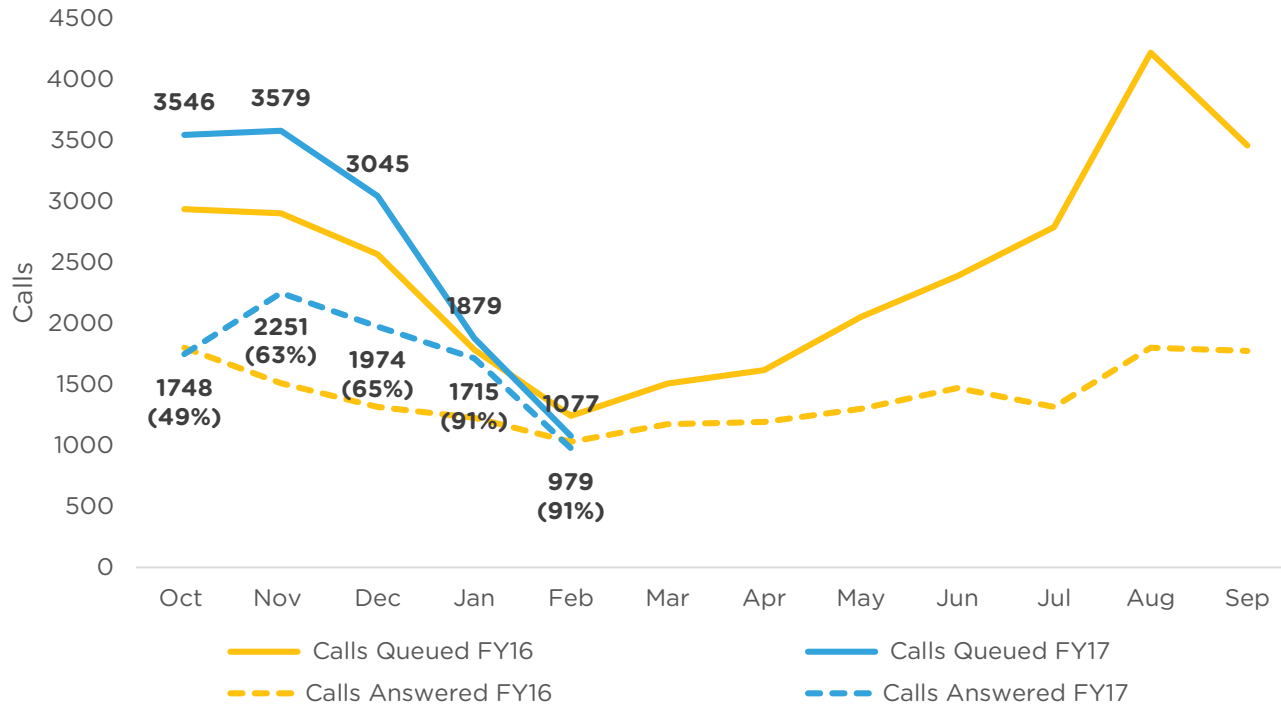


Family Services Initiative (FSI)

February 2017

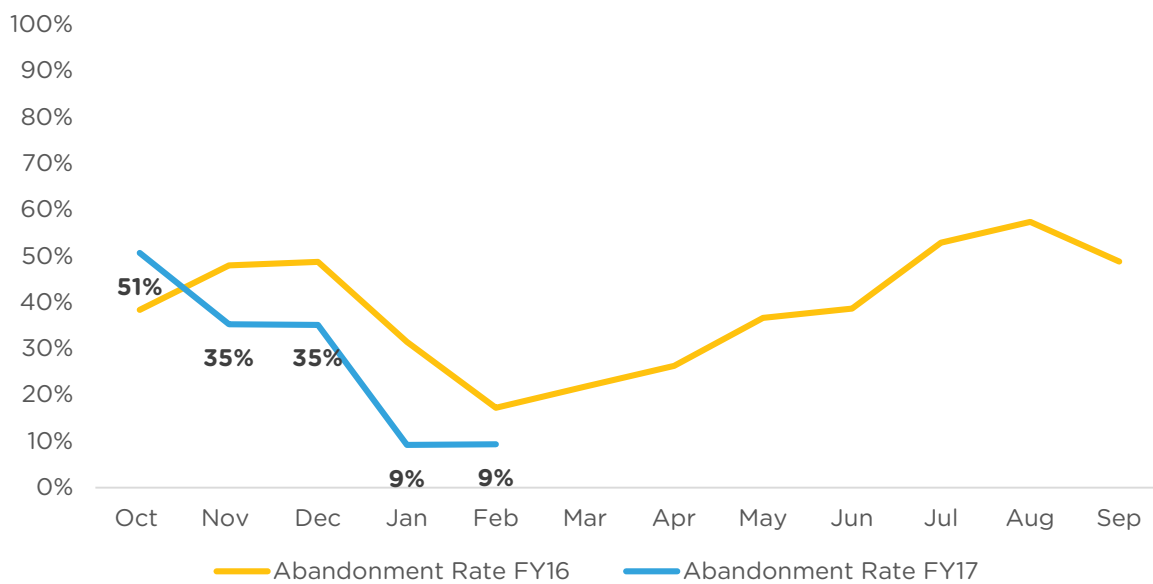
2-1-1 Tampa Bay Cares

Number of Calls



Source: ACD Report

Abandonment Rate

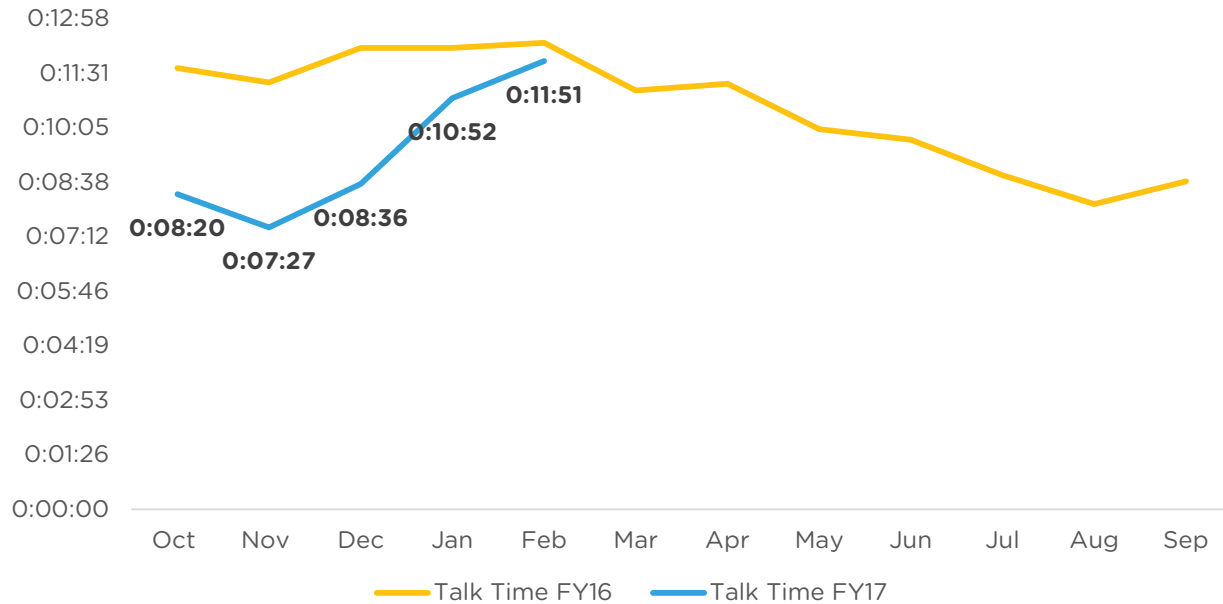


Source: ACD Report

Family Services Initiative (FSI)

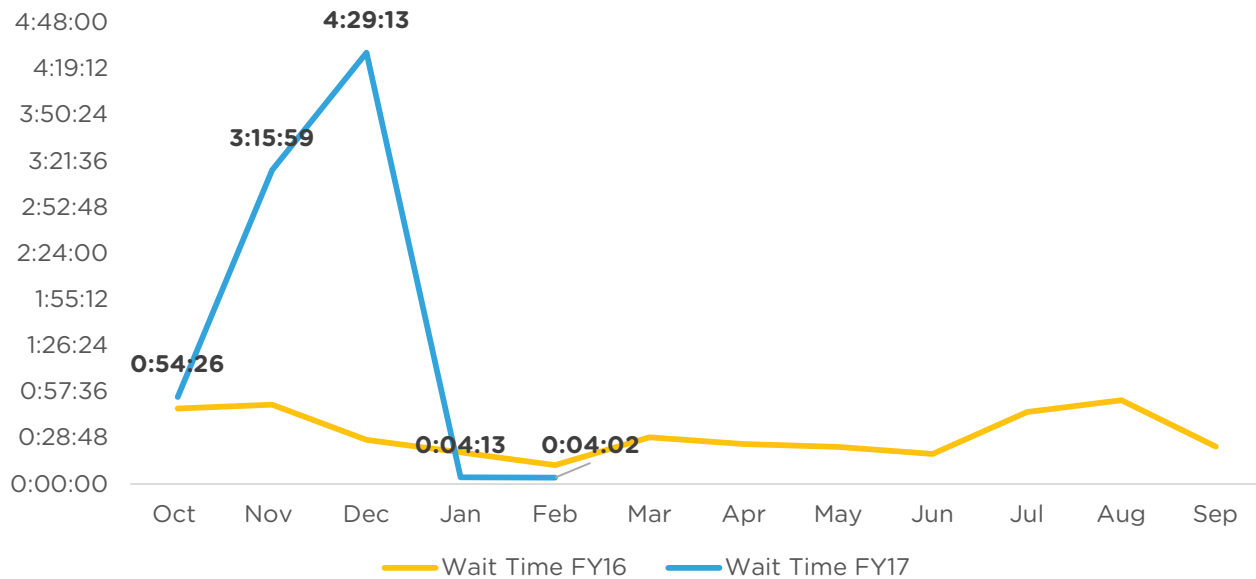
February 2017

Talk Time



Source: ACD Report

Wait Time



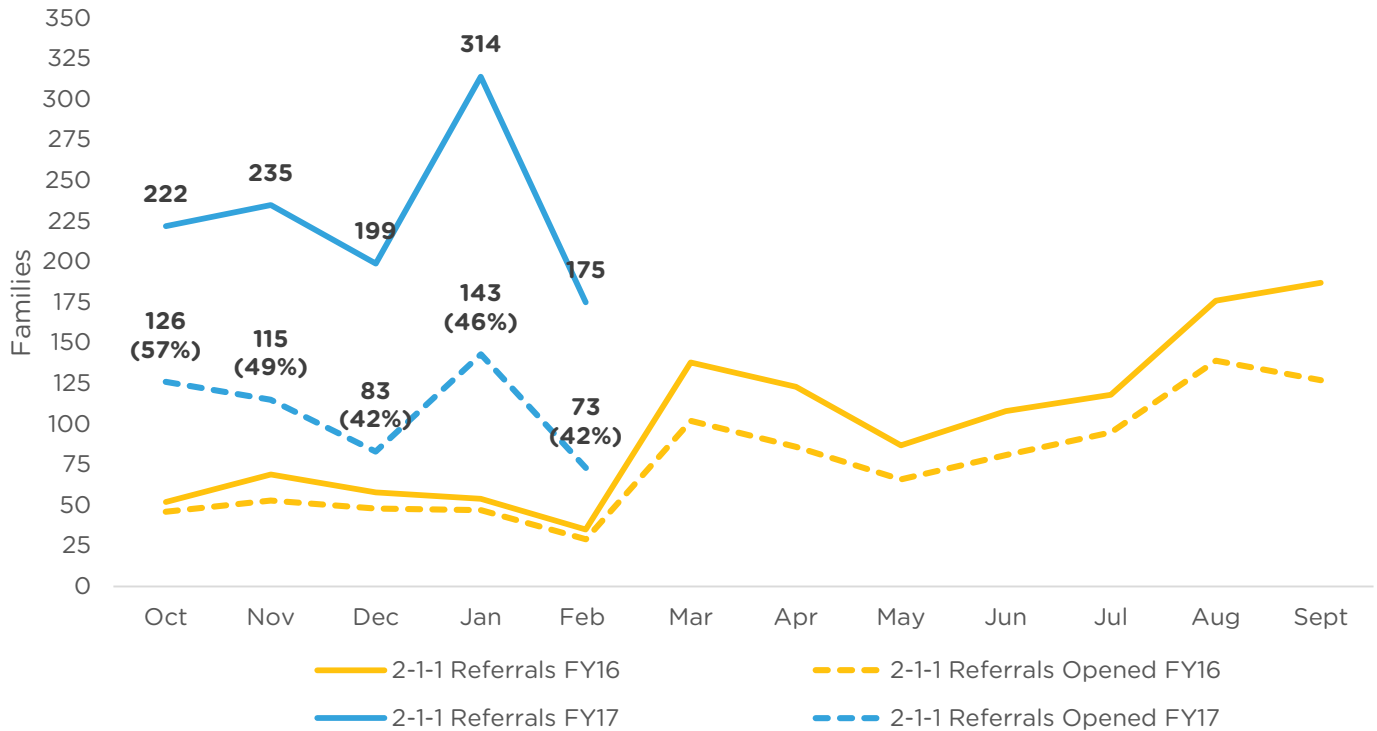
Source: ACD Report

Family Services Initiative (FSI)

February 2017

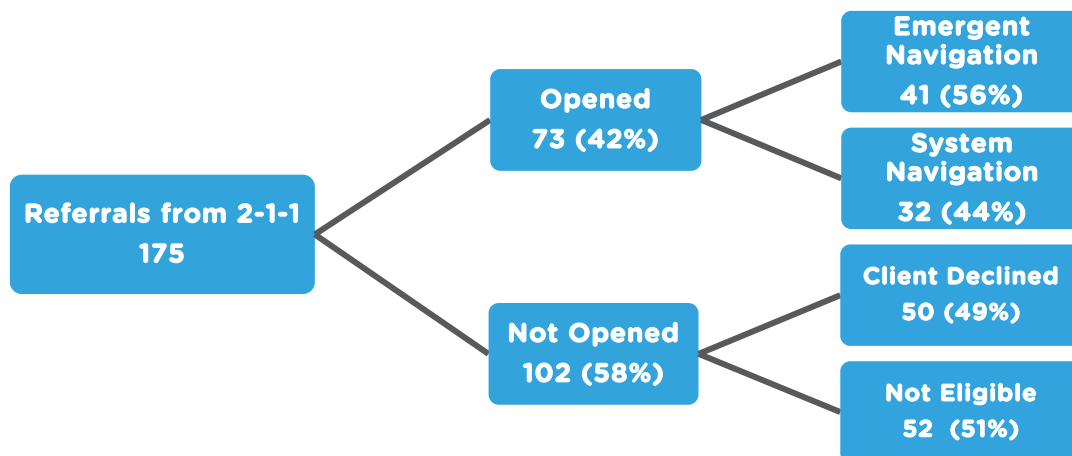
PEMHS Navigation

Number of Families



Source: PEMHS Monthly Upload

Type of Navigation



Source: PEMHS Monthly Upload

Family Services Initiative (FSI)

February 2017

Central Florida Behavioral Health Network

Incidental Volume

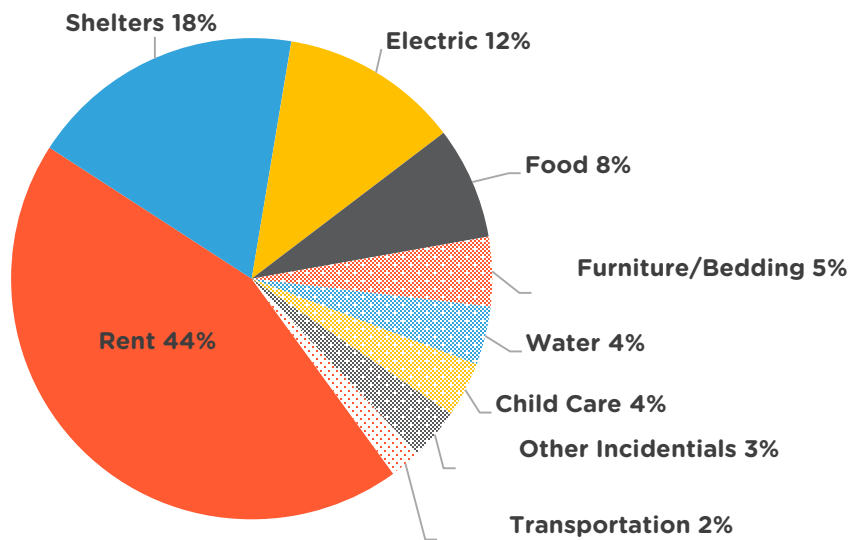


*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN processes.

Source: CFHDS

Juvenile Welfare Board

FY17 Year-to-Date Spending by Category



FY16-17 Monthly Spending

