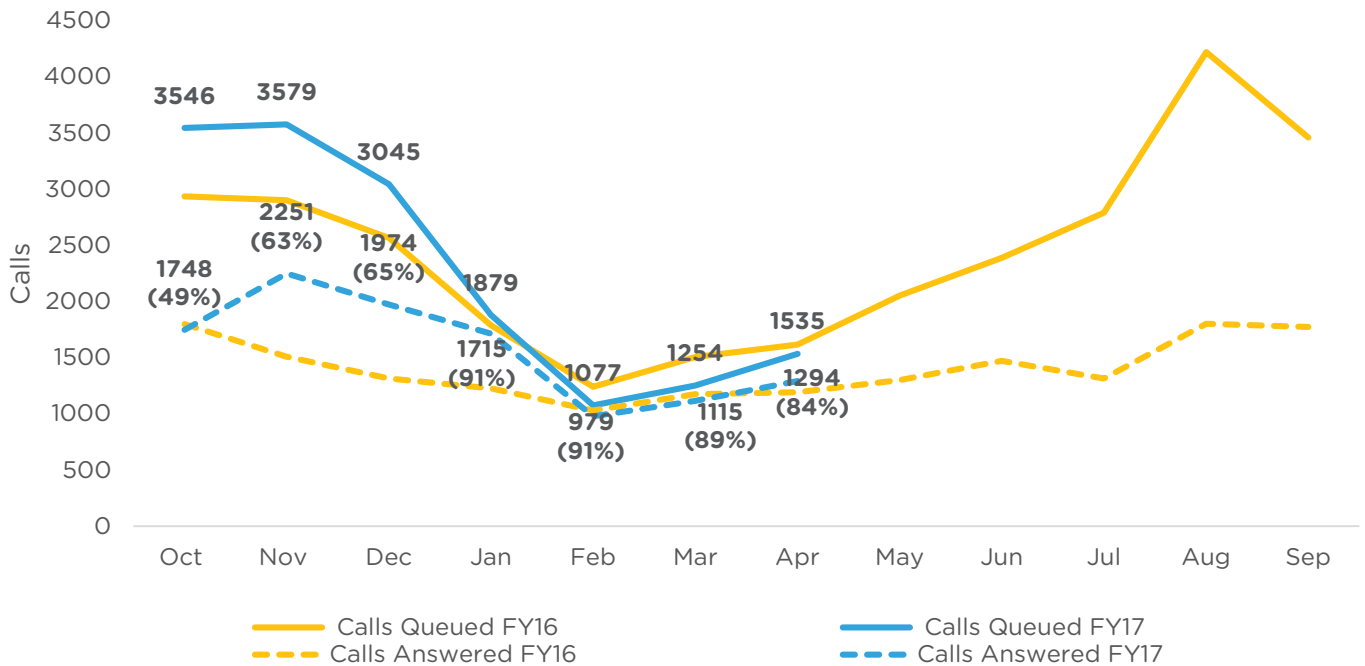


Family Services Initiative (FSI)

April 2017

2-1-1 Tampa Bay Cares

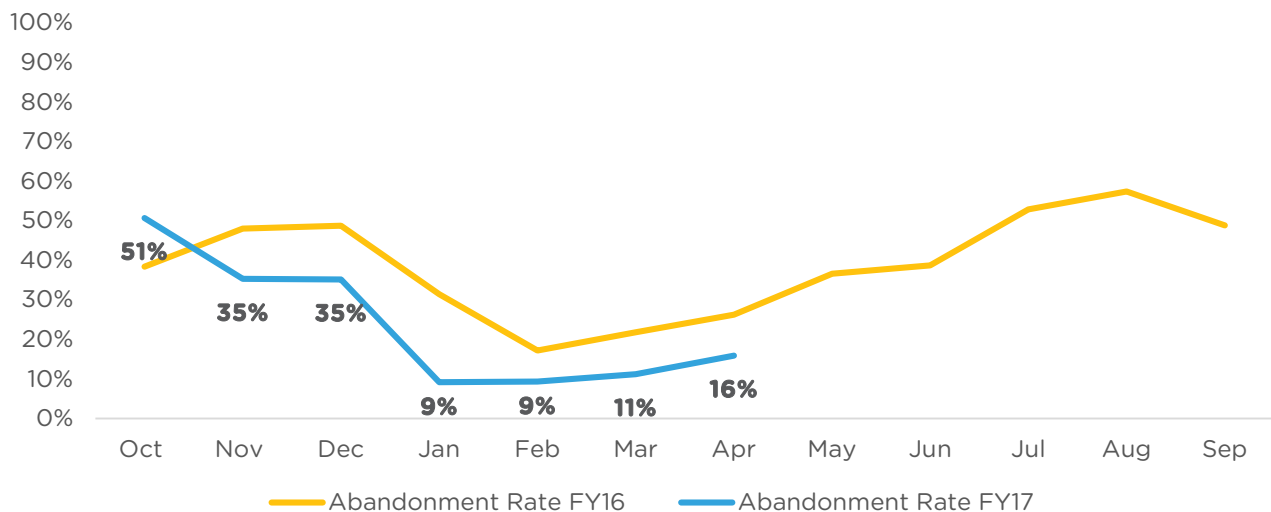
Number of Calls



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

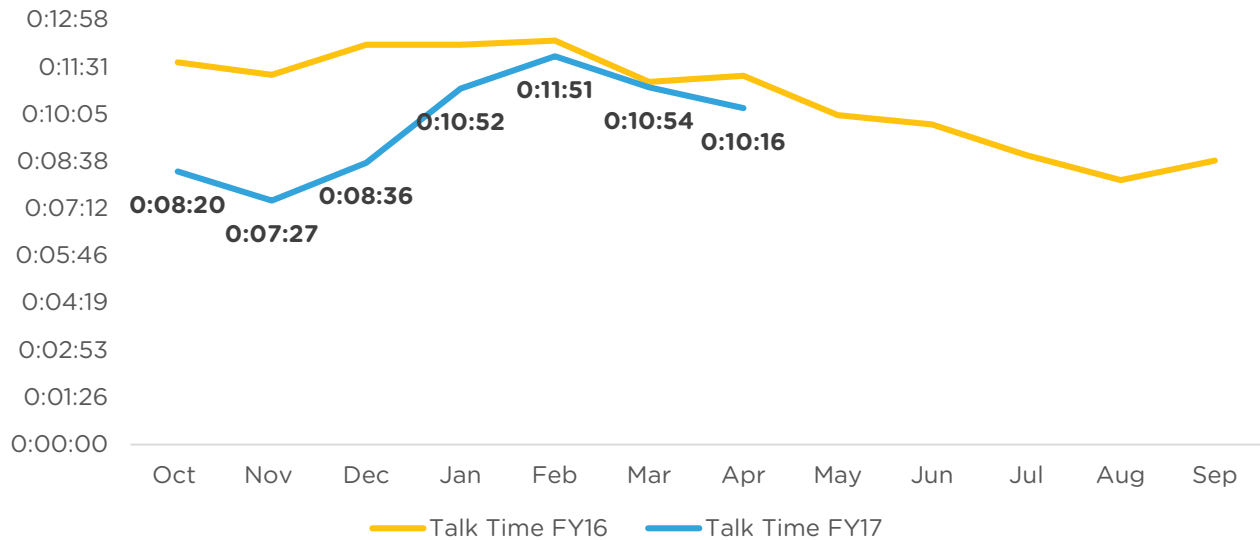


Source: ACD Report

Family Services Initiative (FSI)

April 2017

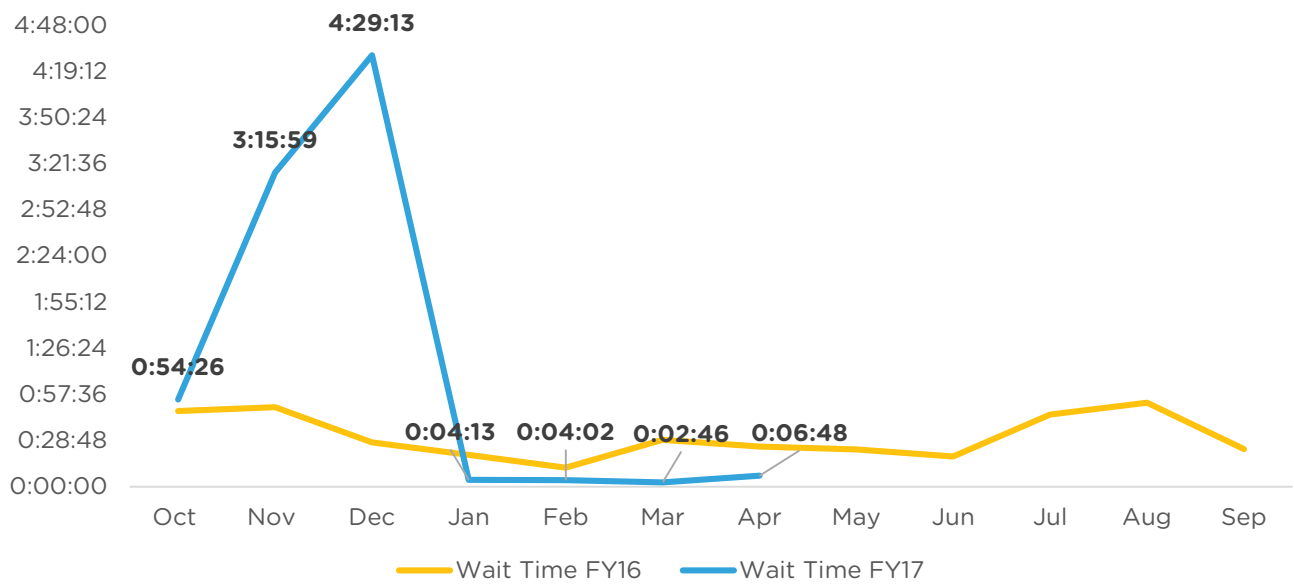
Talk Time



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



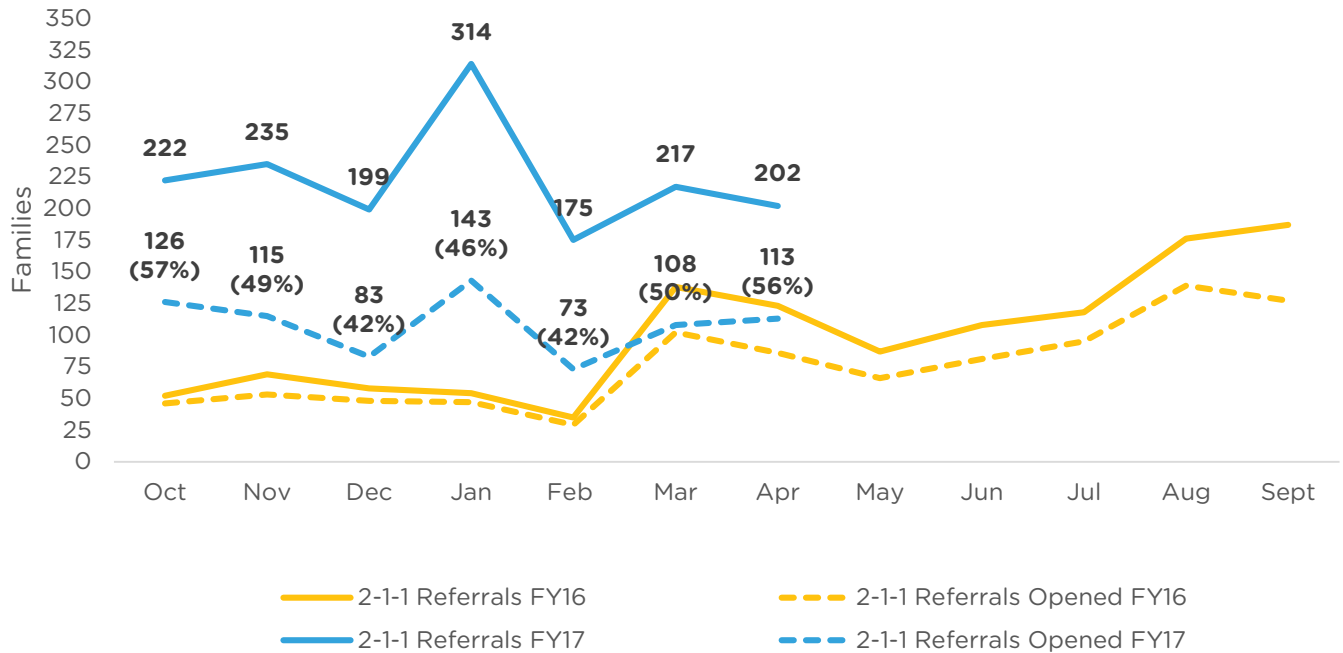
Source: ACD Report

Family Services Initiative (FSI)

April 2017

PEMHS Navigation

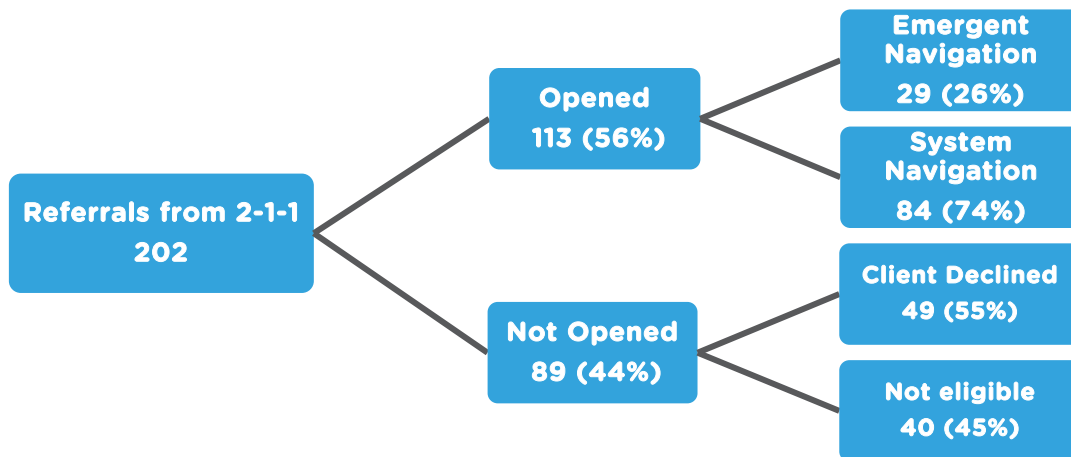
Number of Families



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



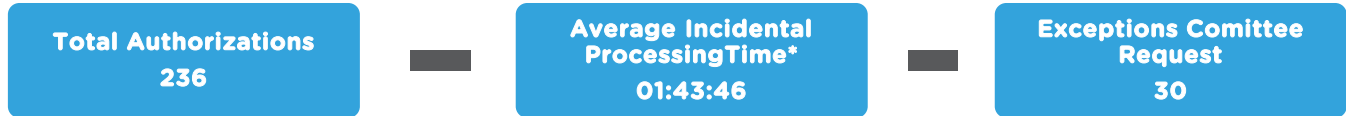
Source: PEMHS Monthly Upload

Family Services Initiative (FSI)

April 2017

Central Florida Behavioral Health Network

Incidental Volume

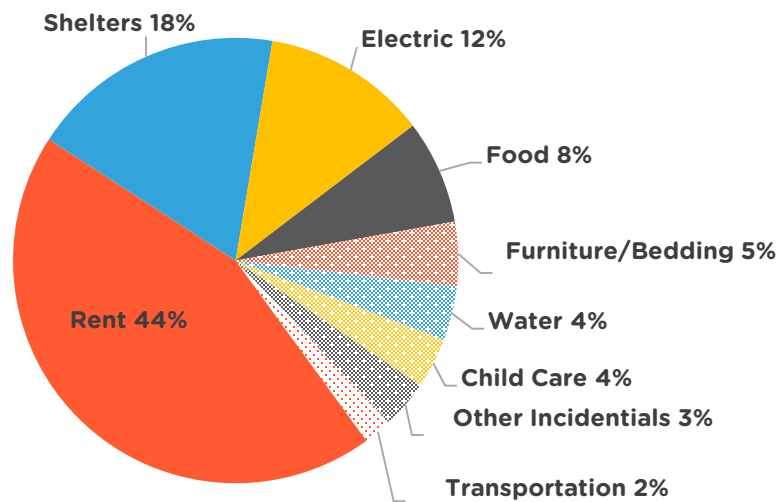


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

FY17 Year-to-Date Spending by Category



Note: Pcard expenditures have not been allocated for April.

FY17 Monthly Spending

