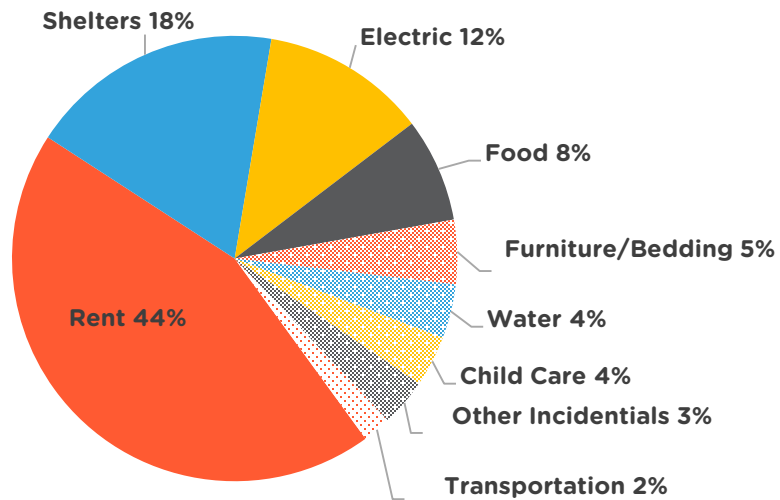


\*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

### Juvenile Welfare Board

#### FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated for April.

#### FY17 Monthly Spending

