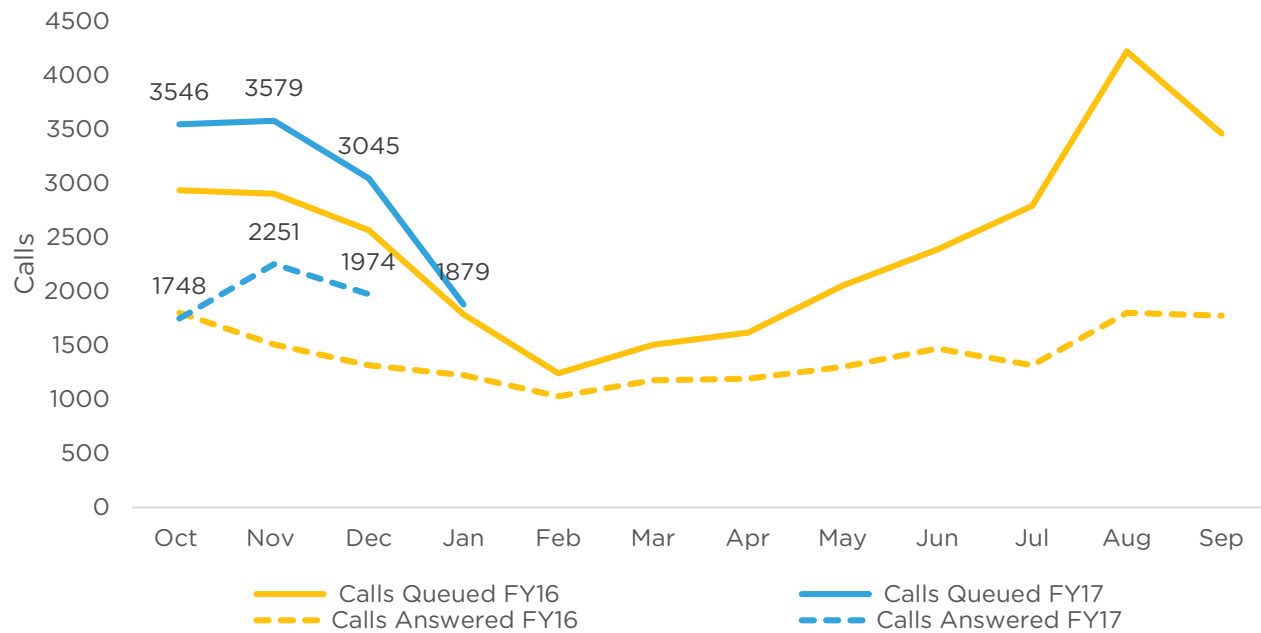


# Family Services Initiative (FSI)

## January 2017

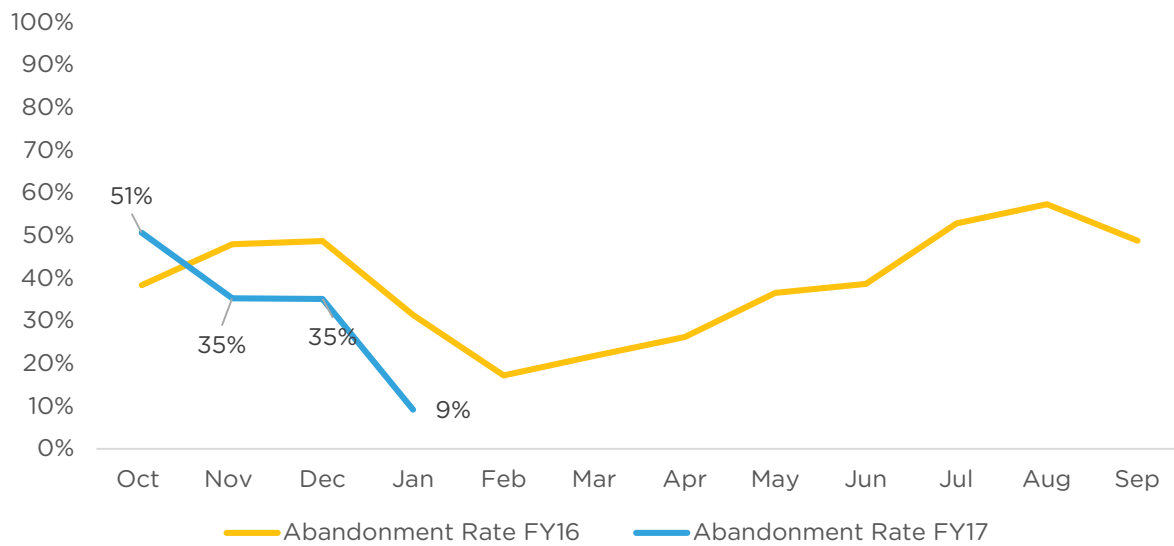
### 2-1-1 Tampa Bay Cares

#### Number of Calls



Source: ACD Report

#### Abandonment Rate

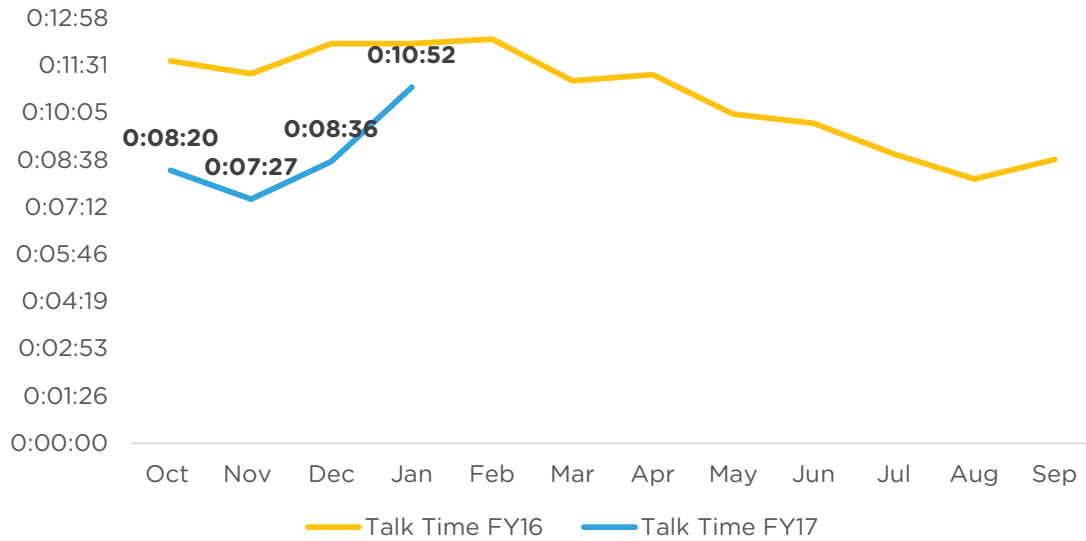


Source: ACD Report

# Family Services Initiative (FSI)

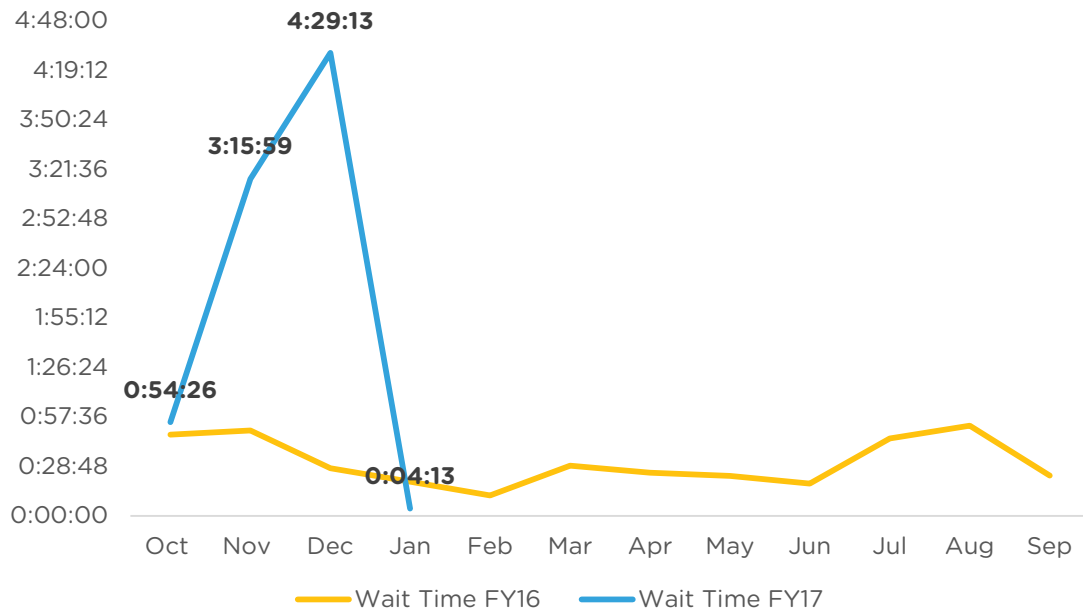
## January 2017

### Talk Time



Source: ACD Report

### Wait Time



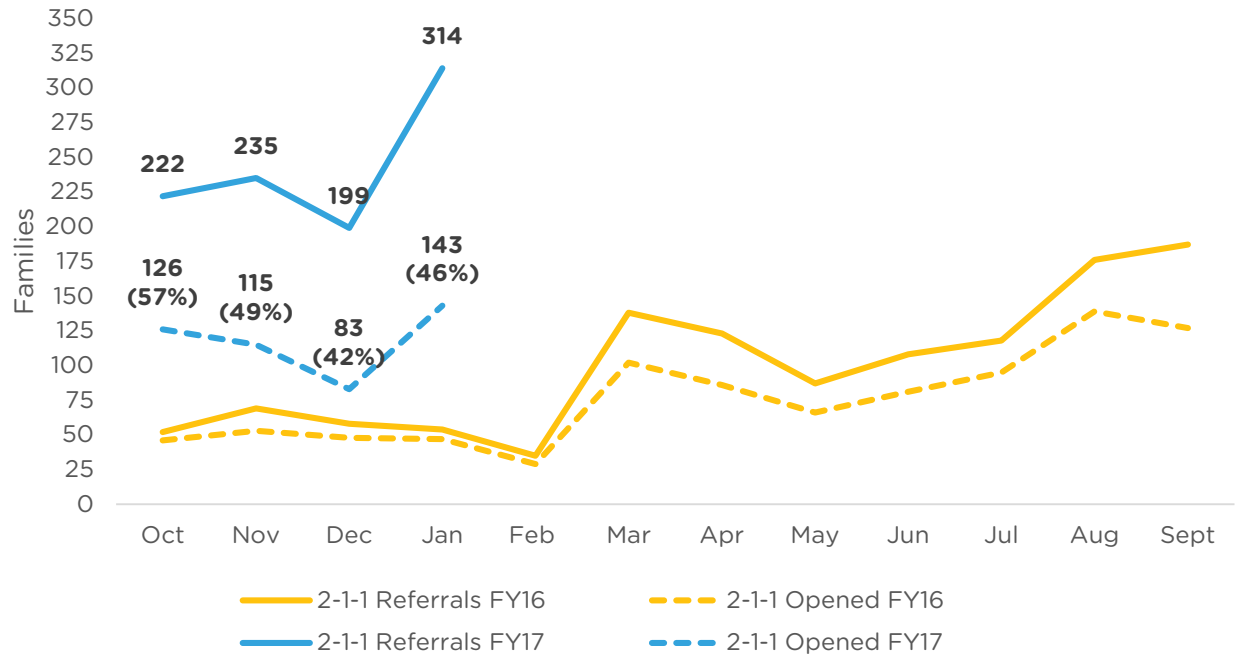
Source: ACD Report

# Family Services Initiative (FSI)

## January 2017

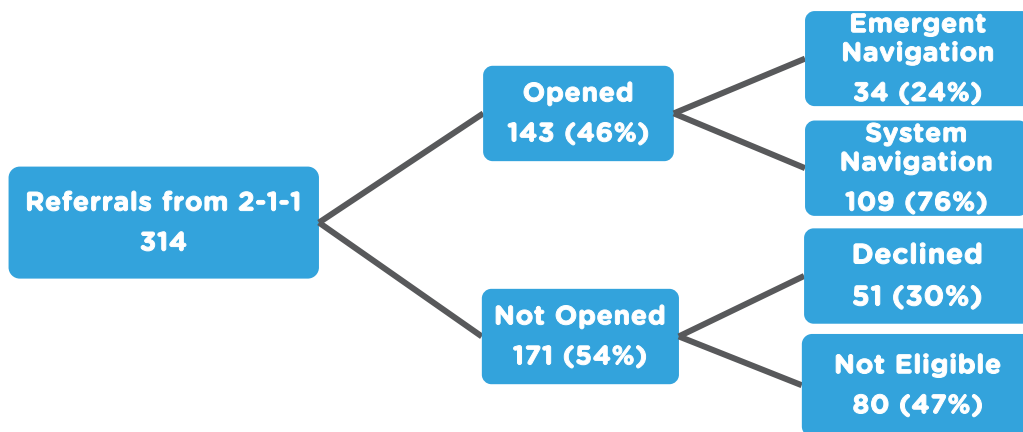
### PEMHS Navigation

#### Number of Families



Source: PEMHS Monthly Upload

#### Type of Navigation



Source: PEMHS Monthly Upload

# Family Services Initiative (FSI)

## January 2017

### Central Florida Behavioral Health Network

#### Incidental Volume

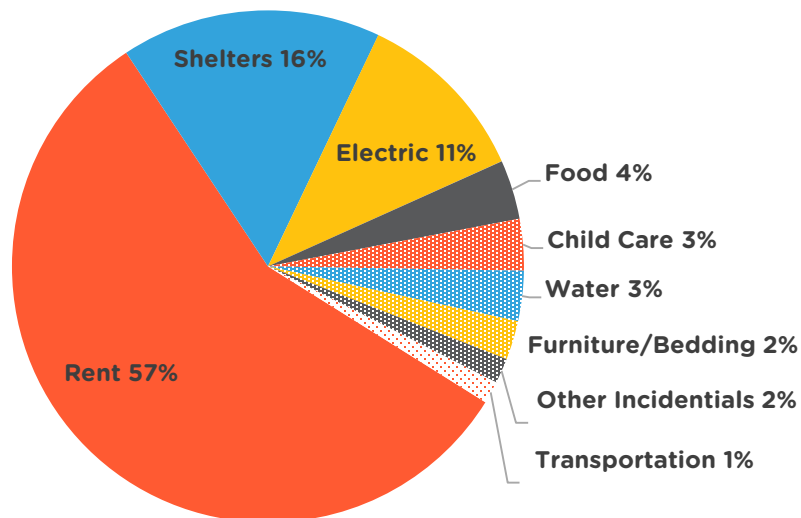


\*Incidental time is the amount of time between when the incidental is request is submitted and CFHBN approval.

Source: CFHDS

### Juvenile Welfare Board

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



Note: Pcard expenditures have been reconciled through October only.

Source: CFHDS

#### FY17 Monthly Spending

